

Sustainability Report

2023





Technology Lights Up a Bright Future

Technology Sharing | Green Symbiosis | Value Creation | Community Responsibility

CONTENTS

About the Report	03	01	About vivo	05
Responsibility Message	04		Company Profilevivo	05
			Historical Events	06
			Products	07
			Honors and Awards	08
GRI Standard Index	76	02	Sustainability Governance	09
Independence Assurance Report	79		Sustainability Strategy	10
vivo Certification List	80		Sustainability Governance	11
Feedback Form	80	03	Technology Sharing	15
			Unleashing the Power of Innovation	17
			Promoting Digital Inclusion	22
			Product Safety and Reliability	29
			Whole-Hearted Customer Service	34
		04	Green Symbiosis	36
			Eco-Friendly Products	38
			Green Operation	43
		05	Value Creation	51
			Employee Growth	53
			Win-win Cooperation	60
			Industrial Co-Prosperity	62
		06	Community Responsibility	66
			Sound Operation	68
			Business Ethics	70
			Public Welfare	72
			Global Welfare	75

About the Report

This report is the third sustainability report ("the Report") released by vivo Holdings Limited (hereinafter referred to as "vivo", "the Company", or "we") to the public. Upholding the principles of objectivity, standardization and transparency, vivo discloses each year the Company's sustainable development management status, and promote mutual understanding, communication and interaction between vivo and stakeholders, as well as enhance the corporate information transparency.

The preparation of 2023 Sustainability Report remains the same as in 2022, with any changes noted separately.

Basis of Preparation

This Report is prepared with reference to the GRI Sustainable Development Report Standards (hereinafter referred to as "GRI Standards") issued by the Global Reporting Initiative (hereinafter referred to as "GRI"), the Sustainable Development Goals (hereinafter referred to as "SDGs") of the United Nations and the Ten Principles of the UN Global Compact (hereinafter referred to as "UNGC").

Scope of This Report

The organizational scope of this Report covers all entities of the Company that have control or significant influences over financial and operational policies and measures. The information and data in this Report cover the concepts, important progress, management practices, etc, of vivo Mobile Communication Co., Ltd and its subsidiaries¹ from January 1, 2023 to December 31, 2023. To enhance the integrity of this Report, partial relevant contents that have been traced back to the time prior to the reporting period are stated separately.

Unless otherwise stated, the currency used in this Report is RMB.

Data Sources

All the data used in this Report is from vivo's internal official documents, statistical reports, third-party questionnaire surveys, and relevant public information.

External Assurance

This report has completed SGS's independent assurance, in review the reliability of the sources and data handling of the relevant information disclosed in the Report (Page 79 for details).

Availability

This independent Report is released in September 2024 in Chinese and English versions. You can read and obtain the Chinese and English electronic versions of this Report at:

<https://www.vivo.com/en/activity/csr>

Feedback

If you have any questions or feedback on this Report and contents, please contact us by:

Email: CSR@vivo.com

¹Subsidiaries include vivo Mobile Communication (Shenzhen) Co., Ltd, Shenzhen iQOO Communication Software Co., Ltd, vivo Mobile Communication (Chongqing) Co., Ltd, vivo Mobile Communication (Hangzhou) Co., Ltd, vivo Software Technology Co., Ltd, Xi'an vivo Software Technology Co., Ltd, iQOO Software Technology (Shanghai) Co., Ltd and Nanjing vivo Software Technology Co., Ltd.

Responsibility Message



Shen Wei
vivo Founder
President, and CEO

Finding Happiness by Creating Happiness for All

Over the past 29 years since vivo's establishment, we have come a long way. As we look ahead, we are more enthusiastic than ever about the bright future of our industry and the remarkable growth in our business capabilities.

"Do the right thing and do things right." Our confidence comes from our ability to find certainty. But how do we find certainty amid uncertainty? The answer lies in our original aspiration. The more chaotic the environment, the more we need to reconnect with our original aspiration, our initial goal, and the principles that guided us from the start. I often liken a company to an individual whose ultimate goal in life is happiness. However, this happiness cannot be self-serving. It becomes sustainable and meaningful only when it is shared with others.

Therefore, a company's foremost purpose is to create happiness for all. The most fundamental social responsibility of a company is to operate with continuity and stability. This enables us to bring happiness to our users, employees, partners, and shareholders—those who are directly impacted by our actions. At vivo, we are dedicated to creating exceptional products for over 500 million users, enhancing the lives of tens of thousands of employees and their families, driving progress across the industrial chain, and delivering fair returns to our shareholders. Every step we take is about creating value and happiness—and in doing so, we too find our own sense of fulfillment.

Our Company creates happiness by utilizing technologies to light up a bright future. As our capabilities grow, so does our ability to make a greater impact. By aligning our business with the United Nations Sustainable Development Goals (SDGs), we have identified four key strategic directions for sustainable development: technology sharing, green symbiosis, value creation, and

community responsibility. Through promoting digital inclusiveness, adhering to green development principles, and fostering a mutually beneficial value ecosystem, we are committed to bringing more happiness and beauty to the world.

Technology sharing means making technological advancements universally accessible, much like humanity's first use of fire. vivo is dedicated to ensuring that everyone, regardless of their financial means, skill level, or knowledge, can benefit from technological progress and achieve what was once thought impossible. In 2023, we launched the "Blue Technology" brand, which has since brought significant innovations. The BlueLM has become a caring personal assistant. The Blue Ocean Battery has extended charging intervals from daily to every two days. Concertgoers seated far from the stage can now capture clear images of the performance, and professional creators are using smartphones to produce short films. These examples highlight our commitment to detail, leaving users amazed and delighted, and we share in their joy. This is the true essence of technology sharing.

Green symbiosis means that both individuals and companies must choose to contribute positively to our shared and irreplaceable natural environment, rather than causing harm. vivo has taken a significant step in this direction with the release of our *vivo Low-Carbon Action White Paper*, which addresses climate change challenges by focusing on carbon governance, carbon inventory, carbon goals, and carbon emission reduction. We have set targets to cut carbon emissions by half from our operations by 2035 compared to 2021 and to achieve carbon neutrality by 2050. To enhance product sustainability, we have introduced advanced materials and technologies, including glass ceramic and carbon element recombination. Additionally, we encourage our suppliers to adopt environmentally friendly materials such as lead-free copper and have identified 52 types of restricted hazardous substances. We have completed the second phase of the photovoltaic power generation project at vivo headquarters, and implemented energy-saving optimizations in our production and office systems, saving approximately 7,130 MWh of power per year. "Green" is an everlasting journey, and vivo is committed to using technology to achieve excellence, transforming our responsibilities into business opportunities, and driving more sustainable operations through innovation.

Value creation stems not only from a combination of wisdom but also from a shared resonance of values and ideals. The tide of the times can make greatness but also break heroes. By advancing together with like-minded partners, empowering one another through innovation, and working in synergy to create shared benefits, we can better navigate the changing landscape. We fully leverage our influence in the value chain and across the industry, collaborating with partners to drive innovation and breakthroughs in

cutting-edge technologies. We are committed to implementing generative large models at the edge, continuously expanding capabilities of mobile imaging, defining an All Big Core for chips, and engaging in setting standards in communication fields such as emergency positioning services and network protection. Through these efforts, we are fostering the healthy and sustainable development of the industry.

Social welfare is about spreading love and care to every corner of the world. An ecosystem does not necessarily mean the natural environment. It can also be people, businesses, and society. I believe that everyone is part of a larger whole. While technology is indeed powerful, it cannot address every need. This is why companies must work to balance societal needs with technological progress by actively supporting social welfare initiatives. In 2023, we applied BlueLM to vivo Sight, a customized solution for visually impaired individuals, which now serves 100,000 users. Through vivo smartphones, visually impaired users can "see" the world around them, effectively turning their phones into a "portable electronic guide dog." This development excites us and highlights the incredible potential of AI and imaging technology in advancing social welfare.

We are also witnessing the transformative power of technology in advancing aesthetic education. The Capture the Future Public Welfare Program has been cultivating rural aesthetic education for more than two years, spreading creativity and beauty across six counties in four provinces. Every summer, children are invited to visit vivo's global headquarters, where, guided by our volunteers, they explore laboratories and experience the intersection of design, imaging, and technology. These aesthetic education activities not only broaden the children's horizons but also ignite their imaginations. As vivo continues to expand globally, the program reached new heights in 2023, extending its impact to multiple countries and regions in Southeast Asia and Latin America. This expansion creates new opportunities for the holistic development of impoverished children in developing countries.

For 29 years, we have found happiness in cultivating relationships with our business partners, society, and nature. Happiness is both our most sincere dedication and our purest reward. It is just like growing a tree. We plant the seed by creating happiness for our users and partners. This seed, in turn, becomes the source of our own happiness, allowing us to grow and experience inner peace and satisfaction.

About vivo

Company Profile

vivo at a Glance

vivo is a design-driven technology company that creates great products with intelligent terminals and intelligent services as the core. We are committed to becoming a bridge connecting humans and the digital world and providing users with a more convenient digital life through unique creativity.

vivo's Strength

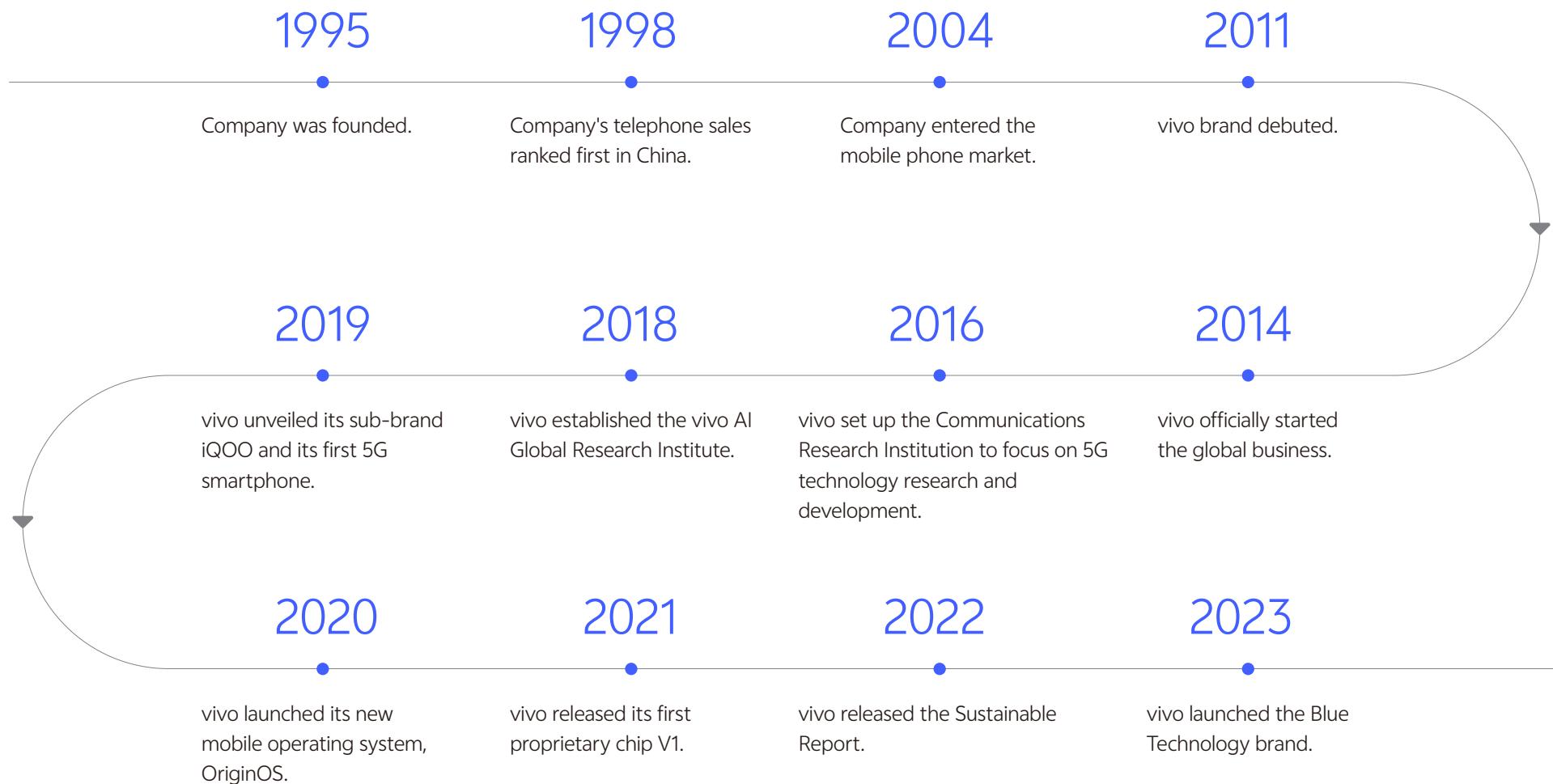
vivo has fully absorbed and developed local talent resources and deployed an extensive R&D network covering Shenzhen, Dongguan, Nanjing, Beijing, Hangzhou, Shanghai, Xi'an, and other cities, focusing on the frontier fields of 5G communications, artificial intelligence, industrial design, imaging technology and many other personal consumer electronics products and services. Thanks to vivo's intelligent manufacturing network (including brand licensing), today, vivo has an annual production capacity of nearly 200 million units, providing high-quality products and services to more than 500 million users in more than 60 countries and regions.

vivo's Mission and Vision

vivo implements sustainability strategies throughout the value chain and upholds the corporate mission of "create great products for users, create a joyful and progressive environment for employees, create win-win platforms for partners based on mutual trust, and render steady long-term returns on investment for shareholders." We aspire to develop into a healthier and more sustainable world-class corporation.



Historical Events



Products

vivo**iQOO****X Fold series**

Professional folding technology flagship

**X Flip series**

High-end folding flagship

**X series**

Professional photography technology flagship

**Digital series**

Future e-sports flagship

**V series**

Pioneering photography flagship

**Y series**

Ultra-slim body favored by everybody

**Neo series**

New-generation performance flagship

**Z series**

Super performance pioneer

**Smart terminal**

Multiple smart terminals that enrich users' digital experience

**Smart terminal**

Multiple smart terminals that focus on e-sports



Honors and Awards

Company/Brand



Products



Corporate Social Responsibility



02

Sustainability Governance

Sustainability Strategy

Sustainability Governance

Sustainability Strategy

vivo is committed to the vision of "Healthier and More Sustainable" development, embracing long-termism, engaging in sustainable development practices, and collaborating with various parties to create sustainable value for society.

vivo joined the United Nations Global Compact (UNGC) in 2019 and is committed to integrating its sustainable development strategy with the ten principles of the UNGC, supporting and fulfilling the global commitment to sustainable development with vivo's actions.



Aligning our own business activities with the United Nations' SDGs, we have set four major directions for sustainable development, namely technology sharing, green symbiosis, value creation, and community responsibility. We hope to build a more inclusive digital bridge to practice green development, establish a mutual-trust and win-win value ecosystem, and in effect provide happiness and greatness to the world.

• Technology Sharing :

Continuous technological innovation and fulfillment of digital responsibilities to bring users convenience and pleasure with technology and connect to a bright digital future.

• Green Symbiosis :

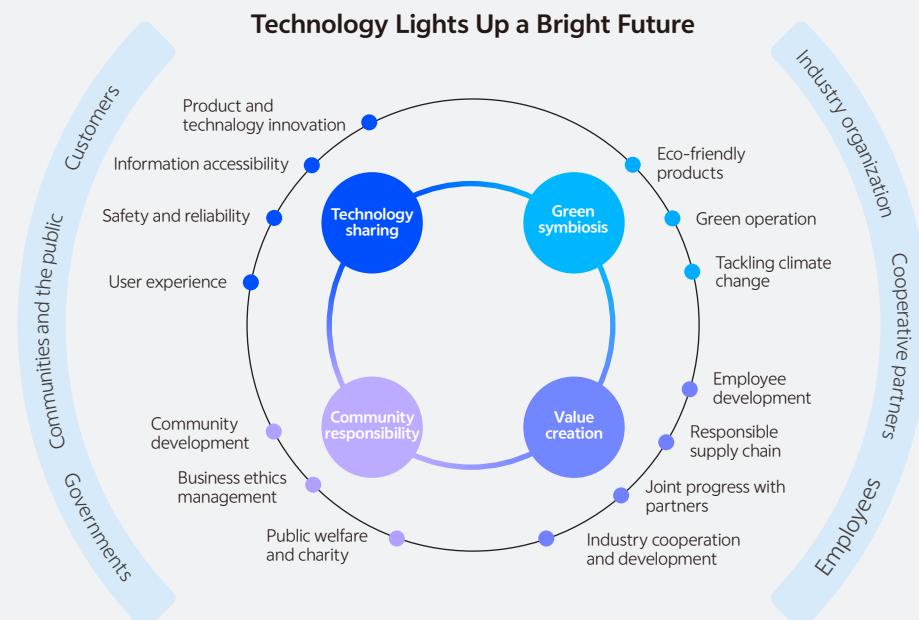
Low-carbon and green operation to promote circular economy, engineer sustainable products, jointly protect the earth, and usher in a bright green future.

• Value Creation :

Guarantee of employees' rights, interests and development, partnership of empowerment and mutual assistance, and joint establishment of a mutual-trust and win-win eco-platform to shape a bright value future.

• Community Responsibility :

Robust development with strengthened management of risks and business ethics to care for communities, contribute to public welfare, and shore up a bright responsible future.



Sustainability Governance

vivo integrates the sustainable development strategy into the whole process of business operation by setting up and constantly improving the Corporate Social Responsibility (CSR) management mechanism. The Company's Management Committee (the highest decision-making body) has set up a CSR Committee, consisting of a director served by the Company's senior vice president and members including senior managers in various fields to ensure effective management and address sustainable development issues.

The CSR Committee is responsible for managing and supervising issues and ensures that the Company's CSR management meets the requirements and expectations of various stakeholders. The CSR Committee holds

quarterly meetings to discuss and make decisions on key issues, and report to the Management Committee. The CSR Committee has set up a special team for key issues, consisting of experts in relevant fields regarding each issue. The team is responsible for the effective implementation and improvement of management initiatives to further promote sustainable development.



Stakeholder Communication

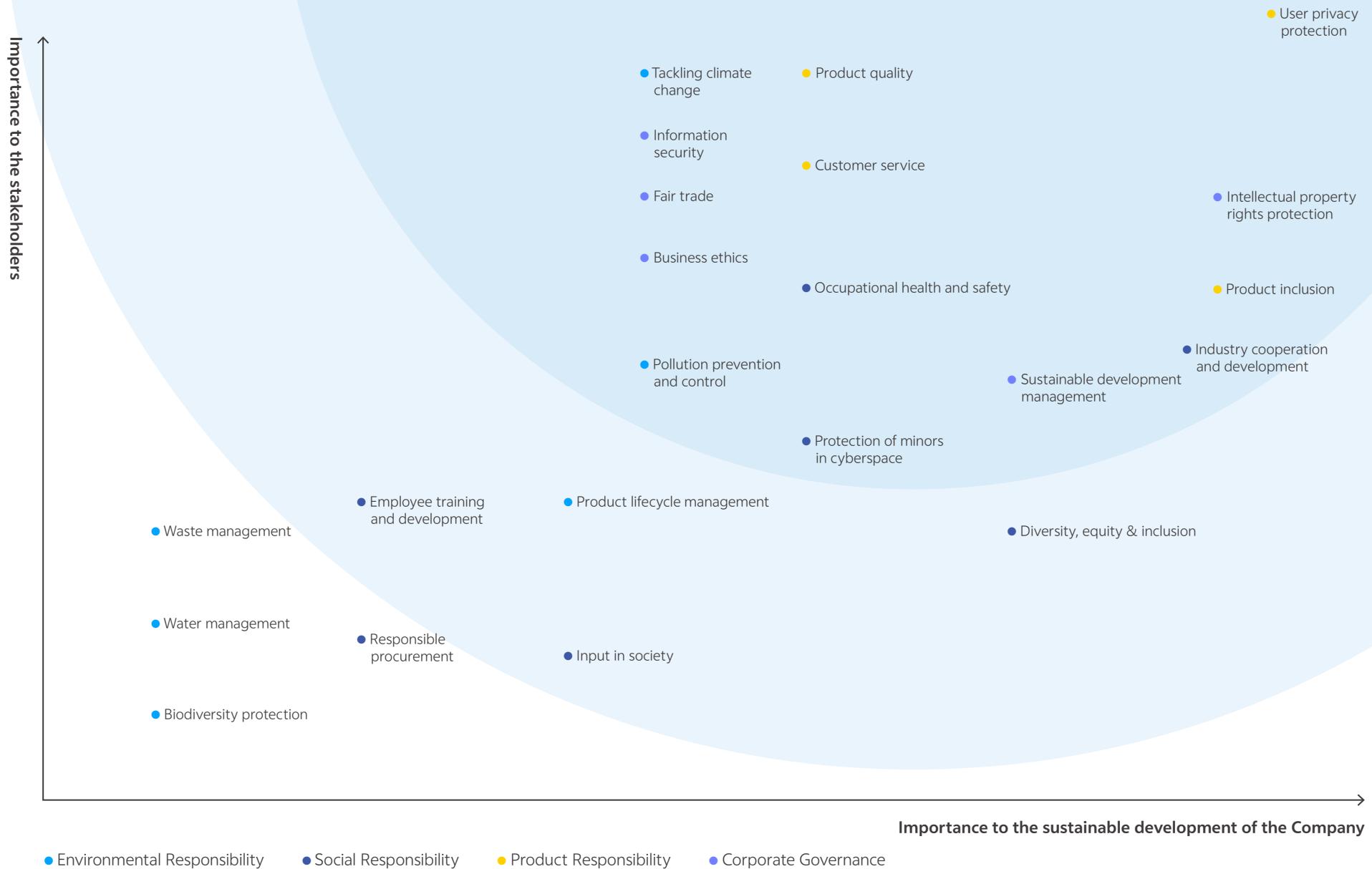
vivo values effective communication with stakeholders. We have diversified and ongoing communication channels and promptly disclose information to stakeholders about the Company's activities in technological innovation, environmental protection, and community responsibility. vivo continuously enhances its management capabilities on various issues, working together with stakeholders to promote sustainable development.

Stakeholders	Customers and consumers	Regulators and industry organizations	Business partners	Employees	Shareholder	Communities and the public
Main focus	Product innovation and inclusion Product quality and safety Project lifecycle management User privacy protection High-quality customer service	Legally compliant operation Contribution to industry development Creating social value Response to climate change	Fair trade and contract performance in good faith Resource sharing and win-win cooperation Training empowerment Honest and transparent procurement	Good working environment Remuneration, benefits, and incentives Career development and self-fulfillment Work-life balance	Stable operation and management Company governance Financial performance	Promoting the development of community utilities Public charity Protecting the ecological environment Transparent information communication and sharing
Main communication methods	Business meetings Product exhibitions and publicity materials Pre-sales communication and after-sales service New social media	Policy document study Government communication meetings at all levels Industry conferences and forums Academic research and standard formulation Project cooperation Reception of various visits	Business meetings Partner exchange meetings Daily phone and email communication Information collaboration platform	Various daily employee communication channels Employee satisfaction survey Democratic management mechanism Enterprise open day	Company annual report and results announcement Tele-phone calls, in-person meeting and on-site visit	Company news and media reports Public welfare programs On-site communication

Issue Materiality Analysis

According to the guidelines of the GRI Standards and ISO 26000 Guidance on Social Responsibility pertaining to methods for identifying and analyzing material issues, we identified 22 sustainable development concerns most closely related to corporate operations in the four dimensions of environmental responsibility, social responsibility, product responsibility and corporate governance, and we invited a wide range of stakeholders of vivo to participate in a questionnaire survey on sustainability issues. Through comprehensive quantitative evaluation and prioritization, we developed the issue materiality matrix based on two dimensions of "importance to the sustainable development of the Company" and "importance to the stakeholders".





03

Technology Sharing

Unleashing the Power of Innovation

Promoting Digital Inclusion

Product Safety and Reliability

Whole-Hearted Customer Service

Accumulative number
of patent applications
worldwide: over

50,700

Number of "Going Out" service
events held:

646

Accumulative number of
patents granted worldwide:
over

17,500

Number of countries and regions
covered by overseas service centers:

70

Innovation in digital technologies such as artificial intelligence, Internet of Things (IoT), cloud computing and 5G are blooming, which has become an important force in driving changes in people's lives. vivo adheres to the original aspiration of "bringing happiness and beauty to people with technology", and strives to the integration of technological innovation and digital responsibility, empower users with safe, dependable, innovative and high-quality products and provides thoughtful, inclusive and diverse services for them, aiming to create a bright digital future where everyone equally benefits from technological innovations.



Unleashing the Power of Innovation

vivo has always been committed to user-oriented innovation, with design and technology at the heart of our advancements. We emphasize long-term development in design, photography, systems, and performance, conduct in-depth research on the usage scenarios, continuously refining our products to meet evolving user needs and aesthetic preferences. This commitment drives our ongoing enhancement of technology and craftsmanship, ensuring we deliver the most innovative experiences to our users.

Leading the New Era of Intelligence with "Blue Technology"

In 2023, vivo launched "Blue Technology", including BlueChip, BluelImage³, BlueVolt, BlueLM, and BlueOS. This initiative fully showcases our achievements in technological R&D and strengthens the foundation of vivo's core product competitiveness.

The banner features the vivo logo and the text "vivo | Blue Technology". Below this, five panels are displayed, each representing a different aspect of Blue Technology:

- BlueChip**: An image of a blue rectangular component, likely a chip, set against a dark background.
- BluelImage**: An image showing a camera lens and a blurred landscape, suggesting advanced imaging capabilities.
- BlueLM**: An image of a blue rectangular component, possibly a light module, with a stylized blue wave graphic below it.
- BlueVolt**: An image of a bright sun rising over water, symbolizing power and energy.
- BlueOS**: An image of a blue rectangular component, possibly a screen or a card, with a blue wave graphic below it.

BlueChip

The BlueChip exemplifies our deep research into core chip technology, showcasing vivo's self-developed imaging chip capabilities. Through the seamless integration of software and hardware design, this innovation delivers enhanced performance and a superior user experience.

Collaborating with MediaTek, vivo has explored the Dimensity 9300 "All Big Core CPU", developing capabilities across eight major areas, including AI, performance, imaging, and gaming. The All Big Core CPU achieves a 40% increase in peak performance while reducing power consumption by 33%, enabling dual-core connectivity between the system on a chip (SoC) and the V3 chip.

The new generation of self-developed imaging chip V3, built using 6nm process technology, enhances energy efficiency ratio by 30% compared to its predecessor. At the same time, the V3 chip introduces the first 4K cinematic portrait mode on Android, which supports skin texture optimization, color processing, and focus switching to create cinema-level visual effects. Users can edit videos, apply filters, and add music post-shoot, providing a richer and more enjoyable experience.



BluelImage

BluelImage is a collection of vivo's self-developed sensor technology, algorithms, and imaging chips. The new BluelImage Algorithm Matrix strengthens our foundational algorithm capabilities from ultra-clear image quality, true color restoration, and enhanced computing acceleration. By advancing our core technologies in portrait and landscape photography, we have upgraded the Hyper-Sense Portrait System and Vast-Sky Night System, improving the quality of mobile portrait and night scene photography. This ensures clearer image quality and makes professional-grade imaging more accessible to a broader range of content creators.

In 2023, vivo and ZEISS launched the Vario-APO-Sonnar macro telephoto lens. This lens, equipped with 200 million ultra-high pixels and APO top-level chromatic aberration control, meets users' diverse demands for telephoto and macro photography. It also possesses DSLR-level CIPA 4.5 anti-shake capabilities, ensuring clear image quality even in challenging shooting scenarios. The X100 Pro became the only product in the mobile phone industry to receive ZEISS APO certification.

To further suppress glare and ghosting⁴, the newly upgraded ZEISS T* coating, featuring Multi-ALD⁵ technology, significantly enhances light transmission and greatly reduces light reflection. The reflectivity is reduced by 50% compared to the previous generation ALC coating, allowing for the accurate restoration of the original colors of the scene.



⁴The glare in photos, such as whitening and halo caused by strong light during shooting.

⁵Atomic Layer/Level Deposition.

BlueLM

vivo's BlueLM covers five self-developed large models with three parameter scales of one billion, ten billion and one hundred billion, effectively addressing core user scenarios. It has received the industry's first 4-Star + Trusted AI Large Model certification from the China Academy of Information and Communications Technology (CAICT).

We have integrated model capabilities with our system to create the "1+2+N" intelligent system^a experience, delivering advanced intelligent services for both users and developers. Based on the powerful BlueLM, we have introduced two new intelligent products in the vivo ecosystem, Blue Heart Little V and Blue Heart Qianxun, and upgraded to the new Origin OS 4. These innovations contribute to a smarter, more user-friendly, and smoother system experience.

- Blue Heart Little V:** As vivo's first global intelligent assistant system, it excels in natural dialogue, information processing, and insightful capabilities. It supports voice, text, and drag-and-drop interactions, offering users with personal assistant intelligent services, including tasks such as writing, semantic search, image creation, and interaction.
- Blue Heart Qianxun:** It can carry out natural conversations with users and possesses agile capabilities in literary creation, book generation, programming, etc. It will be launched as a public mobile app on major mobile app markets, accessible to all

Android and iOS users, enabling a seamless and user-friendly experience beyond just vivo devices.

- Origin OS 4:** The new Origin OS 4 introduces a comprehensive upgrade in customization features such as fonts, wallpapers, and screen-off settings, empowering users to create personalized digital spaces. New functionalities include a full-link parking assistant, meeting assistant, and family health manager, along with upgrades to the super power-saving mode and AI offline translation, offering convenient experiences in travel, work, and health scenarios.

vivo's BlueLM has won the industry's first 4-Star + Trusted AI Large Model certification from the CAICT.



New and Upgraded vivo Jovi InCar 4.0

The new vivo Jovi InCar 4.0, powered by BlueLM, boasts enhanced voice interaction capabilities. Users can execute seven commands in navigation, music, and phone scenarios without the need for wake-up voice commands. Additionally, the system allows voice control of the vehicle's display, leading to more streamlined interactions and smarter services, while also enhancing overall driving safety. In 2023, the user base for vivo Jovi InCar expanded dramatically, growing from 40 million to 180 million users, with average daily usage exceeding 80 minutes. This technology has been integrated into over 1,360 vehicle models by more than 100 automotive brands.



^aThe meaning of the "1+2+N" intelligent system is as follows. "1" refers to vivo's self-developed general large model matrix BlueLM. "2" refers to Blue Heart Little V and Blue Heart Qianxun; "N" refers to the efficient, low-cost specialized large models created by developers relying on vivo's industry-first open-sourced 7-billion-parameter BlueLM, the corresponding fine-tuning framework, and the large model development kit BlueKit.

BlueVolt

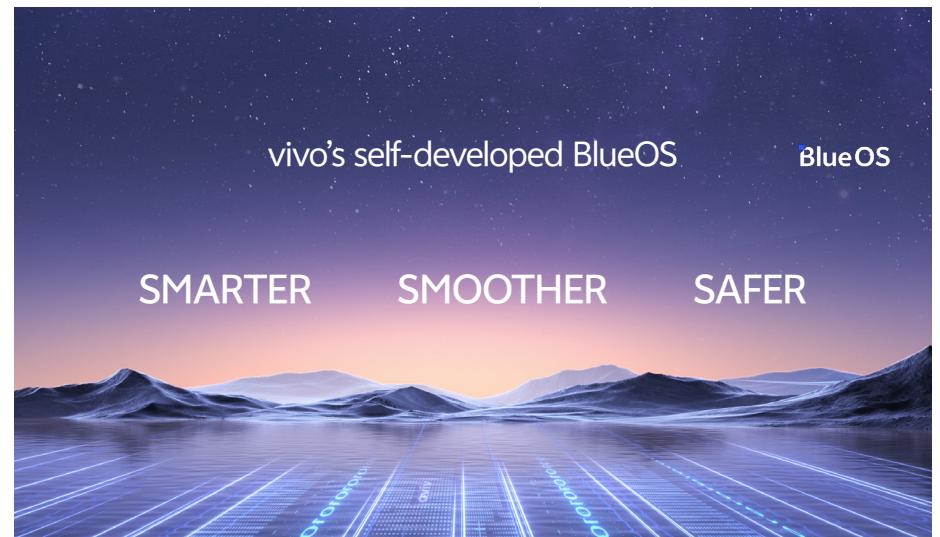
vivo's BlueVolt combines a new large battery design with advanced software and hardware algorithm optimizations. It focuses on cutting-edge battery technology, meticulous component selection, and foundational power-saving algorithms to provide ultra-long battery life and a fast charging experience. The vivo's Blue Ocean Battery utilizes three key technologies, namely carbon element recombination, laser etching, and pole piece remodeling, achieving high capacity, fast charging, and lightweight design. With the implementation of a 100W dual-core flash charge, core component optimization, and system-level power consumption management, supported by an independent power management chip, the battery discharge efficiency reaches 99.5%. This results in true open-source, energy-saving and efficiency-enhancing capabilities.



BlueOS

vivo's self-developed BlueOS is built around three core attributes: being inherently smarter, smoother, and safer. It is designed to be an intelligent operating system for the AI era.

- **Smarter:** BlueOS is smarter by leveraging the capabilities of BlueLM, enabling users to interact through voice, images, and gestures, while offering developers new paradigms for application development, such as automatic code writing.
- **Smoother:** It achieves a smoother experience through its high-performance architectural design, which ensures the efficient allocation and utilization of hardware and software resources. It has made technological breakthroughs in programming languages, system scheduling, frameworks, display, and memory, supporting smooth operation on devices with various configurations.
- **Safer:** BlueOS is safer as it is the industry's first operating system framework written in the Rust language, addressing security vulnerabilities caused by improper memory use, and ensuring the secure transmission and storage of user data and information.



Intellectual Property Protection

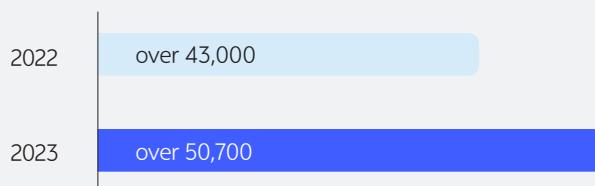
To protect the intellectual property of our products and Company, we have established a comprehensive intellectual property protection mechanism. This includes the development of regulations and systems that encompass all R&D team members, such as the *Company Intellectual Property Management Manual*, *Copyright Management Standards*, and *Intellectual Property Information Resource Management Procedures*. These measures are designed to maximize the protection and respect for intellectual property. vivo has established a patent center and multiple teams responsible for the discovery, application, and protection of various intellectual property rights. They also monitor external infringement, combat infringing activities, and safeguard consumer rights.

- Incentive/reward mechanism:** vivo has established an *Intellectual Property Reward System* for all employees, encouraging the development of innovative technologies and ensuring timely protection of intellectual property. Patents are considered a key indicator in employee performance evaluations, with the number of patents directly linked to the promotion and career development of R&D staff, thereby unlocking their innovative potential.

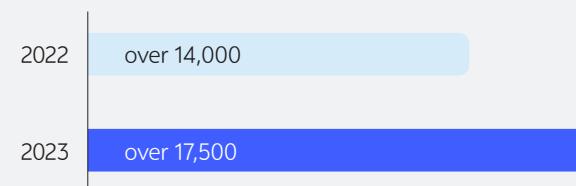
- Training and support:** R&D personnel are provided with patent skill training sessions as needed, with the aim to enhance their capabilities in patent application and raise awareness of patent protection.

vivo consistently focused on increasing R&D investment to drive breakthroughs in cutting-edge technology. The Company has made extensive global intellectual property arrangements, building an industry-leading patent portfolio and enhancing its intellectual property assets. As of the end of 2023, vivo had filed over 50,700 patent applications globally and had been granted more than 17,500 patents worldwide.

Accumulative number of patent applications worldwide



Accumulative number of patents granted worldwide



Promoting Digital Inclusion

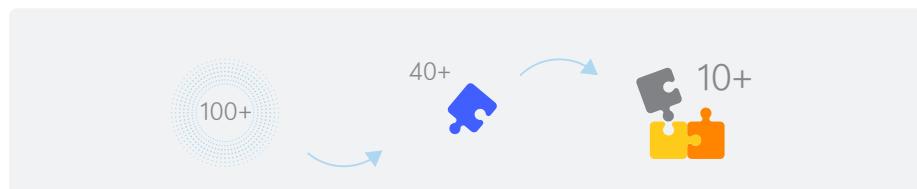
vivo has faith in the power of humanity culture, science and technology. As an enterprise that aspires to bring better lives for people with technology, vivo is dedicated to creating a fairer digital world through technological innovation that brings meaningful changes to people's lives.

In 2018, vivo established the vivo AI Global Research Institute. As of the end of 2019, we had assembled a team of over 1,000 artificial intelligence engineers. We have discovered that AI innovation not only improves product experiences but also serves as an extension of human capabilities in areas like vision, hearing, and language, delivering meaningful life enhancements to a wide range of user groups. Recognizing this potential, we continue to invest in AI-related R&D. By understanding the needs of users across various life and work scenarios, we strengthen our technological capabilities and persist in designing, developing, and iterating products and features. This allows users to perceive the world in new ways, improve communication, embrace the digital world, and experience the beauty of life.

Seeing Beauty with AI

We believe that no detail is too small when it comes to seeing beauty. In 2023, we launched two visual aid products for the first time, "vivo Sight" and "vivo Score Reading", and fully upgraded our screen reading feature, Talk Back, to help users with visual needs see the world better and enjoy the simple joys of everyday life.

Over the past five years, vivo has engaged deeply with users to understand their needs through research surveys and accessible online and offline activities in areas such as dialect recognition, natural voice simulation, and hazardous environment perception. Our team has transformed up to 100 core requirements collected from these interactions into more than 40 functional items, leading to the implementation of over 10 new product features in 2023. From the early stages of product feature development, vivo incorporates system experience testing and invites users to try out various functions and provide genuine feedback, continuously improving and enhancing user experience.



Our team collected up to 100 core requirements and transformed them into more than 40 functional items, with over 10 product features implemented in 2023.

vivo Sight

"vivo Sight" is the industry's first AI visual aid product, powered by vivo's advanced self-developed BlueLM multimodal large model. This innovative technology has been upgraded to assist visually impaired users in "seeing" the world better.

"vivo Sight" supports four core functions: environmental description, image-based Q&A, object search, and assistance in portrait/document photography. By leveraging the AI-based environmental Q&A based on self-developed BlueLM multimodal large model and its leading fine-grained image description capabilities, "vivo Sight" enables users to perceive their surroundings in a more natural, detailed, and seamless manner.

- **Environmental description:** Providing a concise summary of the environment, main subjects, actions, spatial relationships, and other key features to help users better understand the content of the image.
- **AI-based environmental Q&A:** Providing detailed information through multi-round dialogues, allowing users to better perceive their surrounding environment and objects.
- **Real-time recognition:** Supporting the recognition of 500+ types of objects and text, QR codes, product bar codes, common cards and certificates, etc., meeting users' daily identification needs.
- **Document and card photography assistance:** When visually impaired users are photographing documents or cards, the system provides voice guidance to help them position the target correctly. It offers prompts on how to adjust the phone's placement and informs the user when the document or card is centered, enabling a quick, complete, and clear capture.
- **Portrait photography assistance:** When visually impaired users take portraits, the system describes the scene, suggests optimal shooting angles, and helps them capture moments, such as documenting their children's growth.
- **Object search:** Users can set a specific object they need to find, and when the object appears in the camera's view, the user will be alerted.



vivo Sight - Portrait photography assistance



vivo Sight - Document and card photography assistance

vivo Score Reading

“vivo Score Reading” is the world's only free mobile app designed specifically for visually impaired users. It utilizes state-of-the-art AI technology for music score recognition and reading. By playing and reciting music scores, “vivo Score Reading” enables visually impaired users to access and enjoy the experience of learning music. As of the end of 2023, “vivo Score Reading” had incorporated a total of 596 pieces, covering classical music pieces and basic piano practice scores.

- **Score playback:** The playback speed is adjustable and users with low vision can enlarge the notation for easier reading.
- **Score reading:** When combined with Talk Back, it provides different levels of score presentation, allowing users to read by notes, beats, measures, or loop playback of customized content.
- **Voice command:** Users can send voice commands to the app for tasks such as reading music information or looping playback.
- **Creating scores by listening:** The app assists users in converting piano music into piano staff notation using AI technology.



vivo Score Reading – Score reading by notes, beats, measures, etc.

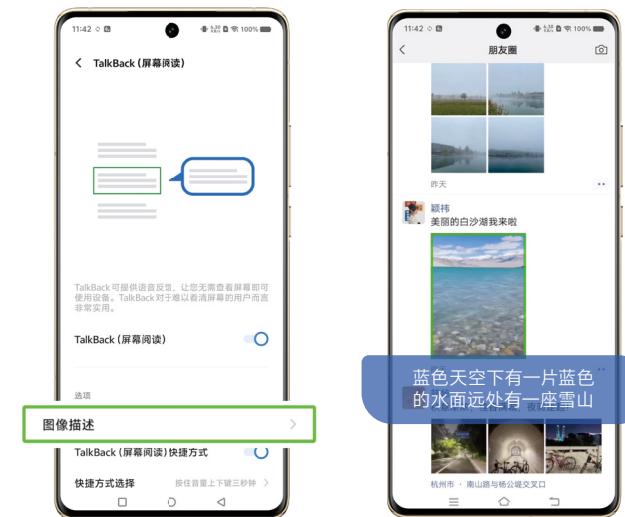
Talk Back

The Talk Back screen reading feature has been optimized and upgraded for increased system compatibility. It now supports not only individual high-frequency application modules but also over a hundred proprietary modules across the entire system, enabling users to access more functions.

We have also made significant advancements in speech synthesis technology. The response time for single and continuous sliding has been reduced by 13ms and 110ms. Audio playback can now be interrupted during continuous sliding, and the speed adjustment has been enhanced from a maximum of 2x to 4x, making the text-to-speech experience more natural and fluid.

Additional improvements to enhance user experience include:

- **Audio guidance:** A new directional voice prompt has been added to the fingerprint entry process, making it faster and easier for users to log in and access features.
- **Image description:** A new feature has been integrated into the camera and photo album, providing descriptions of images to help users better understand the content of the scene and experience the world through the lens.



Talk Back - Audio guidance and image description

Technology for the Hearing-Impaired

In 2023, vivo achieved a new technological breakthrough in addressing hearing impairment, combining the AI intelligent dual-microphone noise reduction technology and a voice recognition RMT⁷ algorithm. This innovation supports system-level multi-scenario customization and is applied in auditory assistance products such as vivo Listening & Speaking, Barrier-free Call, Sign Language Interpreter, and Sound Recognition, providing users with more intelligent interaction and a smoother application experience in various scenarios.

“Sound Recognition” Assisting in Perceiving the Environment

To assist hearing-impaired users in recognizing important environmental sounds, vivo utilizes smart device technology to promptly send notifications to users, helping them better perceive their surroundings. In 2023, vivo upgraded the capabilities for recognizing the sounds of baby cries, car horns, and smoke alarms. The recognition distance for baby cries is three meters; in roadside scenarios, the recognition distance for car horns is seven meters with a 97% detection rate; the recognition distance for smoke alarm is five meters, with a detection rate of 96%.

“vivo Listening & Speaking” and “Barrier-free Call” Enable Easy Conversations

“vivo Listening & Speaking” and “Barrier-free Call” are designed to support voice-to-text conversion across various communication scenarios, including face-to-face interactions, telephone/video calls, and WeChat, effectively bridging communication barriers. We are continuously advancing technologies and algorithms to enhance these tools, focusing on reducing power consumption, improving memory efficiency, and increasing transcription accuracy. We aim to achieve functionalities such as conversation record retrieval, long-distance voice recognition, voice recognition in noisy environments, and recognition of non-standard Mandarin, ultimately reducing the impact of environmental factors on voice recognition.



⁷Real-time Text.

“Sign Language Interpreter” Enhances Communication Efficiency

In response to the urgent needs of the deaf community, we have launched “Sign Language Interpreter”, the world’s first product to support Chinese sign language recognition. This innovative tool converts sign language gestures into spoken text and can also recognize speech in real-time, translating it into sign language and text. This significantly enhances communication efficiency for the deaf community. “Sign Language Interpreter” can recognize approximately 1,200 sign language terms with an accuracy rate of above 80%, enabling basic conversations between deaf individuals and others. Additionally, the sign language synthesis technology covers over 8,000 vocabularies from the national general dictionary, achieving smooth translation from text to sign language.

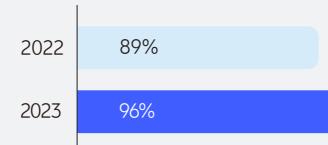
We have added an accessible products section within the vivo Lounge exhibition area, showcasing our research achievements in the development of accessible products. Additionally, we continue to foster external cooperation and exchanges. In 2023, we participated in 16 information accessibility events, including the China Mobile Industry Event Conference, China Digital Technology Ecosystem Conference, and Information Accessibility Forum. Our active participation in the accessibility industry contributes to the ongoing development and application of accessibility technologies.

In 2023, we received the Innovation Achievement Award in the “2022–2023 Information Accessibility Innovative Achievement Cases” organized by the China Braille Press and the China Cultural and Information Service Center for the Visually Impaired. vivo’s accessibility solutions were recognized with the Technology Breakthrough Award in the “Outstanding Cases of Accessible Information”. Talk Back, “vivo Sight”, and “vivo Score Reading” were awarded the Information Accessibility Inspection Certificate issued by the China Association of the Persons with Visual Disabilities, China Braille Library, and the China Telecommunication Technology Labs-Terminals of the CAICT.

Car horn recognition rate



Smoke alarm recognition rate



Convenient Digital World for the Elderly

vivo continuously develops phones that are more elderly oriented and have conducted the transformation of basic applications such as visual enhancement, auditory enhancement, touch delay and elderly-oriented interfaces. In addition, we have equipped our phones with features specifically designed for the elderly, including a voice assistant, screen reading capabilities, remote assistance, emergency applications, emergency medical information, and a simple mode. These initiatives aim to help elderly users integrate into the digital age and enjoy a smart, connected life.

Simple Mode

In 2023, we continued to explore the application of elderly-oriented intelligent technology in mobile devices, fully upgrading the user interface. This includes enhancing desktop application icons, ringtones, and fonts, and intelligently enabling the handwriting mode. These improvements ensure that our devices are easier to use for the elderly and other users with specific needs.

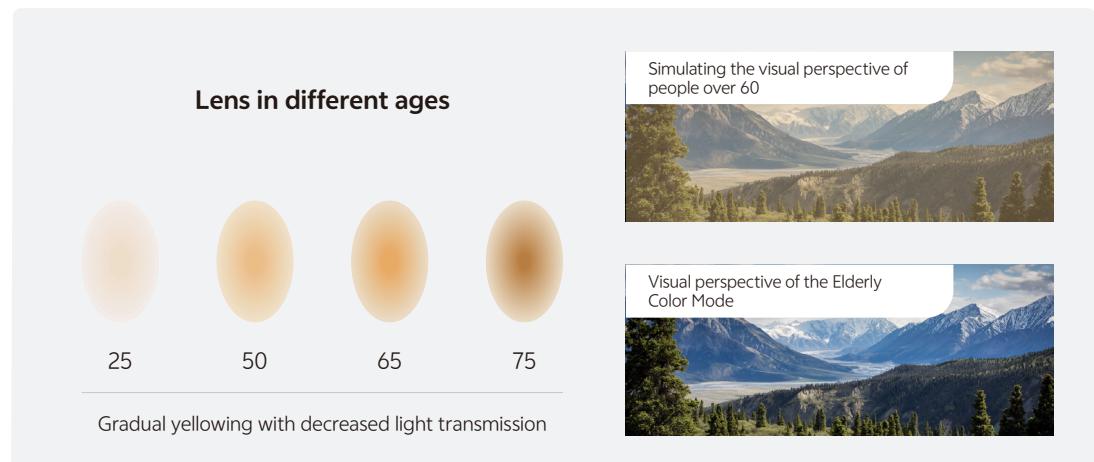
Care Upgrading

We enhance various capabilities of family care scenarios, including elderly care, health care, location sharing, family sharing, care services, safety incident alerts, and shared services, making it easier to share family dynamics in real-time. In 2023, we introduced eight new features tailored specifically for elderly users.

- **Elderly care:** Integrating elderly-oriented features into the system, offering one-click zooming to simplify screen interactions.
- **Health care:** Combining the interesting virtual human to easily and efficiently understand family members' health data and abnormalities.
- **Location sharing:** Sharing real-time locations with family, setting safe arrival location alerts, and keeping up to date with family members' whereabouts.
- **Family sharing and care service:** Supporting remote assistance to help family members operate devices with ease.
- **Safety incident alerts:** Promptly informing family members about safety incidents and providing assistance.
- **Shared services:** Providing shared albums, family cloud storage, Child Care, and other shared services to bring users closer to their families.

Presenting a Clear World

In 2023, the proportion of individuals aged 60 and above reached 21.1% of the total population, reflecting a significant demographic shift. As people age, their visual acuity tends to decline, making them more susceptible to conditions such as macular degeneration and cataracts, with incidences ranging from 10% to 50% and 20% to 80%, respectively. These conditions markedly impair the ability of the elderly to perceive colors and brightness, compromising the visual experience of middle-aged and elderly people. vivo collaborated with a team from Taiyuan University of Technology to launch the first color mode tailored for this demographic, leveraging the phone's optical features and color image enhancement algorithms. Human factor tests conducted by the China National Institute of Standardization (CNIS) showed that the user's response time to colors was reduced from 112.74 to 83.48 seconds, while the accuracy of color recognition increased from 94% to 98%. In 2023, vivo X100 had received the industry's first SGS certification for elderly-oriented colors⁸.



⁸The SGS certification for elderly-oriented colors is a standard certification developed in collaboration between SGS and an expert team from the China National Institute of Standardization. It quantifies how much a product is suitable for elderly users based on the elderly-oriented color index.

8



New elderly-oriented features were added

Care for Minors

Mobile phones and tablets are common and efficient tools for socializing, learning, and exploring. While striving to improve lives through technological innovation, vivo is equally committed to finding solutions that ensure the safe and responsible use of electronic products by minors. This includes enhancing the management of online games and social features to prevent Internet addiction and cyber-violence, and continuously optimizing official applications including the "Kids Mode," "Child Care," and "Learning Center" to help parents guide their children to develop healthy device usage habits.

Safeguarding a Clear Cyberspace

Strictly abiding by the *Regulation on the Protection of Minors in Cyberspace*, we prioritize the physical and mental health needs of minors in our product design. By enhancing the management of online games and social functions, we advocate for the healthy and rational use of electronic products among minors, preventing Internet addiction. Moreover, we provide a "Minors Mode" and dedicated libraries for minors in our audio and video modules, effectively filtering out inappropriate content and helping minors develop positive values.

- Age labeling:** Every available game's age rating is clearly displayed on the game details page, helping guardians select suitable games and protecting the rights and interests of underage users.
- Management of online games:** We block the push of games that violate social morals, such as horror games, to safeguard minors' mental health. vivo strictly follows the *Notice of Preventing Minors from Indulging in Online Games*, the *Notice of Further Imposing Strict Administrative Measures to Prevent Minors from Becoming Addicted to Online Games*, and other policies and requirements. We implement various measures to prevent minors from becoming addicted to online games. The real name used in the game has been integrated into the National Press and Publication Administration's real-name verification system to prevent addiction to online games. Users who have not registered and logged in with their real names cannot enjoy game services. For users whose real-name authentication information identifies them as minors, they can only play for a limited time in a certain period and spend a limited amount of money on network games stipulated by relevant policies, effectively controlling the behavior of minor players.
- Social function management:** To protect minors from cyber-violence, we have implemented features such as blocking unfamiliar users, restricting friend requests, prohibiting strangers from sending private messages, and disabling comments from others in information dissemination and social scenarios.

Fostering Healthy Use of Electronic Products

vivo continuously optimizes two of our official apps, "Kids Mode" and "Child Care." In 2023, it focused on fixing management and control vulnerabilities in the vision system, small windows, and other functions. It also introduced a vision protection mode to improve intelligent recognition of the distance to the user's eyes and provide sitting posture reminders. These efforts have provided higher quality electronic product solutions to support a better life and learning experience for children.

Kids Mode

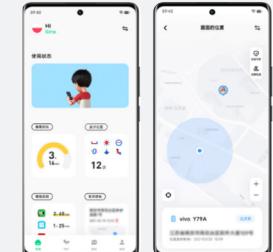
The "Kids Mode" is designed for preschool and elementary school children, helping parents provide their children with a safe, healthy, and controlled environment for mobile phone use, while also safeguarding guardians' privacy and property with special passwords.

- Intelligent phone use management:** This feature allows guardians to set application usage time limits and monitor usage over the past seven days. It also includes intelligent screen light adjustments, posture reminders, and environment brightness reminders to promote healthy phone habits for children.
- Rich, healthy, and diverse content:** The system recommends age-appropriate content and collaborates with partners to provide a variety of educational materials, making learning more fun for children.

Child Care

By connecting children's vivo mobile phones with their guardians' devices, "Child Care" ensures a healthy and safe mobile phone environment for children while fostering good device usage habits.

- Rational mobile phone use:** The "Child Care" APP allows guardians to manage various aspects of their child's device. This includes setting daily usage periods and durations, allocating time for individual apps, and controlling which apps can be installed or uninstalled.
- Safeguard:** Guardians can monitor their child's mobile phone usage through "Child Care" APP, including duration, frequently used applications, and geographic locations, allowing them to stay informed about their child's activities and growth.



The "Child Care" APP Function

Following vivo Pad, the industry's first tablet device to receive the Minor Functional Certification, vivo Pad Air received the Certificate of Functionality for Child and Youth Protection in Mobile Terminal⁹ issued by the TL Certification Center (TLC) in 2023. It also received the TÜV Rheinland Low Blue Light Certification for its protection of children's vision health.

Protecting Minors' Privacy

Protecting minors' privacy is a priority for vivo. For children under 14, it has formulated the *Standards for the Compliance Management of Children's Personal Information (Domestic Sales)* to strictly regulate the use of children's data for internal business. In modules that process minors' information, we provide users with the *Agreement on Processing Children's Personal Information or Parental Consent*, along with rapid response channels to ensure transparent and controlled handling of minors' data. We have established a management and control process for personal information across the lifecycle, covering multiple stages in the entire chain such as data collection, storage, transmission, use, sharing, and destruction. By using risk assessments, encrypted storage, data desensitization, access approval mechanisms, and usage restrictions, we ensure the safe and legal processing of minors' personal information. In addition, we reinforce our data security defenses through periodic drills and emergency response process mechanisms and build a comprehensive framework to protect minors' personal information.

Promoting Healthier Life with Technology

vivo is committed to promoting technological innovation for the benefit of society. By harnessing cutting-edge technologies and smart wearable devices, vivo empowers individuals to adopt healthier lifestyles and improve their health management.

Sports Health Laboratory

In 2022, vivo established the vivo Sports Health Laboratory. It covers various aspects including wearable product algorithm research and testing, sports solution evaluation, ergonomics in sports health scenarios, and end-to-end verification of sports health features. This lab plays a crucial role in supporting professional product development through technical pre-research. It comprises three specialized teams and is equipped

with world-class professional equipment for physiological research, as well as medical-grade gold-standard devices and various sports/training equipment, facilitating research and testing of wearable products in different sports scenarios.

- **Professional data collection:** vivo conducts extensive professional data collection by inviting internal employees and various user groups to participate in the development of sports features in the laboratory. These activities take place across a wide range of sports scenarios, addressing challenges such as limited testing environments and insufficient test subjects. This approach significantly enhances research precision and provides valuable data for the development of product algorithms and the pre-research of new features, enhancing the product's user experience and application value. As of May 2024, the vivo Sports Health Laboratory collected over 37,000 pieces of data.
- **Collaboration with top institutions:** vivo has established long-term, stable partnerships with leading domestic and international institutions such as Zhejiang University to conduct specialized research and feasibility analysis of new technologies in exercise physiology and biomechanics. These collaborations aim to deepen our understanding of the impact of sports on health and to provide a scientific basis for the development of effective and well-informed sports health programs.
- **Research result application:** The research results have been applied to numerous health algorithms (self-developed algorithms for heart rate, blood oxygen, electrocardiogram, body temperature, etc.) and sports algorithms (badminton, table tennis, sit-ups, etc.), and have been featured in various smart wearable products including vivo TWS 3 Pro, vivo WATCH 3, vivo WATCH 3 ECG, vivo Watch GT, iQOO WATCH, and iQOO WATCH GT.



vivo Pad Air received the Certificate of Functionality for Child and Youth Protection in Mobile Terminal issued by the TLC.



vivo Pad Air received the TÜV Rheinland Low Blue Light Certification.



⁹The China Telecommunication Technology Labs test and verify products in terms of application management, time management, audio protection, remote setting, and monitoring as per the *Technical Requirements for Minors Protection of Mobile Terminals*. Only products that meet the technical requirements for minors protection will be certified.

Health Management Applications and Devices

- The “Health” App added over 100 premium health courses, ranging from beginner to advanced levels, offering professional fitness guidance. Additionally, a new health care component has been introduced to monitor the health status of family members online.
- vivo WATCH 3 has upgraded its multi-channel star ring health monitoring feature with the addition of a professional AI running coach. This feature provides all-weather monitoring of heart rate, blood oxygen levels, sleep, and stress, ensuring users maintain their basic health.
- vivo TWS 3 Pro is equipped with a high-precision dedicated temperature sensor that supports contactless temperature monitoring. It can promptly alert users to pay attention to their health when their body temperature deviates from the normal range.

Headphone Noise Reduction

vivo TWS4 noise-canceling earphones support ultra-deep and ultra-wide frequency noise reduction, with a maximum noise reduction depth of 55dB, and can eliminate up to 99.8% of everyday noise; they also support AI intelligent wind noise resistance, effectively reducing wind noise in sports mode. They have received the highest A+ noise reduction certification from the China Audio Industry Association (CAIA).

Eye Health

vivo combines hardware and software modes for eye protection. We use 2,160Hz high-frequency dimming to minimize the risk of invisible screen flickering. Its anti-fatigue brightness curve automatically adjusts brightness subtly over time, helping to alleviate visual fatigue during extended use. When the eye protection mode is activated, the proportion of harmful blue light in the mobile phone screen's visible light is reduced from 6.5% to 4.1%, significantly lower than the 10.2% blue light level commonly emitted by conventional computer monitors.

We have equipped our phones with four eye protection modes: smart eye protection, ultra-high frequency PWM dimming, sleep mode, and anti-fatigue brightness adjustment, enhancing the visibility of the screen while ensuring comfort for the eyes.

- Smart eye protection:** This mode provides real-time detection and intelligent filtering of blue light, preventing eye fatigue while minimizing image distortion by 12%. The Night Owl Eye Protection feature enhances screen visibility and comfort in low-light environments, improving nighttime comfort by 10.9%.
- Ultra-high frequency PWM dimming:** With 2,160Hz dimming support for both low and high brightness levels, this mode minimizes low-frequency flicker with a minimum SVM flicker value of 0.03, protecting sensitive eyes.
- Sleep mode:** This mode intelligently adjusts the screen color temperature according to the user's circadian rhythm. At night, the screen gradually shifts to a warmer tone, increasing melanin concentration by 25% to improve sleep quality.
- Anti-fatigue brightness adjustment:** This feature intelligently adjusts screen brightness over time to aid the movement of the eye's ciliary muscle, reducing visual fatigue by 11.5% and alleviating eye strain.

100+



The “Health” App added premium health courses

Smart eye protection

12% ▼ 10.9% ▲

Minimizing image distortion by Improving nighttime comfort by

Sleep mode

25% ▲

Increasing melanin concentration by

Four Eye Protection Modes

Ultra-high frequency PWM dimming

0.03

Minimum SVM flicker of

Anti-fatigue brightness adjustment

11.5% ▼

Reducing visual fatigue by

Product Safety and Reliability

Secure and reliable products are the cornerstone for us to gain users' trust. vivo is committed to continuous technological innovation. We strive to enhance the convenience and quality of life for the public while upholding our commitment to product safety. We keep improving the product safety assurance system in terms of organization, system, process, technology, and standards. At the same time, we adhere to the bottom line of "transparency and control, on-device intelligence, and data minimization" to strengthen our cybersecurity and privacy protection system.

Product Quality and Safety

vivo adheres to the management concept that "quality is the baseline of products." We have strengthened our quality management system, implemented stringent quality standards, and prioritized areas such as battery safety, radiation safety, and ear health to ensure a safer and more reliable product experience for our users.

Quality Management

vivo insists on creating value by ensuring quality, focusing on quality management during the product manufacturing process. We have established the "digital intelligence+" management model, optimizing and integrating resources across multiple platforms in data analysis applications, integrated product development, and intelligent manufacturing. This approach strengthens our capabilities across R&D, supply chain, manufacturing, branding, sales, and service, comprehensively enhancing our process control to ensure high-quality supply and services. To further improve product quality, we have held multiple quality and safety training sessions for all new hires and members within each department, effectively improving the level of quality management.

We have implemented inspection for 100% of our production lines, conducting comprehensive functional testing on every product before it leaves the factory. Each material is equipped with a "traceability code," and we record detailed information such as production line positions and time points in our MES¹⁰. This enables full-process and full-cycle traceability management, significantly improving the efficiency of our product quality management. We have also maintained the ISO 9001 Quality Management System certification. In 2023, there were no product recalls in the Company.

Battery Safety

As the cycle of users changing their devices extends and high-power fast charging becomes a widespread technology, we are paying more attention to ensuring the safe use of batteries in the long term. vivo addresses the safety risks and charging hazards associated with aging batteries by optimizing battery design and promoting battery replacement, among other measures. We have established more rigorous battery safety standards than the mandatory national standards, imposing stricter demands on our own battery safety management to comprehensively ensure the electrical safety of our users.

Battery Use Safety

We are committed to enhancing the innovative safety design of our products and encouraging users to actively manage their battery health, ensuring that consumers can use our products safely, correctly, and with peace of mind.

- **Safety design:** By restructuring the internal battery system and adopting a specialized safety design, we have improved the battery's resistance to compression and puncture, providing enhanced protection in special scenarios.
- **Battery health management:** We have independently developed a battery health algorithm supporting smart charging while considering factors such as battery temperature and lifespan to intelligently slow down battery aging. We also provide information on safe usage and device maintenance on the operating system and official website, helping users to operate their devices safely and effectively, thereby extending battery life.
- **Promoting the replacement of old batteries:** To maintain device performance, we offer discounted prices for battery replacements, encouraging users to replace aging batteries in a timely manner.

Battery Transportation Safety

We focus on battery transportation safety and have obtained the IATA's CEIV certification, ensuring the safety and reliability of batteries during transportation.

0



Number of product recalls

100%



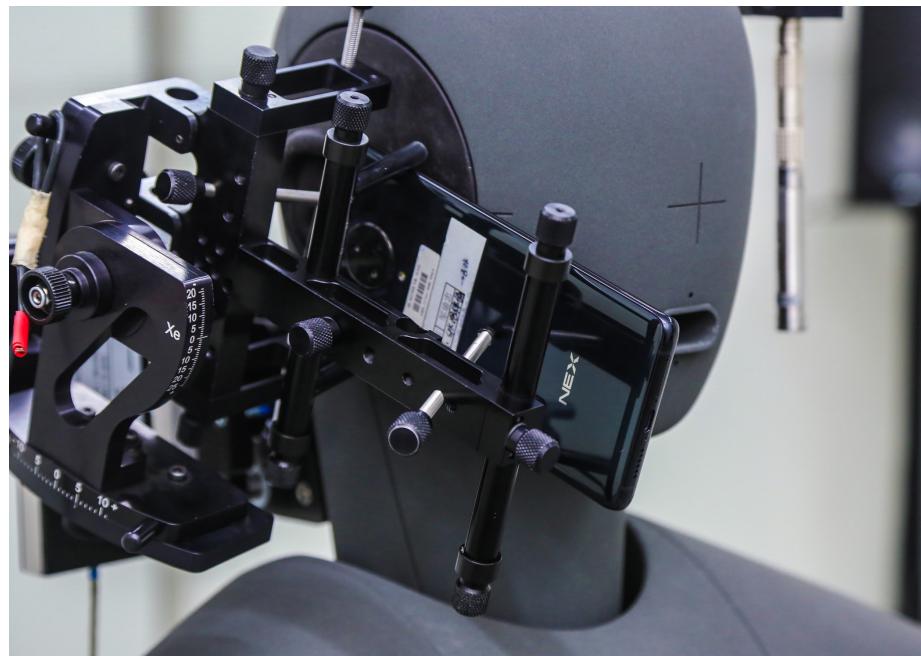
Product testing coverage

Radiation Safety

The vivo Central Laboratory is equipped with specialized equipment for Electro Magnetic Compatibility (EMC), Specific Absorption Rate (SAR), and Radio Frequency (RF) testing, ensuring our capability to assess product radiation safety and comply with global radiation safety standards. The laboratory has obtained qualifications from domestic and foreign authoritative institutions, including CNAS, TÜV Rheinland, Qualcomm, and ST. The laboratory is an active member of several leading global terminal equipment standard organizations, where it plays a role in improving standards, advancing technology, driving product innovation, and contributing to the high-quality development of the industry.

Ear Health

vivo has integrated a high-volume alert into all its products and adjusts the earphone sound pressure to ensure a high-quality acoustic experience that also protects users' hearing. To further enhance sound pressure control, we established the vivo Audio Laboratory, which has received national accreditation from the China National Accreditation Service for Conformity Assessment (CNAS), focusing on the research of sound pressure control and providing solid protection for ear safety technology.



Cybersecurity and Privacy Protection

vivo is dedicated to developing safe and reliable digital products and services, with the goal of creating a secure digital environment and safeguarding consumers' fundamental rights and interests. Ensuring security and compliance is a top priority for our artificial intelligence (AI) initiatives. To this end, we have implemented a new security management system for our AI operations, designed to enhance consumer privacy protection across business content security, user security compliance, and data collection management. In 2023, vivo received no substantiated complaints or confirmed incidents of data breaches.

Perfecting the Security and Privacy Protection System

Data security and user privacy protection are vivo's top priorities. The Network Information Security and User Privacy Protection Committee (SPC), as the Company's highest management body, approves and oversees the implementation of our network information security and privacy protection strategies, and reports directly to the Company's Management Committee. We have established a dedicated security and privacy department and appointed a director of security compliance, with clearly defined responsibilities and functions. These efforts aim to enhance product security and mitigate business security risks.

Considering industry practices and the Company's status, we have formulated the "PROTECT" security and privacy protection technology strategy, guiding our security initiatives. Moreover, we have intensified research and investment in security technology, allowing us to effectively meet our security and privacy goals.

Practicing 3 Privacy Protection Principles

Based on continuous analysis of users' privacy and security demands, vivo has implemented the optimized 3 privacy protection principles. Guided by these principles, security and privacy requirements are embedded into every stage of our Integrated Product Development (IPD) process, ensuring a comprehensive product lifecycle. Our aim is to protect user data at all points of data circulation and in every aspect of the user experience, thereby guaranteeing the quality and security of our final products and services.

- **Principle 1 Transparent and Control:** We have upgraded and optimized over 50 of our self-developed applications to demonstrate application behaviors. These enhancements include introducing application behavior records, a privacy dashboard, and pop-up ad management features, which are designed to enhance users' data management capabilities. We have also made significant progress in adapting and rationalizing permissions in over 80 self-developed modules. This ensures users are well-informed about permission usage and can make reasonable choices.
- **Principle 2 On-Device Intelligence:** We have performed on-device identification and processing of more than 70 phone functions involving sensitive data, providing users with a smart living experience and enhanced data security.
- **Principle 3 Data Minimization:** We are advancing the work to replace permanent equipment identifiers (IMEI) with complementary identifiers to reduce unnecessary IMEI data collection, thereby conforming to the principle of data minimization.

Fostering Security and Privacy Culture

Articulating data security and privacy compliance, vivo provides a range of security and compliance empowerment training programs to raise awareness and promote the Company's security culture among all employees. In 2023, we conducted 71 training sessions covering topics such as internal security and compliance certifications, security and privacy publicity week, and boutique security classes. These sessions spanned 14 specialized areas and engaged a total of 5,756 participants from 52 different departments.

Security and Privacy Publicity Week

In September 2023, vivo launched the Security and Privacy Publicity Week 2023 campaign. Through online and offline events, it communicated to employees the Company's strategic security and privacy protection values, helped them learn security compliance standards, strengthened their product security sensitivity, and raised their awareness of security and privacy protection. More than 1,200 employees from nine factory areas participated in the campaign, showing a satisfaction rate of 92%.

Privacy Management by Partners

vivo has formulated the *Management Regulations on the Risks of vivo Supplier Data Protection and Privacy Compliance*, rigorously defining how suppliers must manage privacy compliance. Before forming any partnership, we conduct a comprehensive risk assessment of suppliers to verify that they have adequate management and technical measures in place to protect personal information from loss, misuse and unauthorized access, disclosure, modification, or destruction. Suppliers that pass this assessment must sign a contract or data processing agreement that clearly outlines their data protection responsibilities and obligations. We also conduct regular reviews of suppliers' practices to ensure they maintain compliance with our standards.

Creating a Secure Cyber Ecology

vivo is constantly exploring reliable solutions for product security. Utilizing innovative technologies like the kMirrors Memory Safety Analysis Platform, the kMirror Trusted Engine, and security chips, it is actively developing a secure and reliable ecology to comprehensively protect user privacy.

71 sessions



Security compliance training

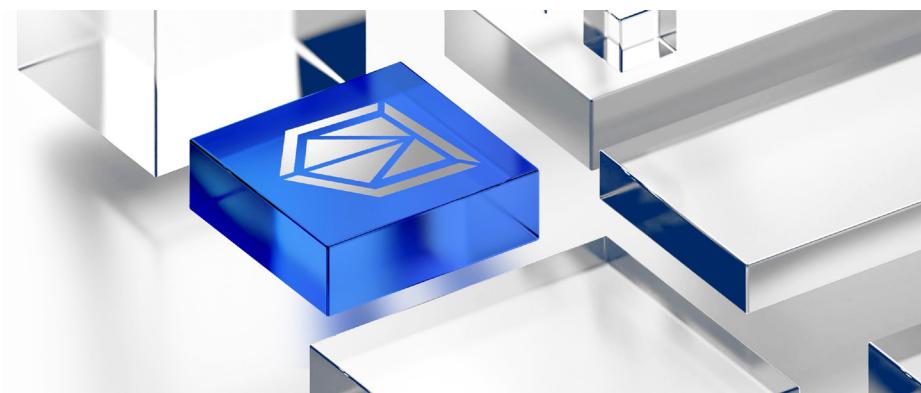
5,756



Security compliance training participants

kMirror Memory Safety Analysis Platform

At the vivo Developer Conference 2023, we introduced the kMirrors Memory Safety Analysis Platform. This innovative platform is designed to enhance our ability to detect memory security issues and improve the efficiency of addressing these problems. Utilizing a self-developed framework and advanced detection technologies, the kMirror platform can efficiently and accurately identify common memory errors such as integer overflow, type errors, out-of-bounds (OOBs), and use-after-free (UAF). It also detects potential memory leaks and provides real-time analysis and detailed reports to help developers proactively identify and mitigate security risks.



kMirror Trusted Engine

In 2023, we upgraded the kMirror Trusted Engine in Origin OS 4 to empower Internet manufacturers and developers. This upgrade has significantly enhanced our capabilities in identifying risks related to device protection and data security. As of the end of 2023, the kMirror Trusted Engine protected over 88 million users and detected more than 9 million fraud risks.

vivo also launched the kMirror Trusted Engine ability open program, sharing its three major abilities with more developers and partners to foster a reliable security ecology.

- Fraud risk detection:** Leveraging the kMirror Trusted Engine+ ability, we perform typical fraud risk feature recognition. In collaboration with third parties, we synchronize comprehensive risk measurement results with partners, enabling risk alerts and interception in scenarios such as third-party payments or lending, thereby safeguarding users' assets.

- Device risk detection:** The kMirror Trusted Engine generates security scores through comprehensive calculations across various levels and dimensions. Partners can use these risk scores to customize business logic interactions for different scenarios.
- Real device activity calculation:** The engine helps determine user status on the business side, identifying whether a user is using a backup device or involved in cybercrimes or illegal activities, thereby enabling efficient pop-up verifications.

At Amazon Web Services 2023, we released our first *kMirror Trusted Engine Product Manual*, detailing the principles, features, application scenarios, and usage of the kMirror Trusted Engine. At the China International Big Data Industry Expo 2023, the kMirror Trusted Engine won the award of Outstanding Scientific and Technological Achievement for 2023.



Security Chips

vivo has consistently focused on advancing research in chip and kernel protection technology. The secure chip, as a trusted root entity, boasts stronger and more secure trusted root capabilities. It features an independent processor isolated from the main operating system, a hardware encryption and decryption engine module, a hardware TRNG¹¹ module, and independent OTP¹². This includes support for hardware-level root keys and hardware-encrypted data storage, significantly boosting the basic security of device systems. In 2023, we upgraded our business flagship model with chip-level protection, providing hardware-level encryption for accounts and passwords. Further, we will provide a solid "root" for user data protection.



SPU security chip

¹¹True Random Number Generator.

¹²One Time Password.

Security Ecology Interconnectivity

To contribute to a thriving cybersecurity ecology, vivo hosted the kMirror Security Lab Technology Salons and participated in key events such as the 2023 Security Development Conference (SDC), GEEKCON, FCIS, INCLUSION Security Sub-section, and the AWS AIGC Forum. Our active engagement has fostered significant exchanges on cybersecurity within the industry.

In 2023, vivo led the organization of the TC11 (Mobile Internet Application and Terminal Technical Committee) meeting, which garnered considerable attention from the industry. More than 100 experts participated, including representatives from the China Communications Standards Association, the China Academy of Information and Communications Technology, terminal manufacturers, and Internet manufacturers. During the meeting, vivo shared our experiences and practices in device-side security and the development of a trusted ecology.

vivo firmly believes that collaboration is key to strengthening and achieving security. In terms of terminal security and privacy protection, vivo actively advises the industry and invests in developing, promoting, and applying various technical standards. This commitment ensures that the industry can offer users safe and reliable products and services. As of the end of 2023, vivo had led or participated in the creation of over 200 information security standards, playing a significant role in industry standardization.



National standards



Industry standards



Group standards

Drawing on its security expertise, we work alongside industry peers to build a comprehensive mobile terminal security ecology. At the ITU-T SG17 meeting of the International Telecommunications Union (ITU), two international standards for smart terminal security led by vivo were launched. These were the first ITU-T standards in this area, filling a crucial gap and setting new benchmarks for smart terminal security.

vivo is dedicated to improving our security governance and product security quality by adopting industry best practices and authoritative standards. In terms of software building security, we integrate security requirements throughout the entire R&D lifecycle, supported by multiple systems, processes, tools, and organizational measures to ensure the effective implementation of security activities. Additionally, we engage in third-party assessments through the BSIMM¹³ framework to identify security vulnerabilities and continuously improve our software security, maintaining our leadership in this area. In terms of product and

service security, we have received recognition from numerous authoritative organizations worldwide. We have obtained various stringent security and privacy protection certifications, including CSA STAR, ioXt, ISO/IEC 27001, ISO/IEC 27701, ISO/IEC 27018, TRUSTe, ePrivacyseal, and the Level-5 Security Competency Assessment of China Telecommunication Technology Labs. In 2023, vivo X Fold2 passed the latest version of CC MDFPP security certification, becoming the world's first folding screen model to receive the V3.3 version of the certification.

INTERNATIONAL TELECOMMUNICATION UNION TELECOMMUNICATION STANDARDIZATION SECTOR STUDY PERIOD 2022-2024		SG17-TD1950 STUDY GROUP 17 Original: English	TD
Question(s):	6/17	Geneva, 20 February – 1 March 2024	
Source:	Editors		TD
Title:	3rd Revised baseline text for X.mt-feature: Security features for assessment of mobile terminal security		

Security features for assessment of mobile terminal security

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Question(s):	6/17	Geneva, 20 February – 1 March 2024	
Source:	Editors		TD
Title:	3rd Revised baseline text for X.mt-integrity: Security guidelines for mobile terminal integrity protection		

Security guidelines for mobile terminal integrity protection

kMirror Security Lab Technology Salons

The kMirror Security Lab Technology Salons are centered on the current hot security issues within the industry such as device-side trusted measurement, anti-fraud attack and defense, and ecological risk governance. Security experts from Ant Group, Meituan, JD Technology, and other companies are brought together for in-depth exchanges, practice sharing, and collaboration to create a security ecology. In 2023, two sessions were held, which were attended by over 30 companies, reached an audience of 135,000, and achieved a 100% satisfaction rate among participants.

Exchanges at security industry summits

We always pay attention to cutting-edge technology and developments in the security area, engage in industry exchanges on security and privacy, and closely interconnect and interact with all sectors. In 2023, vivo attended SDC and FCIS to share on multiple security and privacy-related topics and demonstrated vivo's exploration and research in security attack and defense as well as security engineering.

¹³Building Security In Maturity Model.

Whole-Hearted Customer Service

User satisfaction is a core commitment for vivo. We strive to deliver professional, convenient, and attentive service, prioritizing user experience in everything we do. We value every interaction with our users, approach each concern with patience, and diligently work to resolve issues. Our goal is to earn and maintain long-term trust through our continuous dedication and effort.

Optimizing Service Experiences

We have established and continuously improved our compliance system for customer service, covering external statements, system tools, personnel training, and business management. To fully ensure the compliance of our global operations, we have set up five business centers that manage everything from business scenario analysis to practical implementation. We continue to refine our compliance management systems such as the *Global Customer Service Privacy Policy*, the *Personal Information Protection Management Standards for Domestic Customer Return Products*, and the *Personal Information Protection Management Standards for Export Customer Return Products* to enhance the compliance management of customer service. In 2023, vivo conducted two compliance training sessions, covering 4,192 employees, and carried out five compliance inspections, identifying 12 risk issues, with an issue closure rate of 100%.

We have formulated and implemented various domestic and international customer service management systems, including the *Standards and Management Methods for Post-Sale Services at Sales Terminals*, the *Flexible Authorization Scheme for Customer Service Centers in the Chinese Market*, the *International Warranty service policy and operation process specification*, and the *Multiple Countries Warranty service policy and operation process specification V1.0* to further improve customer service standards. In 2023, vivo received a 5-star SGS Certificate for "Evaluation system for after-sales service of commodity".

We enhance customer service comprehensively from multiple perspectives by improving the quality of after-sales service, enhancing user communication mechanisms and building our team's service capabilities.

• Improving Service Quality

This year, we conducted quality assessments on service outlets worldwide according to the *Chinese Market After-Sales Service Evaluation Methods*, *Overseas Market After-Sales Service Quality Assessment Methods*, and *Overseas Market After-Sales Service Operations Assessment Regulations*. We promptly identified and addressed any deficiencies in the service process, further reinforcing service standards across various channels, including sales terminals, service outlets, and retail enterprise WeChat platforms, to enhance the overall quality of after-sales service.

• Multi-channel Response

We offer multiple channels for user communication, including self-service options, online customer support, service hotlines, and customer service centers. Our dedicated customer service teams are committed to promptly addressing user needs and providing timely feedback, ensuring 100% closed-loop management of customer feedback.

• Building Specialized Service Teams

To further enhance the professional capabilities of our service teams, we have organized a series of domestic and international training and exchange meetings. These include the China Region Spare Parts Manager Exchange Meeting, Positive Communication Training Meeting, Frontline Managers Capability Enhancement Course, and Enhancing Service Quality through Positive Communication. These efforts are aimed at strengthening the skills and service mindset of our teams, ensuring that we consistently deliver professional, attentive, and high-quality after-sales service experiences to our global users.

We have also conducted product knowledge and service training for agents to better ensure the quality of service. In 2023, vivo conducted nine training sessions for agents, with a total of 11,764 participants.

Positive Communication Training to Promote Quality Service

In April 2023, vivo conducted a positive communication training with the theme of Enhancing Service Awareness. We invited senior mentors to provide training courses on enhancing service awareness and strengthening service skills and introduced a user communication interaction model for service centers. This training effectively motivated our customer service teams and enhanced the service capabilities of our frontline personnel.



Diversified Attentive Service

vivo is committed to optimizing its domestic and international service processes, enhancing the quality and efficiency of after-sales services to improve user experience. We offer multiple services to our users and conduct special care service activities, ensuring that our users receive satisfactory and enjoyable service experiences. In 2023, we held 646 "Going Out" service events, with a total of 193,000 participating users.

As of December 31, 2023, vivo had a total of 908 service centers in China and over 1,400 service centers overseas, covering 70 countries and regions.

vivo continues to provide caring services for elderly users. In 2023, vivo distributed 3,300 printed copies of the *Quick Guide to Smartphone Use for Parents*, designed to help elderly users quickly and easily become familiar with operating mobile phones through straightforward and easy-to-understand instructions.

Providing Free Services for the Elderly

During the Double Ninth Festival, vivo experience centers and customer service centers jointly hosted an anti-fraud event for the elderly, distributing the *Quick Guide to Smartphone Use for Parents* with the aim of raising awareness about information security among elderly users. We offered free services such as phone cleaning and maintenance, free screen protector application, and malicious software detection for users aged 60 and above. We also assisted in downloading the National Anti-Fraud Center App, comprehensively enhancing the quality of customer service.



Protection Services

- Providing a variety of protection services, including broken screen insurance, accidental damage insurance, extended warranty, and vivo care.

Characteristic Services

- Organizing vivo Service Day, monthly Membership Day, and various other service activities.
- Upgrading the features of the vivo+ mini program, such as queue calling, shipping for repairs, and store appointments to ensure that users can check service progress and membership benefits in real-time.
- Introducing a Four-Year Free Battery Replacement policy¹⁴, providing free battery replacements for users who purchase during the pre-sale and initial sales period.

Membership Benefits

- Providing a variety of membership benefits, including free screen protector application, phone maintenance, free shipping for repairs, repair discounts, priority customer service, free inspection, system upgrades, and more.

Convenient Repair

- Providing discounted repair service (covering battery, screen, main board, back cover), mobile phone outer glass repair service, extended service, doorstep service, same-city quick repair, and other special services.
- Developing Diagnostic Assistant, Remote Assistance, and Customer Service Assistance tools to facilitate online troubleshooting and resolving some mobile phone issues for users.
- Developing a Maintenance Mode that allows users to isolate personal data with one click before repairs, effectively protecting personal privacy from infringement.
- Providing multinational joint guarantee¹⁵ and international joint guarantee services¹⁶.

* Part of the services cover overseas markets.

646



Number of "Going Out" service events held

193,000



Number of users served during the year by the "Going Out" service

1,400+



Number of overseas service centers

70



Number of countries and regions covered by overseas service centers

908



Number of service centers in China (including Chinese mainland, Hong Kong, Macau, and Taiwan)

¹⁴The policy applies to the Y100 and Y28 series.

¹⁵The service applies to the V29 series.

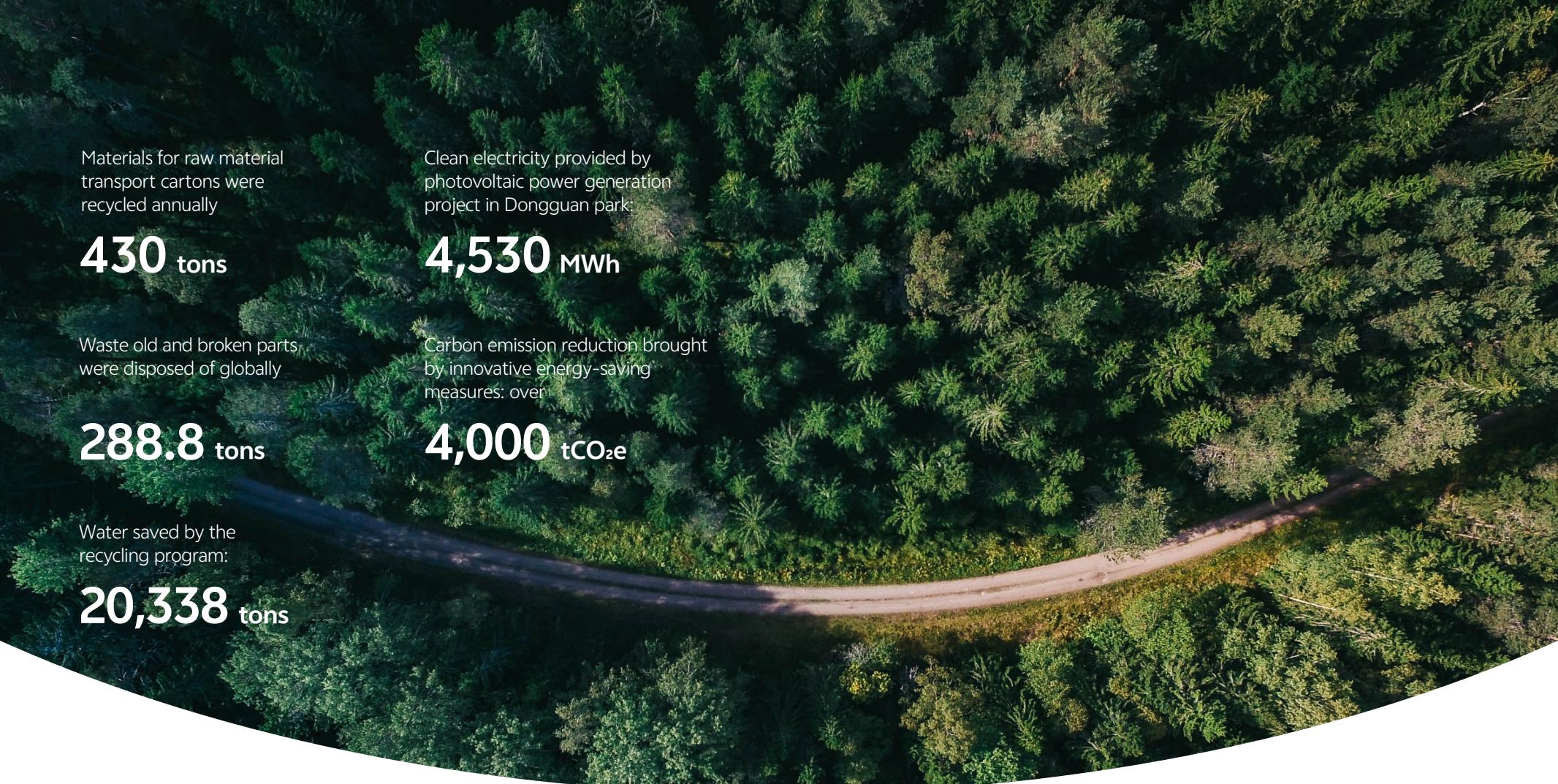
¹⁶The service applies to the X90 and X90Pro series.

04

Green Symbiosis

Eco-Friendly Products

Green Operation



Materials for raw material transport cartons were recycled annually

430 tons

Clean electricity provided by photovoltaic power generation project in Dongguan park:

4,530 MWh

Waste old and broken parts were disposed of globally

288.8 tons

Carbon emission reduction brought by innovative energy-saving measures: over

4,000 tCO₂e

Water saved by the recycling program:

20,338 tons

Facing the challenges posed by global climate change and environmental crisis, vivo believes that the destiny of humankind is intricately linked and it is incumbent upon us to protect our planet. We have been implementing green development idea with innovative technology and creative thinking. We constantly explore sustainable product solutions and create quality products with higher environmental value for consumers; at the operational level, we are dedicated to enhancing resource efficiency and reducing environmental pollution by upgrading processes and optimizing management, thereby steadily moving towards a brighter and greener tomorrow.



Eco-Friendly Products

vivo actively practices environmental responsibility, striving to protect earth resources while promoting self-green development. We strive to bring forward more environmentally-friendly products, and with the reference to the circular economy mode and LCA¹⁷, we keep exploring the design and innovation solutions for our products.

vivo's eco-design assessment system in place enables us to comprehensively evaluate the environmental load generated throughout the life cycle of the products. On top of that, we integrate eco-attributes such as ease of recyclability, maintainability, and reusability into product design, to improve the nature-friendliness level of products throughout the life cycle.

In 2023, we continued to optimize our processes and update our technologies, significantly boosting energy efficiency and extending the lifespan of our products. We focused on ensuring reliable performance and improving the user experience while embracing minimalist design principles. We increased our use of recycled and biodegradable materials, thereby reducing resource consumption. Additionally, we explored eco-friendly options for product recycling and disposal, embodying our dedication to green development.

Full lifecycle solutions for vivo's sustainable product

● Design

- Improve products' energy efficiency
- Try more designs of easy disassembly
- Unlock more sustainable material formulas
- Seek low-carbon product solutions
- Explore more durability solutions

● Procurement

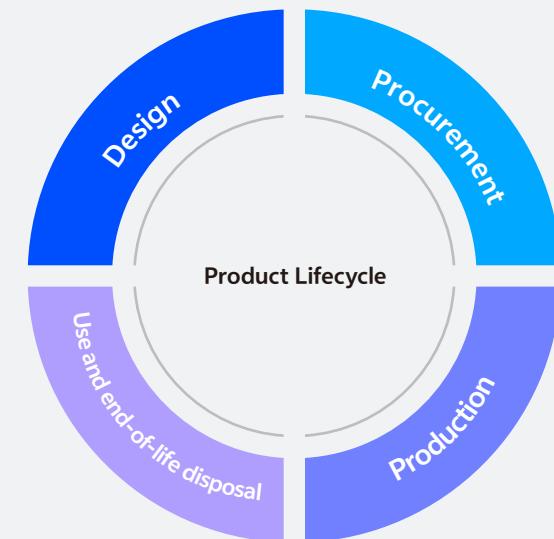
- Select more recyclable/renewable materials
- Procure rare materials with a higher recycling rate

● Production

- Avoid using hazardous substances in production
- Increase the precious metal recycling and reuse rate
- Increase the water and energy resource usage rate
- Increase the recycling and reusing rate of industrial waste
- Increase the production and usage of renewable energy
- Reduce waste to landfill

● Use and end-of-life disposal

- Provide convenient maintenance solutions
- Optimize take-back process
- Encourage users to participate in the take-back program
- Trace deeper at recycling & reusing of key components



Sustainable Design for Extending Product Life

vivo remains dedicated to optimizing product design, improving energy efficiency, and exploring innovative technologies to extend product life and minimize resource use.

Improving Product Durability

We are dedicated to enhancing the durability of our products by exploring the potential of high-performance materials and conducting thorough lifecycle reliability tests in various environments. This commitment not only extends the lifespan of our products but also reduces the need for frequent replacements, providing users with confidence and peace of mind while conserving natural resources. We continue to enhance structural design and material innovation, improving the reliability and durability of our products in aspects such as waterproofing, dustproofing, and impact resistance.

- Robust structural design:** To effectively ensure a positive user experience in various environments, we have upgraded the protection levels of all our models from IP54 to IP64 and fully applied the IP68 waterproof and dustproof standard to our flagship models: the X series, S series, and iQOO digital series. This protection ensures that the devices are shielded from dust and moisture, allowing users to use their phones in a variety of environments while maintaining their reliability and durability.
- Innovative, more drop-resistant material:** After four years of innovative exploration and pre-research on material, the first generation of glass ceramic has been applied to the X Fold3 series. This new material has enhanced the drop resistance of the external screen glass by 10 times compared to previous models. In the future, we will broaden the application of glass ceramic to further enhance product durability.

Improving Product Efficiency

vivo is dedicated to improving product energy efficiency by exploring advanced design solutions and leveraging innovative hardware technology and optimized smart systems. Our goal is to enhance both product performance and energy efficiency.

We utilize iterated and advanced CPU chips and high-efficiency materials for screen manufacturing, incorporating leading energy-efficient OLED¹⁸'s PMIC¹⁹, OLED panels, and high-efficiency speakers. The adoption of a more advanced Buck power supply architecture over the traditional Buck+LDO scheme has significantly improved power conversion efficiency and reduced overall device energy consumption.

Our software systems are designed for high efficiency and energy savings, focusing on

¹⁸Organic Light-Emitting Diode.

¹⁹Power Management IC.

user scenarios and application needs. With advanced scenario-based recognition technology, our devices automatically switch to low-power mode during standby, further reducing energy consumption.

Sustainable Materials to Care for Nature

Sustainable materials offer excellent performance while consuming fewer natural resources and energy. They also have greater recycling potential, making them more sustainable. We continuously explore lightweight and material reduction solutions, apply sustainable materials, and create more eco-friendly products.

Application of New Materials

In 2019, we partnered with industry leaders to develop a low-density bio-based polyamide material derived from plants such as castor. This material has a smaller environmental footprint compared to traditional plastics. In 2023, we integrated bio-based polyamide materials into the internal components of our iQOO12 and X Fold2 series, with an annual use of about 10 tons. Additionally, we utilized bio-based polycarbonate materials for card slot structures across all our product lines, with an annual use of up to 80 tons.

Silicone leather, made from silicon ore instead of petroleum, provides a sustainable alternative to traditional polyurethane (PU) leather. Its production process is free from organic solvents, significantly reducing volatile organic compound (VOC) emissions. Silicone leather does not contain plasticizers, heavy metals, or phthalates, and offers benefits such as contamination resistance, easy cleaning, hydrolysis resistance, aging resistance, and excellent flame retardancy. In 2023, silicone leather had been applied to products such as iQOO 11, iQOO 11 Pro, and Fold3, with the use of about 3.8 tons of silica gel.



10 times



Compared to XFold2, the XFold3 external screen glass has improved drop resistance by a factor of 10 times.

10 tons



Annual use of bio-based PA materials:

80 tons



Annual use of bio-based PC materials:

Material Recycling

Glass is highly stable and can take centuries to degrade naturally. This continuous buildup of glass waste not only occupies space but also poses environmental hazards. Therefore, recycling and reusing glass helps reduce the exploitation of raw materials (such as silicon dioxide and sodium carbonate), the consumption of natural resources and environmental damage, and the environmental impact and energy use during production.

In 2023, we used recycled glass in the screen covers of 19 models and the battery covers of 9 models, with recycled glass making up 30% of the total glass used.

vivo is committed to turning recyclable waste into valuable production resources, thereby reducing material consumption. Through collaboration with our partners, we launched a project to recycle and reuse aluminum alloys. This initiative focuses on recycling drainage opening materials generated from the production process of die-cast aluminum alloys, increasing the process utilization rate of aluminum alloys to no less than 93%. In 2023, recycled aluminum alloy accounted for 63.2% of the total aluminum used and was applied to 13 phone models in our S, Y, V, and iQOO Z series.



Material Recycling

vivo is committed to exploring and implementing lightweight and material reduction solutions by optimizing the design of both internal and external structures of our mobile devices, thereby reducing the consumption of environmental resources.

Inserts

We made the stainless steel inserts for the main board holders of various models thinner and lighter, reducing the thickness from 0.2 mm to 0.15 mm, saving about 4 tons of stainless steel and approximately 14.6 tons of CO₂ emissions²⁰.

Shields

We made the shields on the main boards of all mobile phones thinner and lighter, adjusting the thickness from 0.2 mm to 0.1 mm, saving about 150 tons of copper (50 tons last year), and reducing about 585 tons of CO₂ emissions²¹.



30%



The proportion of recycled glass in the total use of glass:

63.2%



The proportion of recycled aluminum alloy in the use of aluminum alloy materials:

93%



The process utilization rate of aluminum alloy was no less than:

²⁰Estimated based on the average CO₂ emission factor (3.65 kg CO₂/kg) for stainless steel production disclosed by the World Stainless Association.

²¹Estimated based on the CO₂ emission factor for copper production (3.9 kgCO₂/kg) disclosed by the IEA under the reference scenario.

Sustainable Packaging for Moderation and Nature-Friendliness

We prioritize sustainable product material design and packaging. By promoting lightweight designs, utilizing recyclable materials, and reducing plastic usage, we enhance the sustainability of our packaging while maintaining a high-quality user experience.

Transforming Packaging Design to Reduce Weight

Sticking to the principle of sustainable design, we keep optimizing the material selection and structural design to reduce the weight and size of the packaging appropriately.

Adopting More Renewable Materials

vivo prioritize the environmental impact of our packaging materials and continuously explore the use of renewable resources to reduce the environmental burden.

- Soy ink application:** All of our mobile phone product boxes are printed using renewable soy ink, reducing reliance on traditional mineral oil inks and lowering emissions of volatile organic compounds (VOCs) during production and use.

- More exploration and application:** We are actively exploring sustainable packaging designs for products in the European market. This includes: Ensuring 100% of product packaging uses paper certified by the Forest Stewardship Council (FSC); Increasing the use of renewable fibers in inner packaging; Implementing fully degradable parchment in phases to replace plastic film, further reducing plastic use.

Reuse of Packaging

To reduce the environmental and resource pressures of disposable cartons, vivo actively collaborates with suppliers to enhance the recycling and reuse of transport packaging materials. In 2023, we achieved a recycling rate of approximately 84% for raw material transport cartons, saving about 430 tons of materials annually and effectively reducing material consumption.

84%



The recycling rate of raw material transport cartons:
about

430 tons



Saving materials annually:
about

Measures to Reduce Packaging Weight

Results

Transport Packaging Weight Reduction	While maintaining durability and safety, we redesigned the composite cardboard used for product transport, achieving a weight reduction of about 20%.	Approximately 60 tons of wood used for packaging was saved.
Instruction Manual Weight Reduction	The introduction of electronic instruction manuals marks a new step for vivo in sustainable packaging. First implemented in 2023 for the iQOO cooling back clip and lightning game controller, this change reduced the number of pages in the paper manual from 16 to 2 ²² .	Paper use was reduced by 87.5% ²² .
Warranty Card Simplification	We simplified the content and optimized the layout of the Warranty Card of Exported Mobile Phones for markets in over 40 countries, significantly reducing the use of paper.	For the Chinese and Latin American markets, the number of pages in the warranty card was reduced from 26 to 4, achieving an optimization rate of 84.62%. In Kazakhstan, the number of pages was reduced from 36 to 8, with an optimization rate of 77.78%.

²²Data is only applicable to the Chinese market.

Minimizing the Use of Hazardous Substances

vivo strictly adheres to the legal regulations of the market where we operate. We have developed and continuously improved our Environmental Protection Standards for Material Purchasing according to the RoHS directive, REACH regulations, and other standards to control harmful substances in products with higher standards. In 2023, we introduced new control measures for PFHxS, PFCAs (C_9-C_{14}), their salts, and related substances. As of the end of 2023, we had identified and restricted 52 types of hazardous substances.

We have established and enhanced our internal management system based on the IECQ QC 080000 Hazardous Substance Process Management System to ensure strict control over hazardous substances in our products and materials. For several consecutive years, we have maintained the IECQ QC 080000 Certification.

Our Product Compliance Management (PCM) system is continuously optimized to ensure thorough material verification and efficient system operation. This ensures that our entire product manufacturing process meets vivo's environmental standards, with all materials and auxiliary materials being 100% environmentally certified.

We strive to go beyond regulatory compliance by actively seeking to reduce or replace harmful substances. The traditional process for nut materials contains trace amounts of lead compounds, even though the content meets the regulatory exemption requirements. We proactively worked with our suppliers in 2023 to develop lead-free copper nuts. In 2023, we successfully replaced all nuts in our development projects with those made of lead-free copper, achieving complete deleading.

The total number of old phones recycled via offline stores

2022	311,600
2023	339,000

The total number of old phones recycled via official online channels

2022	439,500
2023	456,000

Practicing More Eco-Friendly End-of-Life Disposal Program

vivo practices the extended producer responsibility system, continuously optimizes the recycling and disposal mechanisms at the end of product life, launches a variety of activities, encourages user participation in the recycling of old and broken parts, avoids landfilling of electronic waste and supports the development of the circular economy.

Optimizing Recycling and Disposal Program

vivo advocates for sustainable development by providing users with a variety of recycling programs to encourage participation in the circular economy.

- Trade-in activity:** Users can receive additional cash subsidies when they purchase new vivo/iQOO mobile phones through the platform within a specified period and recycle their old phones. In 2023, more than 70,000 devices were recycled via the trade-in activity on the official website.
- Service of repairing and retaining broken parts at a favorable price:** Users who agree to send back damaged original parts to the vivo service center can benefit from preferential repair costs. This service covers display screens, main boards, batteries, and battery covers for over 60 models.

In 2023, more than 339,000 old mobile phones were recycled through offline stores in the Chinese market, while over 456,000 were recycled via the official online channel. Additionally, vivo globally recycled and environmentally processed approximately 288.8 tons of waste parts and defective items through its after-sales service stores, recycling over 159 tons of waste electrical and electronic equipment. vivo places a high value on the compliant processing of waste parts, strictly selecting third parties with environmental recycling qualifications worldwide to ensure all waste is processed in compliance, achieving a 100% compliant disposal rate.

Exploring the Recycling Possibility of the Used

vivo actively explores scenarios and feasibility for reusing old and damaged products and components, seeking every opportunity for recycling. For some of these old and damaged devices, we repair them and repurpose them as spare phones for internal services or training purposes. This gives these products a "second mission," extending their lifespan and reducing waste.

100%



Lead-free copper replacement rate for the nuts in our development projects:

52



The number of hazardous substance types in 2023

100%



vivo's recycling and compliant disposal rate of old and broken parts from all channels globally

Green Operation

As a champion of low-carbon green development, vivo takes the initiative to practice clean production and builds a green manufacturing system as part of its commitment to minimizing the environmental impact of its business operations.

Environmental Management System

Pursuant to the laws and regulations on environmental protection in the countries and regions where we operate as well as the requirements of the ISO 14001 Environmental Management System, the Company has developed and improved the *EHS Management Manual* and other internal management documents and upgraded management systems like the *Standards for Classification and Management of Wastes*. To strengthen our Environmental, Health, and Safety (EHS) oversight, we have established an EHS Management Committee responsible for advancing all EHS-related initiatives. Each operational site conducts environmental risk assessments, sets annual goals and management plans, performs regular monitoring, and conducts emergency drills. Through internal audits, we ensure continuous improvement and effective risk management, maintaining standardized control of environmental factors to achieve our environmental objectives. In 2023, the Company did not experience any pollution incidents.

In the industrial park, we implement a green office strategy, promoting EHS-related knowledge to employees through channels such as the V Message WeChat official account to enhance environmental awareness. We conduct environmental protection awareness campaigns for all employees and provide special environmental protection training based on job requirements, which cover 100% of key positions. All vivo's factories in China (Dongguan Park and Chongqing Park) have passed the ISO 14001 Environmental Management System certification and have conducted annual environmental risk assessments.

Water Resource Management

vivo prioritize the rational use of water resources and actively promote measures to enhance water utilization efficiency.

We strictly implement the *Water Resources Management Regulations*, respond to the government's water-saving policies, set clear water usage targets, and establish a comprehensive water use accounting system that encompasses production, office work, and daily living. In Dongguan Park, we have implemented smart water meters and a data detection platform for real-time collection, transmission, and analysis of water use data. This system helps us promptly address any abnormal water usage. We also promote water recycling and reduce waste through various initiatives, including smart irrigation systems, wastewater recycling systems, and programs for rainwater and concentrated water recycling.

In 2023, our water-saving management and technological transformations led to significant results. The total amount of water saved in Dongguan Park and Chongqing Park was approximately 137,649 tons. This included about 20,338 tons saved through a special water resource recovery project. We met our annual water-saving targets across all company parks. Specifically, Chongqing Park's total water consumption was 312,404 tons, a decrease of 28.29% from the previous year, while Dongguan Park's water consumption was 1,454,750 tons, a year-on-year decrease of 17.6%.

- **Intelligent Irrigation System:** We have introduced an intelligent irrigation system in our green areas, which automatically adjusts water usage based on the needs of the plants and prevailing weather conditions.
- **Wastewater Treatment System:** We have established a system to recycle and reuse laboratory wastewater, which saves approximately 2,000 tons of water each year.
- **Concentrated Water Recycling:** We recycle concentrated water from our direct drinking water treatment equipment and use it for cleaning the canteen floors, saving about 18,988 tons of water annually.

137,649 tons 

Total water saving in Dongguan Park and Chongqing Park in 2023:

20,338 tons 

Water saved by the recycling program:

28.29% 

Chongqing Park used 312,404 tons of water, a decrease in proportion compared to last year:

17.6% 

Dongguan Park used 1,454,750 tons of water, a decrease in proportion compared to last year:

Waste Management

vivo strictly manages and controls waste generation and disposal while actively exploring comprehensive utilization solutions. We have implemented the *Standards for Classification and Management of Wastes*, the *Hazardous Waste Management Standards*, and other management systems and standards to guide the proper classification, transfer, and disposal of waste. We actively comply with regulatory requirements by regularly reporting information and data on hazardous waste generation, storage, and dispatch on the Guangdong Solid Waste Management Information Platform. This enables full-process tracking and management of hazardous waste.

In Dongguan Park, utilize an online monitoring system to track and manage the generation, temporary storage, and disposal of solid waste in real-time, improving processing efficiency. We regularly classify and collect waste, repurposing recyclable materials for building maintenance, renovation, and new construction projects, thereby reducing material consumption.

Our *Supplier Code of Conduct* mandates that suppliers strictly control their solid waste emissions, ensuring that their storage, transportation, and incineration processes meet vivo's environmental standards.

In 2023, vivo generated 103.96 tons of hazardous waste and 10,857.56 tons of non-hazardous waste²³. We achieved a 100% compliant disposal rate for hazardous waste and a 100% recycling rate for non-hazardous waste.



Types of Waste	Category	Handling Measures
General waste	Canteen kitchen waste	We engage a qualified supplier to carry out harmless disposal.
	Recyclable waste	We engage a designated qualified supplier to regularly clear the waste. Equipment, metal parts, etc. go through a professional scrapping process.
Construction waste	/	Waste is stored at a designated location and transported by the construction party to a municipal location for landfilling.
Hazardous waste	/	Waste is stored at a designated location and disposed of by a third party with hazardous waste treatment qualifications registered with the Environmental Protection Bureau.
Electronic waste	Recyclable waste	We carry out compliant collection and sorting for metals, plastics, circuit boards, etc., and engage a qualified, professional third party for processing and recycling.
	Non-recyclable waste	We engage a qualified, professional third party for processing and recycling.

100% 

The compliant disposal rate of hazardous waste:

100% 

The recycling and utilization rate of non-hazardous waste:

²³The scope of hazardous waste statistics covers all factories and office parks of vivo China. In 2023, we further refined our data collection criteria by referencing the *Directory of National Hazardous Wastes*, covering a total of four categories of hazardous waste. The statistical scope of the non-hazardous waste data includes metals, plastics, and cardboard from all factories and office parks of vivo China.

Pollution Prevention and Control

Although the pollution emissions from vivo's production and operations have minimal impact on the environment, we remain committed to high standards of pollution prevention and control. We make sustained investments in pollution control during the production phase, continuously optimizing processes and upgrading techniques to promote more sustainable production methods and reduce environmental impact.

We have established a comprehensive set of procedures for the treatment of exhaust gas, wastewater, and noise, adopting scientific and professional methods to strengthen pollution prevention and control. Our environmental management performance is regularly reviewed and evaluated by independent third-party organizations. These inspections cover factory boundary noise, indoor noise, domestic wastewater, workshop exhaust, indoor air quality, and canteen fume emissions. The 2023 inspection report shows a 100% compliance rate for exhaust gas and wastewater discharge in vivo's industrial parks.

Pollutants	Examples	Disposal Measures
Exhaust gas	Exhaust gas from production	We gather it to the roof and process it with a pre-treatment process and a purification device.
	Exhaust gas from the canteen	We treat it with an oil smoke purification device and discharge it at a high altitude after reaching the standard.
Wastewater	Domestic wastewater	We process domestic wastewater in strict compliance with local requirements and discharge it based on the principle of rainwater and sewage diversion, and regularly update the license qualification of the drainage pipe network.
	Industrial wastewater	We collect and engage a qualified third party for transfer and harmless disposal.
Noise	/	We preferentially select low-noise equipment or techniques to prevent noise hazards from the source, install sound insulation materials, and increase the greening of the parks to continuously improve noise control.

100% 

Compliance rate of wastewater discharge in 2021, 2022 and 2023

100% 

Compliance rate of exhaust gas discharge in 2021, 2022 and 2023



Tackling Climate Change

To implement the action plan for "Carbon Peaking and Carbon Neutrality" amid the urgent challenge of global climate change, vivo integrates the impact of climate change into our corporate decision-making processes. We set long-term, scientific, and ambitious goals to guide effective and orderly carbon reduction operations. By continuously tracking policy changes related to climate change, we ensure our strategies remain relevant and effective. Through scientific carbon and energy management, we are committed to reducing our carbon footprint and driving low-carbon social development.

Carbon Management

vivo continues to explore green and sustainable development models, integrating carbon management into business strategy and operations. We put in place an effective carbon management structure and reduction goals, promote the application of carbon reduction technologies, comprehensively strengthen carbon management capabilities, and explore low-carbon development pathways for the Company.

Carbon Governance Structure

vivo has incorporated carbon emission management into its corporate social responsibility (CSR) governance system and various business segments. A CSR committee, chaired by the Senior Vice President and comprising senior managers from multiple departments, has been established under the Company's Management Committee.



Carbon Management Cross-Functional Team includes business leaders from over a dozen departments involved in various fields, such as System and Process IT, Administrative Affairs, Production, Logistics and Storage Center, PMC, Quality, various product departments, various development departments, Hardware Testing, and Customer Service. Each representative is assigned specific responsibilities related to carbon management.

Current Carbon Emissions

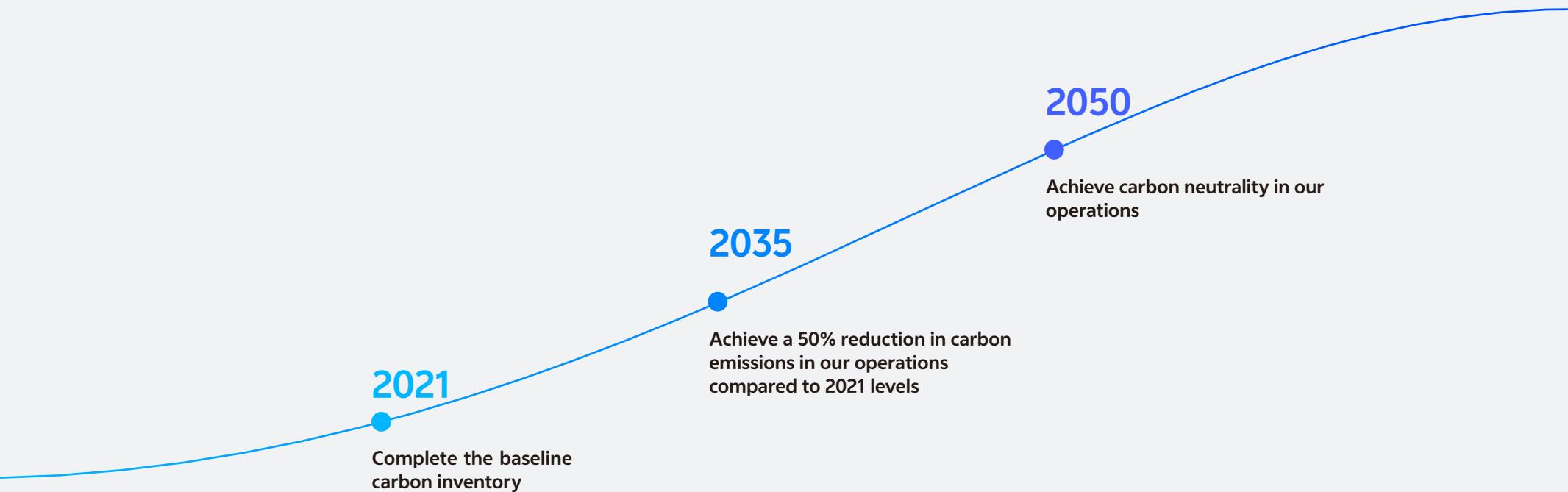
In 2023, vivo conducted a carbon emission inventory at two industrial parks and eight office buildings across eight cities where vivo Mobile Communication Co., Ltd. and its subsidiaries operate. This inventory helps comprehensively understand the Company's carbon emissions and provides crucial data for emission reduction planning and implementation. In 2023, vivo's operational carbon emissions amounted to 110,173.30 tCO₂e, with Scope 1 emissions at 12,546.91 tCO₂e and Scope 2 emissions at 97,626.4 tCO₂e. Additionally, recognizing the importance of value chain emission reductions for addressing climate change and achieving the Company's sustainable development, vivo conducted identification and assessment of Scope 3 carbon emissions, which totaled 93,756.84 tCO₂e in 2023.

Carbon Goal Setting

In response to the target of keeping a global temperature rise below 2°C proposed by the Paris Agreement and China's "dual carbon" goals, vivo released the vivo Low-Carbon Action White Paper in 2024, officially proposing the company's low-carbon development goals and further exploring vivo's roadmap towards carbon peaking and carbon neutrality.

Achieve a **50%** reduction in carbon emissions in our operations by **2035** compared to **2021** levels.

Achieve **carbon neutrality** in our operations by **2050**.



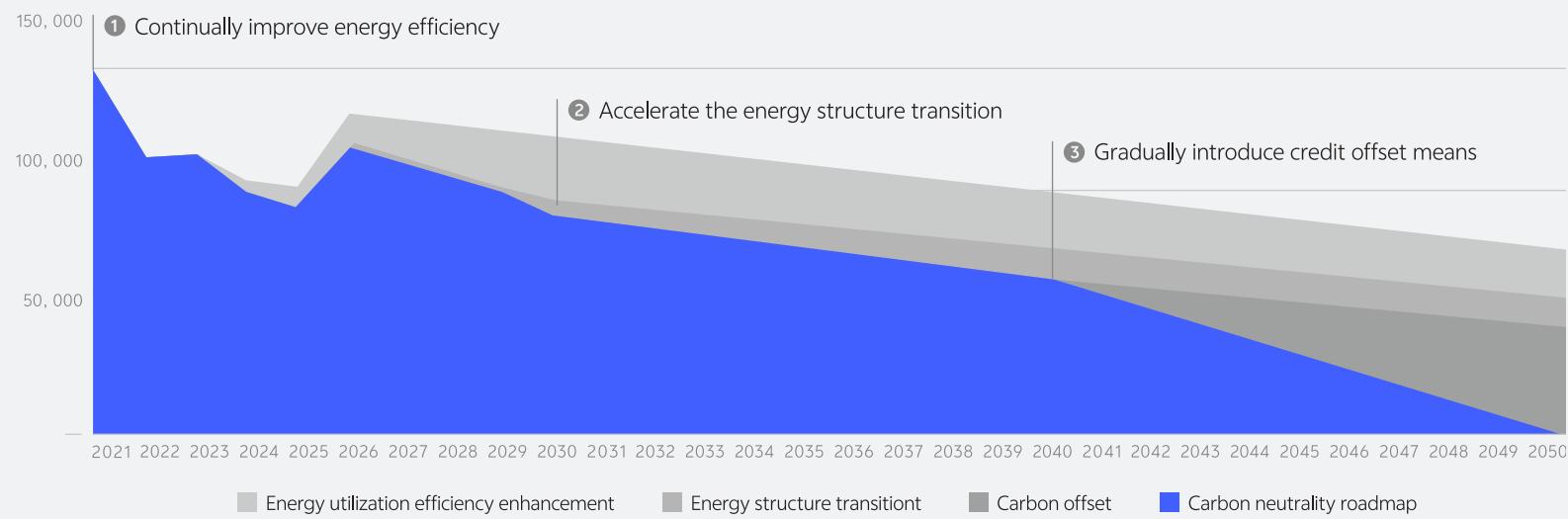
vivo will follow the strategy of prioritizing direct emission reductions over removal, prioritizing removal over offsetting, and continuously empowering the green transformation of the value chain. We develop emission reduction pathways and specific action plans that align with our operations and the value chain. We also explore the possibilities to optimize carbon neutrality strategies, empowering vivo to achieve its carbon goals.

Emission Reduction in Our Operations

We prioritize energy conservation and efficiency enhancement, as well as optimizing our energy structure to reduce absolute carbon emissions. By strengthening energy management, implementing energy-saving technological improvement projects, and using clean energy, we are on our way toward achieving emission reduction goals. For the emissions that are difficult to reduce, we will conduct carbon offset by investing in promising renewable energy projects, focusing on and utilizing ecological carbon sinks and negative carbon technologies, and participating in carbon market trading, thus supporting our long-term goal of achieving carbon neutrality in our operations.

Low-Carbon Transformation of the Value Chain

We integrate the green management concept into every aspect of product life cycle management, exploring viable emission reduction solutions at stages such as product design, packaging, material selection, logistics transportation, and electronic waste recycling. We explore opportunities to reduce carbon emissions, empowering green and low-carbon transformation of the value chain.



Energy Management

vivo has established and continuously improved its energy management system by implementing regulations such as the Operational Guidance for Energy Management Scheme Formulation and Implementation, the Operational Guidance for Energy Operation and Management, and the Contingency Plan for Energy Security. These regulations guide all levels of the company in effectively meeting annual energy-saving and emission-reduction targets, establishing a comprehensive energy management system, and creating robust internal management processes. We strictly manage high-energy-consuming equipment, regularly organize energy emergency drills, enhance energy efficiency, and reduce environmental impact. Departments conduct regular energy risk identification and assess energy-saving potential, continuously improving energy management. Additionally, we actively promote energy-saving awareness among all employees and key technical personnel, effectively reducing equipment idle time through proactive energy-saving tips and management measures. In 2023, Areas A and C of vivo's global headquarters passed the ISO 50001 Energy Management System certification.

We have developed an energy management platform for the intelligent input, statistics, and analysis of energy data, optimizing energy use efficiency. Each year, we analyze and evaluate the energy consumption data of key units, explore energy-saving potential through on-site inspections, assess feasible conservation initiatives, and review energy

savings after project implementation. Our energy management team has also established an energy use reward mechanism to encourage energy-saving actions. In 2023²⁴, the per-device energy consumption at vivo's global headquarters decreased by 12% compared to the previous year, surpassing expectations and exceeding our energy-saving target.

Capitalizing on Clean Energy

In response to the national goals and policies of "Carbon Peaking and Carbon Neutrality," vivo actively plans and implements the use of clean energy to reduce the consumption of non-renewable resources. In 2023, vivo's global headquarters completed and launched its first distributed photovoltaic power generation project, making it the largest photovoltaic power facility in the area. This project provides approximately 4,530 MWh of clean electricity annually, with a total installed capacity of 5.189 MWp, reducing CO₂ emissions by about 3,604.3 tons. In 2023, vivo's total renewable energy use amounted to 4,530 MWh. We continue to promote the adoption of new energy sources to replace traditional fuels. We have introduced electric buses for employees, providing a more eco-friendly commuting option and reducing emissions by 121.5 tCO₂e. We have replaced all the forklifts in our industrial parks with new energy vehicles and some manual forklifts to further reduce carbon emissions.

12%



Percentage of year-on-year reduction in global headquarters' per-device energy consumption in 2023 compared to last year



²⁴The scope of energy consumption statistics covers Areas A, B, and C of Dongguan Park.

Energy-saving Technological Transformation to Improve Energy Efficiency

In 2023, vivo's global headquarters implemented a total of 31 technological transformation projects, achieving substantial results in energy saving and consumption reduction. These projects collectively saved approximately 7,130 MWh of electricity and reduced CO₂ emissions by over 4,000 tCO₂e.

- Optimization of the air-conditioning system:**

We enhanced our air-conditioning system by reducing the frequency of air conditioning cabinet fans, refining the set parameters and control logic, and implementing zoned activation and deactivation of the air conditioning units to reduce the energy consumption of key power-consuming equipment. These measures are estimated to save about 3,320 MWh of electricity and reduce emissions by approximately 1,976 tCO₂e every year.

- Frequency conversion for the cooling water pump:**

By installing a frequency converter on the original industrial-frequency cooling water pump and adjusting the operating frequency, we reduced the working energy consumption. This upgrade is expected to save about 1,050 MWh of electricity and reduce emissions by approximately 628 tCO₂e every year.

- Energy-saving optimization of production equipment:**

We carried out a comprehensive energy-saving optimization for workshop equipment by refining lighting control systems, introducing automatic gas shutoff systems, and optimizing gas pressure standards. These improvements are expected to save about 2,250 MWh of electricity and reduce emissions by approximately 1,341 tCO₂e every year.

- Commuting route optimization:**

We reduced carbon emissions from commuting vehicles by shortening the distance between employee dormitories and the factory, reducing commuting mileage. In 2023, a total of ten commute routes were optimized.

Gasoline consumption	123.854 tons
Diesel consumption	90.093 tons
Electricity consumption	126,320 MWh
Total Scope 1 GHG emissions	8,569.3tCO ₂ e
Total Scope 2 GHG emissions	63,112.6tCO ₂ e
Total Scope 3 GHG emissions	71,821.95tCO ₂ e

*The scope of statistics covers Areas A, B, and C of Dongguan Park.

4,530 MWh



Clean electricity provided by photovoltaic power generation project:

3,604.3 tCO₂e



Reducing emissions by photovoltaic power generation project approximately:

121.5 tCO₂e



Carbon emissions reduction brought about by using electric buses:

4,000 tCO₂e



Carbon emission reduction brought by innovative energy-saving measures: over



05

Value Creation

Employee Growth

Win-win Cooperation

Industrial Co-Prosperity

Conducted EHS training courses

816 sessions

Total course duration

1,396 hours

Total duration of employee training

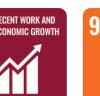
214,709.85 hours

Proportion of suppliers that signed the agreement on sustainable procurement reached

96%



An enterprise's long-term and sustainable development depends on the concerted efforts of its employees, business partners and suppliers. vivo respects the rights and interests of our employees, provides them with a broad development platform, and supports our business partners and suppliers to the best of its ability, with a view to joining hands with all stakeholders to pursue common growth. We also leverage our advantages to advance industry development and cultivate high-quality professionals, to inject new momentum into the vigorous development of the industry.



Employee Growth

vivo adheres to the core mission of “creating a joyful and progressive environment for employees”, always putting people first. We respect and protect employees’ rights and interests, ensure their occupational health and safety, and support their professional development. Our goal is to create a diverse, equitable, and inclusive workplace, supported by a fair and effective incentive system that encourages employee growth.

Health and Safety

Ensuring the occupational health and safety of employees is the prerequisite for all operations and the bottom line we adhere to. We have established a sound occupational health and safety management system and implemented various work safety initiatives to enhance safety awareness and skills among our employees, thereby creating a healthy and safe working environment.

While strictly observing relevant laws and regulations of each operating location, we have formulated the *EHS Management Manual* and timely updated our health and safety management standards such as the *Operation Guidelines for EHS Regular Inspections* and the *Security Personnel Management Regulations*. We have continued to improve our EHS management system which covers all business lines of the Company, defining the responsibilities of the EHS execution team under the EHS Committee. These efforts have significantly improved our ability to protect employees’ occupational health. As of the end of 2023, vivo’s Dongguan headquarters and Chongqing Industrial Park have passed the renewal audit of the ISO 45001 Occupational Health and Safety Management System.

We released the *Company-Level hazards and environmental factors, targets, indicators and Management Programs 2023* and the *EHS Factor Identification and Risk Evaluation 2023*. These documents outline our annual objectives, indicators, and management programs for major hazards and significant environmental factors. We comprehensively identified potential EHS risks, quantified risk values and grades, and prioritized risk prevention. Based on these findings, we implemented graded risk control measures to effectively avoid potential accidents. Additionally, by developing and implementing targeted improvement measures centered around dimensions, i.e., risk assessment, chemical management, office safety management, safety training, occupational disease prevention, emergency management, accident handling, and management of related parties, we can continually optimize the management of employees’ occupational health and safety. In 2023, all key EHS objectives were largely achieved and the LTIFR was 0.415.

We provide annual occupational health examinations for our employees. In 2023, vivo’s

occupational health examinations and annual physical examinations covered 100% of the employees, and zero occupational disease incidents were recorded. We have infirmaries and 288 certified first aiders in our offices and factories in Dongguan and Chongqing to provide general physical examinations, minor trauma treatment, medical emergency treatment and other medical services.

Identification and Control of Potential Safety Hazards

Prioritizing work safety and environmental management in all industrial parks, the Company continuously invests special funds for work safety and implements various initiatives to identify and control potential safety hazards.

We have established a comprehensive four-line-of-defense mechanism for EHS inspections and developed a plan for horizontal special EHS inspections across China. These guidelines help us conduct thorough EHS risk inspections of factories and offices in each park. In 2023, we conducted 71 EHS risk inspections at vivo’s Dongguan headquarters and Chongqing Industrial Park, with the safety hazard closure rate reaching 100%.



0

Occupational disease incidents among employees

100%

Employee coverage of occupational health examinations and annual physical examinations

71

EHS risk inspections conducted

100%

Safety hazard closure rate reaching

Promoting a Safety Culture

vivo is committed to fostering a strong health and safety culture and increasing awareness of safety responsibilities among all employees. We strive to continually improve their awareness and ability through diverse health and safety training programs and emergency drills.

- Safety training:** For all new employees, we provide EHS training through the "vCollege" online learning platform. For new production employees, we organize pre-job safety training at the first and second levels, as well as third-level on-site practical training to ensure that they master safety operation skills before starting their positions. In 2023, all vivo EHS management personnel obtained relevant qualifications or training certificates, such as the Safety Training Certificate for the Principal Person-in-Charge, the Training Certificate for Safety Production Management Personnel, the Safety Management Personnel Training Certificate for Hazardous Chemicals Business Units, among others. Moreover, the Company conducted 816 sessions of EHS-related training courses for key position employees, totaling 1,396 hours and 47,835 person-time participated in training
- Safety campaigns:** We regularly organize safety culture implementation months and fire safety campaigns to raise health and safety awareness among all employees.
- Safety emergency drills:** To address various potential safety hazards, we conduct emergency drills for scenarios such as fire evacuation, hazardous chemical leakage, elevator failure, and gas leakage. These drills improve employees' abilities in disaster prevention, self-rescue, and mutual aid. In 2023, vivo held 105 emergency drills across 12 categories²⁵, involving a total of 22,338 participants.



²⁵The statistics of emergency drills include vivo's Dongguan headquarters, Chongqing Industrial Park, and R&D centers.

Rights and Interests of Employees

We uphold the concept of "anti-discrimination, equal pay for equal work, freedom of religious belief". By integrating the humanistic philosophies of diversity, equality and inclusion into the Company's daily management and operations, we respect and safeguard the legitimate rights and interests of all employees to create impartial and equal employment conditions. We have developed a sound and competitive remuneration and benefit system and strive to create an inclusive and equitable working environment.

Respecting Basic Rights and Interests

Following the principles of "equal employment and person-post match", we have formulated and implemented the *Anti-discrimination Management System* and have strictly standardized the recruitment process and selection criteria. We oppose any form of discrimination and treat our employees equally, regardless of ethnicity, region, household registration, gender, age, physical characteristics, physical conditions, marital or parental status, or other factors. We respect human rights, strive to guarantee equal employment opportunities, and are committed to maintaining fairness in the workplace.

We resolutely resist and oppose any type of child labor and forced labor. To this end, we have formulated the *Administrative Regulations on Prohibiting the Employment of Child Labor and Remedial Measures for Mistaken Recruitment of Child Labor* and the *Administrative Regulations on the Prevention of Forced Labor*, among other internal regulations and systems. We have also established complete employee personnel file registration to strictly confirm the authenticity of recruits' information and also set up a monitoring and reporting mechanism to preclude the recruitment or misuse of child labor. In 2023, the labor contract signing rate of vivo's employees was 100%, and the Company had no incidents related to the use of child labor or forced labor.

vivo has formulated internal rules and regulations such as the *Anti-discrimination Management System* and the *Anti-Workplace Sexual Harassment Regulations*. We have established clear complaint channels and standardized processes for handling reports and complaints. We prioritize the confidentiality of whistleblowers' information, ensure a balanced gender ratio among investigators, and conduct fair and impartial investigations to protect employees' rights and interests. At the same time, we proactively conduct empowerment promotion through various initiatives, including incorporating the anti-sexual harassment system publicity into new employee induction training and hosting several specialized training sessions and courses on anti-sexual harassment. These initiatives aim to foster a harmonious and stable workplace. In 2023, our preventive training for discrimination and human rights violations covered 100% of employees, and there were zero proven incidents of discrimination.

816 sessions
In 2023, vivo conducted EHS training courses

1,396 hours
Total course duration

47,835 person-time
Total number of employees attending the EHS training courses

0
Incidents related to the use of child labor or forced labor

100%
Employee coverage of preventive training for discrimination and human rights violations

0
Proven incidents of discrimination

Diversity and Inclusion

We promote a diverse and inclusive workplace culture by integrating these values into our management and operations, adopting targeted initiatives for the diverse needs of our employees, and creating a more relaxed and inclusive work environment.

The Company respects and values the cultural practices and religious beliefs of employees from different ethnic backgrounds. For this commitment, we have implemented the *Religious Belief Management System* and other systems and rules. We actively learn about and address the religious and cultural needs of our employees while respecting their privacy. In 2023, 8.02% of our workforce and 4.23% of our senior management (excluding the Board of Directors) were from ethnic minority groups²⁶.

In addition, vivo's European headquarters hosts various gatherings and organizes celebrations for local festivals, bringing together Chinese and international employees. These activities foster cultural exchange and integration, enhancing team cohesion.

Guarding Rights and Interests of Female Employees

We are dedicated to supporting and protecting the rights and interests of female employees. To fulfill this commitment, we have implemented policies such as the *Administrative Regulations on the Protection of Female Employees*. We provide nursery rooms, offer maternity benefits as required by law, and organize various festive events to celebrate holidays and distribute wishes and gifts. In 2023, women represented 32.31% of our workforce, and 16% of our senior management (excluding the Board of Directors) were female.

Events to celebrate the March 8 Women's Day

With the theme that "life is not defined by age, and you can always live as a goddess", vivo planned and organized events to celebrate Women's Day on March 8. The flower arrangement, fun games, and other diversified well-designed activities alongside exquisite gifts brought holiday joy and warmth to every female employee in a relaxed and pleasant atmosphere.

vivo's European headquarters²⁷ hosts diverse events

vivo's European headquarters, home to 85 employees from 14 countries, advocates team diversity and facilitates rapid integration and understanding of the local market with a core philosophy of "More Global, More Local". We organize water competitions on the Rhine, visits to wine estates, fun sports meetings, and celebrations of different countries' festivals. Through these events, we strengthen communication and cooperation among our employees and enhance their sense of integration and team cohesion.

8.02% 

Proportion of ethnic minority employees

4.23% 

Proportion of ethnic minority employees in senior management (excluding the Board of Directors)

16% 

Proportion of female senior managers (excluding the Board of Directors)

vivo's Dongguan headquarters hosts a "Chinese New Year Party" for international employees at overseas factories

In 2023, vivo's Dongguan headquarters organized a "Chinese New Year Party" for international employees from overseas factories who came to exchange and study. The party consisted of events full of traditional Chinese flavors such as writing spring couplets, guessing lantern riddles, writing lucky cards, and sticking cattail leaf fans. Guided by their Chinese colleagues, the international employees experienced the charm of traditional Chinese culture.



²⁶Ethnic minority employees only include ethnic minority groups in China.

²⁷vivo's European headquarters is owned by vivo Holdings Limited.

Employee Remuneration and Benefits

vivo fully respects and protects the labor returns of all employees in strict accordance with the laws and regulations of the locations where it operates. We provide fair and competitive remuneration and benefits, ensuring that our pay rates exceed local minimum wage standards. On top of statutory benefits, we provide our employees with a wide range of additional special benefits that support employees throughout their entire careers at vivo, fostering a healthy and sustainable corporate culture.

Statutory Benefits:

Social insurance, housing provident fund, statutory holidays, and holidays encouraged by state policies

Additional Benefits and Care:

Life Benefits

Shuttle buses, cafeterias, employee dormitories, vivo talent apartments (under construction), and BBK private schools

Subsidies and Special Offers

Subsidies for expatriates, travel subsidies, fuel subsidies for private cars, mobile phone credit subsidies, overtime taxi reimbursement, and rental subsidies; preferential offers for internal mobile phone purchases

Physical and Mental Health

Health facilities: infirmaries (providing free medical treatment and medicine), gyms, recreation rooms

Health examinations: annual physical examinations; commercial insurance and travel insurance for certain positions and groups

Mental health: an online EAP service center for employees, which provides psychological assessments, consultation appointment, crisis intervention, and other services

Holiday Gifts

Gifts for the Chinese New Year, Dragon Boat Festival, and Mid-Autumn Festival, kick-off lucky money after the Chinese New Year holiday, and birthday cash gifts

Cultural Activities

Annual parties of the Company, the open day for family members, special festival activities (e.g., Goddess Day), sports club activities, singles' meetups

Talent Support

Home leave for expatriates, benefits for the expatriate's family, benefits for air tickets for home visits, and subsidies for family members; housing subsidies for campus-hired employees, travel subsidies for interviewees for experienced hires; assistance in applying for tax incentives in line with state policies, talent recognition, and national awards

Other Benefits

anniversary souvenirs, parental leave, severance allowance, special team-building expenses

Employee Development

vivo attaches importance to the capacity building and career development of our employees. We have established a comprehensive training system that provides access to a wealth of internal and external learning resources, as well as diverse growth opportunities. By creating a fair incentive mechanism and offering clear and accessible promotion channels, we support employees in achieving both personal fulfillment and corporate growth.

Employee Growth

We continuously optimize our personnel training system by incorporating the principles of "selection, appointment, training, and retention" into the entire lifecycle of key positions. This approach ensures comprehensive talent development and sustainable growth. Every year, we conduct talent assessments to identify employees' strengths and gather their growth and development needs, allowing us to allocate resources effectively to support their growth.

We formulate annual training plans tailored to different roles and offer various targeted programs focusing on leadership, general vocational skills, professional business abilities, and other topics to improve the core competitiveness of employees in every aspect. In 2023, vivo developed 654 training courses and conducted a total of 214,709.85 training hours, averaging 2.36 hours of online training and 13.95 hours of offline training per employee.

Meanwhile, we support the creation and improvement of knowledge-sharing platforms in ten areas, including overseas marketing, software development, and finance. Our efforts include developing over 30 high-quality online courses and hosting more than 40 internal expert sharing sessions, reaching over 5,000 learners. To further enhance employees' industry insights, we organize for key employees to attend expatriate training sessions on topics such as software and hardware development, technical architecture, and digital marketing. In 2023, we completed 164 expatriate training sessions.

• Construction of internal lecturer team

vivo continues to expand its team of internal certified lecturers. In 2023, 63 new certified lecturers joined the team, bringing the total number to 830, including company-wide, departmental, and international certified lecturers. Additionally, we provide coaching, promotion, excellence selection, and training for our lecturers. We have created seven lecturer training camp programs, introduced classic general courses on project management, situational leadership, and horizontal collaboration, and continuously updated and iterated many professional courses to ensure they remain cutting-edge and practical. We also organize our internal certified lecturers and course developers to participate in themed learning activities for events such as Teachers' Day, Arbor Day, and World Book Day. These activities promote exchange and learning and attract more talented individuals to join our internal lecturer team.

654



214,709.85 hours



Total duration of online and offline training

• Construction of a digital learning platform

We have developed and improved our digital learning platform "vCollege" to provide employees with diversified course resources. In 2023, "vCollege" offered a total of 951 learning programs, including 35 course topics, 628 new online courses, and 34 new online learning maps, bringing the total number of online courses to 2,577. The platform recorded an average of over 15,000 logins per month.

• Utilization of external resources

We are committed to advancing external cooperation in various technical fields and contributing to the progress of the P+2 plan. To this end, we invited more than 30 professors and industry experts from Tsinghua University, Zhejiang University, and other prestigious universities to share cutting-edge technology achievements. The event has significantly enhanced our team's understanding and research of industry's cutting-edge technology trends, and improved their technological innovation capabilities.

Career Promotion Channels

vivo is committed to cultivating and training talented individuals. We enhance promotion and mobility channels across all facets and dimensions, providing employees with a broad platform for growth and encouraging them to explore new possibilities.

To ensure fair and equitable performance appraisals, we have established a sound performance evaluation system with standardized criteria. Performance appraisals are conducted semi-annually and annually, rating employees at S, A, B, and C. These results inform promotions, salary adjustments, internal job reshuffles, and year-end bonuses, ensuring impartial evaluations and stimulating employee motivation and initiative. In 2023, 100% of vivo's employees received regular performance and career development evaluations.

We have established a sound promotion mechanism and devised a dual-channel development path of "management + professional", providing clear, suitable, and diversified development routes. We continuously improve the *Job Qualification and Promotion Management Standards* to regulate employee promotion standards and processes. We have also published the *Manager Criteria White Paper* and the *Management Standards for Managers Retiring from Duty*, which outline criteria for assessing managerial capacity and the principles and processes for retirement, promoting fair and transparent managerial appointments.

Training Course	Targeted Audience	Training Form	Training Position/Efficacy
Onboarding training	New employees from campus and social recruitment	Boot camps; five types of courses include "culture, team, system, business, and workplace"; and three types of activities include "camp, class, and team"	To help them quickly fit in with the corporate culture and improve their job competency
General vocational ability training	All employees	Open courses, audio courses, and learning communities	To enhance employees' professional capacity and general knowledge and comprehensively improve their overall capabilities such as growth, action, communication, thinking and collaboration
Professional/technical training	All employees	Specialized online training, project management learning camps, project manager boot camps, innovative courses by experts, communication and sharing	To help employees gain professional knowledge and skills needed for their roles
Leadership training	Management	NMP (New Manager Program) and online learning camps	To help managers adapt to changing market conditions and business challenges
Special support	/	Special training for product managers (of mobile phones/IOT/Internet, etc.); TMT/MMT training; expert sharing sessions; design thinking rotating training	To enhance specialized skills and awareness for key positions and expand interdisciplinary understanding and communication

Employee Communication and Care

We actively listen to our employees, gathering their opinions and feedback. We prioritize their physical and mental well-being, and encourage a positive lifestyle to enhance their overall happiness and sense of belonging.

Employee Communication

vivo focuses on protecting employees' rights to know, participate, express, and supervise. By maintaining open communication channels, we ensure that every employee's voice is heard.

We continuously improve our employee complaint and feedback mechanisms. We collect employees' demands and opinions by setting up an offline "suggestion box", organizing monthly employee seminars, publicizing the complaint mailbox of the integrity department, and disclosing the contact information of departmental employee care teams and their leaders, as well as democratic publicity of our management system. Complaints and feedback are handled by dedicated personnel to address and resolve issues promptly.

In 2023, vivo conducted a 3S (Say, Stay, Strive) model engagement survey and a 4C (good return, good development, good company, good atmosphere) model satisfaction survey for all employees. Valuable suggestions were collected from employees, and a targeted rectification plan was formulated accordingly to improve the Company's internal management processes. During the year, more than 12,000 employees were invited to participate in the survey, and more than 10,000 responses were collected.

Focusing on managers' management approaches, affinity, emotion management, and principles, we conducted a quarterly anonymous questionnaire survey focused on the workgroup atmosphere for frontline production employees. More than 100 issues and suggestions were collected and addressed through visits and investigations by the employee care team.

Employee Care

Our employees and their families' physical and mental health are our concerns. We provide comprehensive care and support through training on mental health topics, psychological counseling, and crisis referral interventions.

• Mental Health Care

We partner with third-party agencies to provide an Employee Assistance Program (EAP), offering free 24/7 online counseling for issues related to family, parenting, personal growth, interpersonal communication, and crisis intervention. In 2023, our hotline received 892 inquiries from employees.

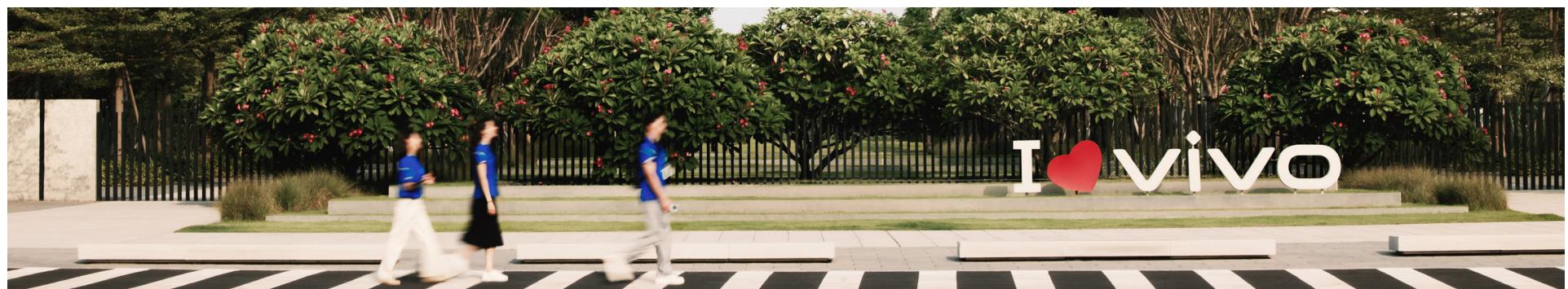
During the year, we developed a crisis referral process with an external agency to standardize mental health risk assessments, risk-leveling criteria, and intervention procedures. In 2023, there were 15 crisis referrals, all of which were successfully managed through multiple counseling sessions, resolving employees' psychological distress.

• Emotion Management Training

vivo invites external professional lecturers to provide employees with training on topics such as "Decoding Children's Emotions" and "Developing a Positive and Enterprising Mindset". These sessions guide employees in coping with stress and challenges, establishing a healthy and positive lifestyle, alleviating psychological pressure, and maintaining good working conditions.

• Aiding Employees in Difficulties

We actively support employees facing difficulties by investing nearly RMB 1 million in aid funds throughout the year, demonstrating our care and commitment. We also apply for government poverty subsidies to help ease their financial burdens. In 2023, we secured RMB 157,500 in subsidies for 239 employees.



Employees at vivo

vivo emphasizes employees' quality of life and cares for their physical and mental health. Each office park and production area is equipped with a buffet cafeteria that serves thousands of employees, offering nutritionally balanced meals with subsidies. To alleviate housing burdens, we provide comfortable apartments and dormitories at our Dongguan and Chongqing office parks, and accommodation subsidies for employees in other locations.

We provide employees with advice and guidance on work and life, including stress management and health management. Each park is equipped with an infirmary to provide employees with free medical consultation and comprehensive medical assistance.

Moreover, we encourage employees to have adequate rest to promote their work-life balance and to pursue a healthy lifestyle. We host a variety of activities, including sports events, mobile game carnivals, team-building exercises, family open days, and birthday parties. These activities promote a healthy corporate culture and strengthen communication and camaraderie among employees.

Family Open Day: Little Dream Chasers

In 2023, vivo organized a Family Open Day with the theme of "Little Dream Chasers", which featured innovative interactive forms, including a Frisbee game for beginners, fun sports matches, and a fun science lab. The colorful parent-child interactive activities allowed all participants to enjoy good company in a relaxed and pleasant atmosphere.



Win-win Cooperation

vivo firmly believes that high-quality corporate development depends on win-win partnerships. We adhere to the cooperation philosophy of “coordinated development, mutual trust, and win-win cooperation” and focus on core demands. By leveraging our strengths to empower our partners, we enhance their competitiveness, improve collaborative efficiency, and increase the value of the entire industry chain, achieving shared growth.

Sustainable Supply Chain

vivo comply with the International Code of Business Ethics and the United Nations Global Compact as well as the laws and regulations of the regions where it operates.

Accordingly, we have established the vivo's *Principles of Responsible Procurement* and the vivo's *Supplier Code of Conduct*. We propose our suppliers to sign the vivo's *Supplier Code of Conduct*, ensuring they meet key compliance standards in areas such as labor rights, occupational health, environmental protection, and business ethics. Through these efforts, we strive to build a sustainable supply chain with our suppliers. We also encourage key suppliers to sign contracts that include environmental, labor, and human rights requirements, integrating these standards into their contract provisions. In 2023, 96% of vivo's suppliers signed the agreement on sustainable procurement.

We have set up a supplier CSR management team responsible for overseeing CSR entry risk control for new suppliers and improving CSR standards for existing suppliers. We implement the *Supplier CSR Management Specification*, which outlines control measures for supplier access inspection, empowerment, risk assessment, audits, and performance evaluation. During the year, we conducted special audits on key CSR areas to ensure supplier compliance with our standards and requirements, effectively reducing supply chain risks.

Special audits on the management of hazardous substances

The management of hazardous substances in products is part of our supplier management. We conduct regular risk assessments on the management of hazardous substances in products. The assessment methods include on-site reviews and supplier self-assessment, involving environmental management systems, design and development, procurement and supplier management, incoming materials, and finished product sampling management, production management, and logistics and warehousing management. In 2023, vivo conducted audits for 87 suppliers on hazardous substance management systems, with a 100% pass rate. The improvement of problematic points was tracked to achieve a 100% closed loop.

Comprehensive assessments in logistics

We conducted comprehensive assessments for 16 logistics suppliers on social responsibility, safety, and environmental systems. This initiative aims to strengthen communication in the logistics supply chain and enhance risk management awareness and sustainability.

Special audits on EHS

Using the *Supplier EHS Audit checklist* we conducted special EHS audits on 12 suppliers, focusing on fire safety, occupational health, and other dimensions. We have also enhanced their risk awareness and management capabilities through online reviews and on-site counseling, thus achieving a 100% pass rate.

Special audits on information security

We have deepened our information security management standards for business partners. We conducted special information security management audits for 14 high-risk business partners according to supplier categories and security level assessments, which were centered on risk management, personnel management, and delivery acceptance. In the audits, information security risks and vulnerabilities in the supply chain were effectively identified. The audit pass rate was 100%.

vivo emphasizes timely, comprehensive, and effective communication with suppliers. Through open and effective channels, we maintain strong cooperative relationships with our suppliers and foster a win-win collaboration model.

Each year, vivo hosts a Business Partners Conference on Quality and Improvement under the theme “Shaping the Future with Mutual Trust, Win-Win Cooperation, and Excellent Quality.” This conference promotes our quality management concepts to business partners and seeks consensus on key issues. It also serves as a platform for discussing supply chain performance, technical innovation, and other relevant topics, while recognizing outstanding suppliers. In 2023, we presented a total of 142 awards, including 15 Best Innovation Awards, 8 Progress Awards, and 56 Quality Excellence Awards.

100%

Pass rate of audits for suppliers on hazardous substance management systems

100%

Pass rate of special information security management audits for 14 high-risk business partners

Key technological breakthrough for win-win outcomes

vivo collaborated with an optics company to launch a research project for key technology to seek cutting-edge technologies and upgrading. We shared necessary resources and technical support with our partner. Together, we overcame the difficulty in molding 1G7P large-diameter glass aspherical lenses, creating the industry's first 1-inch G+P²⁸ lens. At the same time, the main camera aperture of vivo's products reached F1.75, becoming the largest aperture lens in the industry. This initiative not only significantly improves the quality of our own products but also boost the technological innovation of our partners.

We empower our suppliers to improve their sustainability practices in areas such as EHS management, information security, and product environmental protection. Our initiatives include hosting supplier conferences, organizing specialized training sessions, creating informative short videos, conducting on-site audits, and guiding corrective actions. These initiatives have significantly boosted suppliers' awareness and management capabilities in these key areas. In 2023, 231 suppliers participated in our sustainability capacity improvement training programs. Among them, 327 supplier representatives attended our environmental protection training, with a 97% pass rate on the assessments. We also conducted four training sessions for hazardous substance management, attended by 239 supplier personnel. This year, we assessed all suppliers participating in our capacity-building program to ensure the continuous improvement and development of our supply chain.

Conflict Minerals Management

vivo strictly observes the laws and regulations related to conflict minerals. We have released the *vivo Statement on Sourcing of Responsible Minerals* on the official website, and formulated the *vivo Specifications for Managing Procurement of Responsible Minerals* with reference to the main guiding principles of the *Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas* of Organization for Economic Co-operation and Development (OECD), to implement strict management of conflict minerals in the supply chain.

vivo strictly prohibits the use of conflict minerals in supplier contracts and agreements to ensure that all materials come from legitimate sources. We have established a compliance team on responsible mineral procurement, responsible for carrying out due diligence, risk identification, and risk control related to conflict minerals. At the same time, we require our suppliers to set up a responsible minerals procurement management system to trace conflict minerals and related minerals within their supply chains. Suppliers must regularly report to vivo using the Conflict Minerals Reporting Template (CMRT) and ensure that their smelters or refineries are certified by the Responsible Minerals Assurance Process (RMAP) or equivalent organizations. Based on the CMRT results, we mandate that suppliers take appropriate actions against any smelters and refineries that are not RMAP-certified.

We publish annual survey reports on our conflict minerals management efforts to review and enhance our risk management capabilities. In 2023, vivo conducted due diligence on all suppliers involved with conflict minerals, achieving a 100% closed-loop rate for due diligence.

100%



Due diligence closed loop rate
of suppliers involved in conflict
minerals



²⁸ G and P refer to the ratio of glass to plastic lenses.

Industrial Co-Prosperity

vivo believes in “collaborating for sustained development” and that open cooperation and reciprocal sharing between corporations are important drivers for the development of the industry. Upholding our vision of “healthier and more sustainable” development, we partner with key stakeholders to create value and actively fulfill our responsibilities to promote sustainable industry progress. We actively engage in external cooperation and exchanges to facilitate information and resource sharing, as well as to leverage complementary advantages within the industry. By collaborating with various parties, we advance cutting-edge and key industrial technologies, cultivate high-caliber industrial experts, and boost the sustainable development of the industry.

Technological Development

Technological innovation cannot be separated from the guidance and regulation of standards. While continuously promoting our own technological development, vivo actively organizes and joins relevant industry associations and alliances, contributing to the formulation of technical specifications and standards that promote industry-wide standardization. We also focus on innovative development and the transformation of scientific and technological achievements to foster the industry's healthy and sustainable growth.

We are deeply involved in setting standards for core areas such as artificial intelligence (AI), protection of minors, positioning, communication, charging, and security. By driving technological innovation through standardization, we enhance the application and advancement of new technologies. In 2023, vivo was engaged in the formulation of more than 700 industry standards of various types and output more than 2,900 proposals or suggestions.

AI and LLM

vivo actively advances the standardization of AI and large language models (LLMs). We have been involved in developing several key standards, primarily including the *Generative AI Technology and Product Evaluation Methods*, the *Large Pre-trained Model Technology and Application Evaluation Methods—Part 3: Model Application*, the *Technical Requirements and Evaluation Methods for Agents*, the *Research on the Application and Standardization Requirements of Generative AI and LLMs on the Terminal Side*, the *Terminal-side Generative AI and LLM Application Technology and Evaluation Specification—Part 1: General Provisions*, and the *Device-side LLM Performance Benchmark Measurement Methodology*. By focusing on core modules such as speech recognition, image recognition, natural language processing, and computer vision, vivo ensures the legal, safe, and credible application of innovative technologies, making these technologies more accurate and reliable. In addition, we share strategic industry insights and vivo's technological R&D case studies and provide AI beginners with learning resources to help them improve technical skills and build an understanding and cognitive framework for the industry.

700



Engaged in the formulation of various industry standards more than

2,900



Output proposals or suggestions more than

Protection of Minors in Cyberspace

vivo is one of the key members of the China National Information Technology Standardization Network (TC28) and the Telecommunication Terminal Industry Forum Association (TAF). Collaborating with industry partners, we have contributed to the development of several important standards, including the *General Specification for Minors Protection of Smart Mobile Terminal*, the *Technical Requirements for the Minor Mode of Mobile Internet Applications*, the *Assessment Methods for the Minor Mode of Mobile Internet Applications*, the *Technical Requirements for the Protection of Minors in Mobile Internet Applications and Application Distribution Platforms*, and the *Technical Requirements for Software for the Protection of Minors in Cyberspace*. Our goal is to advance the technical standardization for the protection of minors, ensuring a safer and healthier environment for their use of smart devices.

Emergency Positioning Services

Standardizing technical specifications for emergency positioning services (EPS) is essential for improving management and rescue efficiency. vivo has actively contributed in the development of industry standards, including the *Location System Based on Emergency Position Service—Part 1: Overall Requirements*, the *Location System Based on Emergency Position Service—Part 2: Technical Requirements for Data Transmission*, the *Location System Based on Emergency Position Service—Part 3: Technical Requirements and Test Methods for Platforms*, and the *Location System Based on Emergency Position Service—Part 4: Technical Requirements and Test Methods for Terminals*. In this way, vivo contributes to the rapid advancement of EPS technology, supports the growth of the EPS industry, and enhances the protection of people's lives.

Mobile Terminals and Communication Technology

vivo has been actively involved in the research and application of 5G and 6G communication standards. We work closely with industry platforms such as the China Communications Standards Association (CCSA) and the Telecommunication Terminal Industry Forum Association (TAF), contributing to the development of national/industry/group standards for mobile terminals and communication technology. These standards include the *Technical Requirements and Test Methods for Satellite Positioning Capability of Mobile Intelligent Terminal*, the *Technical Requirements & Test Methods for Civil Cellular Communication Terminal Equipment Supporting BeiDou-3's Regional Short Message Communication*, the *5G Digital Cellular Mobile Telecommunication Network-Technical Requirements of RedCap User Equipment (Phase I)*, and the *Technical Requirements for Core Network Multicast-Broadcast of the 5G Mobile Communication Network*. Our standard-setting efforts span various fields, including 5G technology, satellite positioning for terminals, and electronic network access authorization marking. Meanwhile, we play an active role in 6G pre-research as a member of the expert group of the IMT-2030 (6G) Promotion Group, the Ministry of Industry and Information Technology.

Since joining the 3rd Generation Partnership Project (3GPP) in 2016, vivo has been dedicated to the standardization of 5G communications and promoted the development of global mobile communication standards. As of December 2023, we had submitted around 13,500 5G proposals to the 3GPP standardization organization and filed over 5,000 5G invention patents, and had initiated the projects of terminal power saving, multi-card terminals, LP-WUS/WUR²⁹, and other technologies, becoming the first Chinese terminal enterprise to launch projects in 3GPP.

In 2023, vivo also released several 6G whitepapers, namely, *6G Network Architecture, Convergence of AI and Communication*, and *Integrated Sensing and Communication Technology*.

Ageing Resistance and Fluency of Mobile Intelligent Terminals

vivo led the upgrading of the industry standards for ageing resistance and fluency of mobile terminals and supported the revision and upgrading of the *Evaluation Specification of Aging Performance for Mobile Intelligent Terminal* and the *Module and Test Method of Aging Test on File System Based on Android Mobiles and Smart Terminals*. vivo also participated in the compilation of the national standards *Ergonomics of Human-System Interaction in Mobile Terminal—Part 3: Perceived Fluency of Touch Interface* and the industry standards *User Experience of Smart Terminal—Test Method for Fluency Performance*. These initiatives have promoted the healthy development of the mobile terminal industry, ensuring with a fluent user experience that is stable in the long run.

Fast Charging

vivo has partnered with several brands on supporting PD (Power Delivery) and PPS (Programmable Power Supply) protocols³⁰ to enhance users' cross-brand charging experience. We joined hands with industry leaders to set up the Guangdong Fast Charging Alliance³¹, promoting the industrial application of Unified Fast Charging Standard (UFCS) technology to improve user experience and charging efficiency. We supported the China Academy of Information and Communications Technology in organizing two plugging conferences to enhance product compatibility and safety. As a primary initiator of the Fast Charging Alliance, we played an active role in discussing and drafting UFCS 2.0. Additionally, two UFCS standards co-developed by vivo were recognized as "Application Demonstration Projects of Group Standards of the Ministry of Industry and Information Technology for 2023".

Radiation Safety

vivo is committed to advancing the radiation safety industry through active participation in the development and review of both domestic and international standards.

In 2023, as a registered expert of IEC TC106 (Methods for the assessment of electric, magnetic and electromagnetic fields associated with human exposure), vivo helped prepare and revise two key IEC international standards on behalf of China: *IEC/IEEE 62209-3 Measurement procedure for the assessment of specific absorption rate of human exposure to radio frequency fields from hand-held and body-mounted wireless communication devices - Part 3: Vector measurement-based systems* and *IEC/IEEE63184 Assessment methods of the human exposure to electric and magnetic fields from wireless power transfer systems - Models, instrumentation, measurement and numerical methods and procedures*.

As a member of the Electromagnetic Environment and Safety Protection Technical Committee (CCSA TC9), vivo led and contributed to the development of over ten EMC and SAR industry standards. Our efforts are centered on integrating 5G technology with electromagnetic exposure testing, researching and standardizing millimeter wave testing requirements, and developing measurement methods for new wearable devices.

²⁹ LP-WUS/WUR refers to Low-Power Wake-Up Signal/Wake-Up Receiver.

³⁰ The PD and PPS protocols, both set under the leadership of the USB-IF (USB Implementers Forum), allow devices to increase charging power by adjusting the output of transmitted data and adjusting voltage and current, thus shortening charging duration.

³¹ The Fast Charging Alliance of Guangdong Province (Fast Charging Alliance) is China's first association for the consumer electronic terminal fast charging industry, which focuses on promoting the standardization and ecology of UFCS technology.

In recent years, vivo has partnered with upstream and downstream partners to form ecological alliances and associations. By promoting technological innovation and application through standardization, we work to eliminate technical barriers in the industry and build a sustainable, innovation-driven ecosystem. vivo actively joins technology associations and alliances in the ICT industry to facilitate the commercialization and application of industry innovations.

- Industry chain synergy:** vivo joins hands with upstream and downstream partners in the Internet of Things (IoT) industry chain in the OLA Alliance and the CSA Alliance-Matter Working Group to promote standard-setting, demonstration applications, and the development of industrial ecologies in intelligent Internet of Everything (IoE).
- Technical cooperation and innovation:** Built on the Intelligent Terminal Golden Seal Alliance (ITGSA), vivo joins hands with partners in the Android OS terminal ecology to promote the adaptation of Android application software to the 64-bit architecture, enhance application performance, encourage developers to innovate, and the industry to advance.

vivo's achievements and results in the intelligent in-vehicle industry

In 2021, vivo led the establishment of the Intelligent Car Connectivity Open Alliance (ICCOA) in conjunction with industry partners, which is focused on the innovative development of mobile phone-car connectivity. In 2023, vivo served as the secretary general of the ICCOA, the head of the Car Connectivity Working Group, and the deputy head of the Integration Working Group and the Car Key Working Group. It actively bolstered technology collaboration, standards research, and application promotion for intelligent terminal-car connectivity, and achieved the deep integration of mobile phones and cars, technology and data, hardware and software, thus enhancing user experience. In the year, the alliance released three group standards and launched 33 models based on the standards.



Associations/Alliances Established by vivo as One of the Initiator in Conjunction with Partners



Guangdong Fast Charging
Alliance (FCA)

It carries out upstream and downstream cooperation in the charging industry chain, accelerates the integration of the domestic fast charging industry chain, and promotes the healthy development of industry ecology.



Intelligent Terminal Golden Seal
Alliance (ITGSA)

It conducts research on technical standards of intelligent terminal software, accelerates application through pilot demonstration and industrial cooperation, and builds a service platform for the technical standard ecology of intelligent terminal software.



智慧车联开放联盟
Intelligent Car Connectivity Open Alliance

Intelligent Car Connectivity
Open Alliance (ICCOA)

It integrates mobile terminals, cars, technology, and data and facilitates the interconnection between mobile terminals and cars through research on technologies and standards for connectivity between intelligent terminals and cars.

vivo's Associations/Alliances Membership



3GPP
(3rd Generation Partnership Project)



CCSA
(China Communications Standards Association)



ETSI
(European Telecommunications Standards Institute)



ITU
(International Telecommunication Union)



OLA
(Open Link Association)



TAF
(Telecommunication Terminal Industry Forum Association)



IEEE
(Institute of Electrical and Electronics Engineers)



CSA
(Connectivity Standards Alliance)



CCC
(Car Connectivity Consortium)

Talent Cultivation

High-caliber interdisciplinary experts are crucial for the ongoing innovation and development of the ICT industry. vivo is dedicated to building research platforms that support talented individuals in conducting innovative research, thereby strengthening the industry's workforce and fostering growth in the ICT sector.

- Joining hands with universities:** vivo collaborates with leading universities such as Tsinghua University, Peking University, Zhejiang University, and Hong Kong Polytechnic University to establish comprehensive strategic partnerships. By integrating industry, academia, and research, we leverage these institutions' scientific research capabilities and teaching resources. By jointly building R&D centers and holding technical competitions and expert forums, we seek to develop a new model of talent cultivation and contributes to the incubation of industry innovations.
- Research projects:** vivo has undertaken several national, provincial, and municipal research projects and has published numerous monographs, including *The Fifth Generation Wireless Paradigm: from Building Blocks to Complete Networking, A Systematic View on 5G from Creation to Innovation*, and *6G: Transformation from Communication to Multi-capability Convergence*. These efforts facilitate the integration of knowledge and application, promoting a positive cycle of collaboration between industry, academia, research, and practical application.

Huazhong University of Science and Technology-vivo Information and Communication Joint Research Center established

In May 2023, the Huazhong University of Science and Technology-vivo Joint Research Center for Information and Communication was inaugurated at vivo's Dongguan headquarters. Focusing on image processing, AI, communication technology, and extended reality, the center deepens the two parties' strategic cooperation in scientific research, personnel training, and the transformation of achievements. The aim is to create more leading breakthroughs and jointly incubate and research advanced communication technology under long-term and stable industry-academia-research partnerships.

"Nanjing University-vivo" Hackathon

In 2023, the Software Institute of Nanjing University and vivo hosted a Hackathon for college students in software engineering and related fields in China. A total of 66 teams with 198 participants from 27 universities across China participated in the competition. The Hackathon increased the exchange of talented students from different universities, cultivated participants' teamwork and innovation mindset, and comprehensively enhanced their software development ability.

OpenAtom Open Source Competition—vivo BlueOS Innovation Competition

In 2024, vivo joined the OpenAtom Foundation and other organizations to host the OpenAtom Open Source Competition—vivo BlueOS Innovation Competition, featured two topics, "BlueOS Innovative Application Development" and "BlueOS Code Translation Tools." More than 300 developers and more than 200 teams participated in the competition. This event aimed to nurture talent with OS knowledge and skills, build an open platform for high-caliber OS technicians to exchange, display their talent, and collaborate, and boost the global open source ecology.



06

Community Responsibility

Sound Operation
Business Ethics
Public Welfare
Global Welfare

Percentage of employees covered by information security training reached

100%

The signing rate of the *Integrity and Honest Cooperation Agreement* with key suppliers:

100%

The signing rate of the *Integrity Commitment* with employees:

100%

The “National Parks Protection Campaign” had covered national parks:

4

The “National Parks Protection Campaign” had covered nature reserves:

38

The “National Parks Protection Campaign” supporting patrols nearly:

10,000

Upholding the concept of “shoring up a bright responsible future”, vivo is committed to delivering sustainable value for society with strong enthusiasm. We have been insisting on compliance operation, promoting robust internal governance, following business ethics and fully supporting fair trade. As an active participant in global public welfare, we promote social development both at home and abroad by leveraging our strengths, with a particular focus on public demands. With these efforts, we strive to promote a virtuous cycle of our development and social growth.



Sound Operation

Healthy corporate governance is the cornerstone for the sustainable development of a company. vivo always adheres to principles of legal and compliant operations by strengthening our corporate governance foundation and fortifying our information security measures to support steady growth.

Information Security Compliance

Information security safeguards our core competitiveness. For this purpose, we have built five protective screens for information security. Specifically, we have established and improved the information security management framework, with execution teams appointed accordingly. We also insist on upgrading information security protection technology. In accordance with laws and regulations as well as industry standards, we have established a sound process and system for information security. Meanwhile, we regularly conduct information security training and drills, to build a robust information security firewall. In case of an information security incident, relevant departments will act immediately, and an intensive training will be organized for the relevant departments to prevent the recurrence of similar incidents. In 2023, vivo experienced a total of 18 information security incidents, all of which were promptly addressed, followed by reviews and improvements to reduce the risk of recurrence.

Information Security Management

vivo complies with the *Cybersecurity Law of the People's Republic of China*, the *Measures for Administration of Classified Protection of Information Security*, the European Union's *General Data Protection Regulation (GDPR)*, and other relevant Chinese and international regulations. In line with these laws, we have developed a comprehensive set of internal regulations, including the *Information Security Manual*, *Information Security Management Strategy*, the *Cybersecurity Management System*, and the *IT Network Security System*. In 2023, we continued to refine the *Information Security Management System*, providing a solid institutional guarantee for our information security management. We have clearly defined the roles within the Information Security Committee, with our executive vice president serving as the highest responsible person, and members including general managers from various departments, are responsible for developing our information security policies, participating in management reviews, and ensuring that our information security efforts are organized and effective. In 2023, we continued to obtain the ISO/IEC 27001 Information Security Management System certification.

- **Enhancing risk management capability:** We adhere to the " five components of information security word", which include risk control, training and communication, measure verification, continuous refinement, and rewards and punishments. To defend against information security risks from multiple dimensions, we conduct annual internal and external audits in key areas, carry out offensive and defensive exercises, and use virtual secure desktop technology.
- **Optimizing the emergency response process:** We have established a cybersecurity incident emergency response team with clearly defined responsibilities for each member. We have put in place the *vivo Cybersecurity Incident Emergency Response Process* and implemented classified and graded management of information security incidents, providing guidance for responding and handling various types of information security incidents, and ensuring efficient emergency response execution.
- **Extended risk management:** We audit information security systems and controls, implement improvements based on audit results, and enhance our information security assurance capabilities. In 2023, vivo continued to conduct information security audits on business partners.



Security Technology Upgrade

vivo stays committed to upgrading its information security protection technology. We safeguard our networks, applications, operating systems, and databases by employing a comprehensive and multi-layered security defense system. This system includes an intrusion detection system (IDS) for all traffic, a web application firewall, a next-generation firewall, a host-based intrusion detection system (HIDS), a big data security platform, a security operation center, and attack surface management (ASM). These tools and mechanisms enable us to efficiently identify and protect against external threats at each critical level.

- **Text encryption technology:** We categorize and manage the company's data and information confidentially, employing data encryption, anonymization, desensitization, and auditing techniques to ensure data security during storage, transmission, and use. In 2023, we implemented robust protective measures for core business areas to restrict the dissemination of sensitive information.
- **Identity authentication technology:** We adopt the single sign-on (SSO) system, two-factor authentication, OAuth2/SAML authentication, and fingerprint and facial recognition through the FIDO2 authentication to enhance the accuracy and convenience of user identity verification. As of the end of 2023, we had integrated these technologies across more than 360 business systems, providing a seamless login experience and unified identity authentication and access control for users.
- **Access control technology:** We apply the "principle of least privilege" for access control across various public cloud regions to reduce security risks. We leverage secure sandboxing to isolate production environment servers in development and operations scenarios, ensuring the security of business and user data. We have also strengthened permission control, data isolation, and export auditing for operations on production system databases to ensure traceability and security.

We continue to carry out information security exercises and participate in real-world offensive and defensive drills to test, identify, and resolve security vulnerabilities, thereby enhancing our information security defense capabilities. In 2023, we conducted internal penetration testing, proactively identifying and addressing 830 risks. Additionally, we participated in the joint cybersecurity offensive and defensive exercise between Dongguan and Shaoguan. During this exercise, we achieved a perfect score with zero points lost as defenders among 353 government and enterprise units, demonstrating vivo's professionalism and commitment to security protection.

Conducting the Confrontation Exercise

To enhance the Company's cybersecurity defense capabilities, vivo actively conducted a team confrontation exercise to test the security defenses of business systems and office network environments. This allows for the timely identification and repair of potential security vulnerabilities and the development of targeted risk response plans. In 2023, we conducted four internal team confrontation exercises, conducting lateral penetration tests for key special services, important centralized operations and maintenance, the SSO system, and more. We identified and tracked more than 15 high-risk vulnerabilities and achieved a 100% repair rate.

Information Security Publicity

vivo enhances information security awareness among employees and partners through a combination of online and offline training. In 2023, we conducted information security training for all new hires and current employees, with specialized training and assessments for key positions. This included targeted information security assessments for key projects for 2,816 individuals, with a pass rate of 100%. We also encourage employees in critical positions to obtain relevant information security certifications, with 99 representatives obtaining ISO 27001 Internal Auditor Certification this year. To boost our suppliers' information security management capabilities, we utilize various methods such as short videos and one-on-one tutoring. We hold an annual Developer Conference to recognize partners who have performed excellently in ensuring vivo's information security, working together to build a secure and reliable ecosystem for cooperation.

Business Ethics

vivo adheres to the core philosophy of "operating with integrity and abiding by business ethics" in business management. We ensure the effective implementation of business ethics standards and management systems, oppose unfair competition, and maintain a zero-tolerance policy towards any form of commercial bribery and corruption. Our commitment is to uphold market fairness and order.

Fair Trade

We have formulated and implemented comprehensive regulations and policies to ensure compliance with anti-trust and competition laws worldwide. These include the *vivo Overseas Anti-Trust and Competition Law Compliance Policy*, the *vivo Anti-Monopoly Compliance System*, the *Guidelines for responding to Anti-monopoly investigations*, and the *Guidelines for Identifying & Preventing the Maintenance of Resale Price in monopoly agreements with trading counterparties*. In China, we have strengthened the structure and responsibilities of the Anti-Monopoly Compliance Committee, adhering to our internal anti-monopoly compliance strategy, setting clear objectives, and implementing effective prevention and improvement mechanisms to mitigate the risks of monopolization.

We conduct regular anti-monopoly compliance self-examinations and inspections, distribute self-examination checklists, and perform compliance spot checks on sales policy documents to ensure thorough risk prevention and oversight. Any issues identified during inspections are promptly addressed and corrected, enhancing our internal legal review mechanisms to prevent monopoly violations.

We have established and improved the overseas legal compliance system, aiming to conduct the checklist-based spot check of the anti-monopoly and competition law systems in key overseas markets, comprehensively review potential legal risks, and require regional heads to conduct self-inspections and self-examinations on compliance with anti-monopoly and competition laws. In 2023, vivo completed the spot check and risk review of all key overseas regions.

vivo emphasizes the importance of anti-monopoly and competition law compliance among its employees. Our overseas legal team regularly monitors, analyzes, and interprets the latest developments and key cases

related to anti-monopoly and competition laws in international markets, providing timely and professional legal information. Based on the results of self-inspections and self-examinations within our overseas legal compliance framework, and the research on market share, horizontal and vertical agreements, and institutional investigations, we regularly organize training and awareness activities for relevant personnel. These sessions include in-depth interpretations of legal provisions and disclosures of compliance risks, thereby enhancing the compliance awareness of our business teams. In 2023, vivo completed the work of disclosing anti-monopoly and competition law compliance risks and promoting compliance awareness in key overseas markets.

Integrity Building

vivo upholds a strict anti-corruption philosophy of "zero tolerance," "full coverage," and "accountability system," adhering to the principles of "prudence, compliance, and confidentiality" in anti-corruption investigations. We are committed to standardizing our integrity system, improving integrity mechanisms, and normalizing and diversifying integrity education, thereby fostering a corporate culture of integrity and honesty.

We strictly adhere to management norms and policies such as the *Code of Integrity* and the *Code of Business Conduct for Company Employees*. We have further refined the *Code for the Declaration Management of Conflict of Interest* and the *Rules for the Management of Business Gift Presentation and Acceptance*, clarifying the behavioral norms and ethical standards that all our employees must follow when conducting business. We have established an integrity and compliance team responsible for promoting the development and enhancement of the integrity system, planning and executing integrity training and promotion initiatives, as well as conducting investigations into corrupt behaviors, and strengthening anti-corruption management. We actively participate in external industry integrity collaborations, deeply engaging in activities organized by the China Enterprise Anti-Fraud Alliance and the Trust and Integrity Enterprise Alliance to jointly create a clean, upright, and integrity-based business environment.

- Collaborative supervision:** We utilize both internal and external resources to enhance our internal audit mechanisms and control environment, thereby improving the integrity system's coverage. In 2023, vivo's internal audits and risk assessments of business ethics covered all operational locations.
- Investigation and handling:** We conduct thorough investigations into all corrupt practices while protecting the legitimate rights and interests of employees. This includes addressing gang-related corruption and internal-external collusion. We adhere to the principle of investigating both bribery and the acceptance of bribes to ensure thorough and fair investigations. We uncover the truth of corruption, offenders are disciplined or dismissed based on the severity of their actions, and supervisors or management found negligent are also held accountable.
- Reporting management:** vivo encourages employees, suppliers, and other business partners, as well as the general public to report any instances of bribery, related-party transactions, fraud, or other improper activities under their real names. We provide generous rewards for the whistleblower once their reports are verified, and we keep their personal information confidential to prevent retaliation. In 2023, the Company did not experience any confirmed business ethics incidents reported through the reporting process.

We require every new hire to complete integrity training during the onboarding process, organize regular integrity training sessions for current employees, and fortify the ideological defense line against corruption through diverse publicity campaigns such as integrity lectures, integrity weeks, public auctions, integrity education videos, inviting external industry experts for professional education and producing short videos. In 2023, we conducted 22 anti-corruption special training sessions, involving 2,467 core position employees who participated in the training and passed the assessment, achieving a 100% coverage rate of employees trained in business ethics. We require all employees to sign the *Integrity Commitment*. In 2023, the signing rate reached 100%.

vivo sticks to the principles of "honesty, integrity, mutual trust, and win-win cooperation" throughout partnerships for honest operation. We have disclosed documents such as the *Statement of Integrity and Honest Cooperation* and the *Anti-Corruption Commitment* on the official website to clarify our anti-corruption policies among partners. In 2023, we achieved a 100% signing rate of the *Integrity and Honest Cooperation Agreement* with key suppliers, ensuring their commitment to vivo's anti-corruption standards and requirements. We also continue to foster a culture of integrity within our supply chain by regularly organizing integrity and honesty cooperation symposiums for suppliers, promoting integrity among our partners, and maintaining a clean and fair business environment.



100%

Percentage of operational locations covered by vivo's internal audits and risk assessments of business ethics:

22

The number of anti-corruption training sessions held:

2,476

The number of employees participating in anti-corruption training:

100%

The signing rate of the *Integrity Commitment* with employees:

100%

The signing rate of the *Integrity and Honest Cooperation Agreement* with key suppliers:

Public Welfare

As a corporate citizen, vivo keeps focusing on the public development and human well-being and paying earnest attention to basic and developmental needs of all sectors of society. By leveraging our platform and technological strengths, we enhance information accessibility through various featured public welfare programs, bringing convenience and joy to everyone through technology. We support rural education and focus on improving rural children's aesthetic education to comprehensively enhance their appreciation of the arts. Additionally, we remain committed to public welfare and charity, giving back to society with sincerity, enhancing people's well-being, and creating social value.

Supporting Rural Revitalization with Aesthetic Education, Enlightening the Next Generation

Aesthetic education is an important way to stimulate and cultivate creativity and a deeper appreciation of life. vivo has long been committed to using technology to advance aesthetic education in China, allowing every child to discover, experience, and create beauty.

In July 2022, vivo, in collaboration with the Adream Foundation and the China Academy of Art Education Foundation, launched the Capture the Future Public Welfare Program³². This initiative aims to empower rural aesthetic education and enhance children's literacy in the arts, immersing them in the world of art. The program helps improve children's aesthetic appreciation and fosters a sense of identity and pride in Chinese native culture, thereby nurturing their imagination and creativity.

The program has reached 29 rural central primary schools across six counties in four provinces: Jiangxi, Guizhou, Gansu, and Yunnan. It has provided systematic art training for over 120 art teachers and distinctive aesthetic education courses and practices for approximately 40,000 children. Additionally, it is gradually building an aesthetic education sharing platform, setting a benchmark for "technology in aesthetic education." In 2023, we continued to support rural schools by donating a total of 2,970 boxes of aesthetic education materials and 320 vivo Pad2 devices. We also organized a series of activities, including summer camps, teacher training sessions, and aesthetic education study camps for principals and rural education officials.

• Capture the Future Summer Camp

During the summer of 2023, vivo's Capture the Future Public Welfare Program invited children and teachers from six counties across four provinces to Shenzhen to participate in the Capture the Future Summer Camp. This initiative aimed to broaden the horizons of rural children with a theme centered on "Aesthetic Education x Creativity x Technology", enhancing their perception, imagination, and creativity. The program seeks to empower rural aesthetic education and raise public awareness about its importance. During the summer camp, children visited the vivo laboratory, where they were inspired to explore new ideas. They participated in seaside photography sessions and urban exploration activities to heighten their sensory awareness, and aesthetic education workshops to foster their creativity.

• Aesthetic Education Incubation

vivo's Capture the Future Public Welfare Program held five training sessions for aesthetic education teachers across six counties in four provinces, with a total of 160 participants. We regularly invited public welfare education experts to visit rural areas and provide targeted teaching guidance, improving the aesthetic education literacy and teaching skills of rural teachers. We also organized study and training programs for 49 rural principals and teachers, supporting the implementation of aesthetic education in rural schools through themed sharing, school visits, and collaborative workshops.



Capture the Future Summer Camp

³²The Capture the Future Public Welfare Program was filed as "Adream Foundation – vivo Aesthetic Education Foundation" in the Civil Affairs Bureau.

In collaboration with the Shanghai Adream Development Center and the Shanghai Helin Art Promotion Institution, vivo organized the Capture the Future Rural Education Officials Aesthetic Education Study Camp. This camp fosters dialogue and cooperation between urban and rural aesthetic education through participatory art activities and interactions with aesthetic education experts.

This year, vivo's Capture the Future Public Welfare Program received widespread praise from all sectors of society, winning awards such as the "Annual Rural Revitalization High-Quality Project" at the Southern Weekly Dreamers Public Welfare Conference, the "Annual Responsible Brand" at the 2023 Annual Charity Gala of Weibo, the "Annual Responsible Practice and Public Welfare Project" at The Paper's 2023 Responsibility Practitioners Meeting, one of the "Top Ten Outstanding Charity Cases of 2023" by Jieman.com, and the "Annual ESG Development Excellence Case" of the Huanqiu.com 2023 Global Trends Case, among others. vivo will continue to steadfastly advance on the path of promoting the development of aesthetic education in China.



Love Without Hindrance, Voice with Breath

We believe that love and technology can overcome any barrier. We are dedicated to ensuring that technological innovations benefit everyone, bridging the digital divide, and exploring the intersection of technology and public welfare.

In 2021, vivo joined hands with the Audiology Development Foundation of China (ADFC) and other public welfare partners to launch the "Echo of Care Public Welfare Program." This initiative aims to improve communication and quality of life for people with disabilities through technological co-creation, donations, joint research, and public welfare advocacy. Our goal is to help create a more accessible social environment and promote the integration of people with disabilities.

In 2022, the program supported 133 parents with hearing impairments, helping them "listen" to their children's needs. In 2023, the program shifted its focus to helping young people with hearing impairments find employment, launching initiatives to support their job searches and career development.

- Concern for the employment of people with hearing impairments in China:** Together with the ADFC and Southern Weekly, we conducted a research project, released the Employment Research Report of the Hearing-Impaired, and filmed the documentary Silent Youth. This project aimed to highlight the core employment needs of the hearing-impaired community, advocating for greater industry and societal focus on improving their employment opportunities.

- Support for the career development of youth with disabilities:** We donated accessible smart devices to 500 hearing-impaired students and young individuals from special education schools nationwide. We also organized a series of employment skills training sessions, covering topics such as AI annotation skills, workplace psychological adjustment, and industry knowledge promotion, to help them better integrate into society and the workforce.

- Launching the User Exchange Workshop:** The 2023 "Echo of Care Public Welfare Program" User Exchange Workshop was held in Beijing and Guangzhou, inviting users of the public welfare program to meet and exchange with vivo engineers. This workshop provided a platform for users to share their accessibility needs and feedback on product experiences, fostering greater involvement of young people with disabilities in vivo's accessibility initiatives.

On November 1, 2023, vivo officially launched the third "Echo of Care Public Welfare Program." In collaboration with mentors for the disabled, we visited schools for students with special needs to help young people with disabilities explore and discover new possibilities in life.

This year, the "Echo of Care Public Welfare Program" was recognized as an excellent example of AI application in public welfare and was selected for the World Internet Conference's AI For Social Good Action Plan as a "Typical Practice of AI in Global Public Welfare." Notably, it was the only case selected from a mobile phone brand by the World Internet Conference.



Silent Youth documentary

Driving Ecological Construction with Technology, Safeguarding the Natural Harmony

As the ecological environment is the foundation for human survival and development, vivo has been vigorously contributing to the ecological civilization. Integrating technology into environmental protection practices, we drive the public to pursue a green lifestyle.

Since 2022, vivo has been playing an active role in the "National Parks Protection Campaign" with various efforts such as equipment donation, skill training, and public welfare advocacy. vivo leverages the power of technological innovation to support the construction of national parks and the protection of biodiversity, promoting the safe and efficient conduct of patrol work in nature reserves. As of the end of 2023, this initiative had covered the Three-River Source National Park, Qilian Mountain National Park, Northeast China Tiger and Leopard National Park, Asian Elephant National Park, and 38 other nature reserves, supporting nearly ten thousand patrols.

- Patrol equipment donation:** vivo donated over RMB 1.2 million of professional patrol equipment, including vivo smartphones, watches, power banks, and first aid kits to patrols in national parks and nature reserves, ensuring professional, intelligent, and safe field patrols to improve effectiveness and efficiency.
- Patrol course development:** vivo collaborated with industry experts to develop patrol courses and produced a long video featuring real-life patrols, short animated videos on field patrol, and a field patrol skills manual. The material was promoted in national parks and nature reserves worldwide through regional partners, with over 10,000 patrols watching the videos and using the field patrol skills manual. The related courses were also released on social media platforms like Weibo, WeChat, and short video platforms with over 2.15 million views, effectively promoting field survival knowledge and skills to the general public.



- Patrol capability training:** vivo conducted patrol management capability training and competitions for patrols in national parks and nature reserves, enhancing their professional skills and emergency response capabilities in the field.

Creating Public Values Through Digital Platforms

We strive to promote digital platform-based public welfare and encourage public engagement. In 2023, we continued to launch various public welfare activities on the vivo credit point mall, such as the Capture the Future Public Welfare Program, the Echo of Care Public Welfare Program, and the quiz-based "National Parks Protection Campaign" to promote science awareness. These initiatives aim to increase public participation in information accessibility, environmental protection, and rural aesthetic education. Through the vivo credit point mall, we converted users' valuable actions within the vivo ecosystem into social contributions. In 2023, the vivo credit point mall attracted a total of 157,928 participants, receiving 5,041,193 boosts of loving hearts.



4



The "National Parks Protection Campaign" had covered national parks:

38



The "National Parks Protection Campaign" had covered nature reserves:

10,000



The "National Parks Protection Campaign" supporting patrols nearly:

Global Welfare

As we continue to expand our global business, we remain committed to supporting local communities and contributing to their sustainable development. In 2023, vivo's global team implemented a series of public welfare projects across various fields, including childcare, environmental protection, and community development, making significant contributions to building a better world.

Caring for Development of the Needy Children

vivo pays attention to the all-round development of underprivileged children in developing countries. We actively contribute to children's health, education, and welfare. In 2023, vivo provided abundant learning and living materials for impoverished children in countries such as Thailand, Bangladesh, and Colombia. Through donations and organization of imaging course activities, we enhanced the quality of life for these children and empowered their future with technology and aesthetic education.

"Capture the Future" CSR Program

vivo partnered with SOS Children's Villages to launch the "Capture the Future" program in Bangladesh, fully leveraging the Company's advantages in the field of photography technology. A three-year public welfare imaging course was initiated for the children of six children's villages in the area and donated BDT 8 million to SOS Children's Villages, injecting new vitality into the development of quality education for children in Bangladesh.



Environmental Protection

vivo recognizes that the ecological environment is fundamental to human existence and that a healthy environment is essential for maintaining human health and safety. We are committed to environmental protection through concrete actions aimed at maintaining ecological balance.

The Ocean Cleanup Action in Colombia³³

In September 2023, members of vivo's Colombia team collaborated with students from the University of Magdalena to initiate an ocean cleanup action. Together, they investigated the various environmental protection measures adopted by vivo globally. They also went to Santa Marta to clean up the trash on the beach, taking concrete action to protect marine ecology.

Community Donation

vivo is committed to promoting community development in the areas where it operates and actively fulfills its social responsibility commitments. In 2023, escorted by Dubai police, we delivered essential living supplies and food to over 500 workers in labor camps. Additionally, our team in Sri Lanka donated solid food to 800 patients at a cancer hospital³⁴, demonstrating our commitment to care and support.



vivo's Sri Lanka team donates solid food to patients in a cancer hospital

³³The event was initiated by the local agency team in the name of vivo.

³⁴The event was initiated by the local agency team in the name of vivo.

GRI Standard Index

GRI Index	Chapter	Page	SDGs
General disclosure			
GRI 2: Organization and its Reporting Practices			
GRI 2-1	Organizational details	About the Report	P03
GRI 2-2	Entities included in the organization's sustainability reporting	About the Report	P03
GRI 2-3	Reporting period, frequency and contact information	About the Report	P03
GRI 2-4	Restatements of information	About the Report	P03
GRI 2-5	External assurance	About the Report	P03
GRI 2: Activities and Workers			
GRI 2-6	Activities, value chain, and other business relationships	Company Profile	P05 
GRI 2-7	Employees	Employee Growth	P53-59
GRI 2: Governance			
GRI 2-9	Governance structure and composition	Sustainability Governance	P09-14 
GRI 2-11	Chair of the highest governance body	Sustainability Governance	P09-14
GRI 2-12	Role of the highest governance body in overseeing the management of impacts	Sustainability Governance	P09-14
GRI 2-13	Delegation of responsibility for managing impacts	Sustainability Governance	P09-14
GRI 2-14	Role of the highest governance body in sustainability reporting	Sustainability Governance	P09-14
GRI 2-15	Conflicts of interest	Business Ethics	P70-71
GRI 2-16	Communication of critical concerns	Sustainability Governance	P09-14

GRI Index	Chapter	Page	SDGs
General disclosure			
GRI 2: Strategy, policies and practices			
GRI 2-22	Statement on sustainable development strategy	Sustainability Governance	P09-14 
GRI 2-23	Policy commitments	Sustainability Governance	P09-14
GRI 2-24	Embedding policy commitments	Sustainability Governance	P09-14
GRI 2-25	Processes to remediate negative impacts	Sound Operation	P64-66
GRI 2-26	Mechanisms for seeking advice and raising concerns	Sustainability Governance	P09-14
GRI 2-27	Compliance with laws and regulations	Sound Operation	P68-69
GRI 2-28	Membership associations	Industrial Co-Prosperity	P62-65
GRI 2: Stakeholder engagement			
GRI 2-29	Approach to stakeholder engagement	Sustainability Governance	P09-14 
GRI 2-30	Collective bargaining agreements	Employee Growth	P53-59 
GRI 3: Material Topics 2021			
GRI 3-1	Process to determine material topics	Sustainability Governance	P09-14
GRI 3-2	List of material topics	Sustainability Governance	P09-14
GRI 3-3	Management of material topics	Sustainability Governance	P09-14
Economic			
GRI 201: Economic Performance			
GRI 201-2	Financial implications and other risks and opportunities due to climate change	Green Operation	P43-50 
GRI 201-3	Defined fixed benefit plans and other retirement plans	Employee Growth	P53-59 

GRI Index	Chapter	Page	SDGs
Economic			
GRI 203: Indirect Economic Impacts			
GRI 203-1	Infrastructure investments and services supported	Public Welfare Global Welfare	P72-75
GRI 203-2	Significant indirect economic impacts	Public Welfare Global Welfare	P72-75
GRI 205: Anti-corruption			
GRI 205-1	Operations assessed for risks related to corruption	Business Ethics	P70-71
GRI 205-2	Communication and training about anti-corruption policies and procedures	Business Ethics	P70-71
Environment			
GRI 301: Materials			
GRI 301-1	Materials used by weight or volume	Eco-Friendly Product	P38-42
GRI 301-2	Recycled input materials used	Eco-Friendly Product	P38-42
GRI 301-3	Reclaimed products and their packaging materials	Eco-Friendly Product	P38-42
GRI 302: Energy			
GRI 302-1	Energy consumption within the organization	Green Operation	P43-50
GRI 302-2	Energy consumption outside of the organization	Green Operation	P43-50
GRI 302-4	Reduction of energy consumption	Green Operation	P43-50
GRI 302-5	Reductions in energy requirements of products and services	Eco-Friendly Product Green Operation	P38-50
GRI 303: Water and Effluents			
GRI 303-1	Interactions with water as a shared resource	Green Operation	P50-55
GRI 303-2	Management of water discharge-related impacts	Green Operation	P43-50

GRI Index	Chapter	Page	SDGs
Environment			
GRI 303: Water and Effluents			
GRI 303-3	Water withdrawal	Green Operation	P43-50
GRI 302-4	Water discharge	Green Operation	P43-50
GRI 303-5	Water consumption	Green Operation	P38-42
GRI 304: Biodiversity			
GRI 304-3	Habitats protected or restored	Public Welfare	P72-74
GRI 305: Emissions			
GRI 305-1	Direct (Scope 1) GHG emissions	Green Operation	P43-50
GRI 305-2	Energy indirect (Scope 2) GHG emissions	Green Operation	P43-50
GRI 305-5	Reduction of GHG emissions	Green Operation	P43-50
GRI 305-7	Nitrogen oxides (NOx), sulphur oxides (SOx), and other significant air emissions	Green Operation	P43-50
GRI 306: Waste			
GRI 306-1	Waste generation and significant waste-related impacts	Green Operation	P43-50
GRI 306-2	Management of significant waste-related impacts	Green Operation	P43-50
GRI 306-3	Waste generated	Green Operation	P43-50
GRI 306-4	Waste diverted from disposal	Green Operation	P43-50
GRI 306-5	Waste directed to disposal	Green Operation	P43-50
GRI 308: Supplier Environmental Assessment			
GRI 308-1	New suppliers that were screened using environmental criteria	Win-Win Cooperation	P60-61
GRI 308-2	Negative environmental impacts in the supply chain and actions taken	Win-Win Cooperation	P60-61

GRI Index	Chapter	Page	SDGs
Society			
GRI 401: Employment			
GRI 401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Employee Growth	P53-59
			
GRI 401-3	Parental leave	Employee Growth	P50-55 P53-59
GRI 403: Occupational Health and Safety			
GRI 403-1	Occupational health and safety management system	Employee Growth	P53-59
			
GRI 403-2	Hazard identification, risk assessment, and incident investigation	Employee Growth	P53-59
GRI 403-3	Occupational health services	Employee Growth	P53-59
GRI 403-4	Worker participation, consultation, and communication on occupational health and safety	Employee Growth	P53-59
GRI 403-5	Worker training on occupational health and safety	Employee Growth	P53-59
GRI 403-6	Promotion of worker health	Employee Growth	P53-59
GRI 403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Employee Growth	P53-59
GRI 403-8	Workers covered by an occupational health and safety management system	Employee Growth	P53-59
GRI 403-9	Work-related injuries	Employee Growth	P53-59
GRI 403-10	Work-related ill health	Employee Growth	P53-59
GRI 404: Training and Education			
GRI 404-1	Average hours of training per year per employee	Employee Growth	P53-59
			
GRI 404-2	Programs for upgrading employee skills and transition assistance programs	Employee Growth	P53-59
GRI 404-3	Percentage of employees receiving regular performance and career development reviews	Employee Growth	P53-59

GRI Index	Chapter	Page	SDGs
Society			
GRI 405: Diversity and Equal Opportunity			
GRI 405-1	Diversity of governance bodies and employees	Employee Growth	P53-59
			
GRI 405-2	Ratio of basic salary and remuneration of women to men	Employee Growth	P53-59
GRI 406: Non-discrimination			
GRI 406-1	Incidents of discrimination and corrective actions taken	Employee Growth	P53-59
			
GRI 413: Local Communities			
GRI 413-1	Operations with local community engagement, impact assessments, and development programs	Public Welfare Global Welfare	P72-75
			
GRI 414: Supplier Social Assessment			
GRI 414-1	New suppliers that were screened using social criteria	Win-Win Cooperation	P60-61
			
GRI 414-2	Negative social impacts in the supply chain and actions taken	Win-Win Cooperation	P60-61
GRI 416: Customer Health and Safety			
GRI 416-1	Assessment of the health and safety impacts of product and service categories	Product Safety and Reliability Eco-Friendly Products	P29-33 P38-42
			
GRI 416-2	Incidents of noncompliance concerning the health and safety impacts of products and services	Eco-Friendly Products	P38-42
GRI 417: Marketing and Labeling			
GRI 417-1	Requirements for product and service information and labeling	Product Safety and Reliability Eco-Friendly Products	P29-33 P38-42
			
GRI 418: Customer Privacy			
GRI 418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Product Safety and Reliability	P29-33
			

Independence Assurance Report



ASSURANCE STATEMENT

SGS-CSTC'S REPORT ON SUSTAINABILITY ACTIVITIES IN THE IVO HOLDINGS LIMITED's 2023 SUSTAINABILITY REPORT

NATURE OF THE ASSURANCE/VERIFICATION

SGS-CSTC STANDARDS TECHNICAL SERVICES CO., LTD. (hereinafter referred to as SGS) was commissioned by VIVO HOLDINGS LIMITED to conduct an independent assurance of the Chinese version of VIVO HOLDINGS LIMITED's (hereinafter referred to as vivo) 2023 Sustainability Report (hereinafter referred to as the Report).

INTENDED USERS OF THIS ASSURANCE STATEMENT

This Assurance Statement is provided with the intention of informing all vivo's Stakeholders.

RESPONSIBILITIES

The relevant information in the vivo's 2023 Sustainability Report verified in this assurance process is the responsibility of the management and relevant functional departments of vivo. SGS has not been involved in the preparation of any of the material related to these data.

Our responsibility is to express an opinion on the data within the scope of verification with the intention to inform all vivo's stakeholders.

ASSURANCE STANDARDS, TYPE AND LEVEL OF ASSURANCE

The SGS ESG & Sustainability Report Assurance protocols used to conduct assurance are based upon internationally recognised assurance guidance and standards including the principles of reporting process contained within the Global Reporting Initiative Sustainability Reporting Standards (GRI Standards) GRI 1: Foundations 2021 for report quality, GRI 2 General Disclosures 2021 for organisation's reporting processes and other organisational detail, GRI 3 2021 for organisation's process of determining material topics, its list of material topics and how it manages each topic, and the guidance on levels of assurance contained within the AA1000 series of standards.

The assurance of this Specific Performance Information has been conducted according to the following Assurance Standards:

- SGS ESG & SRA Assurance Protocols (based on GRI Principles and guidance in AA1000)

Assurance has been conducted at a moderate level of scrutiny.

SCOPE OF ASSURANCE AND REPORTING CRITERIA

The scope of the assurance, based on the SGS Sustainability Report Assurance methodology, included the selected 2023 sustainability development Specific Performance Information listed below. Other data and information disclosed were not included in this assurance process. Financial data drawn directly from independently audited financial accounts has not been checked back to source as part of this assurance process.

Economic Indicators	Number of patients, number of countries and regions covered by overseas service centers, date on "going global" service activities, blue chip technology stock data, headphone noise reduction data, eye health data, product quality management data,
Social Indicators	Word data and accuracy data of sign language translators, car horn voice recognition rate, smoke alarm voice recognition rate, elder care data, color research data, children's mode online audio album data, "health" APP course data, safety compliance training sessions data, employee training duration data, employee training rate, data of minority employees, female employees and senior managers, occupational disease incidence rate and employee physical examination rate, EHS training data, employee training duration, supplier management data, anti-corruption training data

Environmental Indicators
 Material reduction data, annual usage of biobased materials, usage of organic silicon leather, proportion of recycled glass to total glass material usage, proportion of recycled aluminum alloy materials to total aluminum alloy material usage, process utilization rate of aluminum alloy, packaging weight reduction data, raw material transportation cardboard box recycling rate, restricted types of hazardous substances, total amount of old machine recycling rate, energy saving and water saving in 2023, water saving in recycling rate, water consumption in Chongming Industrial Park, water consumption in Dongguan Park, total amount of hazardous waste, total amount of harmless waste, compliance disposal rate of hazardous waste, recycling and utilization rate of harmless waste, standard discharge rate of wastewater, standard discharge rate of exhaust gas, total greenhouse gas emissions in Scope 1 and Scope 2 Emissions, carbon emissions at headquarters in 2023, year-on-year decrease rate of annual energy consumption of single manufacturing plant, annual manufacturing centers, photovoltaic power generation data, carbon emission reduction quantity

ASSURANCE METHODOLOGY

The assurance comprised a combination of pre-assurance research, interviews with relevant employees onsite at vivo headquarters.

LIMITATIONS AND MITIGATION

This assurance methodology is group verification, the original data of all subsidiaries under vivo has not been independently audited.

The assurance process only involved interviews with the heads of relevant departments and certain employees of headquarters as well as validation of relevant documents. No external stakeholder involved.

Financial data drawn directly from independently audited financial accounts has not been checked back to source as part of this assurance process.

The carbon emission related data in the report is only verified through third-party verification or self accounting, and the on-site assurance of this data is only based on sampling.

STATEMENT OF INDEPENDENCE AND COMPETENCE

The SGS Group of companies is the world leader in inspection, testing and verification, operating in multiple countries and providing services including management systems and service certification; quality, environmental, social and ethical auditing and training; environmental, social and sustainability report assurance. SGS affirm our independence from vivo, being free from bias and conflicts of interest with the organisation, its subsidiaries and stakeholders.

The assurance team was assembled based on their knowledge, experience and qualifications for this assignment.

FINDINGS AND CONCLUSIONS

ASSURANCE/VERIFICATION OPINION
 On the basis of the methodology described and the verification work performed, the relevant information in the vivo's 2023 Sustainability Report verified in this assurance process is accurate, reliable and provides a fair representation of vivo sustainability activities' performance in 2023.

The assurance team is of the opinion that these data can be used by the Reporting Organization's stakeholders.

FINDINGS AND RECOMMENDATIONS

The assurance team believes that the Report with reference to the GRI Standards 2021.

Principles

Accuracy

Information in the report was accurate, enable to release more qualitative and quantitative information with indicators for stakeholders.

Balance

The Report followed the balance principle and truthfully disclosed the positive and negative information.

Clarity

The Report was presented different ways with words, charts, graphics and pictures, also described with actual cases to ensure the stakeholders understanding easily.

Comparability

The Report had disclosed performance indicators in 2023, previous data of partial indicators were disclosed, which could help stakeholders to understand and compare the improved performance year by year.

Completeness

The Report included coverage of material aspects and boundaries, to reflect significant economic, environmental and social impacts and enable stakeholders to assess the organization's performance in the reporting period.

Sustainability Context

The Report included coverage of material aspects and boundaries, to reflect significant economic, environmental and social impacts and enable stakeholders to assess the organization's performance in the reporting period.

Timeliness

The timeliness of sustainability report has further room for improvement.

Verifiability

The data and information can be traced and verified.

Management Approach

The Report had disclosed the management approach of identified material topics.

General Disclosures

The general disclosures were partly presented in accordance with GRI 2: general disclosures 2021.

Topic-Specific Disclosures

Vivo's topic-specific disclosures related to the material topics in economic, environmental, and social areas were in accordance with GRI Standards.

Findings and recommendations

Good practices and recommendations for sustainability report and management process were described in the internal management report which has been submitted to the management of vivo for continuous improvement.

Signed:

For and on behalf of SGS-CSTC

David Xie
 Sr. Director – Business Assurance
 16/F Century Yuhui Mansion, No. 73, Fucheng Road, Beijing, P.R. China
 Sep. 6th 2024
 WWW.SGS.COM

vivo Certification List³⁵

Topic Dimensions	Name of Certification
Barrier-free design	The Information Accessibility Inspection Certificate issued by the China Association of the Persons with Visual Disabilities, China Braille Library, and the China Telecommunication Technology Labs-Terminals of the CAICT.
Protection of Minors in Cyberspace	vivo Pad Air received the Certificate of Functionality for Child and Youth Protection in Mobile Terminal.
Promoting healthier life with technology	vivo TWS 4 received the highest A+ noise reduction certification from the China Audio Industry Association (CAIA).
Product quality and safety	ISO 9001 Quality Management System Certification for vivo Mobile Communication Co., Ltd. IATA's CEIV Certification for vivo Mobile Communication Co., Ltd. ISO/IEC 17025 2017 CNAS Laboratory Accreditation Certificate for the Testing Centre of vivo Mobile Communication Co., Ltd. ISO/IEC 17025 2017 cetelem Competency Certification for vivo Mobile Communication Co., Ltd. TÜV Rheinland Laboratory Certification for vivo Mobile Communication Co., Ltd.
Customer privacy protection	European Privacy Certification ePrivacySeal for vivo Mobile Communication Co., Ltd. CSA STAR Management System Certification for vivo Mobile Communication Co., Ltd. ioXt Security Certification for vivo Mobile Communication Co., Ltd. TRUSTe Enterprise Privacy Certification for vivo Mobile Communication Co., Ltd. ISO/IEC 27701 Privacy Information Management System Certificate for vivo Mobile Communication Co., Ltd. ISO/IEC 27018 Protection of Personally Identifiable Information Certificate for vivo Mobile Communication Co., Ltd. vivo OriginOS received 5-star certification of "Personal Information Protection Capability of Mobile Intelligent Terminal Operating System" from Telecommunication Technology Labs. X Fold 2 received CC MDFPP Certificate 3.0 vivo X Note, vivo X Fold received level-5 certification of "Mobile Intelligent Terminal Security Capabilit" from Telecommunication Technology Labs.
Customer service	5-star SGS Certificate for " Evaluation system for after-sales service of commodity" for vivo Mobile Communication Co., Ltd.
Control of hazardous substances	IECQ QC 080000 Hazardous Substance Process Management System Certificate for vivo Mobile Communication Co., Ltd.
Environmental management	ISO 14001 Environmental Management System Certificate for vivo Mobile Communication (Dongguan) Co., Ltd. ISO 14001 Environmental Management System Certificate for vivo Mobile Communication (Chongqing) Co., Ltd.
Energy management	ISO 50001 Energy Management System Certificate for vivo Mobile Communication Co., Ltd.
Occupational health and safety	ISO 45001 Occupational Health and Safety Management System Certificate for vivo Mobile Communication Co., Ltd. ISO 45001 Occupational Health and Safety Management System Certificate for vivo Mobile Communication (Chongqing) Co., Ltd.
Information security	ISO/IEC 27001 Information Security Management System Certificate for vivo Mobile Communication Co., Ltd.

³⁵The information on certifications included in this list relates only to the topics of this report, and information on certifications not mentioned in this report is not further disclosed here.

Feedback Form

Dear readers:

Thank you for reading this Report. Your views and insights are very important to us. We sincerely hope that you could evaluate this Report and make valuable comments to help us make continuous improvement.

Should you have any comments or suggestions on our sustainability governance or information disclosure, please feel free to email us by CSR@vivo.com.

Feedback Form for vivo Holdings Limited Sustainability Report 2023

Name

Work Unit

Position

Tel

Email

Your comments on this Report: (please tick ✓ where appropriate)

Very good Good Average Needs improvement

Do you think this Report has highlighted the important information about vivo in terms of sustainable development?

Do you think the information and indicators disclosed in this Report are clear, accurate and complete?

Do you find the layout and style of this Report easy to read?

Other opinions:

Which part of the Report are you most interested in?

What information you think you need to know is not reflected in the Report?

Do you have any other suggestions for us to issue the sustainability report in the future?

vivo