

**Chifeng Jilong Gold Mining
Co., Ltd.**

**Information System Supplier
Management System**

December 2022

1 Purpose

This system is specially prepared in order to realize the effective management of suppliers and improve the service level management of information system suppliers by Chifeng Jilong Gold Mining Co., Ltd. (hereinafter referred to as “Chifeng Gold” or “the Company”).

2 Scope

This system applies to software maintenance service providers, system service providers and equipment suppliers of Chifeng Gold.

Software maintenance service providers refer to suppliers who have signed software purchase and maintenance service contracts with Chifeng Gold to provide software maintenance support for Chifeng Gold.

System service providers refer to system suppliers who have signed system construction and maintenance contracts with Chifeng Gold.

Equipment suppliers refer to equipment suppliers who have signed hardware purchase contracts with Chifeng Gold.

3 Supplier’s personnel

3.1 For software maintenance service providers and system service providers, the project leader of Chifeng Gold shall require them to set up special service teams per the contracts signed or project requirements, and the team staffing (quantity, technical ability and qualification) shall meet the requirements of maintenance service and system construction.

3.2 For software maintenance service providers and system service providers, the system maintenance supervisor and the project leader of Chifeng Gold shall test the technical ability, qualification, communication ability and work experience of the suppliers participating in maintenance services as contracted.

3.3 For equipment suppliers, the equipment receiving and acceptance personnel shall, during the arrival of equipment, register the equipment strictly as contracted, and clearly indicate the information of equipment manufacturer, agent and freight forwarder.

3.4 When the supplier’s personnel need to enter the computer room, the administrator shall register per the security system of the IT Department, and ensure the stability and security of any operation in the computer room.

4 Supplier service management

- 4.1 Suppliers shall present their relevant safety qualification, implementation qualification and other supporting materials of the industry or product they serve to prove their ability to complete the service.
- 4.2 Software maintenance service providers and system service providers shall provide corresponding software licenses and service plan, service process and emergency plan specifying the service contents according to the contract terms.
- 4.3 Software maintenance service providers and system service providers shall provide technical support for system software and hardware transformation, upgrade, switchover and so on during the service period, and provide maintenance support in ensuring business continuity and system security.
- 4.4 Software maintenance service providers and system service providers shall answer questions or inquiries in the implementation of system services, and are obliged to provide necessary technical guidance and ability training to system maintenance personnel of Chifeng Gold in the service process.
- 4.5 If the system hardware is damaged due to the supplier's reasons in the service process, the supplier shall repair and solve the problem and deliver the problem handling report.
- 4.6 For software maintenance service providers and system service providers, the project leader of Chifeng Gold shall, per the project construction plan and progress, require them to achieve the project construction objectives in all aspects such as project planning, test management, software version management, system switchover plan, application software development, test, function release, configuration, timeliness ratio of debugging and data transplantation.
- 4.7 Suppliers shall establish knowledge base system to accumulate maintenance experience, and summarize it into the knowledge base in time, so as to transform service quality into improved maintenance ability.
- 4.8 For equipment suppliers, the project leader of Chifeng Gold shall specify the equipment installation service and installation plan. Suppliers shall provide equipment installation services according to the service content and needs, and submit installation records after installation.
- 4.9 Suppliers who sign the annual operation and maintenance agreement shall submit an operation

and maintenance service report every month. This report shall indicate key technical indicators and parameters of operation and maintenance, risk points and their solutions, detailed and true maintenance records, monthly reports, inspection reports, fault handling reports, system maintenance manuals and so on. The IT Department reviews and evaluates the supplier's services as a whole according to the signed service contract every six months, and the supplier shall actively cooperate and propose solutions to the problems and contents to be improved.

5 Supplier security and confidentiality management

5.1 Any supplier shall strictly keep confidential any information related to industry secrets and company secrets provided by the IT Department of Chifeng Gold, and shall not use such information for other purposes without the confirmation of Chifeng Gold.

5.2 Confidential information includes paper documents, hard disk, USB flash disk, CD and other items recorded in words, data, symbols, graphics and images.

6 Supplier communication mechanism

In the daily cooperation, the IT Department of Chifeng Gold and the cooperative suppliers keep abreast of the cooperation trends of both sides, listen to the feedback and suggestions of both sides, and promote friendly and benign cooperation through mutual visits, telephone communication and technical exchanges.

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