

长安汽车安全宣言 Changan Automobile Safety Statement

重庆长安汽车股份有限公司（以下简称“长安汽车”“公司”“我们”）始终坚信产品质量安全是企业发展的生命线，也是长安汽车对用户、合作伙伴及社会不可推卸的责任。我们致力于构建全生命周期、全价值链的产品质量安全管理体系，确保每一辆汽车从设计、生产到服务的每一个环节都承载着对安全的敬畏、对品质的坚持。我们以技术创新为驱动，以系统管理为保障，让产品安全成为用户信赖的基石，我们愿携手各方共同推动汽车行业向更安全、更可靠、更可持续的未来迈进。

Chongqing Changan Automobile Co., Ltd. (hereinafter referred to as "Changan Automobile," "the Company," or "we") firmly believes that product quality & safety are fundamental to its sustainable development and remains unwavering in fulfilling its responsibility to customers, partners, and society. We are committed to building a product quality & safety management system across the entire product life cycle and value chain, ensuring that every vehicle embodies our respect for safety and dedication to quality at every stage, from design and manufacturing to service. Driven by technological innovation and supported by systematic management, we make product safety the cornerstone of customer trust. We stand ready to work with all partners to advance the automotive industry toward a safer, more reliable, and more sustainable future.

一、概述 Overview

（一）目的 Purpose

为保障用户安全、提升产品质量、履行社会责任，长安汽车制定本安全宣言（以下简称“本宣言”），致力于通过全生命周期安全管理体系，确保每一辆长安汽车都符合最高的安全与质量标准。

To safeguard user safety, enhance product quality, and fulfill our social responsibilities, Changan Automobile has formulated this Safety Statement (hereinafter referred to as "this Statement"). Through a safety management system covering the entire product life cycle, we are committed to ensuring that every vehicle made by Changan meets the highest standards of safety and quality.

（二）编制依据 Basis for Preparation

长安汽车严格遵守运营所在地适用的产品质量、用户安全和安全生产相关法律法规，包括《中华人民共和国产品质量法》《中华人民共和国安全生产法》及缺陷汽车产品召回相关法规等；并参考 IATF 16949、ISO 9001 等质量、安全相关国际标准及行业实践，结合公司产品全生命周期管理、生产运营和价值链安全管理实践，制定本宣言。

Changan Automobile strictly complies with applicable laws and regulations related to product quality, user safety, and work safety in the jurisdictions where it operates, including the *Product Quality Law of the*

People's Republic of China, the Work Safety Law of the People's Republic of China, and relevant regulations on the recall of defective auto products. The Company also refers to international standards and industry practices related to quality and safety including IATF 16949 and ISO 9001. This Statement is formulated taking into account the Company's product lifecycle management, production operations and value chain safety management practices.

如本宣言与运营所在地适用法律法规存在冲突，或本宣言要求低于当地强制性标准，长安汽车优先遵守运营所在地适用法律法规及更高合规要求。

In cases where this Statement conflicts with applicable laws and regulations in any operating jurisdiction, or where its requirements fall below mandatory local standards, Changan Automobile shall prioritize compliance with applicable local laws and regulations and higher compliance requirements.

（三）原则 Principles

在践行本宣言的承诺、行动路径过程中，公司将遵循以下原则：

In implementing the commitments, and roadmap outlined in this Statement, the Company will adhere to the following principles:

1. 安全至上 Safety First

我们承诺将始终如一将用户安全置于产品研发、生产、服务等最核心的位置。

We commit to placing user safety at the core of product R&D, production, and service.

2. 预防为主 Prevention Foremost

我们承诺将持续优化完善系统化风险识别与控制，从源头防范安全隐患。

We commit to improving systematic risk identification and control, preventing safety risks at the source.

3. 透明负责 Transparency and Accountability

我们承诺对安全问题及时披露、主动沟通，并建立可追溯的改进机制。

We commit to disclosing safety issues in a timely manner, communicating proactively, and establishing a traceable improvement mechanism.

4. 持续改进原则 Continuous Improvement

我们承诺将基于数据和反馈不断优化产品质量安全管理体系。

We commit to continuously optimizing our product quality & safety management system based on data and feedback.

（四）适用范围 Scope of Application

本宣言适用于公司本部及具有实际控制力的各级企业。同时，我们致力于将本宣言中的相关承诺与原则，通过倡导、合作等形式，延伸至全价值链的关键业务伙伴，包括但不限于供应商、经

销商、服务商，其他重要的合作伙伴（如研发合作伙伴、行业组织等）。

This Statement applies to the Company's headquarters and all entities under its effective control. Furthermore, we are committed to extending the relevant commitments and principles set out in this Statement to key business partners across our entire value chain through advocacy, cooperation, and other means. These partners include but are not limited to suppliers, dealers, service providers, and other key partners such as R&D partners and industry organizations.

二、治理体系与实施保障 Governance System and Implementation Guarantee

（一）治理体系 Governance System

长安汽车构建覆盖产品全生命周期的一体化安全管理体系。在董事会战略、投资与可持续发展委员会的指导与监督下，我们通过系统性安全目标设定、分层级任务分解、跨部门协同执行与动态化绩效评估，形成“规划-实施-监测-改进”的闭环管理机制。我们以前瞻性安全设计、精细化生产管控、智能化质量监测和快速化响应改进为核心路径，系统推动被动安全技术突破、主动安全系统升级、电池安全性能提升、软件功能安全验证及供应链质量协同等关键领域的持续优化，确保每一辆长安汽车都以最高的安全标准与品质承诺交付用户，守护每一次出行。

Changan Automobile has established an integrated safety management

system covering the full product life cycle. Under the guidance and supervision of the Board's Strategy, Investment and Sustainability Committee, we have formed a closed-loop management mechanism encompassing planning, implementation, monitoring and improvement through systematic safety target setting, multi-level task breakdown, cross-departmental collaborative execution, and dynamic performance evaluation.

With forward-looking safety design, refined production control, intelligent quality monitoring, and rapid response improvement as core approaches, we systematically drive continuous optimization in key areas including passive safety technology breakthroughs, active safety system upgrades, battery safety performance enhancement, software functional safety verification, and supply chain quality collaboration. This ensures that every vehicle made by Changan is delivered to customers with the highest safety standards and quality commitments, safeguarding every journey.

（二）资源保障 Resource Guarantee

为确保安全承诺的有效落实，公司持续投入专项资金用于安全技术研发、测试能力建设与人才体系搭建，并组建跨领域专业安全团队，以持续提升长安汽车在产品安全领域的系统性保障能力与行业引领力。

To ensure effective implementation of our safety commitments, the Company continuously invests dedicated funding in safety technology R&D, testing capability building, and talent development. We have assembled a

cross-functional safety team to continuously enhance Changan's systematic support capabilities and industry leadership in product safety.

（三）培训和能力建设 Training and Capability Building

公司针对不同层级管理者、员工及相关方开展系统化产品质量安全意识培训，定期解读国内外车辆安全法规、行业技术标准及质量责任要求，宣贯公司产品安全政策与质量管理体系，提升全员安全责任意识 and 风险防控能力。我们高度重视海外市场团队对当地安全监管要求的理解与执行，通过属地化法规培训、国际标准对接及跨区域安全协同实践，持续增强公司在全球化业务中应对多样化安全与质量挑战的能力。

We provide systematic product quality & safety awareness training for managers, employees, and relevant parties at all levels. We regularly interpret China's and international vehicle safety regulations, industry technical standards, and quality responsibility requirements, and communicate our product safety policies and quality management systems. This builds safety awareness and risk prevention capabilities across the organization. We attach great importance to our overseas teams' understanding and implementation of local safety regulatory requirements. Through training on local regulatory requirements, international standards alignment, and cross-regional safety collaboration practices, we continuously strengthen our ability to address diverse product safety and quality challenges in global operations.

三、产品安全事件闭环管理流程 Closed-Loop Management of

Product Safety Incidents

（一）事件上报与分级 Incident Reporting and Classification

1. 建立多渠道事件上报机制，涵盖用户反馈、售后数据、远程诊断等。

Establish multi-channel incident reporting mechanisms covering user feedback, after-sales data, remote diagnostics, etc.

2. 根据严重程度、影响范围对事件进行分级，制定差异化响应策略。

Classify incidents by severity and scope of impact, and develop differentiated response strategies.

（二）调查分析与根因定位 Investigation, Analysis, and Root Cause Identification

1. 成立跨部门专项小组，迅速启动技术调查与根因分析。

Set up cross-departmental task forces to promptly initiate technical investigations and root cause analysis.

2. 运用鱼骨图、FMEA 分析、仿真验证等方法，确保问题定位准确、完整。

Apply tools such as fishbone diagrams, FMEA, and simulation validation to ensure accurate and complete problem identification.

（三）整改措施与验证 Corrective Actions and Verification

1. 制定并实施针对性整改方案，包括设计优化、工艺调整、供应链改进等。

Develop and implement targeted corrective plans, including design optimization, process adjustments, and supply chain improvements.

2. 通过台架测试、道路试验及第三方验证，确保整改措施的有效性。

Conduct bench testing, road testing, and third-party verification to ensure the effectiveness of corrective actions.

(四) 闭环跟踪与预防延伸

Closed-Loop Tracking and Preventive Actions

1. 建立事件闭环跟踪系统，直至所有措施落实并通过评审。

Establish a closed-loop incident tracking system until all measures are implemented and reviewed.

2. 将事件教训转化为设计规范、工艺标准或培训教材，防止问题重复发生。

Translate lessons learned from incidents into design specifications, process standards, or training materials to prevent recurrence.

四、重大质量问题披露原则 Principles for Disclosure of Major Quality Issues

(一) 主动披露机制 Proactive Disclosure Mechanism

确认存在安全风险或系统性质量缺陷后，第一时间启动内部通报并向社会公开披露。

Upon confirmation of safety risks or systemic quality defects, initiate internal notifications and public disclosure without delay.

（二）用户沟通与服务 User Communication and Service

1. 通过多种渠道主动通知受影响用户，并提供便捷的咨询与处理通道。

Proactively notify affected users through multiple channels and provide convenient consultation and resolution channels.

2. 根据问题性质，依法依规提供免费检修、召回处置或其他处理方案。

Depending on the nature of the issue, we provide free repair services, recall remedies, or other appropriate measures in accordance with applicable laws and regulations.

（三）信息跟踪与反馈 Information Tracking and Feedback

1. 设立专项服务热线与在线平台，持续收集用户反馈并定期公布处理进展。

Establish dedicated service hotlines and online platforms to continuously collect user feedback and regularly disclose progress on how it is addressed.

2. 对共性问题快速响应，必要时发布补充升级或临时解决方案。

Respond promptly to common issues and, when necessary, provide additional updates or interim solutions.

五、OTA 升级风险管理要求 OTA Update Risk Management Requirements

（一）升级前风险评估 Pre-Update Risk Assessment

1. 对所有 OTA 升级包进行安全与兼容性测试，包括功能、性能、网络及数据安全等方面。

Conduct safety and compatibility testing for all OTA update packages, covering functionality, performance, network, and data security.

2. 开展升级影响评估，明确受影响车型、系统版本及潜在风险等级。

Perform update impact assessments to identify affected vehicle models, system versions, and potential risk levels.

（二）分级推送与用户确认 Staged Rollout and User Confirmation

1. 制定差异化推送策略，重要升级需用户明确授权后方可执行。

We develop differentiated rollout strategies, and critical updates shall be executed only upon explicit user authorization.

2. 提供完整的升级说明，包括更新内容、耗时、注意事项及回滚方案。

We provide complete update instructions, including update content, duration, key considerations, and rollback plan.

（三）升级过程监控与应急响应 Update Process Monitoring and Emergency Response

1. 建立实时升级管理平台，跟踪进度、成功率及异常情况。

Establish a real-time update management platform to track progress,

success rates, and anomalies.

2. 制定应急预案，对升级失败、系统异常等情况提供远程支持或线下服务。

Develop contingency plans and provide remote support or on-site service for update failures, system anomalies, and other issues.

3. 建立健全产品应急预案体系，确保在任何情况下均能有效保障产品的安全性能、质量可靠性与关键零部件库存的稳定充足。

Establish a comprehensive product contingency plan system to ensure product safety performance, quality reliability, and stable and adequate supply of critical components under all circumstances.

（四）升级后效果验证 Post-Update Effectiveness Verification

1. 通过数据分析与用户反馈，持续评估升级后的系统稳定性与安全性。

Continuously evaluate system stability and safety through data analysis and user feedback.

2. 对共性问题快速响应，必要时发布补充升级或临时解决方案。

Respond promptly to common issues and, when necessary, provide additional updates or interim solutions.

六、附则 Supplementary Provisions

本宣言已由董事会战略、投资与可持续发展委员会审查并批准通过，自发布之日起生效实施。

This Statement has been reviewed and approved by the Board's Strategy, Investment and Sustainability Committee and shall take effect from the date of its issuance.

本宣言由长安汽车 ESG 工作部负责解释和修订。

This Statement shall be interpreted and revised by the Changan Automobile ESG Department.

长安汽车将每三年审阅本政策，并为适应法律法规的变化或公司发展进行相应内容的修订。

Changan Automobile will review this Statement every three years and revise its content as necessary to adapt to evolving legal and regulatory requirements or the development of the Company.

本声明以简体中文和英文两种文字书就。在两种文本理解发生歧义时，应以简体中文文本为准。

This Statement is issued in both Simplified Chinese and English. In the event of any discrepancy, the Simplified Chinese version shall prevail.