vivo | SUSTAINABILITY

Sustainability Report

—

2024

vivo | SUSTAINABILITY

Technology Lights Up a Bright Future

Technology Sharing | Green Symbiosis | Value Creation | Community Responsibility

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About the Report

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

The preparation of 2024 Sustainability Report remains the same as in 2023, with any changes noted separately.

Basis of Preparation

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

Scope of the Report

The organizational scope of this Report covers all entities of the Company that have control or significant influences over financial and operational policies and measures. The information and data in this Report cover the concepts, important progress, management practices, etc, of vivo Mobile Communication Co., Ltd and its subsidiaries[1] from January 1, 2024 to December 31, 2024. To enhance the integrity of this Report, partial relevant contents that have been traced back to the time prior to the reporting period are stated separately.

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

Data Sources

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

External Assurance

This report has completed SGS's independent assurance, in review the reliability of the sources and data handling of the relevant information disclosed in the Report (Page 102 for details).

Availability

This independent Report is released in August 2025 in Chinese and English versions. You can read and obtain the Chinese and English electronic versions of this Report at: https://www.vivo.com/en/activity/csr

Feedback

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

Email:CSR@vivo.com
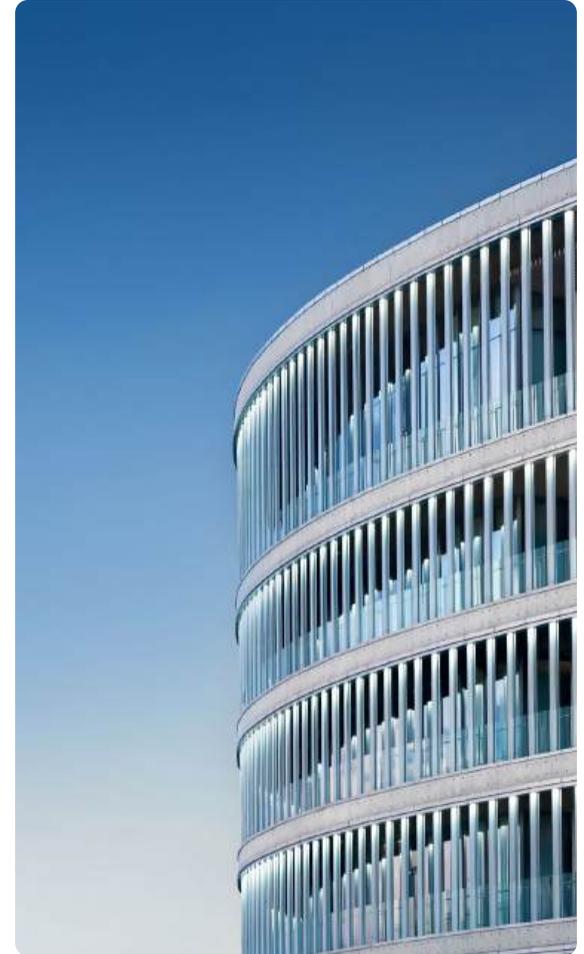
[1]Subsidiaries include vivo Mobile Communication Co., Ltd. (Shenzhen), Shenzhen iQOO Communication Software Co., Ltd., vivo Mobile Communication Co., Ltd. (Chongqing), vivo Mobile Communication Co., Ltd. (Hangzhou), vivo Software Technology Co., Ltd., Xi'an Vivo Software Technology Co., Ltd., iQOO Software Technology (Shanghai) Co., Ltd., Nanjing vivo Software Technology Co., Ltd., vivo Smart Technology Co., Ltd. , PT VIVO MOBILE INDONESIA, PT Telekomunikasi Pintar Indonesia, and PT Lucky Ecommerce Indonesia.

Responsibility Message

Shen Wei
the Founder, President, and CEO of vivo

Pursuing Personal Growth Through What We Love

This year marks the fourth edition of vivo's Sustainability Report and the 30th anniversary of our company's founding. Looking back on our journey, what brings me the greatest pride is not the growth in scale or sales. More important than market outcomes and data is our unwavering commitment to doing the right thing—moving forward with resilience, staying true to our passions, **and continuously striving to become a better version of ourselves.**

We firmly believe that we will reap what we sow. Sustainable organizational strength and solid business performance **stem from our unwavering corporate culture, relentless user-centric focus, the balanced execution of our "three closed loops," and the continuous enhancement of internal governance.** These four pillars reinforce one another, forming a dynamic cycle of growth and evolution that propels our ongoing advancement. As our path becomes clearer, our conviction grows stronger: **every meaningful growth originates from a deep and passionate commitment within.**

Becoming a better version of ourselves through passion is the essence of our cultural values, allowing our beliefs to light the way forward with every step we take.
Our commitment to doing the right thing guides us back to the fundamentals, urging us to always choose the right path and to execute it with precision. A mindset of calm and clarity helps us resist distractions and external pressures, keeping our strategic focus steady. The blend of these two values empowers us to stay true to our principles, respect the

laws of nature, and act with purpose and restraint. In an era marked by technological waves and volatile markets, our culture has become deeply ingrained in our strategic awareness and sense of direction. We remain undistracted by short-term fluctuations, firmly focused on the long-term. We continuously invest in building core capabilities, stay committed to our main business focus, and embrace new opportunities in the intelligent era. In doing so, we strive to create lasting value for our users and for society.

Becoming a better version of ourselves through passion means staying true to our user-centric commitment, working to satisfy each need with our original aspiration.
User-centricity is both the starting point and the ultimate goal of all our work. It is the core principle that has guided vivo's 30 years of practice and development. Anchored by this belief, we continuously explore the true meaning of technology—to see and understand the uniqueness of every individual—and strive to create meaningful innovations rooted in our vision of "Blue Technology" that bring beauty and value to their lives.
What's truly encouraging is that **we have made significant progress, both in our approach and in practice.** Guided by the principle of **"maximizing user value"**, we continually challenge ourselves with the "Four User-Centric Questions": Who are our users? What are their scenarios? What are their rational or emotional pain points and needs? And what defines a golden standard of experience? This relentless self-reflection has led to a flourishing of user-centric practices across the board. In vivo and iQOO's diverse product lines, we have delivered experiences that are **not just different, but always beat expectations.**
Our foldable phone series has broken free from the constraints of heaviness and thickness, while our Blue Ocean battery technology not only addresses endurance challenges but also reliably supports usage in cold environments such as skiing. The vivo X200 series has redefined concert experiences by making distant seats feel like VIP and brought cinematic quality to users' everyday lives through enhanced video features for movies and travel shoots. Meanwhile, iQOO delivers an ultimate gaming experience, offers seamless ecosystem connectivity for users juggling dual Apple devices, provides an "electronic guide dog" for visually impaired users, and introduces specialized portrait modes for weddings and beach scenes in overseas markets. These innovations prove that user-centricity is far more than a slogan on the wall, instead, it is a heartfelt commitment to care, understand, and deliver exceptional experiences. There is still a long journey ahead in practicing true user orientation. What was once a challenge will become part of our DNA, ultimately flowing in the veins of everyone at vivo.

Becoming a better version of ourselves through passion reflects the spiral ascent of our "three closed loops," each revolution marking a new round of growth.
The experience loop, business loop, and mindset loop represent the core insights gained from vivo's 30 years of practice—a balanced art of steady management. **The experience loop begins with user pain points and ends with exceptional experiences. The business loop ensures innovation is sustainable by transforming value into healthy growth.**

The mindset loop earns user trust and brand recognition, which in turn feeds back into both experience and business. Together, the "three closed loops" are not only a balancing act within a complex decision-making system but also an interconnected growth flywheel. Breakthroughs in each loop build momentum for the next phase, driving us upward in a spiral and creating a virtuous cycle that underpins long-term success.

Becoming a better version of ourselves through passion requires steady and profound internal governance that nurtures organizational vitality.
Risk management as our anchor: From 2023 to 2024, we established a risk management committee to continuously strengthen our risk governance framework. We revised management policies and employed heatmaps to quantify 57 risk factors, achieving the governance goal of making risks visible, controllable, and acceptable. **Compliance as our rudder:** In response to diverse regulatory requirements, we have continuously optimized our antitrust compliance framework. Through a "dual-drive" approach combining self-inspection patrols and simulated investigations, we proactively identify and mitigate potential risks. **Integrity as our foundation:** By obtaining ISO 37001 anti-bribery management system certification, we have ensured comprehensive value chain integrity. Anti-corruption clauses have been fully integrated into key supplier management, jointly fostering a clean and transparent ecosystem. **Win-win with our partners:** Responsible procurement and supplier codes of conduct have been steadily implemented, with a 100% compliance clause signing rate maintained for multiple consecutive years. We have enhanced CSR risk assessments, conducted targeted audits of over 100 suppliers, and facilitated the rectification of 98 identified issues. Additionally, we have actively participated in the development of more than 2,300 industry standards, contributing over 10,000 proposals. **Talent as our foundation:** We have deepened industry-academia-research collaborations by engaging more than 140 universities through various innovation competitions, establishing a virtuous cycle of "technical practice — talent incubation — corporate support back to the community."
Strengthening our internal capabilities is the foundation for building lasting and profound momentum. These deep-rooted foundations make every step of vivo's growth solid and every evolution more sustainable.
Everything changes, yet change is the only thing unchanged. Our practice continues to deepen the meaning of responsibility and equanimity, but the core of our culture stays unwavering. User needs evolve endlessly, yet our original commitment to user-centricity remains unchanged. "Blue Technology" keeps innovating, while the principles of the "three closed loops" endure. Internal governance is ever more refined, yet our quiet efforts to strengthen foundational roots never cease.

The future is the flower blossoming from today's efforts. At thirty years old, vivo is becoming a better version of itself through passion, returning to fundamentals, sowing seeds diligently, creating value for users, leading experiences with innovation, and building a steady foundation for long-lasting success.

About vivo   01

Company Profile

Historical Events

Products

Honors and Awards

About vivo

Company Profile

vivo at a Glance

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

vivo's Strength

vivo has fully absorbed and developed local talent resources and deployed an extensive R&D network covering Shenzhen, Dongguan, Nanjing, Beijing, Hangzhou, Shanghai, Xi'an, and other cities, focusing on the frontier fields of 5G/6G communications, artificial intelligence, industrial design, imaging technology and many other personal consumer electronics products and services. Thanks to vivo's intelligent manufacturing network (including brand licensing), today, vivo has an annual production capacity of nearly 200 million units, providing high-quality products and services to more than 500 million users in more than 60 countries and regions.

vivo's Mission and Vision

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

Historical Events

1995

Company was founded.

1998

Company's telephone sales ranked first in China.

2004

Company entered the mobile phone market.

2011

vivo brand debuted.

2019

vivo unveiled its sub-brand iQOO and its first 5G smartphone.

2018

vivo established the vivo AI Global Research Institute.

2016

vivo set up the Communications Research Institution to focus on 5G technology research and development.

2014

vivo officially started the global business.

2020

vivo launched its new mobile operating system, OriginOs.

2021

vivo released its first in-house chip V1.

2022

vivo released the Sustainable Report.

2023

vivo launched the Blue Technology brand.

2024

vivo won the First Prize of the National Science and Technology Progress Award.

Products

vivo

X Fold series

Professional folding
technology flagship

X series

Professional photography
technology flagship

V series

Pioneering
photography
flagship

Y series

Ultra-slim
body favored
by everyone

Smart terminal

Multiple smart terminals that enrich users'
digital experience

iQOO

Digital series

Future e-sports flagship

Neo series

New-generation
performance
flagship

Z series

Super
performance
pioneer

Smart terminals

Multiple smart terminals that
focus on e-sports

Honors and Awards

Company/Brand

National Science and Technology Progress Award – First Prize

CPC Central Committee, State Council of PRC

National High-tech Enterprise

Ministry of Science and Technology, Ministry of Finance, State Administration of Taxation of PRC

National Industrial Design Center & Enterprise Technology Center

Ministry of Industry and Information Technology of PRC

Most Valuable Chinese Brands Top 50

2024 Kantar BrandZ Top100 Most Valuable Chinese Brands

China's Innovative Brands in 2024

Kantar BrandZ

Chinese Globalized Brands Top20

2024 Kantar BrandZ Top50 Chinese Globalized Brands

Products

vivo X200 series won the People's Choice Craftsmanship Award – Craftsmanship Product by People's Daily

People's Daily's 21st People's Choice Craftsmanship Award

vivo X200 Pro was awarded Weibo Most Popular High-End Flagship Phone of the Year, High-End Flagship Mobile Phone of the Year and Photography Flagship Mobile Phone of the Year

Weibo Annual Mobile Phone Awards

vivo was awarded the Top 10 Earphone Brand in China for 2024

China Audio Industry Association (Earphone Branch)

vivo X200 Pro was awarded Bilibili 2024 BILIBILI Z100 Best Products

Bilibili.com

iQOO Z8 won the 2023 Red Dot Award

German Red Dot Award

vivo X200 Pro has won the 2024 Best Flagship Phone (overall best phone) and Best Camera Phone

Mrwhosetheboss

Corporate Social Responsibility

vivo's Accessible Technology –"Echo of Care Public Welfare Program" was recognized as an Outstanding Public Welfare Project in the 2024 Online Public Welfare Action Awards by the Cyberspace Administration of China

Cyberspace Administration of China

vivo's AI for All initiative was also selected for inclusion in the AI for Good: Innovate for Impact Final Report 2024 by the UN International Telecommunication Union (ITU)

International Telecommunication Union (ITU)

Sustainability Governance   02

Sustainability Strategy

Sustainability Governance

Sustainability Strategy

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

vivo joined the United Nations Global Compact (UNGC) in 2019 and

is committed to integrating its sustainable development strategy with the ten principles of the UNGC, supporting and fulfilling the global commitment to sustainable development with vivo's actions.

Aligning our own business activities with the United Nations' SDGs, we have set four major directions for sustainable development,

namely technology sharing, green symbiosis, value creation, and community responsibility. We hope to build a more inclusive digital bridge to practice green development, establish a mutual-trust and win-win value ecosystem, and in effect provide happiness and greatness to the world.

● **Technology Sharing**

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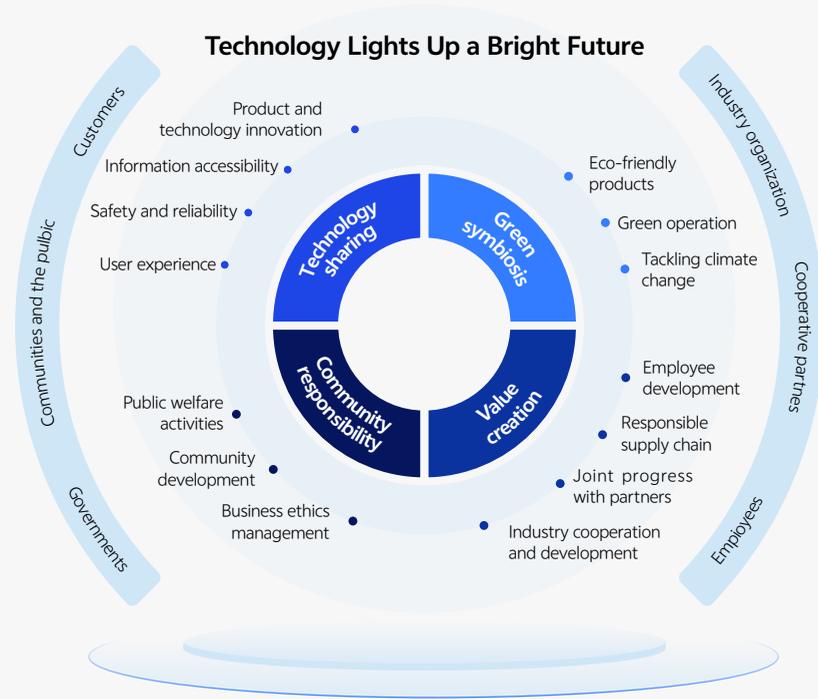
● **Green Symbiosis**

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

● **Value Creation**

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

● **Public welfare activities**

Actively practice public welfare actions, pay attention to community development, strengthen risk and business ethics management, contribute to social co-benefits, and promote a better and responsible future.

Technology Lights Up a Bright Future

Technology sharing
- Product and technology innovation
- Information accessibility
- Safety and reliability
- User experience

Green symbiosis
- Eco-friendly products
- Green operation
- Tackling climate change

Value creation
- Employee development
- Responsible supply chain
- Joint progress with partners
- Industry cooperation and development

Community responsibility
- Public welfare activities
- Community development
- Business ethics management

Customers · Industry organization · Cooperative partnes · Employees · Governments · Communities and the pulbic

Sustainability Governance

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

The CSR Committee is responsible for managing and supervising issues and ensures that the Company's CSR management meets the requirements and expectations of various stakeholders. The CSR Committee holds quarterly meetings to discuss and make decisions on key issues, and report to the Management Committee. The CSR Committee has set up a special team for key issues, consisting of experts in relevant fields regarding each issue. The team is responsible for the effective implementation and improvement of management initiatives to further promote sustainable development.

Management Committee — The highest decision organization

CSR Committee
Responsible for managing and supervising key issues — Consisting of a director served by the Company's senior vice president and members including senior managers in various fields

Special team
Responsible for effective implementation and improvement of management initiatives — Consisting of experts in relevant fields

vivo's Sustainable Development Organizational Structure

Stakeholder Communication

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

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

Issue Materiality Analysis[2]

According to the guidelines of the GRI Standards and ISO 26000 *Guidance on Social Responsibility* pertaining to methods for identifying and analyzing material issues, we identified 22 sustainable development concerns most closely related to corporate operations in the four dimensions of environmental responsibility, social responsibility, product responsibility and corporate governance, and we invited a wide range of stakeholders of vivo to participate in a

questionnaire survey on sustainability issues. Through comprehensive quantitative evaluation and prioritization, we developed the issue materiality matrix based on two dimensions of "importance to the sustainable development of the Company" and "importance to the stakeholders".

Step 1
Issue Identification

We identified 22 issues in 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.
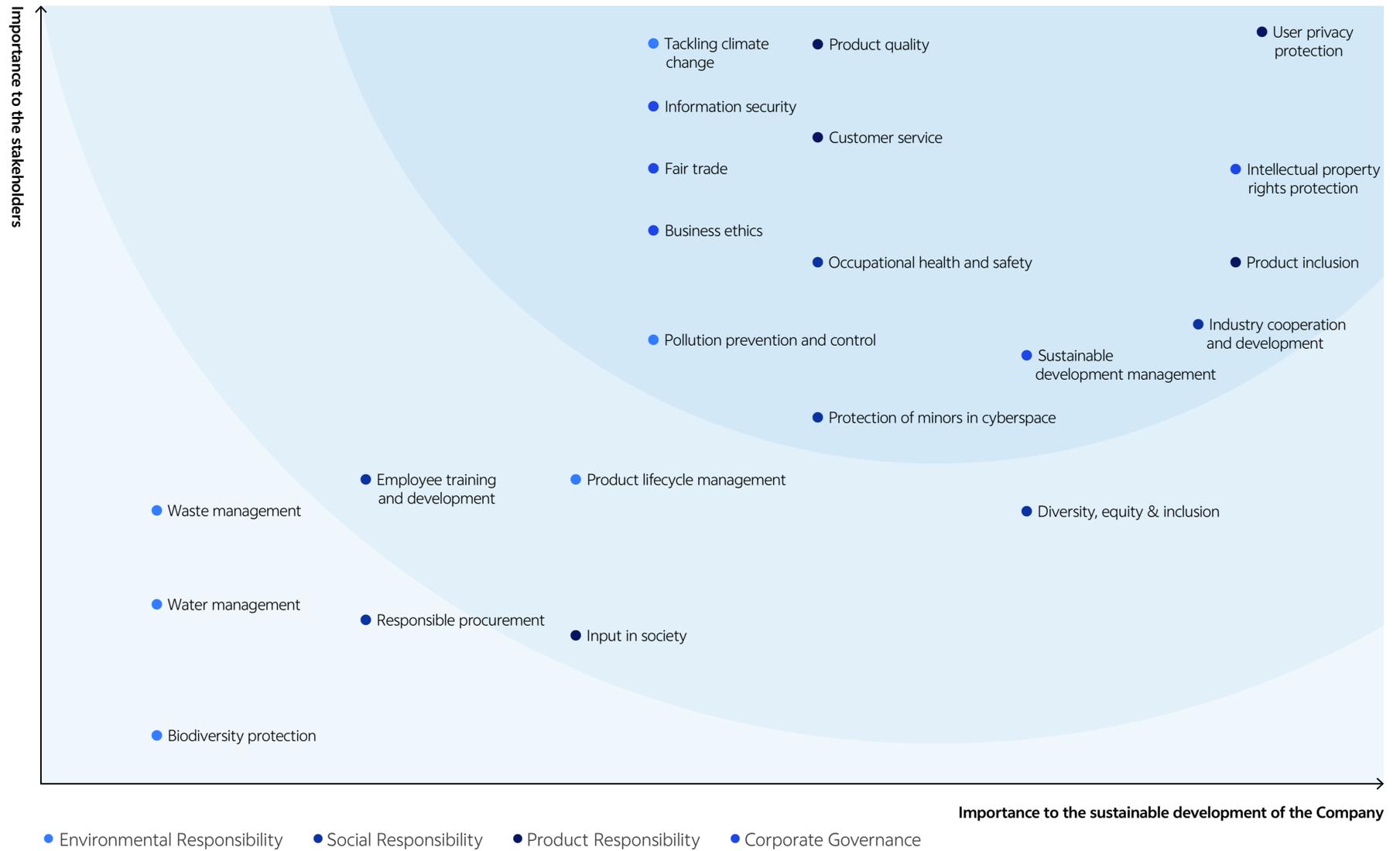
Step 2
Stakeholder Questionnaire Survey

We distributed questionnaires to internal and external stakeholders such as employees, users, partners, suppliers, government and regulatory authorities, ICT-related industry associations, nonprofit organizations, and the public for assessment of the importance of vivo's sustainability issues, and a total of 434 valid questionnaires were collected. Among them, those regarding the importance to the sustainable development of vivo were filled out by vivo management members on behalf of the Company, and as for stakeholder part, we listened to the voices from vivo employees, users, partners, suppliers, shareholders, government and regulatory authorities, ICT-related industry associations, non-profit organizations, and the public (media, communities, the public, etc.).

Step 3
Materiality Analysis

We processed and analysed questionnaire data and assessed the issues according to the two dimensions of "importance to the sustainable development of the Company" and " importance to the stakeholders" and concluded a material issue matrix. According to analysis, the Company's material issues on sustainability mainly include: user privacy protection, product inclusion, product quality, intellectual property rights protection, tackling climate change, and Industry cooperation and development.

[2]This section presents the process and results of the material issue analysis conducted by vivo in 2023.

Importance to the stakeholders

- Tackling climate change
- Product quality
- User privacy protection
- Information security
- Customer service
- Fair trade
- Intellectual property rights protection
- Business ethics
- Occupational health and safety
- Product inclusion
- Pollution prevention and control
- Industry cooperation and development
- Sustainable development management
- Protection of minors in cyberspace
- Employee training and development
- Product lifecycle management
- Waste management
- Diversity, equity & inclusion
- Water management
- Responsible procurement
- Input in society
- Biodiversity protection

Importance to the sustainable development of the Company

- Environmental Responsibility
- Social Responsibility
- Product Responsibility
- Corporate Governance

vivo's issue materiality matrix

Technology Sharing   03

Unleashing the Power of Innovation

Promoting Digital Inclusion

Product Safety and Reliability

Whole-Hearted Customer Service

Accumulative number of patent applications worldwide: over

56,000

Accumulative number of patents granted worldwide: over

21,000

The cumulative number of users[3] using barrier-free products: over

4 million

Number of countries and regions covered by overseas service centers: over

60

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

[3]refers to all users who have used barrier-free products.

Unleashing the Power of Innovation

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

Leading the New Era of Intelligence with Upgraded "Blue Technology"

In 2023, vivo launched its technology brand "Blue Technology." Building on that foundation, the Company in 2024 pursued user-driven, systematic, and sustained innovation, pushing the boundaries of technology. vivo fully upgraded its in-house BlueLM matrix and unveiled a new AI strategy —"Blue AI". Meanwhile, it rolled out major updates to OriginOS 5 and BlueOS 2, working closely with users and developers to foster a collaborative and trusted ecosystem, share the benefits of innovation, and co-create a better future through technology.

New BlueLM Matrix

vivo has made comprehensive progress in AI technology by upgrading its in-house BlueLM matrix, significantly enhancing the capabilities of both cloud-based large language models and device-side AI. The Company introduced its in-house BlueLM speech model with natural language understanding and human-like voice synthesis, a BlueLM image model with enhanced generation aligned with Chinese cultural aesthetics, and a BlueLM multimodal model with upgraded visual perception and understanding capabilities.

- **Language large model (LLM):** vivo's 100-billion-parameter BlueLM cloud model has seen a 30% improvement in overall capabilities compared to the previous year. Key upgrades include enhanced intent recognition, task planning, and execution. The model continues to lead Chinese companies on the rankings of SuperCLUE[4]and C-Eval[5].
- **Device-side large model:** The newly developed 3-billion-parameter BlueLM device-side model delivers a 300% performance boost, with power consumption in balanced mode reduced by 46%. It achieves an ultra-fast output speed of up to 80 characters per second while maintaining system power consumption at just 450mA. The model has passed the comprehensive capability certification of device-side models by the China Telecommunication Technology Labs (CTTL) and the security certification from the AIIA, ensuring an intelligent experience that is both efficient and secure.

New AI Strategy — Blue AI

Blue AI is vivo's next-generation personal intelligent system, built on the deep integration of LLM with smartphone operating systems. Leveraging the BlueLM as its technical core, this system redefines user experiences across interaction, service, and connectivity. By precisely understanding user contexts and preferences, it delivers personalized services while safeguarding privacy, and offers a more intuitive, natural, and emotionally intelligent interface through deep system integration.

- **User-device interaction:** The multimodal large model accurately interprets user intentions through inputs such as screen pressure, text or image selection, and drag-and-drop gestures, enabling timely feedback and intelligent services. Meanwhile, powered by a text-based large model and enhanced by multi-task speech learning and modality alignment technologies, Blue Heart Little V enables natural human-device conversations, real-time language translation, voice simulation, and emotion recognition within dialogues, making interactions more intuitive and fluid.
- **User-digital world service experience:** Building on the BlueLM, vivo smartphone's core functions have been comprehensively upgraded. At the same time, a framework and platform have been developed to connect third-party developers, alongside a personal intelligent system architecture. This enables simple and efficient service access as well as proactive service capabilities, transforming the phone into a smart and caring personal assistant.
- **User-physical world connection:** Leveraging the multimodal large model, the smartphone becomes the eyes for visually impaired users, helping them explore broader spaces independently and safely. Through AI technology, communication barriers are removed, empowering people with disabilities to pursue their dreams, discover the beauty of the world, and enjoy smooth and warm communication experiences.

[4]SuperCLUE is a comprehensive benchmark designed to evaluate the general capabilities of Chinese large language models.
[5]C-Eval is a comprehensive evaluation suite for Chinese foundational language models.

OriginOS 5

As the primary interface between users and their smartphones, the operating system plays a crucial role in shaping user experience. In 2024, vivo continued to embrace its design philosophy of being "natural, comfortable, and intuitive." With the aim of integrating its technological advancements in AI, battery life, and communications with deep insights into core smartphone experiences, design, and human-centric considerations, vivo launched the next-generation OS — OriginOS 5. OriginOS 5 delivers comprehensive upgrades in key features such as "Origin island," "AI Adviser," "AI Note-taking," and "Blue Heart Little V," creating a more convenient and diverse user experience. Additionally, the system undergoes iterative improvements across smoothness, system kernel, memory management, display, network connectivity, and battery performance, so as to address user pain points and continuously enhance overall usability.

BlueOS 2

BlueOS 2 is the industry's first full-stack operating system entirely developed in Rust. It features the BlueOS core, a real-time operating system kernel also written in Rust, delivering security, versatility, and high performance. The OS supports compatibility across various embedded platforms and offers comprehensive capabilities including system scheduling, memory management, file systems, networking, and device management.

- **A smarter system architecture:** Leveraging vivo's in-house BlueLM and the VCAP[6] for AI inference acceleration, BlueOS 2 introduces a new service engine consisting of data services, intent perception, and decision-making modules. This empowers precise recognition of user scenarios and needs, allowing automatic task planning and execution to realize innate intelligence.
- **A more intelligent service ecosystem:** Built on BlueLM, Blue OS 2 introduces Blue Heart Little V as its dedicated assistant and integrates an intelligent agent platform to deliver professional-grade services, embedding robust AI capabilities of Blue AI at its core. Additionally, Blue OS 2 supports the "hapjs" fast application standard incubated by the Open Atom Foundation, enriching the intelligent service ecosystem for users.
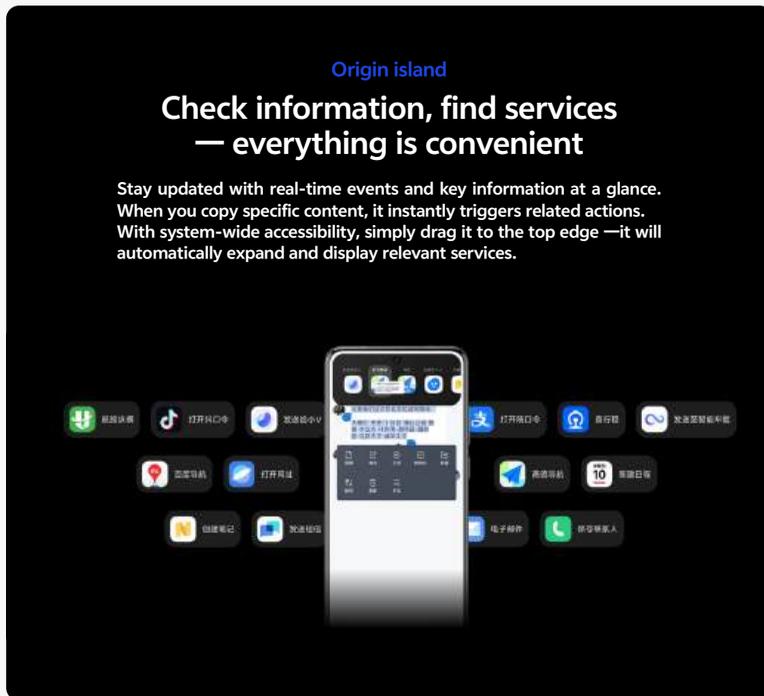
Iterative update of "Blue Heart Little V"

As the foundation for AI-driven system experience reconstruction, Blue Heart Little V on OriginOS 5 has been merged with Jovi Voice to deliver a more natural voice interaction for users. Additionally, new interactive features such as the long press bottom screen to invoke "Little V Search" have been introduced. Leveraging multimodal BlueLM large model technology, vivo has launched the new Little V Circle to Search function. Built upon traditional text search, this feature combines image recognition with circle & selection interaction, allowing users to simply circle a target to perform precise searches, significantly enhancing search efficiency and convenience.

[6]vivo Computation Acceleration Platform (VCAP) is vivo's in-house AI computation acceleration platform designed for mobile devices.

New upgrade of "Origin island"

In OriginOS 5, the "Origin island" feature has been comprehensively upgraded. Built on the existing notification capabilities, it now integrates the powerful intent recognition of Blue Heart Little V, enabling intelligent analysis of user needs and proactive delivery of follow-up services. With innovative interaction design, users can effortlessly copy content with a simple press or manage multiple tasks easily through drag-and-drop actions, making the overall experience more efficient and convenient.

Origin island

Check information, find services — everything is convenient

Stay updated with real-time events and key information at a glance. When you copy specific content, it instantly triggers related actions. With system-wide accessibility, simply drag it to the top edge —it will automatically expand and display relevant services.

vivo Origin island

vivo Jovi inCar

vivo intelligent in-car system deeply integrates the BlueLM large model technology to achieve smart connectivity between smartphones and vehicle systems. From unlocking the car via the phone to seamless transfer of phone services to the car interface, it delivers a smooth and intelligent travel experience for users. During the reporting period, vivo intelligent in-car system has been applied in an industry-leading scale, connecting with over 170 car brands and covering more than 8,500 vehicle models.

- **Smooth experience:** Based on OriginOS, unfair task scheduling on the intelligent in-car system has been further optimized in connection speed, app launch, animation smoothness, and latency, achieving seamless connection within 3 seconds, 60 fps smooth animations, and ultra-low latency of 90 ms, which has significantly enhanced user experience.
- **Intelligent services:** Leveraging the multimodal BlueLM matrix, and combined with system tools and intelligent agents, vivo provides features such as "AI Adviser," "AI Note-taking," "Blue Heart Little V," and "Origin island," creating an AI-powered smart travel experience.

vivo Jovi inCar

Innovation Drives Development

vivo upholds the corporate spirit of "daring to pursue excellence and continuously creating surprises," embedding innovation as a core driver of its sustainable development. We have built a comprehensive innovation incentive mechanism to continuously inspire R&D vitality among employees. At the same time, we have established a robust intellectual property protection system to safeguard our innovation achievements, forming a complete value realization loop from idea incubation to outcome delivery.

Intellectual Property Protection

vivo regards intellectual property (IP) protection as a cornerstone of innovation-driven development and prioritizes safeguarding its proprietary rights. The Company has established a robust IP management framework, guided by internal policies such as the *Intellectual Property Management Manual, Copyright Management Guidelines*, and *Intellectual Property Information Resource Management Procedures*, all of which are strictly enforced across the entire R&D workforce, ensuring that every innovation is respected and protected. To support this effort, vivo has set up dedicated teams including a Patent Center to oversee day-to-day IP management activities. The Company conducts ongoing monitoring to prevent and address market infringement, effectively safeguarding consumers' legitimate rights and interests.

- **Incentive/reward mechanism:** vivo has implemented an *Intellectual Property Reward System* that integrates patent achievements into employees' performance evaluations and ties patent output to career advancement for R&D personnel. This fosters synergy between technological innovation and IP protection.

- **Training and support:** The Company organizes multiple IP-related training sessions for employees and offers targeted patent skill development programs for R&D staff, strengthening their expertise and awareness in IP creation, utilization, and protection.

vivo actively advances its global intellectual property strategy and consistently increases R&D investment to build an industry-leading patent portfolio and strengthen its intellectual property assets. As of the end of 2024, vivo has applied for over 56,000 patents globally and has been granted over 21,000 patents.

Accumulative number of patent applications worldwide:		Accumulative number of patents granted worldwide:	
2023	over 50,700	2023	over 17,500
2024	over 56,000	2024	over 21,000

Innovative incentives for the transformation of achievements

vivo has established the Annual Innovation Contribution Award, designed to foster a culture of innovation across the organization. Through a systematic evaluation mechanism, the award recognizes outstanding innovation practices across multiple dimensions, including products, technologies, methodologies, tools, and management. Dedicated trophies are awarded, and diverse promotional efforts are undertaken to inspire organizational creativity and cultivate a strong atmosphere of Company-wide innovation. The award includes categories such as the Product Award, Innovation Award, and Reputation Award. As of 2024, the Innovation Contribution Award has been held for over 18 consecutive years.

Meanwhile, we place great emphasis on consolidating innovation outcomes and translating them into tangible value. We actively promote the in-depth extraction of practical experience from Company-level award-winning projects and facilitate their dissemination and application across the organization, comprehensively enhancing the Company's overall innovation capability.
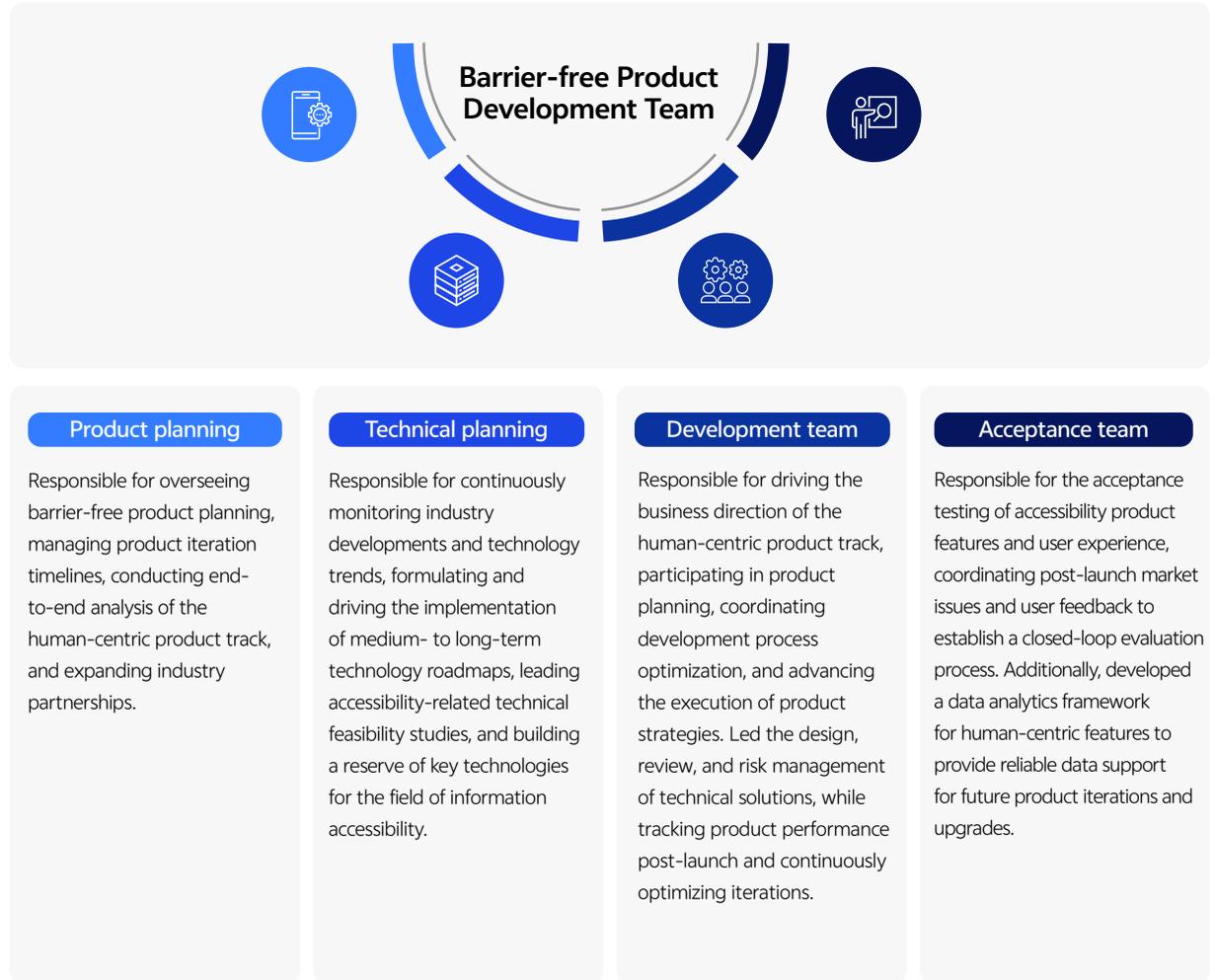
Promoting Digital Inclusion

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

In 2018, vivo established the vivo AI Global Research Institute, and by the end of 2024, it had built a dedicated team of over 1,000 AI specialists. The Company believes that AI innovation not only enhances product experience, but also extends human capabilities such as vision, hearing, and language, bringing meaningful change to diverse user groups. To that end, vivo has continued to invest in AI research and development, leveraging deep insights into user needs across various life and work scenarios to strengthen technological capabilities and design, develop, and iterate on products and features. This enables users to perceive the world in more diverse ways, overcome communication barriers, and embrace the digital world with ease and joy.

vivo adheres to the principle of "reshaping product logic through real user experience, challenging industry barriers through an open ecosystem, and advancing technology for good with long-term commitment." Through inclusive technology, co-creation with users, and ecosystem openness, vivo has embedded accessibility into its corporate DNA. We actively fulfill its mission of creating products infused with human warmth and technological care. The Company has established a dedicated barrier-free product development team, clearly defining roles and responsibilities across departments to close the digital divide and empower users with disabilities to explore the world, thereby contributing to a more inclusive and compassionate society.

Barrier-free Product Development Team

Product planning

Responsible for overseeing barrier-free product planning, managing product iteration timelines, conducting end-to-end analysis of the human-centric product track, and expanding industry partnerships.

Technical planning

Responsible for continuously monitoring industry developments and technology trends, formulating and driving the implementation of medium- to long-term technology roadmaps, leading accessibility-related technical feasibility studies, and building a reserve of key technologies for the field of information accessibility.

Development team

Responsible for driving the business direction of the human-centric product track, participating in product planning, coordinating development process optimization, and advancing the execution of product strategies. Led the design, review, and risk management of technical solutions, while tracking product performance post-launch and continuously optimizing iterations.

Acceptance team

Responsible for the acceptance testing of accessibility product features and user experience, coordinating post-launch market issues and user feedback to establish a closed-loop evaluation process. Additionally, developed a data analytics framework for human-centric features to provide reliable data support for future product iterations and upgrades.

Structure of the barrier-free product development team

Building Barrier-Free Development System

vivo remains committed to advancing accessibility technologies by systematically aligning product development with real user needs. Through scenario-based insights, ecosystem co-creation, and continuous iteration, we strive to expand the accessibility and inclusivity of our products, enabling more individuals to integrate into the digital world safely and equitably. Since the establishment of the vivo AI Global Research Institute in 2018, we have upheld a long-term investment philosophy without the pursuit of commercial returns. Throughout our multi-year accessibility design journey, we have treated accessibility not as a competitive differentiator but as a fundamental corporate responsibility. By implementing standardized architecture, optimizing for universal usability, and fostering an open, collaborative ecosystem, we are committed to guiding technological development toward sustainable public value. As technologies evolve and user feedback loops deepen, we are continuing to broaden our accessibility coverage, building a more inclusive and equitable digital environment for all.

Identifying Real Needs

At the early stages of product development, our R&D teams actively participate in immersive experiences, such as simulated darkness exhibits and guided runs with visually impaired groups, to gain firsthand understanding of the barriers faced in information access and navigation. These real-world interactions help uncover potential needs that traditional testing scenarios may overlook. We have also built a co-creation mechanism centered on a core group of seed users. This includes visually impaired content creators and hearing-impaired engineers who participate in the full development lifecycle from feature planning to testing and feedback. By focusing on issues that arise in real-life usage scenarios, we continuously refine each function in terms of practicality, accuracy, and user understanding.

Enhancing in-flight accessibility — vivo launches "vivo Listening & Speaking" offline mode

During a flight, a hearing-impaired engineer from the R&D team personally experienced the communication challenges of an offline environment. Once the plane reached cruising altitude and the network disconnected, voice recognition software could no longer function. The engineer was left to communicate with flight attendants and nearby passengers using only sign language or written text—methods that proved inefficient and cumbersome.

This experience prompted the R&D team to launch a dedicated initiative. By deeply analyzing user pain points and addressing the practical needs of the hearing-impaired community, the team developed the "vivo Listening & Speaking" offline mode. Optimized for use in network-limited environments such as airplanes and subways, the feature significantly improves voice recognition accuracy without an internet connection, effectively breaking communication barriers for users with hearing impairments in offline scenarios.

offline mode for the "vivo Listening & Speaking"

"vivo Sight" — multimodal accessibility innovation inspired by visually impaired users

Through in-depth engagement with visually impaired users, our teams discovered that their needs extended far beyond basic object recognition. Many required deeper understanding of contextual information, for example, identifying building names, checking food expiration dates, or reading with their children. In response, we launched "vivo Sight"—the industry's first multimodal accessibility solution that integrates multimodal interaction technologies such as images, text, and voice. This feature enables visually impaired users to access and comprehend their environments more naturally and meaningfully.

We also noticed operational challenges that often go unnoticed in conventional design, such as difficulties in uploading identity documents due to orientation issues or aligning the camera frame correctly when taking photos. To address these pain points, the R&D team developed an intelligent photo assistance function within the "vivo Sight". Using smart image recognition and real-time voice prompts, it empowers visually impaired users to complete complex tasks independently, sparing them from making repeated attempts or seeking other's assistance.

Building System Capabilities

Grounded in deep user demand analysis, vivo undertook a fundamental restructuring of accessibility capabilities at the system level. Over a two-year period, we completed the labeling and accessibility optimization of more than 100 in-house applications. This ensures that even in complex software environments, users experience clear operations and accessible information, meeting essential usability standards for all.

Expanding Design Boundaries

Beyond functional completeness, vivo is committed to addressing the emotional needs of special groups. For instance, we've applied vibration feedback technology to detect critical sound cues, such as a baby's cry or a child calling for a parent, enabling timely responses from caregivers. We have also enhanced our assistive reading tools with customizable voice tones, allowing users to personalize their experience and engage in emotionally resonant, human-centric interactions that go beyond basic accessibility.

Technological Inclusiveness and Sharing

Currently, barrier-free developers face multiple challenges, including high R&D costs, fragmented adaptation across platforms, long cycles for returns, and limited resources. These barriers make it difficult for small and medium-sized developers to sustain innovation. To address these issues, vivo has leveraged its continuously evolving AI capabilities to provide third-party screen reader software developers with free access to AI APIs such as image recognition and speech conversion. This initiative lowers the development threshold and broadens the reach of accessibility technologies. In addition, vivo is working closely with upstream and downstream partners across the industry value chain to lead the development of unified accessibility standards, as part of the efforts to resolve long-standing fragmentation issues within the Android ecosystem and establish a cohesive, stable environment for collaborative development.

vivo drives accessibility industry development through open collaboration

vivo is advancing the accessibility ecosystem by opening its AI capability matrix to third-party accessibility software developers, offering core technical support to applications such as Tatans Screen Reader and Protection & Ease. This collaboration is underpinned by continuous data feedback and model optimization, creating a virtuous cycle of technological iteration and fostering the sustainable development of the accessibility industry.

Tatans Screen Reader

Tatans Screen Reader is an Android-based screen reading software designed for individuals with visual impairments or reading difficulties. It enables barrier-free device usage through real-time voice feedback and gesture controls. Before partnering with vivo, Tatans faced challenges such as unstable servers and sluggish response speeds due to limited AI resources, negatively impacting the user experience.

Through technical collaboration with vivo, Tatans integrated key AI features such as image description, voice input, and translation, resulting in significant performance improvements:

Function overview of Tatans Screen Reader

Image interaction

Image description response time was stabilized and optimized to approximately 1–2 seconds, with daily usage volume doubling.

Text recognition

The software now accurately identifies not only on-screen text but also text positioning, resolving key usability pain points such as locating buttons on payment screens, empowering users with greater control.

Translation function

By leveraging vivo's translation API, Tatans enables real-time translation of overseas websites, significantly enhancing the digital experience for the visually impaired.

Protection & Ease

Protection & Ease is a voice-based assistive tool tailored for blind and visually impaired users. It integrates voice feedback, gesture control, and auxiliary tools to enable barrier-free use of computers and mobile devices. Previously, Protection & Ease struggled with limitations in image recognition and OCR capabilities, resulting in poor performance in identifying window controls and parsing PDF documents—often creating obstacles for users.

After connecting with the vivo Open Platform, Protection & Ease gained access to advanced AI models and technologies including icon/button recognition, OCR text recognition, and voice input. These enhancements significantly improved the software's capabilities and the operation experience for visually impaired users:

Protection & Ease –
Voice Input Feature

Interface interaction

Newly added features now recognize icons, window controls, and actionable elements such as checkboxes and radio buttons, helping users quickly locate interaction targets. Current icon/button recognition accuracy has reached 80% and continues to improve.

Document handling

The software now supports PDF text recognition and text-to-speech playback. With a PDF text recognition accuracy of 98%, visually impaired users can efficiently access document content, enabling smooth and accessible reading experiences.

Voice interaction

Voice input functionality provides an alternative to traditional keyboard entry, offering a more efficient and convenient method for users to input information.

98%

Protection & Ease's accuracy in PDF text recognition

80%

Protection & Ease's accuracy in icon/button recognition

Seeing Beauty with AI

We believe that no detail is too small when it comes to seeing beauty. We continue to uncover real user needs to create more human-centered and emotionally resonant product experiences. By the end of 2024, we had launched two visual assistance solutions "vivo Sight" and "vivo Score Reading", and upgraded the "TalkBack" screen reading feature. Through the power of AI, we are enhancing accessibility experiences and helping more users clearly perceive and connect with the world around them.

vivo Sight

"vivo Sight" is the first AI-powered visual compensation assistant in the industry developed by vivo. It aims to help visually impaired users and others with specific needs better perceive their surroundings. Dubbed a "real-time electronic guide dog," the product integrates features such as real-time environment description, multi-turn dialogue, object recognition, and intelligent photo assistance.

- **Real-time AI environment Q&A:** Leveraging the upgraded BlueLM large language model in 2024, "vivo Sight" introduces a real-time AI environment Q&A function. Users can obtain environmental information instantly without the need to send voice commands or take photos. Common scenarios include identifying remote controls, checking makeup, outfit coordination, homework help, and travel or photography assistance, greatly enhancing situational awareness.

- **Real-time environment description:** The system provides fluid narration of dynamic scenes using concise, vivid language. It clearly communicates key environmental elements, human movements, and spatial relationships to help users build a complete understanding of their surroundings.

- **Object locator:** "vivo Sight" can detect and locate over a hundred common items such as doors, windows, and cups. Once the target object is identified, the system immediately notifies the user, offering precise and timely responses.

- **Photography assistance:** Designed to help with document and portrait photography, the tool gives real-time audio guidance on object positioning and prompts users to adjust the phone for optimal framing. When the subject is centered, it alerts the user automatically, ensuring clear, complete images and helping visually impaired individuals easily capture important moments.

Real-time AI environment Q&A

Common object locator

"vivo Sight"—vivo Tour, empowers China's first national accessible environment exhibition hall

In 2024, as a strategic partner of the China Disabled Persons' Federation (CDPF), vivo launched the industry's first guided navigation software for visually impaired users at the National Accessible Environment Exhibition Hall, which opened to the public on August 28. Tailored specifically for the exhibition, the software integrates vivo BlueLM large language model and its AI-powered visual assistance feature, "vivo Sight". By leveraging vivo smartphones and visual assistance feature of "vivo Sight", the software not only provides real-time voice-guided tours for visually impaired visitors, but also enables on-demand AI-powered environment Q&A, offering precise and intelligent responses about the surroundings. This initiative creates an intelligent and convenient national-level accessible tour experience for visually impaired users, and marks vivo as the first technology Company in China to deliver guided tours for the visually impaired through mobile devices.

Visually impaired partners experience the vivo Tour feature on-site

vivo Score Reading

"vivo Score Reading" is the industry's first free mobile AI-powered music score recognition and reading app designed specifically for visually impaired users. Developed by vivo, the app leverages industry-leading AI music score recognition technology to help visually impaired piano learners with basic music theory skills efficiently discover, access, and practice musical pieces, empowering them to enjoy independent music learning.

Score library

The app comes preloaded with hundreds of music score available for free and supports seamless local import of additional scores. It also features an "audio-to-score" function powered by vivo in-house AI technology, significantly enhancing score recognition accuracy.

Score reading

Users can customize the reading mode—navigating by measure, beat, or individual notes—with support for loop playback. To improve readability, the app offers separate reading for left- and right-hand parts, and precisely conveys critical musical elements such as key signatures, time signatures, tempo, articulation symbols, and ornaments, ensuring comprehensive and accurate interpretation of each score.

TalkBack

The TalkBack screen reading feature is a vision assistance feature that converts on-screen content into real-time audio, enabling users to operate the device without relying on visual input. Powered by cutting-edge speech synthesis technology, the latest version of TalkBack significantly improves responsiveness, with single-swipe and continuous-swipe response times shortened by 13ms and 110ms, respectively. A gesture interruption function allows users to break ongoing speech with a new swipe, and the maximum playback speed has been doubled from 2x to 4x, boosting both voice fluency and interaction efficiency. TalkBack supports comprehensive screen image descriptions, including content narration for photos, OCR-based text extraction, and intelligent photo assistance. During photography, the system provides real-time vocal cues for portrait positioning, enabling visually impaired users to take clear, well-framed photos with ease.

Audio guidance

In scenarios such as fingerprint enrollment, TalkBack offers directional audio guidance to help users complete actions more smoothly, enhancing login and app navigation experiences.

Image description

While users take or browse photos, the feature delivers detailed verbal descriptions of images, helping users better perceive and understand visual information.

Technology for the Hearing-Impaired

In 2024, vivo continued to drive innovation in its line of assistive products for the hearing-impaired, upgrading the technologies behind its four core offerings, including "Sound Recognition", "Barrier-free Call", "vivo Listening & Speaking", and "Sign Language Interpreter". Through these features, vivo aims to deliver more convenient, intelligent, and seamless auditory assistance solutions, empowering users with hearing impairments through technological advancement.

"Sound Recognition"

The "Sound Recognition" feature helps users with hearing impairments identify important but easily overlooked sounds in everyday life. By leveraging intelligent device technology, it alerts users through vibrations and text pop-up notifications, enabling them to be more vigilant of their surroundings. In 2024, building on existing recognition capabilities for sounds such as a baby's cry, car horns, and smoke alarms, we added support for detecting a child calling for a parent, knocking sounds, doorbells, and fire alarms, further expanding coverage across real-life scenarios and enhancing safety and convenience for hearing-impaired users.

"Sound Recognition" – Fire alarm detection feature

"Barrier-free Call"

The "Barrier-free Call" provides real-time voice-to-text and text-to-voice translation for hearing-impaired users across various digital communication scenarios such as video calls, phone calls, and messaging apps like WeChat, enabling smooth, barrier-free conversations. In 2024, the feature received several upgrades:

AI dialect recognition

Leveraging large-scale speech models, the function now supports real-time dialect recognition during calls, converting them into Mandarin text. It also offers optional playback in the original dialect voice.

More natural intonation

With ultra-humanlike voice technology, the system delivers warmer and more natural speech tones, enhancing the communication experience.

AI-customized voice and calling features

Users can create personalized voice profiles for use during calls, making conversations feel more authentic, warm, and seamless.

"Barrier-free Call" dialect recognition feature

"vivo Listening & Speaking"

In face-to-face conversations, "vivo Listening & Speaking" supports real-time voice-to-text transcription, text-to-speech playback, and text magnification, with the option to switch to a compact floating window for more accessible and convenient communication. In 2024, the feature was upgraded with a new "Speak Freely in Dialects" function, enabling the recognition and transcription of six dialects, including Cantonese, Sichuanese, and Jinan dialect, allowing users to interact with their phones in their native tongue. Additionally, we introduced an offline mode in "vivo Listening & Speaking" feature to ensure uninterrupted use in no-network scenarios such as on planes, in subways, or in remote areas, as well as when the device is temporarily disconnected, providing convenient, stable and smooth communication support for users with hearing impairments.

識別語种

○ 普通话

◉ 方言自由说 ⌃

支持识别粤语、四川话、济南话、河南话、武汉话、苗语（部分地区）。

"vivo Listening & Speaking" Speak Freely in Dialects function

"Sign Language Interpreter"

"Sign Language Interpreter" is vivo's first tool that integrates both sign language recognition and synthesis. Designed for face-to-face communication scenarios, the tool enables real-time translation between sign language, text, and speech, bridging the gap between users who rely on sign language and those who do not. The tool supports recognition of 1,200 commonly used sign language terms with an accuracy rate exceeding 80%, effectively assisting hearing-impaired individuals in conducting basic conversations. The sign language synthesis technology can translate over 8,000 words from the national sign language dictionary into fluent sign language expressions, with optional voice output for enhanced understanding. In 2024, vivo further upgraded the tool by launching a sign language learning feature, where users can input text to generate sign language demonstrations via an AI-powered virtual avatar. Combined with an extensive sign language dictionary, this feature provides an accessible and cost-effective learning path for both hearing-impaired and hearing individuals, promoting greater inclusivity and awareness.

In 2024, vivo continued to deepen its efforts in the field of accessibility. Its "vivo AI Inclusive Technology Program" was selected by the International Telecommunication Union (ITU) as part of the "AI for Good: Innovate for Impact" initiative. The project "Smart Visual Assistance: vivo Vision – Empowering the Visually Impaired to Live Independently and Explore the World" was included in the 2024 CCF Public Interest Technology Case Collection. Additionally, "vivo's Human-centered Barrier-free Solution" was selected as an outstanding case in 2024 General-Purpose Intelligent Innovation Applications by CTTL Terminal Lab, and the "vivo Accessibility Solution" was awarded as an outstanding case study of 2024 Accessible Information Technology Breakthrough by the Information Accessibility Research Association, Phoenix News, and Phoenix Review. Furthermore, the "Sign Language Interpreter" won first prize in the Sign Language Digital Human Translation Quality Evaluation at CCL 2024 (the 23rd China National Conference on Computational Linguistics).

vivo collaborates with Intelligent Terminal Golden Seal Alliance (ITGSA) to launch information accessibility standards

To ensure that all users, including those with visual impairments, the elderly, individuals with reading disabilities, and those with hearing impairments, can access and utilize information equally, conveniently, and without barriers, vivo, as the leading party, jointly released the Information Accessibility Standards together with members of the ITGSA. This initiative approaches the issue from multiple aspects, including technology research and development, product design, and service provision. The ITGSA TalkBack Design Specifications and the Android Accessibility Development Adaptation Guidelines are issued. The goal is to provide users with a higher-quality information accessibility experience, convey humanistic care for special user groups, and create a more inclusive, convenient, and user-friendly information environment.

over **1.8** million

The monthly active users[7] using barrier-free products:

over **4** million

The cumulative number of users[8] using barrier-free products:

over **82.8** million

The data call volume of barrier-free products developers:

[7] Refers to Monthly Active Users (MAU), which is the number of unique users who log in to or use a product within a given month. Multiple logins by the same user within the month are counted only once.
[8] All users who have used accessibility products

Convenient Digital World for the Elderly

vivo has continued to enhance the age-friendly adaptation of its smartphones, making ongoing improvements in areas such as visual optimization, sound amplification, touch response, and interface accessibility. The Company has successively introduced a range of senior-oriented features, including elder care mode, simple mode, voice assistant, screen reader, remote assistance, emergency applications, and medical emergency information. These efforts aim to help older users bridge the digital divide and enjoy the convenience that technology brings to everyday life.

Elderly Care

We have consolidated age-friendly features previously scattered across the system into a centralized "Elder Care" module, now located within "System Settings," making it easier for elderly users and their families to quickly access the functions they need. Meanwhile, we have introduced a one-tap zoom feature that allows users to adjust the size of text, images, and icons via a simple slider, improving visual clarity and operational convenience for senior users. In addition, we have focused on building out key features under the theme of family care, including family sharing, location sharing, and safety incident alerts, enabling real-time awareness of family member's status:

Family sharing

Once users create a family group, a "family sharing" shortcut will appear on the main settings page, allowing quick access to care-giving and sharing tools.

Location sharing

vivo users can share their real-time locations through account linkage. If a phone is lost, family members can help locate it quickly. They can also set up a geofence for senior users to receive alerts on any unusual location changes, enhancing overall safety.

Safety incident alerts

When senior users dial emergency services (such as 110 or 120), receive suspected scam calls, run low on storage, or install potentially harmful software, the system will automatically notify designated family members to ensure prompt action and holistic protection.

Simple Mode

The Simple Mode is a minimalist and practical system tailored specifically for elderly users. We have comprehensively optimized the user interface to significantly enhance ease of use, delivering a more accessible and intuitive smartphone experience for senior users.

Demonstration of the simple mode

All app icons on the home screen are enlarged and displayed in a 3×4 grid layout, offering a clean, user-friendly, and reassuring interface designed specifically for elderly users.

When Simple Mode is on, the system automatically maximizes ringtone volume and font size. The keyboard will also prompt users to enable handwriting input, striking a balance between aesthetic design and ease of use for seniors.

Frequently used settings are presented as large, grid-style icons on the primary settings page, allowing elderly users to easily recognize and access key functions for a more intuitive and simplified mobile experience.

Presenting a Clear World

As people age, the visual function of middle-aged and elderly groups naturally declines, leading to reduced sensitivity to light and dark contrasts as well as color differentiation. By the end of 2024, individuals aged 60 and above accounted for 22% of China's total population. Among them, the incidence of age-related macular degeneration and cataracts rises significantly with age, affecting between 10–50% and 20–80% of the elderly population respectively, impacting their visual experience to different degrees.

In collaboration with a research team from Taiyuan University of Technology, vivo has developed the first color mode specifically designed for middle-aged and elderly users. Leveraging smartphone optical characteristics and color image enhancement algorithms, this new mode helps users view content more clearly and comfortably. In 2024, vivo further optimized its image algorithms to compensate for brightness and color perception challenges commonly faced by older adults. According to human factors testing conducted by the China National Institute of Standardization, the enhanced display significantly outperformed default settings in terms of visual comfort. Users also demonstrated faster task completion and more agile responsiveness in terms of operational experience.

Guarding the Path of Growth

As mainstream smart devices in today's society, smartphones and tablets have become essential tools for daily social interaction, knowledge acquisition, and life exploration. While enhancing user experience through technological innovation, vivo actively explores solutions to support the healthy, reasonable use of devices and privacy protection for underage users. By implementing strengthened controls over online gaming and social features, vivo effectively reduces the risks of internet addiction and online harm among young users. The Company has launched and continuously upgraded software applications such as "Child Care" and "Kids Zone,"[9] providing parents with scientifically grounded digital device management tools to help cultivate healthy device habits in their children.

Safeguarding a Clear Cyberspace

We strictly comply with the *Regulations on the Protection of Minors in Cyberspace*, fully integrating the physical and mental health needs of minors into the product design phase. By continuously improving management mechanisms for online games and social features, we reduce the risk of minors becoming addicted to the internet and help them develop healthy and reasonable device usage habits.

🛡️ Age labeling

All listed games display age-appropriate prompts on their detail pages, assisting parents in identifying suitable games and protecting minors' gaming rights.

🖥️ Social function management

In social interaction scenarios, features such as stranger blocking, friend request restrictions, prohibiting private messages from strangers, and disabling comments from others are provided to effectively reduce minors' risk of encountering online harassment.

🌐 Management of online games

We filter out game recommendations with harmful content, such as those involving violence or terror, to maintain a healthy psychological environment for minors.

We rigorously implement policies including the *Notice on Preventing Minors from Indulging Online Games* and the *Notice of Further Imposing Strict Administrative Measures to Prevent Minors from Becoming Addicted to Online Games*. Our system links game account real-name information with the National Press and Publication Administration's anti-addiction verification system. Accounts without completed real-name verification are prohibited from gaming. For verified minor accounts, the system automatically enforces restrictions on game time, play periods, and spending amounts, ensuring compliant management of minors' gaming activities.

[9] The original "Kids Mode" was upgraded and renamed to "Kids Zone" in 2025.

Fostering Healthy Use of Electronic Product

We continuously optimize the two official applications: "Child Care" and "Kids Zone", to create a healthier and higher-quality digital product usage environment for minors and help them balance study and life.

Child Care

"Child Care" establishes an intelligent connection between children's vivo devices and their guardians' phones, assisting parents in remotely monitoring their children's location and device usage. It encourages proper and reasonable phone use to protect eyesight and reduce the risk of internet addiction. In 2024, we upgraded the app to further improve application and control functions, and enhance the user experience.

Control upgrade and vulnerabilities fix

Added scenario-based duration controls for floating windows, audio, and personalized widgets; enhanced child account management strength (process persistence, restricted control permissions to view-only, changed password verification to family group account password, and removed password verification delay); patched vulnerabilities including screen pinning, privacy system, and Pad app hiding; upgraded device health use password to a six-digit combination, significantly improving app stability and reliability.

Usability improvement

The new adaptation scheme has been extended to include Privacy Desktop and Blue Heart Little V, fully compatible with OS5.0 and Pad OS5.0 system features, including Origin island, card-style layouts, spatial system, and interface consistency. It also supports accessibility features, third-party screen readers, and large-screen device adaptation.

Minor mode

In response to the *Guidelines for Minor Mode Construction in Mobile Internet* issued by the Cyberspace Administration of China, we introduced Minor Mode with quick access in the control center and desktop icons, supporting one-click activation and providing guidance at startup. Once enabled, this mode enforces restrictions on app permissions, device functions, and content display, further enhancing the safety of minors' device use.

"Kids Zone"

"Kids Zone" is specially designed for preschool and elementary children, helping parents create a safe, healthy, and educational phone usage environment. Once enabled, the system only allows access to selected apps, effectively blocking inappropriate content while protecting parents' privacy and personal data security.

Management of smart device

It allows guardians to set app usage time limits, review weekly usage records, intelligently adjust screen brightness, and provide posture and ambient light reminders to support children's scientific and healthy use of electronic devices.

Diverse quality content

By collaborates with partners to offer customized learning content for different age groups, the system intelligently matches age-appropriate materials to effectively stimulate children's enthusiasm for learning.

Protecting Minors' Personal Information

Protecting minors' privacy is a priority for vivo. For children under 14, vivo has formulated the *Standards for the Compliance Management of Children's Personal Information* to strictly regulate the use of children's data for internal business. In modules that process minors' information, we provide users with the *Agreement on Processing Children's Personal Information* or *Parental Consent*, along with rapid response channels to ensure transparent and controlled handling of minors' data.

Meanwhile, vivo has built a comprehensive lifecycle management system for personal information, covering the entire process from data collection, storage, transmission, and usage to sharing and destruction. This system integrates risk assessment, encrypted storage, data desensitization, access approval mechanisms, and usage restrictions to ensure the secure and compliant handling of minors' data. In addition, vivo regularly conducts data security emergency drills, continuously enhances its protection mechanisms, and refines its data protection framework for minors to create a safe and trustworthy digital environment.
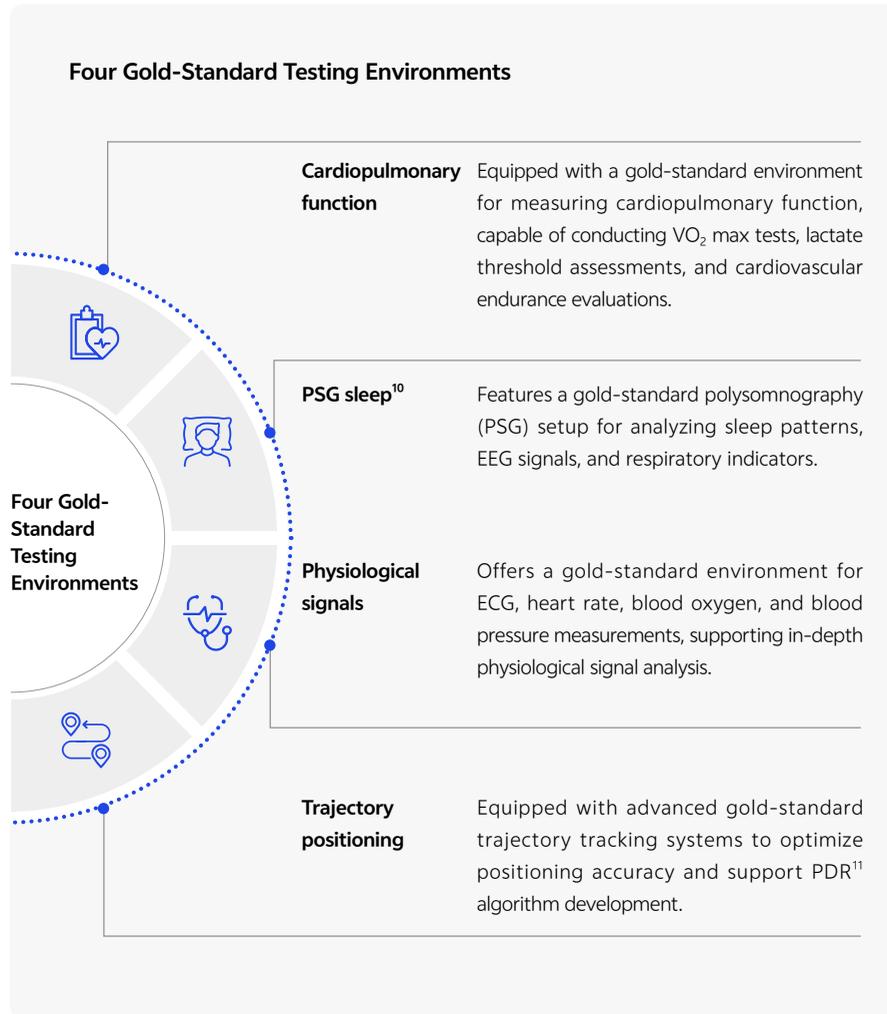
Promoting Healthier Life with Technology

vivo is committed to ensuring that the benefits of technological advancement serve the broader public. Through innovation in the health sector and the development of smart wearable products, we help users build scientifically informed lifestyles and enhance their ability to manage personal health. We continue to drive the deep integration of digital technology and healthy living, providing intelligent health solutions that allow technological innovation to enrich everyone's life.

Sports Health Laboratory

In 2022, vivo established the vivo Sports and Health Lab, focusing on technological innovation and breakthroughs in the field of sports and wellness. Dedicated to the exploration of emerging technologies and professional product development, the lab serves as the technical incubation center for vivo's sports and health offerings. It brings together industry experts and experienced engineers, equipped with world-class specialized equipment, to conduct in-depth research in areas such as algorithm testing for wearable sports health devices, professional sports solutions design, human factor research in health scenarios, and end-to-end validation of health-related features, aiming to deliver more professional and accurate smart wearable products for users.

Four Gold-Standard Testing Environments

	Cardiopulmonary function	Equipped with a gold-standard environment for measuring cardiopulmonary function, capable of conducting VO_2 max tests, lactate threshold assessments, and cardiovascular endurance evaluations.
Four Gold-Standard Testing Environments	**PSG sleep[10]**	Features a gold-standard polysomnography (PSG) setup for analyzing sleep patterns, EEG signals, and respiratory indicators.
	Physiological signals	Offers a gold-standard environment for ECG, heart rate, blood oxygen, and blood pressure measurements, supporting in-depth physiological signal analysis.
	Trajectory positioning	Equipped with advanced gold-standard trajectory tracking systems to optimize positioning accuracy and support PDR[11] algorithm development.

[10]Polysomnography
[11]Pedestrian Dead Reckoning (PDR) is a relative navigation technology that enables autonomous positioning by monitoring a pedestrian's gait characteristics using inertial sensors.
[12]There may be differences between the product models equipped with different exercise health algorithms and their corresponding functions.

Professional Data Collection

To enhance our product R&D data system, we engage diverse user groups and Company employees to participate in professional data collection activities across various exercise types and scenarios in vivo labs. This approach effectively addresses challenges such as insufficient test subjects and environmental limitations. Meanwhile, we collaborate with external professional resources including universities, hospitals, and third-party data collection firms to improve research accuracy and build a rich data reservoir that supports algorithm development and new feature exploration, thereby enhancing product user experience and application value.

Focusing on core running scenarios, we conduct in-depth user experience evaluations that strongly support the product definition of the extended running flagship feature. By 2024, our sports health real-world data has accumulated over 2.7 million hours, including more than 100,000 kilometers of specialized running data—equivalent to circling the Earth 2.5 times. This authentic exercise data provides critical support for the development of proprietary health algorithms covering heart rate, oxygen consumption, lactate threshold, calories, gait analysis, PDR, as well as blood oxygen and blood pressure monitoring, enabling precise tracking and scientific analysis of sports health functions.

Joint Exploration with Top Universities

We have carried out collaborative innovation through industry-academia-research partnerships with leading domestic and international institutions, including Zhejiang University, Beijing Sport University, and Fuwai Hospital, CAMS&PUMC. Focusing on areas such as exercise physiology, sports biomechanics, blood pressure, and cardiovascular health, we are systematically advancing specialized research and feasibility studies of new technologies. These efforts aim to deepen the understanding of how physical activity impacts human health and to establish a solid theoretical foundation for developing scientifically sound exercise and wellness programs.

Application of Research Results

Leveraging our professional data collection teams and gold-standard equipment systems, we continuously optimize vivo's in-house sports and health algorithm ecosystem. This includes running-specific algorithms (such as AI-powered heart rate monitoring, pace, cadence, stride length, and inertial navigation), as well as multiple health algorithms (including in-house heart rate, blood oxygen, ECG, and body temperature tracking) and sport-specific algorithms (for badminton, table tennis, tennis, sit-ups, and more). These capabilities are now integrated into a range of vivo smart wearable products[12], including the vivo Digital Series watches, vivo WATCH GT, iQOO series smartwatches and vivo TWS 3 Pro earphones. Specifically, the ECG analysis software has been approved with a Class II medical device registration certificate.

Health Management Applications and Device

vivo continues to deepen its efforts in the field of health management applications, aiming to create a more precise and personalized health experience through the vivo Health, smart wearable devices, and other digital tools. By making health management simpler and smarter, vivo empowers users to lead healthier lifestyles.

vivo Health

Customized exercise plans

Leveraging user data such as height, weight, and daily exercise habits, the app generates tailored workout plans and offers professional training courses to help users achieve their wellness goals more efficiently and scientifically.
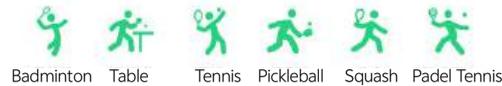
AI sports coach

Mimicking the guidance of a real-life coach, the AI trainer provides weekly workout plans with timely reminders. During exercise sessions, it monitors key physical indicators in real time, motivating users to reach their daily goals and develop consistent fitness habits for a healthier life.

Smart wearable products

Professional racket sports mode

The vivo WATCH GT features a specialized mode for racket sports that accurately tracks duration, heart rate, and calories burned, as well as advanced metrics such as swing frequency, consecutive hits, and forehand-to-backhand ratios. For badminton specifically, the watch adds analysis of overhead vs. underhand shots. Through intuitive data visualization, users can better understand their training outcomes and improve their athletic performance scientifically.
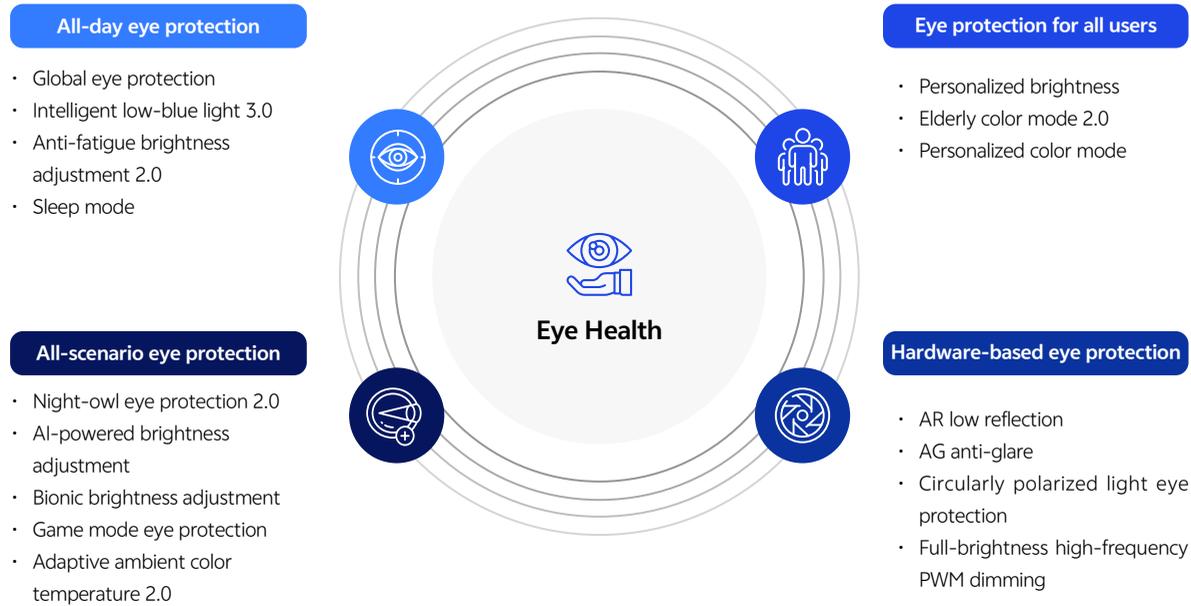
Professional Racket Sports Mode

Badminton   Table   Tennis   Pickleball   Squash   Padel Tennis

10:08

1000 Swings

70% Forehand

30% Backhand

Demonstration of the racket mode of vivo WATCH GT

Eye Health

In 2024, vivo continued to deeply explore user needs and pain points, launching the upgraded V Eye Protection 4.0. The latest version introduced industry-first innovations including personalized brightness adjustment, full-brightness high-frequency PWM dimming, and circular polarized light eye protection technology. Additionally, vivo optimized existing features such as Smart Eye Protection and Night Owl Mode, offering users a more comprehensive and technologically advanced solution to safeguard visual health.

All-day eye protection

- Global eye protection
- Intelligent low-blue light 3.0
- Anti-fatigue brightness adjustment 2.0
- Sleep mode

All-scenario eye protection

- Night-owl eye protection 2.0
- AI-powered brightness adjustment
- Bionic brightness adjustment
- Game mode eye protection
- Adaptive ambient color temperature 2.0

Eye Health

Eye protection for all users

- Personalized brightness
- Elderly color mode 2.0
- Personalized color mode

Hardware-based eye protection

- AR low reflection
- AG anti-glare
- Circularly polarized light eye protection
- Full-brightness high-frequency PWM dimming

vivo makes eye protection tangible by reducing eye strain through technology

vivo has vivo has long prioritized user eye health, embedding eye protection principles deeply into its display technology R&D and product design. The iQOO 13 features full-brightness high-frequency PWM dimming, significantly reducing screen flicker. It achieves an SVM value as low as 0.03[13], well below the human eye's flicker detection threshold, effectively easing eye strain during prolonged smartphone use.

In a circularly polarized light human factors study conducted by the Second Affiliated Hospital of Zhejiang University School of Medicine, the iQOO 13 delivered outstanding results across multiple technical indicators. Findings showed a 35% reduction in users' perceived eye fatigue, a 65% improvement in tear film stability, 70% less eye accommodation micro fluctuation, 54% fewer blinks, and an 85% drop in eye redness. These improvements collectively demonstrate how iQOO 13, through its advanced circularly polarized light technology, provides multidimensional eye protection, ensuring user comfort even during extended screen time.

TÜV Rheinland circularly polarized light eye protection certification

The iQOO 13 has become the industry's first mobile device to obtain the TÜV Rheinland circularly polarized light eye protection certification

[13]SVM (Stroboscopic Visibility Measure): A metric used to evaluate the visibility of flicker from high-frequency light sources such as LED screens. SVM < 1 indicates that flicker is generally imperceptible to most people; SVM = 1 represents the threshold of perceptibility; SVM > 1 means the flicker is noticeably visible. The lower the SVM value, the better the screen performs in terms of eye protection.

Product Safety and Reliability

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

Product Quality and Safety

vivo remains firmly committed to the principle that "quality is the baseline of our products". The Company continuously improves its quality management system, refines quality control processes, and advances the standardization and digitalization of quality management to enhance overall operational efficiency. At the same time, vivo strictly adheres to relevant quality standards, with a strong focus on key areas such as battery safety, radiation safety, and hearing protection, ensuring comprehensive product quality and safeguarding user safety on all fronts.

Quality Management

vivo places great emphasis on quality management throughout the entire product manufacturing process, striving to deliver safe and reliable products to users. We have established a dedicated Quality and Safety Management team responsible for overseeing and coordinating all aspects of product quality and safety, ensuring standardized and regulated quality management practices. We strictly comply with ISO 9001 and QC 080000 quality management system requirements relevant to our products. At vivo's Dongguan campus, based on meeting ISO 13485 standards, we have further developed a comprehensive quality management system covering the full product lifecycle. This system is deeply integrated with business processes to ensure quality requirements are embedded across every link in the value chain. In 2024, vivo continuously maintained its ISO 9001 quality management system certification.

We continue to advance the "Smart Data + Responsibility" quality management model, driving the transformation of quality management towards greater intelligence and digitization. Leveraging big data technology, we have developed and implemented product process testing systems such as the LIMS testing platform and Blue Shadow Golden Machine testing system to enable risk identification and real-time product quality monitoring, significantly enhancing control efficiency.

LIMS system

Integrates hardware testing, material inspection, and online testing subsystems, continuously optimizing testing workflows and supporting customized business adaptations. This improves system operation levels and enhances testing planning quality and management effectiveness. Notably, the LIMS system has boosted data query and export efficiency by over 10 times, reducing the time to retrieve and export 30,000–50,000 records from 5 minutes to 30 seconds.

Blue Shadow Golden Machine Testing System

Employs a fully integrated hardware-software solution with robotic arms for fully automated pull testing and automatic switching of test cards, establishing a standardized testing process. This greatly improves the accuracy, stability, and efficiency of fundamental image quality tests. The system achieves a distance error precision of 0.01mm, increasing testing efficiency by over 65-70%.

In 2024, all Company-level quality targets have been fully met, with key indicators such as functional pass rates, appearance pass rates, and sampling inspection pass rates all exceeding expectations. No major quality incidents or product recalls occurred throughout the year.

On the supply chain, vivo utilizes the Supplier Relationship Management (SRM) platform to enable quality data connectivity and sharing with suppliers, ensuring raw materials and components meet standards. Through establishing long-term partnerships with key suppliers, we promptly identify and address potential risks to maintain product supply stability.

Meanwhile, we continue to promote a quality-driven culture by organizing expert lectures, knowledge competitions, and case study sharing to raise employee awareness of quality and privacy protection. In 2024, we conducted over 100 specialized product quality training sessions, with a cumulative participation exceeding 5,000 employees.

0
Number of product recalls

100%
Product testing coverage

Full-Link Quality and Safety Control

vivo has established a comprehensive quality and safety control system covering the entire product lifecycle from design, research and development, testing, and production to after-sales service. Clear quality and safety standards and control measures are defined for each stage, ensuring all-round protection of product quality and safety, and providing users with a safe and reliable product experience.

Design

- **Design standards and review mechanism:** Deeply understand user needs and accurately translate them into quality standards integrated into design specifications; establish a cross-departmental collaborative design review process to promptly identify and resolve potential issues.
- **Product risk assessment:** Develop a comprehensive product risk assessment system, utilizing tools such as Design Failure Mode and Effects Analysis (DFMEA) to evaluate risks associated with "Four New" designs[14], and formulate targeted preventive measures.
- **Risk early warning system:** Leverage information technologies like big data and cloud computing to perform cluster analysis on vast amounts of data and establish an rapid risk warning system, enabling automated warnings for quality and safety risks, and significantly enhancing the effectiveness of quality and safety risk management.

R&D

- **Set quality control points:** Build a multi-departmental collaborative project-based management model, set key quality access control points in the R&D process, and strictly monitor abnormal situations.
- **Continuous improvement culture:** Encourage the R&D team to continuously optimize the product design process through continuous review and systematically improve the product quality level.

Testing

- **Testing system and plan:** Establish a sound inspection and testing system, and formulate a multi-dimensional testing plan covering functions, performance, reliability, etc., to ensure the comprehensiveness and accuracy of product testing.
- **Intelligent management system:** Build an intelligent test data management system to record the entire testing process, conduct in-depth analysis, and achieve accurate traceability. Ensure the closed-loop processing of abnormal problems and effectively avoid quality and safety risks.
- **Laboratory capacity building:** Introduce advanced testing equipment and instruments, regularly maintain, calibrate and inspect the equipment, and conduct internal quality audits of the laboratory to ensure the testing specifications and the fairness of the results. At the same time, all inspectors are required to pass relevant training and assessments to continuously improve their inspection capabilities.

Production

- **Standardization and quality inspection:** Establish standardized production processes and operating procedures, require employees to strictly follow them, and set up quality inspection points in key processes to implement online quality inspection during the production process.
- **Monitor the production process:** Use means such as statistical process control (SPC) to remotely and real-time monitor and dispatch the production process, ensure the timely discovery and handling of quality problems, and provide strong guarantee for the stability and reliability of product quality.

After-sales

- **Traceability system:** Build an end-to-end traceability system covering the entire product life cycle to ensure the full-process traceability of materials and products from material warehousing, inspection, distribution, use to after-sales service.
- **User experience and feedback mechanism:** Build a user experience and feedback mechanism, collect and process quality problems reported by users in a timely manner, conduct traceability analysis on after-sales complaints and product quality problems, and formulate rectification plans to continuously improve product quality and enhance user satisfaction.

[14]The "Four New" designs include new processes, new technologies, new structures, and new materials.

vivo establishes user experience and feedback mechanisms to drive product quality improvement

vivo values not only the technical specifications of its products but also the real-world user experience and satisfaction. To better meet user needs, we have established a comprehensive user experience and feedback system, including the Net Promoter Score (NPS) framework, to continuously collect user opinions and optimize product design.

When launching new models, the NPS Insight Manager leads targeted NPS research activities. With users consent, feedback is gathered through survey questionnaires, and data analysis is used to produce detailed research reports and lists of user experience issues. These insights are then analyzed to develop corrective measures and action plans aimed at improving product experience. We have also implemented a closed-loop NPS improvement process to continuously track the effectiveness of improvements and validate optimization outcomes in subsequent projects, effectively enhancing product quality. In 2024, vivo's NPS monitoring covered 90% of new model launches. The Company conducted in-depth follow-ups with over 4,700 users who reported low satisfaction, applying scenario-based and extended-service approaches to achieve comprehensive user experience management.

90%

vivo's NPS monitoring coverage of new models

4,700 users

The total number of in-depth follow-up visits conducted for users with low satisfaction levels has exceeded

Battery Safety

As consumers lengthen the intervals between smartphone replacements and high-power fast charging technologies become increasingly widespread, battery safety has become a paramount priority in vivo's technology innovation efforts. We have established battery safety standards that exceed national mandatory requirements, applying stringent criteria to enhance the management of battery usage and transportation safety, thereby comprehensively safeguarding users' battery experience.

Battery Use Safety

Through continuous research and development of innovative battery technologies and intelligent charging management functions, we optimize the charging strategy and battery health protection mechanism, effectively delay battery aging, extend battery life, and make users use the battery more safely and with more peace of mind.

Innovative technology R&D

We introduced the "Blue Ocean Battery" technology, utilizing carbon element recombination, laser etching, and electrode plate reshaping techniques to improve battery energy density, charging speed, and service life. In 2024, the vivo X Fold3 foldable phone pioneered the industry's first use of semi-solid-state battery technology, effectively addressing battery performance issues in extremely low temperatures, delivering stable battery performance even at -20° C.

Optimize battery charging function

Users can enable "Smart Habit Optimization" or "Smart Temperature Optimization" in phone settings. The device's integrated hardware and software system then automatically adjusts charging strategies based on user habits or battery temperature, effectively delaying battery aging.

Battery health and charging management

The phone system monitors device temperature and intelligently adjusts charging current. When temperature exceeds 39 ° C, charging is restricted after reaching 80% battery level. If temperature surpasses the high-temperature protection threshold, charging automatically stops, with an alert message stating "Battery temperature too high, charging stopped," thereby protecting the battery.

Battery transportation safety

vivo places the highest emphasis on the safe management of battery logistics. The Company continuously maintains the IATA CEIV Battery Safety Transport certification, ensuring stability and safety throughout the entire battery transportation process.

Radiation Safety

The vivo Central Laboratory is equipped with specialized facilities for Electromagnetic Compatibility (EMC), Specific Absorption Rate (SAR), and Radio Frequency (RF) testing, providing comprehensive capabilities for product radiation safety assessment to ensure compliance with global radiation safety regulations. The laboratory has obtained authoritative certifications including China's CNAS, Germany's TÜV Rheinland, and Qualcomm ST, and has recently added accreditation from the U.S. A2LA, FCC, and Canada's ISED, forming a complete international certification system that strongly supports product access to global markets. At the smartphone design stage, we optimize antenna performance to enhance signal transmission efficiency while reducing radiation power without compromising communication quality, and providing users with a more stable and secure communication experience. Moreover, the laboratory actively participates in global terminal device standards organizations, promoting industry standard improvements and technological innovation, continuously contributing to the high-quality development of the industry.

Ear Health

We have established an audio laboratory accredited by the China National Accreditation Service for Conformity Assessment (CNAS), where we continue to advance research on sound pressure control technology. By continuously innovating in audio technology, vivo enhances hearing protection functions within smartphone systems, ensuring high-quality audio while safeguarding users' hearing health, achieving a seamless fusion of exceptional sound and safe listening.

Audio optimization technology

The phone's audio super-resolution feature uses high-frequency extension algorithms to restore lost high-frequency components caused by network compression, significantly improving audio quality.

Volume limit and alert

vivo devices offer customizable volume limit settings, allowing users to define safe listening thresholds for headphones and avoid hearing damage caused by prolonged exposure to high volumes. Certain models also support a "long-duration earphone use reminder," which emits an alert if extended usage is detected, encouraging users to rest and adopt healthier headphone habits.

Headphone hearing protection

The "headphone hearing protection" function notifies users when headphone volume exceeds safe levels and automatically lowers the volume to a safe range upon reconnection, providing continuous protection for users' hearing.
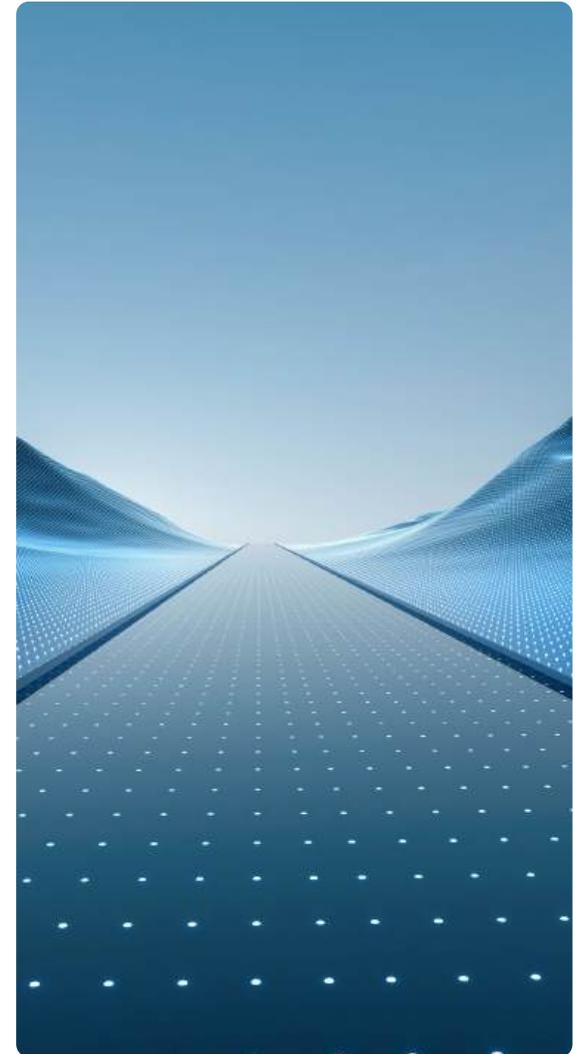
Cybersecurity and Privacy Protection

At vivo, we believe that safeguarding user data and privacy is fundamental to delivering a secure and high-quality user experience, and is the cornerstone of user trust. We actively adhere to the three core privacy protection principles: transparency and control, on-device intelligence, and data minimization. We continuously enhance our security and privacy protection systems and fully embed these requirements into every stage of the Integrated Product Development (IPD) process. In parallel, we work to raise employee awareness around security and privacy and strengthen privacy management practices across our partner ecosystem, ensuring that every user can confidently enjoy the convenience of digital life. In 2024, vivo received no confirmed complaints or verified incidents of data breaches.

Perfecting the Security and Privacy Protection System

vivo highly values user data security and privacy protection. To ensure compliance and safeguard consumer privacy across emerging business scenarios such as artificial intelligence, we have established a series of internal governance frameworks, including the *Guidelines for Security and Compliance Management of Generative AI Services in Domestic Business (Trial),* the *Baseline for Security Risk Assessment of Large Language Models,* the *Compliance Requirements Baseline for Mobile Application Data Protection*, and the *vivo Secure Coding Specification*. These standards provide clear and consistent guidance for conducting business responsibly and securely. We have established the Cybersecurity and User Privacy Protection Committee as the Company's highest governing body for data security. This committee is responsible for the formulation, approval, and execution of our overall cybersecurity and privacy protection strategies, and reports directly to the Company's Management Committee. Complementing this, vivo has also formed a dedicated security and privacy team, led by a compliance officer, to ensure effective cross-functional coordination and ongoing enhancement of product security quality. To ensure rapid response and robust incident management, we have built a Security Incident Response Team (vSIRT) and a vivo Security Response Center (vivoSRC), tasked with promptly identifying, addressing, and resolving serious security and privacy vulnerabilities, creating a strong line of defense for the business.

In response to industry trends and the Company's strategic development needs, vivo has also introduced the "PROTECT" security and privacy technology strategy[15] to clarify the implementation path for the Company's cybersecurity and privacy protection work. Meanwhile, we continue to increase investment in research and development, focus on breakthroughs in core technologies, and elevate our overall security capabilities, laying a solid foundation of protection for our products and digital ecosystem.

[15]The PROTECT security technology strategy encompasses seven key areas: privacy protection, data security risk management, product object security, critical security technologies, security engineering, compliance management, and security offense and defense.

Fostering Security and Privacy Culture

vivo places strong emphasis on fostering a culture of data security and privacy protection. To that end, we have developed a comprehensive Security and Compliance Capability Development Plan, under which we conduct ongoing training programs designed to enhance employees' awareness and defense capabilities related to cybersecurity and privacy. During the reporting period, vivo launched 43 security and compliance courses, tailored to meet the diverse needs of different roles across the organization. Employees are encouraged to select suitable courses based on their job functions. Upon completing the coursework and passing assessments, participants receive official security and compliance competency certifications, qualifying them as reserve security and compliance engineers. In 2024, vivo conducted 64 security and compliance training sessions, and a total of 3,717 employees participated in these training. In addition, the Cybersecurity and User Privacy Protection Committee (SPC) hosted the 2024 Security and Privacy Awareness Week, combining both online and offline activities to communicate the Company's strategic vision for security and privacy protection. The campaign engaged more than 1,500 employee participants, marking a 25% increase over the previous year. Total campaign exposure exceeded 225,000 views, up 34.7% year-on-year, significantly enhancing Company-wide awareness and engagement in data security and privacy protection.

64 times
Number of security compliance training

3,717
Number of security compliance training participants

Privacy Management by Partners

vivo recognizes that robust partner privacy management is a critical component in building a secure and trustworthy data ecosystem. To this end, we have established the *Management Regulations on the Risks of vivo Supplier Data Protection and Privacy Compliance*, which sets forth stringent privacy protection requirements for our suppliers. Before entering into any partnership, vivo conducts a comprehensive security risk assessment of potential suppliers to ensure they possess the necessary technical safeguards and management protocols to effectively mitigate risks such as personal data leakage, tampering, or unauthorized use. Suppliers that pass this assessment are required to sign contracts or data processing agreements that include specific data protection clauses, clearly defining responsibilities and obligations related to privacy compliance. Throughout the partnership, vivo conducts regular compliance reviews to monitor the supplier's ongoing adherence to our data protection standards, ensuring continuous alignment with the Company's cybersecurity and privacy expectations.

Creating a Secure Cyber Ecology

vivo continues to deepen its commitment to intelligent device security by leveraging cutting-edge technologies such as the kMirror Large Model Safety Analysis Platform, the kMirror Trusted Engine, and security chips. These innovations serve as the backbone of vivo's efforts to build a secure and trustworthy digital ecosystem in collaboration with industry partners and users, providing multi-layered protection for user data and privacy.

kMirror Large Model Safety Analysis Platform

In 2024, vivo launched the kMirror Large Model Safety Analysis Platform, leveraging the Company's governance experience in AIGC[16] to build a vast corpus of training data and apply diversified toxicity enhancement techniques to accurately simulate potential risk scenarios. By integrating highly efficient automatic annotation capabilities, the platform enables rapid and precise identification of risk content, effectively mitigating potential content safety risks associated with large models and significantly enhancing model security. By the end of 2024, the kMirror Large Model Safety Analysis Platform had conducted over 7 million AI-generated content safety tests, achieving an issue detection accuracy rate of over 98%, helping to build a safer and more trustworthy AI interaction environment for users.

kMirror Trusted Engine

At the 2024 Developer Conference, vivo unveiled the upgraded kMirror Trusted Engine, powered by Blue Heart's device-side AI capabilities. The engine builds a full-chain fraud prevention system that issues early warnings at the source and critical stages of fraudulent behavior, effectively helping users avoid scams and minimize financial losses. As of the end of 2024, the kMirror Trusted Engine had covered 140 million users, detecting more than 20 million fraud risks.

🖐️ **AI-powered scam call detection**		🔢 **AI detection of malicious App variants**

In voice call scenarios, the engine enables intelligent device-side fraud identification. When high-risk situations, such as requests for bank card passwords, SMS verification codes, or urgent transfers, are detected, the system immediately triggers a warning to block the scam and protect user assets.

The engine accurately identifies unknown or suspicious fraudulent applications, significantly improving both the coverage and accuracy of risk scenario detection.

Security Chips

vivo continues to advance hardware-level trust technologies by integrating security boot chips, secure computing chips, and secure payment chips, creating a multi-chip architecture that delivers end-to-end protection across system security, sensitive data security, and payment security. This comprehensive approach forms the hardware foundation for safeguarding intelligent devices.

Secure boot chip ──────────────

Primarily ensures secure system boot and SoC[17] key management. It also provides hardware-level protection for critical attestation results from the kMirror Trusted Engine, further enhancing the engine's defense capabilities.

Secure computing chip ──────────────

Focuses on the protection of sensitive data such as biometric information and account credentials, enabling secure storage and transmission of high-sensitivity data.

Secure payment chip ──────────────

Safeguards user payment and financial transactions by securing the entire process, from storage and transmission to usage and risk interception, ensuring peace of mind in every online payment.

[16]Artificial Intelligence Generated Content.
[17]System on Chip (SoC) refers to a highly integrated chip.

Security Ecology Interconnectivity

vivo continuously builds an open and mutually beneficial security ecosystem by hosting the vivo kMirror Security Lab Technical Salon and actively participating in industry conferences such as the OSPO Summit, Amazon Web Services China Summit, GEEKCON, and Kanxue Summit SDC, promoting security technology exchange and innovation. In 2024, the Company held two kMirror Security Lab Technical Salons covering multiple topics including large model security and security offense and defense, with over 30 companies participating in total.

We actively participate in the development of industry cybersecurity and privacy protection standards, continuously contributing to industry standardization. This year, the Company led the research project on the *Standard System for Personal Information Protection in Mobile Internet Applications*, which successfully passed review. This research provides strong support for personal information protection in the mobile internet sector, clarifies the project establishment and advancement direction of related standards, and promotes systematic and standardized development of personal information protection in the industry. We are responsible for drafting two TAF group standards related to generative artificial intelligence security (one of which, T/TAF 268.2-2025, has been officially released), providing standardized guidance for the widespread application of AIGC. Meanwhile, we actively participate in standards development on hot topics such as artificial intelligence, system permissions, application installation control, data security, anti-cyber fraud, and terminal minor protection modes. By the end of 2024, vivo has led or participated in the formulation of 240 standards related to cybersecurity and privacy protection.

Additionally, as of the end of 2024, we have obtained 12 types of cybersecurity and privacy certifications, including FIDO (Fast Identity Online) certification, CAICT AIIA security standard evaluation, CSA STAR, ioXt, ISO/IEC 27001, ISO/IEC 27701, ISO/IEC 27018, TRUSTe, ePrivacyseal, and the Level-5 Security Competency Assessment of China Telecommunication Technology Labs, among other domestic and international security certifications, providing a solid guarantee for user data security and privacy protection.

Whole-Hearted Customer Service

Customer satisfaction is vivo's persistent pursuit. We always adhere to the principle of "sincere service, customer first, "insist on a user-experience-centered approach, and provide timely, professional, convenient, and considerate services to our users. We value every communication with users, patiently answer every question, wholeheartedly solve problems, striving to ensure every user is satisfied, and hope to gather long-term trust through these continual efforts.

Optimizing Service Experiences

vivo builds and continuously improves its customer service management system around key dimensions such as external communications, system tools, personnel training, and business management. Relying on five major business centers, we have established a management framework covering the entire business chain, systematically advancing closed-loop management from process design to implementation. By leveraging standardized operations and dynamic optimization mechanisms, we provide strong compliance support and operational assurance for customer service globally, ensuring a standardized, efficient, and consistent user experience throughout the entire customer service process.

At the same time, we have formulated compliance management policies such as the *Global Customer Service Privacy Policy* and issued special regulations including the *After-sales Service Integrity Management Regulations* to strengthen end-to-end customer service management. This year, we updated internal policies such as the *Standardized Service Evaluation Form* and the China Market *After-sales Service Operation Rewards and Punishments Regulations*, refining service evaluation standards and requirements, clarifying assessment and disciplinary rules, driving improvements in service operations management, and guaranteeing users enjoy high-quality service throughout the process.

- **Optimization of the self-service on the official website:** Reconstruct the service pages centered on the user process, including integrating four major repair services, displaying privilege content, and enabling multi-round dialogues with intelligent customer service, to create a smoother and more convenient self-service experience, allowing users to obtain the required services more efficiently.
- **Online sales function of service products:** Launch the O2O (Online To Offline) model for service products, creating a one-stop service experience of online promotion, purchase, and offline repair, enabling customers to obtain services conveniently and effectively improving customer service satisfaction.
- **Precise push of service solutions:** Accurately identify customer needs and provide targeted service solutions according to different mobile-usage scenarios, effectively helping users solve problems and significantly improving the user service experience
- **Service quality monitoring and management:** Establish an online service quality control mechanism for the contact center, monitor and manage the service quality of each online service touchpoint in the contact center, quickly identify service weaknesses, and promote continuous improvement, ensuring that global users receive a consistent high-quality service experience.

vivo regards customer needs and experience as core priorities and is committed to establishing good communication relationships. We have developed a customer complaint grading and handling process and management system to ensure every request receives timely response and proper resolution. Meanwhile, we regularly collect customer feedback and opinions, with dedicated personnel conducting in-depth analysis of complaint data to trace root causes. Based on customer suggestions and complaints, we continuously refine service processes and quality standards to treat both symptoms and root causes in complaint handling, comprehensively improving customer service satisfaction.

vivo Customer Feedback Channels

Domestic

Online Customer Service

7*24 Hours Service Hotline
95033

7*24 Hours Premium Service Hotline
(Applicable to X Fold, X Flip, X Note, NEX Series)
400-679-9688

Service Supervision Email
vivo@vivo.com

Online Customer Service	95033	WeChat	Weibo	vivo@vivo.com

Overseas

Main online service channels[18]: National service hotlines[19] of different countries

LiveChat	Email	Facebook	Instagram
WhatsApp	Zalo	Line	Telegram
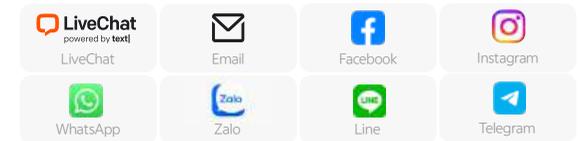
The Second Phase of the "Promote Quality Service through Positive Communication" Training Camp

In mid-April 2024, vivo launched the second phase of its Positive Communication Skills Enhancement Project. By adopting the Communication Interaction Model used in the service center, the program further strengthened frontline teams' professional communication skills and abilities. At the same time, it focused on cultivating the customer service team's service awareness, effectively motivating frontline service personnel's intrinsic drive, and comprehensively improving customer service quality and satisfaction.

[18] Supported channels may vary by country or region; for detailed information, please refer to the official local website.
[19] For detailed information, please refer to the contact details published on the official websites of the corresponding countries.

Diversified Attentive Service

vivo continuously upgrades its global service network, consistently enhancing the professionalism and responsiveness of after-sales service to create a better service experience for users. We have innovatively introduced diversified service solutions and launched special care activities to ensure every consumer enjoys considerate and attentive service. In 2024, we held 577 "Going Out" service events with 167,000 users served; we conducted 188 overseas year-round service days; and nearly 100 other events including discounted repair services, covering 32 countries and regions, benefiting nearly 60,000 users.

By the end of 2024, vivo had over 900 service centers in China and more than 1,200[20] overseas, covering over 60 countries and regions.

Exchange hearts for hearts to make services more heart-warming

The vivo customer service team insists on transforming standardized service into emotionally warm connections, striving to comprehensively improve customer service levels and create a heartfelt service experience.

With professional technical capabilities, we efficiently resolve various user emergencies, including phone repairs and other issues.

We use sincere care as a bond to provide more detailed and attentive service to special groups such as people with mobility difficulties and elderly users. For instance, customer service staff proactively extended working hours and patiently helped elderly users complete new phone data migration, conveying the brand's humanistic care through concrete actions.

577
Number of "Going Out" service events held

167,000
Number of users served during the year by the "Going Out" service

1,200
Number of overseas service centers: over

60
Number of countries and regions covered by overseas service centers: over

900
Number of service centers in China (including Chinese mainland, Hong Kong, Macau, and Taiwan): over

[20]The number of overseas service centers for this year does not include service centers at airport pick-up points.
[21]The service applies to select models of iQOO phones, and vivo X series, S series, and Y series in China, as well as Y200 and V40 Lite models in overseas markets including Thailand, Malaysia, the Philippines, Cambodia, Myanmar, and Vietnam.
[22]The service applies to S20, S20 Pro, S30, and S30 Pro Mini models in China market.
[23]The service applies to V29, V30, Y18, Y38 5G (Y58 5G), and V30e (Middle East & India) models in overseas market.
[24]The service applies to X90, X90 Pro, X100, X100 Pro, X200, and X200 Pro models in overseas market.

Protection Services

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

Characteristic Services

· Organizing vivo Service Day, monthly Membership Day, and various other service activities.
· Upgrading the features of the vivo+ mini program, such as queue calling, shipping for repairs, and store appointments to ensure that users can check service progress and membership benefits in real-time.
· Providing free battery replacement[21] and free back cover replacement[22] services as benefits for users purchasing during the pre-sale and initial launch period, offering peace of mind and device protection.
· Implementing special after-sales care policies for users in Thailand, Vietnam, and Myanmar affected by flooding, demonstrating brand warmth through concrete actions and enhancing the user service experience.
· Offering one-on-one dedicated online support, with designated representatives following up on user needs throughout the entire service process.
· Providing multinational joint guarantee[23] and international joint guarantee services[24].

Membership Benefits

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

Convenient Repair

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

* Part of the services cover overseas markets.

Responsible Marketing

vivo is committed to responsible marketing practices. On the basis of strictly complying with applicable laws, regulations, and supervisory requirements both domestically and internationally, we have established internal compliance management policies such as the *Regulations on Common Legal Risk Management in External Marketing and Promotion Activities* and the *Marketing Content Accuracy Management Policy*. These efforts aim to ensure that all marketing information complies with legal standards, promote standardized marketing operations, convey truthful, accurate, and objective messages to consumers, effectively safeguard consumer rights, and help consumers make informed decisions.

At the same time, we have implemented a compliance marketing review process. This systematic procedure ensures that all marketing content is compliant and accurate, and helps prevent legal and market risks related to external marketing and publicity.

Self-verification and self-inspection

The production team conducts self-checks on marketing content in accordance with Company specifications and proactively submits it for review to ensure that the materials meet basic requirements.

Compliance audit

We have formed a professional review team to conduct a comprehensive review of the content from multiple aspects such as compliance, authenticity, and accuracy. The team provides feedback and modification suggestions for potential problems to ensure that the published content is rigorous and reliable.

Accountability tracing

In case of publicity errors, we will strictly investigate the problem link, trace and clarify the relevant responsibility attribution to ensure that accountability is in place and rectification is thorough.

Process optimization

We continuously optimize the review process by analyzing the causes of errors, improving review standards and mechanisms, etc., to strengthen the risk defense line.

Additionally, we emphasize cultivating a culture of responsible marketing among employees in both their work and service delivery. We offer compliance marketing training for marketing personnel, combining analysis of typical cases with in-depth interpretation of legal regulations. This ensures that employees fully understand the Company's marketing compliance requirements, improves their ability to identify and prevent marketing risks, and strengthens responsible marketing practices through multiple dimensions.
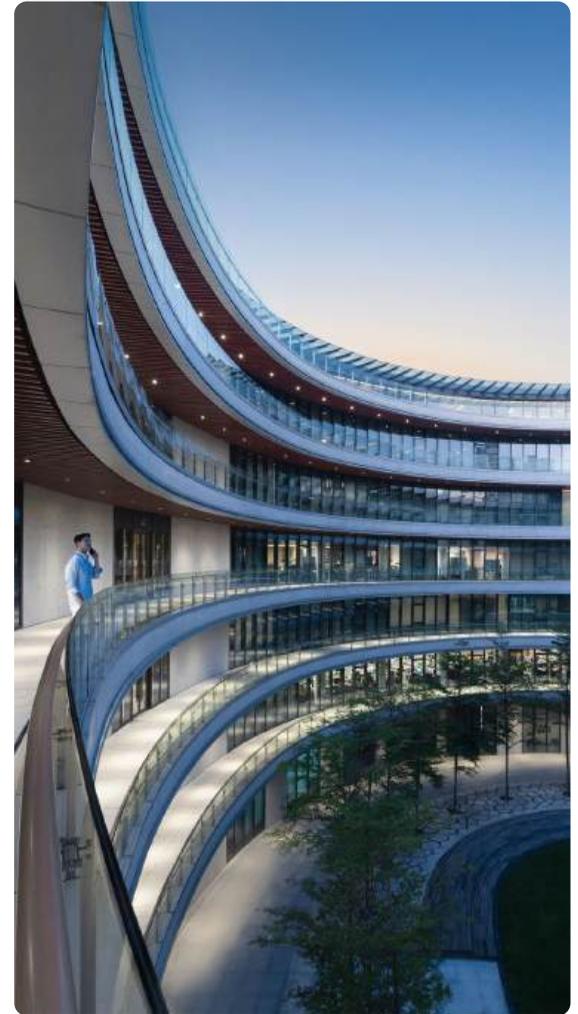
Green Symbiosis 04

Eco-Friendly Products

Green Operation

Bio-based PA materials used:

74.76tons

Raw materials saved through carton recycling

547.8tons

Clean electricity provided annually by the distributed photovoltaic power generation project in the Dongguan campus

6,016.3 MWh

Carbon reduction achieved through innovative energy-saving measures by vivo China

3,052.84 tCO_2e

Water saved through recycling initiatives

22,765tons

vivo's operational carbon emissions in China decreased by

3.1%compared to 2023

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

Eco-Friendly Products

vivo actively practices environmental responsibility, striving to protect earth resources while promoting self green development. We strive to bringing forward more environmentally-friendly products, and with the reference to the circular economy mode and LCA[25] , we keep exploring the design and innovation solutions for our products.

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

In 2024, we continued to optimize our product design, significantly boosting energy efficiency and extending the lifespan of our products. We focused on design for repairability to make maintenance more convenient for users, while embracing minimalist design principles. We increased our use of recycled and biodegradable materials, thereby reducing resource consumption. Additionally, we improved eco-friendly options for product recycling and end-of-life disposal, enhancing environmental performance across the entire life cycle.

Full lifecycle solutions for vivo's sustainable product

● Design

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

● Procurement

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

● Production

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

● Use and end-of-life disposal

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

Product Lifecycle — Design, Procurement, Production, Use and end-of life disposal

[25]Life Cycle Assessment

Sustainable Design for Extending Product Life

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

Improving Product Durability

To systematically enhance product durability across diverse usage scenarios, vivo established a cross-functional team under the "TMT Durability Track" initiative, aimed at driving end-to-end optimization from design to validation. By conducting targeted studies and cross-department collaboration based on real-world user scenarios, we strengthened the use of high-performance materials and refined structural designs, significantly improving key aspects such as protection, drop resistance, and repairability. In addition, we implemented comprehensive reliability testing throughout the product lifecycle to reduce the frequency of device replacements, extend product longevity, and minimize resource consumption.

Robust structural design

Certain flagship products, including the X series, S/V series, Y series, iQOO number series, and iQOO Neo series, support the IP68 water and dust resistance standard, offering excellent protection against dust and liquid ingress. Notably, models such as the X200 have been further upgraded to IP69 protection, effectively safeguarding against dust, moisture, and sweat, and meeting the demands of use in challenging environments.

Innovative, more drop-resistant material

We continue to drive advancements in glass materials and have applied microcrystalline glass to some products in the X200 series. On the X Fold3, for example, the adoption of microcrystalline glass on the outer screen has reduced screen failure rates by over 50%. Building on material upgrades, we have also enhanced display durability and drop resistance by reinforcing cover glass thickness and optimizing corner cushioning structures. Take the S20 Pro as an example, its overall drop resistance in real-world scenarios has improved several times compared to the previous generation. Certain vivo products have passed third-party SGS and military-grade durability certifications.

Enhanced repairability

vivo actively implements repair-friendly design principles by optimizing product structures to improve the feasibility of user-led maintenance. All vivo models are developed in accordance with repairability guidelines, including targeted adjustments to battery cover materials to facilitate easier disassembly and repair. In addition, vivo plans to gradually disclose disassembly procedures, required tools, and information on replaceable components on its official website, providing users with clear maintenance guidance and helping extend product lifespan.

More reliable multi-scenario testing

vivo conducts a wide range of reliability tests that reflect real-world user environments. These include protection tests simulating exposure to everyday substances such as oils, salts, and cosmetics, as well as extreme durability tests like high-altitude drops and tire crushing[26]resistance, ensuring that products maintain stable performance in complex usage scenarios.

[26]The tire crushing test currently only includes tests involving electric bikes and does not yet cover crushing tests for motorcycles or cars.

Improving Product Efficiency

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

Efficiency hardware configuration

vivo selects high-efficiency components, including high-luminance display panels, power management ICs (PMICs) with superior conversion efficiency, and energy-efficient system-on-chip (SoC) processors. On the display front, vivo adopts OLED screens known for their energy-saving advantages, supported by matching driver solutions. For power supply systems, vivo has optimized traditional architectures by introducing a more advanced single-stage Buck converter to replace the previous dual-stage configuration (Buck + LDO).[27] This upgrade significantly improves power conversion efficiency and reduces overall power consumption by approximately 3%.

Smart software optimization

vivo implements scenario-based energy-saving strategies based on real user behavior to further reduce system-wide power consumption. By leveraging CPU Offloading technology[28,] some processes can run on energy-efficient subsystems, effectively lowering power usage in typical scenarios by 5%–10%. Additionally, the system dynamically adjusts CPU frequency based on actual usage, ensuring smooth performance while precisely managing energy consumption.

We actively advanced energy efficiency certifications for our products. By the end of 2024, four of our projects had obtained the EU ERP energy efficiency certification.

4

Number of projects earning the EU ERP energy-efficiency certification

The vivo X200 series is Powered by the Energy-Efficient Dimensity 9400 Chipset

The vivo X200 series is powered by the Dimensity 9400 chipset, which significantly enhances overall performance while optimizing energy efficiency. The Dimensity 9400 adopts a second-generation all-big-core CPU[29] architecture, delivering a 35% improvement in single-core performance and a 28% boost in multi-core performance, all while reducing power consumption by 40%. This results in more efficient performance output and lower energy use.

In terms of graphics processing, the Dimensity 9400 offers a 41% improvement in GPU performance over the previous generation, with a 44% reduction in power consumption and a 40% boost in ray tracing performance, providing smoother frame rates and longer battery life for graphically intensive applications such as high-end mobile gaming.

For AI computing, the Dimensity 9400 integrates the eighth-generation NPU[30], supporting generative AI tasks. It delivers an 80% increase in large language model processing performance while reducing power consumption by 35%, offering robust support for faster response times and greater energy efficiency in AI-powered applications.

40%

The vivo X200 series, powered by the Dimensity 9400 chipset, achieves a reduction in power consumption by

80%

The Dimensity 9400 chipset enhances large language model processing performance by

35%

and reduces power consumption by

[27]Buck is an efficient power conversion technology that steps down voltage with minimal energy loss, while LDO is a more traditional solution with lower efficiency, typically used in precision scenarios.
[28]CPU Offloading transfers specific tasks from the main processor to lower-power subsystems, reducing total energy usage.
[29]Central Processing Unit
[30]Neural Processing Unit

Sustainable Materials to Care for Nature

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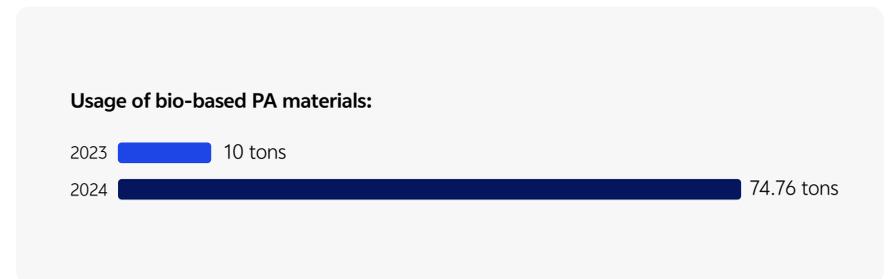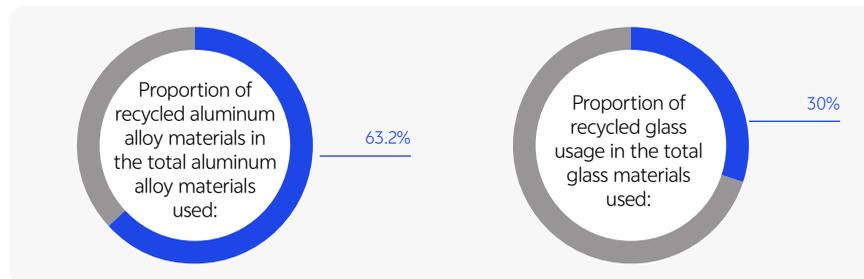
Application of New Materials

Since 2019, vivo has been working with partners to develop bio-based materials, focusing on polyamides (PA) and polycarbonates (PC) derived from renewable resources such as corn, sugarcane and castor. Compared to conventional plastics, these materials generate fewer carbon emissions and pollutants during production, leading to smaller environmental impact. In recent years, we have continued to advance the technology of bio-based materials, enhancing their low-density properties and expanding their application potential. In 2024, vivo's annual usage of PA materials reached 74.76 tons, a 7.4-fold increase compared to 2023. Their application has expanded from premium product lines such as the X PRO, iQOO Pro, and X Fold series to more mid-range lines including the S series and iQOO digital series. We have also applied bio-based PC (polycarbonate) materials to the card tray structure, extending their use across our entire product line. In 2024, total usage reached 77.05 metric tons.

Material Recycling

Circular resource utilization is a key component in enhancing the environmental sustainability of products. At vivo, we focus on increasing the use of recycled materials in our R&D efforts to reduce dependence on virgin resources, alleviate environmental pressure during production, and improve resource efficiency across the entire product lifecycle.

Compared with primary aluminum smelting, recycled die-cast aluminum eliminates the need for high-temperature electrolytic extraction, significantly reducing both carbon emissions and energy consumption. We have continued to expand the use of die-cast aluminum in our products. In 2024, total usage reached 4,385.2 tons, with recycled materials accounting for 63.2% of that amount, effectively reducing 63,936.22 tCO_2e[31] of carbon emissions associated with primary aluminum smelting. Die-cast aluminum is now widely used in over 20 product models, spanning multiple series such as S, Y, V, and iQOO Z, achieving a balance between performance and environmental responsibility.

We are also actively advancing the development of a post-consumer recycled (PCR[32]) glass recovery system and steadily increasing its application in our products. In 2024, PCR glass was adopted in the cover glass and glass back covers of all product models, accounting for 30% of total glass usage. This initiative has effectively reduced the extraction and processing of high-energy raw materials such as silicon dioxide and sodium carbonate, while mitigating the potential environmental impact of glass waste.

Proportion of recycled aluminum alloy materials in the total aluminum alloy materials used: 63.2%

Proportion of recycled glass usage in the total glass materials used: 30%

Usage of bio-based PA materials:

2023 10 tons

2024 74.76 tons

[31]Calculated using emission factors disclosed by the International Aluminium Institute: 15.1 tCO_2e per ton for primary aluminum production and 0.521 tCO_2e per ton for recycled aluminum.
[32]Post-Consumer Recycled (PCR) glass refers to glass materials recovered after consumer use. These materials are cleaned, crushed, and processed through various steps to be reused in the manufacturing of new products.

Material Reduction

At the product structural design stage, we remain focused on lightweight and slim design strategies, continuously optimizing material application to reduce raw material consumption and support the goal of green manufacturing.

Inserts

By increasing the material's yield strength from 750 MPa to 1000 MPa, we optimized product thickness from the industry-standard 0.2 mm to 0.15 mm, achieving a balance between structural integrity and material reduction. Over the course of the year, this optimization resulted in a reduction of 9.834 tons of stainless steel usage, indirectly cutting approximately 35.9[33] tons of CO_2 emissions.

Shields

We made the shields on the main boards of all mobile phones thinner and lighter across all product lines, adjusting the thickness from 0.2 mm to 0.1–0.15 mm. While maintaining shielding performance, this optimization led to an annual reduction of approximately 164.06 tons of copper usage, which corresponds to an estimated reduction of around 639.8[34] tons of CO_2 emissions.

CO_2 emission reduction from insert optimization:

2023	14.6 tons
2024	35.9 tons

CO_2 emission reduction from screen cover optimization:

2023	585 tons
2024	639.8 tons

[33]Estimated based on the average stainless steel production emission factor (3.65 kg CO_2/kg) disclosed by the World Stainless Association.
[34]Based on the copper production CO_2 emission factor (3.9 kg CO_2/kg) under the IEA's baseline scenario.

Sustainable Packaging for Moderation and Nature-Friendliness

vivo adheres to a minimalist and environmentally friendly design philosophy. While committing to sustainable product material design, the Company continuously optimizes packaging solutions by promoting lightweight packaging, increasing the use of renewable materials, and practicing plastic reduction, thus ensuring a high-quality user experience while building a sustainable packaging system.

Transforming Packaging Design to Reduce Weight

We continuously optimize packaging design by promoting lightweight packaging and digitalizing information display, thereby improving resource efficiency and reducing material consumption and environmental impact.

Electronic manual design	Optimization of manual content	Simplification of charging cable packaging structure	Removal of travel charger from the package
Promote the use of electronic manuals to replace traditional paper manuals, transforming the way information is presented.	Streamline and adjust the layout of manuals for multilingual markets to improve work efficiency, reduce redundant text and repetitive formatting, and enhance page utilization and user reading convenience.	Replace traditional paper boxes with paper-based composite bags and simplify cable winding from multi-layer to single-layer, improving packaging compactness.	Pilot the removal of travel chargers in certain overseas markets while retaining phone protective cases, reducing unnecessary components in phone packaging.
These measures have been applied to accessories such as the first and second generations of the iQOO magnetic cooling back clip. Specifically, the paper manual pages have been reduced from 12 and 11 pages respectively to just 2 pages, resulting in over 80% reduction in paper usage.	The user manuals and quick start guides in the Turkish market have been fully digitized; in 19 markets including Australia, Singapore, and Indonesia, manual page counts have been reduced by over 70%. Notably, in the Egyptian market, the manual was cut from 30 pages to 4 pages, an 86.67% reduction.	Packaging volume has been reduced from 340 cm³ to 102.6 cm³, a decrease of approximately 69.82%.	Pilot projects covering Southeast Asian markets such as Thailand, Malaysia, and the Philippines, as well as European markets, have been implemented.[35] These initiatives have reduced packaging volume by approximately 39.2% and packaging weight by about 23.3%, saving a total of roughly 110 tons of raw materials.
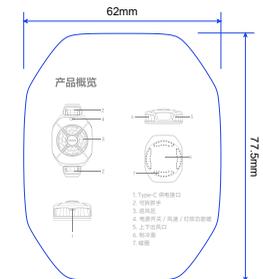
Paper manual for iQOO magnetic cooling back clip

[35]The travel charger removal pilot in Southeast Asia applies to Y03/Y03t/Y18/Y28s 5G models; in Europe, it covers models including V40 SE, Y19s, V50, and V50 Lite 5G.

Adopting More Renewable Materials

We continuously focus on the sustainability of packaging materials by increasing the proportion of renewable materials used in packaging, reducing reliance on natural resources, minimizing environmental impact, and further enhancing the eco-friendliness of our product packaging.

Soy ink printing

The packaging color boxes for all mobile phone product series have fully adopted renewable soybean ink to replace traditional mineral oil ink, reducing the emission of volatile organic compounds (VOCs) during the printing process and helping to alleviate the environmental burden during the production and use stages.

Recycled fiber liner materials

Made from waste bagasse pulp, this recycled paper pulp has a lower environmental footprint and good renewability, making it a more sustainable packaging material choice. In 2024, we widely applied this material in mobile phone packaging for the European market, with recycled pulp accounting for no less than 50% of the paper pulp used in paper trays, further improving packaging environmental performance.

Application of FSC-certified paper

All European product packaging boxes use paper certified by the Forest Stewardship Council (FSC), ensuring that the paper comes from sustainably managed forests and promoting sustainable forestry resource utilization.

Paper-to-plastic substitution exploration

We further promoted the "paper replacing plastic" strategy in the European market by replacing original MOPP plastic wrapping films with biodegradable sulfuric acid paper in several newly launched models (such as X200, X200 Pro, V50, Y19s). This effectively reduces plastic use and enhances packaging degradability.

Reuse of Packaging

vivo continuously promotes the recycling and reuse of transportation packaging materials, collaborating with supply chain partners to optimize logistics processes, reduce the reliance on single-use packaging materials, improve resource utilization efficiency, and minimize environmental impact.

We work with domestic suppliers to centrally collect and reuse transportation cardboard boxes involved in packaging materials. In 2024, approximately 644,430 cardboard boxes were recycled, reusing about 547.8 tons of raw materials. The overall recycling rate reached 85%, representing a 27.4% increase in the weight of recycled materials compared to 2023, further enhancing resource utilization effectiveness.

Amount of raw materials saved through carton recycling

2023	430 tons
2024	547.8 tons

Minimizing the Use of Hazardous Substances

vivo continuously improves its environmental management system to enhance product environmental compliance, strengthens control over the use of hazardous substances throughout the product lifecycle, and safeguards user health and ecological safety.

We have optimized the organizational structure and role division for hazardous substance management to ensure full implementation of product hazardous substance control requirements. In 2024, we reviewed and adjusted the responsibilities of our product environmental teams, clearly defining the roles of manufacturing, procurement, and process departments in hazardous substance management, thereby enhancing professional responsiveness and efficient collaboration in environmental affairs.

In terms of system development, we updated and strictly enforce the *vivo Environmental Standards for Procured Materials* in accordance with international regulations such as the RoHS Directive and REACH Regulation. The updated standard introduces restrictions on fluorine (F) elements and fluorinated organic compounds and refines control requirements for mineral oils in packaging, requiring a more scientific approach to material risk management. Additionally, we plan to include formaldehyde and PFHxA—two potentially high-risk substances—in our control list. By the end of 2024, the list of restricted hazardous substances reached 52 types.

Aligned with our goal of "zero risk leakage," we strictly control every material node from the source, strengthen material screening during design, enhance detection capabilities in

production processes, and optimize abnormality warning procedures to ensure zero environmental non-compliance in mass production materials and processes. In 2024, vivo maintained zero non-conformance leakage in critical processes, including material acceptance and assembly operations. We have also maintained continuous certification under the IECQ QC 080000 hazardous substance process management system for multiple years, solidifying our foundation in green manufacturing management.

We equally prioritize team capability building and compliance training. In 2024, the manufacturing personnel completed 8,259 environmental knowledge training and assessments with a 100% pass rate; 811 suppliers received training, achieving 100% coverage of suppliers identified as high risk environmentally.

52

Types of restricted hazardous substances

Introduced new restriction requirements for **fluorine (F)** and **organofluorine compounds**, and refined control measures for **mineral oils in packaging materials**

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

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

Optimizing Recycling and Disposal Program

We optimize product recycling and disposal channels to offer users convenient, incentive-driven green recycling solutions, promoting resource reuse and reducing environmental impact.

Trade-in program

During designated periods, users who purchase a new vivo or iQOO smartphone through official platforms and opt to recycle their old devices receive additional cash incentives, effectively boosting user participation. In 2024, vivo collected 100,000 used smartphones through its official website trade-in program.

Service of repairing and retaining broken parts at a favorable price

We encourage users to leave damaged original components at vivo service centers during repairs, in exchange for corresponding discounts on service fees. This program covers key parts such as displays, motherboards, batteries, and back covers across various smartphone models, further promoting component circularity and green repair practices. In 2024, a total of 987,687 key components have been repaired in Chinese market under vivo's service of repairing and retaining broken parts at a favorable price.

In 2024, vivo's offline stores in China collected a total of 399,000 used devices, while the online channel collected 820,000 units, further enhancing our green recycling ecosystem. Globally, vivo's after-sales service centers recycled and processed approximately 306.1 tons of old and damaged parts, including over 243 tons of waste electrical and electronic equipment (WEEE). All waste was handled by certified third-party environmental service providers, maintaining a 100% compliance rate for disposal.

Exploring the Recycling Possibility of the Used

We remain committed to exploring ways to give products a "second life" and promoting circular resource use. Devices recovered during operations undergo professional testing and maintenance before being redeployed internally as backup units, primarily for business support and employee training purposes. By extending product lifecycles, we are gradually shifting from "disposal" to "reuse" of retired equipment, enhancing resource efficiency and strengthening our sustainable product lifecycle management system.

Total number of used phones recycled at offline stores:

2022	311,600
2023	339,000
2024	399,000

Number of used phones recycled through the online channel:

2022	439,500
2023	456,000
2024	820,000

Recycled and disposed electrical and electronic equipment waste:

2023	Over 159 tons
2024	Over 243 tons

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.

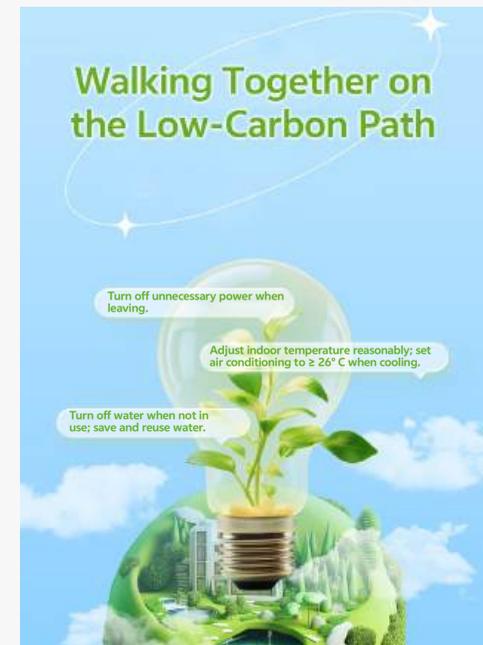## Environmental Management System

vivo adheres to the environmental protection laws and regulations of the countries and regions where it operates, as well as the requirements of the ISO 14001 Environmental Management System. Building on the *EHS Management Manual*, we have developed institutional documents such as the *Chinese mainland EHS Implementation Team Performance Evaluation Plan* and updated our *Production Environment Control Specifications* to enhance our capabilities in addressing environment, health, and safety (EHS) matters.

During the reporting period, we revised the important members and responsibilities of the EHS Committee to better respond to emerging challenges in our operations. We also completed environmental risk assessments across all operational sites and conducted regular monitoring to track progress toward EHS targets. Targeted improvement measures were implemented in key areas to ensure effective achievement of environmental management goals.

vivo continues to promote a green workplace philosophy, embedding environmental awareness into daily operations. We systematically integrated EHS concepts into employee training programs and made relevant courses available on the "v Learning" platform, achieving 100% training coverage. In addition, we hosted an online environmental seminar at our Indonesian factory, featuring a UNICEF Indonesia WASH (Water, Sanitation, and Hygiene) officer to raise employees' environmental awareness. We also utilized internal communication platforms such as WeChat public accounts and the "v News" bulletin to broadly disseminate EHS knowledge and foster a green and healthy working environment. As of the reporting period, EHS assessments have been completed across all workplaces, and all factories in China have obtained ISO 14001 certification[36].

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[36]The Dongguan M0 factory obtained ISO 14001 Environmental Management System certification in 2025.

Environmental Protection Promotion Conducted by vivo

vivo promoted environmental awareness and low-carbon practices by disseminating the campaign poster "Low-Carbon Action, Together We Go" through its internal communication channel "Admin v News". This initiative aimed to advocate energy and water conservation, strengthen environmental management outreach, and embed sustainability principles deeply into the corporate culture.

Walking Together on the Low-Carbon Path

Turn off unnecessary power when leaving.

Adjust indoor temperature reasonably; set air conditioning to ≥ 26° C when cooling.

Turn off water when not in use; save and reuse water.

Water Resource Management

vivo places great importance on the responsible use of water resources and actively implements measures to enhance water efficiency.

The Company strictly adheres to the *Water Resources Management Regulations* and complies with the water management requirements set by local governments where it operates. Following the principle of compliance with law and prioritizing conservation, vivo has established a comprehensive water resource management system and continuously improves its water management practices.

To enhance water efficiency, vivo has built a water consumption accounting system that spans production, office operations, and daily living scenarios. Wastewater treatment facilities and water usage monitoring platforms are deployed across its parks to enable real-time tracking of water consumption and provide early warnings for abnormal usage, effectively preventing water waste. In addition, vivo actively promotes the reuse of concentrated and wastewater. Through water recycling systems, treated greywater is reused in non-production scenarios such as landscaping and cleaning, significantly improving water recycling efficiency and reducing the consumption of fresh water.

Concentrated water recovery

vivo actively promotes concentrated water recovery initiatives in areas B and C of its industrial park. In 2024, these efforts led to annual water savings of over 20,000 tons, contributing significantly to the sustainable use of water resources.

Wastewater reuse

In collaboration with a third-party treatment team, vivo has implemented advanced laboratory wastewater treatment and resource utilization in Zone B of the industrial park. With an annual treatment volume of approximately 1,200 tons, this initiative has improved wastewater quality and enabled effective water recycling.

Through refined management and water-saving technology transformation, in 2024, the recycling volume of concentrated water in Zone B and Zone C of the Dongguan Industrial Park reached 22,765 tons. The usage volume of recycled water from the laboratory wastewater treatment station in Zone B of the industrial park was approximately 1,200 tons, and the annual total water consumption was 1.61 million tons.

Water saved from the recycling project:

2023	20,338 tons
2024	23,965 tons

Waste Management

Adhering to the principles of "reuse, recycle, and full-process oversight," vivo strictly complies with the *Law of the People's Republic of China on Prevention and Control of Environmental Pollution by Solid Waste* and has established internal regulations such as the *Standards for Classification and Management of Wastes* and *Hazardous Waste Management Standards* to ensure rigorous control over all types of waste. In alignment with internal compliance protocols and operational needs, vivo has developed a comprehensive waste management system to scientifically manage waste throughout its operations and fulfill its environmental responsibilities.

To minimize the impact of waste on surrounding environments, the Company enforces strict control across the entire waste lifecycle from generation and storage to transport and disposal. vivo engages certified third-party agencies to handle general waste, hazardous waste, and electronic waste, ensuring safe and compliant treatment. In 2024, vivo China generated 93 tons of hazardous waste and 8,388 tons of non-hazardous waste. The Company achieved a 100% compliance rate for hazardous waste and electronic waste disposal, as well as a 100% recycling rate for non-hazardous waste. Additionally, a total of 5,000 tons of wastepaper (including packaging paper and office paper) was recycled. All vivo factories have successfully implemented standardized hazardous waste disposal practices.

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

Types of Waste and Disposal Method

In terms of waste management for suppliers, we explicitly require, in accordance with the *Supplier Code of Conduct*, that all suppliers strictly comply with local laws, regulations, and industry standards regarding the storage, transportation, and incineration of waste materials.

Furthermore, we regularly organize employee training sessions focused on waste reduction. Through a systematic curriculum, we comprehensively enhance employees' awareness and practical capabilities in minimizing waste emissions.

Total amount of hazardous waste generated in vivo China:

2023	103.96 tons
2024	93 tons

Total amount of non-hazardous waste generated in vivo China:

2023	10,857.56 tons
2024	8,388 tons

100%
Compliant disposal rate of hazardous waste for two consecutive years (2023 and 2024)

100%
Recycling and utilization rate of non-hazardous waste for two consecutive years (2023 and 2024)

100%
Compliant disposal rate of electronic waste for two consecutive years (2023 and 2024)

Pollution Prevention and Control

Although the environmental impact of pollution emissions from vivo's production and operations is relatively limited, we remain committed to advancing pollution prevention efforts in accordance with high standards. We continue to increase investment, optimize production processes and technologies, and actively adopt more environmentally friendly production methods to minimize our environmental footprint.

Relying on a comprehensive system for the treatment of exhaust gas, wastewater, and noise, we consistently promote pollution control through rigorous assessment and professional disposal methods. The Company continuously evaluates environmental management goals and performance, commissioning qualified third-party agencies to monitor noise, exhaust gas, and wastewater generated during production operations. In 2024, vivo achieved a 100% compliance rate for exhaust gas, wastewater discharge and noise emission across all its parks, with no environmental pollution incidents recorded throughout the year.[37]

Pollutants	Examples	Handling Measures
Exhaust gas	Exhaust gas from production	After centralized collection, a pre-treatment process is applied for purification.
	Exhaust gas from cooking	Fume purification devices are used to treat oil smoke emissions, which are discharged at high altitude only after meeting compliance standards.
Wastewater	Wastewater from production	Centrally collected waste is transferred to and harmlessly disposed of by qualified third-party agencies.
	Domestic wastewater	Disposal is carried out in accordance with local operational requirements, with regular updates to drainage network discharge permits and compliance with relevant regulations.
Noise	/	Noise is continuously managed through equipment upgrades, source isolation, and increased greenery coverage.

Types of Pollutants and Disposal Methods

[37]Data cover vivo's Dongguan park, Chongqing park, and Indonesia factory.

100%

Compliance rate of wastewater discharge in 2022, 2023, 2024

100%

Compliance rate of exhaust gas discharge in 2022, 2023, 2024

100%

Compliance rate of noise emission in 2022, 2023, 2024

Tackling Climate Change

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

Carbon Management

vivo continuously explores a green and sustainable development model, deeply integrates carbon management into the entire process of business strategy and operation, sets up a scientific carbon management framework and carbon reduction goals, continuously promotes the application of carbon reduction technologies, systematically strengthens carbon management capabilities, and steadily explores the path of low-carbon development. We actively respond to the national "dual carbon" policy requirements, proactively meet the social responsibility expectations of global partners and regulatory authorities for the Company's low-carbon development, build a complete carbon management system, set low-carbon goals, and ensure their effective implementation.

Carbon Governance Structure

vivo incorporates carbon emission management into its Corporate Social Responsibility (CSR) governance system and integrates it into all business processes.

Management Committee

CSR Committee

vivo Carbon Governance Structure

Execution Team
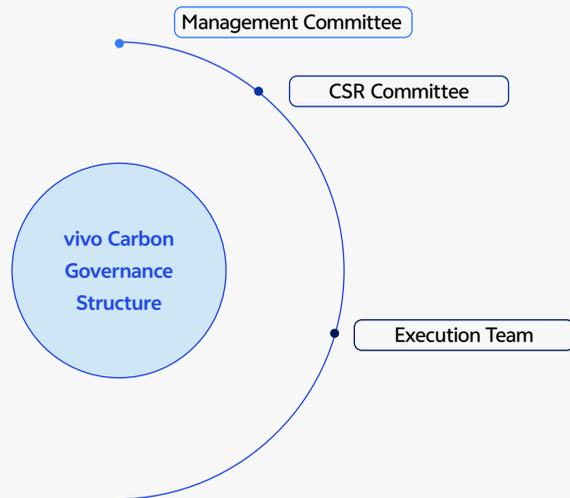
The highest decision-making organization

Coordinate the Company's carbon management work, ensuring that the principles and action plans for carbon management align with the Company's development direction.

· Carbon Management Cross-Functional Team

Formulate short-, medium-, and long-term carbon emission targets as well as annual reduction plans; building and continuously improving the carbon management system; advancing the implementation of carbon inventory and emission reduction pathways; monitoring, managing, and reporting carbon emission data; identifying climate-related risks and opportunities; and continuously optimizing the carbon target management mechanism to ensure the orderly advancement of the Company's low-carbon development and effectively respond to external disclosure requirements.

· Product Ecological Design Team

Establish and improve the product environmental impact assessment system and eco-friendly quantitative indicator system; formulate and implement short-, medium-, and long-term plans to increase the use of sustainable raw materials, promote the adoption of degradable packaging materials, enhance material recycling rates, reduce product carbon footprints, and advance the development of environmentally friendly products.

Climate Risks and Opportunities

vivo pays close attention to the potential risks and development opportunities brought by climate change. The Company has completed climate risk identification and opportunity management, and formulated the *vivo Climate Change Opportunity Assessment Results and Response Strategy*, with a focus on green manufacturing, energy efficiency improvement, and low-carbon product innovation. The strategy outlines initial directions and corresponding response measures. On the risk response front, vivo continuously monitors the potential impact of extreme weather on business stability. In

2024, there were no disruptions to production or operations due to extreme weather events. To enhance emergency response capabilities, the Dongguan park organized natural disaster emergency drills and produced summary reports, continuously improving the Company's risk management mechanisms. Looking ahead, vivo plans to further strengthen its climate risk identification and response systems, comprehensively enhancing climate resilience across its operations.

Risk type		Risk content	Response measures
Physical risks	Acute physical risks	Climate events such as extreme heat, heavy rain, and floods may lead to production disruptions and supply chain interruptions.	Closely monitor weather conditions and enhance disaster resilience for warehousing and production equipment in critical areas; proactively plan systems for flood control, heat mitigation, and backup energy; timely update natural disaster emergency plans to optimize response procedures and measures.
	Chronic physical risks	Chronic changes such as global warming and sea-level rise pose challenges to operational site selection and long-term costs.	Consider regional climate risks when selecting and planning projects for various assets; during operations, construct and regularly maintain facilities and equipment such as drainage systems, permeable pavements, and green spaces to cope with extreme weather.
Transition risks	Policy and regulatory risks	The tightening of carbon emission control policies brings compliance and cost pressures.	Continuously study, monitor, and communicate policy changes, proactively considering policy adaptability; actively respond to the national dual-carbon strategy by reducing carbon emissions through digital energy-saving initiatives and equipment upgrades; vigorously conduct carbon inventories and carbon footprint assessments to enhance the credibility of data disclosure.
	Technological risks	The rapid update and iteration of technology pose risks of lagging carbon performance for existing technical solutions.	Rapid technological updates pose risks of lagging carbon performance for existing solutions. We will deepen research and innovation in low-carbon technologies, advancing green, low-carbon, and intelligent upgrades while seizing opportunities in clean technology development. By establishing scientifically grounded carbon reduction pathways and conducting technical and economic feasibility assessments, we will monitor advancements in carbon capture, utilization, and storage (CCUS) technologies to adopt the most effective solutions.
	Market risks	The market is shifting toward green products, putting pressure on traditional products and services.	Strengthen the research and development of green innovative products and enhance market promotion strategies; develop a differentiated green labeling system to meet the growing demand for low-carbon products in the market.
	Reputation risk	Insufficient information disclosure or poor low-carbon performance may trigger social supervision and reputation crises.	Disclose the impact of climate change on vivo's business and the corresponding climate response measures in accordance with internationally recognized climate disclosure frameworks, actively addressing inquiries from stakeholders.

vivo Climate Risks and Response Strategies

Opportunity type	Opportunity content		Response measures
Energy source/resilience	Energy structure optimization	Using renewable energy helps optimize the energy structure and control energy costs.	Accelerate the construction of photovoltaic power generation projects to increase the proportion of green power use; promote the combined application of photovoltaic + energy storage technology, explore the market mechanism of green power trading, and reduce the dependence on traditional energy in operation.
Energy efficiency	Energy efficiency improvement	Energy-saving equipment and efficient operation methods can improve the efficiency of unit energy consumption.	Establish an intelligent energy management platform to clarify the paths for energy efficiency improvement in different scenarios such as office, production, and daily activities; set carbon emission indicators and continuously track data to promote low-carbon transformation projects.
Technology	Green technology transition	Green and low-carbon technologies as a new direction for enhancing product competitiveness	Adoption of low-carbon materials and high-efficiency energy-saving technologies; active exploration of carbon capture, utilization, and storage (CCUS) pathways; and forward-looking deployment of low-carbon product substitution solutions
Market	Green product innovation	Product greening can promote the recycling of materials and the expansion of new markets.	Increase the utilization rate of environmentally friendly packaging materials; improve the recycling rate and biodegradable proportion of materials; expand the application of sustainable design concepts in the full life cycle management of products.

vivo Climate Opportunities and Response Strategies

Carbon Goal Setting

In response to the target of keeping a global temperature rise below 2 ° C proposed by the *Paris Agreement* and China's "dual carbon" goals, vivo released the *vivo Low-Carbon Action White Paper* in 2024, officially proposing the Company's low-carbon development goals and further exploring vivo's roadmap towards carbon peaking and carbon neutrality. We aim to achieve a 50% reduction in carbon emissions in our operations by 2035 compared to 2021 levels, and achieve carbon neutrality in our operations by 2050.

2050
Achieve carbon neutrality in our operations

2035

2021

Achieve a 50% reduction in carbon emissions in our operations compared to 2021 levels

Complete the baseline carbon inventory
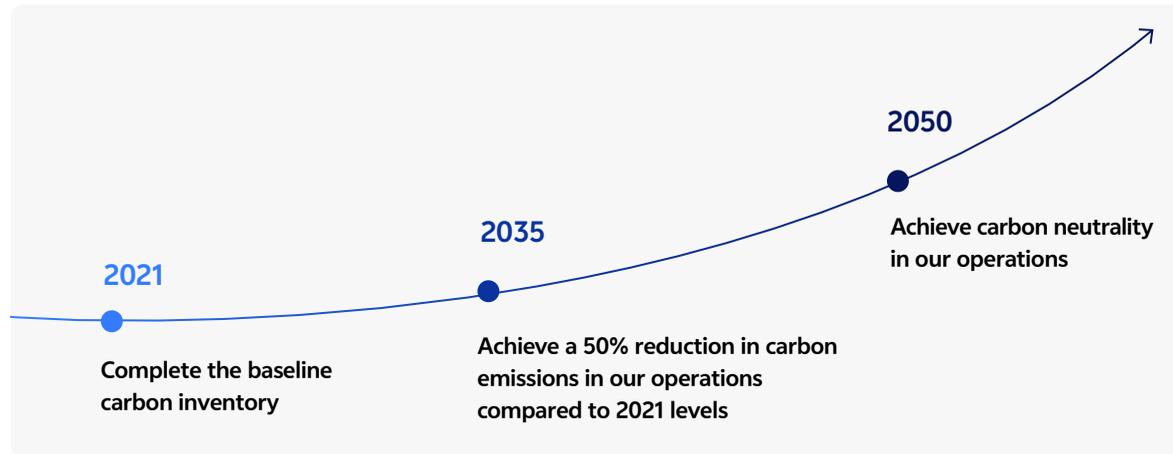
In 2024, vivo set an annual emissions reduction target of 1.71%[38] for its China operations, using 2023 as the baseline year to support its carbon goals. By the end of the reporting period, emissions had declined by 3.1% on a comparable basis, surpassing the original target. The Company also refined its management approach by setting differentiated reduction targets for the Dongguan Industrial Park, M0 Plant, and Chongqing Plant, encouraging each site to implement carbon reduction strategies tailored to local conditions. This initiative is gradually building a refined carbon management system that covers both headquarters and manufacturing bases.

vivo always adheres to the strategy of "prioritizing direct emission reductions over removal, and removal over offsetting, while continuously enabling green transformation across the value chain." The Company is focused on two critical dimensions—its own operations and the broader value chain—to develop comprehensive emissions reduction roadmaps and detailed action plans. At the same time, vivo continues to explore feasible pathways to optimize its carbon neutrality strategies, working diligently to ensure the successful realization of its carbon goals.

Current Carbon Emissions

In 2024, vivo continued to advance carbon emissions verification across its operations, conducting a comprehensive review of emissions from two industrial parks and seven office buildings located in eight cities. The Company also monitored the progress of its carbon reduction plans and targets in detail. In addition, vivo continued identifying and accounting for Scope 3 emission categories to more accurately assess its carbon footprint across the entire value chain, both upstream and downstream.

To improve the accuracy and efficiency of carbon emissions accounting in key sites, we adjusted our calculation methodology—specifically, emissions from refrigerants and fire extinguishers were calculated using the "filling method"[39] instead of the previously adopted "leakage method." In 2024, the Scope 1, Scope 2, and Scope 3 emissions of the Dongguan Industrial Park (ABC Zone) were 35,815.11 tCO_2e, 60,935.03 tCO_2e, and 83,840.53 tCO_2e, respectively. To ensure year-over-year comparability, we also retained the 2023-calibrated results: Scope 1 emissions would have been 8,667.37 tCO_2e under the previous methodology, with Scope 2 and Scope 3 figures remaining unchanged.

Gasoline usage	**120.42 tons**
Diesel consumption	**67.02 tons**
Electricity consumption	**182,948.2MWh**
Total Scope 1 GHG emissions	**37,779.57 tCO_2e**
Total Scope 2 GHG emissions	**93,771.17 tCO_2e**
Total Scope 3 GHG emissions	**111,843.77 tCO_2e**

Energy Use and Greenhouse Gas Emissions of vivo in the Chinese Market in 2024[40][41]

[38]Due to adjustments to the scope of ownership of vivo Mobile Communications Co., Ltd., the original annual carbon reduction target (a 1.6% reduction compared to 2023) has been revised to a 1.71% reduction compared to 2023.
[39]The change in methodology was primarily due to the wide distribution and complex statistics of refrigerant and fire extinguisher emission sources in the Dongguan Industrial Park. In 2024, the filling method was adopted, and a concentrated refill of 2,678 kg of heptafluoropropane fire extinguishers in Zones A and C further contributed to the increase in Scope 1 emissions under the new approach.
[40]GHG verification is conducted with reference to ISO 14064-1 / Section 6.2.3, using the emission factor method (AD × EF × GWP). The Global Warming Potential (GWP) values are sourced from the IPCC's Sixth Assessment Report (2021), which provides updated GWP metrics for various GHGs.
[41]In 2024, vivo further refined the statistical boundary to cover newly added operational activities and sites.

Emission Reduction in Our Operations

vivo has established a comprehensive energy management system aimed at reducing absolute carbon emissions and steadily achieving its emission reduction targets. In response to the Company's current energy usage, vivo has formulated documents such as the *Operational Guidance for Energy Management Scheme Formulation and Implementation, Operational Guidance for Energy Operation and Management*, and *Contingency Plan for Energy Security*, clearly defining annual energy-saving and emission reduction targets for each business location and continuously improving internal energy management processes.

In the current year, we conducted energy audits to identify energy risks and savings potential across vivo's operations in China, continuously enhancing energy management efforts. Additionally, we strictly manage high-energy-consuming equipment, regularly organize energy emergency drills, and carry out energy-saving awareness campaigns for all employees, effectively reducing idle operating time of equipment. In 2024, vivo Dongguan Industrial Park areas A and C, as well as the M0 factory, all obtained ISO 50001 Energy Management System certification. We conduct annual energy consumption analysis and research for key energy-using units and evaluate and implement feasible energy-saving projects.

Continually improve energy efficiency

vivo is committed to advancing energy-saving technical improvements and encourages relevant professionals to propose measures for enhancing energy use efficiency. The production department has established a comprehensive, strict, and effective energy consumption target management system. Based on historical operational data and annual planning, vivo sets yearly energy consumption targets covering key indicators such as SMT energy consumption per ten thousand points, and energy consumption per unit of assembly and finished product. In 2024, most of the energy-saving targets and departmental indicators were overachieved. A total of 26 energy-saving technical improvement projects were implemented at the Dongguan Industrial Park, resulting in approximately 5,077.8 MWh of electricity saved, 25,200 cubic meters of natural gas reduced, and over 2,876.86 tCO_2e of carbon emissions avoided. Meanwhile, the Chongqing Industrial Park saved approximately 1,038 MWh of electricity through various energy efficiency initiatives. In addition, vivo optimized eight employee commuting routes to further improve travel efficiency and energy utilization. Overall, in 2024, vivo's China operations achieved a total carbon reduction of 3,052.84 tCO_2e through continuous energy management and technical improvements.

Physical server optimization

vivo Dongguan Park continuously optimized physical server resource allocation by shutting down idle servers, consolidating inefficient equipment, and streamlining the operating environment, saving approximately 793.5 MWh of electricity and reducing carbon emissions by about 425.8tCO_2e。 over the year.

Piezo valve body heat dissipation optimization

At vivo Dongguan Park, a project to optimize the heat dissipation of piezo valve body improved the air blowing method, achieving precise cooling while reducing energy waste, saving 778 MWh of electricity and reducing 417.58 tCO_2e of carbon emissions.

Air compressor usage optimization

vivo Indonesia factory optimized the operating schedule of its Air Handling Units (AHUs) by implementing a timed shutdown strategy during off-peak production hours. This adjustment saves approximately 547 MWh of electricity annually and reduces greenhouse gas emissions by around 327.65[42] tCO_2e.

Accelerate the energy structure transition

vivo is actively advancing the transformation of its energy structure and accelerating the deployment of clean energy to reduce reliance on non-renewable resources in its operations. In 2024, the Company's distributed photovoltaic (PV) power generation projects produced a total of 6,016.3 MWh of electricity, with 5,872.8 MWh used for internal consumption and 143.5 MWh supplied to the grid. The use of solar energy at the Dongguan park contributed to a reduction of approximately 3,677.55 tCO_2e in greenhouse gas emissions, representing a 29.37% increase compared to 2023.

In the transportation sector, vivo continues to expand low-carbon mobility solutions. At the Chongqing park, 100% of employee shuttle buses are now electric, significantly enhancing the environmental friendliness of daily commuting. Meanwhile, the Dongguan park is also advancing the electrification of its own vehicle fleet—phasing out the use of three fuel-powered shuttle buses and four fuel-powered business vehicles, while introducing two fully electric business vehicles and two low-emission business vehicles, thereby further reducing the operational carbon footprint.
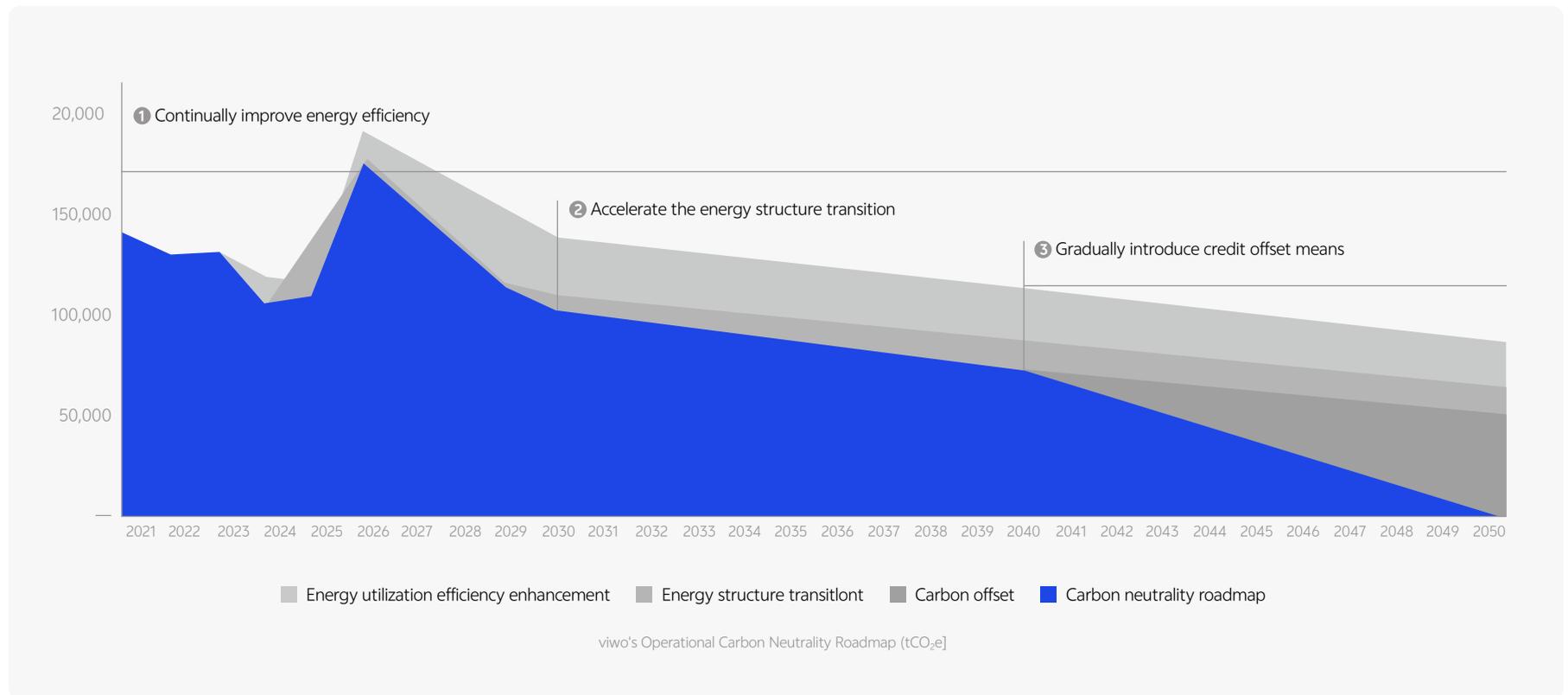
In addition, vivo continues to optimize the management of greenhouse gas emissions from leakage sources. The Company plans to update its refrigerant use by phasing out high environmental impact substances and adopting more environmentally friendly third-generation refrigerants. The few remaining heptafluoropropane (HFC-227ea) fire extinguishers will be fully replaced with perfluorohexanone (FK-5-1-12) units. Looking ahead, vivo aims to steadily increase the adoption of natural refrigerants, such as fourth-generation refrigerants and liquid CO_2, and will initiate the installation of IG541 fire suppression systems to minimize emissions caused by system leakage.

[42] The carbon reduction was calculated using the Indonesian Harmonized Grid Emission Factor of 0.599 tCO $_2$ /MWh, as published by the United Nations Framework Convention on Climate Change (UNFCCC).

Gradually introduce credit offset means

vivo adheres to the principle of "prioritizing direct emission reduction over removal, and removal over offsetting," placing direct reduction at the core of its decarbonization approach. The Company strives to achieve its primary emission reduction targets by improving energy efficiency and optimizing its energy mix. For minimal residual emissions that are currently unavoidable, carbon removal technologies and high-quality carbon credit offset mechanisms will be adopted as supplementary

measures. Ultimately, with forward-looking investments in renewable energy, vivo is building a tiered carbon neutrality solution based on the sequence of "reduction–removal–offset." vivo purchased green electricity certificates corresponding to 16,728 MWh of power from outside the province in 2024, resulting in an equivalent reduction of approximately 9,795.92 tCO_2e in greenhouse gas emissions, further contributing to the achievement of the Company's carbon goals.

① Continually improve energy efficiency
② Accelerate the energy structure transition
③ Gradually introduce credit offset means

Legend: ▢ Energy utilization efficiency enhancement   ▢ Energy structure transitlont   ▢ Carbon offset   ▮ Carbon neutrality roadmap

viwo's Operational Carbon Neutrality Roadmap (tCO₂e]

Low-Carbon Transformation of the Value Chain

vivo integrates the philosophy of green operations throughout its entire value chain, striving to drive substantive breakthroughs in value chain decarbonization. The Company has established clear requirements and management provisions on greenhouse gas emissions from suppliers in key regulatory documents such as the *vivo Supplier Code of Conduct* and *Business Cooperation Agreement.* By actively identifying decarbonization opportunities across upstream and downstream operations, vivo aims to promote low-carbon and green development throughout the value chain, advancing toward a net-zero future.

Clean electricity provided by photovoltaic power generation project:

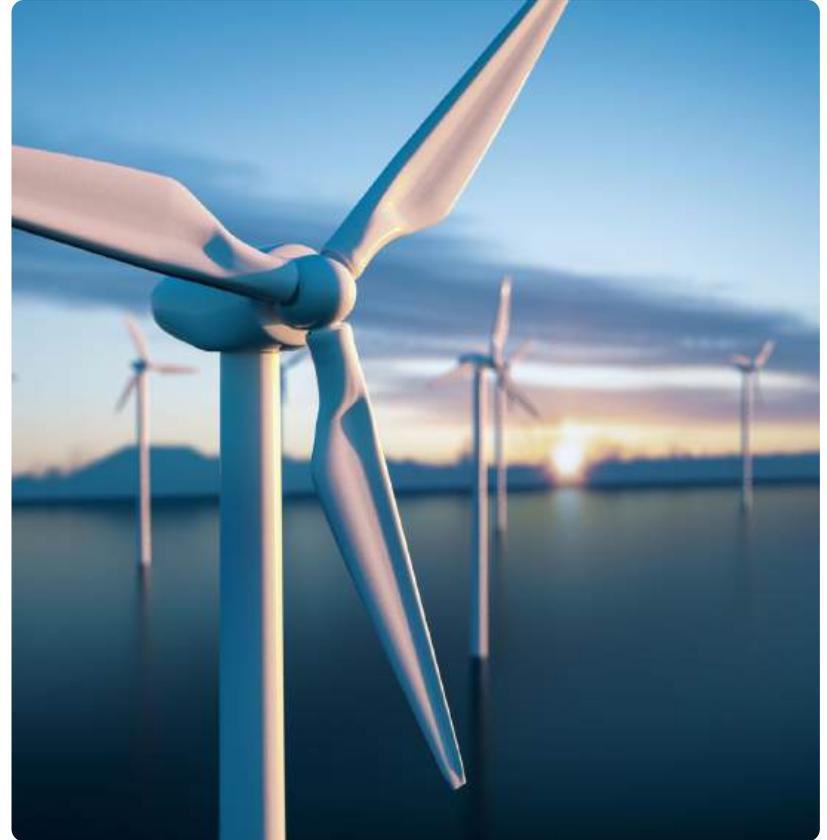|	
2023	4,530 MWh
2024	6,016.3 MWh

3,677.55 tCO$_2$e

Carbon emissions reduction at vivo photovoltaic project in Dongguan Park

3,052.84 tCO$_2$e

Carbon emission reduction brought by innovative energy-saving measures by vivo China

Value Creation

05

Employee Growth

Win-Win Cooperation

Industrial Co-Prosperity

Investment in work safety

5,006,793yuan

Total duration of employee training

223,755.9hours

Proportion of suppliers that signed the agreement on sustainable procurement reached

100%

suppliers received conflict minerals compliance training

272

Participated in the development of more than

940industry standards

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

Employee Growth

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

Health and Safety

Ensuring employee occupational health and safety is our unwavering bottom line and the foundation of our business operations. We continuously improve our occupational health and safety management system, strictly implement safety production measures, and consistently strengthen employees' safety awareness and capabilities, fully committed to creating a healthy and safe working environment for all staff.

[43]including the Dongguan M0 Factory (vivo Smart Technology Co., Ltd.), which obtained certification in 2025

Occupational Health and Safety Management

We comply with relevant laws and regulations in all operating locations and have established regulatory documents such as the *EHS Management Manual* and the *EHS Issue Feedback Work Instruction*. We continuously update health and safety management standards including the *EHS Inspection Work Instruction* and the *Occupational Health Management and Medical Examination Work Instruction,* thereby steadily improving an EHS management system that covers the entire Company's operations. During this reporting year, we updated the mission, responsibilities, and role divisions of the EHS team, further detailing the work duties of the EHS Committee's executive team, effectively implementing occupational health protection measures for employees. We have set 10 EHS management goals, including achieving zero fire incidents, controlling the recorded injury rate per thousand workers, eliminating occupational disease cases, preventing food and drinking water poisoning incidents, and improving emergency management mechanisms. These goals have largely been met, with the lost-time injury rate per million hours worked recorded at 0.365 this year. All vivo factories in China[43] have passed the ISO 45001 Occupational Health and Safety Management System certification.

We systematically identify, control, and evaluate occupational hazards throughout the full project lifecycle—from initiation, construction, pilot production to operation. Based on the *EHS Factors Identification and Risk Assessment Work Instruction*, we regularly conduct EHS factor identification in Company activities, products, and services; assess existing and potential significant EHS risks; and develop and implement control measures to reduce or eliminate the impact of major EHS factors on employee health.

We have set up medical rooms in office areas and factory sites in Dongguan, Chongqing, and other locations, staffed by 798 certified first-aid personnel providing internal medicine treatment, trauma care, and emergency medical assistance. We provide employees with appropriate personal protective equipment and conduct occupational health examinations before, during, and upon leaving their posts for occupational hazard positions to ensure employee health and safety. In 2024, the occupational health examination coverage rate for hazardous posts reached 100%, with zero occupational disease incidents reported.

0

Occupational disease incidents among employees in 2023、2024

100%

Proportion of workplaces where health and safety risk assessments are conducted

Identification and Control of Potential Safety Hazards

We continuously increase investments in safety and steadily advance the identification and remediation of potential hazards.

In accordance with regulations, we conduct both internal and external audits of the EHS system and regularly carry out various EHS-specific inspections at our factories and office locations across all parks, steadily progressing in hazard detection and resolution. In 2024, vivo factories in China conducted a total of 61 EHS risk inspections, achieving a 99% closure rate for identified safety hazards.

To reduce safety risks, we continuously monitor and record unsafe behaviors observed during employee operations, maintaining a monthly log to promptly detect and correct potential safety issues, thereby safeguarding employee occupational health. At the quality laboratory of our Indonesia factory, we implement strict safety management measures, including daily routine inspections and monthly targeted chemical audits, to ensure the safe use of laboratory chemicals.

Additionally, we continuously optimize the feedback process for EHS-related issues, promote standardized management practices, and encourage frontline employees to actively report safety hazards through incentive mechanisms, enhancing overall participation and jointly fostering a healthy and safe working environment.

61
Number of EHS risk inspections conducted

99%
Safety hazard closed-loop rate

5,006,793 yuan
Investment in work safety

Promoting a Safety Culture

The Company is committed to cultivating a culture of health and safety awareness and responsibility among all employees. Through diverse safety training sessions, knowledge dissemination, and emergency drills, we continuously enhance employees' health and safety literacy as well as their emergency response capabilities.

Safety training

In 2024, we formulated the *EHS Training Management Regulations*, standardizing training requirements and management for EHS personnel, general employees, and visitors. The regulations clearly stipulate that EHS managers must obtain relevant training certifications to demonstrate their qualifications. Over the year, we conducted more than 1,000 specialized EHS training sessions, with a total duration of approximately 1,900 training hours, and attended by over 70,000 participants.

Safety campaigns

We publish a wide range of articles on internal public platforms and have established dedicated EHS course modules on our online learning platform to promote health and safety knowledge. Concurrently, we organize themed campaigns such as Safety Culture Promotion Month and Fire Safety Month to deepen employees' understanding of health and safety concepts.

Safety emergency drills

We organize targeted emergency drills addressing potential safety incidents including fires, gas leaks, food poisoning, chemical spills, and electric shocks, aiming to improve employees' disaster prevention, risk avoidance, and first aid skills. In 2024, vivo conducted a total of 105 emergency drills across 19 types of scenarios, covering 17,366 participants.

Number of EHS-related training courses:

2023 ████████████ 816 sessions
2024 ██████████████ over 1,000 sessions

Total number of employees attending the EHS training courses:

2023 ███████ 47,835 persons
2024 ████████ 71,312 persons

1,013 hours
Total course duration

vivo Indonesia factory won the local

Provincial Zero-Accident Factory and Occupational Health and Safety Award

Rights and Interests of Employees[44]

Upholding the mission of "creating a joyful and progressive environment for employees", we integrate the principles of diversity, equality, and inclusion into our daily operations and management. Through a comprehensive compensation and benefits system alongside rights protection mechanisms, we build a fair and just career development platform for our employees and foster an open and inclusive working environment.

Respecting Basic Rights and Interests

We implement the *Anti-discrimination Management System* to standardize the entire recruitment process and oppose any form of employment discrimination. Employees are treated equally regardless of ethnicity, region, household registration, gender, age, physical appearance, health condition, marital or reproductive status, or other personal attributes. We respect human rights and are committed to ensuring equal employment opportunities and fostering a fair and just workplace environment.

We strictly prohibit any form of child labor and forced labor. Internal regulations such as the *Administrative Regulations on Prohibiting the Employment of Child Labor and Remedial Measures for Mistaken Recruitment of Child Labor* and the *Administrative Regulations on the Prevention of Forced Labor* have been established and implemented. We have improved employee record management systems, verified the identity information of new hires, and set up supervision and reporting channels to eliminate risks related to child labor employment, alongside remedial measures for any misemployed child labor cases. In 2024, vivo achieved a 100% labor contract signing rate, with no incidents involving child labor or forced labor.

Based on the *Anti-discrimination Management System* and the *Anti-Workplace Sexual Harassment Regulations*, vivo has established a comprehensive complaint handling system. With clearly defined complaint channels and standardized handling procedures, we protect the privacy of sexual harassment

reporters through dedicated personnel and encrypted electronic data. The investigation teams are ensured to have reasonable gender composition to guarantee fairness and justice throughout the investigation process and outcomes, effectively safeguarding employees' legal rights. At our Indonesia factory, we enhance employee awareness of workplace violence and sexual harassment prevention through regular advocacy and training. In 2024, vivo recorded 100% training coverage on anti-discrimination and human rights protection, with no discrimination incidents reported throughout the year.

0

Incidents related to the use of child labor or forced labor in 2023、2024

Employee coverage of preventive training for discrimination and human rights violations:

2023	100%
2024	100%

0

Proven incidents of discrimination in 2023、2024

Diversity and Inclusion

We deeply integrate the culture of diversity and inclusion into all aspects of corporate management. Through targeted measures, we strive to meet the diverse needs of employees and create an open and inclusive working environment.

The Company respects and embraces the cultural customs and religious beliefs of employees from all ethnic backgrounds, strictly enforcing policies such as the *Religious Belief Management System*. We proactively understand employees' faith-related needs and personalized requests, responding promptly and appropriately to various special requirements raised by employees while fully protecting their privacy. For example, at our Indonesia factory, we respect local cultural traditions by organizing Ramadan team-building activities for Muslim employees, providing benefits for Eid al-Fitr, and flexibly arranging working hours every Friday to ensure employees with religious beliefs have sufficient time for meals and prayers. In 2024, ethnic minority employees accounted for 8.54% of vivo's workforce, with 4.70% of ethnic minority employees holding senior management positions (excluding board members).

Proportion of ethnic minority employees:

2023	8.02%
2024	8.54%

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

2023	4.23%
2024	4.70%

[44]The number of employees in the section on protecting employee rights refers exclusively to data from the China region.

Guarding Rights and Interests of Female Employees

vivo implements policies such as the *Administrative Regulations on the Protection of Female Employees* and provides comprehensive care for female employees through measures including the establishment of nursing rooms, the provision of statutory maternity benefits, and special activities for International Women's Day. Around holiday themes, the Company specially organized the public course "She Power: Self-Improvement for Women in the Workplace", which achieved a course satisfaction rating of 8.9 or above (out of 10). In 2024, female employees accounted for 31.94% of vivo workforce, with women holding 15.52% of senior management positions (excluding board members).

15.52%

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

Employee Remuneration and Benefits

vivo complies with local laws and regulations to establish a compensation and benefits system that balances industry competitiveness and fairness, providing a basis for salary adjustments, internal talent mobility, and year-end bonus distribution. This year, we updated the *Overseas Stationed Employee Welfare System* to further standardize and improve benefits for overseas-assigned staff; meanwhile, we introduced the *vivo Annual Health Check Management Standard* to systematically enhance employee health management and welfare. Beyond statutory benefits, we offer diversified and distinctive benefits covering the entire career lifecycle, truly embodying our corporate culture of "healthy and sustainable development".

Statutory Benefits

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

Additional Benefits and Care

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

- **Subsidies and Special Offers**
  Subsidies for expatriates, travel subsidies, mobile phone credit subsidies, overtime taxi reimbursement, and rental subsidies; preferential offers for internal mobile phone purchases

- **Physical and Mental Health**
  Health facilities: infirmaries (providing free medical treatment and medicine), gyms, recreation rooms
  Health examinations: annual physical examinations; commercial insurance and travel insurance for certain positions and groups
  Mental health: an online EAP service center for employees and their family members, which provides psychological assessments, consultation appointment, crisis intervention, and other services

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

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

- **Talent Support**
  Home leave for overseas-assigned staff, benefits for overseas-assigned staff's family, benefits for air tickets for home visits, and subsidies for family members; travel subsidies for interviewees for experienced hires; assistance in applying for tax incentives in line with state policies, assistance in applying for talent recognition and national awards

- **Other Benefits**
  Anniversary souvenirs, parental leave, severance allowance, special team-building expenses

Employee Development

vivo places great importance on employee capability building and career development. The Company has established a diversified training system and continues to offer employees a wide range of internal and external learning resources and development opportunities. By implementing a fair and comprehensive incentive mechanism and a clear promotion pathway, vivo strives to achieve a win-win outcome for both individual growth and corporate development.

Employee Growth

We have built a learner-centered talent development system designed to inspire self-motivated learning, foster a culture of "pragmatism and rigor", and cultivate a high-quality talent pipeline to support the continuous enhancement of organizational capabilities. Each year, we conduct talent reviews to identify employees' core strengths, assess individual development needs, and allocate resources scientifically to support their career growth.

We design annual training programs tailored to the characteristics of different roles, offering differentiated training that covers leadership, general professional skills, and specialized expertise, with the goal of systematically enhancing employees' overall capabilities. In 2024, vivo developed 746 training courses, with a total of 223,755.9 hours of online and offline training. The average online training time per employee reached 5.16 hours, while offline training averaged 8.91 hours per person. At our Indonesia factory alone, over 40 training topics were delivered, covering areas such as leadership, financial literacy, personal growth, innovation, and technical management, creating a robust learning environment for professional advancement.

In 2024, vivo continued to expand the reach of its learning programs. For core teams in product R&D, technical planning, system architecture, and marketing, we adopted a job competency model and learning roadmap to integrate top-

tier industry resources, utilizing a blended approach of training and practical application to drive knowledge conversion and performance improvement. As part of our premium course development, we introduced foundational modules such as experiential learning, design thinking, and non-authoritative influence, while also iterating and optimizing professional training content. To strengthen our core team's insight into industry trends, we arranged external training sessions on human factors engineering, supply chain management, quality control, and safety compliance, totaling 205 external training sessions throughout the year.

Additionally, we support career development through initiatives such as fully funded language courses for overseas roles, a structured mentorship program for new employees, and a special program for counselling and incentives. We also encourage continuous education and strive to create a high-quality learning environment that minimizes potential risks associated with adult learning. In 2024, we supported 62 frontline employees in gaining admission to universities through China's adult college entrance examination.

Training courses developed：

2023	654 courses
2024	746 courses

Total duration of online and offline training:

2023	214,709.85 hours
2024	223,755.9 hours

In 2024, the Company won the **"Best Digital Learning Project Award 2023-2024" from China Europe Business Online**

Construction of internal lecturer team

vivo continues to expand its team of internal certified lecturers. In 2024, 70 new certified lecturers joined the team, bringing the total number to 835, including Company-wide and departmental certified lecturers. We have implemented a range of initiatives to systematically enhance teaching effectiveness, including mentorship for new lecturers, performance-based lecturers promotions, and dedicated training programs. Throughout the year, we hosted six lecturer bootcamps and introduced foundational courses such as experiential learning, design thinking, and non-authoritative influence, alongside updates and optimizations to multiple professional training modules. By aligning with events such as Teachers' Day, Arbor Day, and World Book Day, we created platforms for knowledge exchange and established a recognition and incentive mechanism for internal lecturers, which has helped strengthen team cohesion and attract more outstanding managers and technical experts to the training team.

Construction of a digital learning platform

We have continued to enhance our global digital learning platform, "v College", to offer a wide array of learning resources to employees worldwide. In 2024, "v College" launched 964 learning projects, adding 589 new online courses and 20 structured learning paths. The platform now hosts a total of 3,166 online courses, with an average of over 64,100 logins per month and an average of 8.61 courses completed per employee.

Utilization of external resources

We have also continued to integrate external resources by collaborating with leading institutions such as Zhejiang University and Tsinghua University, as well as renowned industry experts. These partnerships have enabled us to deliver focused lectures on cutting-edge topics including telecommunications, chip development, artificial intelligence, and human-computer interaction. We have successfully hosted 20 public lectures, attracting nearly 2,500 participants. These efforts not only promote external collaboration in key technical domains but also significantly enhance the core teams' understanding of emerging technologies.

Training Courses and Contents

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

Career Promotion Channels

vivo has built a multi-dimensional career development framework that connects diversified promotion and mobility channels, offering employees a broad platform for growth and unlocking their full potential.

The Company has established a comprehensive and systematic performance evaluation system that standardizes assessment criteria. Semi-annual and annual reviews are conducted using the SABC grading model to ensure fairness and objectivity, motivating employees to take initiative and stay engaged. In 2024, 100% of employees at vivo received regular performance and career development evaluations.

Upholding the principles of fairness and transparency, vivo conducts tiered assessments of employee performance and capabilities while dynamically managing the promotion process. A dual-track development path of "management + professional" has been designed to support differentiated advancement based on each employee's expertise and career aspirations. This is backed by a targeted promotion evaluation system that enhances motivation and fosters a strong sense of career fulfillment. We continue to refine our internal promotion standards and procedures through the optimization of the *Job Qualification and Promotion Management Standards*. These refinements include requirements for promotion intervals, performance records, and advanced training participation. Additionally, we introduced the *Rules for the Application of Premium Advanced Courses in Senior-Level Promotions*, reinforcing a merit-based internal competition mechanism. These efforts enhance both managerial and professional competencies, facilitating the transmission of knowledge and the transformation of experience into organizational value.

100%

of employees at vivo received regular performance and career development evaluations

Employee Communication and Care

vivo has established an open and transparent employee feedback mechanism to regularly collect and analyze staff suggestions, with a consistent focus on employees' physical and mental well-being. The Company promotes a positive and healthy lifestyle, striving to enhance employees' workplace happiness and sense of organizational belonging.

Employee Communication

We have developed a comprehensive communication framework to uphold employees' right to be informed, to participate, to express themselves, and to oversee. Every two years, vivo conducts a Company-wide 3S (Say, Stay, Strive) engagement and satisfaction survey to systematically gather feedback and inform management improvements. The most recent survey, completed in 2023, received 10,000 responses, and the next round is scheduled for 2025.

We continue to improve our feedback channels through a wide range of tools, including physical suggestion boxes, monthly employee roundtables, a publicly posted whistleblowing email for integrity-related concerns, published contact information for care teams, and direct-access phone and internal messaging lines to senior management. All feedback is handled by a dedicated team to ensure timely resolution. For instance, at our Indonesia factory, the factory director and department managers hold biannual in-person meetings, and the local labor union hosts annual general meetings to strengthen Company–employee interaction.

Employee Care

We prioritize the physical and mental well-being of our employees and their families by offering professional psychological counseling services and emergency crisis intervention support to safeguard their overall welfare.

vivo works closely with third-party experts to implement its Employee Assistance Program (EAP), offering free psychological counseling services to all employees and their families. These services address a broad range of challenges such as family relationships, parenting, personal growth, career development, and social interactions. We have established internal protocols for crisis referral, risk level classification, and assessment standards to build a reliable mental health safety net. In 2024, our employee support hotline was used 657 times, with a total of 727.75 hours of counseling recorded.

Employees at vivo

We are committed to creating a comfortable and convenient living and health support environment for our employees through diverse initiatives. In terms of daily needs, vivo provides large-scale cafeterias at all office parks and production sites, offering nutritious meals and meal subsidies. In Dongguan and Chongqing, comfortable dormitories are available, while employees in other regions receive housing subsidies to ease their financial burden.

For health management, employees are supported through guidance on work-life balance, stress management, and general health. On-site clinics across parks offer free medical consultations. In addition, our production facilities run tailored health programs. For example, our Indonesia factory offers free flu vaccinations, hosts annual sports events, and partners with the Indonesian Red Cross to organize regular blood drives.

Meanwhile, vivo also actively fosters a culture of healthy living and community building through activities such as sports tournaments, youth social party, family open days, and wellness initiatives. These events encourage interaction and team spirit, reinforcing a positive and uplifting workplace culture.

Canteen

Lactation Room

657 times
our employee support hotline was used

727.75 hours
total counseling hours up to

Dormitory

Medical Room

Sports and Cultural Events

In 2024, vivo organized a series of sports tournaments across six major office cities nationwide, covering basketball, football, table tennis, badminton, and billiards. The events attracted over 1,500 enthusiastic employee participants. These activities not only enriched employees' cultural and recreational life but also significantly enhanced their physical fitness and team collaboration skills.

Family Open Day—vivo life

In 2024, vivo planned the family open day event under the theme "vivo life", focusing on both employee care and emotional bonding. The event featured an innovative treasure hunt experience and three interactive areas tailored for different age groups, attracting 280 families totaling 840 participants. This strengthened employees' sense of belonging, fostered family communication, and demonstrated the Company's commitment to humanistic care.

Family Open Day

vivo Youth Social Party

In 2024, vivo specially organized a youth social party to address the social needs of single employees by creating a relaxed and enjoyable platform. The camping-themed party, designed around young employees' interests, used immersive interactive experiences to help participants expand their social networks and enhance personal happiness.

"vivo Fit" Program at the Indonesia Factory

vivo Indonesia is dedicated to safeguarding every employee's health and safety through the "vivo Fit" wellness program, which integrates physical exercise and mental health support. An online platform encourages employees to track their daily workouts and share joyful moments of physical activity, supported by milestone-based rewards to motivate ongoing participation. Additionally, regular mental health lectures by professional instructors help employees maintain a balanced and productive work-life state.

"Traditional Costume Fridays" in Indonesia

In Indonesia, we deeply embrace local culture and have established "Traditional Costume Fridays". To foster a stronger sense of local culture, the office system sends friendly reminders encouraging Indonesian employees to wear traditional attire every Friday, showing respect and appreciation for local customs.

Reminder for "Friday Traditional Costume Day" in Indonesia

Win-Win Cooperation

vivo adheres to the cooperation philosophy of "coordinated development, mutual trust, and win-win cooperation" and focus on core demands. By leveraging our strengths to empower our partners, we enhance their competitiveness, improve collaborative efficiency, and increase the value of the entire industry chain, achieving mutual benefit and win-win growth.

Sustainable Supply Chain

vivo adheres to a partnership philosophy of "mutual trust, shared success, and quality-driven innovation," aligning with international business ethics, the principles of the United Nations Global Compact, and local laws and regulations in the regions where it operates. The Company has formulated and implemented the *vivo's Principles of Responsible Procurement* and the *vivo's Supplier Code of Conduct*, requiring suppliers to sign binding agreements and align on compliance expectations across key areas such as labor rights, occupational health and safety, environmental protection, and business ethics. In 2024, vivo achieved a 100% contract signing rate for its sustainable procurement clauses with suppliers.

100%
Pass rate of special information security management audits for 18 key suppliers

100%
Percentage of suppliers signing the sustainable procurement terms contract

100%
Qualification rate of environmental protection audit results for medium and high risk suppliers

Supplier Audits

The Company has established a dedicated CSR management team for suppliers to systematically implement risk assessments for new suppliers and enhance the CSR risk management capabilities of existing ones, in accordance with the *Supplier CSR Management Specification*. During the onboarding process, vivo conducts CSR risk assessments for new suppliers using the *vivo Supplier CSR Management Questionnaire*, and carries out on-site inspections for those identified as medium or high risk. In 2024, vivo conducted targeted audits in key areas to ensure supplier compliance with corporate standards and to mitigate supply chain operational risks. For suppliers that failed CSR or EHS audits, the Company developed tailored support programs, offering assistance through online meetings or on-site guidance to help them fully understand corporate requirements and regulatory obligations, and to formulate effective improvement plans.

Special audits on the management of hazardous substances

In accordance with applicable environmental laws, regulations, and industry standards, we have established restrictions on the use of hazardous substances in procured materials, packaging, and batteries. These requirements are deeply embedded into our supplier management system. Leveraging a dual-track approach of "on-site audits + supplier self-assessments," we conduct regular specialized risk assessments in line with the QC080000 Hazardous Substance Process Management System. These assessments cover the full supply chain, including environmental management systems, design and development processes, procurement and supplier management, raw material and finished product sampling, production management, and warehousing logistics. In 2024, we focused on threshold requirements at ODM factories and the management of scenarios involving customer-returned materials for repair. We integrated equipment capability validation at the supplier end into daily operations. In 2024, vivo completed audits of 114 suppliers, all of which met compliance requirements.

Special audits on information security

We continued to enhance our information security management framework for business partners. Based on supplier classification and security assessment results, we conducted dedicated information security audits on 18 key suppliers, focusing on risk management, personnel control, and delivery acceptance. These audits systematically identified risks and vulnerabilities across the supply chain, achieving a 100% pass rate. In response to identified issues, we proposed 98 improvement recommendations and implemented a range of support measures, including dedicated information security training sessions for material suppliers and one-on-one on-site guidance for four advertising suppliers, to strengthen their information security capabilities.

Special audits on EHS

We advanced occupational EHS management among structural suppliers through dedicated audits. In 2024, we conducted audits on eight suppliers, focusing on key areas such as fire safety, special equipment management, machine safety protection, chemical safety, occupational hygiene and personal protective equipment, electrical safety standards, environmental permitting compliance, and the compliant discharge of wastewater and pollutants, promoting the improvement of suppliers' EHS management capabilities and achieve mutual and shared success.

Supplier Communication and Empowerment

vivo continues to build an efficient and collaborative supplier communication mechanism by establishing open and two-way dialogue channels, further strengthening mutually beneficial partnerships.

In 2024, vivo held its Business Partner Quality & Innovation Communication Conference, reaching a consensus on quality management concepts with 222 representatives from 147 core suppliers. vivo had in-depth discussions on improving supply chain performance and fostering technological innovation. A total of 138 awards were presented, including 57 for Excellence in Quality, 4 for Quality Improvement, 63 for Best Delivery, and 14 for Best Innovation. In the same year, the Company held its Global Business Partner Conference under the theme "Together for Long-Term Growth" which brought together 693 representatives from 347 suppliers to promote coordinated development across the value chain.

Conflict Minerals Management

vivo complies with relevant regulations on conflict minerals and aligns with the core principles of the *Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas* of the Organization for Economic Co-operation and Development (OECD). Based on this framework, we have established and implemented the *vivo Specifications for Managing Procurement of Responsible Minerals*, and publicly disclosed our *vivo Statement on Sourcing of Minerals* on our official website, ensuring rigorous and systematic oversight of conflict minerals throughout our supply chain.

We explicitly prohibit the use of conflict minerals in our supplier contracts and agreements to ensure the legality and compliance of material sources. A dedicated compliance team oversees responsible mineral sourcing, conducting due diligence and risk management related to conflict minerals. For suppliers involving 3TG[45], vivo requires the signing of *Business Cooperation Agreement* containing responsible sourcing clauses or a *Commitment Letter of Non-use of Conflict Minerals*. Internally, we have established a responsible mineral sourcing management system, implementing traceability requirements for conflict minerals and related materials. Suppliers are required to submit periodic declarations using the Conflict Minerals Reporting Template (CMRT), and all smelters or refiners involved must either be certified by the Responsible Minerals Assurance Process (RMAP) or an equivalent recognized body. Based on the CMRT findings, vivo requests corrective action from suppliers associated with uncertified smelters or refiners.

To strengthen supplier compliance capabilities, we regularly conduct dedicated training sessions, covering topics such as the use of automated conflict mineral management tools, accurate CMRT 6.4 completion, and solutions to common issues, significantly improving supplier proficiency.

Drawing on systematic reviews and best practices from previous years' responsible mineral sourcing efforts, vivo initiated the development of an automated conflict mineral management tool in 2024 to enhance the efficiency of investigation and analysis. The tool is scheduled for official rollout in 2025. We remain committed to transparency by releasing an annual Conflict Minerals Due Diligence Report, assessing management effectiveness and continuously improving our risk management system. In 2024, we conducted full-scope due diligence covering all suppliers involved in conflict minerals, with a due diligence closed loop rate of 100%.

100%

Due diligence closed loop rate of suppliers involved in conflict minerals for two consecutive years (2023 and 2024)

272

Number of suppliers receiving conflict minerals compliance training

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[45] 3TG refers to the four primary conflict minerals: Tin (Sn), Tantalum (Ta), Tungsten (W), and Gold (Au).

Industrial Co-Prosperity

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

Technological Development

vivo recognizes that technological innovation requires strong leadership through standards and regulatory frameworks. While continuously advancing its own technological breakthroughs, vivo takes a leading role in founding industry organizations, actively joins relevant industry associations and alliances, and participates in the development of technical norms and standards. These efforts promote the standardization and regulation of the industry, emphasizing innovative development and the transformation of technological achievements to foster a healthy and sustainable industry ecosystem.

We are deeply involved in setting standards across key areas such as fast charging, AI large models, aging-friendly design, smartphone intelligent systems, mobile communication terminals, smart home interoperability, and extended reality (XR). By leveraging standardization, we accelerate technology innovation and practical application. In 2024, vivo contributed to the formulation of over 940 industry standards and submitted more than 5,900 proposals or recommendations.

The number of industry standards that vivo has participated in developing exceeds

940

Submitted proposals or recommendations more than

5,900

Fast Charging

vivo has partnered with multiple brands to support PD (Power Delivery) and PPS (Programmable Power Supply) protocols, enhancing cross-brand charging experiences for users. We actively participate in the development of fast charging standards to accelerate the deployment of fast charging technologies. As a founding and ongoing operator of the Guangdong Fast Charging Industry Association (Fast Charging Alliance), vivo plays a key role in promoting the industry adoption of the UFCS (Unified Fast Charging Standard) technology, improving user experience and charging efficiency. In 2024, two series of integrated fast charging standards led by vivo were recognized as "2023 Group Standard Application Demonstration Projects" by the Ministry of Industry and Information Technology. In 2024, we initiated the process to upgrade these group standards to formal industry standards.

AI and LLM

vivo actively promotes the standardization process in artificial intelligence and large model technologies, focusing on core areas such as phonetic recognition, image recognition, natural language processing, and computer vision. In collaboration with the Artificial Intelligence Industry Alliance, we have contributed to drafting smartphone AI product standards, including the *Technical Requirements for Edge Large Language Models on Smartphones* and the *Benchmark Evaluation Methods for Large Model Computing Performance on Intelligent Terminals*. While advancing technological innovation, we rigorously ensure the lawful and compliant application of AI technologies, continuously improving their accuracy and stability. Additionally, vivo is a member of the AI Standards Technical Committee under the Ministry of Industry and Information Technology, where we actively provide forward-looking industry insights to drive ongoing enhancement of technical capabilities across the sector.

Aging-Friendly Design

vivo keenly understands the urgent needs of the elderly in using mobile devices and actively leads the industry in advancing standards for age-friendly design and usability. We are fully committed to developing standards that address information accessibility barriers faced by older users. Our specialized teams conduct thorough research into the usage scenarios and behaviors of seniors, focusing on detailed adaptations to create an inclusive interaction ecosystem, ensuring that the elderly can fully benefit from the convenience of technology.

AI Phone Agent

vivo continuously iterates on new versions of its AI phone agent, leading the development of multiple industry standards including the *Technical Requirements and Evaluation Methods for Intelligent Agents Part 7: AI Phone Agent*. For the first time, vivo formally defined the concept of the "AI phone agent." Through iterative closed-loop improvements combining algorithm optimization, data accumulation, and contextualized applications, the AI phone agent has evolved from passive "functional response" to proactive "active service." This advancement not only enhances interaction efficiency and deepens personalized experiences but also establishes a new paradigm of human-machine collaboration.

Interconnectivity of Smart Home Devices

vivo advocates for an open and intelligent IoT ecosystem, actively promoting seamless interconnectivity among smart home devices to provide users with more convenient management, usage, and sharing experiences. This year, vivo independently led the entire process from project initiation and drafting to approval of the CCSA group standard titled *Technical Requirements for Rapid WLAN Terminal Configuration Based on NFC in Smart Home Systems*, which was officially released. Additionally, we participated in the development of over 20 industry standards related to smart home interoperability, including the *Technical Requirements for Device Data Models and Control Interfaces in Smart Home Systems*. In 2024, one of these standards was selected as a model case for group standard application and promotion by the Ministry of Industry and Information Technology.

Mobile Communication Terminals

vivo has long been deeply committed to advancing 5G and 6G communication standards, continuously investing resources in cutting-edge research and broad application development. Collaborating closely with the China Academy of Information and Communications Technology (CAICT), we have jointly driven the formulation of the nation's first reliability standard for mobile communication terminals: *Technical Requirements and Test Methods for Reliability of Mobile Communication Terminals*. Throughout the standard development process, vivo has leveraged its extensive expertise and innovative achievements in mobile communications to contribute professional insights, helping to refine the standard and ensuring users enjoy seamless, secure, and high-quality communication experiences even in complex scenarios.

Extended Reality (XR)

vivo's strategic deployment and technological advancement in the extended reality (XR) field demonstrate multifaceted innovation and industry leadership. We actively participated in developing the *General Technical Requirements for Virtual Reality All-in-One Devices* standard, collaborating with industry partners to address compatibility challenges among devices from different manufacturers, thereby reducing adaptation costs for developers. Additionally, we introduced quantitative metrics such as dizziness levels and field-of-view coverage to ensure XR devices deliver a high-quality user experience while safeguarding user health. By promoting safety standards, we have established mechanisms for data encryption and privacy protection, providing compliance assurance for XR applications in sensitive sectors such as finance and healthcare.

vivo AI Phone Agent Industry Standard

Over the years, vivo has joined hands with upstream and downstream partners across the industry chain to form ecosystem alliances and associations, working together to eliminate technical barriers, foster innovation, and accelerate technology commercialization. Leveraging significant achievements and outstanding contributions in 5G standards formulation, technical validation and testing, product development, and application promotion, vivo was honored with the First-Class National Science and Technology Progress Award in June 2024, highlighting our technological strength in 5G communication.

vivo hosts CCSA plenary meeting for the first time

In November 2024, vivo hosted the plenary session of the China Communications Standards Association (CCSA) / TC11 for the first time, attracting over 300 industry experts and representatives. The meeting focused on emerging terminal technologies such as smart wearables and common technologies including eSIM. This event provided vivo with a valuable platform to showcase its technical strength and contributions in communications, enhance brand influence and visibility, and deepen communication with CCSA and industry stakeholders, laying a solid foundation for the Company's continued growth in communications and smart technology sectors.

vivo's achievements and results in the ICCOA Alliance Car-Phone Interconnection Working Group

vivo has long prioritized innovation in car-phone interconnectivity, empowering a smarter mobility ecosystem through cutting-edge technology. As the chair unit of the ICCOA Carlink working group, vivo leads strategic planning, drives goal achievement, and amplifies industry impact. In 2024, the ICCOA Carlink protocol was certified on 84 car models across 30 automobile brands, covering over 5 million vehicles. On the mobile side, it was integrated with 8 phone brands, encompassing more than 600 million devices. This collaboration with industry partners is jointly building an open, win-win smart mobility ecosystem that delivers seamless connected experiences for users.

vivo leads the development of China's Matter experience center

vivo actively contributes to the Matter ecosystem development. In 2024, vivo took the lead alongside industry partners to establish the Matter Experience Center in China. The center highlights vivo's ecosystem platform control devices, where vivo stands as a core participant and the first domestic Company to support the Matter protocol. The exhibit features a broad range of Matter-native devices from multiple brands and types, as well as Zigbee devices bridged into the Matter system, demonstrating vivo's leadership in fostering Matter protocol collaboration. Additionally, at the Smart Home Market Innovation Conference organized by the China Smart Home Industry Alliance (CSHIA), vivo played a key role in the global launch of the Matter Industry Chain Ecosystem Map, earning recognition as a core ecosystem platform.

3GPP (3rd Generation Partnership Project)	CCSA (China Communications Standards Association)	Artificial Intelligence Standards Technical Committee, Ministry of Industry and Information Technology	Artificial Intelligence Terminals Alliance	FCA (Fast Charging Alliance)	ETSI (European Telecommunications Standards Institute)
ITU (International Telecommunication Union)	TAF (Telecommunication Terminal Industry Forum Association)	IEEE (Institute of Electrical and Electronics Engineers)	CSA (Connectivity Standards Alliance)	CCC (Car Connectivity Consortium)	ICCOA (Intelligent Car Connectivity Open Alliance)

Associations/Alliances Initiated or Joined by vivo

Project	Awards/Certifications
vivo intelligent in-vehicle system	CTTL Certification-Excellent-level Certificate
vivo BlueLM device-side large model V1.0	CTTL Certification-Device-side Large Language Model Capability Certificate
vivo voice large model	Level 4+ in the Specialized Evaluation of Large Voice Models by the CAICT
vivo X100 Pro with Built-in Blue Heart Little V	Ranked first in AI functionality comprehensive evaluation by China Mobile Smart Hardware Testing Center
Company with outstanding contributions	Fast Charging Alliance
vivo AI Phone Agent 1.0	Level 4+ Rating in Trusted AI Evaluation by CAICT

Industry Awards and Certifications Won by vivo

Talent Cultivation

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

Joining hand with universities

vivo has established comprehensive strategic collaborations with leading universities including Tsinghua University, Peking University, The Hong Kong Polytechnic University, and Nankai University. By leveraging the strengths of industry–academia–research integration, vivo combines its industrial advantages with the universities' cutting-edge research capabilities and rich academic resources. Through co-establishing R&D centers, jointly hosting technology competitions and expert forums, vivo is exploring new models for talent development and driving the incubation and implementation of industry innovations.

Research projects

vivo undertakes numerous national, provincial, and municipal-level research projects. It has published influential papers and books including *6G Network Architecture: QoS Paradigms and Data Lifecycle Management for Next-generation Networks* and 6G: *The Evolution from Communication to Capability Convergence*. These efforts reflect vivo's commitment to fostering a positive feedback loop across industry development, academic research, knowledge transfer, and real-world application, achieving a seamless integration of knowledge creation and practical deployment to enhance innovation and overall efficiency.

vivo hosted the 2024 China University Computer Contest—AIGC Innovation Competition

From March to September 2024, vivo and Nankai University co-hosted the 2024 China University Computing Competition – AIGC Innovation Competition. The competition attracted over 3,500 submissions from students at more than 140 "Double First-Class" universities. Participants were encouraged to develop innovative solutions powered by vivo BlueLM large language model, accelerating the translation of AIGC technology from laboratory research to real-world application.

The event reached an audience of over 8 million students and developers, significantly increasing awareness and understanding of vivo's LLM capabilities. It also helped nurture a new generation of interdisciplinary talent equipped with both technological acumen and business insight, laying a solid foundation for future innovation in the AIGC space.

vivo Hosted the 2024 China University Computer Contest—AIGC Innovation Competition

The 2nd Open Atom Competition – vivo BlueOS Innovation Competition

In 2024, vivo co-hosted the 2nd Open Atom Competition – BlueOS Innovation Competition in collaboration with the Open Atom Foundation and other organizations. The competition attracted over 600 participating teams from more than 90 universities across China. Aimed at fostering talent with a solid foundation in operating systems, the competition served as an open platform for technical exchange, collaboration, and showcasing innovation. In addition to generous cash prizes and product rewards, top-performing teams were granted priority access to vivo's recruitment interviews, establishing a closed-loop model of "technical practice fueling talent pipelines."

The 2nd Open Atom Competition – vivo BlueOS Innovation Competition

Community Responsibility   06

Sound Operations

Business Ethics

Public Welfare

Global Welfare

100%

of employees have signed the *Integrity Commitment*

100%

of key suppliers have signed the *Integrity and Honest Cooperation Agreement*

Capture the Future Public Welfare Program has reached 59 rural primary schools, and has benefited about

40,000 students

Echo of Care Public Welfare Program has supported more than 10 special education institutions and nearly

2,000 disabled partners in total

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

Sound Operations

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

Risk Management and Control

Robust risk management is essential for ensuring the long-term stability and resilience of the Company. In response to evolving internal and external conditions, vivo continuously adapts its risk control strategies to proactively mitigate potential threats. In 2023, we established the Risk Management Committee, which underwent a structural upgrade in 2024 to enhance overall coordination and oversight. With a value-based approach at its core, our aim is to ensure that risks are identifiable, controllable, and within acceptable limits. Business units are designated as the first line of defense, responsible for the implementation of risk management measures that support the achievement of corporate strategy and operational goals.

During the reporting year, vivo further revised and refined its *Internal Control Management Policy,* strengthening the Company's risk management framework. We identified seven primary categories of risk—strategic, operational, technological, human resources, financial, legal & compliance, and external drivers—which were further broken down into 57 secondary risk items. Leveraging a cross-functional classification and management model, we developed a systematic approach to risk response tailored to the nature, scope, and collaborative requirements of each risk. For risk assessment, we employed a quantitative methodology based on two core dimensions: likelihood of occurrence and potential impact. This enabled us to generate a risk heat map to prioritize risk levels and support informed decision-making on response strategies and resource allocation. In 2024, vivo advanced the integration of risk management into business operations through a series of targeted initiatives.

Expanding risk identification coverage

We have progressively extended the scope of Company-level risk identification and assessment beyond core business areas to encompass management and foundational support functions, such as supply chain continuity.

Strengthening risk management for new business

To address the uncertainties associated with new business initiatives, we have enhanced our monitoring and risk identification efforts, and implemented dedicated management measures for significant emerging business risks.

Developing risk response plans

We continue to drive each business unit to formulate tailored response plans based on identified risks. Looking ahead to 2025, we plan to prioritize the implementation of these plans to enhance the visibility and integration of risk management across core operations.

Integrating risk management into strategic processes

In collaboration with the strategy department, we have embedded "risk cards" into the strategic planning templates to emphasize the importance of risk response. This initiative encourages business units to report risk mitigation measures in parallel with their strategic planning, ensuring alignment between strategic goals and risk management practices.

vivo Risk Management Measures

Compliance Risk Management

Based on the Company's foundational compliance document, the vivo Compliance Management Guidelines, we have further refined and introduced specialized compliance systems, such as the external regulations internalization mechanism and the compliance reporting mechanism, focused on key aspects of compliance management, thereby enhancing the overall compliance management framework.
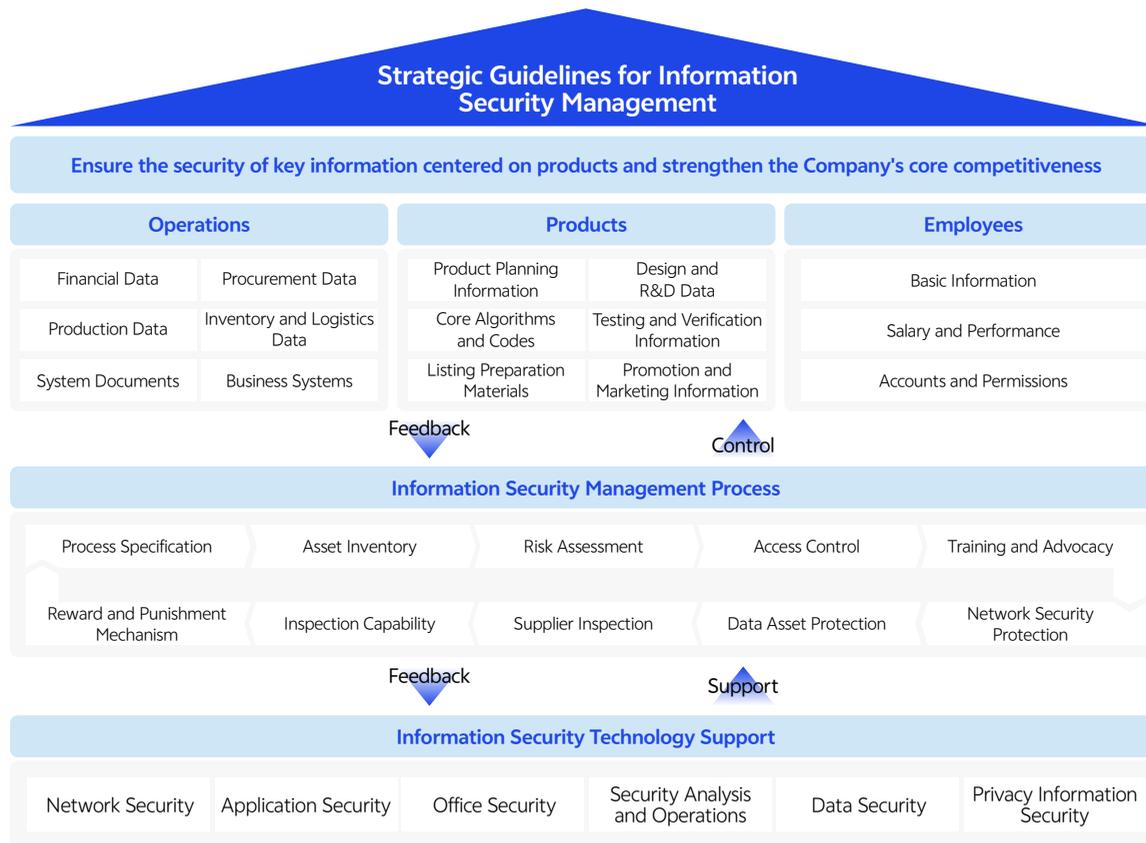
In 2024, under the strategic coordination of the Company's Risk Management Committee and in alignment with the annual risk management roadmap, vivo further optimized its compliance risk management mechanisms. Targeted compliance risk assessments were conducted in critical business regions to identify internal and external risk factors, evaluate potential impacts, and develop corresponding mitigation strategies, effectively closing the compliance management loop.

Additionally, CSR risk identification and screening, including areas such as labor, supply chain, and energy management, have been embedded into the Company's routine risk review processes, providing comprehensive support for responsible and compliant operations.

In terms of promoting risk management awareness, we have strengthened our risk culture by combining online and offline approaches to reinforce the Company's risk control capabilities. To further deepen understanding of compliance management and stay abreast of changes in the external regulatory environment, the Company has conducted a total of 56 compliance awareness sessions and training programs, covering the latest laws and regulations, major industry risk cases, and emerging industry trends.

Information Security Compliance

Guided by the security philosophy of "defense in depth and proactive immunity," vivo has developed a comprehensive five-dimensional information security defense system encompassing management, technology, and operations, effectively fortifying its cybersecurity perimeter. In 2024, vivo successfully monitored and resolved 17 information security incidents, reducing the average remediation time for high-risk vulnerabilities to just 72 hours. These practical, hands-on capabilities play a critical role in safeguarding the company's digital transformation effort.

Strategic Guidelines for Information Security Management

Ensure the security of key information centered on products and strengthen the Company's core competitiveness

Operations		Products		Employees
Financial Data	Procurement Data	Product Planning Information	Design and R&D Data	Basic Information
Production Data	Inventory and Logistics Data	Core Algorithms and Codes	Testing and Verification Information	Salary and Performance
System Documents	Business Systems	Listing Preparation Materials	Promotion and Marketing Information	Accounts and Permissions

Feedback ▼   Control ▲

Information Security Management Process

Process Specification	Asset Inventory	Risk Assessment	Access Control	Training and Advocacy
Reward and Punishment Mechanism	Inspection Capability	Supplier Inspection	Data Asset Protection	Network Security Protection

Feedback ▼   Support ▼

Information Security Technology Support

Network Security	Application Security	Office Security	Security Analysis and Operations	Data Security	Privacy Information Security

Information Security Management Flowchart

Information Security Management

vivo consistently complies with relevant laws and regulations including the *Cybersecurity Law of the People's Republic of China, the Measures for the Graded Protection of Information Security*, and the EU General Data Protection Regulation (GDPR). The Company has established a comprehensive set of internal policies such as the *Information Security Manual, Information Security Management Strategy, Cybersecurity Management System*, and *IT Network Security Regulations* to ensure robust institutional support for information security compliance management.

We have built a sound information security management system, led by the Company's Executive Vice President who serves as the top leader of the Information Security Committee. Committee members include general managers from various business departments, ensuring effective implementation of information security across all business levels. In 2024, vivo Dongguan park continued to maintain its ISO/IEC 27001 Information Security Management System certification, covering the design and production of mobile communication terminal products (mobile phones).

Strengthen Information Security Management Capabilities

Continuously implement the "Five-step Information Security Work Process" of risk control, training and communication, measure verification, continuous improvement, and rewarding and punishing, and defend against information security risks in multiple dimensions through regular internal and external audits, attack-defense drills, etc.

Optimize Information Risk Response Process

Formulate the *vivo Network Security Incident Emergency Response Process*, establish a network security emergency response team, and ensure that risk incident handling is well-grounded and executed efficiently.

vivo Information Security Management Measures

Security Technology Upgrade

vivo has built a defense-in-depth security architecture based on the Zero Trust security model, covering the network, host, application, and data layers. By deploying a full-traffic intelligent threat detection system (IDS), next-generation web application firewall (NG-WAF), AI-powered security big data analytics platform, and a 24/7 Security Operations Center (SOC), the Company achieves full-lifecycle control of the attack chain.

Through the coordinated integration of multidimensional security capabilities, vivo is now able to monitor, automatically intercept, and trace advanced threats in real time—including APT attacks and zero-day vulnerabilities. The average response time to security incidents has been reduced to within minutes, providing timely and effective protection for the Company's digital operations.

🔳 Password-Free Authentication Technology

- Leveraging FIDO2-based biometric authentication (such as fingerprint and facial recognition), we have established an enterprise-level passwordless identity verification system. This not only aligns with Zero Trust security architecture but also significantly enhances the employee access experience.
- Currently, the solution is seamlessly integrated with over 1,400 core business systems and mobile service platforms such as "vMessage," providing employees worldwide with instant, secure access that meets financial-grade security standards. It supports critical applications including payroll, equity incentive programs, and more.

❄ Data Encryption Technology

- We have independently developed an enterprise-grade data encryption and decryption system, building an end-to-end data security framework based on international encryption standards such as AES-256 and RSA-2048. Through centralized key management and multi-region disaster recovery mechanisms, the system effectively mitigates risks associated with human error and ensures the confidentiality and integrity of personal sensitive data throughout its storage, transmission, and usage lifecycle.
- This technology now reliably supports multiple core business systems within the Company, securing petabyte-scale data, and has successfully passed industry security and compliance audits—providing a strong foundation for business continuity and user privacy protection.

🔒 Access Control Technology

- We have established a refined access control system based on the RBAC (Role-Based Access Control) model, enforcing the principle of least privilege, dynamic authorization mechanisms, and multi-level approval workflows to ensure strict alignment between data access rights and job responsibilities. The system integrates real-time behavior auditing, abnormal access alerts, and automated risk interception to comprehensively monitor internal and external access activities.For third-party access, we adopt a Zero Trust architecture featuring network isolation and multi-factor authentication (MFA), ensuring that all external requests undergo strict approval and traceable logging. This effectively prevents unauthorized access and mitigates the risk of data breaches at the source.

vivo actively promotes information security through various communication and engagement activities to enhance its information security management capabilities. In 2024, we conducted regular cybersecurity drills and successfully addressed a total of 2,315 security vulnerabilities, covering a range of risks including abnormal ERP logins and latent office malware threats.

2,315 security vulnerabilities

we conducted regular cybersecurity drills and successfully addressed a total of

vivo collaborates with internal and external teams for red-blue cybersecurity exercises

In 2024, vivo partnered with leading cybersecurity teams to conduct a two-week intensive red-blue team exercise. The simulation closely mirrored advanced persistent threat (APT) attack scenarios, focusing on deep penetration testing of core business systems, data links, and critical infrastructure to rigorously assess the effectiveness of the Company's cybersecurity defenses. Through coordinated operations between offensive and defensive teams, 44 potential security vulnerabilities were identified and fully remediated—including one real-time detected zero-day vulnerability, achieving a 100% fix rate and successfully interrupting the execution of the simulated attack chain. This exercise not only validated the effectiveness of existing defense mechanisms but also served as a high-pressure, real-world stress test that further optimized threat detection, incident response, and vulnerability management processes, providing strong support for building a more resilient information security framework.

Information Security Publicity

vivo strengthens information security awareness among employees and partners through a combination of online and offline training. In 2024, we disseminated nine targeted articles through our information security official account, cumulatively engaging 46,269 participants in security learning for confidential projects. By integrating short video tutorials and personalized coaching sessions, we facilitated suppliers in elevating their professional capabilities in information security management. Additionally, we hold an annual developer conference where outstanding partners in safeguarding vivo's information security are recognized, fostering a secure, stable, and trustworthy collaborative ecosystem.

208

Supplier representatives participate in information security training sessions

46,269persons

Participate in confidential project information security training

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vivo specialized information security training for material suppliers

In August 2024, vivo held a dedicated information security training session for material suppliers. The training focused on reducing suppliers' risks of information leakage and was delivered through a mix of online and offline formats. A total of 208 supplier representatives participated, during which the vivo Supplier Code of Conduct and *vivo Information Security Management Requirements* were thoroughly communicated. This effectively enhanced suppliers' awareness of information security controls and laid a solid foundation for subsequent on-site supplier audits.

Notice on the Launch of the Access Control Permission Application Module

- Enhanced Data Security, Improved Service Quality -

Business Ethics

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

Fair Trade

Based on the characteristics of global business, we have formulated and implemented comprehensive regulations and policies to ensure compliance with anti-trust and competition laws worldwide. These include the *vivo Overseas Anti-Trust and Competition Law Compliance Policy*, the *vivo Anti-Monopoly Compliance System, the Guidelines for responding to Anti-monopoly investigations*, and the *Guidelines for Identifying & Preventing the Maintenance of Resale Price in Monopoly Agreements with Trading Counterparties*. In 2024, we optimized our antitrust compliance organizational structure, further strengthening the core functions of the Antitrust Compliance Committee and establishing a more efficient mechanism to manage antitrust-related matters, effectively mitigating monopoly risks and promoting fair trade.

vivo has continued to carry out regular self-inspections and compliance reviews in the field of antitrust. In 2024, we engaged a third-party organization to conduct simulated regulatory investigations to comprehensively assess potential monopoly risks. For each identified risk point, our antitrust compliance team worked collaboratively with relevant business departments to develop mitigation plans. Through multiple rounds of consultation and cross-departmental coordination, we systematically advanced the implementation of risk control measures to foster a fair and orderly market competition environment. We have also expanded our antitrust compliance scope by including all externally released policy documents in the review process. A dedicated legal review mechanism has been established, embedding compliance checks into the entire policy development process. This has significantly improved the standardization and effectiveness of our antitrust compliance management.

We place great importance on building employee awareness in antitrust and competition law. Our Legal Affairs Department conducts monthly reviews and analysis of the latest legislative developments and landmark cases related to antitrust and competition laws. These updates are shared internally to ensure timely and accurate legal knowledge transfer. Based on the results of monopoly risk assessments, we integrate data from market share analyses and third-party investigation reports to compile and distribute regular legal briefings on antitrust developments. These briefings highlight potential compliance risks and serve to reinforce compliance awareness across business functions. In 2024, vivo conducted antitrust risk disclosures and dedicated compliance campaigns in several key markets.

[46]The ISO 37001 Anti-Bribery Management System certification was obtained in January 2025.

Integrity Building

vivo upholds a strict anti-corruption philosophy of "zero tolerance," "full coverage," and "accountability system," adhering to the principles of "prudence, compliance, and confidentiality" in anti-corruption investigations. We have continued to advance the standardization of our integrity management systems and the systematic improvement of related mechanisms. By institutionalizing regular integrity education in diverse formats, we are fostering a corporate culture rooted in honesty and ethical conduct.

vivo strictly adheres to internal policies such as the *Code of Integrity and the Code of Business Conduct for Company Employees*. In 2024, we expanded our policy framework by introducing the *Anti-Bribery Management Manual and the Rules for the Management of Reporting on Integrity Matters*, while also updating key documents including the *Rules for the Management of Business Gift Presentation and Acceptance, Code for the Declaration Management of Conflict of Interest*, and the *Integrity and Ethical Cooperation Agreement*. These policies clearly define the ethical standards and boundaries all employees and business partners must follow when conducting business. We established an Integrity Compliance Taskforce responsible for investigating and addressing integrity-related matters, further enhancing our commercial ethics governance.

vivo actively contributes to cross-industry collaboration on business ethics. We have taken part in integrity-building initiatives organized by the China Enterprise Anti-Fraud Alliance and the Trust and Integrity Enterprise Alliance, working alongside industry peers to promote a fair and honest business environment. In 2024, vivo achieved ISO 37001 certification[46] for its Anti-Bribery Management System, covering the design, production management, and sales operations of mobile communication terminal products.

Strengthening Cultural Cultivation

- Carry out the promotion of clean culture on the basis of improving the clean system.
- Build a clean thought defense line through forms such as system interpretation and promotion, integrity-themed activity weeks, and special anti-corruption education videos.

Refining Supervision Processes

- Coordinate internal and external resources of the Company horizontally to build domestic and overseas clean positions.
- Continuously improve the internal audit and internal control environment to ensure the global coverage of the construction of the integrity system.

Comprehensive Investigation and Governance

- Insist on investigating both bribery and acceptance of bribes.
- Strictly follow standardized procedures and protocols in case handling to ensure a comprehensive and positive outcome.

vivo Integrity Building Measures

vivo has established a comprehensive integrity training system, requiring all new employees to complete onboarding integrity training and regularly organizing integrity training for existing staff. Through diverse initiatives such as Integrity Awareness Week, themed lectures, poster exhibitions, and charity auctions, we continuously strengthen employees' awareness of integrity and build a strong ideological line of defense against corruption. In 2024, vivo held a total of 40 anti-corruption training sessions, with 3,578 participants completing the training and passing assessments, totaling 4,492.3 training hours.

In terms of partner management, vivo fully implements the principle of "integrity first, mutual trust and win-win cooperation" throughout its business partnerships. We published the *Statement of Integrity and Honest Cooperation and the Anti-Corruption Commitment*, clearly communicating our anti-corruption policies and management requirements to all business partners. In 2024, the signing rate of the *Integrity Cooperation Agreement* with key suppliers reached 100%. In addition, vivo conducted comprehensive anti-corruption due diligence for newly onboarded suppliers and resource pool vendors, and organized three integrity awareness activities covering 312 suppliers across three different tiers—jointly fostering a clean and fair business environment.

100%
The signing rate of the *Integrity Commitment* with employees for two consecutive years (2023 and 2024)

100%
The signing rate of the *Integrity and Honest Cooperation Agreement* with suppliers for two consecutive years (2023 and 2024)

The number of anti-corruption training sessions held:

Year	Sessions
2023	22 sessions
2024	40 sessions

The number of employees participating in anti-corruption training:

Year	Participants
2023	2,476
2024	3,578

Public Welfare

vivo remains committed to its role as a responsible corporate citizen, embracing the long-term mission of advancing human well-being. The Company actively listens and responds to the fundamental needs and development aspirations of various social groups. Leveraging its platform and technological strengths, vivo continuously invests in accessible technology development, launched the "Echo of Care Public Welfare Program", and engages in diverse public welfare initiatives, ensuring the warmth of innovation reaches every individual. Through the "Capture the Future" global visual storytelling initiative and the Capture the Future Public Welfare Plan, vivo deepens inclusive education with aesthetic education to nourish children's spiritual growth. On this long journey of spreading love and hope, vivo walks with sincerity, delivering real impact and warmth, sharing the fruits of progress with society, and working together to shape a better future.

Supporting Rural Revitalization with Aesthetic Education, Enlightening the Next Generation

Aesthetic education, as a vital pathway for cultivating creativity and sensory perception, is a key focus of vivo's corporate social responsibility efforts. vivo continues to harness the power of technological innovation to promote more equitable development of aesthetic education in China, helping every child gain equal opportunities to discover, experience, and create beauty.

On July 1, 2022, vivo, in collaboration with the Shanghai Adream Foundation and the China Academy of Art Education Foundation, launched the Capture the Future Public Welfare Program[47]. The initiative aims to advance aesthetic education in China through technology, nurturing children with the power of beauty. As of the end of 2024, the program has reached 59 rural primary schools, provided training and academic support to over 190 rural teachers and principals participants and benefited more than 40,000 children.

Capture the Future Summer Camp

In the summer of 2024, the Capture the Future Summer Camp invited 38 rural children from five counties across three provinces to visit vivo Dongguan Park for a technology-themed aesthetic education study camp. Through carefully designed experiential courses, the program aimed to broaden the children's horizons and stimulate their perception, imagination, and creativity, actively supporting the development of rural aesthetic education and raising public awareness.

During the themed summer camp, the children toured vivo's laboratories, engaged in in-depth discussions with vivo engineers, and participated in technology and art creation activities on park. These experiences expanded their understanding of technological aesthetics and its practical applications, opening up broader imaginative possibilities. On the closing day of the camp, vivo hosted a forum focused on "Empowering Aesthetic Education Through Technology", bringing together partners dedicated to advancing aesthetic education to explore and practice new approaches, paving the way for more inclusive growth opportunities for rural children.

Capture the Future Summer Camp

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[47]Filed as "Shanghai Adream Foundation – vivo Aesthetic Education Foundation" in the Civil Affairs Bureau

Aesthetic Education Incubation

By the end of 2024, the Capture the Future Public Welfare Program had conducted specialized aesthetic education training for rural teachers across 18 provinces and cities, including Jiangxi, Guizhou, Gansu, and Yunnan, systematically enhancing their professional expertise and teaching capabilities, effectively strengthening the soft power of rural education. In addition, the program annually invites public education experts to visit rural schools, where they tailor teaching plans for local teachers and offer hands-on classroom guidance. Meanwhile, in collaboration with the China Academy of Art, vivo also organized aesthetic education study camps for rural principals and teachers, attracting 50 education professionals. Through activities such as life observation, cultural experiences, and nature exploration, participants were deeply immersed in the world of aesthetics, comprehensively elevating their understanding of the essence of aesthetic education. The program's integrated approach combining theory and practice expanded the teaching perspectives of participating educators and promoted the integration of aesthetic education concepts into daily teaching. By the end of 2024, the program had cumulatively provided systematic aesthetic education training to over 190 rural teachers and principals participants.

Teachers and Principals Study Program at China Academy of Art

Rural Aesthetic Education Practice Local Camp

In response to the *Ministry of Education's Notice on the Comprehensive Implementation of the School Aesthetic Education Immersion Initiative*, vivo focused on two core tasks: the "Art Practice Activity Popularization Campaign" and the "School Aesthetic Culture Building Campaign". In 2024, vivo organized seven on-site rural aesthetic education practice sessions. The project invited a professional mentor team composed of installation artists, photographers, architects, curators, and university art groups, who collaborated closely with vivo volunteers to provide full guidance and support. Together, they assisted teachers and students in carrying out child-centered aesthetic education creative practices. These rural aesthetic education immersion activities significantly enhanced participating students' artistic perception, aesthetic appreciation, creative expression, and overall creativity.

Rural Aesthetic Education Practice Local Camp

Echo of Care Public Welfare Program

We believe that love and technology can overcome any barrier. vivo consistently upholds the inclusive philosophy of technological innovation, aiming to close the digital divide by actively exploring an innovative "Technology + Public Welfare + Ecosystem" model.

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

vivo continues to promote the inclusion and development of people with disabilities. vivo supported 133 hearing-impaired parents to "listen" to their children's needs in 2022 and provided assistance to 500 hearing-impaired youths in improving their employment skills in 2023. In 2024, vivo formally established a strategic partnership with the China Disabled Persons' Federation (CDPF) public welfare organizations, joining forces with the China Foundation for Disabled Persons, the ADFC, China Commission of Promotion of Publicity for the Undertakings of Chinese Disabled Persons, China Association of Persons with Visual Disabilities, China Association of Persons with Hearing Disabilities, and other public welfare groups to jointly advance the "Echo of Care Public Welfare Program". This collaboration focuses on enhancing accessible information infrastructure to support the integration of people with disabilities into society. In recognition of its heartfelt mission and technological capabilities, vivo "Echo of Care Public Welfare Program" received the "Technology Breakthrough" Excellence Award for Accessible Information at the 2024 Technology Accessibility Development Conference and was honored as an Outstanding Case in the 2024 China Internet Public Welfare Actions by the Cyberspace Administration of China.

Launch Ceremony of the Upgrade of vivo Echo of Care Public Welfare Program

Echo of Care Public Welfare Inclusion Carnival

On the 2024 National Day for Helping Persons with Disabilities, vivo partnered with its public welfare partner Guangzhou Hemu Center to host the "Echo of Care Public Welfare Inclusion Carnival" in Guangzhou. The event creatively combined sensory experiences, cultural markets, and art exhibitions to provide people with disabilities with diverse opportunities to explore potential career paths and experience accessible technology in an engaging, hands-on way. The initiative significantly enhanced the sense of participation among individuals with disabilities, raised public awareness of accessibility issues, and actively promoted inclusive interaction between people with and without disabilities.

"Tech for Inclusion, Autumn Scholarship"

As a strategic philanthropic partner of CDPF, vivo continues to harness its technological innovation capabilities and work collaboratively with multiple stakeholders to provide holistic support for university students with disabilities. This support spans digital accessibility in education accessibility, employment support, career planning and skills training, etc.

Between September and October 2024, vivo partnered with ten leading institutions for special education, including Special Education College, Beijing Union University; Technical College for the Deaf, Tianjin University of Technology; and School of Special Education, Changchun University, to donate smartphones to 1,100 students with disabilities across China. In addition, vivo invited 120 "Dream Mentors" with disabilities to provide career coaching and guidance, empowering young people with disabilities to explore diverse and meaningful career paths. To further enhance the capabilities of disabled students, vivo is working closely with the CDPF and other organizations to build an innovative "industry-academia-research" model for assistive technology, continuously refining accessible products and tools tailored to the evolving needs of university students with disabilities.

"Tech for Inclusion, Autumn Scholarship" — Launch Ceremony of vivo Echo of Care Public Welfare Program

Echo of Care Vocational Development Workshop

In addition, vivo has launched a small-amount dream fund, supporting frontline NGOs and student-led disability advocacy groups in implementing projects such as campus accessibility renovations, inclusive performance events, and barrier-free travel initiatives, helping students transform creative ideas into tangible impact.

Echo of Care Public Welfare Program facilitates accessible reading

The "Echo of Care" accessible reading workshop, hosted by vivo, recently took place at Guangdong Peiying Vocational and Technical School. Led by Xiaoxiao, a visually impaired mentor from the program's Dream Mentor initiative, the workshop gathered insights from visually and hearing-impaired students about their real needs for accessible reading spaces. Through interactive discussions and career-sharing sessions by mentors with disabilities, the workshop also aimed to encourage students with disabilities to enhance their social awareness and confidently engage with broader society.

In response to this valuable feedback, vivo has officially launched an "Echo of Care" Accessible Reading Corner at Brew by Heart Café, creating a welcoming environment where visually impaired individuals can freely browse and read books, reflecting the Company's ongoing efforts to turn inclusive design into meaningful action.

Echo of Care Accessible Reading Workshop

Echo of Care Accessible Reading Corner

"The Color of the Stage" Documentary Release

To commemorate the third anniversary of vivo "Echo of Care" public welfare initiative, the documentary The Color of the Stage, supported by the program's Dream Fund, was officially released. The film tells the inspiring stories of young people with disabilities pursuing their creative dreams, aiming to deepen public understanding and awareness of the disabled community through authentic, emotionally resonant storytelling.

Documentary "The Colors of the Stage"

Global Welfare

As vivo continues to expand its global footprint, the Company remains committed to fostering a brand rooted in warmth and purpose, actively engaging in sustainable development efforts across overseas communities. In 2024, vivo global teams implemented a range of philanthropic initiatives focused on teenager care and imaging technology, contributing to the creation of a better world through tangible action.

"Capture the Future" Public Welfare Plan

In 2024, vivo launched the "Capture the Future" global visual storytelling initiative, leveraging imaging innovation to advance education and spark creativity among youth. Partnering with international organizations such as UNESCO and SOS Children's Villages, the project offers professional imaging education platforms for young people, empowering creativity through mobile imaging technologies while supporting quality education and sustainable development goals.

The program pays special attention to the youth, providing equitable access to artistic expression and digital education. By helping participants discover and express their identities through visual creation, vivo demonstrates its commitment to the social responsibility vision of "Tech for Future", making imaging a bridge between educational equity and technological innovation.

"Asian Youth Film Fund"

In February 2025, vivo, in partnership with the Beijing Contemporary Art Foundation, launched the "Asian Youth Film Fund" and supported UNESCO in officially kicking off the Capture the Future initiative in Thailand. This program empowers the youth across Asia by providing equipment and technical mentorship, encouraging them to explore the intersection of technology and society through visual storytelling. Outstanding works will be showcased at major film festivals across Asia, and top creators will have opportunities for in-depth exchanges with industry experts. Through this cultural platform, vivo promotes creative dialogue among Asian youth and continues to fulfill its corporate social responsibility of "empowering creative expression through technology".

"Capture the Future" Asian Youth Film Fund"

vivo Bangladesh and SOS Children's Villages

In January 2025, vivo Bangladesh and SOS Children's Villages jointly launched the second edition of the "Capture the Future" public welfare initiative. The program featured a two-day photography workshop in the Khulna region, where participating children used vivo smartphones to capture images of local historical architecture. Outstanding works were publicly exhibited at the closing ceremony, highlighting the unique value of technological innovation in empowering youth through arts education. vivo continues to support youth development through advancements in imaging technology, actively fulfilling its corporate social responsibility commitments.

Excellent photographic works

Inclusive Development with Overseas Communities

As vivo expands its global operations, the company remains committed to co-building and integrating with local communities. Our overseas factories actively participate in local public welfare initiatives, respect cultural diversity, respond to community needs, and continuously deepen mutual trust and cooperation with host-country communities through responsible and heart-warming actions.

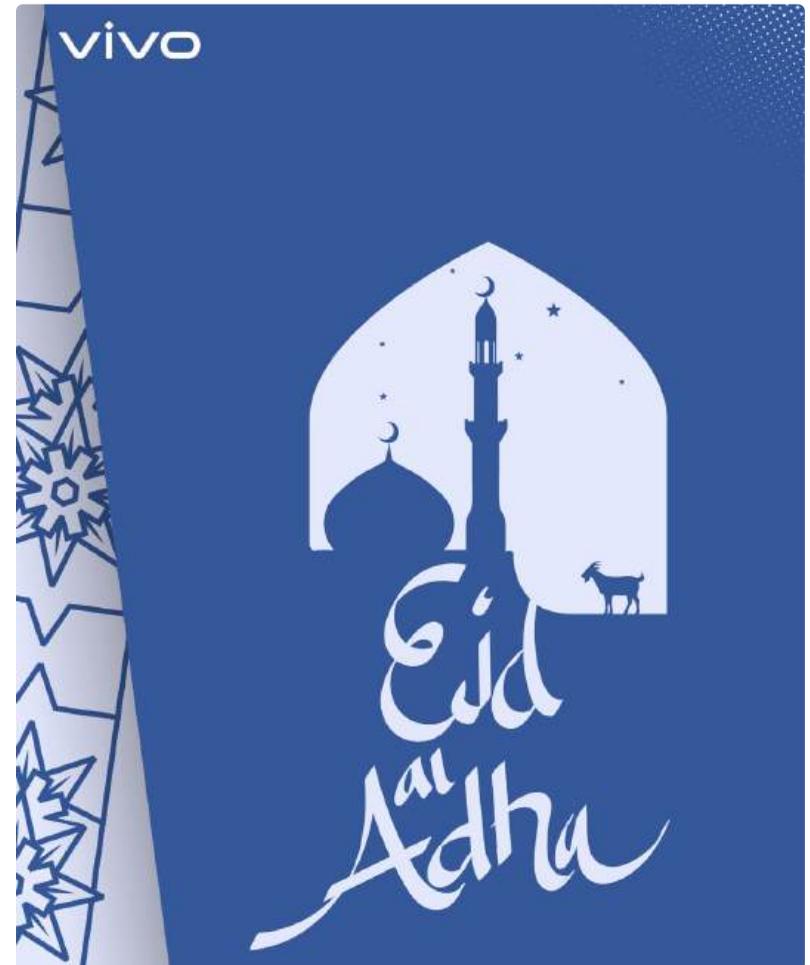### Supporting religious traditions and conveying warmth in community

Since the launch of vivo's Indonesia factory, the company has consistently carried out its localized charity activities. Every year during the Eid al-Adha festival, vivo donates live sheep to the villages of Talaga and Talagasari. The initiative is deeply rooted in Indonesian Muslim festive traditions, providing meat resources to local people in need and supporting them in their religious rituals, reflecting vivo's respect for local religious culture and care for vulnerable groups. This initiative has become an annual public welfare tradition of the factory.

Resource recycling to promote win-win outcomes in community

vivo Indonesia factory has consistently advanced environmentally friendly community support programs. Since the commencement of operations, a portion of reusable production waste has been offered to surrounding villages at preferential prices, with an annual benefit equivalent to approximately IDR 365 million. The initiative has brought tangible benefits to local residents, waste collectors, handicraft workshops, and community-based recycling cooperatives. This program not only effectively reduces the environmental impact of production waste but also promotes the development of the local circular economy, demonstrating vivo's dual commitment to environmental protection and community co-prosperity.

IDR **365** million

Annual benefit equivalent to approximately

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GRI 403-4	Worker participation, consultation, and communication on occupational health and safety	Employee Growth	P69-77	
GRI 403-5	Worker training on occupational health and safety	Employee Growth	P69-77	
GRI 403-6	Promotion of worker health	Employee Growth	P69-77	
GRI 403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Employee Growth	P69-77	
GRI 403-8	Workers covered by an occupational health and safety management system	Employee Growth	P69-77	
GRI 403-9	Work-related injuries	Employee Growth	P69-77	
GRI 403-10	Work-related ill health	Employee Growth	P69-77	
GRI 404：Training and Education				
GRI 404-1	Average hours of training per year per employee	Employee Growth	P69-77	
GRI 404-2	Programs for upgrading employee skills and transition assistance programs	Employee Growth	P69-77	
GRI 404-3	Percentage of employees receiving regular performance and career development reviews	Employee Growth	P69-77	
GRI 405：Diversity and Equal Opportunity				

GRI Index		Chapter	Page	SDGs
GRI 405-1	Diversity of governance bodies and employees	Employee Growth	P69-77	
GRI 405-2	Ratio of basic salary and remuneration of women to men	Employee Growth	P69-77	
GRI 406：Non-discrimination				
GRI 406-1	Incidents of discrimination and corrective actions taken	Employee Growth	P69-77	
GRI 413：Local Communities				
GRI 413-1	Operations with local community engagement, impact assessments, and development programs	Public Welfare Global Welfare	P93-98	
GRI 414：Supplier Social Assessment				
GRI 414-1	New suppliers that were screened using social criteria	Win-Win Cooperation	P78-79	
GRI 414-2	Negative social impacts in the supply chain and actions taken	Win-Win Cooperation	P78-79	
GRI 416：Customer Health and Safety				
GRI 416-1	Assessment of the health and safety impacts of product and service categories	Product Safety and Reliability Eco-Friendly Products	P35-55	
GRI 416-2	Incidents of noncompliance concerning the health and safety impacts of products and services	Eco-Friendly Products	P47-55	
GRI 417：Marketing and Labeling				
GRI 417-1	Requirements for product and service information and labeling	Product Safety and Reliability Eco-Friendly Products	P35-55	
GRI 418：Customer Privacy				
GRI 418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Product Safety and Reliability	P35-44	

Independence Assurance Report

ASSURANCE STATEMENT
CN25/00005175

SGS-CSTC 'S REPORT ON SUSTAINABILITY ACTIVITIES IN THE VIVO HOLDINGS LIMITED's *2024 SUSTAINABILITY REPORT*

NATURE OF THE ASSURANCE/VERIFICATION
SGS-CSTC STANDARDS TECHNICAL SERVICES CO., LTD. (hereinafter referred to as SGS) was commissioned by VIVO HOLDINGS LIMITED (hereinafter referred to as vivo) to conduct an independent assurance of the Chinese version of vivo's *2024 Sustainability Report* (hereinafter referred to as the Report).

INTENDED USERS OF THIS ASSURANCE STATEMENT
This Assurance Statement is provided with the intention of informing all vivo's Stakeholders.

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

Our responsibility is to express an opinion on the text, data, graphs and statements within the scope of assurance with the intention to inform all vivo's stakeholders.

SGS hereby states that it shall not be held responsible or liable for any direct, indirect, incidental, or consequential damages or losses arising from or in connection with the use of information provided in this report.

ASSURANCE STANDARDS, TYPE AND LEVEL OF ASSURANCE
The SGS ESG & Sustainability Report Assurance (SRA) protocols used to conduct assurance are based upon internationally recognised assurance standards including the AA1000 series of standards and ISAE3000.

The assurance of this report has been conducted according to the following Assurance Standards:

Assurance Standard Options	Level of Assurance
AA1000AS v3 Type 2	Moderate

SCOPE OF ASSURANCE AND REPORTING CRITERIA
The assurance engagement was conducted to evaluate the accuracy and reliability of the sustainability performance information included in the Report. Additionally, it assessed the extent to which the Report's content refers to the requirements of *GRI Standards 2021*.

ASSURANCE METHODOLOGY
The assurance comprised a combination of pre-assurance research, interviews with relevant employees onsite at vivo headquarters, documentation and record review and validation where relevant.

LIMITATIONS AND MITIGATION
Data drawn directly from independently audited financial accounts has not been checked back to source as part of this assurance process.

The greenhouse gas emission related data in the Report has been directly adopted from the independent third party verification data and has not been double verified in this audit.

This assurance engagement was restricted to the group level of vivo and did not include traceability of original data from all subordinate institutions.

STATEMENT OF INDEPENDENCE AND COMPETENCE
The SGS Group of companies is the world leader in inspection, testing and certification, operating in multiple countries and providing services. SGS affirm our independence from vivo, being free from bias and conflicts of interest with the organisation, its subsidiaries and stakeholders.

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

FINDINGS AND CONCLUSIONS

ASSURANCE/VERIFICATION OPINION

On the basis of the methodology described and the assurance engagement performed, the specified performance information included in the scope of assurance is accurate, reliable, and has been fairly stated.

CONCLUSIONS, FINDINGS AND RECOMMENDATIONS BASED ON *GRI STANDARDS 2021*

The assurance team concludes that the Report has referred to the requirements of *GRI Standards 2021*.

FINDINGS AND RECOMMENDATIONS
All observations pertaining to commendable practices, sustainable development activities, and managerial recommendations identified throughout the assurance process have been thoroughly documented in the *Internal Management Report on Sustainability Reporting Assurance*. This report has been officially presented to the relevant management divisions of vivo to serve as a reference for their ongoing efforts towards continuous improvement.

Signed:

For and on behalf of SGS-CSTC

David Xin
Sr. Director – Business Assurance
16/F Century Yuhui Mansion, No. 73, Fucheng Road, Beijing, P.R. China

Jul. 30th, 2025
WWW.SGS.COM

vivo Certification List[48]

Topic dimensions	Name of certification
Technological innovation	· vivo BlueLM Model Matrix has obtained the "End-Side Large Model Comprehensive Capability Certification" from China Telecommunication Technology Labs · "AIIA Security Prevention Capability Certification"[49] from CAICT for the BlueLM Model of vivo Mobile Communication Co., Ltd
Promoting healthier life with technology	· vivo TWS 4 received the highest A+ noise reduction certification from the China Audio Industry Association (CAIA).
Product quality and safety	· ISO 9001 Quality Management System Certification for vivo Mobile Communication Co., Ltd. · ISO 13485 Medical Device Quality Management System Certification for vivo Mobile Communication Co., Ltd. (Dongguan) · IATA CEIV Certification for vivo Mobile Communication Co., Ltd. · ISO/IEC 17025:2017 CNAS Laboratory Accreditation Certification for the Central Laboratory of Vivo Mobile Communication Co., Ltd. · ISO/IEC 17025:2017 cetecom Competence Certification for vivo Mobile Communication Co., Ltd. · TÜV Rheinland Laboratory Certification for vivo Mobile Communication Co., Ltd. · A2LA Certification for the Central Laboratory of vivo Mobile Communication Co., Ltd. · FCC Certification for the Central Laboratory of vivo Mobile Communication Co., Ltd. · ISED Certification for the Central Laboratory of vivo Mobile Communication Co., Ltd.
Customer privacy protection	· European Privacy Protection Certification (ePrivacySeal) for vivo Mobile Communication Co., Ltd. · CSA STAR Management System Certification for vivo Mobile Communication Co., Ltd. · ioXt Security Certification for vivo Mobile Communication Co., Ltd. · TRUSTe Enterprise Privacy Protection Certification for vivo Mobile Communication Co., Ltd. · ISO/IEC 27701 Privacy Information Management System Certification for vivo Mobile Communication Co., Ltd. · ISO/IEC 27018 Cloud Privacy Protection Certification for vivo Mobile Communication Co., Ltd. · FIDO（Fast Identity Online）® UAF Authenticator Certification for vivo Mobile Communication Co., Ltd. · vivo OriginOS: 5-Star Certification for "Personal Information Protection Capability of Mobile Intelligent Terminal Operating Systems" by China Telecommunication Technology Labs · X Fold 2: CC MDFPP Certification 3.0 · vivo X Note and vivo X Fold: Level 5 Certification for "Mobile Intelligent Terminal Security Capability" by China Telecommunication Technology Labs

Topic dimensions	Name of certification
Customer service	· 5-star SGS Certificate for "Evaluation system for after-sales service of commodity" for vivo Mobile Communication Co., Ltd
Hazardous substance management	· IECQ QC 080000 Hazardous Substance Process Management System Certification for vivo Mobile Communication Co., Ltd.
Environment management	· ISO 14001 Environmental Management System Certification for vivo Mobile Communication Co., Ltd. · ISO 14001 Environmental Management System Certification for vivo Mobile Communication (Chongqing) Co., Ltd. · ISO 14001 Environmental Management System Certification for vivo Smart Technology Co., Ltd.
Energy management	· ISO 50001 Energy Management System Certification for vivo Mobile Communication Co., Ltd. · ISO 50001 Energy Management System Certification for vivo Smart Technology Co., Ltd.
Occupational health and safety	· ISO 45001 Occupational Health and Safety Management System Certification for vivo Mobile Communication Co., Ltd. · ISO 45001 Occupational Health and Safety Management System Certification for vivo Mobile Communication (Chongqing) Co., Ltd. · ISO 45001 Occupational Health and Safety Management System Certification for vivo Smart Technology Co., Ltd.
Information security	· ISO/IEC 27001 Information Security Management System Certification for vivo Mobile Communication Co., Ltd.
Industry cooperation and development	· CTTL "Excellence" Certification for vivo's Intelligent In-Car System · CTTL Certification for On-Device Large Language Model Capabilities for vivo Blue Heart Device-side Foundation Model V1.0 · vivo Voice Foundation Model Rated 4+ in the Specialized Evaluation for Voice Foundation Models by CAICT

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[48]The certification information listed only relates to the topics of this report, and information on certifications not mentioned in this report is not further disclosed here.
[49]The AIIA Large Model Security Risk Prevention Capability Certification covers four key areas across the full lifecycle of large models: training data security, model security, content security, and secure service operations.

Feedback Form

Dear readers:

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

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

Feedback Form for vivo Holdings Limited Sustainability Report 2024

Name _____
Work Unit _____
Position _____
Tel _____
Email _____

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

	Very good	Good	Average	Needs improvement
Do you think this Report has highlighted the important information about vivo in terms of sustainable development?				
Do you think the information and indicators disclosed in this Report are clear, accurate and complete?				
Do you find the layout and style of this Report easy to read?				

Other opinions:

Which part of the Report are you most interested in? _____

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

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