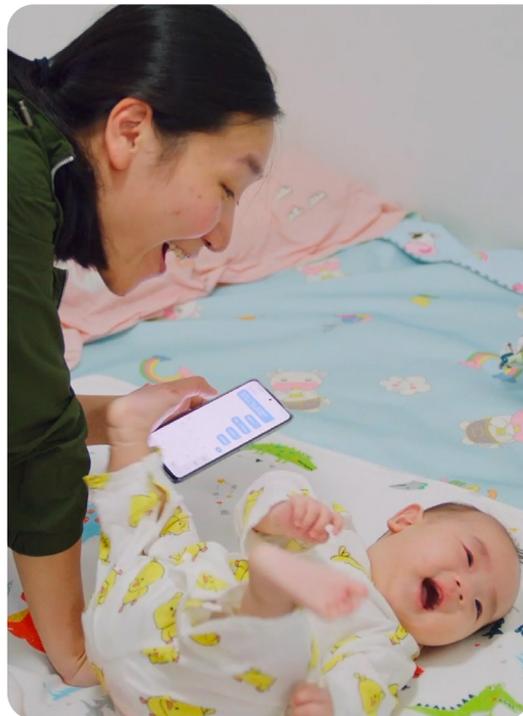# Sustainability Report

2021

Create great products for users and collaborate with partners to build a healthier and longer-lasting sustainability ecosystem.

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Sustainability Report **01**

About the Report

vivo Holdings Limited (hereinafter referred to as "vivo", "the Company", or "we") is pleased to release our first sustainability report ("the Report"). We hope to disclose in detail the vision, strategy and practice of the Company on the path of sustainable development in an objective, standardized, transparent and comprehensive manner, thereby continuously increasing our stakeholders' understanding of and confidence in us and further improving our performance in sustainable development.

Basis of Preparation

This Report is prepared according to the "Core" option of the GRI Sustainable Development Report Standards (hereinafter referred to as "GRI Standards") issued by the Global Reporting Initiative (hereinafter referred to as "GRI") and with reference to the Sustainable Development Goals (hereinafter referred to as "SDGs") of the United Nations.

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 mainly cover the concepts, important progress, management practices, etc. of vivo entities in sustainable development from January 1, 2021 to December 31, 2021. To enhance the integrity of this Report, some of its contents have been traced back to previous years as appropriate and as indicated in the Report.

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.

Availability

This independent Report is released in July 2022 in Chinese and English versions. You can read or obtain the Chinese and English electronic versions of this Report at www.vivo.com.

Feedback

If you have any questions or feedback on this Report and contents, please contact us by:
Tel.: 400-678-9688
Email: CSR@vivo.com

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Sustainability Report   **02**

Benfen represents
the values of sustainability

2022 is a year of unprecedented pressure and challenges for the global economy. Under these special circumstances, vivo released the vivo Sustainability Report 2021 for the first time. It is a rare summary and reflection for us, as it sheds more light on what we have done right and what we have done wrong over the past 27 years. At the same time, it is also an opportunity for us to draw on past lessons to ponder what we can do better going forward.

As articulated in our corporate vision, "Develop into a healthier and more sustainable world-class corporation", the pursuit of "health and sustainability" determines that vivo is a company that adheres to long-termism and takes the path of sustainable development It is our belief that a healthy and sustainable enterprise should strike a balance with the natural environment, resource environment and social environment on which it relies, and shoulder the corresponding social responsibilities during its development. Only in these ways can the flywheel of sustainable business operation continue to run.

The most essential idea in vivo's values is "Benfen", which emphasizes "doing the right things and doing things right". The operation of an enterprise is not only about applying resources and serving users well, but also about having a sense of mission to promote social development, as well as a firm belief in realizing the harmonious coexistence of enterprises and nature, enterprises and industries, and enterprises and society. These are exactly the "right things" in vivo's mind.

We strive to extend the benefits of technological innovation to everyone and connect to a bright digital future. In previous generations of products, we have refined and simplified product experiences through investment and innovation in design, image, system, performance and other directions; we have established vivo Central Research Institute and R&D centers around the world to explore the direction of future technology development; at the same time, we have increased product function research and development and experience optimization for the elderly, children, and people with special needs for hearing and vision, and are committed to bridging the digital divide so that everyone can enjoy the beauty of technology.

The sustainable development of an enterprise is predicated on the natural environment where it operates. Whilst embracing low-carbon practice and green operation and manufacturing sustainable products, vivo also considers green development to be an opportunity for corporate innovation and growth. We integrate the concept of "design-driven" into every link of our value chain and continue to innovate throughout the product life cycle of product design, packaging, material selection, electronic waste recycling, etc. Such innovative efforts have reduced carbon emissions and promoted the development of the circular economy. We hope to work with more people to jointly protect the earth and forge ahead with a bright green future.

Shen Wei
vivo founder,
President, and CEO

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Sustainability Report   **03**

vivo is an enterprise that pursues collective well-being and opposes self-centeredness. We choose to create value with excellent partners in various fields at home and abroad, work together to achieve win-win results, drive the development of the industry chain, and create a better product experience for users. vivo is the closest link to users in the technology industry chain. We always put users first, listen to users' voices, and pay attention to and realize users' needs. Starting from the intelligentization of mobile phones, with the birth of music ecology, imaging system, 5G applications, new forms of folding, and more innovative fields in the future, vivo always works in solidarity with its partners to shape a bright future.

As a global corporate citizen, vivo actively undertakes the responsibilities and obligations of a corporate citizen, and participates in social development and public welfare undertakings while creating economic benefits through prudent operations. By reducing operational risks and insisting on fair trade and incorruptible management, we convey our positive influence to society as an enterprise that adheres to business ethics. Concurrently, we play a key role in developing public welfare and proactively shoulder social responsibilities. In the future, vivo will continue to keep a close watch on social demands and contribute to social well-being.

"The journey ahead may seem long, but if we embark on it, we can reach our destination someday; the task at hand may seem difficult, but if we work hard on it, we can surely accomplish it!" We are convinced that technology exists not just for its own sake, and that the ultimate goal of technology is to enable people to live a blissful and decent life. Looking ahead, vivo will always act on the brand spirit of "bravely pursuing perfection and continuously bringing pleasant surprises", undertake its responsibilities and missions as a technology company, engineer innovative products and experiences, practice its social responsibilities, and help solve more social issues as powered by technologies, thereby enabling everyone to enjoy the happiness brought by technological progress and lighting up a bright future with technology!

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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. It is committed to becoming a bridge connecting humans and the digital world and providing users with a more convenient digital life through unique creativity.
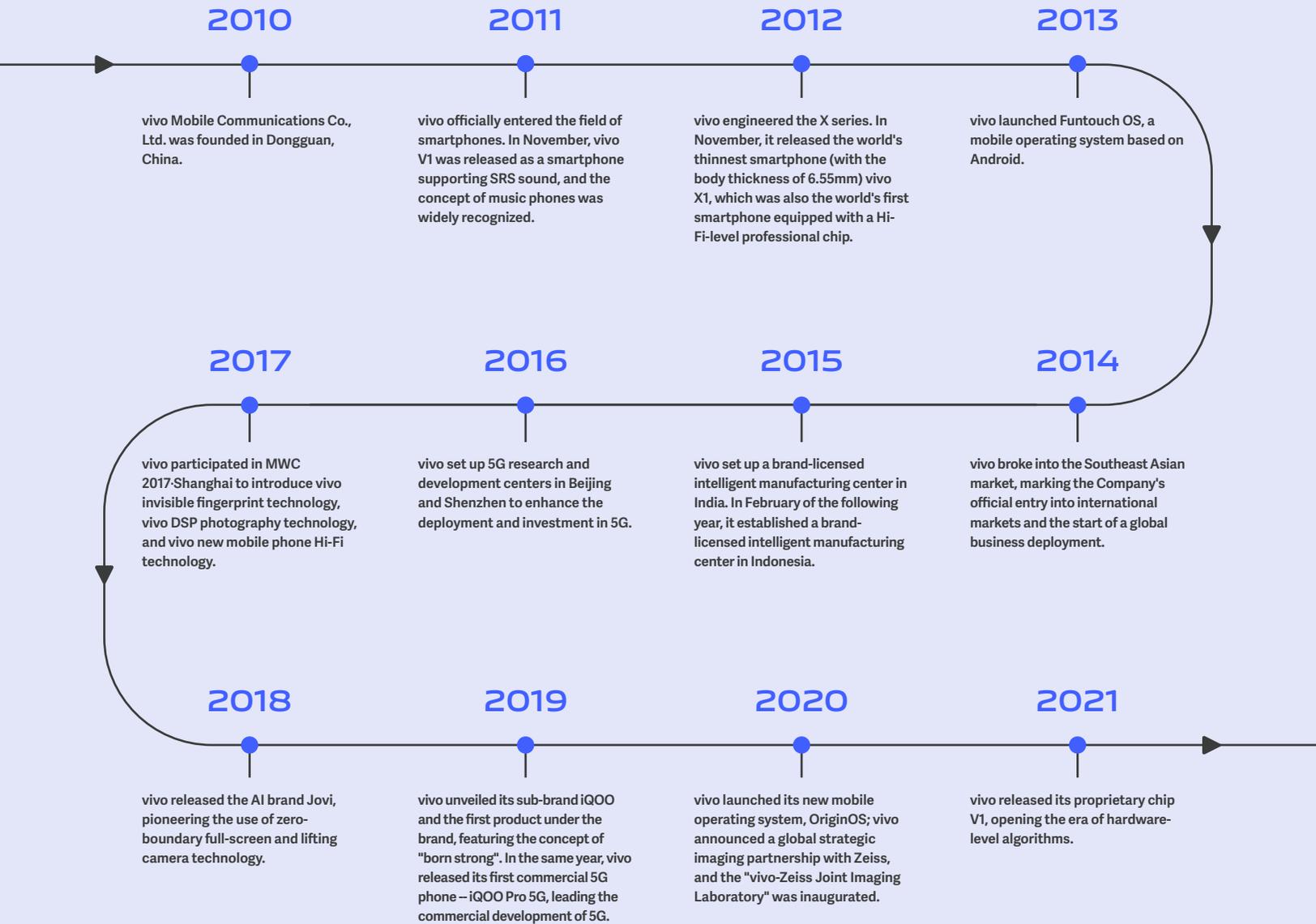
vivo's mission and vision

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.

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 400 million users in more than 60 countries and regions.

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Sustainability Report   05

Historical Events

2010

vivo Mobile Communications Co., Ltd. was founded in Dongguan, China.

2011

vivo officially entered the field of smartphones. In November, vivo V1 was released as a smartphone supporting SRS sound, and the concept of music phones was widely recognized.

2012

vivo engineered the X series. In November, it released the world's thinnest smartphone (with the body thickness of 6.55mm) vivo X1, which was also the world's first smartphone equipped with a Hi-Fi-level professional chip.

2013

vivo launched Funtouch OS, a mobile operating system based on Android.

2017

vivo participated in MWC 2017·Shanghai to introduce vivo invisible fingerprint technology, vivo DSP photography technology, and vivo new mobile phone Hi-Fi technology.

2016

vivo set up 5G research and development centers in Beijing and Shenzhen to enhance the deployment and investment in 5G.

2015

vivo set up a brand-licensed intelligent manufacturing center in India. In February of the following year, it established a brand-licensed intelligent manufacturing center in Indonesia.

2014

vivo broke into the Southeast Asian market, marking the Company's official entry into international markets and the start of a global business deployment.

2018

vivo released the AI brand Jovi, pioneering the use of zero-boundary full-screen and lifting camera technology.

2019

vivo unveiled its sub-brand iQOO and the first product under the brand, featuring the concept of "born strong". In the same year, vivo released its first commercial 5G phone – iQOO Pro 5G, leading the commercial development of 5G.

2020

vivo launched its new mobile operating system, OriginOS; vivo announced a global strategic imaging partnership with Zeiss, and the "vivo-Zeiss Joint Imaging Laboratory" was inaugurated.

2021

vivo released its proprietary chip V1, opening the era of hardware-level algorithms.

Note: vivo Mobile Communications Co., Ltd. is a subsidiary of vivo Holdings Limited

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Products

vivo

X Series

Professional photography flagship

X Fold

Professional
folding flagship

X Note

Large-screen
business flagship

S Series

Pioneering photography
flagship

V Series

Pioneering photography
flagship

"International markets"

iQOO

iQOO flagship series

Future esports
flagship

Smart terminal

We focus on smart terminals and smart life with mobile
phones as the core, and provide users with smart life
services in all scenarios

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Honors and Awards

For our company

Ranked 10th on the list of 2021 BrandZ Top50 Chinese Globalized Brands
TOP10

Ranked 3rd on the 2021 Hurun Consumer Electronic Brand Value Rankings
NO.3

National Intellectual Property
Model Enterprise

National
Industrial Design Center Enterprise Technology Center

Key Hi-Tech
Enterprise Award

For our products

vivo X70 Pro+ and iQOO Neo5 won
German IF Industrial Design Award

iQOO 7 won
German Red Dot Award

iQOO 5 Pro and X50 Pro won
Product Technology Progress Gold Prize

vivo X70 Pro+ won the 2021
Swan Award of China Mobile Phone Design

vivo TWS 2 wireless earphones won 2021
Intelligent Hardware Innovation Award

Chinese Institute of Electronics
Science and Technology Award

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Sustainability Governance

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Sustainability Strategy

Sustainability Management

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Sustainability Strategy

vivo adheres to the sustainability vision of "Healthier and More Sustainable", and is committed to creating great products for users and collaborating with relevant parties to build a healthier and longer-lasting sustainability ecosystem. By bridging the gap between humans and the digital world, we hope to continuously improve people's living and working efficiency and experience; practice green development to make the ecological environment we live in healthier and more sustainable; establish the value ecology of mutual trust and win-win cooperation to bring better health, greater sustainability, and more happiness to our stakeholders; maintain

healthy operation and empower the next generation, to make our society healthier and more sustainable.

Guided by 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 embrace green development, institute a mutual-trust and win-win value ecology, and effect more bliss and magnificence.

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 and 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**

Product and technology innovation

Information accessibility

Safety and reliability

User experience

Eco-friendly products

Green operation

Tackling climate change

Technology sharing

Green symbiosis

Create great products for users and collaborate with partners to build a healthier and longer-lasting sustainability ecosystem.
Build a more inclusive digital bridge to embrace green development, institute a mutual-trust and win-win value ecology, and effect more bliss and magnificence.

Employee development

Responsible supply chain

Joint progress with partners

Industry cooperation and development

Community development

Business ethics management

Public welfare and charity

Community responsibility

Value creation

vivo's Sustainability Directions

Sustainability Management

vivo integrates the concept of sustainable development into the whole process of enterprise operation, and constantly promotes the improvement of its management mechanism in technological innovation, environmental management, cooperative development, social contributions, etc. In order to effectively support the realization of vivo's sustainable development goals, the Company's Management Committee (the highest decision-making organization) has set up a CSR committee. Li Leheng, the company's senior vice president, serves as the director of the committee. Members include senior managers in various fields such as human resources, EHS, systems, legal affairs, procurement, manufacturing, quality, product software and hardware development. The CSR Committee is responsible for managing and promoting key issues, and ensures that the company's CSR management meets the requirements/expectations of important stakeholders through management implementation, continuous improvement and active response to the concerns of important 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 special groups for key issues, which are composed of professional representatives from various fields of specific important issues, and their duty is to improve management of the identified key issues and ensure the steady progress of the Company's management of key issues.

Stakeholder Communication

vivo is fully aware of the importance of stakeholders to corporate development and stays focused on stakeholders' expectations and demands. For that purpose, vivo is committed to building a diversified and effective communication mechanism and establishing close relationships with stakeholders. Through active communication and response, we constantly improve our management on each sustainability issue.

Stakeholder	Customers and consumers	Regulators and industry organizations	Business partners	Employees	Communities and the public
Main Focus	Product innovation and inclusion	Legally compliant operation	Fair trade and contract performance in good faith	Good working environment	Promoting public service development in communities
	Product quality and safety	Creating social value	Resource sharing and win-win cooperation	Remuneration, benefits, and incentives	Public charity
	Product lifecycle management	Contribution to industry development	Training empowerment	Career development and self-fulfillment	Protecting the ecological environment
	User privacy protection	Tackling climate change	Honest and transparent procurement	Work-life balance	Transparent information communication and sharing
	Customer service satisfaction				
Main Communication Methods	Business meetings	Policy document study	Business meetings	Various daily employee communication channels	Company news and information disclosure
	Product exhibitions and publicity materials	Government communication meetings at all levels	Partner exchange meetings	Employee satisfaction survey	Public welfare programs
	Pre-sales communication and after-sales service	Industry conferences and forums	Daily phone and email communication	Rationalization proposals	On-site communication
	New social media	Academic research and standard formulation	Information collaboration platform	Enterprise open day	
		Project cooperation			
		Reception of various visits			

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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 20 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 the two dimensions of "importance to the sustainable development of the Company" and "importance to the stakeholders".

Step 1:
Issue Identification

We identified 20 issues of 4 dimensions from sources that include:

- Guidelines and standard requirements for sustainability reporting;

- Corporate sustainable development status assessment and maturity analysis;

- Peer benchmarking analysis;

- Key concerns of important stakeholders.

Step 2:
Stakeholder Questionnaire Survey

We distributed questionnaires to internal and external stakeholders such as employees, users, partners, suppliers, government and regulatory authorities, ICT-related industry associations, non-profit organizations, and the public for assessment of the importance of vivo's sustainability issues, and a total of 570 valid questionnaires were collected. Among them, the section regarding the importance to the sustainable development of vivo was filled out by 14 vivo management members on behalf of the Company; as for the section regarding the importance to the stakeholders, we listened to the voices of 556 people, accumulatively, including vivo employees, users, partners, suppliers, shareholders, government and regulatory authorities, ICT-related industry associations, non-profit organizations, and the public (media, communities, public, etc.).

Step 3:
Materiality Analysis

We processed and analyzed questionnaire data, and assessed and ranked issues according to the two dimensions of "importance to the sustainable development of the Company" and "importance to the stakeholders", thus generating a material issue matrix. According to comprehensive analysis, the Company's material issues on sustainability for 2021 mainly include: user privacy protection, business ethics, product technology innovation and quality, product inclusion, climate action, employee responsibilities, etc.

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Importance to the stakeholders

Information security

User privacy protection

Intellectual property rights

Business ethics

Employee
responsibilities

Product technology innovation
and quality

Operation management

Responsible procurement

Product inclusion

Industry cooperation
and development

Climate action

Marketing and service

Fair trade

Giving back to society

Pollution prevention and treatment

Environmental permit certification

Environmental impact of products

Waste management

Water resource management

Biodiversity protection

Importance to the sustainable development of the Company

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Technology Sharing

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Commitment to Innovative Experience

Continuous Innovation Ability

Product Safety and Reliability

Whole-hearted Customer Service

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With the development of digital technologies, such as artificial intelligence, cloud computing, Internet of Things, and 5G, technology is bringing constant changes to people's lives and society. Motivated by the original aspiration of "bringing happiness and beauty to people with technology", vivo always pursues the integration of technological innovation and digital responsibility, regards users' safety, privacy and needs as the top priority, and develops efficient and inclusive products and services to bridge the gap between humans and the digital world through design-driven value and technological innovation, thereby enabling users to enjoy the limitless possibilities of creation.

Accumulative number of patents applied for worldwide	Accumulative number of patents granted worldwide	Number of service centers worldwide	Number of countries and regions covered by the maintenance network
Nearly **33,000**	**10,000+**	**2,500+**	**60+**

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Commitment to Innovative Experience

vivo continuously gains consumer insights to focus on technological innovation in design, photography, system and performance, continuously optimizes the functional design of products, and collaborates with partners to build the three product ecosystems of application, content and service whereby to deliver the ultimate experience for users. In addition, we focus on the design of user-friendly product features such as barrier-free communication, elderly-friendliness and Kids Mode, with an aim to make people's work and lives more convenient and better through scientific and technological innovations.

Superior photography experience

Through photography, people record beautiful moments, cherish unforgettable memories and share their own knowledge, thoughts and emotions, expressing the real world that the eyes can see. In order to meet every user's photography demand for recording beauty, expressing themselves and conveying emotions, vivo and ZEISS have carried out in-depth cooperation in multiple fields such as mobile imaging, and achieved continuous breakthroughs and development in mobile imaging technologies such as algorithms, imaging systems and image chips, which enable users to record, create and share contents without limitation of functions, scenes and time, and to relish ultimate photography experience.

Technology enables innovation in photography experience, allowing users to record every wonderful moment

To help users film or photograph more fabulous moments, vivo continues to increase innovative research and development of dark-light shooting, lens quality, and image processing technology, and continuously improves the shooting effects of vivo mobile phones with regard to imaging, night scenes and shaking prevention.

- Based on the research and development of image chips with high computing power, vivo provides the real-time black light night vision function for mobile phones, presenting clearer night scene images for shooting, and giving users a free hand in night scene creation.

- Through the "large-negative-film micro cloud platform + optical anti-shake technology", the integration of the micro cloud platform and anti-shake technology is realized, which greatly suppresses problems such as inter-frame smear and motion blur, guarantees steady images in mobile phone shooting, and presents high-quality anti-shake photography experience for users.

- Thanks to the combined application of "multi-coating technology + pigment spin coating process", the transmittance and picture purity of the lens are greatly improved, and imaging problems such as glare are mitigated to achieve imaging effects comparable to those of professional cameras.

- The adoption of "ultra-low-dispersion and high-transmittance glass lens" brings the effects of ultra-low dispersion, high light transmittance, and better thermal stability, effectively improving the problems of purple edges and false color in high-contrast scenes, as well as the problems of reduced definition caused by lens thickness error and lens eccentricity error, and thereby ensuring the optical quality of lens.

In the future, vivo will always remain steadfast in its commitment to the development of imaging technology, constantly meet users' needs and pursue perfect optical design. We always believe that with the improvement of vivo's mobile imaging technology, every user will be able to capture memorable moments in their life and savor the passing of time to the fullest.

Low-light mobile "night vision"

ZEISS image micro cloud platform

ZEISS T* optical lens

Self-developed image chip "V1"

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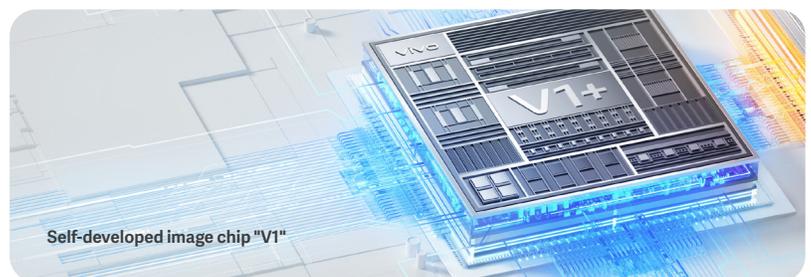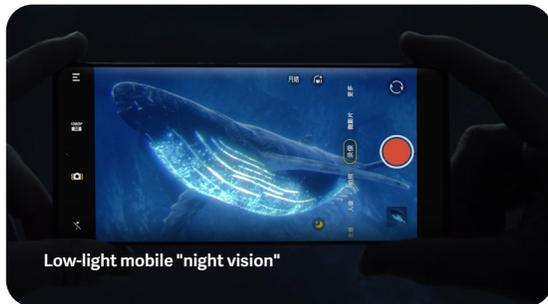
vivo has faith in the power of humanity culture and science and technology. As an enterprise that aspires to bring more beauty to our life with technology, vivo is dedicated to creating a fairer digital world through technological innovation. We get insights into the needs of users in different life and work scenarios, listen to their stories, and based on this, contemplate how to systematically build sound and image recognition capabilities, and continuously design, develop and upgrade products and functions. In this way, we have established sound and image recognition, semantic understanding, scene judgment and other artificial intelligence recognition systems, helping every user to access the digital world that is full of love and free of hindrance.

Smooth communication for people with speech and hearing impairments

Communication is an important means for conveying people's thoughts and emotions, and good and equal communication can contribute to the harmonious development of society. vivo hopes to help more hearing-impaired people to be able to communicate smoothly by leveraging the innovation and reasonable application of information technology and barrier-free communication technology.

"I can't hear the world, but I can let the world hear me"

In product design, vivo strives to help hearing-impaired users to interact and communicate, while continuing to explore and contribute to digital inclusion. Our product team visited many hearing-impaired families to fully understand their demands on actual life, work and emotion. For example, in case of emergency, they need to call 120, 110 and other emergency phone numbers to seek help; when they miss hometowns, they wish to have a video connection with their distant family members for comforting; during the pandemic, they have to receive and learn information about various pandemic prevention requirements in public places to facilitate travelling; in daily leisure, they desire to enjoy images, audio and video, and the fun of online games.

We have applied Automatic Speech Recognition (ASR) and Text to Speech (TTS) to the common communication scenarios, realizing real-time speech-to-text and text-to-speech conversions. In 2021, vivo continued to innovate in its current speech technology, optimizing modules such as polyphonic words and rhythms, fully launching the end-to-end TTS algorithm, and supporting timbres of various emotions, allowing users to express their emotions in more diverse and enriched manners.

- Communication scenario: Through voice and video barrier-free call and vivo Listening & Speaking functions, hearing-impaired users can communicate smoothly in various communication scenarios. We truly help them "understand and speak clearly".
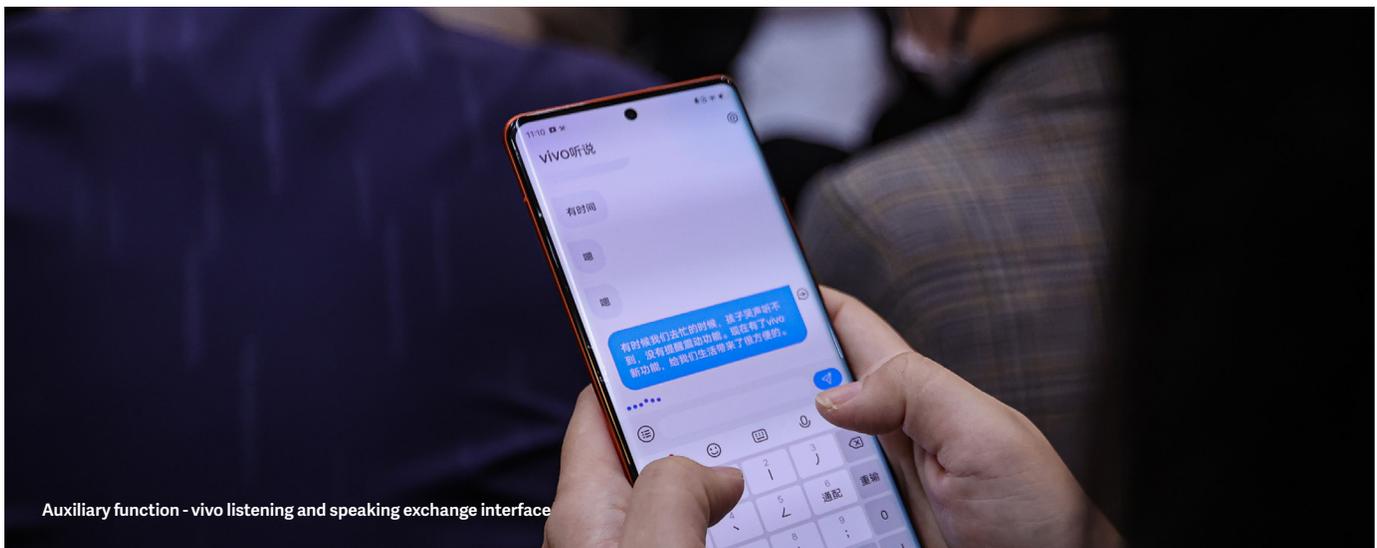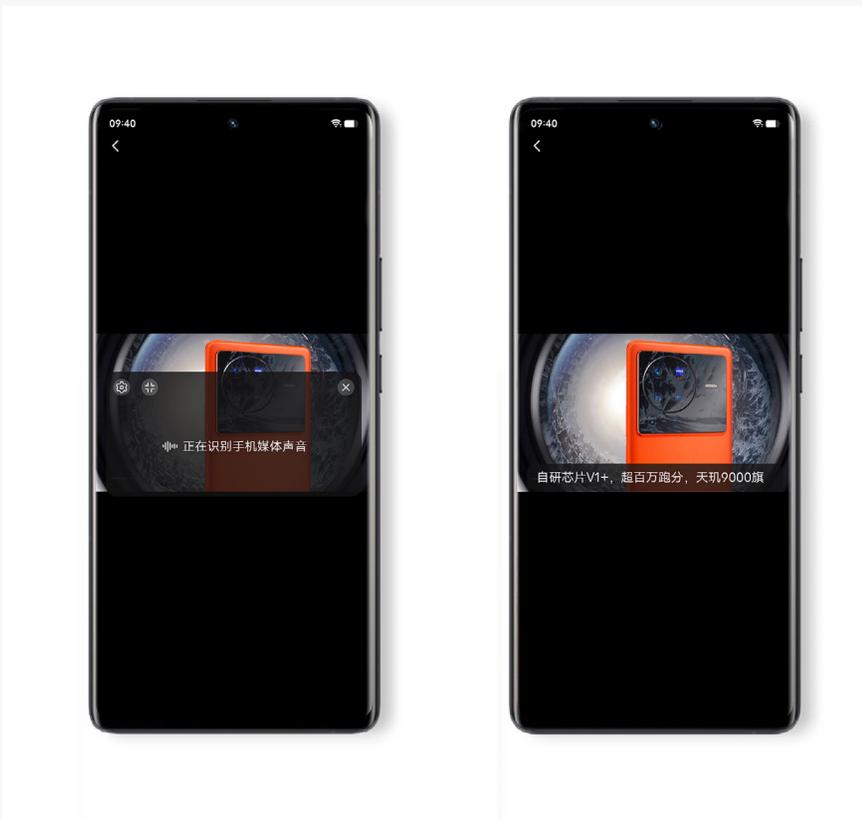

Auxiliary function - vivo listening and speaking exchange interface

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- Audio and video scenario: With the "AI subtitle" function enabled, the system can transcribe the audio information of a mobile phone into real-time Chinese and English subtitles, providing users with an exclusive VIP subtitle group in high-frequency scenarios such as playing games, watching videos, and online meetings, to give them better audio and video experiences.

- Special sound scenario: The "sound recognition - baby cry monitoring" function can help parents with such needs to be able to detect their children's crying at any time without delay through the reminders of mobile phones and watches (vibration, flashing, information notification), keeping their children safe in a timely manner. In quiet scenes such as bedrooms, the detection rate of baby crying is above 98%; in noisy scenes such as living rooms and shopping malls, the detection rate of baby crying can reach above 96%, and the detection range can reach about 3m.

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Smooth digital world for the elderly

In today's information technology era, daily functions such as mobile payment, online car-hailing, health codes, and food delivery can be completed through smartphones. In order to facilitate the daily use by the elderly who are not familiar with smartphones, vivo innovatively designs many elderly-oriented application functions to help the elderly quickly integrate into the digital society.

They brought us into this world, and we help them adapt to this era

In order to make elderly users feel the "friendliness of technology", vivo considers the characteristics of elder users' use of mobile smart terminal products, and conducts innovative design from the six dimensions of screen display, screen-assisted interaction, audio control, voice interaction, remote assistance and so on. In addition to the transformation of basic applications such as visual enhancement, auditory enhancement, touch delay and elderly-oriented interfaces, we have added targeted elderly-oriented functions such as voice assistant, screen reading operation, remote assistance, emergency application, and emergency medical information.

- Simple View: Displays a simpler layout, larger icons, and commonly used applications, simplifying the mobile phone operation interface for the elderly.

- Jovi Voice: Provides the screen reading function and can receive voice commands such as "adjust the font size" and "open the simple desktop".

- Remote Assistance: Allows you to remotely assist elderly users in completing relevant operations, and also realizes remote "hands-on teaching" through screen sharing.

- Emergency Assistance: If elderly users press the power button five times in a row, the SOS emergency call function can help them quickly dial an emergency number and send a message for help.

- Emergency Medical Information: The mobile phone owner can input health information, such as the medical condition, allergy reactions, frequently used medicine, etc., so that in the event of an emergency, on-site rescuers can view the emergency medical information on the locked screen of the mobile phone and provide emergency rescue to the mobile phone owner.

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Technology boosts healthy living

vivo works hard to extend the benefits of technological innovation to society and help people use vivo technology to develop the concept and habit of healthy living; by utilizing its innovative technology and smart wearable devices in the field of healthy living, vivo strives to provide users with scientific guidance on physical health management and promote the healthy growth and development of teenage users.

Boosting healthy living and healthy growth

Health Monitoring

Under the new trend of digital active health, active monitoring of health data and active prevention have become an important way of people's health management. vivo conducts software and hardware research and development to help users master their own health condition in time and develop a healthier lifestyle.

- "Health" app: This app helps users regulate their daily routine and cultivate awareness of healthy living by clock-in; it also helps traveling users avoid potential health risks by monitoring environmental data such as PM2.5, Ultraviolet Rays and noise.

- Smart wearable devices: By connecting with vivo WATCH, users can check various body data such as heart rate, pressure and oxygen saturation at any time on any given day, and perform physical exercise according to the watch reminders to maintain good living habits.

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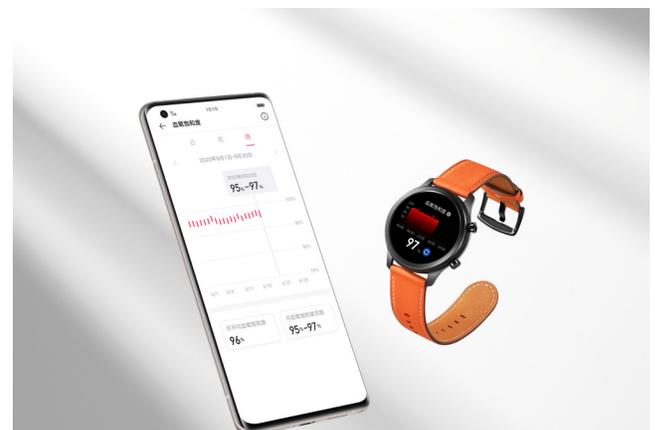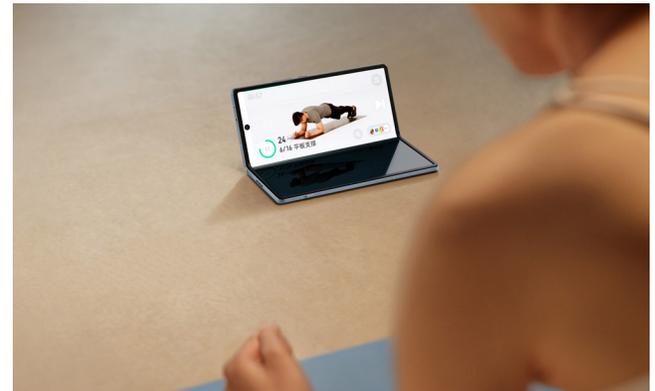
Kids Mode

The Internet is a significant channel to acquire new knowledge, but how to find the contents suitable for children's growth from the massive information online has become an urgent problem for many parents. For this reason, vivo has been actively exploring a solution for the safe use of electronic products by minors, as part of its effort to protect the health, safety, and knowledge acquisition of the next generation and help youths and children grow healthily.

"Kids Mode", an official application exclusively offered by vivo, is designed to help parents provide a safe, healthy, and controlled environment for their children's use of mobile phones. With exclusive passwords, it can also help protect guardians' privacy and property security.

- Edutainment with rich contents: When "Kids Mode" is activated, the system will recommend suitable contents according to the age of the child. For example, it will provide preschool children with enlightenment education to help them grow healthily; for primary school pupils, it will cultivate their learning habits and provide edutainment contents to encourage proactive learning.

- Application and duration management: In "Kids Mode", guardians can set appropriate applications and the duration of use for each application, so as to prevent children from getting addicted to mobile phones; the system also allows parents to view children's

use records for the past seven days, so that they can understand their children's interests and hobbies, which promotes parent-child communication.

- Attentive eye protection: In "Kids Mode", the system will adjust the display brightness to the soft light mode, supplemented with bad posture and ambient brightness alerts, to take good care of children's eyes.

By connecting the vivo mobile phones of children with those of their guardians, the "Child Care" APP assists guardians in developing a healthy and safe use environment for their children, while helping them establish better use habits.

- Information check: The "Child Care" APP enables guardians to stay informed of their children's growth and development through information such as the time spent on mobile phones, frequently-used applications, geographical locations and other information.

- Helping children use devices healthily: With the "Child Care" APP, guardians are provided with access control of several device applications, including setting the daily availability and duration for electronic devices, the use time quotas for individual applications, applications that can be installed and uninstalled on their children's devices, etc.

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Continuous Innovation Ability

Facing fierce competition with countless technology products, vivo adheres to technological innovation and independent R&D, and regarding R&D capabilities as the cornerstone of the Company's long-term development to ensure its lead in the industry, and empowers digital technologies to better serve users. With the belief that employees are the fundamental source of continuous innovation, we are focused on building up the Company's "continuous innovation ability", imparting innovative ideas, exerting the innovative spirit, breaking through inherent thinking, and promoting the Company's continuous development in all fields.

In recent years, we have actively invested a lot of resources in innovative R&D, deployed an extensive global R&D network, covering frontier fields of many personal consumer electronic products and services such as 5G communication, artificial intelligence, industrial design, and imaging technology, and established a user innovation laboratory, a chip laboratory, and a Qianjing (literally "thousands of mirrors") security laboratory. We also introduced nearly 60,000 sets of R&D equipment and instruments worth more than RMB2.9 billion in China and overseas, in a bid to improve the R&D capabilities for software, hardware and services and continuously drive the Company's technological innovation.

As a user-oriented and design-driven company, vivo provides technical support for building diversified products by way of fully understanding user needs, carefully studying usage scenarios, and enhancing the ability of technical control points. In terms of R&D strategies, we build a "technical iron triangle" system with product planning, technical planning, and technical pre-research as the core, striving to improve the management levels in four aspects: technical direction, technical planning, efficiency and capability, thus enabling industrial technology upgrade and brand strategy development.

We continuously attract and expand human resources, cultivate skilled and experienced technical teams, and recognize the employees who made outstanding contributions to our R&D innovation by setting up awards such as the Innovation Contribution Award, the Best Reputation Product Award, and the Hero Product Award.
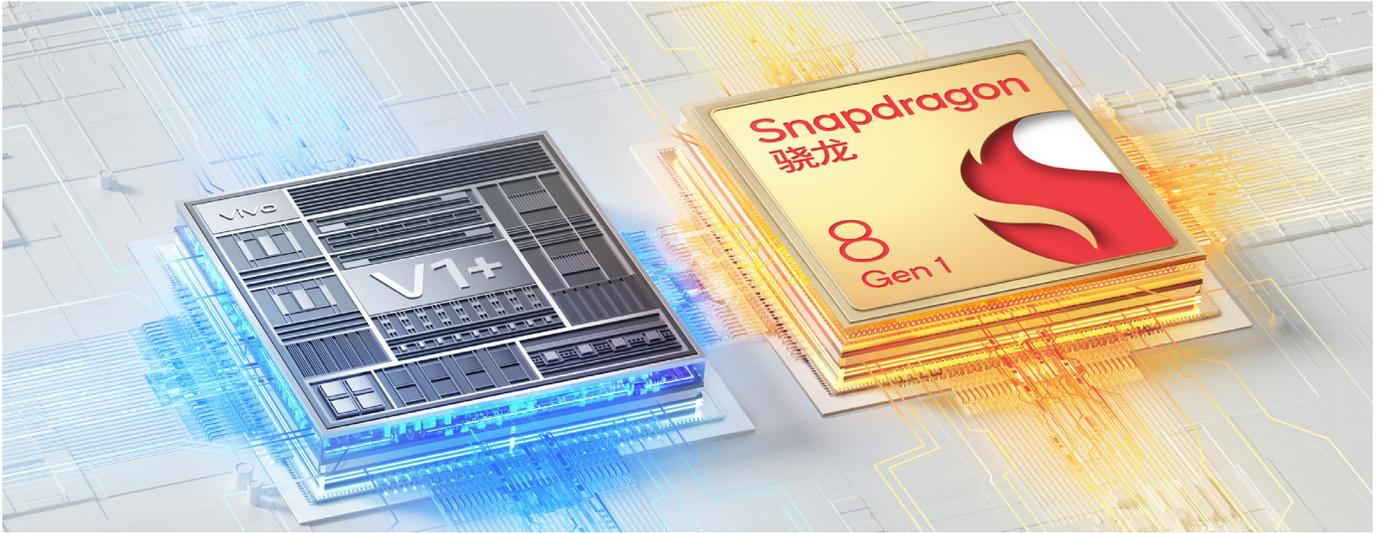
Technological innovation and breakthrough:

- R&D of 5G intelligent terminal technologies: Based on the R&D and industrialization development of 5G intelligent terminals, we analyze and evaluate the technical characteristics of the 3GPP R15 standard, solve the problems such as nonlinear self-interference of 5G intelligent terminals, power saving, multi-band and multi-standard terminal RF front-end complexity, and define the technical characteristics of vivo's 5G smart terminals. All these are combined with 5G deployment frequency bands, scenarios and industrial planning in China.

- Innovation in thermally conductive materials: By adjusting the microstructure of graphene and two-dimensional boron nitride in film materials, we obtain the high-performance planar thermal conductive materials that can be used for vapor-chamber heat dissipation and the vertical thermal conductive materials that can be used for heat transfer on interfaces. According to the results of single-unit and complete-machine testing, we propose the demand parameters of graphene films and boron nitride thermal conductive materials for 5G mobile terminals.

- OVXDM wireless transmission technology research: By studying the classification and application scenarios of OVXDM technologies, we build a link simulation platform, and propose a frame structure, pilot frequency design, waveform technology and channel coding technology suitable for OVXDM, thus forming a technical solution with vivo's own intellectual property.

Laboratory workbench

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Self-developed imaging chip, a breakthrough in the ultimate imaging technology

In September 2021, vivo launched the first self-developed Imaging Chip V1 with the ISP (Image Signal Processor), which was completed by more than 300 R&D staff in nearly 24 months. It features high computing power, low latency and low power consumption, which greatly improves the shooting performance of mobile phones in complex light conditions, dark light scenes, extreme night scenes and many other scenes, signaling a milestone in the exploration and breakthrough of the ultimate imaging technology.

- High computing power: The data throughput speeds can efficiently stay at 8,000 Mbps, with maximum response speeds of up to 25 times that of ordinary handsets;

- Low power consumption: Its energy efficiency is 300% higher than that of other mobiles running the same algorithm, and its power consumption is reduced by 72%.

Intellectual property protection

Intellectual property protection is fundamental for motivating researchers to continue innovation. vivo has long insisted on R&D investment, actively promoted the patenting of R&D innovative technologies, and continued to improve the scale and quality of its global patent layout. We established a sound intellectual property protection mechanism, formulated the *Intellectual Property Management Measures* and *Patent Rewards System* covering all R&D members, encourage R&D of innovative technologies, promptly conduct patent protection, and link R&D staff's promotion with patents. We also manage our intellectual property in accordance with the *Copyright Management Standards* and *Intellectual Property Information Resource Management Procedures*, aiming to strengthen the protection of various works of the Company. Meanwhile, we motivate employees to actively create excellent works, and we also improve the distribution of rights and interests between the Company and employees. As of December 31, 2021, vivo had applied for nearly 33,000 patents worldwide, with the cumulative total of patents granted exceeding 10,000.

33,000
units

As of December 31, 2021, vivo had applied for nearly 33,000 patents worldwide, with the cumulative total of patents granted exceeding 10,000.

Product Safety and Reliability

While enjoying the convenience brought by technology products, people put forward higher requirements for product quality and user privacy security. vivo continuously improves the product safety assurance system in terms of organization, system, process, technology and standards, regarding it as the basic requirement for production, operation, sales and service. In the meantime, as the protection of user privacy is of paramount importance to us, we stick to the principles of "integration of rights and responsibilities, clear purpose, choice and consent, minimum necessity, security guarantee, subject participation, openness and transparency" to protect user privacy security.

Product Quality and Safety

vivo makes a strong commitment to product quality and safety, believes that "quality is the baseline of products", continuously improves the quality management system, implements strict product quality standards, and ensures effective product safety management.

We implement stringent product quality requirements, along with a variety of testing standards higher than industry standards, implement key control on safety-related quality performance, and build a vivo Testing Center that obtained ISO/IEC 17025 2017 CNAS Laboratory Accreditation Certificate. All vivo products must comply with relevant laws and regulations, and pass all internal control tests and all safety certification tests by authoritative third-party testing institutions before they are marketable.

We focus on the quality, safety and reliability management of equipment batteries, and carry out battery safety management from the aspects of material selection, reliability testing, electrical performance protection, spot checks of structural design, batch control, etc., so as to ensure that finished products comply with battery safety standards. Furthermore, in order to avoid battery safety risks caused by disassembly, as early as 2015, vivo innovated the battery disassembly method by introducing the battery installation method of batteries wrapped with PET films: that is, under the premise of ensuring the reliability of battery adhesion, we replace traditional battery adhesion methods with the PET film wrapping method, thus reducing the potential quality and safety risks of disassembly operations, and leading the innovative battery safety design in the industry.

1 Material selection
Conduct quality management on battery supplies in terms of battery test certification, battery material inspection, rational supervision of mass production, and supplier test control to ensure that battery raw materials meet design requirements.

2 Reliability testing
Perform reliability tests on each battery product, such as mechanical shock, cycle life, environment, mechanics, electrical performance and safety testing, and ensure that no safety hazards occur in the overall machine reliability tests, such as mobile phone overheating, battery bulging, battery smoke, and battery fire.

3 Electrical performance protection
During the design, trial-production stages and before shipment, perform comprehensive whole-machine tests that cover charging protection, USB interface reliability, interface withstanding voltage, etc., to ensure that the electrical protection performance of the whole machine reaches the advanced level in the industry.

4 Spot checks of structural design
During the design, trial-production stages and before shipment, conduct comprehensive spot checks to ensure the rationality and effectiveness of the flatness and space design of the battery compartment for protecting battery quality and safety, so as to guarantee that the protection of batteries by the whole machine structure conforms to the design specification.

5 Batch control
Eliminate the impact of complete machine production on battery safety. Each team of the production line shall implement relevant provisions of *Battery Safety Protection Spot Checks*, and online labs shall regularly carry out ORT reliability sampling inspection to ensure stable batch quality.

Cybersecurity and Privacy Protection

vivo firmly believes that cybersecurity and privacy protection are the basic rights of consumers, the cornerstone for enterprises to gain consumer trust, and the inviolable red line in enterprises' business activities.

Since its founding, vivo has been committed to creating secure and reliable digital products and services, so that users can enjoy a convenient digital life while protecting their privacy. For that goal, we have built a comprehensive security and privacy protection management system covering our security and privacy protection strategy, privacy protection principles, security organization, management process, security technologies and privacy engineering, security culture and training, etc.

Privacy Protection Principles

In order to implement the security and privacy protection strategy, through in-depth industry analysis and insights, combined with internal practice, vivo has summed up the three principles of privacy protection, and integrated them throughout the design, development, operation, and other processes of vivo's products and services, achieving comprehensive protection of user privacy in the entire data flow and the entire scenes of user experience.

- Principle 1: Transparency and Control. Users can view and control the use of private data in each application and service on the device.

- Principle 2: On-device intelligence. Various customized services are provided without the need for private data to leave the device.

- Principle 3: Data minimization. Data collection, data processing, and data sharing must all conform to the principle of minimum necessity under the premise of compliance.

Security Organization

vivo has established a professional security organization to ensure the transformation and execution of its security strategy. The Network Information Security and User Privacy Protection Committee (SPC), as the highest decision-making body of vivo, is responsible for deciding and approving the Company's overall cybersecurity and privacy protection strategy. In terms of execution, there are three lines of defense, built by the business team, professional security and compliance team, and security audit team, to ensure the execution and implementation of the Company's security strategy.

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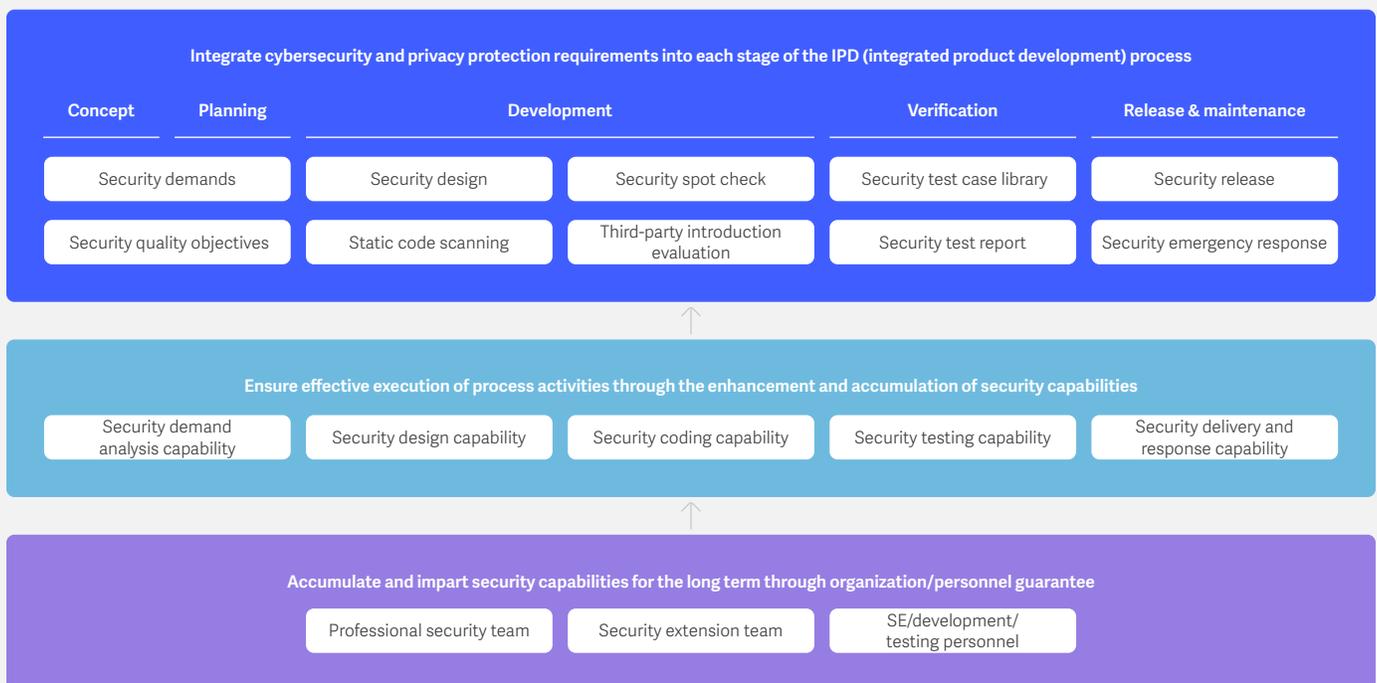Sustainability Report   **26**

Management Process

In order to ensure the stable and efficient execution of security-related work and base it on systems, rather than individuals, vivo developed a well-rounded security and compliance management process, integrating security and privacy protection compliance requirements into each stage of the IPD process throughout the product service life cycle, including the project concept, demand, design, development, testing, operation and maintenance, etc.

Security Technologies and Privacy Engineering

Based on the security strategy in combination with business practice, vivo set 7 major technical directions for security and privacy work to ensure the progressiveness and feasibility of security technologies, which can be summarized as PROTECT. In the development process of the 7 technical directions, security and privacy protection design processes and various platforms have been formed, translating into capabilities such as security engineering and compliance, advanced security technology pre-research and construction, and security pentesting to support the security development of all kinds of products and ensure the security and compliance development of all kinds of businesses.

Privacy protection

data security **R**isk

product **O**bject security

key security **T**echnologies

security **E**ngineering

Compliance management

security pen**T**esting

PROTECT Security Strategy

Integrate cybersecurity and privacy protection requirements into each stage of the IPD (integrated product development) process

Concept	Planning	Development		Verification	Release & maintenance
Security demands	Security design	Security spot check		Security test case library	Security release
Security quality objectives	Static code scanning	Third-party introduction evaluation		Security test report	Security emergency response

Ensure effective execution of process activities through the enhancement and accumulation of security capabilities

Security demand analysis capability	Security design capability	Security coding capability	Security testing capability	Security delivery and response capability

Accumulate and impart security capabilities for the long term through organization/personnel guarantee

Professional security team	Security extension team	SE/development/ testing personnel

Security R&D lifecycle control = standards + processes + technology

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vivo Qianjing Security Architecture

By virtue of the long-term accumulation of the above capabilities, vivo developed its Qianjing security architecture, which is based on the privacy protection default and design-driven principles and built into vivo devices. Through trusted multi-layer hardware and software functions, it establishes a complete privacy protection matrix to provide omni-dimensional protection of user data and privacy:

- At the chip layer, Qianjing embeds a hardware root of trust to protect user privacy from the most basic hardware.

- At the core layer, Qianjing provides a trusted execution environment to enhance the level of privacy protection.

- At the framework layer, Qianjing uses trusted measurement to perceive the device security level at any time.

- At the application layer, the input of sensitive data is protected through trusted interaction.

These four layers interact with each other to form an integral whole, breaking the deficiency of single-point security technologies and bringing higher security to users.

Developing Corporate Security and Compliance Culture

In order to continuously enhance all employees' security and compliance consciousness, develop a corporate culture emphasizing security and privacy protection at all levels, guarantee the Company's security and privacy protection compliance work, and further improve the security and quality of vivo's user-oriented products and services, vivo holds a wide range of activities, such as the cybersecurity and privacy protection activity month and theme week, expert lectures, knowledge contests, and security pentesting contests, whereby to constantly perfect its incentives and accountability system, develop and improve its corporate security culture, and continuously strengthen all employees' security awareness.

10

times

In 2021, we held a total of 10 security and compliance culture activities (including expert lectures, knowledge contests, and security pentesting contests).

53

times

In 2021, we carried out a total of 53 security and compliance training sessions.

3,319

persons

Covering 3,319 employees and 87 types of positions in 12 specialized fields.

Application
- Trusted interaction
- Privacy leakage prevention
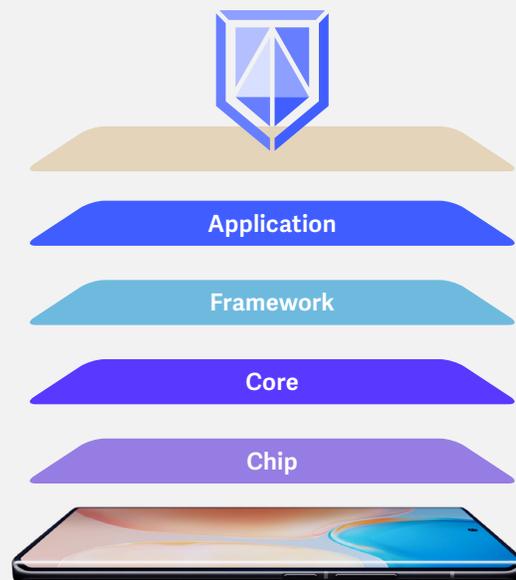- Privacy tracking prevention

Framework
- Trusted measurement
- Application sandbox isolation
- Application behavior management

Core
- Trusted execution environment
- Runtime memory protection
- Core integrity protection

Chip
- Hardware root of trust
- Hardware security protection
- Hardware encryption/decryption

Qianjing Security Architecture

Establishing a Sustainability Security Ecosystem to Jointly Tackle Security Challenges

vivo is acutely aware that it is difficult for any enterprise alone to well complete the work of cybersecurity and privacy protection; such work can be properly completed only through the cooperation of people at all levels of society. Therefore, vivo always insists on openness and transparency, shares its own security thinking and practice, and communicates with users, employees, partners, and other levels in an open and transparent manner to jointly tackle all kinds of cybersecurity and privacy protection challenges.

vivo released a number of white papers related to security and privacy protection to showcase its security efforts to users and the industry in a transparent manner, including:

OriginOS Security White Paper: comprehensively explains how vivo ensures the security of mobile phones, including the security strategies and measures adopted in its hardware, operating system, applications, cloud services, etc. Download path: _https://privacy.vivo.com.cn/static/pdf/security-book-pdf.pdf_

Data Protection Compliance Trend White Paper: jointly released by vivo and China Academy of Information and Communications Technology (CAICT), it thoroughly analyzes hot topics on data protection around the world, as well as data protection legislation and law enforcement in some countries and regions, and demonstrates how enterprises can contemplate and practice data security and privacy protection amid globalization. Download path: _https://privacy.vivo.com.cn/static/pdf/data_protect.pdf_

With the belief that the road of cybersecurity and privacy protection is endless, vivo will always be user-oriented, adhere to long-termism, and safeguard hundreds of millions of users' digital life experiences.

vivo always requires itself to meet the most authoritative security compliance standards in the world. We have gained various security and privacy protection certifications at home and abroad, including:

The assessment content covers the requirements of the _General Data Protection Regulation_ (GDPR). The European versions of "i Manager" and "vivo Album" both passed the review and got certified.

Indicates that the enterprise meets international privacy protection certification standards, and relevant technology and management capabilities are recognized by American privacy certification authority TrustArc.

vivo obtained ISO 27701 privacy information management system certification, which indicates that the enterprise's privacy information management system and privacy protection capability meet international standards.

vivo OriginOS passed all tests and obtained the highest five-star security rating.

vivo X Fold and X Note ultimately passed all tests and obtained the highest security level: Level 5.

vivo's Internet service complies with Classified Cybersecurity Protection requirements and has passed certification of Level 3 of Classified Cybersecurity Protection.

Whole-hearted Customer Service

Under the service concept of "putting you in mind", we are committed to providing users with timely, effective and convenient services. We value every communication with users, patiently answer every doubt, solve the problems of users with all our heart, and strive to satisfy every user. We endeavor to become users' favorite brand by gathering our collective strength and by providing users with innovative and premium products and services.

Based on user requirements, we developed diversified service processes and standards, and continue to empower the service team's capacity building:

- Compiled standardized service manuals to fully standardize the process and scope of customer service;

- Formulated manuals for store operation management, so as to provide customers with differentiated and innovative experience services;

- Put in place a semi-annual after-sales service quality evaluation system to ensure that we continuously improve customer service and enhance users' satisfaction.

We conduct 100% closed-loop management of user feedback, screen feedback to form three-level (weekly, monthly and quarterly) reports, and promote implementation of management improvement within the Company simultaneously. For many years, vivo's user satisfaction has remained above 95%.

vivo always tries its best to improve after-sales service management. It continuously optimizes management in accordance with national standard *GB/T 27922-2011 Evaluation system for after-sales service of commodity*, and in 2021, it gained the highest five-star certification for "evaluation system for after-sales service of commodities" from third-party institution SGS.

100%

We conduct 100% closed-loop management of user feedback.

95%

For many years, vivo user satisfaction has remained above 95%.

SGS certificate for "evaluation system for after-sales service of commodities"

Scene of vivo Service Day activities

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"Outreach to Users" to provide considerate services for more users

Instead of passively waiting for users to contact us, we take the initiative to go out to provide more heart-warming services to users. Every month, we carry out more than 100 "Outreach to Users" service activities, and provide users with various services such as free screen protector, free phone case, fragrance and disinfection, free mobile phone examination, and free system update (of phones) in communities, schools, and places where government and corporate customers are concentrated.

In addition, we actively enter communities to hold various interesting sports activities, such as tug-of-war, relay running, and football shooting competition, to get together with community residents and build beautiful communities.

Elderly care service

vivo cares deeply about the emotional needs and pain points of the elderly group on mobile phone use, so it introduced a warm service plan to help the elderly group integrate into the digital life with enthusiasm and warmth.

- Online and offline guidance on mobile phone use skills: We prepared an easy-to-follow Quick Guide to Smartphone Use specially for the elderly. The elderly can read it at the local after-sales service center or online.

- One-to-one service supported by engineers: Even if you are thousands of miles away, as long as you make an appointment for one-to-one service with an expert online, vivo engineers will remotely guide the elderly to solve all problems related to mobile phone use.

- Helping and Care Service Plan for the Elderly in Chinese New Year: This plan covers more than 800 after-sales service centers across the country, supported by more than 2,000 engineers.

Some pages of the Quick Guide to Smartphone Use

vivo Service Center

China

1,000+ service centers and 900+ service stations nationwide to provide one-stop solutions for your mobile phone problems

Overseas

vivo has set up more than 1,500 service outlets covering more than 60 countries and regions

Professional Repair

Free Screen Protector

Free System Update

Mobile Phone Maintenance

High-Speed Wi-Fi

vivo Service Day

Enjoy Toy Service

Dessert Service

Festival Service

Note: For the actual services provided, please consult your local vivo service center.

vivo Customer Service Contact Information

vivo official website APP, mobile "Feedback" APP

24/7 customer service hotline: 400-678-9688

Exclusive service 24/7 hotline: 400-679-9688
(Applicable to X Fold, X Note series)

Online customer staff service: www.vivo.com.cn/kefu

Email (User Service): vivo@vivo.com

Email (Privacy Protection): dpo@vivo.com

WeChat Official Account

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Green Symbiosis

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Eco-Friendly Products

Green Operation

As a corporate citizen, under the principle of the community of shared destiny, we believe that we must shoulder responsibility for environmental improvement and promote green development. We are integrating the notion of "Low Carbon Recycling" into every part of the full product life cycle, continuously reducing the environmental impact of products and improving resource utilization; in terms of operations, we need to upgrade processes and optimize management, in order to promote green and low-carbon production and operation, as well as energy conservation and environment protection, reduce energy consumption and pollution emissions, and jointly protect our homeland, thus ushering in a better green future.

| 6 CLEAN WATER AND SANITATION | 7 AFFORDABLE AND CLEAN ENERGY | 11 SUSTAINABLE CITIES AND COMMUNITIES | 12 RESPONSIBLE CONSUMPTION AND PRODUCTION | 13 CLIMATE ACTION |

Coverage of the environmental management system

100%

Recycling and utilization rate of non-hazardous waste

100%

Recycling rate of electronic waste (waste PCB boards)

100%

Compliant disposal rate of hazardous waste

100%

Standard discharge rate of waste water

100%

Standard emission rate of waste gas

100%

Amount of waste old and broken parts recycled (vivo Global)

444.5 tons

Note: The scope of the above data covers the Chang'an (Dongguan) and Chongqing industrial parks of vivo China, (unless otherwise specified).

Eco-Friendly Products

vivo believes that enterprises' economic benefit growth and eco-protection are equally important. As an exemplification of our commitment to engineering eco-friendlier products, we set up a professional team on product sustainability under the organizational structure of the CSR Committee to reflect on the design and innovation of our products in the aspects of circular economy and LCA (Life Cycle Assessment), propose short, medium and long-term product sustainability plans, experiment with designated product series, and then gradually extend the progress to all product series.

More eco-friendly materials

41.7%

Percentage of bio-based plastics in the weight of plastic parts in mobile phones

Reduction of product power consumption

3%

Reduction ratio of power consumption per unit of product during production

Strict restriction of hazardous substances

48 kinds

Better than control standards, with prohibition of the use of brominated flame retardant, chlorine flame retardant and PVC

Green packaging (Y series)

50%

Percentage of regenerated fibre in the weight of packaging materials

Recycling of old parts

Over 85%

Recycling rate of old parts in the Chinese market

Notes: 1. The model in this picture is for product display purposes only and is not directly linked to the indicators;
2. The above indicators are sustainability practice achievements from different models and may not all reach those numerical values in one model;
3. Some of the data are relatively high values in their respective fields.

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On top of ensuring the reliable performance of product software and hardware, vivo teams integrate the concept of eco-friendliness into the front-end design, and fully consider the eco-friendly attributes throughout the life cycle, including ease of disassembly, recyclability, maintainability, and reusability, etc. By virtue of the eco-design evaluation system, we evaluate the environmental load generated by the whole life cycle of the products, and try to reduce the environmental load of each product throughout the life cycle as much as possible.

We hope to improve the eco-friendliness level of products throughout the life cycle by optimizing the lightweight design in products and packaging, using more sustainable materials, reducing the use of restricted substances, improving product energy efficiency, extending maintenance service and the recycling of old parts, etc.

vivo's first-stage design of sustainable products

● **Eco-design**
  Seek low-carbon product solutions
  Unlock more sustainable material formulas
  Try more designs of ease of disassembly
  Explore more durability solutions

● **Beginning of life**
  ○ Procurement
  Reduce/avoid use of restricted substances
  Select more recyclable/renewable materials
  Procure rare materials with a higher recycling rate
  ○ Production
  Increase the precious metal recycling and reuse rate
  Increase the water & 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

● **At the end of life**
  Enlarge take-back program
  Trace deeper at recycling & reusing of key components

Product Life Cycle: Design, Procurement, Production, Use, End-of-life disposal

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Lightweight Design in Products and Packaging

vivo design teams delve into various fields, and constantly improve the product structure design, material selection and innovation, manufacturing process, etc. in order to minimize the dead weight of the product structure, reduce the consumption of various material resources, and improve the efficiency of product distribution and transportation under given boundary conditions (such as product performance, life, quality and cost).

Slim Design with Exquisite Details

During the design of smartphones, rich functions, excellent performance and other design requirements (such as battery life, screen performance, image functions, and durability) restrict the evolution of mobile phone forms and structures.

We work tirelessly to explore space for reducing the thickness of S series products, including the mainboard, screen, cover plate, etc. The thickness of S12 Pro is only 7.36mm, 0.07mm less than S10 Pro; there's an ultra-thin TW cover plate, and compared with the previous generation, the thickness is reduced by about 15%; the gap between the front camera and the cover plate is about 30% thinner than that of the previous generation.

7.36
mm
The thickness of S12 Pro is only 7.36mm.

15%
There's an ultra-thin TW cover plate, and compared with the previous generation, the thickness is reduced by about 15%.

30%
The gap between the front camera and the cover plate is about 30% thinner than that of the previous generation.

Minimal Packaging to Return to the Essence of Products

vivo adheres to the principle of minimal design on product packaging. By constantly optimizing the packaging design, material usage efficiency, etc., vivo has continuously reduced the interspace ratio and narrowed down the size and weight of the packaging, thereby decreasing the consumption of packaging materials.

The Y series smartphones feature elegant appearance, exceptional sound quality, and high cost-effectiveness, which are provided by vivo for consumers. While ensuring product quality, we also optimize the design of product packaging, further reduce the use of packaging materials, save resources, and make it a fashionable and eco-friendly product "inside and out". In 2021, the packaging size of vivo's Y series was shrunk by about 17% compared with 2020, the interspace ratio was reduced by about 16%, and the amount of paper used in a printed box was reduced by 15%.

The packaging volume of the V23's printed box is about 15% smaller compared with that of the V20. The packaging weight of each mobile phone is about 18g lighter. For every 10 million mobile phones, the reduction is equivalent to saving the use of 180 tons of paper.

More Solutions of Sustainable Materials

Materials are the carrier of mobile phone products and packaging. Another important direction of product eco-design is to constantly increase the proportion of sustainable materials used, that is, materials with favorable performance or functions, less resource and energy consumption, less ecological and environmental pollution, a high recycling rate or degradability and recyclability. vivo has carried out material innovation, conducted strict material pre-research, and reserved completely deplasticized packaging design materials and processes, and will gradually increase the recycling rate of metals and the proportion of bio-based plastics used.

16%

The interspace ratio of the product packaging of the Y series was reduced by 16% compared with 2020.

15%

The amount of paper used in a printed box of the Y series was reduced by 15%.

180

tons

For every 10 million V23 mobile phone boxes, the reduction in comparison with V20 is equivalent to saving the use of 180 tons of paper.

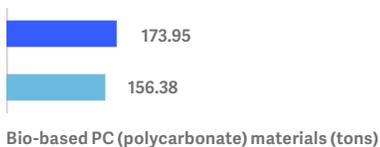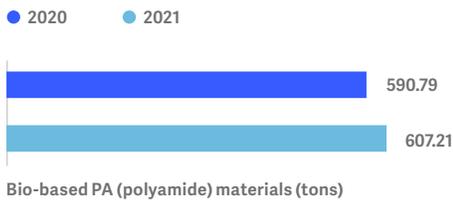## Sustainable Materials to Care for Nature

Increasing Usage of Recycled Fibers

The proportion of recycled fibers in the packaging materials of vivo Y series products has reached 50%. We will continue to cooperate with suppliers to explore the possibility of using more recycled materials, gradually increasing the usage of recycled materials.

- About 50% of fiber materials in the packaging paper tray is sugar cane pulp, which is made from the bagasse discarded by sugar cane factories to realize waste utilization;

- The gray board in the printed box is made of recycled fibers, accounting for up to 85%;

- More than 90% of printed boxes for product packaging in the EU market are made of the paper with Forest Stewardship Council (FSC) certification;

- Kraft paper is used for 100% of the product shipping cartons in the EU market, and this proportion is about 96% in other markets.

Sustainable material solution - Bio concept

Traditional plastics are made by polymerization of by-products from fossil materials such as petroleum, which can pollute and damage the environment. In order to minimize the burden on the environment, we are gradually increasing the use of bio-based plastics produced from natural resources such as Ricinus communis. We jointly develop bio-based plastic raw materials suitable for mobile phone structural parts with partners and use bio-based plastic in more than 35 items of mobile phone appearance and internal structural parts.

● 2020   ● 2021

590.79
607.21

Bio-based PA (polyamide) materials (tons)

173.95
156.38

**Bio-based PC (polycarbonate) materials (tons)**

Reducing Plastic Usage

Nowadays, it is impossible to ignore the plastic pollution on the environment, as the natural decomposition of waste plastics takes hundreds of years. vivo continuously reduces the use of plastic materials, and actively develops green packaging materials. Starting from 2022, it plans to gradually achieve zero-plastic packaging by adopting different alternative solutions.

- Deplasticization of packaging: The package is fitted with the paper hook structure integrated with the printed box, which can reduce the use of plastic materials compared with the traditional single-piece separated plastic hook structure. It also adopts the whole paper inner card structure design in the packaging of the original spare parts of the smart terminal and the TWS Air earphones;

Usage of plastics in earphone cases
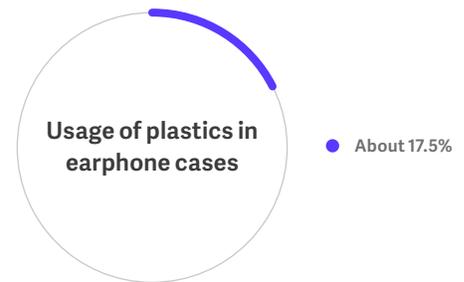
● About 17.5%

About 17.5% lower in 2021 than in 2020

Usage of plastics in data cable cases
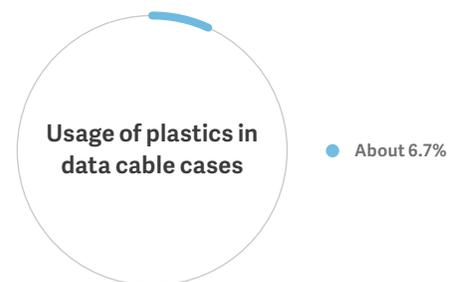
● About 6.7%

About 6.7% lower in 2021 than in 2020

- Logo for plastic materials: This makes it easier for equipment recyclers to quickly identify the plastic materials weighing more than 5g, and it is also conducive to better classified recycling of materials.

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Minimizing the Use of Hazardous Substances

The Company strictly abides by the laws and regulations of the market in which it operates, and refers to industry standards to comprehensively formulate hazardous substance control standards applicable to vivo products, namely the *vivo Environmental Protection Standards for Material Purchasing*. In the standards, limit control requirements are specified for antimony trioxide, beryllium and their compounds, among which the control standards of some chemical substances are superior to the RoHS directive and REACH regulations, with brominated flame retardants, chlorine-based flame retardants and PVC materials prohibited in the full range of products. Starting from the raw material side, we require the use of eco-friendly materials as much as possible, check for hazardous substances in process accessories, and are committed to reducing the use of hazardous substances.

We have built an effective internal management system according to the international standard *QC080000 Hazardous Substance Process Management System Certification* to effectively control the hazardous substances in products and raw materials. In July 2020, vivo obtained the QC080000 certification.

> In order to protect the environment from the pollution of toxic and hazardous substances, many countries or regions around the world have enacted regulations to control the content of chemical substances used in electrical and electronic appliances, such as the *Directive on the Restrictions of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment* (i.e. the RoHS Directive), and China's *Measures for the Restriction of the Use of Hazardous Substances in Electrical and Electronic Products*, which both put forward the standard for the usage limits of lead, mercury, cadmium, hexavalent chromium, PBB (polybrominated biphenyls), PBDE (polybrominated diphenyl ethers) and other harmful substances. Japan, South Korea, India, Vietnam, and the Middle East also have similar requirements for managing hazardous substances. In addition, the EU's *Regulations Concerning the Registration, Evaluation, Authorization and Restriction of Chemicals* (i.e. the REACH regulations), *Persistent Organic Pollutants Regulations* (i.e. POPs Regulations) also put forward requirements for managing a wide range of toxic and hazardous chemicals.

Pure Tin Electroplating Replaces Tin-Lead Electroplating, Eliminating the Pollution of Heavy Metal Lead

The heavy metal lead used in the common electroplating process severely damages the human body and the natural environment. In order to eliminate the use of heavy metal lead, we collaborate with suppliers to improve the electroplating process, and use the pure tin electroplating process to replace the previously used tin-lead electroplating process to produce antenna (FPC) circuit boards. After the process is updated, lead emissions (in waste liquid) can be reduced by about 1,000 kg per year.

QC080000 certification

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Improving Product Energy Efficiency and Extending Service Life

Smartphones have become a necessity in people's daily lives. The energy consumption level and lifespan of smartphones during use are very important for reducing the energy resource consumption of the whole life cycle of mobile phones. vivo lessens the energy consumption and unnecessary environmental impacts of mobile phones by continuously improving the energy efficiency and service life of products.

To the best of our ability, we use electronic components with higher energy efficiency, and use intelligent algorithms to intelligently adjust device performance according to users' usage scenarios and application needs, reduce unnecessary energy consumption during product use, and improve the actual energy efficiency performance. Moreover, users can actively manage the energy saving of mobile phones. After the automatic power saving mode is enabled, the system will automatically switch to the power saving mode once the battery power of the mobile phone is reduced to the preset value. Take Y55 5G mobile phone as an example. When the power saving mode is turned on with 15% of the battery power remaining, the standby time of the mobile phone can be extended by 16% compared with non-power-saving modes (data from Chinese laboratories, which may be different from actual live network scenarios).

Continuously Improving the Screen Energy Efficiency to Pursue Perfection

The screen of a mobile phone consumes a lot of power during usage, and its power consumption level is affected by the materials and technologies used by the screen. We continue to research material quality and screen technology to enhance the luminous efficiency and energy efficiency of the display. Thanks to this improvement, with the same battery power, a mobile phone's usage time can be increased by 0.6-1 hour.

We apply the LTPO (Low Temperature Polycrystalline Oxide) screen technology to reduce the screen refresh rate with a low frame rate and adaptive frame rate, thus reducing unnecessary energy consumption.

0.21 hours

0.4 hours

0.6 hours
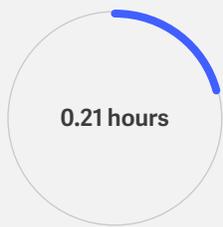
LTPO 1.0:
The LTPO screen is used for the first time. Under the same usage conditions, the overall duration can be extended by 0.21 hours;

LTPO 2.0:
Smart selection enables 60/30 adaptive switching function through the Fix TE (Tearing Effect) method to achieve power consumption optimization. Under the same usage conditions, the overall duration can be extended by 0.4 hours;

LTPO 3.0:
Realizes the frame rate of 120-24-10 Hz fast response scheme to ensure smooth use of mobile phones while reducing power consumption. Under the same usage conditions, the duration of the whole device can be extended by 0.6 hours.

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vivo has always been actively pondering how to continuously improve product service life, reduce users' passive replacement frequency, and extend product life cycle. We take corresponding measures from the product design stage to the after-sales maintenance stage to improve product repairability, durability and upgradeability.

1 Design stage

We adopt the modularized structure to design screws, clips, and pull-up adhesives for batteries, etc. of unified specifications, making it easier to repair products and replace components.

2 Material selection stage

After selecting the material, we make samples to perform a single test, involving the durability tests on bending strength, surface hardness, wear resistance, impact resistance and so on according to the International Electrotechnical Commission (IEC) standard; for the upper cover of the mainboard, we select the rare-earth magnesium alloy with high thermal conductivity to replace the traditional magnesium alloy[1], forming a full-coverage integrated heat dissipation structure and ensuring long-time high-performance output of mobile phones.

● Traditional magnesium alloy

● Rare-earth magnesium alloy with high thermal conductivity

50 W/(m·K)

100 W/(m·K)
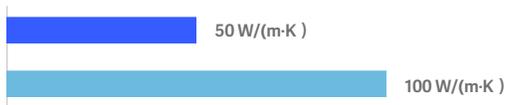
Heat conductivity coefficient in material application

3 Product development stage

We perform comprehensive durability tests from the aspects of single material units, reliability of PCBA semi-finished products, and environmental tolerance, sealing, mechanical durability, environmental impact, drop, aging, safety, etc. of the whole device.

4 Product use and after-sales stage

We provide free system and software upgrade services, collect user feedback (through stores, online platforms, etc.) on product service life-related issues, and make targeted improvements during the product design and development stages to further enhance product durability.
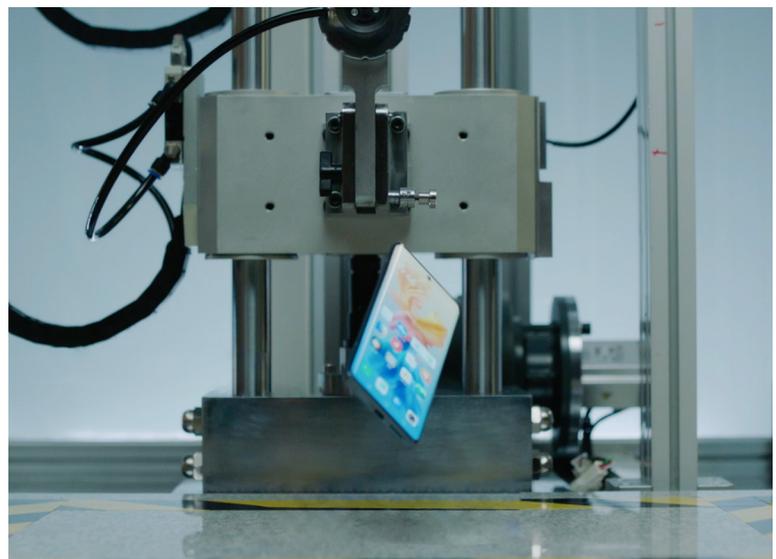
100%

The heat conductivity coefficient has been improved by 100%

[1]Used in some products, including product series such as iQOO Neo5s and iQOO Neo6

Special Improvement of Screen Cracks to Extend Product Life

Many users are troubled by the pain point of the display module cracking after they accidentally drop the prototype. To address this pain point, vivo put a lot of resources to conduct in-depth research, and through the special improvement actions of the R&D and testing team, the failure rate of cracked display module screens is reduced by 70%, thus fully strengthening product durability.

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Expanding the Recycling of Repaired Parts and Expired Products

vivo actively fulfills the Extended Producer Responsibility and is highly concerned with recycling and disposing of waste products. Over the years, vivo has achieved great results in measures such as the product trade-in activity, repairing and retaining broken parts at a favorable price, and recycling of broken parts in stores. The eco-friendly treatment specification of parts has been greatly improved, and the service life of parts and the ratio of recycling have been greatly elevated.

- Recycling scope
  Old mobile phones, smart watches, portable power sources, fixed-line telephones and other electronic devices and components (such as waste batteries and screens).

- Eco-friendly treatment
  Waste electronic products are classified and treated to separate out toxic chemicals, and then are handed over to a qualified recycling company for eco-friendly treatment to prevent environmental pollution.

- Cyclic utilization
  For the purpose of saving resources, we extract and recycle useful metal elements from waste electronic products for cyclic utilization in the manufacture of new products.

Developing a Process System and Establishing a Recycling and Disposal Mechanism

vivo has developed the recycling and scrapping mechanism for used complete devices and spare parts discarded by users, and promotes trade-in and old parts & broken parts recycling activities to users through the official website and other channels, so as to increase the recycling rate of users' old parts.

- Trade-in activity: Users can obtain additional cash subsidies by purchasing vivo/iQOO designated new mobile phones through the platform within the specified time period and completing the recycling of old mobile phones. In 2021, 88,211 old mobile phones were recycled at offline stores, 20,305 old mobile phones were recycled via the official website, and such recycling activities for old mobile phones were also carried out through other channels (for example, e-commerce channels) on a continuous basis.

- Service of repairing and retaining broken parts at a favorable price: In the Chinese market, we collect the broken parts from regional sales outlets through after-sales channels, and then transport them back to vivo headquarters for eco-friendly treatment. In 2021, the recycling rate of old parts in the Chinese mainland market exceeded 85%. In overseas markets, we collect and repair broken parts through service providers and after-sales stores, and hand them over to designated factories or third-party recyclers for eco-friendly treatment. The recycling rate of old parts in overseas markets is over 60%. In 2021, the weight of discarded old parts and broken parts that vivo recycled and treated worldwide in eco-friendly ways through after-sales stores was about 444.5 tons.

Recycling box for waste batteries and electronic components

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

The Company strictly complies with laws and regulations on environmental protection in the countries and regions where it operates, and has established and implemented environmental management systems in all production and operation sites. Pursuant to the requirements of ISO 14001 environmental management system, the Company implements the *EHS Management Manual* and other internal management documents, continuously improves management of solid waste, wastewater, waste gas and noise, and strictly regulates the pollution prevention and control of each manufacturing factory, thus ensuring compliant disposal, up-to-standard emissions and reduction of the risk of environmental impacts. As of 2021, vivo's Dongguan headquarters and Chongqing factory have both passed ISO 14001 certification, ensuring compliance and standardization of environmental management.

In order to continuously and effectively implement the environmental management policy and improve the environment, health and safety management, vivo has established the Environment, Health and Safety (EHS) Committee under the highest decision-making organization, with an EHS Executive Team under the organizational structure of the EHS Committee to perform the daily EHS duties.

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Energy management

vivo has set up a complete and effective energy management system, and formulated regulations such as *Operational Guidance for Energy Management Scheme Formulation and Implementation*, *Operational Guidance for Energy Operation and Management*, and *Contingency Plan for Energy Security*. Managing and controlling the implementation of these regulations is a high priority for the Company. Every year, it sets goals for energy management at all levels of the Company, implements energy-saving programs within the entire organization, and continuously optimizes energy management and performance in operation. As of 2021, vivo's Dongguan headquarters has passed ISO 50001 certification.

We improve the energy efficiency in our own operations by thoroughly exploring the potential for advancing energy-saving technological transformation, actively tracking advanced energy-saving technologies, optimizing the management of energy measuring instruments, and enhancing the training on equipment operation specifications, etc. At vivo's global headquarters, we have built a class-A energy management platform, in which intelligent systems are utilized to enable real-time online monitoring of energy consumption data of equipment. In the meantime, we manage to save energy and reduce consumption by setting variable-frequency adjustment of air conditioners, planning peak and valley power consumption, increasing clean energy consumption, and upgrading to energy-saving LED lamps and other projects.

Capitalizing on clean energy

Increasing the use of clean energy and reducing fossil fuel consumption are critical to achieving carbon peaking and carbon neutrality. Distributed photovoltaics, as one of the major ways to utilize power generated from photovoltaics, is developing rapidly. vivo has long been exploring and demonstrating the feasibility of installing distributed photovoltaics in different production and operation areas to capitalize on renewable energy and reduce carbon emissions in operations.

In 2021, vivo's global headquarters officially kicked off the distributed photovoltaic power generation project, with an installed capacity of 5.75 MWp. In 2022, once the project is completed, a self-generation and self-use electricity system will be in place, capable of providing the park with 6.61 million kWh of electricity during the first year, equivalent to a reduction of 3,840 tCO_2e.

As of the end of the Reporting Period, vivo used 80 electric buses to provide free commuter service to employees in various places, accounting for 82% of the total number of commuter buses. In 2021, the use of electric buses saved us 714 tons of diesel, equivalent to a reduction of 1,735.4 tCO_2e.

In 2021, the use of electric
buses saved us

714 tons of diesel

Equivalent to
a reduction of

1,735.4 tCO_2e

Some electric commuter buses at the Dongguan industrial park of vivo China

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Energy-saving technological transformation to improve energy efficiency

- Optimization of the air conditioning system: Air conditioning is the major power consumer in vivo industrial park, accounting for 30% of the total power consumption of the park each year. In 2021, by further optimizing the operating frequency of the air conditioning cabinet motor, we significantly reduced the power consumption of the motor as well as the cooling energy consumption of the air conditioning system. This can save about 4.5 million kWh of electricity annually, equivalent to a reduction of 2,614.5 tCO$_2$e.

It is estimated that

4.5 million kWh
of electricity will be saved annually

Equivalent to a reduction of

2,614.5 tCO$_2$e

- Frequency conversion control and regulation of equipment: we carefully analyze the energy consumption of each piece of equipment under various working conditions and operate the production equipment at both variable and fixed frequencies in parallel to maximize energy savings. In June 2021, at the refrigeration station in Area A of Chang'an industrial park, through frequency conversion control and regulation of three 90 kW dual-condition refrigeration pumps and three 110 kW ethylene glycol pumps, the output of the pumps was optimized and the electricity consumption of the equipment was reduced. It is estimated that 1.06 million kWh of electricity will be saved annually, equivalent to a reduction of 616 tCO$_2$e.

It is estimated that

1.06 million kWh
of electricity will be saved annually

Equivalent to a reduction of

616 tCO$_2$e

- Application of the cool storage technology: applying the cool storage technology can minimize the peak-valley difference of power grid load, optimize the allocation of resources, and reduce energy consumption costs. vivo invested a total of RMB38.48 million between 2019 and 2021 to design and install cold storage systems totaling 46,577 tons of refrigeration in areas A, B, and C of Chang'an industrial park. Thanks to this technology, the energy costs have been lowered.

vivo invested a total of RMB

38.48 million
between 2019 and 2021

Design and install cold storage systems totaling

46,577 tons
of refrigeration in areas A, B, and C of Chang'an industrial park

Gasoline consumption	2,653.69 MWh		**Total GHG emissions**	71,354.69 tCO$_2$e
Diesel consumption	2,891.00 MWh		**Direct GHG emissions (scope 1)**	8,963.65 tCO$_2$e
Natural gas consumption	7,618.59 MWh		**Indirect GHG emissions (scope 2)**	62,391.04 tCO$_2$e
LPG consumption	74.07 MWh			
Purchased power consumption	107,385.61 MWh			

Note: The energy consumption and greenhouse gas (GHG) data was collected in Areas A, B, and C of Dongguan industrial park.

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Waste management

Guided by the 3R principle (Reduce, Reuse and Recycle), we are committed to reducing all types of waste generated. Also, we have formulated the *Standards for Classification and Management of Wastes* to strictly control the classification, transfer and disposal of wastes. In 2021, the amount of hazardous waste[2] generated in vivo was 44.49 tons, 100% of which was disposed of in compliance with regulations; the amount of non-hazardous waste generated[3] was 19,393.20 tons, 100% of which was recycled.

- As for recyclables from general solid waste and construction waste, such as cardboard packaging, plastics and metals, we collect and store them exclusively in our industrial waste warehouse, where they are sorted and packaged by in-house staff and then left to external designated institutions for recycling.

- As for general solid waste and construction waste that cannot be recycled, such as canteen waste and construction waste, our designated supplier is responsible for removal and disposal.

- For hazardous wastes, such as PCB light boards, waste acid and alkali and empty chemical bottles, we collect them, store and manage them in a safe manner, and then hand them over to companies with professional qualifications for compliant transfer and disposal.

[2] The statistical scope of the hazardous waste data covers all factory areas in Chang'an Town, Dongguan City, and Chongqing factory area in China.

[3] The statistical scope of the non-hazardous waste covers metal, plastic and paper in all factory areas in Chang'an Town, Dongguan City, and Chongqing factory area in China.

Solar panels on the rooftops of employee dormitories at vivo's industrial parks in Dongguan

Water resources management

vivo understands the importance of using water wisely. The Company uses inductive or water-saving materials and facilities; regularly spot-checks the condition of water-saving facilities and maintains them to ensure their intactness and prevent the waste of water resources caused by damage and leakage; carries out the drinking water recycling project to collect and reuse the reverse-osmosis condensed water generated in the production of drinking water; promotes the water-saving awareness among employees through publicity to effectively prevent and reduce the waste of water. In 2021, vivo's pure water recycling project saved about 2,200 tons of water.

Pollution prevention and control

Despite the low environmental impact of our production and operations, we still endeavor to minimize it by continuously optimizing the production process and upgrading the environmental protection technologies on the basis of strict compliance with local laws and regulations.

- Waste gas management: For the small amount of organic waste gas generated in the production process, we gather it to the roof, process it with a pre-treatment process and a purification device and discharge it after treatment to meet the standard. For kitchen waste gas, we treat it with an oil smoke purification device and discharge it orderly at a high altitude after reaching the standard.

- Wastewater management: In each area, we discharge the sewage into the sewage pipe network orderly according to the relevant requirements of rainwater and sewage diversion, and avoid mixing the sewage into the rainwater pipe. After the production wastewater is collected, it is transferred and disposed of harmlessly by a qualified third party.

- Noise management: We preferentially select low-noise equipment or techniques, install sound insulation materials, etc., and make continuous efforts to improve noise control.

We regularly review and evaluate our environmental management performance and invite third-party professional organizations to monitor the environment annually, including noise at boundaries, indoor noise, domestic sewage, workshop waste gas, indoor air quality and canteen fumes. The monitoring report showed that all the results were up to the standard.

2,200
tons

In 2021, vivo's pure water recycling project saved about 2,200 tons of water.

M16 water conservation publicity pictures at vivo Dongguan (China)

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Value Creation

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Employee Growth

Win-win Cooperation

Industrial Co-Prosperity

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vivo has a conviction that the unity among employees, suppliers and business partners is crucial for an enterprise's long-term stable development. We fully respect and protect the basic rights and interests of employees, foster a healthy, safe, diverse and inclusive working environment, cooperate with business partners to promote responsible procurement, and create a value ecosystem of mutual trust and win-win cooperation. In addition, we boost industry development and empower industry talents to play a part in industry advancement.

| 3 GOOD HEALTH AND WELL-BEING | 4 QUALITY EDUCATION | 5 GENDER EQUALITY | 8 DECENT WORK AND ECONOMIC GROWTH | 10 REDUCED INEQUALITIES | 12 RESPONSIBLE CONSUMPTION AND PRODUCTION | 16 PEACE, JUSTICE AND STRONG INSTITUTIONS | 17 PARTNERSHIPS FOR THE GOALS |

Proportion of workers covered by our occupational health and safety management system

100%

Total investment in employee training

RMB **20.19** million

Proportion of suppliers that signed the agreement on sustainable procurement

95%

Notes: 1. Workers: the personnel engaged in production or other work within the scope of the Company's control, including its employees and the staff (non-employees) whose work/workplace is controlled by the Company;
2. The total investment in employee training here covers China only.

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Employee Growth

Employees are vivo's invaluable asset and the core driving force for the Company's steady development over the past 27 years. With the goal of "happy employees", we regard "creating a joyful and progressive environment for employees" as one of our core missions, integrate it into our corporate culture and operational practice, abide by the local labor standards where we operate, protect employees' occupational health and safety, and provide employees with equal development opportunities. Our relaxing, efficient and equal working atmosphere, diverse and inclusive workplace, and reasonable salary incentive system all conduce to employee growth and happiness.

vivo has established an H&S executive team under the organizational structure of the EHS Committee. We combine our business activities with the occupational health and safety management system, and adopt the management model of "P(Plan)-D(Do)-C(Check)-A(Act)". We also take a series of measures such as planning, supporting and operation, performance evaluation and continuous improvement, with a view to regularly summarizing and reviewing the progress of various work and the achievement of target indicators, and we continuously optimize and improve issues to form closed-loop management.

Health and Safety

Ensuring the occupational health and safety of employees is the prerequisite for all operations and the bottom line we adhere to. vivo complies with the relevant laws and regulations of each operating location, and has formulated and strictly implemented various management requirements such as the *Environmental, Occupational Health and Safety* (*EHS*) *Management Manual*, so as to ensure the occupational health and safety of employees. Our Chang'an factory (in Dongguan City, the location of our global headquarter and manufacturing center) and Chongqing factory have continuously obtained the ISO 45001 Occupational Health and Safety Management System Certificate since 2008.

EHS training at the Chongqing industrial park of vivo China

- Risk assessment - Identify and compile the Company's *List of Major Hazard Sources* according to the *EHS Factor Identification and Risk Assessment Operation Guide*, and set specific control indicators for different hazard sources.

- Chemical management - Formulate the *Regulations on Safe Management of Hazardous Chemicals* and *Hazardous Chemicals Safety Management Procedures* to improve the lifecycle management of chemicals, enhance management and compliance capabilities, as well as prevent and reduce occupational health hazards.

- Safety training - Regularly carry out trainings on occupational health and safety, advocate training normalization and full-staff participation, and continuously improve employees' safety awareness and self-protection ability.

- Accident handling - Promptly respond to, investigate and handle work-related accidents (including near misses) according to the *Occupational Casualty Accident Reporting, Handling and Social Security Management Regulations*.

- Management of related parties - Formulate the *Administrative Measures for the Assessment of Contractors in General Engineering Projects*, stipulating the management provisions for the safety measures of the contractors on the construction site, and thereby ensuring that the contractors fulfill their responsibilities for labor health and safety.

In 2021, vivo carried out a total of 1,009 EHS-related training sessions in China, with the total course duration of 1,163 hours, the total participation of 35,920 person-times, and the total training duration of 45,980 hours. vivo's occupational health examination and annual physical examination cover all employees. It provides emergency services and infirmaries in its Dongguan and Chongqing office and factory areas, with a total of 7 physicians, 2 nurses, and 188 certified first aiders.

1,009

times

In 2021, vivo carried out a total of 1,009 EHS-related training sessions in China.

35,920

person-times

The total participation of 35,920 person-times.

45,980

hours

The total training duration of 45,980 hours.

100%

vivo's occupational health examination and annual physical examination cover all employees.

Emergency infirmary at vivo Dongguan (China)

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Rights and Interests of Employees

vivo upholds the concept of diversity and integration, advocates "anti-discrimination, equal pay for equal work, freedom of religious belief", and has set up administrative provisions such as the *Anti-discrimination Management System*, *Religious Belief Management System*, *Management Regulations on the Protection of Female Employees*, and *Anti-Workplace Sexual Harassment Regulations*, striving to create a diverse and inclusive workplace culture and environment.

We screen talents in a fair and impartial way, treat all candidates equally, guarantee the objectivity of the recruitment process and selection criteria, and match staff strictly according to job qualifications, regardless of ethnicity, region, household registration, gender, physical characteristics, age, physical disabilities, marital and childbearing status, and other differences.

We fully respect and protect employees' legitimate rights and interests, avoid any discrimination, harassment or similar misconduct in the workplace, foster an inclusive working environment for foreign employees to resolve the problems in language, life and culture, and organize them to participate in language learning and cultural activities.

vivo expressly prohibits child labor and any type of forced labor, and has formulated and implemented administrative regulations such as the *Administrative Regulations on Prohibiting the Employment of Child Labor and Remedial Measures for Mistaken Recruitment of Child Labor* and *Administrative Regulations on the Prevention of Forced Labor*. We eliminate any form of child labor by establishing complete employee personnel file registration, conducting background verification of recruits, and promoting employee information review on a quarterly basis. We also established a monitoring and reporting mechanism to further eliminate and preclude child labor and forced and slave labor.

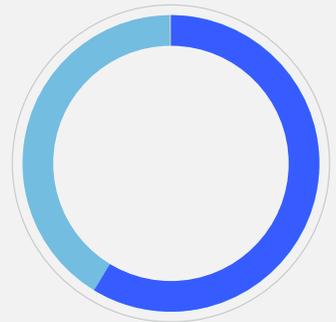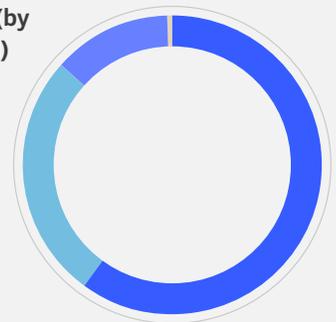**Number of employees (by gender)**

- Male 66.98%
- Female 33.02%
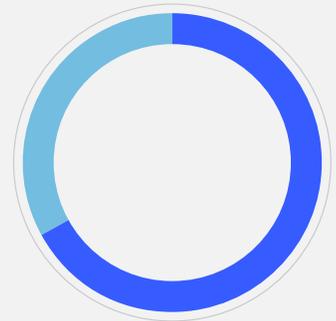
Number of employees (by age)

- Aged below 30 58.66%
- Aged 30-50 41.21%
- Aged above 50 0.13%

Number of employees (by education background)

- Doctor 0.37%
- Master 12.87%
- Bachelor 26.67%
- Junior college and below 60.09%

Note: The scope of the employee statistics covers all factories and office parks of vivo China.

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Employee development

vivo sets great store by capability building and career development of employees. By creating a diverse training system and reasonable development channels, we empower employees' career development, providing them with a broader space for development.

We develop a diverse training system based on the growth needs of employees. The Company instituted a training management mechanism covering all employees, develops special training courses and annual training plans for all types of positions, provides a variety of public courses, and further improves employees' business foundation and professional skills. We also actively expand the team of excellent internal lecturers, attracting outstanding talents in various fields to join the team of certified lecturers, and senior management personnel in various fields also actively fulfill the promise of cultivating talents by giving lectures in the Company, participating in executive dialogues in new employee trainings, etc.

In 2021, vivo developed a total of 745 training courses, including 576 online courses and 169 face-to-face courses, with the total training time of 206,307 hours. By the end of 2021, vivo has 677 certified training instructors.

- Leadership training - Improve the knowledge and skills required by employees to organize, lead and influence other individuals and teams to accomplish the set goals.

- Professional/technical training - Help employees summarize and improve the professional knowledge and skills required for specific positions and the professional and technical capabilities required for organizational innovation and development.

- Vocational ability training - Improve employees' knowledge and skills required for career development, and improve the overall capabilities such as growth, action, communication, thinking and collaboration.

- Onboarding training - Organize training for new employees who have not finished the probationary period to improve their cultural adaptability and job competency.

- Special support - Provide targeted skill learning opportunities and full-cost support for employees with specific job needs, such as English and various minority languages and PMP, so as to encourage employees to continuously improve professional skills and expand career development opportunities.

745

courses

In 2021, vivo developed a total of 745 training courses.

206,307

hours

The total training time of 206,307 hours.

677

persons

By the end of 2021, vivo has 677 certified training instructors.

Leadership training at vivo's global headquarters

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With regard to employee career development, we fully consider the strengths and potential of employees, assess talent potential according to different job requirements and talent suitability, and match them with career development paths that suit their own capabilities and wishes based on the assessment results.

In addition, in order to broaden the career development path of employees, we launched the "School-Enterprise Cooperation Program for Academic Degree Improvement" with Jinan University, Guangdong Institute of Technology, etc., and provide tuition support and scholarship support to encourage employees to improve education qualifications and professional knowledge and skills, thus providing more possibilities for their career development. In 2021, a total of 219 employees gained matriculation qualifications through the School-Enterprise Cooperation Program for Academic Degree Improvement, which further enhances their career development competitiveness.

Crisis management training at vivo Shenzhen

Project leadership training at vivo's global headquarters

vivo's product history exhibition at its global headquarters

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Employee Communication and Care

vivo respects the voice of every employee. We provide multiple channels to maintain effective communication with employees, proactively grant considerate employee benefits, and create a heart-warming corporate atmosphere to effectively improve employees' happiness, enhance their sense of belonging, and build a team of cohesive talents.

In 2021, we conducted surveys on happiness, 3S (Say, Stay, Strive) model engagement, and 4C (good return, good development, good company, good atmosphere) model satisfaction for all employees. The purpose was to fully collect and understand employees' demands and suggestions, and gradually improve the Company's internal management processes based on employee feedback. In 2021, we received more than 10,000 questionnaires, identified 4 key business areas through analysis, diagnosed 5 key problems, and submitted them to relevant teams to lead optimization and closed-loop follow-up.

vivo continuously invests resources to optimize hardware and software facilities and improve employee happiness. vivo collaborates with well-qualified external institutions to provide EAP services, and implements the 7×24 online vCare employee care program, providing all employees with physical and mental health consultation, psychological lectures, EAP theme training, pandemic care, crisis intervention, etc., so that care is available everywhere. In 2021, we invested a total of RMB494,900 into the vCare employee care program.

- Daily operation
  - Post tips and monthly magazines on employee care on BPM and vivo Community;

- Employee care
  - Focus on employees' psychology and emotions through channels such as vivo Community and vAassistant, and promptly provide care and counseling;

- Empowering training
  - Employees: Provide special trainings such as "Parent-Child Education and Family Remote Communication", "Emotional Care of Yourself and Family During the Pandemic" and "Emotion Management and Stress Release"

  - Managers: Provide special trainings such as "Identification and Response of Employees with Psychological Risks", "Communication with "Heart" - Using Psychology to Improve Communication Ability";

  - Others: Provide special trainings such as "Communication Management of HRBP under the Pandemic" and "Interview Communication Skills".

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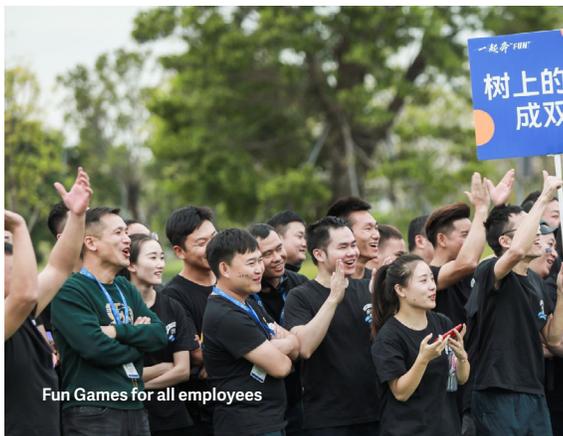## Employees at vivo

- vLife

  Focus on the life of employees, set up self-service canteens in each office park and production area to accommodate thousands of employees together for dining, provide nutritious and balanced meals to ensure the healthy diet of employees, and provide meal allowances; in Dongguan and Chongqing areas, we provide high-quality dormitories for employees and provide accommodation allowances for employees in other regions to effectively solve the problem of employee housing.

- vHealth

  Care for the physical and mental health of employees, and actively provide them with advice and guidance on work and life, including stress adaptation management, career development guidance, health management, etc; set up infirmaries to allow employees to see a doctor for free, and provide employees with more comprehensive medical security.

- vActivity

  Carry out diversified interactive activities for employees' self-expression. In 2021, we held activities such as the family open day, color sports season, fun games and Dating Association on May 20, to strengthen communication with employees while promoting the harmonious development of corporate culture.

Fun Games for all employees

Employee dormitory

Free summer ice cream activity

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vivo Staff canteen

vivo Day anniversary celebration

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Win-win Cooperation

As a believer in altruism, vivo focuses on the core demands of partners in internal and external cooperation, and spares no effort to achieve mutual trust and win-win results with partners, thus building a community of shared future. We are convinced that only by cooperating with partners and developing together can enterprises obtain stronger support and more solid guarantee.

Growing with business partners

We pay high attention to the interests of business partners, believing that only through sincere cooperation among all parties can we achieve mutual benefit and win-win outcomes. Adhering to the principles of fairness, impartiality, integrity and sustainability, we establish long-term, stable and sustainable cooperative relationships with business partners. By improving the cooperation system and standardizing the cooperation process, we continue to promote the stable and sustainable development of the vivo value chain.

- Assistance in store construction
  We formulated a complete set of procedures and support plans to provide agent partners with a series of assistance, ranging from cooperation application to store construction and implementation. Before the store opens, we will provide safety physical examination and vocational training to help store employees fit into the workplace.

- Business training support
  Every year, we regularly carry out business trainings for our agent partners. According to relevant procedures and support plans, we quickly and effectively promote the construction of online stores. Meanwhile, we organize training on online live broadcasts for our partners, so as to fully expand sales channels and help increase sales.

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Sustainable supply chain

vivo stays true to the concept of "coordinated development, mutual trust and win-win cooperation", and strictly abides by international compacts and codes of business ethics. By formulating and implementing management rules such as the *vivo's Supplier Code of Conduct*, *vivo's Principles of Responsible Procurement Red Lines*, and *Employees' Code of Business Conduct*, vivo regulates the business practices of internal employees, and expands them to the entire supply chain. vivo works with suppliers to fulfill and continuously improve management requirements on labor rights,

occupational health and safety, environmental protection, business ethics and management systems, and grows together with suppliers to build a healthy long-term sustainable supply chain.

The *vivo's Supplier Code of Conduct* is the fundamental principle and basis for us to jointly implement sustainable supply chain management with suppliers. We require suppliers to sign and comply with it, guiding them to carry out business activities according to requirements higher than those of laws and regulations and to fulfill their social responsibilities.

vivo's Supplier Code of Conduct

1 **Labor rights**

Covers labor issues such as freedom of employment, protection of minor workers, free association, fairness and diversity, remuneration and benefits

2 **Occupational health and safety**

Covers issues such as health and safety permission, health and safety management, and emergency response

3 **Business ethics**

Covers issues such as integrity, information disclosure, intellectual property protection, responsible procurement of raw materials, privacy protection and fair trade

4 **Environmental protection**

Covers environmental protection issues such as environmental licensing and reporting, product environmental protection requirements, pollution prevention and control, greenhouse gas control, and resource conservation to suppliers

5 **Management system**

Covers internal management issues such as company commitment, management responsibilities, risk assessment and management, audits and assessments, documentation and records, and supply chain management

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Business Partners Conference on Quality and Improvement in 2021

We make the utmost effort to assist suppliers in improving their sustainable development capacity, cultivate their sense of responsibility for the environment and society, and jointly enable positive cooperation ecosystem. We draw up plans to improve supplier capabilities, continuously promote construction of responsible supply chains, promote the concept of sustainable development in supply chain management, and call on suppliers to jointly focus on environmental protection, business ethics and so on.

- Information collaboration platform
  Share eco-friendly material compliance standards with suppliers via the Product Compliance Management (PCM).

  Share vivo's sustainability values (including integrity, good faith, fair trade, etc.) and various procurement principles and management standards (for example, cooperation guide manuals) with suppliers via the Cooperation Management Platform (CMP) .

- Special ability improvement
  Provide plans for improving special capabilities (such as technological innovation, quality, delivery and capacity) and corresponding trainings, and track the learning progress of special ability improvement through the closed-loop management system.

- Code of Conduct training
  Carry out trainings on environment, health and safety, business ethics and other topics, ensuring that both parties comply with compliance requirements during cooperation, thus reducing supply chain operation risks and enabling partners to grow and develop in a harmonious and healthy cooperation atmosphere.

Business Partners Conference on Quality and Improvement to Achieve Joint Development

In December 2021, vivo held the Business Partners Conference on Quality and Improvement with the theme of "Shaping the Future with Benfen, Win-Win Cooperation and Quality". A total of 910 supplier representatives attended the meeting. At the meeting, we reviewed the recent performance of the supply chain and emphasized the quality requirements on different types of supplies. We also actively proposed to the vision of building a sustainable supply chain to contractors, and the concepts of product eco-friendliness and social responsibility.

95%

95% of suppliers signed the agreements on sustainable procurement.

75%

vivo originated the on-screen fingerprint technology in 2018, which drove the revenue of our partners' fingerprint recognition business to grow by 75% in 2019.

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Business Partners Conference on Quality and Improvement in 2021

Business Partners Conference on Quality and Improvement in 2021

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Risk Review on Management of Hazardous Substances in Products

We regularly conduct a comprehensive risk assessment on suppliers' process control of hazardous substances in products. The assessment methods include supplier self-assessment and vivo on-site reviews, involving six aspects, namely environmental management systems, design and development, procurement and supplier management, IQC incoming materials and finished product sampling management, production management, and logistics and warehousing management. In 2021, we conducted on-site environmental reviews on a total of 84 suppliers of all materials with medium to high environmental risks identified, and the pass rate of the audit result was 100%. We also dynamically adjusted the audit plan for the environmental protection management system of the supply chain, ensuring that the control capabilities of hazardous substances in the entire supply chain are gradually strengthened.

Targeted Verification of Environment and Occupational Health and Safety

We have a in-depth participation in the construction and optimization of suppliers' EHS systems, and reduce EHS risks in the supply chain, ensuring that the supply chain is not affected by sustainability issues such as pollution emissions and occupational health and safety. vivo entrusts a third-party auditing firm to conduct risk performance assessments and compliance audits on environmental management and fire safety for suppliers; by carrying out qualitative and quantitative reviews, vivo understands suppliers' compliance status and risk level management in the special modules of environmental management and fire safety, and is therefore able to assist suppliers in improving their own environmental management and fire safety management systems, reducing the risk of violations and accidents, and improving overall business continuity. In 2021, we conducted reviews of fire safety and eco-friendly emissions on multiple suppliers of structural parts, in hopes of improving the management of the overall supply chain in terms of fire safety and eco-friendly emissions.

84
units

In 2021, we conducted on-site environmental reviews on 84 suppliers of materials with medium to high environmental risks identified.

100%

The pass rate of the audit result was 100%.

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Information Security Verification

Information security of the supply chain is related to the common information security of vivo and our business partners. Business communication process in the supply chain incurs the risk of leaking business secrets. Therefore, we prevent potential information security risks, brought by the supply chain, by standardizing the business partners' information security management from aspects such as risk management, personnel management, and delivery acceptance inspection. We extend information security management to the entire supply chain, and conduct special reviews on information security management for all key business partners with high risks (more than 50 business partners) by classifying and assessing risk levels. We comprehensively examining the suitability, adequacy, and effectiveness of business partners' information security management system, confidentiality agreements, physical security, file management, IT management, etc. The pass rate has been 100%. In 2021, we provided suppliers with more than 50 training sessions on information security, and provided 4 suppliers with one-on-one tutorial assistance to improve their information security awareness and management capabilities. Through public, special and one-on-one training sessions, we further strengthened key business partners' information security management capabilities.

Conflict Minerals Management

We strictly observe the laws and regulations related to conflict minerals. We 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) and released the vivo *Statement on Sourcing of Responsible Minerals* on the official website to implement strict management of conflict minerals in the supply chain.

We use the Conflict Minerals Reporting Template (CMRT) created by the Responsible Minerals Initiative (RMI) to conduct due diligence on the conflict minerals in supply chains, requiring suppliers to procure relevant raw materials from smelters or refineries that obtained the Responsible Minerals Assurance Process (RMAP) certification or other equivalent agency certification. In the meantime, vivo established a cross-functional management team to coordinate the management of the due diligence, risk identification and risk control of conflict minerals in accordance with established management specifications. In 2021, we conducted due diligence on all suppliers involving conflict minerals, and the due diligence response rate was 100%.

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Industrial Co-Prosperity

Upholding the vision of "healthier and more sustainable" development, we partner with key stakeholders for value creation, actively assume the responsibility of improving industrial innovation, and promoting industrial co-prosperity, and vigorously contribute vivo's strength in ICT key generic technology, cutting-edge leading technology and disruptive technology, constantly advancing technological innovation in the industry, with an aim to help create a better future for the society. In the meantime, we shoulder the responsibility of ensuring standardized and diversified development of the industry, and work with the industry and universities to cultivate comprehensive innovative talents in ICT fields.

Technological development in the industry

Industrial technical standards can help effectively regulate and propel the overall development of the industry, and provide consumers with better products. It is of great strategic significance for enterprises to participate in the formulation of industrial technical standards. vivo has constantly led and driven the development of the industry by directly or indirectly participating in or leading the formulation of more than 400 national, industrial and group standards in technical fields such as communications, artificial intelligence (AI), Internet of Things (IoT), game experience, terminal performance, extended reality (XR) technologies, positioning, charging, audio and video, electromagnetic compatibility safety regulations, environmental adaptability and reliability, etc.

Boosting development of mobile terminals and communications

vivo is committed to promoting the healthy and rapid development of 5G technology around the world. We spare no effort in creating a favorable environment for the development of the 5G industry and in making constant contributions to the development and industrialization of global mobile communication technology. We have actively participated in the formulation of more than 170 industry standards related to 5G terminals at home and abroad, such as radiated RF power and receiver performance, radio frequency, radio interface technologies, electromagnetic compatibility, and electromagnetic radiation. Besides, we have played a helpful role in the formulation of more than 20 industrial and group standards for short-range communication.

7,500
proposals

By the end of 2021, we have submitted about 7,500 5G technical proposals to the 3rd Generation Partnership Project (3GPP) .

10
projects

Spearheaded 10 3GPP standard projects.

World 5G Convention in 2019

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**Participating in the formulation of
artificial intelligence standards**

In artificial intelligence, we seek to utilize our technical advantages to share our expertise with the industry in areas such as computer vision, speech recognition, natural language processing, and speech synthesis, and contribute our wisdom to the formulation of standards suitable for the development of the industry. We have participated in the formulation of national and industrial standards such as *Information technology - Intelligent speech interaction testing method - Part 1: Speech recognition*, *Information technology - Intelligent speech interaction testing method - Part 2: Semantic understanding*, and *Capability requirements and evaluation methods of smart assistant, etc*.

Advancing progress in the charging technology

In May 2021, under the guidance of the Telecommunication Terminal Industry Forum Association (TAF), we, together with China Academy of Information and Communications Technology and some ICT peer companies, took the lead in formulating the technical requirements and test method standard for integrated fast charging. The standard enables fast charging between terminals and adapters from different brands. It has effectively improved user experience, reduced consumer e-waste, and promoted green, low-carbon and circular development of the industry.

In December 2021, vivo, as the initiator, established the Guangdong Terminal Fast Charging Industry Association (广东省终端快充行业协会) with related enterprises and organizations in the Chinese terminal fast charging industry chain including complete terminal devices, charging chips, instruments, chargers, and accessories. Through activities such as formulating unified standards, conducting connectivity tests, implementing consistency certification, encouraging commercial promotion, and providing technical training, we helped further integrate the Chinese fast charging industry chain, promoting the healthy development of the industry ecosystem.

**Participating in the formulation of
cybersecurity and privacy protection standards**

vivo utilizes industry cooperation platforms such as the National Information Security Standardization Technical Committee (TC260), the China Communications Standards Association (CCSA), and Telecommunication Terminal Industry Forum Association (TAF) to actively participate in the formulation of national, industrial, and group standards related to cybersecurity and privacy protection, and work with industry partners to jointly build a healthy and secure cyberspace, covering numerous specialized fields such as personal information protection, AI application security, basic security technology, software and system security, data security, application store ecology management, communication interconnection security, supply chain security, and the combat against telecom network fraud; as of the end of 2021, vivo had led or participated in the formulation of more than 110 standards accumulatively, 55 of which had been released.

- International standards
  ISO PWI *Information technology — Security techniques —Security Reference Model for Digital Currency Hardware Wallet*, etc.

- National standards
  GB/T 41388-2022 *Information security technology-Trusted execution environment-Basic security specification*, GB/T 39720-2020 *Information security technology-Security technical requirements and test evaluation approaches for smart mobile terminal, etc.*

- Industry standards
  YD/T 2407-2021 *Technical requirements for security capability of smart mobile terminal*, YD/T 2408-2021 *Test methods for security capability of smart mobile terminal*, YD/T 4177.11-2022 *Application personal information collection and usage minimization and necessity evaluation specification — Part 11: SMS information*, etc.

- Group standards
  T/TAF 014-2020 *Implementation guidance of smart mobile terminal application software classification and uninstallation*, T/TAF 109-2022 *Mobile application distribution platform – Credit evaluation system of application developer*, T/TAF 104-2021 *Test and evaluation specification for download, installation and upgrade of mobile applications*, etc.

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Improving the level of elderly-oriented technology

vivo expects to make outstanding contributions to the industry by improving the elderly-oriented technology of terminal products. By adding elderly-oriented requirements to our design concept, we follow the call of national policies to strive to resolve the difficulties that special groups such as the elderly experience when interacting with intelligent technologies such as the Internet. This demonstrates that we are one of the smartphone manufacturers in China that respond to the national requirements and are heavily involved in the formulation of the elderly-oriented standards for intelligent terminals.

At the end of 2020, under the guidance of regulatory authorities and associations, vivo set up a project team to participate in the formulation of two standards, namely, *Technique requirement of mobile terminal suitability for elderly persons* and *Test method of mobile terminal suitability for elderly persons*. Furthermore, the *Technique requirement of mobile terminal suitability for elderly persons* won the first prize of excellent projects of Telecommunication Terminal Industry Forum Association in 2021.

In 2021, at the 16th China Information Accessibility Forum - "Helping Special Groups Enjoy the Digital World", we showcased our elderly-oriented transformation solutions, from the six aspects of screen display, screen-assisted interaction, audio control, voice interaction, emergency applications and remote assistance, to people from all walks of life.

Driving the implementation of terminal software and hardware standards

In November 2020, in order to standardize the development of voice technology in the field of games, CCSA TC11 mobile Internet and games working group, Tencent game voice Gvoice and vivo jointly established the standard of *Voice technology requirements for mobile gaming* and worked together to study and implement the game voice processing technology based on the 5th-generation Qualcomm AI engine, enhancing the voice technology innovation of games in the industry. At the end of 2020, we released the iQOO 7 series mobile phone, which has completed the adaptation optimization for standard conformance, integrated game content, platforms and terminals, and improved the voice experience for game users.

In terms of the anti-aging capacity of mobile phones, vivo has taken the lead in formulating industry standards such as T/TAF 021-2018 *Module and Test Method of Aging Test on File System Based on Android Mobiles and Smart Terminals* and T/TAF 053-2020 *Evaluation Specification of Aging Performance for Mobile Intelligent Terminal*, and implemented anti-aging performance optimization in the main focuses of its system. In 2021, vivo extended the anti-aging requirements in the mobile phone system to more scenes and links. It was the first one granted the "five-star certificate for full-scene durable smooth experience" by CTTL, gaining the recognition of the authoritative laboratory of the industry. Moreover, vivo is also making active contributions to the industry. As joint sponsors, vivo worked with CTTL and other industry partners to promote the revision and upgrade of anti-aging system standards, spurring the development of the entire industry.

List of the associations / initiatives vivo has joined

Logo	Name	Logo	Name
3GPP A GLOBAL INITIATIVE	3rd Generation Partnership Project (3GPP)	OLA联盟	Open Link Association (OLA)
中国通信标准化协会 China Communications Standards Association	China Communications Standards Association (CCSA)	TAF	Telecommunication Terminal Industry Forum Association (TAF)
ETSI	European Telecommunications Standards Institute (ETSI)	IEEE Advancing Technology for Humanity	Institute of Electrical and Electronics Engineers (IEEE)
ITU	International Telecommunication Union	csa connectivity standards alliance	connectivity standards alliance (csa)

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Cultivation of Industrial Talents

Concentrating on the ICT industry, vivo is deeply aware that talents are the key force for promoting industry development. We hope to provide a broad platform for versatile talents in the industry, to promote talent development and to push forward the technical progress for the industry, in doing so, vivo and the ICT industry can get better support from top talents.

We are clear on the original aspiration and significance of the promotion of industry-university-research collaboration by the State. In order to assist the ICT industry talents in colleges and universities in improving the scientific research capabilities, vivo, based on its strong technological advantages and science platform with full resource in investment, supports researchers' endeavor to continuously export forward-looking and innovative research to the industry, and deepens the construction of industry talent teams.

- Innovative practice base for post-doctors
  Since 2019, we have been cooperating with South China University of Technology (moving station) and participating in the construction of the innovative practice base for post-doctors in Guangdong Province. By improving the management of the innovative practice base, we promote the combination of the efforts of industry, universities and research institutions, and convert scientific and technological achievements into productivity. So far, the moving station has carried out 6 in-depth research projects, with the total scientific research investment of RMB3.5 million, exported 6 academic papers, obtained 24 authorized patents, and is in the process of applying for another 21 patents.

- Joint establishment of a 5G laboratory
  We established the "5G Joint Laboratory" jointly with the State Radio Monitoring Center - Testing Center, set up post-doctoral research stations, deepened the partnership with more than ten universities and colleges including Tsinghua University and Zhejiang University in the integration of "industry, university and research", and further explored the frontier domains of electronic products and services such as 5G communications, artificial intelligence, industrial design and imaging technology, complementing each other's advantages, facilitating the development of university and college talents and jointly building an open digital ecosystem.

- Research and cooperation in the AI field
  In the AI field, vivo has carried out technical cooperation with multiple universities. For example, we cooperated with Huazhong University of Science and Technology to research the improvement of the effect of the image segmentation algorithm based on weak supervision; partnered with Tsinghua University for joint research of a super-resolution algorithm for AI lightweight videos; collaborated with Southeast University to study the research of speech recognition and speech wake-up tasks in high-noise and interference scenarios; joined hands with Xiamen University to explore the lightweight algorithm for document repair and new achievements in the search of Hardware-aware neural network architecture; worked with Nanjing University to conduct study based on pre-trained small-sample learning methods, providing the hardware foundation and business scenarios for teachers and students to study cutting-edge technologies in the AI field and helping industry talents to accomplish more sci-tech achievements in various AI areas.

In addition, we launched VCAN AI Expert Forum in 2021, inviting experts from Tsinghua University, Fudan University, Shanghai Jiaotong University and other universities to exchange excellent academic achievements and industrial experience, to discuss the possibility of industrialization of advanced technology, and to promote the development of industry-university-research cooperation mode in the AI field.

Signing ceremony for the launch of the vivo & SRTC 5G Joint Laboratory

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Joint launch of public industrial forefront courses—5G System View

Based on the summary of industrial forefront practice experience, on December 1, 2021, iQOO officially launched the iQOO China 5G New Youth course series - 5G System View: From Changing Lives to Changing the World in cooperation with Xuetangx.com of Tsinghua University. The courses are free and were delivered by Zhang Chenlu, Director of vivo Communication Research Institute in Shenzhen, visually showing the development history, advanced theories and practice contents, and career path of 5G to the youth. Xuetangx.com, a Chinese MOOC platform developed by Tsinghua University, makes available thousands of high-quality courses from elite Chinese universities and colleges such as Tsinghua University, Peking University, Fudan University, etc., providing students with access to comprehensive and high-quality lessons. More than 2,380 people have participated in the study of the courses of 5G System View.

Share cutting-edge technology— vivo open platform

We actively share cutting-edge technology with developers, in the expectation of bringing more excellent innovation results into the world. Since the rollout of vivo open platform in 2016, we have provided more than 60 development capabilities to external users and developed AI technical capabilities into Jovikit to share with partners and developers. The i Theme Store of the open platform continuously explores the brand strategy, innovative creation, IP marketing, etc., and introduces new empowerment strategies for empowerment through tools, design and traffic, so as to improve the efficiency and content quality of creators. In the future, we will open the coordinated management of accounts for the team of developers, as well as more capabilities such as Hearken — Content Safety Review System, in a bid to help more developers achieve efficient and high-quality growth, driven by the twin engines of capabilities and services, and work with industry partners and developers to help users create better and more loving lives with technological innovation.

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As a global corporate citizen, vivo operates soundly to generate economic benefits while proactively assuming the responsibilities and obligations of a corporate citizen and participating in social development and public welfare. By reducing operational risks and insisting on fair trade and incorruptible management, we convey our positive influence to society as an enterprise that adheres to business ethics. Concurrently, we play a key role in developing public welfare and proactively shoulder social responsibilities. In the future, vivo will continue to keep a close watch on social demands and contribute to social wellbeing.

Percentage of employees (including the Management Committee) that vivo's anti-corruption policies and procedures have been communicated to

100%

Percentage of suppliers that vivo's anti-corruption policies and procedures have been communicated to

100%

Signing rate of confidentiality agreements among key suppliers

100%

Note: The cut-off date for the data on the proportion of anti-corruption policies and procedures conveyed to Management Committee members, employees and suppliers is May 2022.

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Sound Operation

vivo has always attached great importance to enterprise risk management and internal information security control. We actively advance the construction of the Company's risk management system and strictly regulate information security control to ensure long-term compliance of corporate governance.

Enterprise risk management

Sound corporate governance is the key to the long-term stability and development of an enterprise. vivo strictly complies with the laws and regulations of the region where it operates, formulated the *Corporate Risk Management System*, implements the risk management responsibilities of each department, and standardizes the management procedures of risk identification, risk assessment, risk response, risk supervision, etc. to ensure its capability of coping with risks and the stable and rapid development of the enterprise, and contribute to the development of the regional economy.

- Risk management structure
  As the highest management body of the Company, the Management Committee leads the establishment and operation of the risk management system; the Finance and Internal Control Audit Department has set up an internal control team and audit team to carry out the actual management of enterprise risks in accordance with the *Internal Control – Integrated Framework* (namely the COSO internal control framework), and the business departments and functional departments are responsible for exante, in-event and ex-post risk management.

- Risk management system
  To strictly prevent the adverse effects of various risk events, we have laid out a comprehensive enterprise risk management system through the vertical layout of three lines of defense and horizontal ex-ante, in-event and ex-post management.

- Digital construction
  We actively use digital platforms to assist in risk management, strengthen digital risk control and the establishment of an audit information system, security pentesting system, and business risk control system to provide a digital foundation for risk identification and response, and enhance our capabilities of risk defense, risk event review and procedure-based risk management.

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- Risk culture

  vivo always has long-term vision. The Company has developed internal requirements for a top-down risk culture to call on the management to play its leadership role in risk management, strengthen the risk management awareness of all employees and create a risk management culture. We also improve bottom-up risk resilience, enabling business teams to identify and respond quickly to risks on their own.

- Risk assessment and review

  We conduct an internal risk assessment every two years: by means such as interviews, the middle and senior management personnel of the Company select the top ten risks of the Company through assessment, and hand over the risk assessment results

and improvement measures to responsible departments for implementation of rectification; the rectification progress is timely tracked to ensure closed-loop management. At the same time, each business line carries out regular internal control self-assessments. Moreover, the Finance and Internal Control Audit Department conducts a risk internal control evaluation in high-risk areas at least once a year.

In addition, we irregularly invite third-party institutions to conduct special internal control reviews at vivo, as well as peer gap analyses of business lines with major risks, and we learn from advanced risk management experience of external entities to ensure that vivo can cope with risks in corporate operations efficiently and flexibly.

- Third line of defense
- Second line of defense
- First line of defense
- Digital supervisory system

Management of vivo

Internal audit function

Risk management function

Front-line business team

Risk culture

Risk resilience

Ex-ante management → In-event management → Ex-post management

Diagram of vivo's Risk Management System

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Information security compliance

vivo strictly complies with the *Cybersecurity Law of the People's Republic of China*, *Measures for Administration of Classified Protection of Information Security*, *General Data Protection Regulation* and other applicable Chinese and international laws and regulations. We have formulated the *Information Security Manual*, *Information Security Management Strategy*, *Information Security Management System*, *Cybersecurity Management System*, *IT Network Security System* and other administrative documents to ensure the security and stable operation of the Company's internal network, standardize the requirements related to the security of the Company's network architecture, network operation and maintenance, as well as network changes, and clarify the principles of network access, employees' Internet access and network monitoring and auditing, to effectively protect the transmission of the Company's information assets and the security of network use. Branches outside China are guided by the *Information Security Management Strategy* and the *Information Security Management System*, and make further optimization based on the actual situation.

In terms of building an information security compliance culture, we take "will not, cannot and dare not" as our guiding principle and cooperate with our partners such as suppliers, agents and contractors to gradually establish a mechanism for the identification of information assets and risks, definition of management measures and self-inspection and self-rectification, so that responsibilities are transmitted level by level and the information security awareness can permeate to every position.

Five protective screens for information security

- Awareness of precautions
- Management process and system
- Legal safeguard
- Advanced technology
- Excellent executive team

Information confidentiality
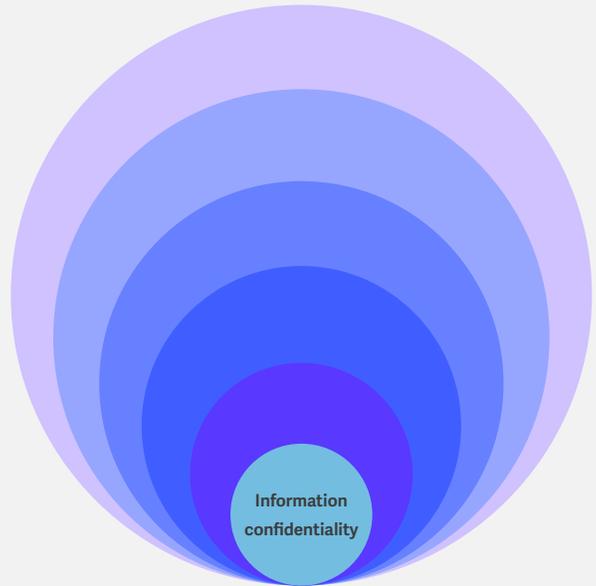
1 Risk control

We build and improve our safety responsibility system. The information security representatives are responsible for organizing information asset identification and risk level determination, and developing control measures based on risks or loopholes. All employees signed the confidentiality agreement upon joining the Company, and we call on them to consciously protect the Company's information security. We have developed *Information Security Requirements for Core Suppliers of vivo* and signed confidentiality agreements with all key suppliers.

2 Training and communication

Inadequate training is the biggest security risk. The heads of various areas, departments and projects are responsible for carrying out publicity and training on information security risks and control measures. All new employees need to take a compulsory course on information security and must pass the examination before they start work.

3 Measure verification

We ensure process consistency to circumvent the uncertainty of results. The information security representatives of each area, department and project organize the development of spot-check templates and the implementation of cross-checks. In 2021, the Company invited outstanding security companies in the industry to simulate network security attacks, and improved the information system based on the detected vulnerabilities. The Company summarized the lessons learned to enhance its network security.

4 Continuous refinement

We persevere in improvement and innovation. If the verification (spot check) reveals new leakage risks or loopholes, or if the implementation of previously developed control measures does not achieve the expected effect, we will organize the optimization of guidance or systems to form new benchmarks; if the implementation achieves great effects, we will summarize and promote experience to achieve continuous refinement.
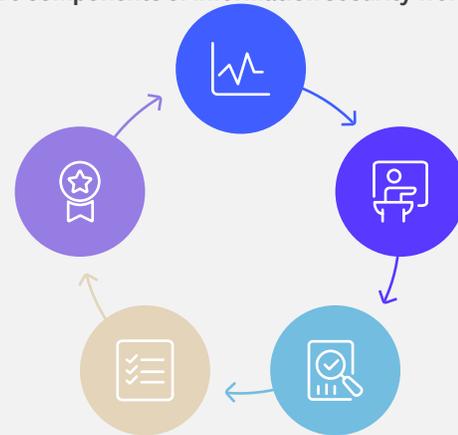
5 Reward and punishment

We never tolerate breaches of information security. We reward colleagues with outstanding performance and strictly punish behaviors that touch the "bottom line", setting progressive examples to gradually form a culture where all employees attach great importance to information security in the Company, so as to protect our innovative achievements.

In 2020, vivo was awarded the ISO 27001 Information Security Management System Certificate by the British Standards Institution (BSI), an international authority.

ISO 27001 Information Security Management System Certificate

Five components of information security work

1 Risk control   **4** Continuous refinement

2 Training and communication   **5** Rewards and punishments

3 Measure verification

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Business Ethics

vivo adheres to the core philosophy of operating with integrity and abiding by business ethics, and is committed to continuously strengthening the Company's integrity and compliance system, preventing corruption from culture, system and capacity, and holding zero tolerance for corrupt behaviors. We build a business environment of "openness, integrity and win-win cooperation" and resist commercial bribery, unfair competition, commercial fraud and other malpractices with all partners.

Fair trade

vivo undertakes to conduct business with integrity and morality and strictly complies with all applicable Chinese and international laws and regulations for anti-monopoly and competition. We have developed management documents such as the *vivo Anti-trust and Competition Law Compliance Policy* and *Guidelines on Compliance with Competition Law* for different regions around the world, requiring all employees to strictly implement the requirements of relevant management systems when conducting business and hold zero tolerance for any violations of competition laws. All of the Company's operating entities inside and outside China have carried out the construction of projects for compliance with anti-trust and competition laws, and have taken the initiative to conduct risk self-inspections, sort out relevant risks, form guidelines on compliance with competition laws, and actively implement prevention and countermeasures.

- vivo (China)
  vivo (China) has conducted anti-trust risk inspections, covering the marketing and Internet sectors, with a focus on sorting out anti-trust compliance risks of the supply chain. Besides, it has taken a series of improvement measures and strengthened risk awareness publicity among relevant personnel.

- vivo (Overseas)
  vivo (Overseas) is continuously conducting the control of compliance risks with competition laws, sorted out the main business risk scenarios and completed certain *Risk Assessment Reports*. Based on the reports, it output several guidelines on *Compliance with Competition Laws*, providing precise working guidelines for the operation in overseas markets, and gradually improving its compliance work with competition laws.

Integrity building

vivo makes long-term efforts to build and consummate an integrity compliance system and strictly complies with all applicable laws and regulations of the region where it operates. We have formulated management systems such as the *Code of Integrity*, the *Code of Business Conduct for Company Employees*, the *Code for the Declaration Management of Conflict of Interest*, and the *Rules for the Management of Business Gift Presentation and Acceptance*, so as to effectively prevent and punish internal corrupt behaviors. In October 2020, vivo joined two well-known anti-fraud alliances of private enterprises in China, namely the "Enterprise Anti-Fraud Alliance" and the "Trust and Integrity Enterprise Alliance".

- Prevention mechanism
  In China, vivo has achieved a 100% signing rate of the *Integrity Commitment* among its employees. We disclose the relevant integrity systems and management documents internally and externally, and carry out management work such as integrity monitoring, integrity reminders, black and grey lists, and the filing of integrity matters, so as to ensure that employees are aware of and understand the Company's integrity system requirements so that we can make utmost effort to prevent the appearance of corruption within the enterprise in advance, and stick to the bottom line of personal integrity.

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- Handling principle

  We insist on the principle of dismissal of all employees with corruption behaviors and implement "zero tolerance", "full coverage" and "accountability system". Once an employee commits an act of corruption, we will follow the principles of "prudence, compliance and confidentiality" to carry out an integrity investigation, lay bare the truth of the corruption in premise of protecting the legitimate rights and interests of employees, punish the person who committed the act of corruption, and hold accountable the supervisor and management personnel who are guilty of dereliction of duty.

- Management of conflict of interest

  We require all employees to sign an *Integrity Commitment*, making it clear that employees must avoid business and monetary dealings between their relatives' companies and vivo (or vivo's partners), and employees should report in advance to the Company. Employees who fail to declare a conflict of interest may be subject to severe punishment.

- Reporting management

  vivo encourages employees, suppliers and other business partners, and the public to supervise its corporate corruption issues. If any vivo employees and stakeholders use the Company's resources or channels to engage in acts such as extorting bribes, accepting bribes, related party transactions, embezzlement, fraud, forgery, divulging trade secrets, or destroying information security for illegitimate benefits, or partners who are unfairly treated in vivo's business activities can report and complain to vivo. We encourage real-name reporting, and the reporting/complaint channels are published on our official website. All received reports and complaints will be processed and followed up by the vivo integrity investigation team, and strict personal information protection of whistleblowers/complainants will be implemented. We promise to keep all reported information confidential permanently.

- Anti-corruption training

  We innovate the form of integrity training, set up rich integrity training content, and conduct multi-dimensional, multi-form and multi-level integrity education for different integrity training objects, so that a wider range of employees can effectively understand the requirements and significance of anti-corruption and anti-fraud. By the end of 2021, we had held 76 employee integrity training sessions, covering 9,339 employees in key fields and positions.

Scene of the Integrity Month event with the theme "Happy and Progressive Practice of Integrity for Long-term Success"

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Good-faith cooperation

We stick to the principles of "honesty, integrity, mutual trust, and win-win cooperation" with our partners, hoping that they can support and cooperate with vivo's integrity compliance development efforts to build a transparent, fair, impartial, incorrupt, and good-faith business cooperation environment as well as respect and protect the common interests of partners and vivo. We vigorously engage in anti-corruption management of our partners and disclose documents such as the *Anti-Corruption Commitment* and the *Statement of Integrity and Honest Cooperation* on our official website to ensure that our partners have learned and understood vivo's anti-corruption policies.

We require partners to sign the *Integrity and Honest Cooperation Agreement* to jointly establish mutual trust and the legal foundation for cooperation. By the end of 2021, the signing rate of the *Integrity and Honest Cooperation Agreement* with key suppliers has reached 100%.

Win-win cooperation, and development with integrity for the long term

vivo actively shares and exchanges its requirements and experience in integrity system building with its partners, teaming up with them to explore the improvement of integrity building to develop a responsible, clean and honest cooperation ecosystem.

In 2021, we took an in-depth look at the supply industry chain and organized multi-levelled partner integrity seminars to convey our integrity values, reaffirm our integrity systems and working mechanisms, strengthen integrity culture publicity and consolidate the Company's integrity line of defense through learning and promotion. In 2021, we held a total of nine partner integrity seminars, with over 450 partner representatives taking part.

100%

By the end of 2021, the signing rate of the *Integrity and Honest Cooperation Agreement* with key suppliers has reached 100%.

Partner Integrity Seminar, vivo China

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Public Welfare

Launch event of the public welfare program "Voice with Breath"

As an indispensable force for public welfare, enterprises need to actively undertake public welfare responsibilities to promote the positive development of society. vivo has continuously expanded the connotation of participation in public welfare, shifted from fulfilling social responsibilities to creating social value, and continuously delivered vivo's love and warmth to society.

Love without hindrance, voice with breath

According to statistics from the China Disabled Persons' Federation, nearly 30 million people in China live in a voiceless world. vivo is committed to using people-oriented technology to give everyone equal access to information, and cooperating with multiple parties to help more people with hearing impairment bridge the gap between them and digital information and enjoy the same technological convenience. For that purpose, the "Voice with Breath" program was launched.

Cooperation with the Audiology Development Foundation of China to launch the public welfare program

On the eve of the International Day of Persons with Disabilities in 2021, the Audiology Development Foundation of China (hereinafter referred to as "ADFC") and vivo officially launched the "Voice with Breath" public welfare program. Relying on the development and

upgrade of accessibility features of vivo's products, they improve the communication status and quality of life of people with hearing impairment, and create a more friendly social environment for information accessibility through the donation of accessibility devices, joint research and public welfare advocacy, achieving love without hindrance and voice with breath. On the same day, vivo and the ADFC jointly filmed a documentary, *Silent Love*, in collaboration with *Southern Weekly* based on the real life of people with hearing impairment, which accurately portrayed their current situation of family life and parenting, showcased the fabulous changes brought by vivo's technological innovation of information accessibility to their life and social contact, and raised public awareness of the significance of information accessibility.

Public welfare to listen to the voice of users

On the eve of the "National Ear Care Day" in 2022, the public welfare program "Voice with Breath" provided phase 1 public welfare assistance to hearing-impaired people. Donating accessibility equipment to hearing-impaired people is the basis for cooperation in the first phase of the public welfare program "Voice with Breath". This phase 1 donation activity helps more than 130 hearing-impaired people in China (people who need to care for children under the age of 3 in their families) listen to the world, and also enables them to better integrate into the daily life and the digital world.

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Voice from users of the "Voice with Breath" program

Wang Fan, Xue Kun

The function of "vivo listening and speaking" in vivo phones is very helpful for hearing-impaired people. It can translate the voice message and convert it into text instantly. As long as the environment is not very noisy, the translation speed is fast and the accuracy is high. When I talked to my 3-year-old son with this function, he was very happy with great interest, which gave me more confidence in the future communication with my son, and also greatly reduced my anxiety.

Aside from the communication with my son, there is also a change in the communication method with my parents. When I was a child, I seldom chatted with my parents as I couldn't hear them. After growing up, I can chat with them by typing on QQ or WeChat, but there is still silence in face-to-face communication. With the function of vivo listening and speaking available, I can also chat with them face to face. My parents also expressed their gratitude to vivo for developing this function, which makes up for their regrets in the past thirty years.

Huang Yan, Cheng Yu

At the invitation of Audiology Development Foundation of China and vivo, all my family members obtained the opportunity to enjoy the barrier-free experience of mobile phones and watches. The barrier-free experience of phones improves our communication with the outside world indeed, and brings more convenience to our lives.

For example, when I took my child to the hospital for regular examination, his/her grandparents would accompany me to go to the hospital for translation due to the hearing impairment. However, we tried to take the child to the hospital by ourselves this time, and communicated with the doctor by phone, and the experience was much smoother than before. The physical examination was completed smoothly and my child was very happy. This is a great harvest. Here I would like to express our gratitude to the Foundation and vivo for their care for us. We sincerely wish the public welfare program "Voice with Breath" greater and greater successes in the future!

Poster of the documentary Silent Love

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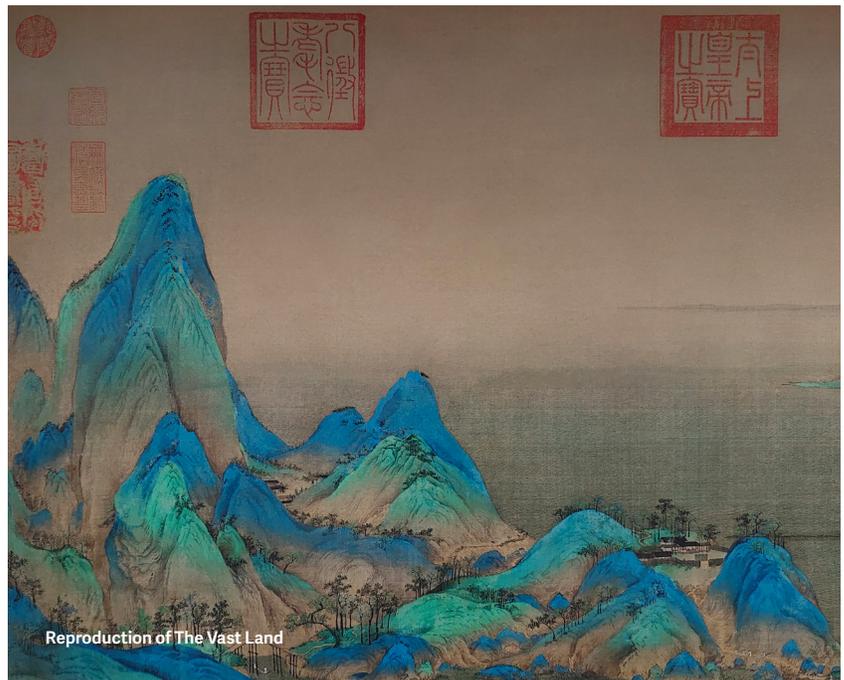
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Cultural inheritance and protection

In 2021, vivo strove to promote the inheritance and protection of traditional culture with technology by vivo X series, and launched the "Digital National Treasure Assistance Program", aiming to breathe new life into precious national treasures by digital means, enabling people to explore and feel the unique charm of Chinese culture through modern technology, so as to promote the digital process of historical relics.

The first stop of the "Digital National Treasure Assistance Program" is Sanxingdui Museum, which promotes the digital process of cultural relics by documentaries and the shooting of cultural relic samples under the dark light in the museum, continuously empowers Chinese traditional culture by professional imaging capacity, and boosts inheritance and protection of Chinese traditional culture.

In addition, vivo reproduced the national treasure painting *The Vast Land* by 100 million pixels, recorded the story of Suzhou embroidery craftspeople and the craftsman spirit by lens and carried forward precious traditional culture with vivo image technology. In the future, vivo will continue to work with more organizations to show the beauty of Chinese culture to the world through technology.

vivo supports the China Media Group's feature program "National Treasures · Exhibition Season", where special photographers use vivo mobile phones to take cleaner and purer "certificate photos" of national treasures in the complex light environment of museum exhibition halls, presenting an unprecedented cultural and art feast of national treasures to viewers.

Digital photograph from the "Digital National Treasure Assistance Program" in Sanxingdui Museum

Reproduction of The Vast Land

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Advocacy of employee participation
in public welfare to pass love and warmth

Stop-motion animation Flying Penguins, jointly presented by vivo and Zeiss

For Earth Hour, all staff participated
in the environmental protection activity

In March 2021, vivo launched a public welfare activity for its global employees with "save 1 hour·light up a blue life world" as the theme. In response to the call of the headquarters, the lights were turned off in 11 office areas in 8 cities in China and 7 overseas office areas; employees completed the online steps donation target by 188% to light up the offline blue life world, which contributed vivo's power to the action against climate changes.

Meanwhile, vivo collaborated with 11 charity photographers to publish 2 issues on biodiversity protection, collected 89 high-definition animal photos, popularized knowledge in 42 papers, held public science popularization exhibitions in 11 offices. The activity brought together individuals and organizations to call on people to protect biodiversity, live in harmony with the nature, and feel and light up the beauty of the planet.

vivo, together with its employees, brought
warmth to autistic children on Children's Day

On the eve of Children's Day in 2021, vivo cooperated with Zeiss project to release the stop-motion animation *Flying Penguins*. A weekly steps donation activity, with the theme "brilliance brought by your each step·flying penguins", was also launched for employees during the same period. Employees donated more than 11.5 million steps in total. We donated 100 customized gift boxes to children in Shenzhen Autism Society in the name of top 100 employees on the weekly rankings. On Children's Day, vivo volunteers gave the customized gift boxes to children in Shenzhen Autism Society.

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Teaming up with One Foundation
to deliver the value of public welfare

vivo has cooperated with One Foundation for seven years to fully support and actively participate in public welfare activities. vivo and One Foundation have passed assistance and warmth to children in difficulty for years, such as raising money for "Water Purification Program" in 2014, jointly building music classrooms for rural primary schools and carrying out skill training for teachers in 2015, and raising donations by walking for the public welfare program "Walk for Love" this year.

Teaming up with users to transform credit points into the value of public welfare

In January 2021, vivo teamed up with One Foundation to launch v public welfare activity on vivo credit point mall. All vivo users can donate vivo credit points to the public welfare activity. The value behavior of users in the vivo ecosystem will eventually be transformed into contributions to the social responsibility. We kicked off public welfare projects including "Ocean Paradise", "Children Safety Training Camp", "Warm Package" and "Water Purification Program" in the first phase. So far, users have donated 77.90 million credit points cumulatively and multiple public welfare activities have taken place.

Public welfare program "Warm Package" of One Foundation supported by vivo's v public welfare activity

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**Joining hands with employees to
promote the healthy public welfare**

"Walk for Love · 2020 Public Welfare Action by Walking", jointly sponsored by One Foundation and vivo

vivo has been advocating a healthy and natural lifestyle, and actively exploring the innovative method of combining the public welfare with sports. In December 2020, vivo jointed hands with One Foundation to launch the activity of "Walk for Love · 2020 Public Welfare Action by Walking", and advocated the healthy lifestyle by practical actions by combining the public welfare with sports, enabling people to participate in the public welfare while walking, and bringing more warmth and attention to children in difficulty.

In the meanwhile, vivo encourages employees to set a good example in carrying out love relay, actively participating in the public welfare activity by walking, raising money and others, and provide support and help for more donators as volunteers and participants to jointly pass the love. Behind the unity of the participants is the positive guidance of the corporate values of benfen. vivo will always remain true to its original aspiration, move forward firmly on the path of social responsibility, improve people's lives by continuous technological innovation, and continuously deliver positive energy to consumers, partners and even the society.

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Assisting in disaster relief and reconstruction

In July 2021, a rare and persistent heavy rainfall hit Henan Province, triggering a flood disaster, which caused serious loss of lives and property to the region. vivo donated RMB50 million to Henan Charity General Foundation for the disaster relief, resettlement and reconstruction in the locality. In October 2021, a torrential flood hit Shanxi province. vivo donated RMB10 million to the Red Cross Society of China Shanxi Branch for emergency rescue, purchase of disaster relief materials, and assistance in post-disaster reconstruction to guarantee the personal and property safety of local people.

Joint response to the pandemic

Since the outbreak of COVID-19, vivo has been actively engaged in the fight against the pandemic, and fully mobilized various resources to organize public donation activities, care for grassroots people fighting against the pandemic, and carry out safety prevention and control for employees, utilizing its own advantages, considering the needs of people facing the pandemic, and sparing no efforts to jointly fight against the pandemic.

- Public welfare donations
  After the outbreak of COVID-19, vivo immediately donated RMB30 million to Hubei Charity Federation for prevention and control of the pandemic.

- Care for grassroots workers fighting against the pandemic
  vivo puts a new premium on great importance to and show great care for medical workers, front-line volunteers and other social workers related to the pandemic prevention and control in the fight against COVID-19. When all kinds of protective supplies were urgently needed, vivo, together with two other enterprises, donated 40,780 suits of professional medical protective clothing worth RMB7.75 million to Zall Foundation to send the clothing to the front line of pandemic prevention in Hubei.

- Employee safety prevention and control
  In order to ensure the health and safety of all employees, vivo quickly set up a leading group for pandemic prevention and control to make overall plans for the pandemic prevention and control of the enterprise during the pandemic and work resumption.

We conducted daily health monitoring, regularly carried out comprehensive disinfection and ventilation in office areas, production workshops, restaurants and other areas, and provided such pandemic prevention supplies as masks, gloves and medicines for global employees for free.

vivo donated funds to build temporary dwellings to support post-disaster reconstruction in Henan

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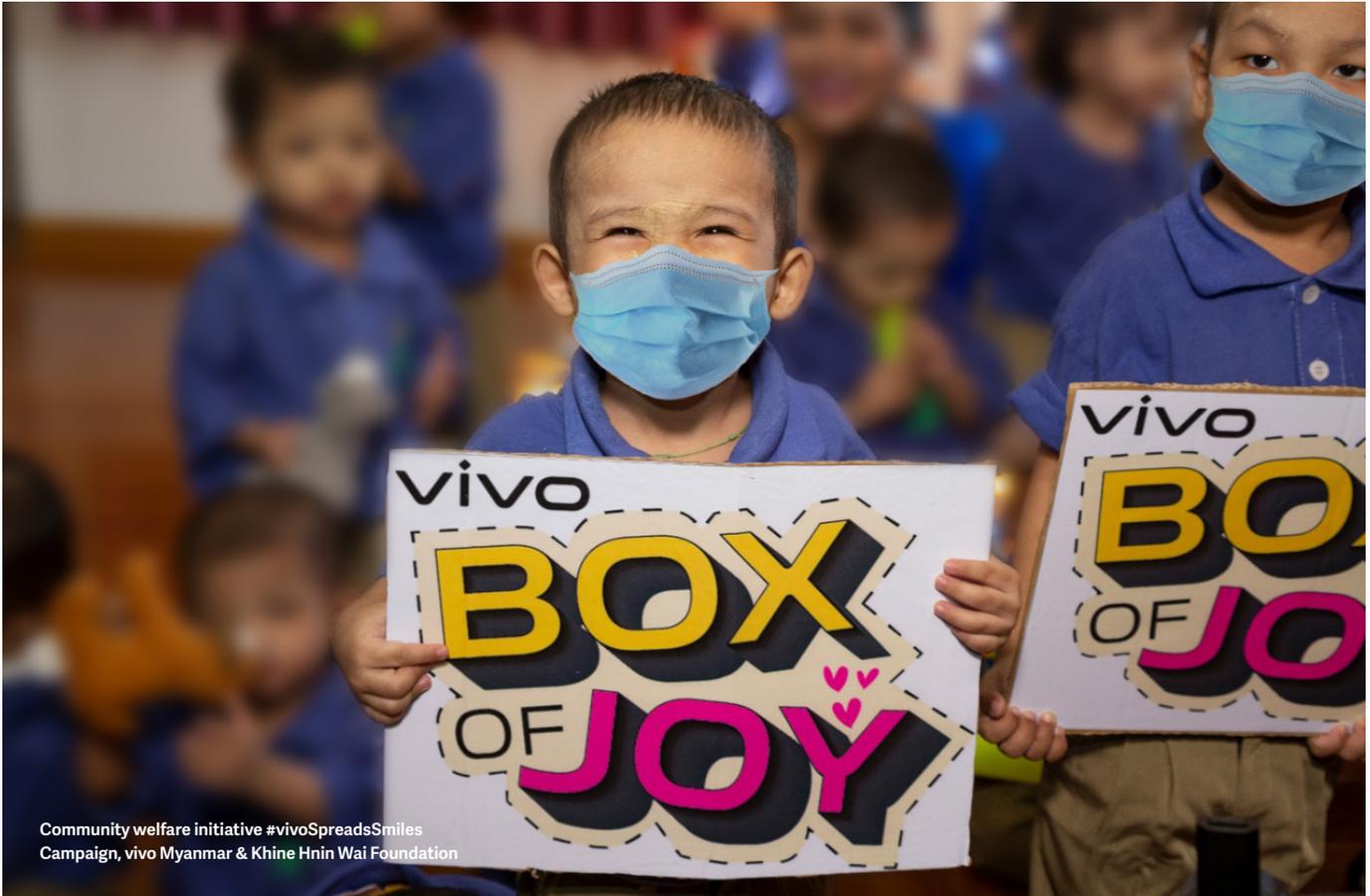
Community welfare initiative #vivoSpreadsSmiles
Campaign, vivo Myanmar & Khine Hnin Wai Foundation

While conducting business in many regions around the world, vivo actively participates in local public welfare and charity activities, and cooperates with local governments, enterprises, public welfare organizations and other partners to continuously explore more diversified and innovative ways to carry out international public welfare programs, helping resolve prominent local social issues. In 2021, vivo perseveringly contributed to the development of international public welfare undertakings by carrying out a series of activities such as assisting inclusive education, caring for the growth of children in multiple regions, assisting international anti-pandemic and disaster relief efforts, and focusing on vulnerable groups.

Assisting inclusive education

vivo launched the "vivo Education Scholarship" program in some Southeast Asian regions. In 2021, it provided a total of RMB67,840 in scholarships to support outstanding students from vulnerable groups in society to help them continue higher education.

In February 2021, vivo Nepal and Jyoti Life Insurance jointly launched the "Helping Hands" program to donate sports packages and school bags to local students. In March this year, vivo Sri Lanka donated intelligent educational tools for interactive learning to Olcott Maha Vidyalaya in Galle, and introduced high-quality educational resources through digital technologies, with the aim of promoting equal access to education.

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Caring for the development of children in more regions

vivo is concerned about the development of children in each region, and provides children in different regions with a good living environment and fair and high-quality educational resources by donating learning materials, daily necessities, relief funds and other means.

- Thailand July 2019
  vivo Thailand cooperated with SOS Kids Foundation to donate the purchase cost to SOS Kids Foundation in proportion.

- Sri Lanka and Nepal November 2021 and December 2021
  vivo Sri Lanka and Nepal donated stationeries, food, and other supplies to local children to alleviate the shortage of educational and living resources for local children.

- Myanmar January 2022
  vivo Myanmar cooperated with the Khine Hnin Wai Foundation to promote the community dedication initiative #vivoSpreadsSmiles, and donated MMK 10,000,000 to send "happy boxes" to children in many regions, including local orphanages.

Scene of an education support action by vivo Sri Lanka

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Anti-pandemic and disaster relief operations

In 2021, with the repeated outbreaks of COVID-19 and frequent natural disasters around the world, vivo was actively committed to international anti-pandemic and disaster relief operations. It donated various goods to local governments, hospitals and communities. Among them, vivo donated at least RMB230,000 worth of masks, 15,000 pieces of protective clothing, 5,450 love gift bags, and anti-pandemic funds of more than RMB10.16 million to Pakistan, Sri Lanka, Cambodia, Malaysia, and some other countries.

- Pakistan March 2020
  vivo Pakistan donated basic medical care supplies, including 100,000 masks, to the local government.

- Sri Lanka April 2020
  vivo Sri Lanka donated LKR1 million worth of medical surgical masks to the local health department.

- Cambodia March 2021-April 2021
  ○ vivo Cambodia set up 10 pandemic prevention service centers in Phnom Penh and distributed protective supplies, including 20,000 masks, to citizens for free.

  ○ vivo Cambodia donated living necessities, including 1,000kg of rice, 15,000 masks, and bottled water, to the government of Takhmau City, Kandal Province.

vivo Malaysia & Mercy donated 20,000 masks to Malaysia

vivo donated anti-pandemic goods to COVID-19 testing and vaccination sites of the Royal Cambodian Army

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More caring activities

vivo Malaysia won the honor of "Anti-pandemic Community
Support - Technology Brand of the Year"

vivo always remembers to actively take greater responsibilities for social support and care for more groups. From June to July 2021, vivo Malaysia and the local Pan-Disability Football Club jointly launched the vivo Care campaign. For every purchase of a vivo mobile phone by a consumer, an amount of MYR 35 will be donated to the organization to support the construction of a local stadium. In July 2021, vivo Malaysia launched the vivo Care campaign locally to donate child care supplies to 100 single-parent families in the refugee organization "Refugee for the Refugees".

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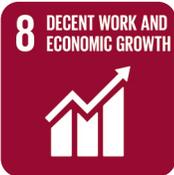
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Dear readers:

Thank you for reading this Report. This is our first sustainability report. 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 management or information disclosure, please feel free to email us by CSR@vivo.com.

Feedback Form for vivo Holdings Limited Sustainability Report 2021

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 think the content arrangement and style design of the Report are convenient for reading?				

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?