

FAQs - Operation Management

4. How does Bosideng improve consumer awareness on product chemical content? Does the group provide inquiry/consultation channels?

The Group places high importance on consumers' right to know about chemical ingredients. We popularize chemical knowledge amongst consumers through multiple channels such as our official website, WeChat account, and e-commerce platform, to share information about chemicals. These communications explain the purpose, function, and potential risks of chemical substances to help consumers make safe, transparent, and informed choices.

The Group publishes the Chemical Control Manual and the Restricted Substances List (RSL) on its official website. These documents clearly explain the application scenarios, management requirements, and substitution plans for chemical substances. The Group also releases educational content, research updates, and awareness campaigns to provide consumers with comprehensive and reliable chemical-safety information.

In addition, the Group offers convenient consultation and feedback channels, including a consumer hotline, online customer service, and e-commerce messaging. These channels allow consumers to inquire about chemical components at any time and receive professional and timely responses. Bosideng is committed to helping consumers build knowledge and trust in product chemical safety and to fostering a safe, transparent, and responsible consumption environment.

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