

FAQs - Operation Management

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

The Group attaches great importance to consumers' right to information regarding chemical substances used in products. Through multiple channels, it seeks to enhance consumers' understanding of, and trust in, chemical safety. Bosideng continuously shares chemical knowledge through its official website, WeChat official account, and e-commerce platforms, clearly explaining the purposes, functions, and potential risks of chemical substances to help consumers make safer, more informed, and more confident purchasing decisions.

The Group publishes its Chemicals Management Policy and the Bosideng Restricted Chemical Substance List (RSL) on its official website, providing detailed information on the use of chemical substances in products, management requirements, and substitution plans. It also shares chemical safety educational materials, seminar findings, and awareness activities through official media channels, enabling consumers to access comprehensive and reliable chemical safety information in a timely manner.

Bosideng provides convenient consultation and feedback channels, including its consumer hotline, online customer service, and messaging functions on e-commerce platforms. These channels enable consumers to raise questions about chemical substances and receive professional and timely responses. The Group also publishes the Chemicals Control Manual on its ESG website, providing comprehensive information on chemical substances as well as its chemical reduction and phase-out plans, thereby promoting a safe, transparent, and responsible consumption environment.

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