

附件11:

云南铜业供应商或利益相关方负责任供应链管理申诉处理流程

流程一:

一、申诉联系方式	公司供应商及利益相关方可对公司工作人员及交易行进行监督，联系电话：0871-63124933，电子邮箱：ynty_yxjsb@chinalco.com.cn。
二、保障措施	1、供应商可到我公司网站查询《云南铜业供应链尽责管理政策及承诺（中英文）》
	2、保障电话畅通，公司管理部门合规风控专员定期查看邮箱。
	3、对申诉人身份和投诉内容进行保密。
三、处理流程	1、查看邮箱知晓申诉内容或接听电话记录申诉内容，申诉者电话等相关信息，并要求申诉方提供证据材料。
	2、将申诉内容整理及处理方案报告直接领导同意展开调查。
	3、将申诉内容发给涉事部门或单位的合规管理员，由合规管理员督促原料采购部门展开调查。
	4、涉事部门或单位合规管理员将调查结果及调查对象相关信息反馈给公司合规风控专员，将结果通过邮件或电话反馈给申诉者。
	5、申诉者对结果满意则了结申诉；申诉者不满意，要求申诉者提供证据由涉事部门或单位进行再调查。
四、调查方式	1、向涉事供应商电话核实申诉内容。
	2、要求涉事供应商提供解释材料。
	3、通过查询系统、涉事供应商官网、相关机构、行业内相关单位访谈等方式进行核实。

流程二:

申诉机制	采用中国五矿化工进出口商会的《采矿业和矿产价值链调解磋商机制》，申诉人填写《调解磋商申请表》及相关材料提交商会秘书处进行处理。
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Annex 11

Yunnan Copper suppliers or stakeholders responsible supply chain management complaint handling process

Process one:

Complaint contact	<p>The Company's suppliers and stakeholders may supervise the Company's staff and the trading bank, Contact number: 0871-63124933 Email address: ynty_yxjsb@chinalco.com.cn.</p>
Safeguard measure	<p>1、Suppliers can visit our website "Yunnan Copper Supply Chain Due Diligence Management Policy and Commitment (Chinese and English)"</p>
	<p>2、Ensure that the phone is unblocked, and the compliance risk control specialist of the company's management department regularly checks the mailbox.</p>
	<p>3、The identity of the complainant and the contents of the complaint shall be kept confidential.</p>
Processing flow	<p>1、Check the mailbox to know the content of the complaint or phone records of the complaint content, the phone number of the complainant and other relevant information, and ask the complainant to provide evidence materials.</p>
	<p>2、Organize the content of the complaint and report the handling plan. The direct leader agrees to investigate.</p>
	<p>3、The content of the complaint will be sent to the compliance manager of the department or unit involved, and the compliance manager will urge the raw material procurement department to investigate.</p>
	<p>4、The compliance manager of the department or unit involved will feedback the investigation results and relevant information about the investigation objects to the compliance risk control specialist of the company, and the results will be feedbacks to the complainant by email or phone.</p>
	<p>5、If the complainant is satisfied with the result, the complaint shall be settled; The complainant is not satisfied and requires the complainant to provide evidence to be re-investigated by the relevant department or unit.</p>
	<p>1、Call the supplier to verify the complaint.</p>
	<p>2、Require the supplier involved to provide explanatory materials</p>

Investigation method	3、 Verification is carried out through the inquiry system, the official website of the supplier involved, relevant institutions, and interviews with relevant units in the industry.
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Process two:

Appeal mechanism	In accordance with the Mediation Consultation Mechanism of the Mining Industry and Mineral Value Chain of the China Chamber of Commerce for Metals, Minerals and Chemicals Importers and Exporters, the complainant fills in the Mediation Consultation Application Form and related materials and submits them to the secretariat of the Chamber for processing.
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云南铜业股份有限公司负责任矿产供应链申诉及处理记录表

申诉日期	
申诉人	
联系电话	
单位名称	
公司地址	
申诉渠道	<p>1、通过公司申诉渠道进行申诉（流程一）。联系电话：0871-63124933，电子邮箱：ynty_yxjsb@chinalco.com.cn。</p> <p>2、通过中国五矿化工进出口商会的《采矿业和矿产价值链调解磋商机制》进行处理（流程二）。</p>
申诉渠道选择	
申诉内容	
申诉调查及反馈 申诉方	
申诉方对处理结果的反馈及再次处理情况	
签字	编制： 审核：

Responsible mineral supply chain complaint and handling record form
of Yunnan Copper Co., LTD

Date of appeal	
petitioner	
Contact number	
Unit name	
Company address	
Appeal channel	<p>1、Appeal through the company's appeal channel (Process 1)。 Contact number: 0871-63124933, Email address: ynty_yxjsb@chinalco.com.cn。</p> <p>2、Through the Mediation and Consultation Mechanism for Mining and Mineral Value Chain of China Chamber of Commerce for Metals, Minerals and Chemicals Importers and Exporters (Process 2)</p>
Appeal channel selection	
Content of the appeal	
Complaint investigation and feedback to the complainant	
The complainant's feedback on the processing result and re-processing situation	
sign	<p>establishment: _____ examine: _____</p>