

## **Customer Rights Policy and Customer Grievance Mechanism**

The Company upholds the principles of integrity and responsible service, values customer rights and long-term partnerships, and is committed to providing safe, reliable, and compliant maritime services. Given that the Company operates primarily in a business-to-business (B2B) maritime services context and does not involve consumer products subject to health or labeling requirements, the Company nevertheless adheres to applicable laws, regulations, and international standards. Accordingly, the Company has established a comprehensive customer rights protection and grievance mechanism to safeguard the legitimate interests of its customers.

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### **I. Principles for the Protection of Customer Rights**

#### **(1) Service Safety and Quality**

The Company complies with applicable domestic and international maritime regulations and safety management systems to ensure vessel operational safety, stable service quality, and regulatory compliance, thereby mitigating operational risks and protecting customer rights.

#### **(2) Information Transparency and Integrity**

In the provision of services, contractual arrangements, marketing activities, and information disclosure, the Company adheres to principles of honesty, clarity, and non-misleading communication. The Company does not engage in any deceptive, misleading, fraudulent, or trust-damaging practices.

#### **(3) Protection of Customer Data and Privacy**

The Company collects, processes, and protects customer data in accordance with applicable laws and regulations. Customer information is used solely for legitimate business purposes, and appropriate information security and management measures are implemented to prevent unauthorized access, misuse, leakage, or infringement.

#### **(4) Fair Dealing and Regulatory Compliance**

The Company ensures that all transactions and cooperative relationships are conducted in accordance with fair dealing principles and continuously reviews relevant systems to meet market standards and stakeholder expectations.

#### **(5) Fair Contracting and Integrity Principles**

The Company upholds the principles of integrity and fair dealing and values long-term relationships with its customers. In providing maritime services and entering into contractual arrangements, the Company is committed to ensuring that contract terms are fair, reasonable, and transparent.

In the negotiation and performance of contracts, the Company adheres to the principle of good faith, avoids improper or inequitable contractual terms, and conducts

its business in accordance with applicable laws and commercial practices. Material contracts are subject to internal review and risk management procedures to mitigate operational and compliance risks.

Should customers have any questions, concerns, or feedback regarding contractual terms or services, they may submit inquiries or grievances through the Company's established grievance mechanism. The Company will handle such matters in a fair, timely, and prudent manner as part of its ongoing efforts to enhance service quality.

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## **II. Customer Grievance Mechanism**

To ensure that customer concerns are promptly received and properly addressed, the Company has established a clear grievance handling and response process, which serves as an important basis for the continuous improvement of service quality and management systems.

### **(1) Grievance Submission Channels**

Customers may submit grievances through the following channels:

- Email
- Telephone
- The Company's official website or designated contact points

### **(2) Grievance Handling Process**

1. Customers submit grievances.
  2. The relevant business department or responsible unit receives and registers the case.
  3. An initial review and classification are conducted to determine the nature of the grievance and the responsible unit.
  4. The relevant unit conducts an investigation, implements corrective actions where necessary, and addresses the issue.
  5. The handling results are communicated to the customer.
  6. Upon case closure, the matter is incorporated into internal reviews and improvement tracking to further enhance service quality.
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## **III. Continuous Improvement and Oversight**

The Company regularly reviews the implementation of its customer rights protection and grievance mechanism and will review and update relevant policies and procedures as necessary in response to operational needs and regulatory developments, with the aim of enhancing operational transparency, regulatory compliance, and customer satisfaction.