

# Sustainability Report

## 2025





**Technology Lights Up a Bright Future**

Technology Sharing | Green Symbiosis | Value Creation | Community Responsibility

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# About this Report

This report is the fifth sustainability report ("the Report") released by vivo Holdings Limited to the public. Upholding the principles of objectivity, standardization and transparency, vivo discloses the Company's sustainability management status each year, promotes mutual understanding, communication and interaction between vivo and stakeholders, and enhances corporate information transparency.

For ease of reading, the following abbreviations are used in this report for relevant entities: vivo Holdings Limited is referred to as "vivo", "we" or "the Company"; vivo Mobile Communication Co., Ltd. is referred to as the "China Operating Region" or "China Manufacturing Facilities"; and relevant companies in Indonesia are referred to as the "Indonesia Manufacturing Facilities".

The preparation of the 2025 Sustainability Report remains the same as in previous years, with any changes noted separately.

## Basis of Preparation

This Report is prepared with reference to the *GRI Sustainability Reporting 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 over which vivo Holdings Limited has control or significant influence regarding financial and operating policies and measures<sup>1</sup>. The report content reflects the concepts, key progress and management practices of the aforementioned entities in sustainable development from January 1, 2025 to December 31, 2025. To enhance the completeness of the Report, information outside the reporting period, if any, is noted separately in the text.

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

## Data Source

All 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 been independently assured by SGS, a third-party organization, which conducted a reliability review of the sources of relevant information and data processing methods involved in the Report (see page 104).

## Obtaining the Report

As an independent sustainability report, this Report was published simultaneously in Chinese and English versions in July 2026. You may read or obtain the Chinese and English electronic versions of this Report online via the following website:

<https://www.vivo.com.cn/vivo/sustainability>

## Feedback

If you have any queries or feedback regarding this Report and its contents, please contact us by:  
Email: [CSR@vivo.com](mailto:CSR@vivo.com)

<sup>1</sup>Including vivo Mobile Communications Co., Ltd. and its subsidiaries, as well as regional subsidiaries in Indonesia.

# Responsibility Message



Shen Wei,  
Founder and CEO of vivo

## People Are the Answer to Technology

In 2025, Brother Bao — blind for nine years — traveled alone across most of China, with nothing but a vivo phone and his guide dog. The phone's "vivo Sight" feature read the road ahead of him, the people passing by, the traffic light he was about to cross — and in doing so, it gave the journey back to him, truly his own.

That story stayed with us. Technology moves forward every day, and much of that progress can be measured — specs, patents, breakthroughs, all numbers on a page. But what actually moves people is rarely the numbers. It's the individual lives that, because of technology, gain a little more ease, a little more grace.

**Good technology helps more people be seen — and puts the choice back in their hands.**

In everyday work and life, a visually impaired users often hears a voice without knowing whose it is; someone who is hard of hearing may read the captions but still can't tell who's speaking. These are small frictions, easy for others to overlook, yet part of the daily reality for many people. We spent a long time listening — through countless user interviews — before carefully shaping accessibility features like "Person Recognition and Memory" and "Speaker Identity Recognition". To the people who use them, these aren't just new features. They mean no longer having to guess, or ask — being able to simply recognize, on their own, who's in front of them. Today, vivo's accessibility features have served more than 11 million users. Real independence, real equality, isn't about being given special treatment — it's about being able to manage things yourself.

**Good technology is productivity within reach — a vessel for both efficiency and passion.**

At a concert with tens of thousands of people, sit a little too far back and the person on stage fades into a blur. We've built professional-camera capability straight into the phone, so a long lens can close that distance — even from the very top of the venue, you can see a singer's expression clearly, and capture the moments of excitement or emotion as they happen. For anyone who loves photography — snapping a passing cloud, a cat on a street corner, or a child fast asleep — we want those moments to feel effortless, entirely their own.

Beyond photography, we also want to make life easier for people who travel often and work on the move. That's exactly what the foldable phone's Atomic Workbench and cross-device collaboration are built for — files, messages, and to-do lists, all laid out across one large screen, so that wherever you are, a big task becomes easy to finish. Finish sooner, and there's more time left over that's truly your own.

**Good technology isn't just the ability to capture a moment — it's a truth that can withstand scrutiny.**

We also care about whether what people see is real. In recent years, photos and videos have become easier than ever to alter or fabricate. We were among the first companies in China to join the C2PA coalition, and today more than two million photos a day carry a verified mark of authenticity — proof that what's shown was genuinely captured. Truth should be a given. It still has to be earned, and protected.

**Good technology solves the small, real inconveniences of daily life — and gives a little more ease back to each day.**

Older users aren't always comfortable with complicated menus, so we built a Simple Mode that puts everyday functions — QR scanning, payments, the flashlight — one tap away. For smaller discomforts like motion sickness, dry eyes, and visual fatigue, we partnered with universities and hospitals on motion-sickness visual aids and eye-care research. And we take the most basic things seriously too — whether the battery lasts, whether the phone still feels fast after years of use. A battery that gets you through a full day's commute; a system that stays smooth two or three years in. None of these things looks like much on its own. Put together, they give people a little more convenience in their day — and a little more of the feeling that someone was paying attention.

**Good technology is rooted in the present, and built for the future.**

We haven't let up on the details behind the product either — packaging, materials, energy use. Last year, vivo used 80 tonnes of bio-based materials, and our factories generated nearly 9,000 megawatt-hours of solar power, alongside continued efforts in green power procurement, device recycling, and lightweight packaging. It's all in service of the same idea: waste a little less, leave a little less behind for the future to deal with.

Over the past year, we added commercial insurance for every employee, so that an unexpected accident doesn't have to upend a family's life. We open-sourced the kernel of our BlueOS, passing on what we've learned so others can build further. Our "Capture the Future Public Welfare Program" reached more rural schools, and our "Digital Communication of National Treasure Project" brought artifacts out from behind museum glass and into more people's hands. These efforts may look scattered, but they share one aim: to help more good things grow, and be seen.

This year's sustainability report goes into these efforts in detail. They go by different names — shared technology, shared green growth, shared value creation, shared social benefit — but underneath, they are all the same pursuit.

**People are the answer to technology.**

Over thirty years, this is the one thing vivo has kept doing: bringing technology back to the individual. Not left behind in a lab, not confined to a product launch — but returned to every real day, to work, to learning, to what people love, to life itself. Back to each person's everyday moments, and how they actually feel in them.

Whether a technology is headed the right way, whether a product truly feels good to use — none of that needs to be guessed at. Just ask: because of this technology, this product, this choice, is the person in front of us living a little more easily, a little more freely, a little more at peace? The answer is right there.

People are the reason we do any of this — and the measure by which we judge whether we've done it well. Technology will keep moving forward. But as long as we keep the person in front of us in mind, keep caring about them, we won't lose our way.

# About vivo

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## 01

Historical Events

Products

Honors and Awards

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# About vivo

## 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

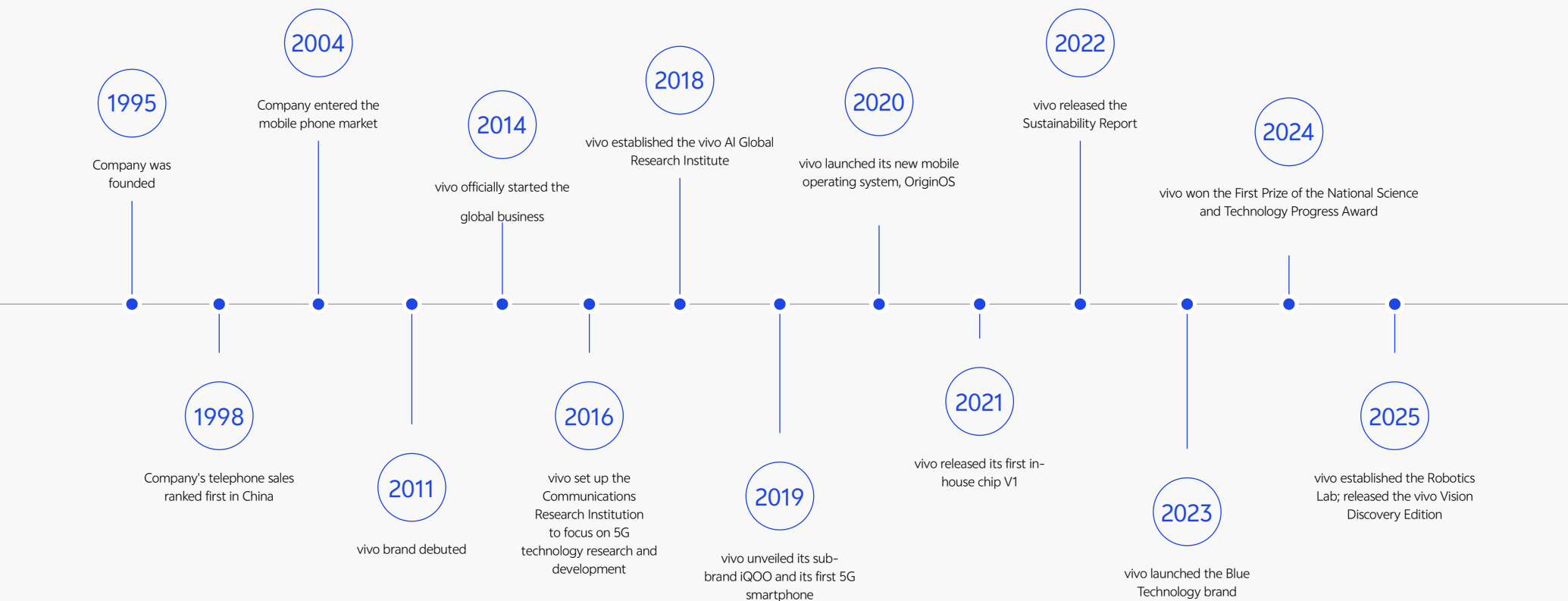
vivo has fully absorbed and developed local talent resources and deployed an extensive R&D network covering Shenzhen, Dongguan, Nanjing, Beijing, Hangzhou, Shanghai, Xi'an, and other cities, focusing on the frontier fields of 5G/6G communications, artificial intelligence, industrial design, imaging technology 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



## Products

### vivo

#### X Fold series

Professional folding · technology flagship



#### X Series

Professional photography · technology flagship



#### S Series

Pioneering photography flagship



#### Y Series

Ultra-slim body favored by everyone



#### Smart terminals

Multiple smart terminals that enrich users' digital experience



#### vivo Vision

vivo Vision Discovery Edition



### 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**

2025 Kantar BrandZ Top100 Most Valuable Chinese Brands

**China's Innovative Brands in 2025**

Kantar BrandZ

**Chinese Globalized Brands Top20**

2025 Kantar BrandZ Top50 Chinese Globalized Brands

### Products

**The vivo X300 series won the People's Choice Craftsmanship Award – Craftsmanship Product by People's Daily**

People's Daily's 22nd People's Choice Craftsmanship Award

**vivo was awarded the Top 10 Earphone Brand in China for 2025**

China Audio Industry Association (Earphone Branch)

**vivo X300 Pro was awarded the Sina Digital Annual Portrait Imaging Phone**

Sina Finance, Sina Technology

**vivo X300 Pro was awarded the NetEase Digital Annual Best Imaging Flagship**

NetEase Digital

**vivo X300 Pro was awarded Techmo: Best Overall Phone 2025**

Techmo

**vivo X300 Pro was awarded the Mrwhosetheboss 2025 Filmmaker's Choice Award**

Mrwhosetheboss

### Corporate Social Responsibility

**"vivo On-Device Intelligent Empowerment for People with Disabilities and Smart Interaction Scenarios" won the Best Case Award in the Accessibility Field**

International Telecommunication Union (ITU)

**vivo "Echo of Care Public Welfare Program" was awarded Certificate for Outstanding Case in Smart Assistance for Persons with Disabilities**

China Association of Volunteers for Persons with Disabilities, National Barrier-Free Environment Exhibition Hall

**vivo Capture the Future Public Welfare Program was awarded the Southern Charity 2025 Public Welfare Communication Case of the Year**

Southern Daily

**vivo "Capture the Future" global visual storytelling initiative was awarded the Annual Innovation Case at the Southern Weekly 2025 Dream Builder Public Welfare Conference**

Southern Weekly

**vivo "Echo of Care Public Welfare Program" was included in "Innovation Forward: UNGC Corporate Sustainable Innovation Guidelines and Case Studies of Chinese Enterprises"**

United Nations Global Compact (UNGC)

**2025 Accessible Information Excellence Cases**

Accessibility Research Association

**"vivo BlueLM Accessibility Solution" was selected as an Outstanding Case of Science and Technology Assistance to Disabled Persons at the China Academy of Information and Communications Technology**

China Academy of Information and Communications Technology

# Sustainability Governance 02

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**Sustainability Strategy**

**Sustainability Governance**

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# Sustainability Strategy

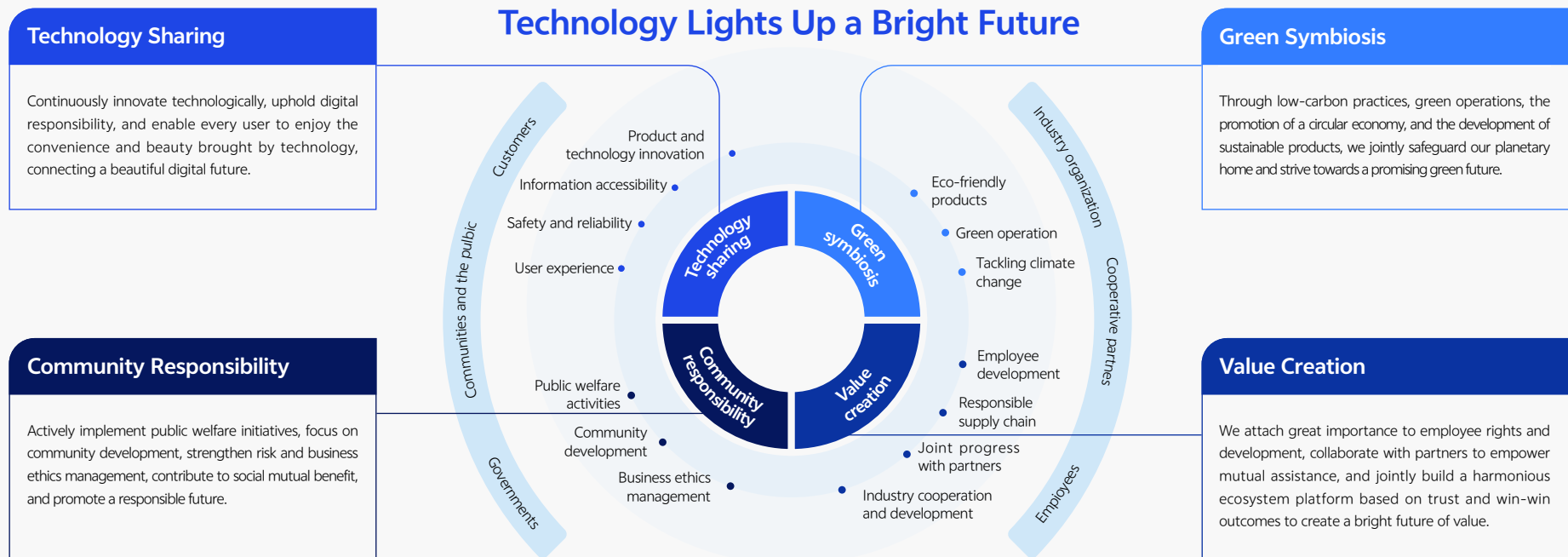
Guided by its sustainability vision of "Healthier and More Sustainable "vivo remains committed to long-termism and the pursuit of sustainable development. Since its inception, vivo has embedded its commitment to sustainability into its corporate mission.

In 2019, vivo formally joined the UNGC <sup>2</sup>, committing to closely align its sustainable development strategy with the ten principles of the UNGC and to support and uphold the commitment to global sustainable development through its own actions.

We have integrated our business activities with the SDGs and established four key directions for sustainable development: "Technology Sharing", "Green Symbiosis", "Value Creation", and "Community Responsibility". By building a fair and inclusive digital bridge, implementing the concept of green development, and creating a value ecosystem based on mutual trust and win-win cooperation, we are committed to bringing more happiness and beauty to the world.



2025 PARTICIPANT



<sup>2</sup> UNGC (United Nations Global Compact) is a global corporate sustainable development initiative launched by the United Nations. vivo joined the UNGC in 2019, committing as a participating enterprise to adhere to its ten principles in the areas of human rights, labor, environment and anti-corruption, and to support the United Nations Sustainable Development Goals (SDGs).

# Sustainability Governance

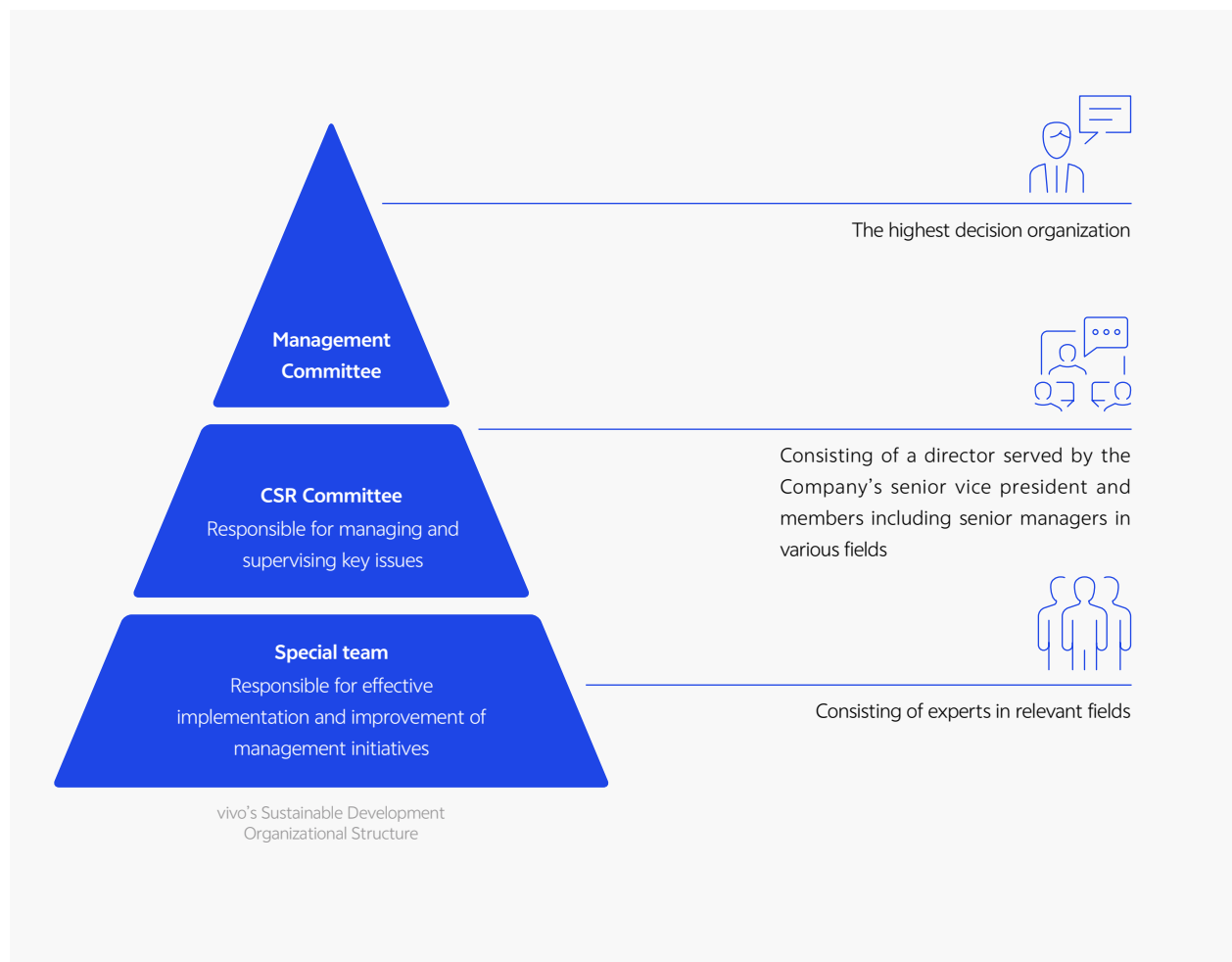
vivo integrates the concept of sustainable development into its corporate strategy and all business operations, continuously improves its corporate social responsibility (CSR) management mechanism, and steadily strengthens a management system covering strategic planning, risk management, performance monitoring, and continuous improvement to ensure that sustainable development requirements are embedded across all business processes.

The Company Management Committee (the highest decision organization) has established a CSR Committee, chaired by the Senior Vice-President and comprising senior executives from various business areas as key members. The Committee is responsible for coordinating the planning, management, and oversight of the Company's CSR initiatives to ensure that relevant management practices continuously comply with regulatory requirements, stakeholder expectations, and the development needs of the Company.

The CSR Committee has established mechanisms for the identification, assessment, response to and monitoring of sustainability-related risks and opportunities. It regularly identifies and assesses significant risks and development opportunities in the field of environmental, social and governance (ESG), formulates management measures in light of internal and external operating environments, promotes effective risk control and full exploitation of opportunities, and continuously enhances the enterprise's resilience for sustainable development.

Concurrently, the Company has established a closed-loop management mechanism for internal risks and opportunities. Through special assessments, management reviews, and feedback from stakeholders, it continuously identifies risks and improvement opportunities within operational processes, promptly formulates corrective and improvement measures, tracks the effectiveness of rectification implementation, and drives the continuous optimization of the management system.

The CSR Committee convenes quarterly meetings to deliberate on key sustainability issues and the progress of special initiatives, reporting significant matters to the Management Committee. A dedicated working group is established under the Committee, with experts from relevant fields responsible for advancing and implementing specific issues. This structure continuously optimizes management mechanisms to ensure the effective implementation of various CSR management measures, thereby progressively enhancing the Company's sustainable development management capabilities.



## Stakeholder Engagement

vivo attaches importance to effective communication with stakeholders, establishes diverse and continuous communication channels, discloses information regarding the Company's technological innovation, environmental protection, and public welfare in a timely manner, continuously enhances its management capabilities on various issues, and collaborates with stakeholders to jointly advance sustainable development.

| Stakeholders                | <br>Customers and Consumers                                                                                                                                      | <br>Regulatory Authorities and Industry Bodies                                                                                                                                                                                   | <br>Business Partners                                                                                                                               | <br>Employees                                                                                                                       | <br>Shareholders                                                                         | <br>Communities and the Public                                                                                                                                                             |
|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Main Concerns               | <ul style="list-style-type: none"> <li>• Product Innovation and Inclusion</li> <li>• Product Quality and Safety</li> <li>• Product Lifecycle Management</li> <li>• Protection of User Privacy</li> <li>• High-quality Customer Service</li> </ul> | <ul style="list-style-type: none"> <li>• Operate in Compliance with Laws and Regulations</li> <li>• Create Social Value</li> <li>• Contribution to Industry Development</li> <li>• Addressing Climate Change</li> </ul>                                                                                           | <ul style="list-style-type: none"> <li>• Fair Trade, Integrity in Fulfilling Obligations</li> <li>• Resource Sharing and Technical Cooperation</li> <li>• Training Empowerment</li> <li>• Transparent and Open Procurement</li> </ul> | <ul style="list-style-type: none"> <li>• A Conducive Working Environment</li> <li>• Remuneration, Benefits and Incentives</li> <li>• Career Development and Self-Actualization</li> <li>• Work-life Balance</li> </ul> | <ul style="list-style-type: none"> <li>• Robust Operational Management</li> <li>• Corporate Governance</li> <li>• Financial Performance</li> </ul>                          | <ul style="list-style-type: none"> <li>• Promote the Development of Public Welfare Under Takings in the Community</li> <li>• Public Welfare and Charity</li> <li>• Protect the Ecological Environment</li> <li>• Transparent Information Communication and Sharing</li> </ul> |
| Main Modes of Communication | <ul style="list-style-type: none"> <li>• Business Meetings</li> <li>• Product Exhibitions and Promotional Materials</li> <li>• Pre-sales communication and after-sales Service</li> <li>• Social New Media</li> </ul>                             | <ul style="list-style-type: none"> <li>• Study of Policy Documents</li> <li>• Communication Meetings of Governments at All Levels</li> <li>• Industry Conferences and Forums</li> <li>• Academic Research and Standard Setting</li> <li>• Project Cooperation</li> <li>• Reception of Various Visitors</li> </ul> | <ul style="list-style-type: none"> <li>• Business Meetings</li> <li>• Partner Exchange Conference</li> <li>• Daily Telephone and Email Communications</li> <li>• Information Synergy Platform</li> </ul>                              | <ul style="list-style-type: none"> <li>• Various Daily Employee Communication Channels</li> <li>• Employee Satisfaction Survey</li> <li>• Democratic Management Mechanism</li> <li>• Corporate Open Day</li> </ul>     | <ul style="list-style-type: none"> <li>• Company Annual Report and Performance Announcement</li> <li>• Telephone Calls, face-to-face Meetings and Company Visits</li> </ul> | <ul style="list-style-type: none"> <li>• Corporate News and Media Communications</li> <li>• Public Welfare Projects</li> <li>• On-site Communication</li> </ul>                                                                                                               |

## Issue Materiality Analysis <sup>3</sup>

In accordance with the guidance on materiality issue identification and analysis provided by the GRI Standards and ISO 26000 '*Guidance on Social Responsibility*', through comprehensive benchmarking, we have updated the identification of 22 sustainability issues most closely linked to our operations across four key areas: environmental responsibility, social responsibility, product responsibility, and corporate governance. We extensively invited various stakeholders of vivo to participate in the sustainability issue questionnaire survey. A materiality issue matrix was arranged based on a comprehensive quantitative assessment and ranking method, considering two dimensions: "the importance to the Company's sustainability" and "the importance to stakeholders".

### Step 1 Issue Identification



**Identified 22 issues across 4 dimensions. The sources of the issues include:**

- Guidelines and standards relating to sustainability reporting;
- Assessment of the Company's current sustainability status and maturity analysis;
- Peer benchmarking analysis;
- Focus areas of the Government, organizations and other relevant parties.

### Step 2 Stakeholder Questionnaire Survey



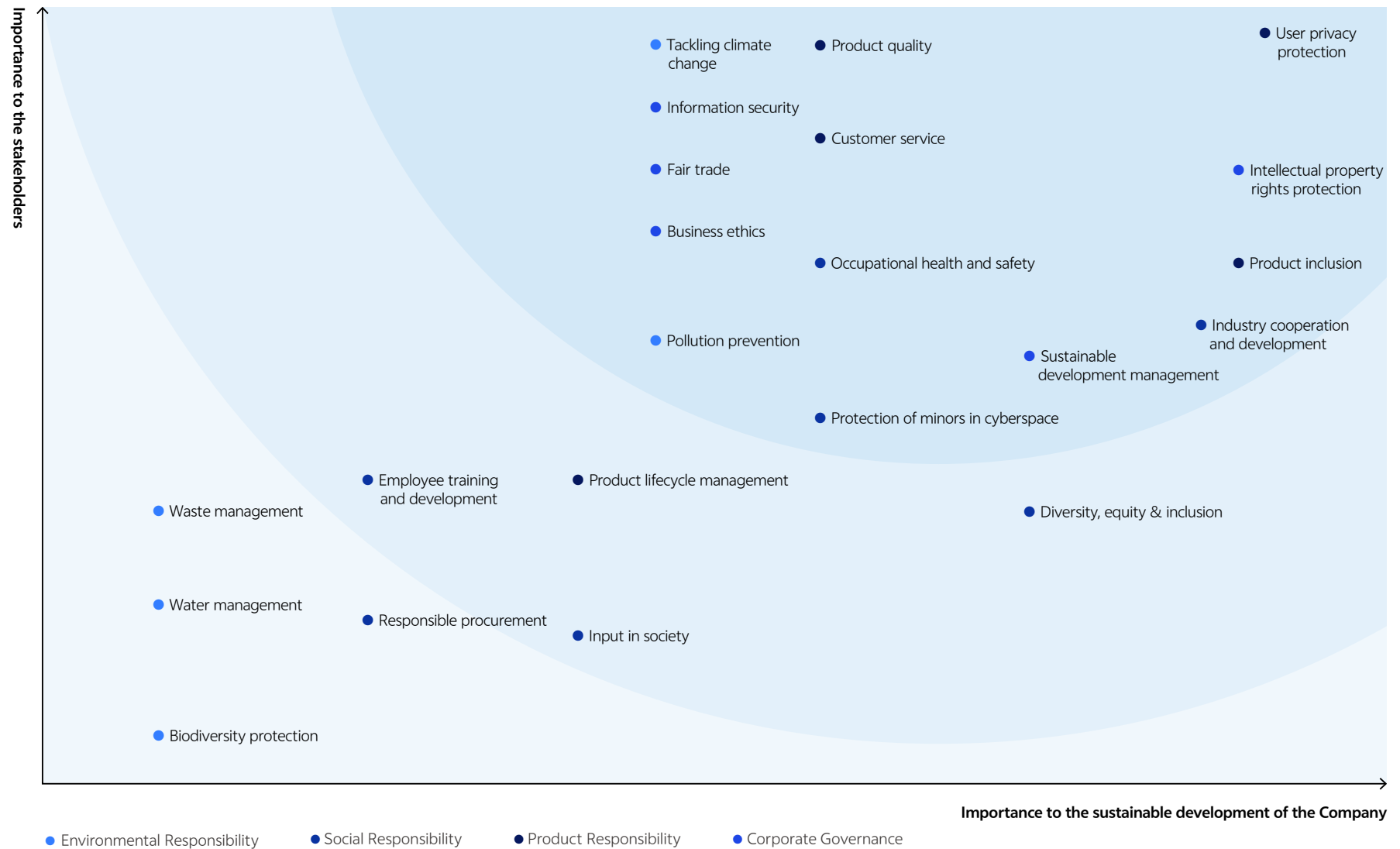
Questionnaires were distributed to internal and external stakeholders, including employees, users, partners, suppliers, shareholders, government bodies and regulatory authorities, ICT-related industry associations, non-profit organizations, and the general public, to assess the importance of vivo's sustainability issues. A total of 434 valid questionnaires were returned. Among these, "the importance to the Company's sustainability" was completed by the vivo management team representing the Company's position, while "the importance to stakeholders" involved aggregating feedback from various parties including employees, users, partners, suppliers, shareholders, government and regulatory authorities, ICT industry associations, non-profit organizations, and the public (media, communities, general public, etc.) both domestically and internationally.

### Step 3 Materiality Analysis



Process and analyse questionnaire data, assess and rank based on the two dimensions of "the importance to the Company's sustainability" and "the importance to stakeholders", and generate a materiality matrix. Upon analysis, the Company's material sustainability issues primarily include: user privacy protection, technological innovation and inclusiveness, product quality, intellectual property protection, climate change response, and industry cooperation and development.

<sup>3</sup> This section presents the process and results of the material issue analysis conducted by vivo in 2023.



# Technology Sharing

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## 03

**Promoting Digital Inclusion**

**Unleashing the Power of Innovation**

**Product Safety and Reliability**

**Whole-Hearted Customer Service**

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Accumulative number of patent applications worldwide

over **60,000**

Accumulative number of patents granted worldwide

over **25,000**

The data call volume of barrier-free products developers

over **1,014.1** 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", upholds the development philosophy of integrating digital responsibility with inclusive benefits, 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.

# Promoting Digital Inclusion

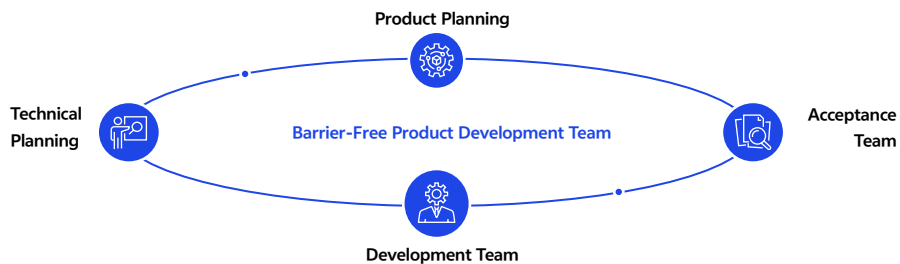
vivo has faith in the power of humanity culture, science and technology. As an enterprise that aspires to bring better lives for people with technology, vivo is dedicated to creating a fairer digital world through technological innovation that brings meaningful changes to people's lives.

The Company established the vivo AI Global Research Institute to continuously strengthen its AI professional capabilities, and by the end of 2025, it had built a dedicated team of over 1,000 AI specialists. We have observed that AI innovation not only creates exceptional product experiences but also extends human capabilities, including vision, hearing, and language, delivering more meaningful life changes for diverse user groups. To that end, the team has continuously developed and iterated products and functionalities by gaining insights into users' needs across diverse life and work scenarios, enabling users to perceive the world in more diverse ways, overcome communication barriers, and embrace the digital world with ease and joy.

## Building Barrier-Free Development System

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", integrating accessibility initiatives into product development, technological innovation, and ecosystem collaboration to drive continuous enhancement of accessibility capabilities and expansion of application scenarios.

The Company systematically advanced the research and development and application of accessibility technologies, gradually establishing a full-link progression path encompassing user requirement identification, foundational system capability building, expansion of accessibility features, and technology inclusivity and sharing. We established a barrier-free product development team to further clarify the division of responsibilities among relevant teams in accessibility product development, improve cross-team collaboration mechanisms, strengthen the management of accessibility requirements and the implementation of application testing, and promote the continuous optimization and effective implementation of accessibility features.



Structure of the Barrier-Free Product Development Team

## Identifying Real Needs

vivo has established mechanisms for scenario insights and user co-creation. By participating in activities such as the simulated darkness exhibits and guided runs with visually impaired groups, vivo gained a deep understanding of users' real usage requirements. The Company also invited seed users, visually impaired content creators and hearing-impaired engineers to participate in feature planning, testing and validation, and feedback-driven optimization, continuously enhancing the practicality and usability of its accessibility features.

### vivo launched the "Person Recognition and Memory" feature to assist visually impaired users in identifying people around them

For visually impaired users, the timely identification of individuals in their immediate vicinity during daily social scenarios such as meetings, gatherings, and travel constitutes a critical element for enhancing both the convenience and proactivity of communication. He Chuan, Director of the China Braille Library, observed that existing AI-powered image recognition functions primarily focus on appearance descriptions, making it difficult to assist visually impaired users in identifying counterparts. Consequently, they remain reliant on repeated inquiries or voice discrimination during social interactions, resulting in a relatively passive communication experience.

In response to this real need, vivo has launched the visually impaired "Person Recognition and Memory" feature through long-term co-creation, in-depth interviews, and multiple rounds of internal testing. Upon user input of facial data, the mobile device shall memorize information regarding relevant personnel and actively announce their names upon subsequent recognition, supporting simultaneous identification of multiple individuals. This functionality has been applied to "vivo Sight" and TalkBack screen reading, assisting visually impaired users in more conveniently identifying relatives, friends, colleagues, and those around them during family gatherings, work meetings, and daily travel, thereby reducing the inconvenience caused by repeated inquiries.

### vivo launched the "Speaker Identity Recognition" feature to assist hearing-impaired users in identifying speakers during multi-person conversations

A hearing-impaired engineer at vivo identified in practical work that, in multi-party communication scenarios such as meetings and group discussions, hearing-impaired users may face difficulties in identifying the speaker even when they can access communication content via speech-to-text transcription, thereby affecting dialogue comprehension and interactive participation.

Addressing this pain point, vivo engaged in co-creation with users and, through sample debugging and multiple rounds of internal testing, launched the "Speaker Identity Recognition" feature. This function supports the pre-entry of voice samples from frequent contacts such as relatives, friends, and colleagues, and enables real-time identification of speaker names in multi-person dialogue scenarios. In a quiet environment within a 3-metre range, it achieves stable recognition and rapid response, assisting users with hearing impairments in comprehending dialogue relationships more clearly, accurately tracking the discussion pace, and participating in exchanges in a timely manner.

## Building System Capabilities

Based on continuous insights into user needs, vivo has consistently strengthened the underlying system capabilities for accessibility, systematically advanced the optimization and refactoring of adaptation capabilities, and completed the labeling and accessibility optimization of more than 100 in-house applications. This further enhances information accessibility and operational clarity in complex application scenarios, laying a solid foundation for the expansion of accessibility functions.

## Expanding Design Boundaries

While continuously enhancing foundational accessibility capabilities, vivo also prioritizes the diverse needs of special groups in real-world usage scenarios, advancing accessibility design from basic access to emotional care and interactive experience. For example, the Company launched "Sound Recognition" assistive products that utilize vibration feedback technology to identify key sound information such as infant crying and children calling for their parents, thereby enabling parents to respond in a timely manner; it also developed a User-Customized Target Sound Recognition function that supports users in setting personalized identification terms, such as names, and integrates with smartwatches to provide alerts, helping users stay informed of surrounding calls and communication information and better integrate into collective interaction scenarios. At the same time, we continue to optimize features such as custom voice tones for our reading assistance tools, thereby continuously enhancing the human-centric design standards and emotional interaction experience of the products.



## Technological Inclusiveness and Sharing

In response to the prevalent challenges in the field of accessibility development, including high R&D costs, fragmented adaptation, extended investment cycles, and resource constraints, vivo has continued to promote the opening up of technical capabilities and ecosystem collaboration, thereby facilitating a reduction in the barriers to entry for developing accessibility applications.

Open AI capability interfaces

Free access to AI capability interfaces, including image recognition and speech-to-text conversion, is provided to third-party screen reader software developers to expand the scope of technology application and enhance the efficiency of accessibility application development.

Promote collaboration among industry, academia and research

Actively advance cooperation with universities to develop accessible applications, accelerate the transformation of technological achievements into practical implementation, and further expand application scenarios for accessibility.

Participate in joint standard development

Collaborate with upstream and downstream entities across the industry chain to advance the construction of accessibility development standards, focus on mitigating fragmentation issues in Android ecosystem adaptation, promote the formation of a more unified and stable development collaboration environment, and drive accessibility technology outcomes to benefit more developers and users.

vivo collaborates with Beijing Union University to launch the "Mulan" Braille Keyboard

In 2025, vivo deepened its cooperation and exchange with Beijing Union University in the field of information accessibility. Focusing on the challenge of Braille input for visually impaired groups, the two parties jointly launched "Mulan" Braille Keyboard, which integrates traditional input frameworks with Braille spelling rules to achieve real-time input from Pinyin to Braille dots for the first time. Users simply enter Pinyin, and the system automatically generates the corresponding Braille dot patterns while simultaneously displaying Chinese characters, Pinyin, and Braille, effectively improving the efficiency of Braille content creation.

This achievement is applicable to a range of scenarios, including learning for visually impaired students, the compilation of teaching materials by educators, braille publishing by publishers, and daily communication. It contributes to enhancing information accessibility and facilitates the more independent and equitable integration of the visually impaired community into digital life.

From 2023 to 2025

vivo cumulatively collected accessibility user requirements and issues

1,075

achieving a resolution rate of

88%

## 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 2025, the Company has launched the "vivo Score Reading" visual assistance product and iteratively upgraded the "vivo Sight" and "TalkBack Screen Reader" functionalities to further optimize information acquisition, environmental perception, and interaction experience, thereby enabling users to perceive and connect with the world more clearly and conveniently.

### vivo Sight

"vivo Sight" is the industry's first multimodal large model-assisted visual product launched by the Company, integrating multiple functions such as environmental description, intelligent Q&A, object locator and photography assistance to help users identify surrounding information more efficiently. In 2025, vivo upgraded the "vivo Sight" feature to enhance environmental perception and interaction assistance capabilities, thereby improving the practicality and usability of its products in real-life scenarios.

#### Real-time AI environment Q&A

During the year, we introduced video Q&A and intelligent memory capabilities.

- **Video Q&A:** Enhance short-term item memory capabilities in video streaming Q&A to assist users in quickly familiarizing themselves with the surrounding environment, continuously locating items and key information in real time, and facilitating exploration of unfamiliar environments.
- **Intelligent memory:** Supports recording or manually uploading portraits of individuals during video streaming Q&A sessions. It can identify family members and friends in Q&A mode and prompts audio playback after capturing a clear frontal portrait within a close range of 2 meters.

#### Real-time environment description

When the Q&A mode is turned off, the system can identify the environment and text in the image in real time, with three recognition modes available for text, codes, cards and documents. During the year, we continued to optimize the environmental description model to present visual information in clearer and more fluent language.

#### Object locator

Supports the identification and retrieval of hundreds of common items, with real-time prompts assisting users in quickly confirming item locations.

#### Photography assistance

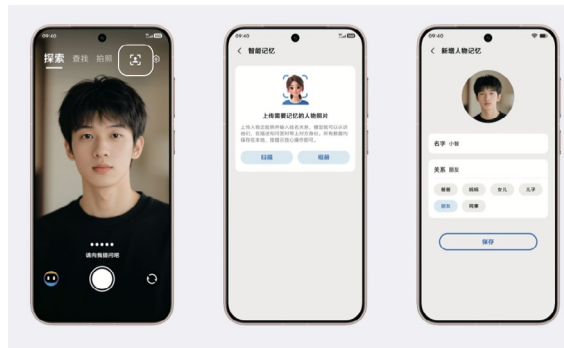
Provides real-time guidance and centering prompts for common scenarios such as document and portrait photography, enabling users to complete information recording and daily photography tasks smoothly.



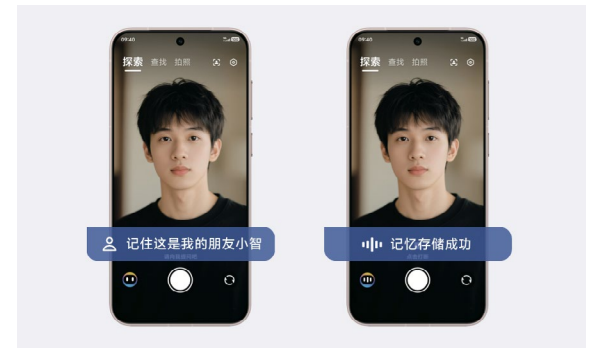
Real-Time Environment Q&A - Video Q&A



Real-Time Environment Q&A - Intelligent Memory



Manual Photo Upload Memory Mode



Video Streaming Q&A Memory Mode

## vivo Score Reading

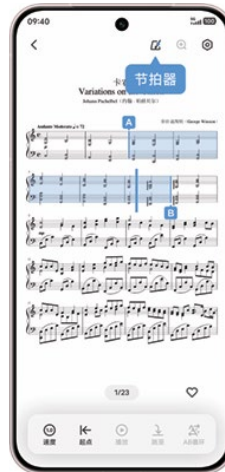
"vivo Score Reading" is the industry's first free mobile AI-powered music score recognition and reading application launched by the Company for visually impaired users. It supports score acquisition, content identification, and independent practice, enabling users to access and learn musical scores more conveniently and efficiently.

### Score acquisition and recognition

The app comes preloaded with hundreds of music scores, supports local score import and "audio-to-score" functions, and continuously optimizes score recognition performance with the aid of vivo's proprietary AI technology.

### Score voice reading

Supports customized reading of score content by note, beat, bar, and provides functions such as loop playback and separate left-hand/right-hand part reading to meet users' self-learning requirements.



"vivo Score Reading"

## TalkBack

The TalkBack screen reader assists users in operating the device via voice feedback without the need to view the screen. In 2025, we iterated and upgraded this assistive function by adding the "Intelligent Memory" feature to enable users to identify and retrieve information about individuals more efficiently.

### Intelligent memory

Based on person recognition and memory capabilities, after users upload photos of individuals and enable the screen reader function, the system can recognize and announce person information when browsing photo albums containing clear frontal images of people.

### Audio guidance

Provides directional voice prompts around key operational scenarios such as fingerprint enrollment to guide users through operation steps, thereby enhancing the accuracy and smoothness of login and function usage.

### Image description

Supports reading in-screen image information such as from photo albums, assisting users in comprehending the content of images more comprehensively.



Intelligent Memory Function

## Technology for the Hearing-Impaired

vivo focuses on users' actual needs in scenarios such as daily communication, information comprehension, and expression feedback, and continues to advance relevant product innovation and functional upgrades. As of the end of 2025, the Company has launched "Sign Language Interpreter" and iterated and optimized three auditory assistance products: "Sound Recognition", "Barrier-free Call", and "vivo Listening & Speaking", further enhancing the intelligence level, usability, and fluency of auditory assistance functions.

### "Sound Recognition"

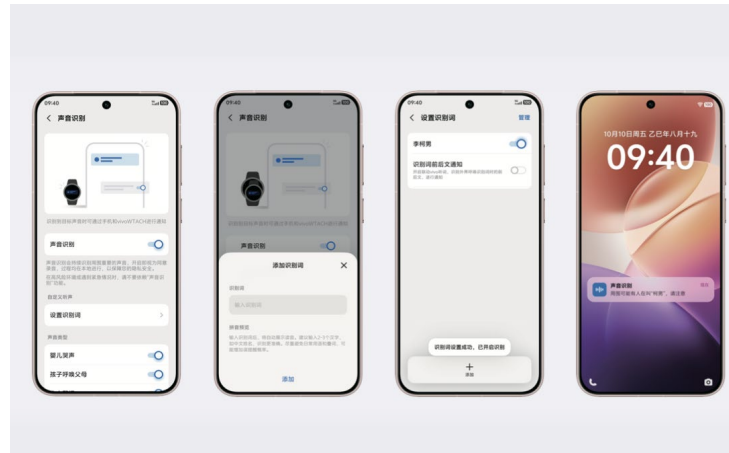
"Sound Recognition" continuously identifies important sounds in the user's surroundings and provides timely alerts via vibration and notifications on both the mobile phone and vivo WATCH, enabling users to perceive changes in their environment and enhancing safety and convenience in daily life. In 2025, vivo continued to advance the iterative upgrades of this product's functionality, introducing a User-Customized Target Sound Recognition feature to enhance voice identification and information notification capabilities.

#### User-customized target sound recognition<sup>4</sup>

Based on keyword recognition capabilities, it supports users in autonomously inputting name keywords. When the context recognition function is enabled, it can link with "vivo Listening & Speaking" to identify voice content before and after names, helping users capture key information timely and understand contextual content.

#### Sound types

Supports recognition of 7 sound types<sup>5</sup>, namely "baby crying", "child calling for parents", "fire alarm", "smoke detector alarm", "car horn", "doorbell", and "knocking sound". Once enabled, it can continuously monitor surrounding sounds.



User-customized Target Sound Recognition Feature

<sup>4</sup> Up to five recognition keywords can be added, each consisting of two to six Chinese characters. The feature can be used in everyday and office settings within a range of three meters.

<sup>5</sup> The specific types of sound supported vary by device model.

### "Barrier-Free Call"

"Barrier-Free Call" provides real-time conversion between voice and text for users with hearing impairments in online communication scenarios such as telephone, video calls, and WeChat. It is equipped with features including speak freely in dialects, dialect broadcasting, and customized voice to enhance user communication convenience and personalized experience. In 2025, the Company further upgraded the "Barrier-Free Call" function by adding an offline mode and expanding its usage scenarios.

#### Offline mode

Upon downloading the offline resource package, users may automatically switch to offline mode in a network-free environment. This mode supports real-time transcription of the counterpart's voice into text and conversion of text replies back into speech, thereby ensuring that basic communication requirements are met for users in scenarios involving weak or no network connectivity.

#### Speak freely in dialects and dialect broadcasting

Supports users in identifying selected dialects during calls and converting them online into Mandarin text, while also providing dialect broadcasting to enhance the accuracy and convenience of cross-dialect communication.

#### More diverse broadcast voice tones

Support selection of ultra-anthropomorphic tones that closely resemble human speech, or customization of exclusive tones matching one's own voice, ensuring more natural and fluent call broadcasts.



"Barrier-Free Call" - Offline Mode

## "vivo Listening & Speaking"

For face-to-face communication scenarios, "vivo Listening & Speaking" provides features such as real-time speech-to-text conversion, text-to-speech playback, text enlargement, and a small-window mode, while also supporting dialect recognition and offline usage, thereby enabling users to achieve smoother communication in diverse environments. In 2025, we further refined the "vivo Listening & Speaking", adding Speaker Identity Recognition and Voice Memory functions to enable users to more accurately identify different speakers.

### Distinguish multiple roles



In online mode, enabling the "Speaker Identity Recognition" function allows differentiation of different speakers in Mandarin recognition scenarios, thereby improving information comprehension efficiency during multi-person communication.

### Speak freely in dialects



Supports recognition of six dialects including Cantonese, Sichuanese, and Jinan dialect, converting them to text in real time, enabling users to interact with their mobile devices using more familiar and natural language modes.

### Voice memory



Supports recording and tagging of specific individuals' voices. Once the "Speaker Identity Recognition" function is enabled, it can identify speakers and display their corresponding voice names, assisting users in more accurately distinguishing communication counterparts.

### Offline mode



In scenarios with weak or no network connectivity, the system automatically switches to offline mode to ensure the basic communication needs of users with hearing impairments are met in special environments.



"vivo Listening & Speaking" - Speaker Identity Recognition Function



"vivo Listening & Speaking" - Voice Memory Function

## "Sign Language Interpreter"

"Sign Language Interpreter" is vivo's first accessibility communication software integrating sign language recognition and sign language virtual avatar functionalities. It enables real-time mutual translation among sign language, text, and speech in face-to-face interaction scenarios, assisting sign language users and non-sign language individuals in overcoming communication barriers.

### Sign language recognition

Recognition of 1,200 sign language vocabulary items has been supported, with an accuracy rate maintained above 80%, facilitating smooth communication and information access for people with hearing impairments.

### Speech-to-sign language

The sign language synthesis capability covers over 8,000 vocabulary items from the national standard sign language dictionary and can convert spoken content from hearing individuals into sign language in real time, thereby enhancing communication efficiency among different groups.

### Sign language learning

Supports users in inputting long Chinese sentences, with AI-generated avatars producing corresponding sign language gestures to facilitate sign language learning for both deaf and hearing individuals.



### AI Note-Taking

Supports real-time translation of videos without subtitles or with non-Chinese subtitles, presented in subtitle format, to assist users in overcoming language barriers and obtaining key video information promptly.



#### Bluetooth direct connection for hearing aids

Upon connecting hearing aids supporting LE audio via mobile phone Bluetooth, users can achieve a clearer and more stable audio experience during scenarios such as calls and music listening. This connection also extends the communication range and reduces environmental interference, further enhancing the daily usage experience for users with hearing impairments.

In 2025, we continued to deepen our expertise in the field of accessibility. "vivo Information Accessibility: Industry Practices Driven by Large Models" was awarded the "2025 Accessible Information Accessibility Outstanding Case" by the Shenzhen Accessibility Research Association; "vivo BlueLM Accessibility Solution" was recognized as an "Outstanding Case of Technology-Assisted Disability Support" by the China Academy of Information and Communications Technology (CAICT); and "vivo Edge AI Technology Inclusive Achievement" received the award for "AI for Good Outstanding Case" from the International Telecommunication Union (ITU). These accolades fully demonstrate the Company's continuous exploration and practical achievements in promoting information accessibility through technological innovation.

#### The data call volume of barrier-free products developers

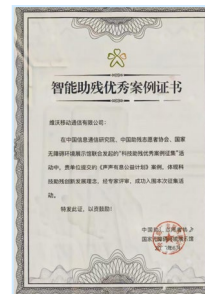
2024 ■ over 82.8 million  
2025 ■ over 1,014.1 million



2025 Accessible Information Accessibility Outstanding Case



"Outstanding Case of Technology-Assisted Disability Support" by the China Academy of Information and Communications Technology (CAICT)



"AI for Good Outstanding Case" from the International Telecommunication Union (ITU)



## Convenient Digital World for the Elderly

vivo has continued to deepen the adaptation of smart terminals for older people across dimensions including visual optimization, audio enhancement, touch response and interface compatibility. We have successively launched a range of age-friendly functions, including elder care mode, simple mode, voice assistant, screen reader, remote assistance and medical emergency information, to assist them to better bridge the digital divide and enjoy the convenience that intelligent technology brings to everyday life.

### Simple Mode

The Simple Mode is an ultra-minimalist and practical system designed by vivo for elderly users. In 2025, the Company further iterated and upgraded Simple Mode 2.0, continuously refining functional design around desktop revitalization, optimization of frequently used operations, reinforcement of security protection, and support for family care, thereby enhancing convenience and user-friendliness for elderly users when utilizing smart devices.

#### More streamlined and refreshed desktop

Optimize the desktop layout and information presentation, while using bolder fonts to help older users view various types of information more clearly.

#### More efficient common operations

Integrate high-frequency functions such as scanning codes, making payments, and activating the torch into a centralized layout with one-click access to reduce the number of steps required.

#### More comprehensive security protection

Supports identification and restriction of potential risk application installations, disables "shake-to-open" ad redirection by default, and provides functions such as online recognition of unknown numbers and harassment interception to help users reduce usage risks.

#### More considerate family care

Provides functions such as remote assistance, location sharing, device positioning and safety alerts, and supports family members in viewing health information including sleep patterns, heart rate and exercise data, helping family members stay informed about the elderly's status in a timely manner.



Simple Mode 2.0 Display

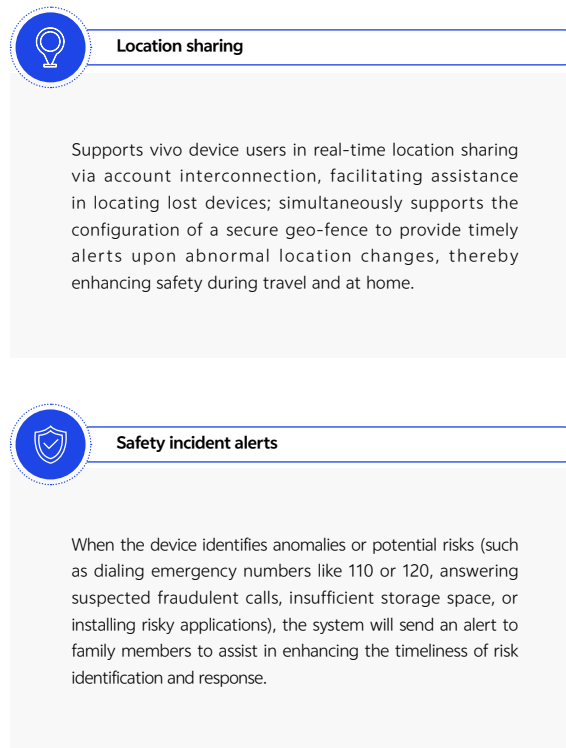
## Elderly Care

vivo has integrated age-friendly features previously scattered throughout the system into the "Elder Care" module, offering functions such as one-tap enlargement of fonts, icons, and images. The module is accessible through "System Settings", making it easier for older users and their family members to quickly find and use these features.



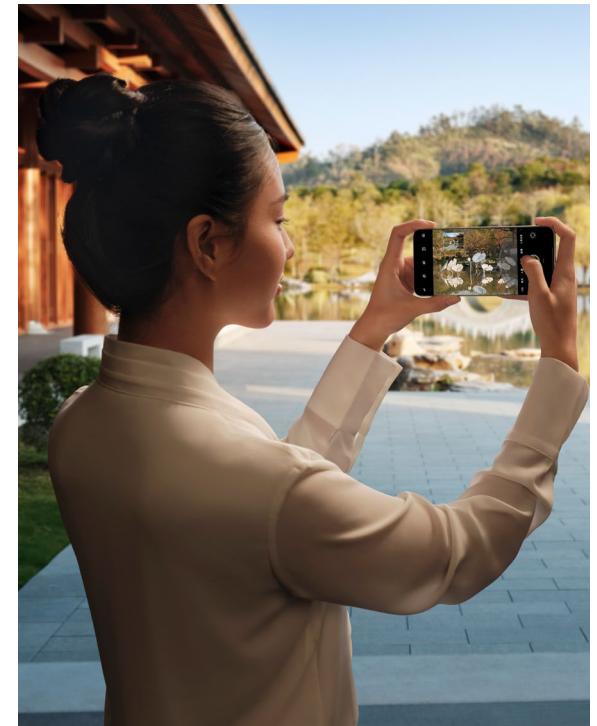
## Family Sharing

The Company has introduced a "Family Sharing" shortcut. After setting up a family group, users can manually add and configure the "Family Sharing" shortcut as needed to conveniently access features such as location sharing and safety incident alerts. This further enhances the convenience and safety of daily device use for older users while facilitating connectivity and mutual support between users and their family members.



## Presenting a Clear World

In collaboration with a research team from Taiyuan University of Technology, vivo has launched an exclusive color mode tailored for middle-aged and elderly users. This initiative addresses their pain points regarding brightness perception and color discrimination by integrating smartphone optical characteristics with color image enhancement algorithms. vivo continues to optimize its image algorithms to enhance screen clarity and visual comfort, thereby enabling middle-aged and elderly users to utilize smartphones in a clearer and more comfortable manner.



## Guarding the Path of Growth

Smartphones and tablets have become important digital terminals for social interaction, information acquisition, and life services. vivo is committed to the healthy use of devices by minors, their reasonable usage, and the protection of privacy and security. By strengthening the management of online games and social features, vivo aims to mitigate the risks of internet addiction and cyber harm. We also continue to improve the functions of the "Child Care" application and have introduced "Minors Mode", providing support to parents in managing digital devices and cultivating good device usage habits among children.

### Protecting the Healthy Growth and Information Security of Minors

vivo strictly complies with the *Regulations on the Protection of Minors in Cyberspace* and other applicable laws and regulations. In the processes of product design, feature development, and operation management, vivo fully addresses the needs for the physical and mental health development of minors. It continuously improves mechanisms for online protection and personal information protection to mitigate risks of minors becoming addicted to the internet, suffering from online infringements, and experiencing personal information leakage, thereby creating a safe, healthy, and trustworthy digital environment for them.

#### Cyberspace Protection

The Company continues to strengthen the management of minors' online usage through measures such as age-appropriate guidance, anti-addiction mechanisms for games, and social security protection, thereby assisting minors in developing healthy digital usage habits.

##### Age labeling

The Company displays age-appropriate prompts on the detail pages of all games available, assisting parents in identifying suitable content and ensuring the scientific nature and appropriateness of minors' game selections.

##### Social function management

In social interaction scenarios, we have implemented features including blocking of unknown users, restrictions on adding friends, prohibition of private messages from strangers, and disabling of comments to mitigate the risks of cyberbullying and inappropriate social interference faced by minors.

##### Management of online games

The Company filters out game recommendations with harmful orientations to avoid inappropriate impacts on minors involving elements such as violence and terrorism, thereby continuously maintaining a healthy and positive online gaming environment. At the same time, we strictly implement relevant policy requirements such as 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*. We connect the real-name information of gaming accounts to the National Press and Publication Administration's real-name verification system for preventing online gaming addiction, prohibit accounts that have not completed real-name verification from accessing games, and automatically apply restrictions on gaming duration, permitted gaming hours, and spending limits to verified accounts belonging to minors, thereby ensuring that minors' gaming activities are managed in a compliant and orderly manner.

#### Protection of Personal Information

The Company attaches great importance to the privacy and personal information security of minors, having established a comprehensive protection mechanism covering policy standards, user authorization, and security management.

##### Specialized system construction

For children under 14, vivo has formulated the *Standards for the Compliance Management of Children's Personal Information*, strictly regulating the access, use, and management requirements concerning children's personal information.

##### Strengthen informed consent

In business scenarios involving the processing of minors' information, provide users with the *Agreement on Processing Children's Personal Information or Parental Consent*, establish a rapid feedback channel for minors' information, and continuously enhance the transparency of information processing.

##### Lifecycle security management

Establish a lifecycle control mechanism covering the collection, storage, transmission, use, sharing and disposal of personal information to safeguard the information security of minors through measures such as risk assessment, encrypted storage, data masking, access approval and usage restrictions; meanwhile, regularly conduct emergency drills for data security and continuously improve the minor information protection system.

## Fostering Healthy Use of Electronic Product

We are committed to creating a healthier and higher-quality digital product experience for minors, continuously improving the official applications "Child Care" and introduced "Minors Mode" to help minors better balance study and daily life and develop healthy device-use habits.

### "Child Care"

"Child Care" facilitates a connection between parents' and children's vivo devices, enabling parents to remotely monitor their children's location dynamics and terminal usage. This promotes the development of healthy and moderate device usage habits among children and reduces the risk of internet addiction. In 2025, we focused on scenarios including application duration management, applications installation permission, eye health protection, and location sharing to iterate and upgrade "Child Care", providing parents with more intuitive and convenient management and guardianship support.

#### Application duration management

Supports precise control over the usage duration of applications such as games, assisting parents in reasonably managing their children's device usage time.

#### Vision health protection

Provides real-time reminders for improper mobile device usage scenarios or postures, such as using the device in poor lighting conditions, viewing screens while walking, using the device in environments with vibration, and viewing screens while lying down. This aims to guide children in developing healthy device usage habits and supports the protection of vision health.

#### Applications installation permission

Supports remote management of applications installation and uninstallation on children's devices, helping prevent children from downloading addictive applications or applications containing inappropriate content and maintaining a healthy online environment.

#### Real-time location sharing

Enables parents to monitor children's location dynamics in real time, enhancing safety protection capabilities in scenarios such as going out.



### "Minors Mode"

"Minors Mode" was launched in 2025. It can work in coordination with the minors modes of individual apps and provides local device-use management features. To date, more than 290 third-party applications and dozens of in-house apps have been adapted to support Minors Mode. more and more third-party applications and self-developed applications from other brands are gradually being adapted.

#### Application integration with minor mode

Once the system-level "Minors Mode" is enabled, all third-party and in-house applications will automatically switch to minors mode, applications that have not been adapted to support minors mode will be disabled.

#### Local device-use management

Parents can set a local password to manage minors' device use, including setting device usage limits, application usage limits, and eye health protection features.

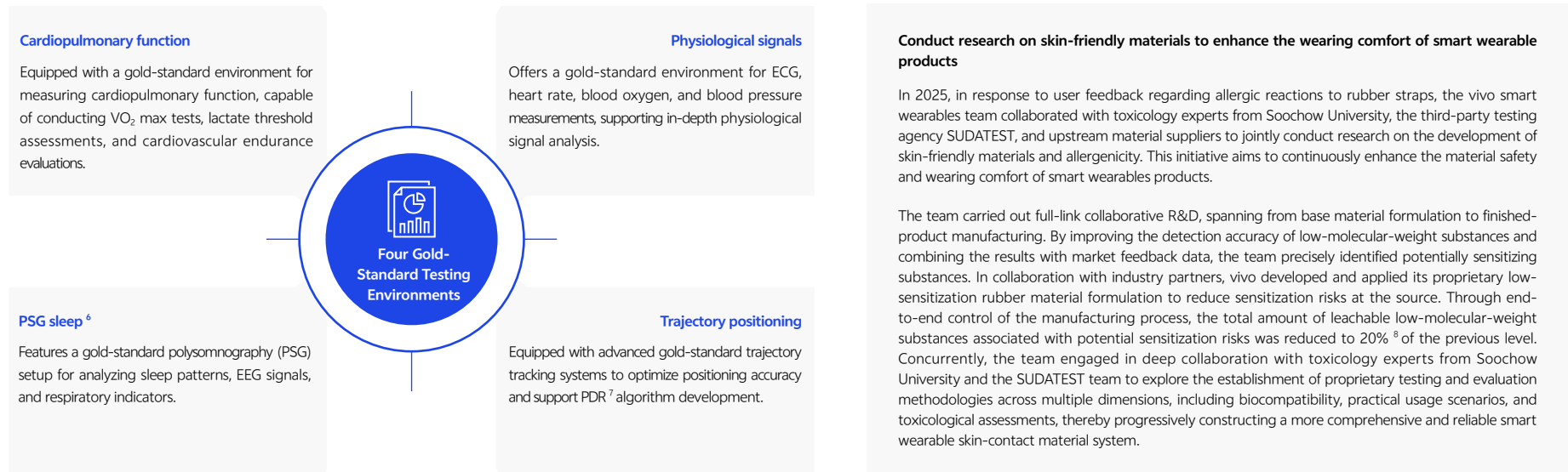
## Promoting Healthier Life with Technology

Leveraging its continued R&D investment in the health sector and its portfolio of smart wearable products, vivo continues to promote the deep integration of digital technologies with healthy living scenarios. This enables users to cultivate scientifically sound healthy lifestyles and enhance their daily health management capabilities, ensuring that technology better serves a better life.

### Sports and Health Laboratory

The vivo Sports and Health Lab remains committed to user needs and feedback, deepening its focus on sports and health scenarios while continuously advancing the pre-research of cutting-edge technologies and refining product specialization to deliver more scientific and human-centric smart wearable products. The laboratory team comprises experts with extensive research experience and engineers with a background in product engineering. Personnel holding master's or doctoral degrees account for 80% of the total, with professional coverage spanning multiple disciplines including biomedical sciences, sports science, engineering technology, materials science, and human factors engineering, thereby providing robust support for technological R&D and product innovation.

The laboratory has continuously refined its technical capabilities and research layout focusing on key sports health issues, establishing four core experimental environments encompassing physiological signal detection, data support for sports health model algorithms, gold-standard experimental validation, and related areas. This provides systematic support for product function optimization and technical reliability verification.



<sup>6</sup> Polysomnography.

<sup>7</sup> Pedestrian Dead Reckoning (PDR) is a relative navigation technology that enables autonomous positioning by monitoring a pedestrian's gait characteristics using inertial sensors.

<sup>8</sup> Based on vivo's internal laboratory testing methods.

## Health Management Applications and Devices

The Company relies on the "vivo Health" application and smart wearable devices to progressively refine its health management service system, continuously enhancing the precision, intelligence, and personalization of health data monitoring and service experience, thereby enabling users to conduct daily health management more conveniently and fostering scientific and healthy lifestyles.

### "vivo Health" App

Yoga, ball sports-specific strength training, and scientifically designed muscle-building courses have been newly launched to further enrich the exercise guidance content system. This enables users to conduct more targeted training based on their individual needs, thereby enhancing the scientific nature and effectiveness of daily physical activities.

### Smart wearable devices

Introduced professional AI running guidance, fat-burning running mode, light-intensity fat-loss guidance, and professional ball sports modes to enhance the professionalism and personalization of exercise companionship.

### Health monitoring application

A health management system has been established, encompassing proactive early warning, long-term monitoring, and professional analysis. Among these, the pulse wave premature beat and atrial fibrillation analysis prompt software has obtained Class II medical device certification, further enhancing the professionalism and reliability of health management services.

## Eye health

We are committed to addressing the diverse eye health needs of users, adhering to the integration of healthy and comfortable concepts into display technology research and development and product experience optimization. The vivo Visual Health Laboratory is equipped with a darkroom for display testing and an optical laboratory for displays, featuring a five-axis optical measurement system, an environmental simulation lighting system, and professional ophthalmic instruments. It enables precise measurement of key parameters such as screen brightness, MPRT<sup>9</sup>, and response time, reproduces diverse light source scenarios, quantifies changes in users' visual states, and establishes a professional research platform for human factors research and bionic eye-protection system research.

In 2025, research was focused on technologies such as alleviation of visual fatigue, mitigation of motion sickness experiences, and optimization of comfortable brightness. By enhancing screen display comfort, visual stability in dynamic scenarios, and adaptive brightness adjustment capabilities, a more natural and comfortable visual experience is delivered to users.

### Upgraded Eye Protection Mode to enhance visual comfort

Addressing visual fatigue and dry eye discomfort in scenarios of prolonged screen usage, we have collaborated with Peking University and Beijing Tongren Hospital to conduct research on dry-eye-friendly display technology. This study systematically evaluates the impact of optimal blue-to-green light ratios under different color temperature schemes on dry eye symptoms, the degree of visual fatigue, and visual function performance. The experimental results indicate that, following 45 minutes of visual tasks, the optimized solution effectively alleviates visual fatigue and dry eye discomfort, with tear film indicators improving by 26% and visual fatigue indicators decreasing by 28%.

Based on the research findings, we iterated the Eye Protection Mode and introduced a dry-eye-friendly color temperature range function. This was deployed across all vivo flagship models in 2025 to further enhance users' visual health and screen usage comfort.



<sup>9</sup> Moving Picture Response Time.

### Launch of the Motion Prompts feature to alleviate motion discomfort in travel scenarios

In response to motion sickness discomfort experienced by users during travel due to dynamic changes such as acceleration, deceleration and turning, the Company has collaborated with Tsinghua University to conduct research on anti-motion sickness display technology and launched the vivo Motion Prompts feature. The function can, based on the vehicle's driving status, present auxiliary dots in real time that move in the opposite direction to the vehicle body's motion, effectively alleviating user motion sickness, with a maximum relief rate of up to 87%.

Furthermore, the Company integrates automatic recognition algorithms with pixel-level inversion algorithms to enable devices to automatically identify users' travel status. This mitigates motion sickness symptoms while avoiding interference with screen usage scenarios such as reading, thereby enhancing user comfort when using electronic devices during travel.



### Optimizing comfortable brightness experiences to meet personalized and scenario-based brightness needs

vivo has collaborated with Southeast University and the China National Institute of Standardization to conduct relevant research. For nighttime use scenarios, vivo has developed brightness adjustment mechanisms for nighttime wake-up and bedtime use, further optimizing the nighttime screen-viewing experience and making brightness adjustments more natural while maintaining visual clarity. At the same time, vivo introduced personalized brightness adjustment solution 2.0 for different user groups to more precisely address diverse brightness needs.



#### Personalized brightness adjustment solution 2.0

By expanding the user sample base and optimizing user segmentation and brightness curves, the applicability of the personalized brightness adjustment solution has been extended to extremely dark environments.



#### Nighttime wake-up brightness adjustment mechanism

Aligning with the human eye's nocturnal adaptation patterns, screen brightness gradually increases from 0.76 nit to 1 nit within 30 seconds after the device is unlocked, reducing brightness-related visual stimulation by up to 62.5%.



#### Bedtime brightness adjustment mechanism

Optimize the speed of bionic brightness adjustment for the bedtime lights-off scenario to ensure smoother and more natural brightness transitions, thereby enhancing the nocturnal visual experience.



# 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.

## Innovation Value Conversion

In 2025, vivo continued to deepen its research and development exploration in key technical areas including battery life, imaging, spatial computing, and operating systems. This effort drove multiple innovative outcomes from underlying technological breakthroughs towards productization, scenario-based application, and ecosystem integration, continuously transforming cutting-edge technologies into experiential value that is perceptible, usable, and shareable for users. These initiatives injected innovation momentum into smart terminals, immersive interaction, and the construction of an open ecosystem.

### Breakthrough in Battery Technology

vivo has continued to advance underlying technologies, including battery materials, structural design, manufacturing processes and lifecycle management, in response to user demand for long-lasting battery life and stable usage experience. During the year, the Company launched the 8200 mAh Blue Ocean Battery, which increased battery capacity while maintaining a slim and lightweight chassis design, and enhanced charging efficiency as well as operational stability in complex environments. The 8200 mAh Blue Ocean battery has been applied to the vivo Y500, facilitating optimization in terms of battery endurance, charging efficiency and environmental adaptability.

- **Enhanced battery endurance:** The product delivers up to 21 hours of continuous navigation, 53 hours of continuous voice calls, or supports over 28 hours of outdoor delivery operations for food couriers when fully charged, meeting users' requirements for prolonged and high-intensity usage.
- **Enhanced charging efficiency:** In conjunction with the 90W Safe Long-Distance Flash Charge, the product can complete charging from 0% to 100% within 64 minutes, effectively reducing replenishment time and improving power continuity and usage efficiency in high-frequency usage scenarios.
- **Environmental adaptability optimization:** Adoption of semi-solid electrolytes to enhance the stability of product endurance under complex environmental conditions, including high and low temperatures. The test results show that the product supports 16.7 hours of video playback or 11 hours of continuous navigation in an environment at -20°C, and achieves 17 hours of continuous navigation in an environment at 40°C.

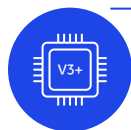


### Upgrade of Imaging Capabilities

vivo continues to consolidate its technical accumulation in high-frequency imaging scenarios such as night photography, portrait mode, telephoto, and video, further advancing imaging capabilities from single-point optimization towards scenario-based fusion innovation and extension. It has also constructed a more comprehensive "imaging ecosystem matrix" centered on imaging security, health, and cross-device experience, responding to users' diverse imaging needs through systematic technological deployment.

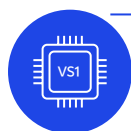


At the same time, we have launched Blueprint Self-developed Dual Imaging Chips, V3+ and VS1, to build a full-link imaging processing capability spanning from front-end Raw domain data processing to image output. This provides stronger support for image quality optimization, algorithmic synergy, and multi-scenario imaging performance in complex scenarios.



V3+ Chip

Adopting a rear-mounted SoC architecture, it delivers more stable performance support across diverse scenarios including imaging, audio-visual playback, and gaming.



VS1 chip

Positioned as a high-compute AI ISP image processing chip for front-end processing, it forms an industry-leading dual-chip blueprint imaging solution together with the V3+ rear-end processing image chip, further enhancing the upper limits of image processing capabilities and imaging performance.

Leveraging the synergistic integration of the blueprint imaging dual-core, camera module, algorithmic models, and hardware capabilities, vivo continuously expands the boundaries of mobile terminals in full-focal-length photography, night flash portraiture, and professional video recording, thereby further enhancing users' content creation capabilities and experience consistency across diverse usage scenarios.



## Application of Technological Innovation

Building on our continuous consolidation of core technological capabilities, vivo has further conducted frontier exploration in areas such as mixed reality and immersive interaction, promoting the transition of innovative outcomes from technical research and development to scenario implementation, and continuously expanding the boundaries of technological innovation in serving user experience and creating social value.

### Launch of vivo Vision Discovery Edition, expands the boundaries of spatial interaction experience

In 2025, the Company launched the vivo Vision Discovery Edition, leveraging vivo's "Blue Technology" innovation capabilities and technical accumulation in imaging, sensors, display, and other fields to explore key issues regarding mixed reality (MR) devices in areas such as perception, interaction, computing power, and content ecosystems, thereby advancing relevant technologies towards daily application scenarios. As a technology enterprise in China that was among the first to simultaneously deploy both mobile phones and MR, vivo continues to strengthen its underlying hardware capabilities and ecosystem synergy, while expanding the application boundaries of mixed reality technologies.

During the product research and development process, the Company places emphasis on ergonomics, user-friendly interaction, display experience, and ecosystem compatibility, with a commitment to enhancing users' digital life experiences through more natural, comfortable, and user-friendly approaches.



#### Enhancement of equipment comfort

Through lightweight chassis design, compact dimensional configuration, and ergonomic research, we have reduced the burden associated with prolonged wear. Furthermore, by leveraging real-world user data to develop multiple sets of lens hoods paired with skin-friendly foam combinations, we ensure better adaptation to diverse facial contours, thereby enhancing wearing comfort. Compared with the industry average weight of 600 to 700 grams for similar products, the vivo Vision Discovery Edition weighs only 398 grams, and its height and thickness are reduced by 26% compared with the industry average.

#### Enhance natural interaction experience

Based on the OriginOS Vision system, we continuously explore spatial interaction methods, extending traditional screen operations into three-dimensional space. Through 1.5° high-precision eye-tracking, fingertip-level gesture recognition, and large-range motion recognition capabilities, we deliver a more natural and precise interaction experience to users.

#### Enhance the quality of immersive experiences

The product adopts a Micro-OLED display solution to improve resolution and color reproduction capabilities, while optimizing binocular display consistency to reduce visual discomfort. Equipped with the second-generation Snapdragon® XR2+ platform, it enhances GPU and AI performance, thereby optimizing the user experience quality in scenarios such as audio-visual consumption and interaction.

vivo promotes the scenario-based application of VR technology to empower social and cultural value through technological innovation

vivo continues to promote the transition of technological achievements from laboratories to practical application scenarios, enriching public experience and facilitating cultural dissemination through innovative technologies. In 2025, the Company collaborated with the Shanghai Theatre Academy and the Cadillac Shanghai Concert Hall to facilitate the launch of "Seeking the Secret Score: Travelling Through Shanghai 1930", the world's first immersive VR large-space experience project, based on vivo's full-link VR large-space solution.

Through high-precision digital reconstruction, digital humans and motion capture, three-dimensional sound fields, and the integration of virtual and real environments, the project transforms cultural and historical content into immersive and interactive digital experiences. This demonstrates the Company's exploratory achievements in the diversified application of 3D imaging and VR technologies, while further expanding practical pathways for technological innovation to serve cultural heritage preservation and public engagement.



Innovation Drives Development

vivo has always upheld the corporate spirit of "daring to pursue excellence and continuously creating surprises", taking innovation as a key driver for sustainable development. The Company continues to refine its innovation incentive mechanisms and intellectual property management and protection systems, stimulating the innovative vitality of the R&D team and promoting a virtuous cycle encompassing innovation conception, outcome protection, and value realization.

Intellectual Property Protection

vivo strictly adheres to internal policies and procedures applicable to all R&D personnel, including the *Intellectual Property Management Manual*, the *Copyright Management Guidelines*, and the *Intellectual Property Information Resource Management Procedures*. These policies systematically regulate the creation, utilization, management, and protection of intellectual property, thereby safeguarding the legitimate rights and interests associated with the Company's innovation achievements. At the same time, the Company has established dedicated teams including a Patent Center to coordinate and advance the daily management of intellectual property rights. It continues to strengthen monitoring and governance of market infringement activities to safeguard the legitimate rights and interests of both the Company and consumers.

- **Enhance incentive/reward mechanisms:** The Company has established the *Intellectual Property Reward System*, incorporating patent achievements into the employee performance evaluation system and linking the number of patents to the career development and promotion mechanisms for R&D personnel, thereby promoting the coordinated development of technological innovation and intellectual property protection.
- **Enhanced training and support:** The Company continues to conduct training on intellectual property protection for internal employees. Considering the actual requirements of R&D activities, it periodically organizes patent skills training for R&D personnel, thereby continuously enhancing employees' capabilities in filing patent applications and their awareness of intellectual property protection.

As of the end of 2025, vivo has applied for over 60,000 patents globally and has been granted over 25,000 patents, continuously strengthening its global intellectual property layout and patent reserves.

Accumulative number of patent applications worldwide



Accumulative number of patents granted worldwide



Encouraging innovative practices

vivo continuously refines its innovation incentive mechanisms, encourages cross-departmental collaborative efforts to tackle key challenges, and promotes the effective conversion of innovation outcomes into product development, enhancement of user experience, and business growth. In 2025, the Company continued to conduct the selection for the Innovation Contribution Award. Multiple awards were established, including the Hero Product Award, the Outstanding Innovation Achievement Award, the Best Reputation Product Award, and the Company-level Innovation Contribution Award, to recognize innovation practices and technology transfer projects with outstanding value. A total of 1,352 employees were recognized, further stimulating employees' enthusiasm for participating in technological, product, and management innovations. By strengthening innovation incentives and the transformation of results, we promote cross-departmental collaborative innovation and the dissemination of best practices, providing robust support for developing high-quality products, enhancing user experience, and strengthening core competitiveness.



# 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 has always adhered to the principle that "quality is the baseline of our products", continuously improved its quality management system, strengthened quality risk prevention and control in key areas such as battery safety, radiation safety, and ear health, and enhanced quality management efficiency and product reliability through digital tools, dedicated teams, and employee training.

### Quality Management

vivo remains firmly user-oriented, continuously strengthening quality awareness and service commitment across the organization. Guided by science and facts, we deepen our understanding and insight into user needs and advance quality management to higher standards, with the aim of delivering products and service experiences that are "distinctive and significantly better" and building a strong reputation among users.



#### Quality Management System

The Company has established a Cross-functional Product Quality Management Team, with the President serving as the primary person responsible for product quality and safety, and a Chief Quality Officer appointed to coordinate product quality and safety management work. In 2025, we further enhanced our cross-functional quality and safety management mechanisms by establishing dedicated teams focused on durability enhancement, charging material planning, and the reliability application of power devices, thereby strengthening quality risk prevention and control in key areas.

Meanwhile, the Company strictly adheres to the requirements of ISO 9001 and QC 080000, among other management systems. At Dongguan Factory in the China Operating Region, based on meeting ISO 13485 standards, we have developed a comprehensive quality management system covering the full product lifecycle. During the reporting period, the China Operating Region maintained its ISO 9001 certification and was recognized as a Class A Enterprise by the China Quality Certification Centre (CQC) for multiple consecutive years.



#### Quality Management Model

The Company continues to deepen the "Smart Data + Responsibility" quality management model, promoting the intelligent and digital transformation of quality management. In 2025, we launched the measurement calibration management system to achieve electronic calibration processes and data sharing; we refined the LIMS material testing system to enhance the standardization and operational efficiency of the testing process.



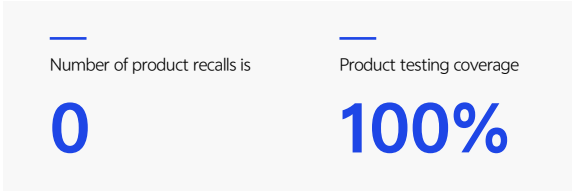
#### Response to Quality and Safety Incidents

We have established internal policies and procedures, including the *Product Safety Incident Operational Guidelines* and the *Product Safety Incident Handling Requirements*, to improve the response and disposal mechanisms for quality safety incidents. We conduct risk identification across key stages, including R&D, testing, production, storage, and transportation, and formulate corresponding preventive and emergency response measures. In 2025, the Company recorded no major quality or safety incidents or product recalls throughout the year.



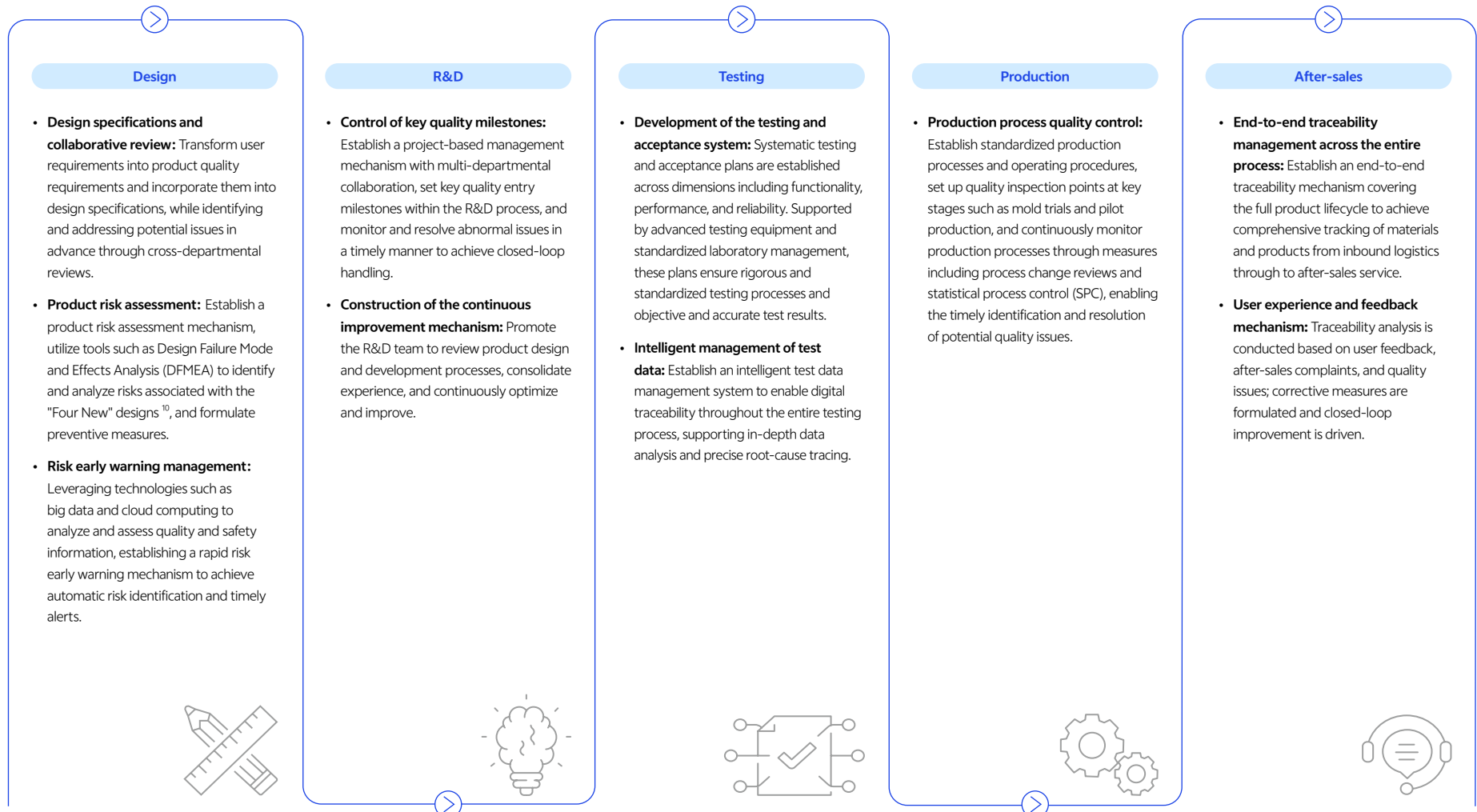
#### Quality Culture Construction

The Company continues to strengthen its quality culture and enhance employees' quality awareness and job-specific competencies. In 2025, we refined the *Guidance on Post-Training and Assessment Management for Newly Appointed Employees in Mobile Workshops*, optimizing the induction training and assessment mechanisms. For critical positions involving areas such as batteries and process protection, employees are strictly required to complete and pass relevant training before assuming their duties, with specialized training conducted on a regular basis. During the reporting period, vivo conducted more than 135 quality- and safety-related training sessions, with over 4,000 participations.



## Full-link Quality and Safety Control

vivo continues to refine its end-to-end quality and safety management mechanism covering product design, R&D, testing, production, and after-sales services. It establishes corresponding management requirements and control measures tailored to the characteristics of each stage, striving to provide users with safe and reliable product experiences.



<sup>10</sup> The "Four New" designs include new processes, new technologies, new structures, and new materials.

Enhancing user experience and feedback mechanisms to drive continuous optimization of products and services

vivo has established an experience monitoring and closed-loop management system across key stages including user purchase, product usage, and service inquiries. This system enables timely identification of issues and drives optimization of products and services, thereby enhancing user satisfaction and brand recognition.

In terms of product experience, we conducted new product NPS surveys to collect feedback from users who have used newly launched devices for approximately 30 days, subject to user authorization. This enabled us to identify initial usage issues, formulate rectification plans, and track improvement outcomes. Simultaneously, through existing-user NPS surveys, we assessed the genuine experiences and referral intentions of users who have been using the products for over 12 months, thereby providing a basis for product iteration. In 2025, the Company achieved a coverage rate of 93% for new models in its NPS monitoring, completed in-depth follow-up visits with over 5,000 dissatisfied users cumulatively, and continued to advance the closed-loop improvement of user experience.

In terms of sales and service experience, we monitor users' performance across the stages of selection, purchase, offline service, and customer service consultation through handset satisfaction surveys, service center satisfaction assessments, and hotline/online satisfaction monitoring. This enables us to promptly identify areas for improvement and drive continuous enhancements to users' purchasing and after-sales service experiences.

vivo's NPS monitoring coverage rate of new models

93%

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

5,000

Battery Safety

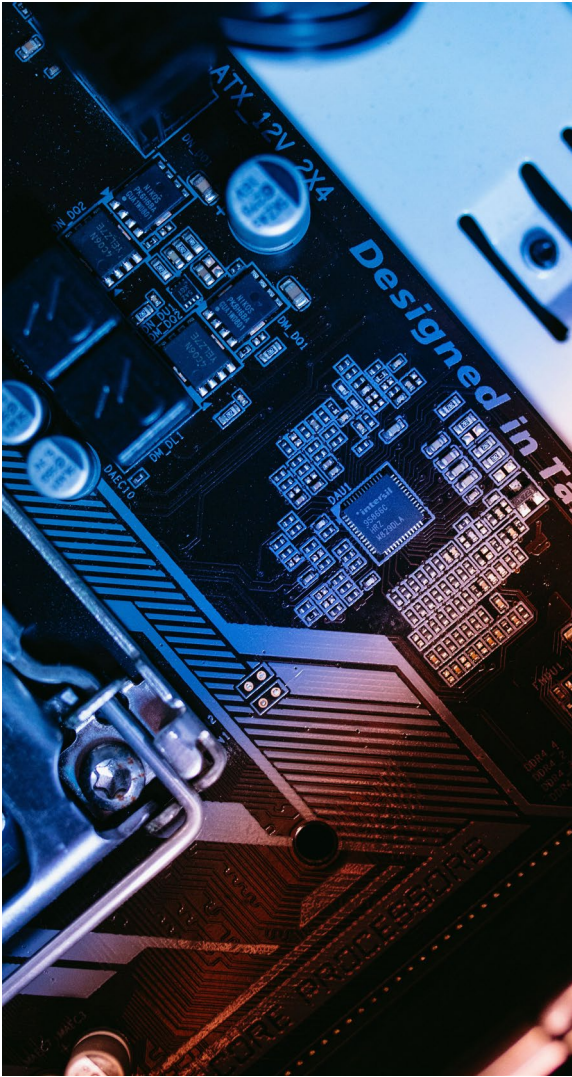
vivo prioritizes battery safety as a key focus of quality management, establishes battery safety standards that exceed national requirements, and continuously strengthens safety controls across the battery usage, manufacturing, and transportation stages. In 2025, building upon existing management requirements related to battery safety, the Company systematically reviewed and integrated them to formulate the *Battery Manufacturing Process Safety Protection Specification*, thereby further clarifying standardized control requirements for batteries during the manufacturing process and continuously improving the battery safety management system.

Safety of Battery Usage

The Company continues to advance battery technology innovation and upgrade intelligent charging management, leveraging the "Blue Ocean Battery" technology to enhance energy density, charging efficiency, and service life of batteries. Simultaneously, it optimizes intelligent charging management and battery health protection mechanisms, automatically adjusting charging status based on users' charging habits, battery temperature, and ambient temperature to mitigate risks associated with safe battery usage.

Safety of Battery Transport

The Company has always attached great importance to safety management in the battery transport process and has continuously obtained the IATA CEIV Battery Safety Transport certification, effectively ensuring the safety and stability of batteries throughout the entire transport process.



## Radiation Safety

vivo has established an electromagnetic radiation and health safety management system, covering standard conversion, design review, testing and verification, change control, and mass production sampling inspection, to ensure product radiation safety compliance.

### Regulatory framework and standard development

The Company actively participates in the development of national and industry standards, promptly translating the latest domestic and international regulatory requirements into internal standards and test cases to ensure that compliance requirements are implementable and executable throughout the product development and verification processes.

### Pre-assessment at the design stage

The Company integrates electromagnetic radiation and health and safety requirements into the entire product design and development process, conducting pre-assessments, regulatory preliminary research, technical demonstrations, and simulation verification for new materials, new processes, new functions, new technologies, etc.

### Laboratory testing and validation

Leveraging the vivo Central Laboratory, which possesses full qualifications and detection capabilities at an internationally advanced level, we conducted tests including Electromagnetic Compatibility (EMC), Radio Frequency (RF), and Specific Absorption Rate (SAR) to systematically verify the compliance of products regarding electromagnetic radiation and health safety.

### Change and mass production control

For software iterations, hardware adjustments, and production process changes following certification, we have established a refined change management mechanism. Periodic spot checks are conducted on mass-produced products, with continuous monitoring of core health and safety indicators such as electromagnetic radiation to ensure that products consistently comply with the regulatory requirements of the target markets.

## Ear Health

vivo attaches great importance to users' ear safety and hearing health. An audio laboratory has been established, which has obtained accreditation from the China National Accreditation Service for Conformity Assessment (CNAS). Continuous research and development are being conducted on sound pressure control and audio technology to ensure safe use of ears by users while optimizing the quality of the audio experience.

### Audio optimization technology

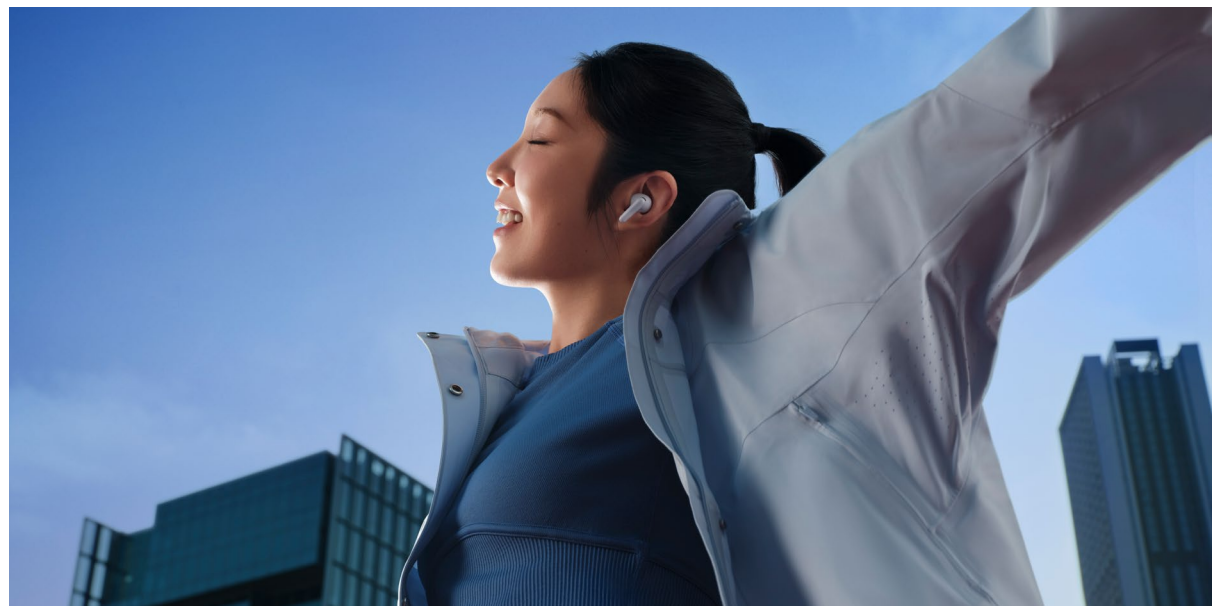


The Company employs high-frequency extension technology to algorithmically optimize certain low-quality audio, restoring high-frequency information lost due to network compression and other factors, thereby enhancing audio performance and listening experience.

### Headphone hearing protection



The Company has launched the "headphone hearing protection" feature, which alerts users when headphone volume exceeds safe levels and automatically adjusts the volume to a safe range upon reconnection, thereby continuously strengthening hearing health protection.



## Cybersecurity and Privacy Protection

vivo regards the protection of user data privacy as a fundamental pillar of delivering secure product experiences and earning user trust. We remain committed to our three privacy protection principles of "transparency and control, on-device intelligence, and data minimization", continuously strengthening our security and privacy protection framework, and embedding relevant requirements into the Integrated Product Development (IPD) process to ensure that security and privacy management are integrated throughout the entire product life cycle.

At the same time, we continue to strengthen employees' awareness of security and privacy protection and enhance privacy management across our partner ecosystem, with the aim of providing users with safer and more reliable digital product experiences. In 2025, vivo did not receive or experience any substantiated complaints or incidents regarding data breaches.

### Perfecting the Security and Privacy Protection System

Focusing on key business scenarios such as artificial intelligence and mobile applications, the Company has established foundational policies, including the *Security and Compliance Management Specification for Access to Generative AI Services in Overseas Business*, the *AI Security and Compliance Checklist*, the *Security and Compliance Design Specification for AI Agents*, the *Mobile Device Security Specification* and the *Privacy Protection Red Lines and Interpretations*, further clarifying security and compliance requirements for business operations and safeguarding data security and stable business operations.

The Company has established a Cybersecurity and User Privacy Protection Committee as the highest governing body of the security and privacy protection framework. The Committee is responsible for coordinating strategic decision-making, approval, and implementation relating to cybersecurity and privacy protection and regularly reports relevant progress to the Management Committee. Meanwhile, we have established dedicated security and privacy team, appointed a compliance officer, clarified roles and responsibilities, and strengthened cross-functional coordination. In addition, we have established a Security Incident Response Team (vSIRT) and the vivo Security Response Center (vivoSRC), which are responsible for monitoring, responding to, and remediating major security and privacy vulnerabilities, thereby supporting stable business operations.

The Company has implemented the "PROTECT" security and privacy technology strategy, clearly defined its technical roadmap, and continuously increased investment in research and development to strengthen core protection capabilities. At the same time, we continuously refine the mechanism for safeguarding data subject rights, establish a platform for data right requests, and provide access points via the Privacy Center website, Account App, and privacy email channels to enable users to exercise relevant rights conveniently. In 2025, the vivo Privacy Center continued to enhance the efficiency of responding to and processing personal information requests. Domestically, approximately 200 requests were processed monthly, with an average processing time of 0.35 working days. Overseas, more than 200 data subject right requests were processed monthly, with an average processing time of 5.6 calendar days per request. The on-time completion rate for both regions approached 100%, effectively safeguarding users' personal information rights and further strengthening the Company's capability in managing personal information protection.

### Fostering Security and Privacy Culture

The Company continues to advance the culture of safety and privacy, focusing on enhancing employees' relevant awareness and practical capabilities. We provide ongoing security and compliance training to all new hires and existing employees. In 2025, the Company conducted 46 specialized security and compliance training sessions, covering 3,663 employees.

Concurrently, the Company's Cybersecurity and User Privacy Protection Committee (SPC) organized the "2025 Security and Privacy Awareness Week" event. Through a hybrid online and offline approach, the Committee conducted a series of promotional activities covering "Expert Insights", "Privacy Academy", "Offline Exhibition", and "Interactive Experience". The event attracted over 2,000 participants, representing a year-on-year increase of 38%, with cumulative impressions exceeding 172,000, thereby continuously promoting the integration of security and privacy concepts into daily operations.

Number of security compliance training in 2025

46 times

Number of security compliance training participants in 2025

3,663 employees

### Privacy Management by Partners

vivo incorporates partner privacy management into its data security governance framework and continuously refines relevant policies and management requirements. We updated the *Management Regulations on the Risks of vivo Supplier Data Protection and Privacy Compliance* to further clarify suppliers' responsibilities regarding data protection and privacy compliance.

At the supplier onboarding stage, we conduct security and privacy risk assessments of potential suppliers, focusing on their security safeguards, management processes, and history of security and privacy incidents. Suppliers that pass the assessment are required to sign contracts containing data protection clauses or data processing agreements that clearly define the responsibilities and obligations of both parties. Meanwhile, the Company embeds compliance reviews into the contracting process to ensure that all third parties involved in the processing of personal data meet the relevant requirements.

Throughout the course of cooperation, we continuously monitor and regularly assess suppliers' implementation of security and privacy requirements to promote their sustained compliance with the Company's data security and privacy protection standards.

## Creating a Secure Cyber Ecology

vivo embeds security principles throughout the entire process of product development, technological innovation and ecosystem governance. Focusing on key areas such as content security, application security, privacy protection and trusted AI governance, vivo continuously refines its technical capabilities and management mechanisms to advance security construction from point-specific protection towards a systematic and intelligent direction. In 2025, the Company leveraged platform-based tools, intelligent models, and key technological innovations to enhance capabilities in risk identification, early warning analysis, and security protection, thereby striving to foster a safer, more reliable, and trustworthy digital ecosystem.

### kMirrors SMART Security Agent Platform

In 2025, vivo launched the kMirrors SMART Security Agent Platform, which integrates security testing tools, a vast repository of scanning data, and a knowledge base of security expertise, while leveraging Large Language Model (LLM) capabilities to enhance the efficiency of self-assessment and risk analysis, thereby effectively reducing the complexity arising from switching between multiple tools and manual analysis.

### kMirrors Large Model Safety Analysis Platform

In 2025, vivo iterated and upgraded the kMirrors Large Model Safety Analysis Platform, adding capabilities for text corpus cleaning and automatic text annotation to enhance the level of risk identification and classification governance for massive content. During the reporting period, the platform completed a cumulative total of 19.8 billion text corpus cleaning and detection operations, identifying high-risk content on 527 million occasions; it also completed a cumulative total of 120,000 instances of automatic text annotation, detecting risks in 10,000 cases. These measures have effectively enhanced the efficiency of risk identification and response handling, thereby ensuring user safety.

### kMirrors Trusted Engine

In the face of challenges such as enhanced concealment in variant forms of application risks and more flexible dissemination methods, vivo continues to advance the upgrade of application risk detection technologies. In 2025, the Company upgraded and iterated the kMirrors Trusted Engine to establish an AI-based variant identification technology system. This initiative primarily covers scenarios such as fraudulent applications, malicious accessibility-type applications, and risky advertisements, thereby enhancing the capability to identify complex risk applications. During the reporting period, this technology system has covered over 100 million user devices. The current daily volume of detected risks reaches 210,000 cases, including approximately 70,000 new virus samples and 1,500 new fraud samples. Fraudulent activities are identified on an average of 4,261 times per day, maintaining a zero false positive performance.

## Trusted Security Technology System

During the year, vivo focused on key areas including trusted digital content, privacy protection, and trustworthy AI governance. It continued to enhance its technical capability systems for content traceability, data deletion, permission governance, and AI security, thereby continuously improving the safety, transparency, and trustworthiness of its products and ecosystem.

### Trusted mark



The Company has launched digital content provenance and verification technology based on the international C2PA standard, recording content sources and editing history. This supports authenticity verification and enhances traceability, tamper resistance, and trusted verification capabilities throughout the content creation and dissemination process. During the reporting period, trusted mark was added to more than 2 million images per day on average, helping enhance the authenticity assurance of digital content and protect the rights and interests of image creators.

### Physical-level secure deletion



The Company has collaborated deeply with chip manufacturers to develop a data deletion solution. Upon restoring devices to factory settings, keys are overwritten at the physical level to ensure that data cannot be recovered, thereby enhancing the security and thoroughness of user information erasure.

### Privacy permission framework



The Company has collaborated with leading industry manufacturers to jointly launch a privacy permission framework, strengthening users' control over their personal information and sensitive permissions. A rigorous reasonableness review was conducted on 19 application permissions, achieving precise access control for five categories of sensitive data and optimizing the governance environment for application ecosystem permissions.

### Trusted AI governance practices



The Company continues to advance the implementation of trusted AI governance practices, focusing on lightweight AI firewalls for edge devices, security in continuous integration/continuous delivery (CI/CD)<sup>11</sup>, supply chain security, establishing a Red Team evaluation framework for Agents<sup>12</sup>, security of AI content labelling, and model experience optimization. These efforts have effectively enhanced the level of AI risk identification, prevention, control, and governance.

<sup>11</sup> Continuous Integration/Continuous Delivery (CI/CD) primarily refers to the integration of security validation and process control at the front end of workflows including code development, build, testing, release and deployment, with a view to reducing the likelihood of introducing vulnerabilities, dependency risks and insecure releases.

<sup>12</sup> The Agent Red Team assessment framework focuses on behavioral risks associated with Agents across scenarios including autonomous planning, tool invocation, file operations, system execution, and external interactions. By simulating attack vectors such as prompt injection, privilege escalation via tools, leakage of sensitive data, high-risk operations, memory poisoning, and approval bypasses, it continuously identifies risks, validates protective measures, and drives a closed-loop governance process to enhance the Company's capabilities in AI risk identification, prevention, control, and governance.

## Security Ecology Interconnectivity

vivo continues to deepen exchanges and collaborative cooperation within the security ecosystem, actively promoting the sharing of security technology expertise and interconnection of industry capabilities. During the reporting period, the Company hosted "2025 vivo kMirror Security Lab Technical Salon", and participated in or supported a total of 17 industry summits and professional forums, including GEEKCON, CCF YEF, Kanxue, XCon, and the World Artificial Intelligence Conference (WAIC). Through these platforms, the Company systematically shared its practical achievements and cutting-edge explorations in areas such as security technologies, AI security and compliance, and vulnerability research, while continuously strengthening exchanges and collaboration with industry partners, research institutions, and industry experts.

During the year, vivo became the first domestic manufacturer to join the C2PA Alliance and was the first to pass the C2PA conformance testing, demonstrating the Company's technical capabilities in trusted provenance and authenticity assurance of digital content. At the same time, the Company's terminal AI product "Blue Heart Little V" passed the assessment by the China Academy of Information and Communications Technology (CAICT) on "Personal Information and User Rights Protection Capabilities of Generative AI Products and Services" and obtained the highest-level "Excellence" certification.

As of the end of 2025, vivo has obtained a total of 15 security and privacy certifications, including FIDO (Fast Identity Online) certification, CAICT AIIA

security standard evaluation, CSA STAR, IoT, 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, thereby continuously strengthening its capabilities to safeguard user data security and privacy protection.



# Whole-Hearted Customer Service

Customer satisfaction is vivo's persistent pursuit. We always uphold a user-oriented approach, 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 remains committed to its service philosophy of "Making Every Service Experience Warm and Reassuring" and integrates its Five Hearts Service Standards: Effortless, Trustworthy, Empathetic, Considerate, Delightful, throughout the entire customer service process, continuously creating service experiences defined by warmth, quality, and trust.

### Customer Service Management System

Focusing on key dimensions including external communications, systems and tools, personnel empowerment, and business management, vivo continues to optimize its customer service management mechanisms and has established an operational management and control framework supported collaboratively by five business centers and spanning the entire service process. By improving process coordination, strengthening implementation controls, and deepening the use of feedback, the Company enhances service efficiency, management standardization, and the consistency of user experience across global markets.

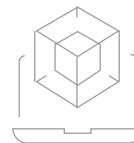
Meanwhile, we continue to develop and refine internal management policies covering both domestic and overseas markets in areas such as customer service privacy protection, business integrity, service assessment, and operational rewards and penalties. These include the *Global Customer Service Privacy Policy*, the *Customer Service Integrity Management Regulations*, the *Customer Service Manual*, and the *Customer Service Operation Rewards and Punishments Regulations*. These policies clarify customer service management requirements, assessment standards, and performance reward and penalty mechanisms, promoting more standardized and refined global service operations management and enabling us to provide users with professional, considerate, and trustworthy service experiences.

## Enhancement of Customer Service Experience

vivo centers its professional and trustworthy after-sales service experience on key user service touchpoints. We continue to advance service experience enhancement across three dimensions, comprehensively improving the convenience, transparency, responsiveness and humanistic care of our services, thereby continuously strengthening user trust in and recognition of vivo services.

### Enhancement of service standards

The Company has integrated scenario-based methodologies into its service operations, optimizing the service experience around user needs and key scenarios. In 2025, the Company decomposed 58 service scenarios, covering 80% of service business activities. A user-centric service quality standard system was established, and upgrades to 60 service standards were promoted in key markets in China and overseas. Meanwhile, the Company advanced its "Surprise Service Program" by establishing a full-link service system centered on three dimensions: delivering high-standard services, creating memorable moments of delight, and deepening proactive customer care. Service offerings such as distinctive refreshments and care for customers waiting for repairs were also incorporated into standardized management. During the year, these services reached more than 730,000 customer visits in total.



### Refinement of the maintenance system

We continue to enhance our after-sales repair service system. At our mail-in repair centers, we have introduced a visualized mail-in repair service, enabling users to check repair progress and view images of the repair process through the official website, thereby improving service transparency. We have established 139 advanced repair centers in the Chinese market, enabling seven advanced repair capabilities such as screen outer layer glass repair and chip-level motherboard repair, to be delivered locally across provinces nationwide. This localized service network reduces the need for long-distance device transportation, shortens overall repair turnaround times, and helps lower repair costs for users through more precise repair solutions, thereby providing more efficient and affordable services.



### Optimization of official website services

The Company continues to optimize its online service platform to enhance the convenience for global users in accessing services. In 2025, vivo's overseas service website implemented differentiated functional deployments to address the user requirements and cultural differences in certain countries or regions. In the European Union region, self-service repair and spare parts purchasing were launched to provide a more convenient and efficient online service experience. In Southeast Asia and other regions, the electronic warranty cards were optimized to support multi-language display and differentiated entitlements based on device models and activity cycles, thereby enhancing service reach efficiency and adaptability.



## Customer Communication and Feedback

vivo remains committed to a user-centric approach and service experience, establishing smooth and efficient customer communication mechanisms. The Company has established a tiered complaint handling process and related management policies to classify and address various issues, ensuring closed-loop follow-up, timely response to user requirements, and effective resolution. Concurrently, we regularly consolidate user feedback and opinions, with dedicated personnel analyzing complaint data to identify root causes. Based on user suggestions and complaint trends, we continuously optimize service processes and quality standards, drive rectification of identified issues, extend remediation from individual case handling to source-level improvements, and consistently enhance the quality of customer service and satisfaction.

### vivo Customer Feedback Channels

#### Mainland China

 Online Customer Service

 7\*24 Hours Service Hotline  
**95033**

 7\*24 Hours Premium Service Hotline  
 (Applicable to X Fold, X Flip, X Ultra, iQOO Ultra, 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 <sup>13</sup>: National service hotline <sup>14</sup> of different countries

 LiveChat  
powered by text1

 Email

 Facebook

 Instagram

 WhatsApp

 Zalo

 Line

 Telegram

## Capability Building for Customer Service

The Company attaches great importance to the building of its customer service team. Systematically organizing various training programs around the enhancement of professional skills and the reinforcement of service philosophy, it continuously strengthens the professional competence and service awareness of service personnel. Meanwhile, the Company is actively advancing the construction of an after-sales service training system for agents, conducting training on product knowledge and service standards to solidify the foundation for service quality assurance.

vivo achieved coordinated management of agency after-sales service training, covering learning platforms, learning resources, and learning supervision. A total of 87 courses were offered throughout the year, with cumulative participation exceeding 37,000 person-times. The Company also conducted 12 special training sessions for new employees, covering 37 courses, with over 1,100 participants. The completion rate reached 100%, enabling new employees to quickly adapt to their job requirements.

In addition, leveraging the overseas after-sales learning platform vCollege, we have launched 492 online courses, recording more than 280,000 learning attendances and covering over 2,100 overseas after-sales service employees, with total annual online learning time exceeding 425,000 hours. We also conducted 46 Chinese- and English-language live online training sessions for overseas after-sales employees, achieving an examination pass rate of 99.97% and further enhancing the professional capabilities of our overseas service teams and the quality and effectiveness of training.

We require all new employees to complete Company-organized training and job qualification certification, strictly following the process of "training first, certification second, and job assignment thereafter". This ensures that 100% of employees are certified before assuming their roles, thereby maintaining the professionalism and consistency of our services. In addition, we have established a comprehensive three-tier job skills certification system covering junior, intermediate, and senior levels, encouraging existing employees to continuously learn and enhance their professional capabilities so as to provide customers with more comprehensive and diverse solutions, as well as a more caring and reassuring service experience.

<sup>13</sup> Supported channels may vary by country or region; for detailed information, please refer to the official local website. For regions where access to certain channels is restricted, communication may be conducted via local hotlines or official social media platforms.

<sup>14</sup> For detailed information, please refer to the contact details published on the official websites of the corresponding countries.

# Diversified Attentive Service

In response to the diverse service needs of users worldwide, vivo continues to enhance its service network and strengthen the professionalism and responsiveness of its after-sales services, providing users across different regions and usage scenarios with more convenient, efficient, and considerate service support. Meanwhile, the Company continues to innovate its service offerings by introducing a variety of service solutions, including same-city quick repair, free-shipping for repair, and replacement phone service, while organizing distinctive customer care activities to further expand service coverage and deliver a more caring service experience. In 2025, the Company organized 858 "Going Out" service activities, with cumulative participation exceeding 258,200 person-times.

As of the end of 2025, vivo had over 1,000 service centers in China and over 1,400 service centers overseas, covering over 60 countries and regions.



<sup>15</sup> 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.

<sup>16</sup> The service applies to S20, S20 Pro, S30, and S30 Pro Mini models in China market.

<sup>17</sup> The service applies to V29, V30 Y18, Y38 5G (Y58 5G), V30e (Middle East), and X300FE models in overseas market. Applicable models are updated annually. Please refer to the information published on the official website for details.

<sup>18</sup> The service applies to X90, X90 Pro, X100, X100 Pro, X200, X200 Pro, X Fold5, X300, X300 Pro, and X300 Ultra models in overseas market. Applicable models are updated annually. Please refer to the information published on the official website for details.

## 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.
- Provide the "battery protection" <sup>15</sup> and "back cover protection" <sup>16</sup> services as benefits for users purchasing during the pre-sale and initial launch period, offering peace of mind and device protection.
- A dedicated after-sales care policy and activity plan, including the implementation of the Discounted Repair Policy, has been specially formulated for users affected by flood disasters in Thailand, Vietnam, and Indonesia.
- Offering one-on-one dedicated online support, with designated representatives following up on user needs throughout the entire service process.
- Providing multinational joint guarantee <sup>17</sup> and international joint guarantee services <sup>18</sup>.

## 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.
- Launched a VIP-exclusive customer service hotline in Thailand and Indonesia.

## Convenient Repair

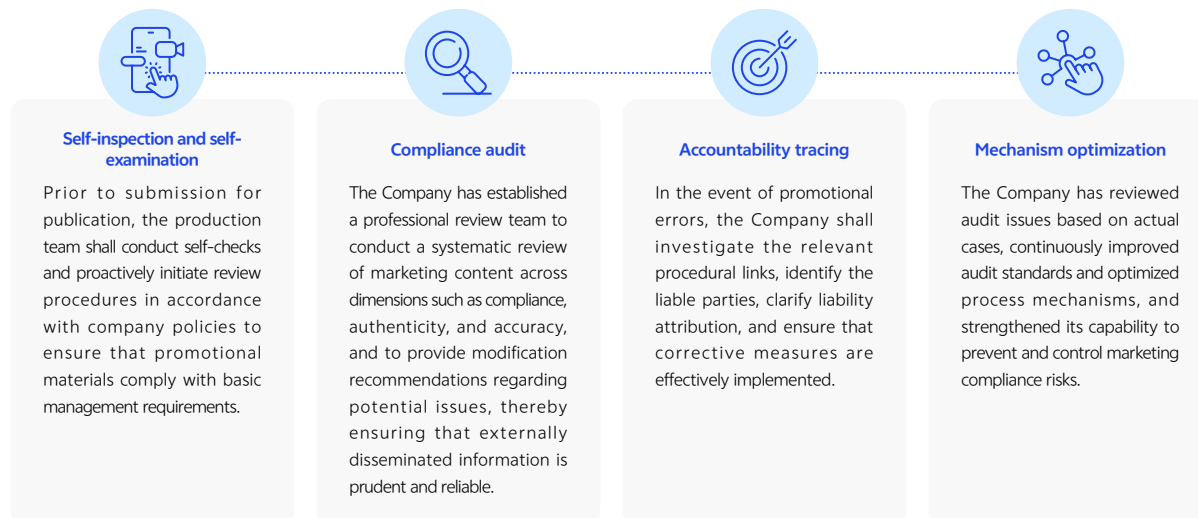
- Upgrading the features of the vivo+ mini program, such as queue calling, shipping for repairs, and store appointments to ensure that users can check service progress and membership benefits in real-time.
- Providing discounted repair service (covering battery, screen, main board, back cover), mobile 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 remains committed to responsible marketing practices, strictly complying with applicable laws and regulations and regulatory requirements both domestically and internationally, while continuously strengthening its marketing compliance management system. The Company has formulated and implemented internal management policies, including the *Regulations on Common Legal Risk Management in External Marketing and Promotion Activities* and the *Marketing Content Accuracy Management Policy*, promoting standardized and orderly marketing activities and ensuring that consumers receive truthful, accurate, and objective information, thereby effectively safeguarding consumer rights and interests. In 2025, we incorporated compliant marketing into our compliance red-line management framework and issued policies including the *Marketing Prohibited Practices List*, which explicitly prohibit marketing activities involving unfair competition practices such as false or misleading publicity and disparagement of competitors. These measures further clarify the boundaries of acceptable marketing conduct and strengthen compliance controls throughout the entire marketing process.

Concurrently, the Company has established a compliance marketing review process to strengthen systematic scrutiny of marketing content, mitigate legal risks associated with external communications and market complaints, and enhance compliance management across the entire marketing lifecycle.



Furthermore, the Company continues to strengthen the promotion of responsible marketing principles by conducting training and empowerment activities alongside daily guidance in accordance with marketing compliance requirements, thereby enhancing the compliance awareness and risk prevention capabilities of relevant personnel. In 2025, we organized a domestic sales training session entitled "Common Legal Risks and a Guide to Avoiding Compliance Pitfalls in External Marketing and Promotional Activities", with more than 100 participations. Through analyses of typical cases and interpretations of relevant legal requirements, the training helped participants deepen their understanding of legal risks associated with marketing, accurately grasp compliance requirements, and strengthen their ability to identify and prevent risks.

We have also established and continuously improved a regular communication mechanism for overseas advertising compliance. Each month, we publish Updates on Frontier Overseas Legal Developments – Advertising, providing timely updates on new laws and regulatory trends, strengthening the compliance awareness and risk early-warning capabilities of our overseas business teams, and supporting the effective implementation of responsible marketing requirements.



# Green Symbiosis

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## 04

Eco-Friendly Products

Green Operation

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Water saved from the recycling project in 2025

**21,235** tonnes

Carbon emissions at the operational level of vivo China decreased by

**6.6%** compared to 2023

Carbon emissions reduced by innovative energy-saving initiatives at vivo's China Industrial Parks

**3,661.9** tCO<sub>2</sub>e

The distributed photovoltaic (PV) power generation projects at the Dongguan Industrial Park in the China Operations produced

**8,933.78** MWh of clean electricity throughout the year

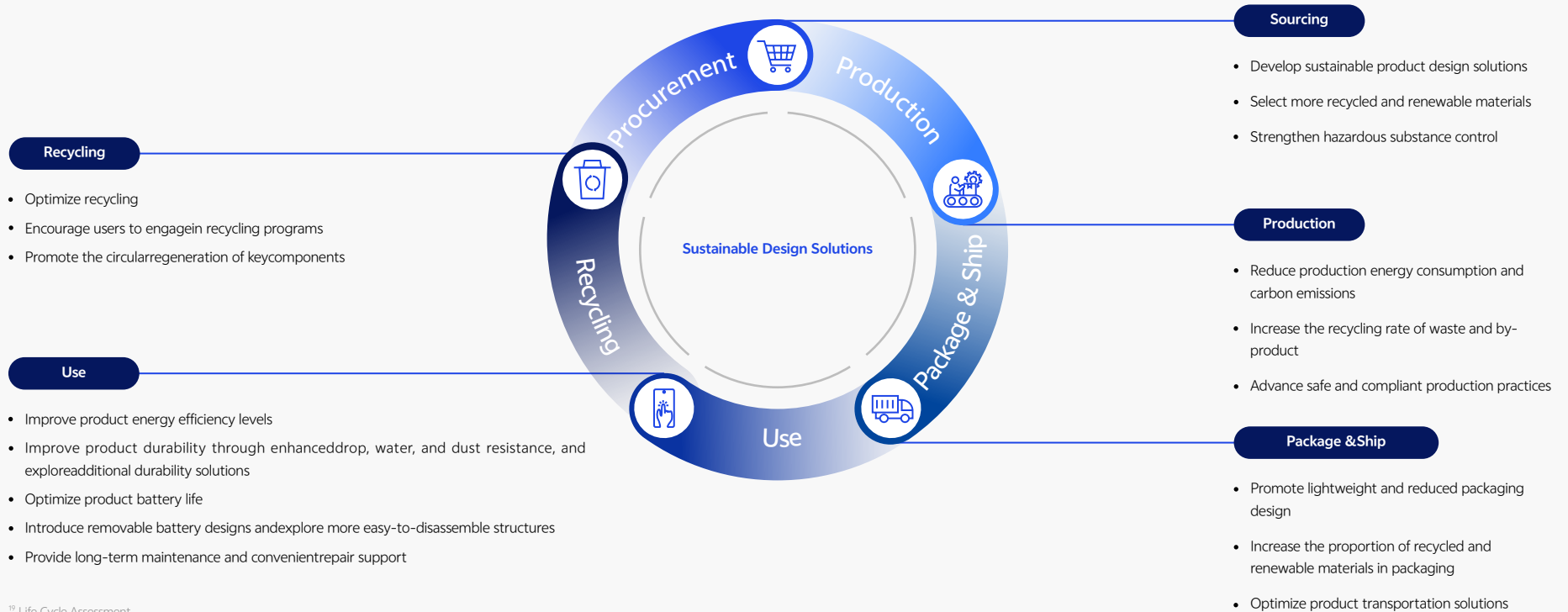


In the face of global challenges posed by climate change and environmental crises, vivo believes that humanity shares a common destiny. Safeguarding our shared home on Earth is an inescapable responsibility. We consistently uphold green principles through innovative technologies and mindsets, continuously exploring sustainable product solutions to create high-quality products with greater environmental value for consumers. At the operational level, we are committed to enhancing resource efficiency and reducing environmental pollution through process upgrades and management optimization, paving the way for a greener and brighter future.

# Eco-Friendly Products

vivo is committed to developing more environmentally friendly products by further optimising and updating sustainable product design innovation solutions based on the circular economy and LCA<sup>19</sup>. Establish a product lifecycle impact assessment system and implement emission reduction optimization measures across the design, materials, packaging, hazardous substance control, and recycling and disposal stages.

In 2025, vivo continued to enhance product energy efficiency, expanded the coverage of energy efficiency certifications, increased the scale of application for bio-based and recycled materials, advanced the digitisation of user manuals across all product categories, further improved the control system for hazardous substances, and continuously optimized the product recycling mechanism, thereby comprehensively enhancing the environmental friendliness of products throughout their entire life cycle.



# Sustainable Design to Extend Product Lifespan

vivo continues to optimize product design, enhance product energy efficiency, and explore technical pathways to extend product service life, thereby reducing resource consumption.

## Sustainable Design Management System

vivo has established a professional organizational structure for sustainable design, advancing related work collaboratively across three dimensions: product lifecycle management, durability enhancement, and repairability optimization. In respect of product lifecycle management, the Company has established a Product Eco-Rating Team under the CSR Committee, implemented a Life Cycle Assessment (LCA) system and an eco-friendly indicator framework, and promoted improvements in the environmental attributes and environmental responsibility performance of its products. In 2025, the Company completed carbon footprint assessments for two products, the X300 and X300 Pro, and formally published the Product Environmental Report.<sup>20</sup>

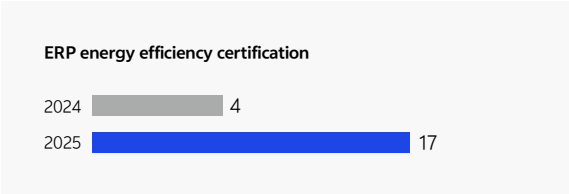
To enhance product durability, we have established a durability track team. Based on real-world user scenarios, we systematically strengthen product reliability management and technical capabilities to continuously reduce market failures, improve the fundamental user experience, and provide technical assurance for the product's long service life and brand reputation for durability.

Furthermore, the Company has established a horizontal mechanism for hardware repair quality management. A dedicated team is responsible for formulating post-repair reliability verification processes, optimizing product design for maintainability, and establishing standardized process mechanisms for repair technology, execution, and supervision and oversight, thereby further enhancing the convenience of product repairs.

## Enhance Product Energy Efficiency

vivo has continued to reduce product energy consumption and enhance energy utilization efficiency through the optimization of hardware configurations and the synergy of software strategies. In terms of hardware, the Company employs advanced CPU chips, designs multiple high-efficiency power supply architectures and charger direct-drive architectures, and integrates display screens with leading energy efficiency, collectively enhancing hardware energy efficiency by over 5% and saving more than 300mAh of battery capacity. In terms of software, we continue to deepen the scenario-based energy efficiency engine, heterogeneous computing space, and system lightweight optimization, effectively reducing system power consumption across all scenarios involving screen-on and screen-off states, thereby saving more than 200mAh of battery capacity.

We have actively advanced certification work related to product energy efficiency. As of the end of 2025, 17 products have obtained EU ERP <sup>21</sup> energy efficiency certification.



<sup>20</sup> Please refer to the product environmental report on the vivo official website: [X300&X300 Pro Product Environment Report.pdf](#)  
<sup>21</sup> Energy-related Product (ERP) Energy-related products



## Enhance Product Durability

vivo has conducted in-depth research into users' genuine usage scenarios, continuously identified pain points and requirements regarding durability, and enhanced product reliability and environmental adaptability to extend product service life and promote efficient resource utilization.

### Enhance Drop Resistance and Protection Against Dust and Water Ingress

vivo continues to research glass, metallic materials and complete device architectures, with a commitment to enhancing drop resistance and water resistance capabilities, thereby improving the durability performance of products in daily usage scenarios.



#### Enhance drop resistance of the complete unit

The battery covers of the X300 series and S30 series adopt a new generation of glass materials, with the battery cover's resistance to puncture upon

dropping improved by approximately **40%** compared to the previous generation.



#### Enhance reliability of the camera lens module

The X300 Ultra adopts industry-leading coating processes for camera lenses, mitigating the adverse impact of anti-reflective coatings on glass strength. This improvement enhances the impact resistance of the lenses by approximately 50%, thereby reducing the risk of lens damage caused by drops.



#### Optimization of the overall device shock-absorption structure design

The vivo V60 series innovatively introduces a four-corner screen shock-absorption architecture, enhancing the screen's comprehensive drop-resistance

capability by more than **30%**.



#### Expansion of water and dust resistance technology coverage

vivo further extended the IP68 water and dust resistance technology coverage from the X series to the S series and Y series, resulting in a

**47%**

reduction in the overall failure rate due to liquid ingress.



#### Enhance the durability of the folding device

Through innovation in hinge design, foldable screen architecture, overall structural design and materials, as well as simulation and testing technologies, the comprehensive failure rate of two consecutive generations of vivo X Fold series products has been reduced by more than

**19%** compared with the previous generation.

## Extend the Useful life of Products

Extending product lifespan is a key direction of vivo's sustainable design. vivo assists users in extending the product usage cycle by optimising after-sales services, strengthening device health management, and enhancing long-term system fluidity.



### Enhance product battery endurance experience

In 2025, vivo continued to refine the full lifecycle service for batteries and upgraded the promotional offer for battery replacement. Following the launch of the initiative, the number of participating users increased by 30% compared with the month prior to its commencement, thereby assisting more users in extending the service life of their mobile phones through battery replacement. Concurrently, we have deployed the battery health diagnostic function to enable users to monitor battery status in real time, guide them in scientifically extending battery service life, enhance their understanding and confidence regarding device health, reduce unnecessary device replacement demands arising from concerns over battery ageing, and facilitate a more stable long-term user experience.



### Ensuring a long-term smooth experience

Building on vivo's proprietary BlueOS technology, OriginOS 6 on the vivo X300 Series has received dual "Five-Year Sustained Smooth Performance Under Intensive Use Across All Scenarios" certifications from China Telecommunication Technology Labs (CTTL) and SGS. Meanwhile, after upgrading to OriginOS 6, the startup, scrolling, and response experience of the X90 Pro improved by more than 20%, extending the device's usage cycle through consistently stable performance.



### Enhancing Long-Term Software Support

In 2025, vivo further upgraded its software maintenance services, providing users with up to seven years of software updates and maintenance support. For flagship models, the software support period was generally extended by two years. The services cover major operating system upgrades, security patch updates, and issue resolution, benefiting more than 500 million users in total. Building on the annual OS 6.0 major-version upgrade, vivo further strengthened its monthly Over-the-Air (OTA) update mechanism and successively introduced 163 feature enhancements across 82 projects, reaching nearly 60 million users. Through ongoing feature optimization, issue resolution, and user experience improvements, vivo continued to enhance system stability and smooth performance, addressing users' practical needs throughout the extended use of their devices.

## Repairability Design and Services

We continue to incorporate repairability into product design considerations, enhancing maintenance convenience throughout the product lifecycle. In 2025, the vivo V70 received a French Repairability Index<sup>22</sup> score of 8.5, reflecting the Company's continued investment and progress in repairability design.

At the architectural pre-research stage, we also established clear design requirements for the repair and replacement of key components, including batteries, screens, and rear covers. The after-sales serviceability baseline was expanded from 39 to 112 requirements. At the same time, the assessment model was optimized, and independent third-party evaluations were introduced to ensure that acceptance standards remain objective and rigorous.

vivo established a self-service repair website that provides end-to-end services, including access to repair manuals and the purchase of spare parts and tools. Repair manuals tailored to self-repair scenarios were developed, covering the full process from disassembly and reassembly guidance to tool usage. These resources are complemented by simplified toolkits and post-repair calibration solutions, helping to lower barriers to self-repair.

More than 10 types of spare parts are available to meet common repair needs. For certain components, supply is maintained for up to 7 years after the end of product sales, helping ensure the long-term availability of replacement parts.

Service period for the supply of spare parts for key product components

up to **7** years<sup>23</sup>

Software upgrade and maintenance service period

up to **7** years<sup>24</sup>

Cumulative number of users benefited

over **500** million

<sup>22</sup> The French Repairability Index (Indice de réparabilité) is a repairability scoring system mandated by the French Government for labelling on electronic products.

<sup>23</sup> The service period refers to the length of time during which designated spare parts for key components remain available, commencing from the date on which the relevant product model is discontinued in the applicable market. The scope of covered spare parts and the applicable service period may vary by product, model and market. For details, please refer to official vivo channels, including the vivo website, customer service hotline or authorized service centers.

<sup>24</sup> The service period refers to the length of time during which security updates, issue fixes, feature updates and other necessary software maintenance support are provided for applicable products. The scope and duration of updates may vary by product, model and market. For details, please refer to official vivo channels, including the vivo website, customer service hotline or authorized service centers.

## Sustainable Materials to Care for Nature

Sustainable materials, while maintaining excellent performance, reduce the consumption of natural resources and energy, offering greater potential for recycling and environmentally friendly characteristics. vivo continues to explore solutions for material lightweighting and reduction, promotes the application of sustainable materials, and enhances the environmental friendliness of its products.

### Application of New Materials

Since 2019, vivo has collaborated with partners to develop bio-based materials, focusing on polyamide (PA) derived from renewable resources such as castor beans. Compared with traditional plastics, bio-based materials generate lower carbon emissions and fewer pollutants during the manufacturing process and have a lesser impact on the environment.

The Company continues to drive technological upgrades, continuously enhancing the low-density performance and application potential of materials. In 2025, the annual usage of PA material reached 80.26 tonnes, representing a 7.4% increase compared to 2024. At the same time, we have developed a new PA material with a density as low as 0.83g/cm<sup>3</sup>, and its application scope has been extended from mid-to-high-end models to the Y series.

### Material Recycling

The recycling of resources is a key element in enhancing the environmental sustainability of products. vivo has prioritised R&D to increase the material recycling rate, reduce reliance on virgin resources and alleviate environmental pressure from the production process.

Compared with primary aluminium smelting, recycled die-cast aluminium does not require the high-temperature electrolytic extraction process and can significantly reduce carbon emissions and energy consumption. We continue to expand the application of die-cast aluminium materials in our products. In 2025, the total usage of die-cast aluminium materials reached 6,318 tonnes, representing a 44.1% increase compared to 2024. The full-year reduction in carbon emissions associated with primary aluminium smelting is estimated at approximately 92,117 tCO<sub>2</sub>e<sup>25</sup>. Currently, die-cast aluminium has been widely applied to over 20 products, covering multiple series including S, Y, V and iQOO Z.

At the same time, the Company has actively promoted the application of post-consumer recycled (PCR<sup>26</sup>) glass. Since 2024, recycled glass has been incorporated into the screen covers and rear glass panels of all product ranges, accounting for 30% of total glass material usage. This has effectively reduced the extraction and processing of high-energy-consumption raw materials and mitigated the environmental impact of glass waste.

<sup>25</sup> Calculated using the carbon emission factor for primary aluminium production disclosed by the International Aluminium Institute (15.1 tonnes/tCO<sub>2</sub>e) and the carbon emission factor for recycled aluminium production (0.521 tonnes/tCO<sub>2</sub>e).

<sup>26</sup> PCR (Post-Consumer Recycled) glass refers to glass material recovered after consumer use, which is reprocessed through procedures such as cleaning and crushing for reuse in the manufacture of new products.

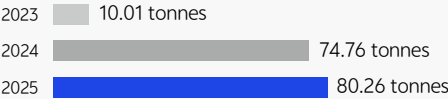


## Material Reduction

During the product structural design phase, we continued to advance lightweighting and weight reduction designs, optimize material application schemes, and reduce raw material consumption.

- Insert:** By increasing the material yield strength from 750 MPa to 1,000 MPa and optimising the insert thickness from the industry standard of 0.2 mm to 0.15 mm, vivo has achieved material reduction while maintaining structural performance. In 2025, the usage of inserts with a specification of 0.15mm increased by 115% compared to 2024, achieving an annual reduction of 28.19 tonnes of stainless steel material and an indirect reduction in carbon dioxide emissions of approximately 102.89 tonnes<sup>27</sup>, representing an increase of 180% compared to 2024.

### Usage of bio-based PA materials



### Carbon emission reductions achieved through insert optimization



Proportion of recycled aluminium alloy materials to the usage of aluminium alloy materials

63.2%

Proportion of recycled glass used in total glass material usage

30%



<sup>27</sup> Estimated based on the average CO<sub>2</sub> emission factor for stainless steel production disclosed by the World Stainless Association (3.65 kgCO<sub>2</sub> /kg).

## Sustainable Packaging for Moderation and Nature-Friendliness

vivo adheres to a minimalist and environmentally friendly design philosophy, continuously optimizes product packaging solutions, implements lightweight packaging, expands the application of recyclable materials, upholds the de-plasticisation concept, and establishes a sustainable packaging system while ensuring user experience.

### Packaging Weight Reduction and Renewal

We continuously optimize packaging design by simplifying packaging structures, streamlining the unboxing process and advancing digital information presentation. These measures enhance the user unboxing experience while promoting packaging lightweighting and reducing material consumption.



The Watch 5 colour box has undergone lightweight design, with weight reduced

from 174g to **129** g  
achieving a **26%** weight reduction

the instruction manual has been streamlined electronically, with page count reduced

from 16 pages to **8** pages,  
resulting in a **50%** reduction in paper usage<sup>28</sup>



The user manual for the Tablet 6 Pro has been streamlined electronically, reducing

the page count from 6 to **2**  
and decreasing paper consumption by **67%**<sup>28</sup>

The manuals for Air 3 and Air 3 Pro have been streamlined electronically,

reducing the page count from 10 to **4** and decreasing paper consumption by **60%**<sup>28</sup>

<sup>28</sup> The data is calculated based on actual paper consumption.

## Use More Renewable Materials

vivo continues to enhance the sustainability of packaging materials by increasing the proportion of renewable materials used in packaging and reducing reliance on natural resources.



### Application of FSC-certified paper

All colour cartons for European products utilise paper certified by the Forest Stewardship Council (FSC), ensuring that packaging paper originates from sustainably managed forests and promoting the sustainable utilization of forestry resources.



### Soy ink printing

All packaging colour boxes for the full range of mobile phone products utilise environmentally friendly soy inks to replace traditional mineral oil-based inks, effectively reducing emissions of volatile organic compounds (VOCs) during the printing process and alleviating the burden on the environment at the production stage.



### Regenerated fibre lining material

Regenerated pulp made from waste sugarcane bagasse has a lower environmental footprint and good renewability. The Company widely employs this material in mobile phone packaging across the European market, with recycled pulp accounting for not less than 50% of the pulp tray.



### Application of recyclable shrink film

The full range of packaging shrink films for the European market has been optimized through the application of recycled materials, utilising a composition containing 31% post-consumer recycled plastic to reduce reliance on virgin plastic.

## Plastic Reduction in Packaging

vivo is actively advancing the process of eliminating plastics from packaging. The vivo Indonesia Manufacturing Facilities is progressively replacing expanded polystyrene with corrugated cardboard, thereby reducing the use of single-use plastic foam materials and enhancing the recyclability and environmental friendliness of packaging materials.

Furthermore, we continue to advance the "Paper over Plastic" strategy in the European market by adopting biodegradable sulphur paper in the packaging of multiple newly launched models, effectively reducing plastic usage and enhancing the degradability of packaging.

## Reuse of Packaging

vivo continues to promote the recycling and reuse of transport packaging materials, collaborates with supply chain partners to optimize logistics processes, and enhances resource utilization efficiency. The Company collaborates with domestic suppliers to centrally recover and reuse corrugated cartons used for packaging materials. In 2025, over 647,000 cartons were recovered, approximately 550 tonnes of raw materials were reused, resulting in an overall recovery rate of approximately 88%.

### Recycling rate of transport cartons:



cartons were recovered

raw materials were reused

overall recovery rate of approximately

647,000

550 tonnes

88%

# Minimizing the Use of Hazardous Substances

vivo continues to enhance its environmental management systems, improve the environmental compliance of its products, and strengthen hazardous substance controls throughout the entire product lifecycle, thereby safeguarding consumer health and ecological safety.

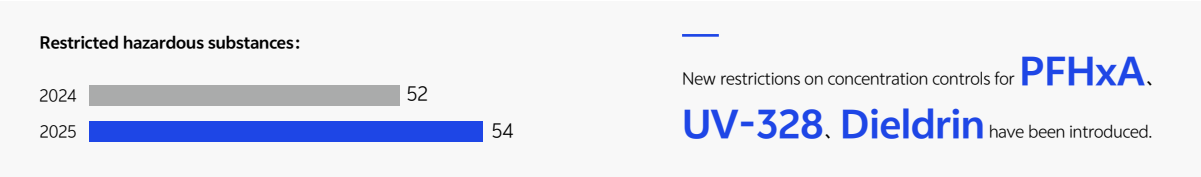
In 2025, we released the sixth edition of the *vivo Environmental Standard for Purchased Materials*. The updated standard strengthened the implementation requirements of the mandatory Chinese standard GB 26572, revised the limit requirements for PFOS and formaldehyde, introduced concentration limits for three additional substances—PFHxA, UV-328, and Dechlorane Plus<sup>29</sup>, and updated the corresponding testing methods. By the end of 2025, vivo had restricted the use of 54 hazardous substances.

In pursuit of the management objective of “zero escape of risks,” the Company exercises rigorous control over every material-related checkpoint at the source. We have strengthened material screening during the design stage, enhanced testing capabilities throughout manufacturing processes, and optimized abnormality detection and early-warning procedures. In 2025, vivo continued to achieve zero escape of non-compliant products at critical stages, including material acceptance and product assembly, and maintained its IECQ QC 080000 Hazardous Substance Process Management System certification for another consecutive year.

In supply chain management, vivo continued to conduct unannounced inspections of suppliers’ hazardous substance testing capabilities and embedded audits at ODM factories. These initiatives systematically enhanced suppliers’ hazardous substance management capabilities. We also implemented standardized management for personnel in key positions and dynamically monitored staff qualifications and the operational stability of testing equipment.

Meanwhile, we continued to optimize the Product Compliance Management (PCM) system by embedding hazardous substance management requirements throughout the entire product development process. This enables systematic compliance management across all stages, from requirements introduction and design and development to manufacturing and assembly. Consumers can access information on product chemical substance management through product manuals and the built-in hazardous substance information table in the Chinese market, or through vivo’s official certification disclosure website in overseas markets.

The Company places great importance on team capability building and compliance training. In 2025, a total of 10,123 participations in specialized environmental knowledge training and assessments were recorded, with a pass rate of 100%. We also provided targeted capability-building programs for suppliers, covering 608 participations.



<sup>29</sup> PFHxA, including perfluorohexanoic acid, its salts, and related substances, is a newly regulated substance under the EU REACH Regulation. UV-328, or 2-(2H-benzotriazol-2-yl)-4,6-di-tert-pentylphenol, and Dechlorane Plus (DP) have been added in recent years to the list of persistent organic pollutants (POPs) under the Stockholm Convention. These substances are subject to increasing global regulatory scrutiny due to their environmental persistence, bioaccumulative properties, and potential ecological and health risks.



# End-of-life Disposal Solutions for More Environmentally Friendly Products

vivo actively implements the concept of a circular economy, fully applies the extended producer responsibility system, continuously improves end-of-life product recycling and disposal mechanisms, incentivises user participation in old device recycling through diverse recycling activities, effectively reduces electronic waste landfilling, and promotes the development of the circular economy.

## Optimize Product Take-back and Disposal Schemes

vivo continues to refine its online and offline recycling channels, providing users with a convenient green recycling scheme featuring incentive mechanisms.

### Trade-in program

Users who purchase a new vivo or iQOO device via the platform and opt to recycle their old mobile phone shall be entitled to an additional cash subsidy, thereby significantly enhancing user engagement. In 2025, the official website's "trade-in" campaign recovered approximately 110,000 old mobile phones, representing a 10% increase compared to the 100,000 units in 2024. At the same time, we extended our green device replacement service to Europe, launched a trade-in program on our official website in Spain, and recycled over 300 devices throughout the year.

### Retention of defective parts

vivo encourages users to retain replaced defective original components at vivo service centers in exchange for applicable maintenance fee reductions. The initiative covers key components such as motherboards, displays, batteries and rear covers across multiple mobile phone models, promoting the implementation of spare parts recycling and green repair concepts. In 2025, the vivo China Market Defective Parts Repair and Retention Parts campaign repaired 1,124,591 key components, representing a 13.8% increase compared to the 987,687 components in 2024.

In 2025, vivo's offline stores in the China market cumulatively collected 320,598 used devices, while online channels collected 953,390 used devices. The weight of discarded and defective parts in the China market was 249.28 tonnes, while that in overseas markets was 61.21 tonnes, representing increases of 0.9% and 3.8%, respectively, compared with 2024. All waste generated by the Company is disposed of in compliance with environmental regulations by third-party treatment agencies holding appropriate environmental qualifications, with a compliance disposal rate consistently maintained at 100%.

The Company has established a systematic mechanism for the recovery of defective materials for products within the warranty period to ensure that obsolete components are returned to the factory for environmentally compliant disposal; for products outside the warranty period, the approach is primarily user-guided, encouraging users to retain defective materials and either return them to the factory or entrust them to locally compliant entities for disposal. In 2025, the in-warranty used parts recovery rate in the China market reached 99.99%, while the out-of-warranty recovery rate was 94.5%; for overseas markets, the in-warranty used parts recovery rate reached 99.92%, and the out-of-warranty recovery rate was 62%.

## Explore Possibilities for Reuse

vivo persists in exploring the implementation of products' "second life", promoting the recycling of resources. For equipment recovered during operations, after undergoing professional inspection and maintenance, vivo redeployed them as spare units, primarily for internal scenarios such as business support and employee training.

### Total volume of old equipment recycled:



### Recycled and processed waste electrical and electronic equipment:



## Green Operation<sup>30</sup>

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 updated institutional documents such as the *Emergency Response Specification for EHS*, *Classification and Management Specification for Waste*, and *Production Environment Control Specifications*, and formulated location-specific policies in line with the requirements of each operating location to effectively fulfill our commitment to green and environmentally friendly operations.

We revised the important members, responsibilities, and division of labor of the EHS Committee to better respond to emerging challenges in our operations. We also conducted regular monitoring and assessment to track progress toward EHS targets. Targeted improvement measures were implemented in key areas to ensure effective achievement of environmental management goals.

We have systematically designed EHS training courses and made them available to all employees via the "vCollege" platform, and promoted EHS-related knowledge through channels such as the "v News" bulletin, thereby fostering a green and healthy working environment. At our Indonesian factory, we have appointed dedicated EHS management personnel and an Emergency Response Team (ERT), deployed environmental monitoring equipment to conduct regular monitoring, and utilized information technology and ledger management to track all EHS objectives and ensure their achievement.

As of the reporting period, EHS risk assessments have been completed across all workplaces, and all factories in the China Operations have obtained ISO 14001 certification. In addition, the Chongqing Industrial Park has obtained the Chongqing Green Factory certification.

<sup>30</sup> Unless otherwise specified, the data scope of the Green Operations section covers only vivo Mobile Communication Co., Ltd. and its subsidiaries.

#### vivo's Chongqing Industrial Park in the China Operations has Obtained Green Factory Certification

vivo has deeply integrated the concept of green manufacturing into the entire production lifecycle. In September 2025, vivo's Chongqing factory in the China Operating Region obtained the Chongqing Green Factory certification. The certification recognizes the Company's achievements in energy conservation and emission reduction, marking a solid step forward in promoting the green transformation of the manufacturing sector.



## 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 principles of legality and compliance, sustainability, a systematic approach, and prioritizing conservation, vivo has established a comprehensive water resource management system and continuously optimizes its water management practices. Water used for production and operations is sourced entirely from municipal tap water. In 2025, total water abstraction at the China manufacturing site was approximately 2.24 million tons.

To strengthen water management at the source and enhance operational efficiency, vivo has built a water consumption accounting system that spans all stages of production and operations. Water usage monitoring platforms are deployed across its parks to enable real-time monitoring and provide early warnings for abnormal usage, effectively preventing water waste. The Company manages rainwater discharge in a standardized manner to ensure compliant discharge via the park's pipeline network. In accordance with government requirements, production wastewater treatment is entrusted to professional agencies, ensuring compliance and safety throughout the treatment process. In addition, we actively promote the reuse of reclaimed water. Through a reclaimed water reuse system, recycled water is reused in non-production scenarios such as ground cleaning, significantly improving the recycling rate and reducing water abstraction.

Through refined management and water-saving technology transformation, in 2025, the recycled water volume in vivo's China Industrial Parks reached 1,250 tons.

Water saved from the recycling project in 2025

**21,235** tons



### Concentrate water recovery

vivo actively promotes concentrated water recovery initiatives in its China Industrial Parks. In 2025, through optimization and stable operation of the recovery system, these efforts led to annual water savings of over 20,000 tons, contributing significantly to water resource utilization efficiency.



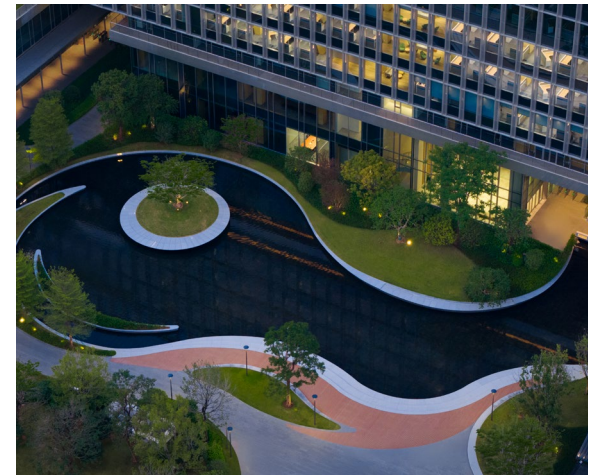
### Wastewater reuse

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



### Equipment retrofitting

During the operation of the central air conditioning cooling system, vivo has implemented advanced control over key parameters such as cooling water conductivity and optimized the cooling water replacement strategy. This initiative has enabled stable system operation and enhanced water resource utilization efficiency.



# Waste Management

Adhering to the principles of "reduce, 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 other relevant regulations in its operating locations, and has established internal regulations such as the *Hazardous Waste Management Standards* to ensure rigorous control over all types of waste. During the reporting period, vivo updated the *Standards for Classification and Management of Wastes* in accordance with the *Catalogue of Solid Waste Classification and Codes* to further clarify the classification and management requirements for solid waste, continuously improve the waste management system, reinforce management responsibilities, and enhance the standardization and effectiveness of waste management.

During operations, 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 2025, vivo China Industrial Parks generated 114 tons of hazardous waste and 7,281 tons of non-hazardous waste. The Company achieved a 100% compliance rate for non-hazardous waste, hazardous waste, and electronic waste disposal. In terms of resource recovery, a total of 4,622 tons of wastepaper, 2,488 tons of waste plastic, and 170 tons of waste metal was recycled through the industrial chain at vivo's China Industrial Parks, with a total waste recycling rate of 100%. The recycling rate for certain hazardous waste (such as discarded PCB boards) reached 62%. All waste generated by the Company was disposed of by certified third-party treatment agencies in a compliant manner, with the compliance disposal rate consistently maintained at 100%.

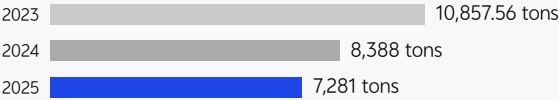
Furthermore, vivo continues to strengthen global compliance management of electronic waste. vivo engages partners that comply with the WEEE Directive to handle all electronic waste generated in the European Union, ensuring safe and compliant end-of-life treatment.

| 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  | Disposed of by qualified third-party service providers to carry out harmless disposal                                                                                       |

Types of Waste and Disposal Method

In terms of waste management for suppliers, we have communicated the requirements to the supply chain and 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, thereby establishing a responsible resource recycling system.

## Total amount of hazardous waste generated in vivo's China Industrial Parks:



Recycling and utilization rate of non-hazardous waste for three consecutive years(2023, 2024 and 2025)

100%

Compliant disposal rate of hazardous waste is

100%

Compliant disposal rate of electronic waste is

100%

# 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 enhance management standards 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, thereby establishing a performance evaluation mechanism to ensure the effective implementation of all pollutant management objectives.

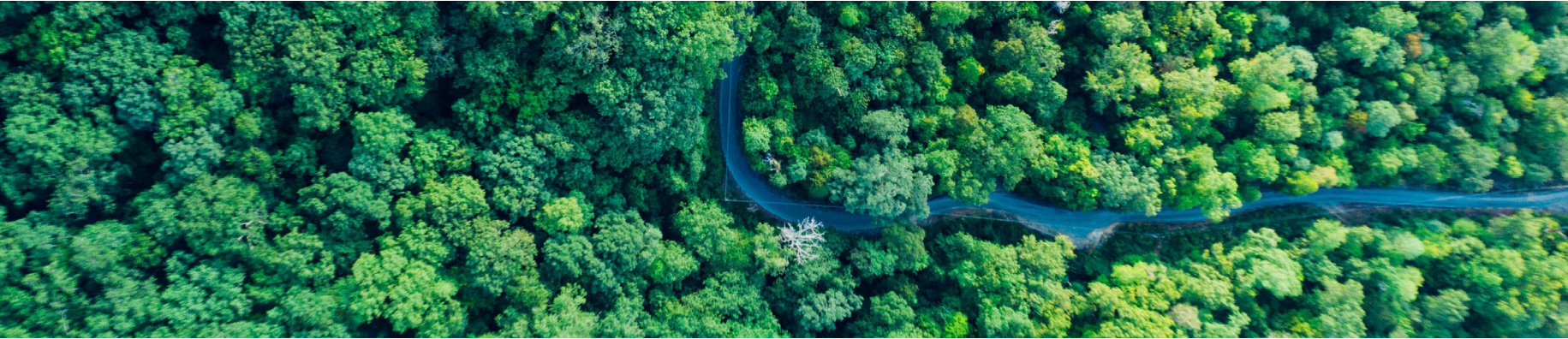
In 2025, vivo achieved a 100% compliance rate for all pollutant emissions across all its parks, with no environmental pollution incidents recorded throughout the year.

Environmental pollution incidents

0

| 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



## Tackling Climate Change

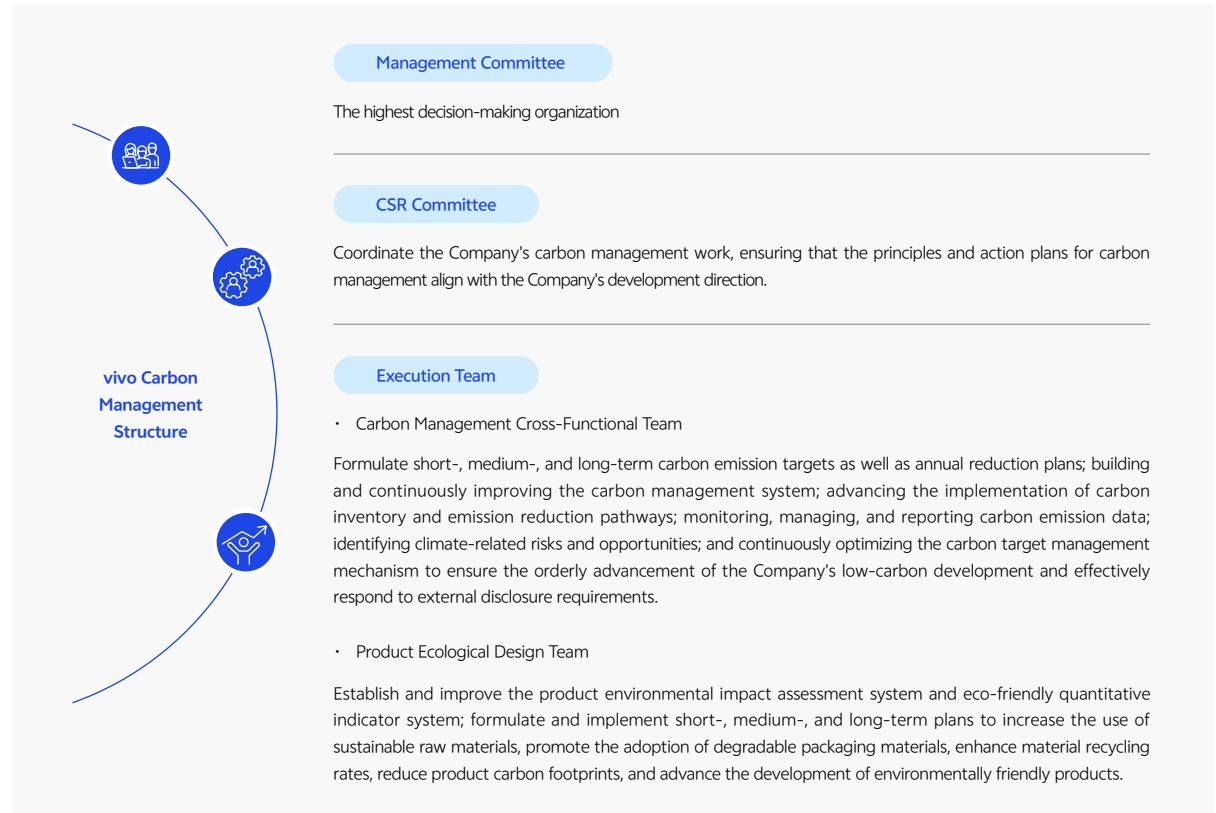
To implement the action plan for "Carbon Peaking and Carbon Neutrality" amid the urgent challenge of global climate change, vivo integrates the impact of climate change into our corporate decision-making processes. We set long-term, scientific, and ambitious goals to guide effective and orderly carbon 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. 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.



Climate Risks and Opportunities

vivo closely monitors the risks and opportunities arising from climate change, has formulated the vivo *Climate Change Opportunity Assessment Results and Response Strategy*, systematically carried out work on identifying climate-related risks and assessing opportunities, with a focus on green manufacturing, energy efficiency improvement and low-carbon product innovation, clarifying response pathways and specific measures.

On the risk response front, vivo continuously monitors the potential impact of extreme weather on the stability of production and operations. vivo organized emergency drills targeting extreme weather conditions such as typhoons, torrential rain, earthquakes, and blizzards, completing 7 drills in China Operations in 2025, effectively enhancing emergency response and rescue disposal capabilities, and strengthening the assurance of personnel safety and property security.

During the reporting period, there were no disruptions to production or operations due to extreme weather events. Looking ahead, vivo plans to further strengthen its climate risk identification and response systems, comprehensively enhancing climate resilience across its operations.

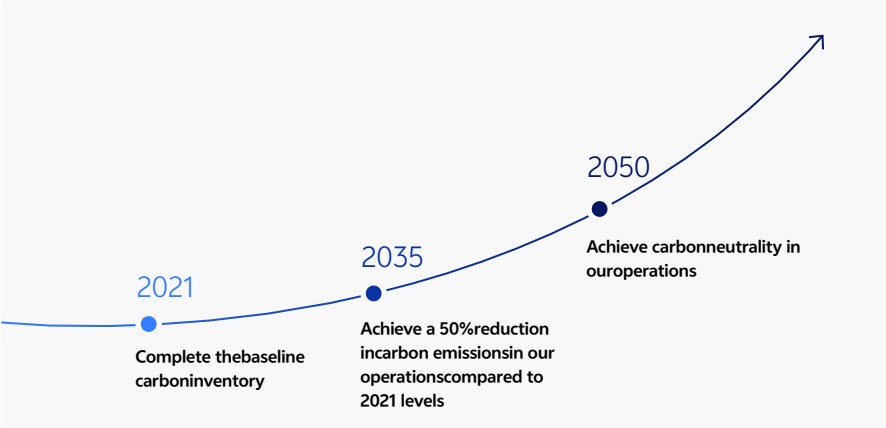
| Risk Type        |                             | Risk Content                                                                                                                  | Response Measures                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|------------------|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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                                                                                                                                                                                                                                                                                                                          |
|                  | Reputational risks          | 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                                                                                                                                                                                                                                                                                                                  |

| Opportunity Type            |                               | Opportunities Content                                                                                         | Response Measures                                                                                                                                                                                                                                                                                                    |
|-----------------------------|-------------------------------|---------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Energy sources / 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

vivo actively responds to the 2° C temperature control target proposed by the *Paris Agreement* and the national "dual-carbon" targets, and, in light of its operational reality, clearly sets out low-carbon development goals. 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.



By 2025, carbon emissions in vivo's operations had declined by 15% compared to 2021. In 2025, vivo set an annual emissions reduction target of 2.5% for its China operations, using 2024 as the baseline year, to further advance its carbon goals. By the end of the reporting period, emissions had declined by 6.6% on a comparable basis, as verified by a third party, surpassing the preset target. The Company also refined its management approach by setting differentiated reduction targets based on the operational characteristics of each factory, encouraging each manufacturing base 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. At the beginning of the year, the M0 factory of vivo's Dongguan Industrial Park set an annual target to reduce its operational carbon emissions by 10% compared to 2024. Through various measures, including energy-saving technical upgrades, by the end of the reporting period, operational carbon emissions at the M0 factory had declined by more than 92%.

vivo continues to adhere 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 2025, vivo continued to advance carbon emissions verification across its operations, conducting a comprehensive review of carbon emissions across all stages and engaging a third party for verification and confirmation. 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 further enhance its capability to identify and manage carbon emissions across the entire value chain, both upstream and downstream.

|                             |                              |
|-----------------------------|------------------------------|
| Gasoline usage              | 97.91 tons                   |
| Diesel usage                | 62.22 tons                   |
| Electricity usage           | 14,707 MWh                   |
| Total Scope 1 GHG emissions | 31,939.56 tCO <sub>2</sub> e |
| Total Scope 2 GHG emissions | 90,935.16 tCO <sub>2</sub> e |
| Total Scope 3 GHG emissions | 99,465.71 tCO <sub>2</sub> e |

Energy Use and Greenhouse Gas Emissions of vivo China Operating Region in 2025 <sup>31</sup>

<sup>31</sup> 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.

## Emission Reduction in Our Operations

vivo continues to refine its comprehensive energy management system aimed at improving energy efficiency and reducing carbon emissions through systematic management and process optimization. The Company has formulated and implemented 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 unit and continuously improving energy management processes. In 2025, Dongguan Industrial Park of China Operations obtained ISO 50001 energy management system certification.

This year, we conducted energy audits to identify energy risks and savings potential across our operations, continuously driving the implementation of relevant improvement measures. Additionally, we deployed an online energy management system, conducted real-time monitoring and data collection for major energy-consuming equipment, including air conditioning, lighting, compressed air systems, and data centers, and carried out energy consumption analysis for key energy-using units, evaluating and implementing energy-saving projects. The Indonesia Manufacturing Facilities systematically advanced energy conservation and consumption reduction management by standardizing the use of air conditioning, lighting, and office equipment in public areas.



## Continually Improve Energy Efficiency

The production department has established a comprehensive, strict, and effective energy consumption target management system. Based on historical operational data and annual planning, we set 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 2025, the energy target achievement rate for China Industrial Parks was 157.7%, resulting in approximately 3,211.7 MWh<sup>32</sup> of electricity saved.

vivo is committed to advancing energy-saving technical improvements and encourages relevant professionals to propose measures for enhancing energy use efficiency. In 2025, a total of 29 energy-saving and emission reduction technical improvement projects were implemented at China manufacturing sites, resulting in approximately 6,190.7 MWh of electricity saved and approximately 3,661.93 tCO<sub>2</sub>e of carbon emissions avoided annually.

SMT UPS Energy Consumption Optimization Project



At the Chongqing Industrial Park, a project to optimize SMT UPS energy consumption reduced UPS operational energy consumption by eliminating the rectifier-inverter power supply while ensuring equipment safety and product quality, saving 183 MWh of electricity and reducing 97.10 tCO<sub>2</sub>e of carbon emissions annually.

Data Center Server Power Optimization Project



vivo Dongguan Industrial Park continuously optimized server resource scheduling by implementing dynamic management based on server load, automatically shutting down servers during low-load periods and activating them during peak periods, and optimizing the scheduling of 384 servers, saving approximately 325.2 MWh of electricity and reducing carbon emissions by about 172.55 tCO<sub>2</sub>e annually compared with the same period.

Workshop Lighting Optimization Project



vivo Chongqing Industrial Park upgraded the original 20W light tubes with a luminous efficacy of 80lm/W to high-efficiency 7.5W light tubes with a luminous efficacy of 180lm/W, enhancing lighting performance while saving 139.1 MWh of electricity and reducing 73.81 tCO<sub>2</sub>e of carbon emissions annually.



## Clean Energy Use

vivo is actively advancing the transformation of its energy structure and accelerating the deployment of clean energy to gradually reduce reliance on non-renewable resources in its operations. As of the end of 2025, the newly installed photovoltaic capacity at vivo's M0 factory and Jiangbei factory in Dongguan Industrial Park reached 3.61 MW, and the Company's distributed photovoltaic (PV) power generation projects at the Dongguan Industrial Park in the China Operations produced a total of 8,933.78 MWh of electricity, with 8,274.64 MWh used for internal consumption. The use of photovoltaic energy contributed to a reduction of approximately 5,281.70t CO<sub>2</sub>e<sup>33</sup> in greenhouse gas emissions, representing a 43.62% increase compared to 2024, thereby exceeding the offset target set for the photovoltaic project at the beginning of the year.

In the transportation sector, vivo continues to expand low-carbon mobility solutions. At the Chongqing Industrial Park in the China Operations, 100% of employee shuttle buses are now electric, effectively reducing carbon emissions from daily commuting. Meanwhile, the Dongguan Industrial Park in the China Operations is also advancing the electrification of its own vehicle fleet—phasing out fuel-powered vehicles while introducing fully electric and low-fuel-consumption models, thereby further reducing the operational carbon footprint. vivo Indonesia Manufacturing Facilities has introduced electric forklifts, effectively reducing carbon emissions in production material handling and warehousing.

In the management of greenhouse gas emissions, the Company continues to optimize its schemes for the use of refrigerants and fire-fighting media, progressively phasing out refrigerants with high environmental impact and promoting third-generation alternatives or those with lower environmental burdens; concurrently, it is advancing the replacement of Hexafluoropropane fire extinguisher with products based on perfluorohexanone. In the future, the Company will progressively increase the proportion of fourth-generation refrigerants and natural working fluids such as liquid carbon dioxide, and advance the deployment of IG541 fire suppression systems to mitigate the climate impact arising from fugitive emissions.

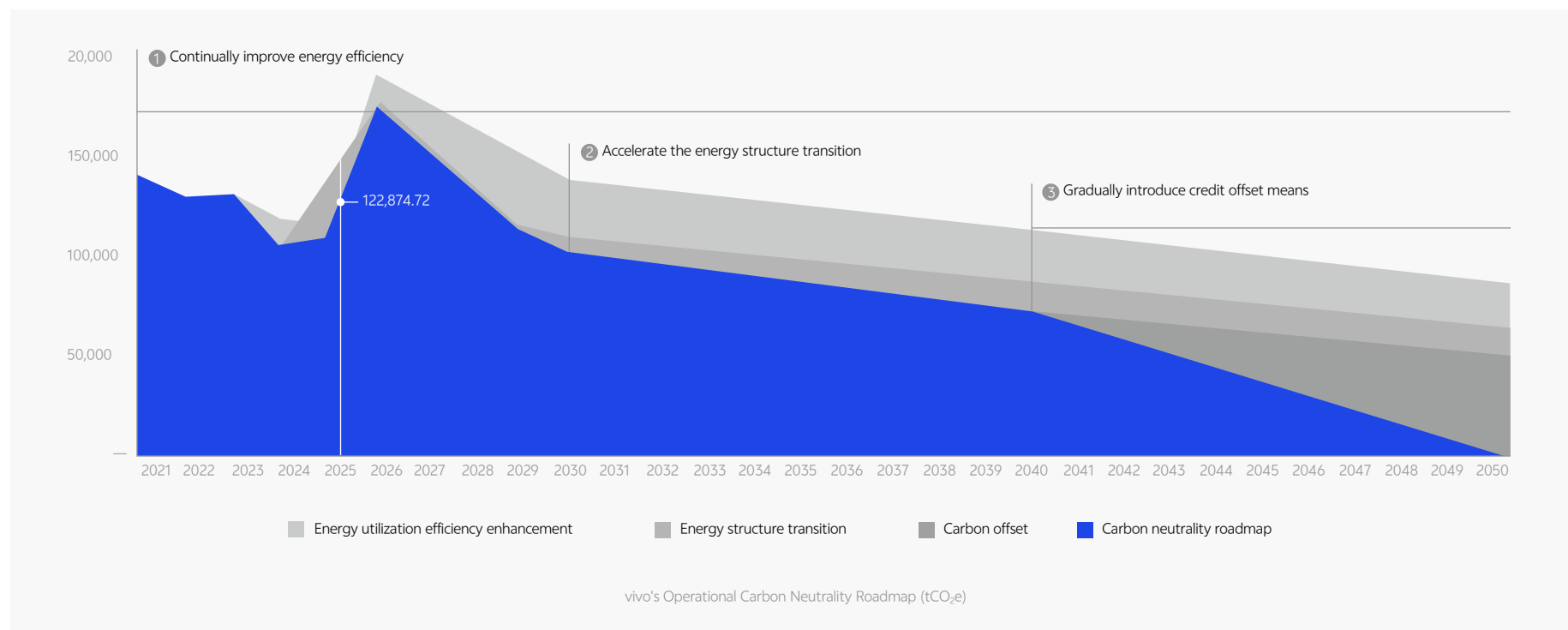
<sup>32</sup> The scope of calculation covers existing operational areas for which targets were set at the beginning of the year. New office premises added during 2025 were not included in the target-setting scope at the beginning of the year and are therefore excluded from the calculation of this achievement status.

<sup>33</sup> Calculated based on the 2024 emission reduction project China regional grid carbon dioxide baseline emission factor of 0.6383 MWh/tCO<sub>2</sub>e.

## Gradually Introduce Credit Offset Means

vivo adheres to the principle of “prioritizing direct emission reduction over removal, and removal over offsetting,” with energy efficiency improvement and energy structure optimization as the primary pathways for emission reduction. For minimal residual emissions that are unavoidable, carbon removal technologies and high-quality carbon credit mechanisms will be adopted as supplementary measures. Combined with investments in renewable energy, vivo is building a tiered carbon neutrality pathway of “reduction-removal-offset.” In 2025, vivo purchased green electricity certificates corresponding to 31,900 MWh of power, resulting in an equivalent reduction of approximately 169,264.1 tCO<sub>2</sub>e<sup>34</sup> in greenhouse gas emissions, further contributing to the achievement of the Company’s carbon goals.

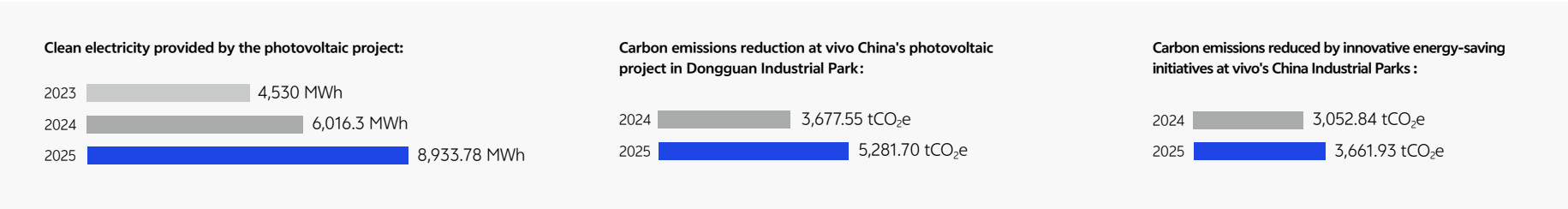
We have established a carbon neutrality roadmap at the operational level, tracking completion progress to ensure the smooth achievement of the carbon neutrality goals:



<sup>34</sup> Calculated based on the national average carbon dioxide emission factor for electricity in 2023 of 0.5306 tCO<sub>2</sub>e/MWh, as published by the Ministry of Ecology and Environment in its Announcement on the Release of Carbon Dioxide Emission Factors for Electricity in 2023 dated 31 December 2025.

## Low-Carbon Transformation of the Value Chain

vivo integrates the philosophy of green operations throughout its upstream and downstream 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 transformation throughout the value chain, systematically building a value chain with green resilience.



# Value Creation

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## 05

Employee Growth

Win-Win Cooperation

Industrial Co-Prosperity

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Safety hazard closed-loop rate in the China Operating Region

100%

The signing rate for supplier sustainable procurement terms (including environmental, labor and human rights) in contracts and the *Supplier Code of Conduct*

100%

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

700

Total duration of online and offline training

299,952.1 hours

Percentage of suppliers involved in conflict minerals that have received compliance training

100%

Submitted proposals or recommendations more than

5,600



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 <sup>35</sup>

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.

## Safeguarding Health and Safety

Safeguarding the occupational health and safety of our employees is a bottom line we consistently uphold. We continuously improve our occupational health and safety management system, rigorously implement various work safety measures, and strengthen employees' safety awareness and emergency response capabilities, striving to create a safe, healthy, and trustworthy working environment for all the employees.



## Occupational Health and Safety Management

vivo's core focus is on continuously improving the EHS management system covering all company operations. Based on strict compliance with laws and regulations in each operating location, vivo has formulated and implemented policies such as the *EHS Management Manual*.

During the reporting period, the Company further strengthened its occupational health and safety management system by introducing new policies such as the *Fire Safety Key Area Risk Inspection and Checkpoint Specification* and the *Canteen Audit and Quality Control Specification*. It also revised and refined existing regulations including the *EHS Emergency Management Specification*, *EHS Inspection Work Instruction*, *Regulations on Dangerous Operations Management*, and *Company Late-Night Snack Management Regulations*. Additionally, the EHS team's organizational structure was optimized to clarify the team's mission, responsibilities, and division of labor, while corresponding adjustments were made to staffing levels.

In relation to the annual EHS work, the Company has established 8 objectives, including zero fire incidents, control of the recordable injury rate per thousand employees, elimination of occupational disease cases, prevention of drinking water and food poisoning incidents, and improvement of emergency management mechanisms. Currently, all indicators have generally met expectations. In 2025, the lost time injury frequency rate per million hours worked in the China Operating Region was 0.53, with 21 minor work-related injuries and 5 severe work-related injuries recorded <sup>36</sup>. All factories have obtained certification under the ISO 45001 Occupational Health and Safety Management System.

vivo systematically carried out occupational hazard identification, control and effect evaluation throughout the entire process of project initiation, construction, trial

production and formal operation. In accordance with the *EHS Factors Identification and Risk Assessment Work Instruction*, we have conducted a comprehensive identification of EHS factors across all business activities, products, and services, and carried out a systematic assessment of existing and potential risks. For identified significant EHS risks, the Company has established and implemented corresponding control measures to continuously mitigate the impact of such risks on employee health and safety, ensuring that occupational health management requirements are effectively implemented across all business processes. In 2025, some EHS compliance and sustainable development capacity building special investments exceeded 8.41 million yuan, with a focus on employee occupational health monitoring and global medical rescue guarantee system construction, safety production infrastructure upgrading and fire prevention and control capacity improvement, management system compliance optimization and professional qualification certification maintenance.

Through systematic health protection measures, we continuously enhance the occupational health and safety standards of our employees. The Company has 869 certified first-aid personnel <sup>37</sup> and has established medical rooms in Dongguan and Chongqing factories of China Operating Region, to provide employees with daily medical consultations, wound treatment, and emergency rescue services. At the same time, the Company provides employees with necessary labor protection equipment and implements occupational health examinations covering the entire process of pre-employment, on-the-job, and post-employment for employees in positions involving occupational hazards. In 2025, the occupational health examination coverage rate for hazardous posts reached 100%, and the number of occupational disease incidents among employees was zero.

Occupational disease incidents among employees in 2023, 2024 and 2025

0

Proportion of workplaces where health and safety risk assessments are conducted

100%

<sup>35</sup> Unless otherwise specified, the data scope for the subsection on supporting employee growth covers only vivo Holdings Limited and its subsidiaries.

<sup>36</sup> Recordable data on work-related injury was collected according to the national work-related injury recognition standards, with the time of work-related injury recognition as the statistical caliber. In 2025, the number of minor work-related injuries include 11 non operational injuries, and the number of serious work-related injuries include 3 non operational injuries. Non operational injuries mainly occur during employees' commuting, travel, and cultural and sports activities organized by the Company.

<sup>37</sup> Data on certified first aiders covers vivo Mobile Communication Co., Ltd and its subsidiaries, as well as regional subsidiaries in Indonesia (PT VIVO MOBILE INDONESIA, PT Telekomunikasi Pintar Indonesia, PT Lucky Ecommerce Indonesia).

## Identification and Control of Potential Safety Hazards

vivo continues to increase dedicated investment in security, and through systematic construction of security mechanisms and participation by all employees, it has solidly advanced the investigation and governance of hidden dangers.

We have established an EHS audit and inspection mechanism covering all operation regions. Specialized inspections are conducted on a regular basis, while internal and external audits of the EHS management system are organized and implemented to continuously advance the closed-loop management of hazard identification and rectification. At the quality laboratory of the Indonesia Manufacturing Facilities, the Company has strengthened standardized management of chemicals across storage, usage, and disposal stages by integrating daily routine inspections with monthly special spot checks on chemicals. The Company continues to deepen the full process control of EHS. At the equipment management level, completed the EHS special acceptance of new equipment and batch imported equipment; improved the standardized management system for environmental protection facilities and implemented regular maintenance of environmental protection equipment, and ensured stable and compliant discharge of pollutants. In terms of on-site safety risk control, we have completed the special transformation of AGV equipment risk points and conducted safety assessments for the introduction of anti-skid slippers in the workshop, preventing and controlling AGV mechanical injury accidents from both hardware transformation and on-site protection dimensions; standardized the emergency response process for lithium batteries throughout the entire process, and produced standardized emergency education videos to enhance emergency response capabilities. At the level of personnel safety capacity building, a series of special EHS practical training were organized for high-risk key positions such as forklifts, freight vehicles, and lithium battery operations to strengthen the foundation of safety production for all personnel. In addition, a total of 6,413 safety behavior observations and corrections were made.

vivo has launched a convenient online feedback channel to encourage all employees to actively report EHS issues in their vicinity. We have established an incentive mechanism to provide cash rewards to employees who submit high-value feedback. All feedback is followed up and processed by the responsible units, with closed-loop verification conducted to ensure that issues are effectively resolved. In 2025, the China Operating Region system collected and processed a total of 388 EHS issues, including 128 high-value feedback items, effectively promoting employee engagement in safety management and co-construction.



## Promoting a Safety Culture

The Company integrates the concept of health and safety into daily operations through comprehensive safety training, regular dissemination of knowledge, and practical emergency drills, thereby continuously enhancing employees' safety awareness and response capabilities.

Safety training



In accordance with the *EHS Training Management Regulations*, we have established a systematic training framework that clearly defines the training content and learning requirements for personnel in various roles. Furthermore, it is stipulated that EHS management personnel must pass assessments to obtain relevant qualification certificates, thereby providing a solid and reliable safety guarantee for the Company's daily operations. During the year, vivo's new employees received 100% EHS training, and employees in China Operating Region received 100% specialized training, we conducted over 1,000 specialized EHS training sessions in total, with a total duration of approximately 1,100 hours and attended by over 70,000 participants.<sup>38</sup>

Safety campaigns



vivo continues to promote health and safety knowledge through diversified channels. Regular articles covering topics such as office safety, occupational health, and emergency prevention are published via the EHS official WeChat account, while dedicated EHS courses have been established on the internal learning platform "vCollege". We organised special publicity campaigns in conjunction with key nodes such as "119 Fire Safety Publicity Day" to integrate safety concepts into daily operations, thereby comprehensively enhancing employees' health and safety awareness and self-protection capabilities.

Safety emergency drills



vivo systematically conducted emergency drills covering multiple scenarios including fire safety, equipment failure, hazardous operations, social incidents and natural disasters to address various potential risks in its operations. These drills included key projects such as chemical leaks, electric shock accidents, elevator entrapments and food poisoning, effectively enhancing the emergency response capabilities and practical skills of all staff. In 2025, the China Operating Region conducted a cumulative total of 209 emergency drill activities across 19 categories, with 22,502 participants.

Number of EHS-related training courses over 1,000 in 2024, 2025

1,000

Total number of employees attending the EHS training courses approximately 70,000 in 2024, 2025

70,000

Total course duration approximately 1,100 hours

1,100

<sup>38</sup> Unless otherwise specified, EHS training data covers vivo Mobile Communication Co., Ltd and its subsidiaries, as well as regional subsidiaries in Indonesia (PT VIVO MOBILE INDONESIA, PT Telekomunikasi Pinter Indonesia, PT Lucky Ecommerce Indonesia).

# Safeguarding Health and Safety

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

In accordance with the *Anti-discrimination Management System*, vivo integrates the principles of equality and respect throughout the entire process of talent selection, development, deployment, and retention. The Company firmly prohibits all forms of employment discrimination and shall not treat employees differently on the basis of personal characteristics such as ethnicity, place of origin, household registration, gender, age, appearance, physical condition or marital and childbearing status. It is committed to effectively safeguarding the right to equal employment and fostering a fair and inclusive working environment.

We have established and strictly enforced policies 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*, clearly prohibiting the use of child labor and forced labor. Through measures such as improving employee file management, strictly verifying the identity of new hires, and establishing internal supervision and reporting mechanisms, we have systematically prevented relevant risks. We have also clearly defined emergency remediation procedures in the event of the inadvertent recruitment of child labor to ensure that all employment practices fully comply with applicable laws, regulations, and ethical standards. In 2025, the Company achieved a 100% labor contract signing rate, with no incidents involving child labor or forced labor.

vivo has established a systematic complaint handling mechanism, specifying complaint channels and standardising the handling process through the *Anti-discrimination Management System* and the *Anti-Workplace Sexual Harassment Regulations*. At the same time, the Company protects whistleblowers' privacy through measures such as assigning dedicated personnel with specific responsibilities and implementing electronic encrypted storage, while ensuring the rationality of team structures during investigations to guarantee the objectivity and fairness of both the handling process and outcomes. At the Indonesia Manufacturing Facilities, we established the *Guidelines for Prevention and Handling of Workplace Sexual Violence*, set up a dedicated working group, and through daily awareness campaigns and regular training, continuously enhanced employees' ability to identify and prevent workplace harassment and discriminatory behaviour, thereby mitigating related risks at the source. In 2025, vivo achieved a 100% coverage rate for employee training on preventing discrimination and harassment and safeguarding human rights, with zero substantiated incidents of discrimination or harassment recorded throughout the year.



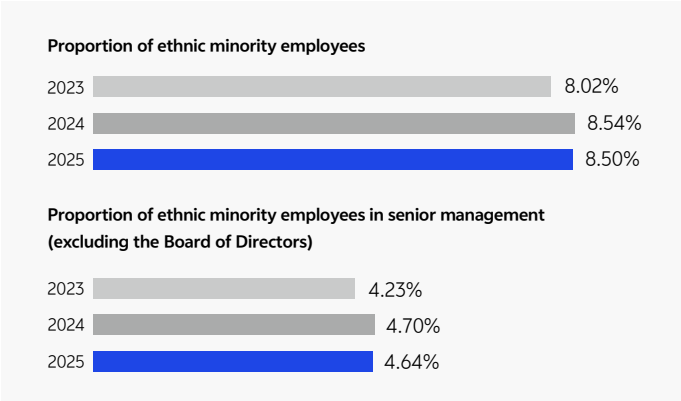
## Diversity and Inclusion

We consistently embed the principles of diversity, equality and inclusion throughout all aspects of our corporate operations and management. In accordance with policies such as the *Religious Belief Management System*, we fully respect and accommodate the diverse cultural customs and religious beliefs of our employees. We proactively attend to and understand employees' individualised faith requirements. While strictly safeguarding personal privacy, we respond promptly and appropriately coordinate various special requests, thereby fostering an environment of mutual respect and inclusive progress for our employees.

At the Indonesia Manufacturing Facilities, we have integrated local cultural contexts to support employees in conducting religious activities. We have provided necessary arrangements and time allocations for Muslim employees to perform daily prayers, and granted corresponding leave support for employees participating in the Haji or Umrah pilgrimage. During Ramadan, the Company organized relevant activities in accordance with local customs and provided Eid al-Fitr holiday benefits and care to employees.

In 2025, ethnic minority employees accounted for 8.50% of vivo's workforce in China Operating Region, with 4.64% of ethnic minority employees holding senior management positions (excluding board members).

We actively organise employee events at our offices worldwide that integrate local cultures and festival characteristics. By sharing diverse festivals such as Christmas, the Mid-Autumn Festival, and the Day of the Dead, we foster an open, inclusive and mutually respectful working environment, enabling employees from different cultural backgrounds to grow together through exchange.



### Dubai Office Christmas Event

The vivo Dubai office organised Christmas celebration activities, including Secret Santa, gift exchange and cultural exchange sessions. Approximately 22 Chinese and local employees from diverse cultural backgrounds participated together, fostering team integration and mutual understanding in a joyful atmosphere.



### National Day Celebration Event of the Indonesia Manufacturing Facilities

On the 2025 National Day of Indonesia, we organised employees to celebrate together through collective activities to enhance team cohesion, demonstrating respect for and support of this significant local festival.



### vivo Mexico Cross-Cultural Festival Celebration

The vivo Mexico team regularly organises cultural fusion festivals that blend Chinese and Mexican traditions. By jointly celebrating traditional festivals such as the Three Kings Day, Mid-Autumn Festival, Halloween, and Day of the Dead, the team consistently fosters an open and inclusive working environment. During the event, Chinese and Mexican employees shared local specialty foods, participated in creative costume-changing competitions, and exchanged insights on the history and cultural significance of each other's festivals. These relaxed and engaging interactions not only deepened mutual cultural understanding but also strengthened team cohesion, enabling the natural integration of diverse cultures in daily work.



## Guarding Rights and Interests of Female Employees

The Company attaches great importance to the protection of female employees' rights and interests. It strictly implements the *Administrative Regulations on the Protection of Female Employees* through a series of institutional measures, including the establishment of nursing rooms, the implementation of statutory maternity benefits, and the building of an anti-workplace sexual harassment system, thereby creating a safe, equal, and respectful working environment for female employees and effectively safeguarding their legitimate rights and interests. While refining management policies, we have focused on cultivating an inclusive and welcoming culture by organizing localised celebrations such as International Women's Day across the globe, thereby conveying respect and care through diverse interactions.

In 2025, vivo further advanced the protection of women's rights and interests at the organizational level by convening the first National Congress of Women Employees and electing the leadership team for the inaugural Women's Federation, thereby consolidating female strength through collective activities. In 2025, female employees accounted for 32.35% of vivo workforce in China Operating Region, with women holding 15.45% of senior management positions (excluding board members).

Proportion of female senior managers in the China Operating Region (excluding the Board of Directors)

15.45%

Total number of employees in the China Operating Region taking parental leave

female

985

Total number of employees returning to work after the end of parental leave in the China Operating Region

female

979

male

2,002

male

1,998

## Employee Remuneration and Benefits

vivo has established a compensation and benefits system that combines industry competitiveness with internal equity, adhering to local laws and regulations to provide clear basis for salary adjustments, internal mobility, and year-end bonus distribution. During the year, we continued to refine relevant management policies, optimize remuneration standards for all staff, revise regulations on assigned welfare provisions, and update policies related to salary management, thereby providing comprehensive compensation and benefits protection for employees. In 2025, the statutory benefit payment timeliness rate for vivo was 100%.

Beyond statutory benefits, the Company faithfully upholds a healthy and sustainable corporate culture philosophy by providing employees with diversified distinctive benefits covering their entire career lifecycle. In 2025, the China Operating Region introduced commercial insurance covering all employees, providing comprehensive protection for outpatient treatment of illnesses, inpatient medical care, and accidental injuries. A preferential channel for family members to join the scheme was also opened. As of now, coverage extends to 13,854 employees and 2,789 family members.

### 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:

Onboarding allowance, meal allowance, 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 well-being:

Health facilities: infirmaries (providing free medical treatment and medicine), gyms, recreation rooms  
Health examinations: annual physical examinations; commercial insurance and travel insurance, etc.  
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, severance allowance, special team-building expenses

# Employee Development

vivo supports the continuous growth and career development of its employees by establishing diversified learning platforms and training systems, providing rich internal and external learning resources and diverse development pathways, and building and continuously optimising fair incentive mechanisms and clear promotion channels to facilitate employee capability enhancement and value realisation, thereby promoting the joint growth of individuals and the organization.

## Employee Growth

vivo has established a training system centered on learners and oriented towards practice, efficiently delivering learning resources and classic cases via digital platforms while continuously updating content through expert extraction and external experience. We adhere to the learning flywheel methodology model of "returning to fundamentals, practising in action, reviewing diligently, and clarifying clearly", emphasising the testing and consolidation of capabilities through practice. Meanwhile, we strictly uphold intellectual property norms and promote the joint growth of employees and the organization under the premise of safety and compliance.

We have established a development system covering leadership and professional competencies to provide comprehensive training support for employees' continuous growth.

In terms of leadership development, learning programs tailored for managers at different levels have been implemented to strengthen practical application and exchange, and the planning of a cadre learning map has been initiated.

In terms of professional capability development, we have closely aligned with core business requirements to design specialized courses based on job roles, thereby delivering precise empowerment to employees.

In 2025, vivo developed a total of 900 training courses. The combined duration of online and offline training amounted to 299,952.1 hours. Specifically, the average training duration per employee in the China operation Region was 5.84 hours for online sessions and 9.06 hours for offline sessions<sup>39</sup>. Through the establishment of diverse internal open courses covering communication skills, emotional and stress management, negotiation capabilities, and financial fundamentals, we have provided employees with a wide range of course resource support.

vivo system has planned and implemented multi-level training programs. In the China Operating Region, a total of 173 off-site training sessions were conducted throughout the year, covering 667 participants. Through thematic learning months, the Starry Sky Academy online camp, and open courses such as "Seven O'Clock One Lesson", over 18,000 participants were engaged throughout the year. Customised learning packages for 80 departments covered 15,000 employees, with an average learning duration of 4.74 hours per person. At the same time, a series of culture courses, including user-oriented ones, were developed to strengthen organizational culture construction.

In terms of talent development support, the China Operating Region completed the English translation of 19 courses to support capability building for overseas teams. It also provided English and Portuguese training with full funding for overseas business roles, refined relevant reimbursement and assessment mechanisms, implemented a mentorship system for new employees, and offered specific incentives to mentors. We actively encourage employees to participate in continuing education. In 2025, we supported 62 frontline employees in gaining admission to universities through China's adult college entrance examination in the China Operating Region.

### Construction of Internal Lecturer Team

To continuously enhance the professional capabilities of instructors and expand the internal lecturer team, we systematically empower lecturer development through new lecturer mentoring, promotion and excellence evaluation activities, specialized training, and learning sharing sessions. Furthermore, we encourage more outstanding experts to join the internal lecturer team via thematic exchanges and a specialized recognition mechanism. During the reporting year, 127 new certified lecturers joined the team in the China Operating Region, bringing the total number of company-level and departmental-level instructors to 914.

### Construction of A Digital Learning Platform

vivo continues to build and optimize the digital learning platform "vCollege", which covers domestic and international locations, to provide employees with rich online learning resources. In 2025, "vCollege" added 608 online courses and introduced 94 external courses. The platform was used by 34,571 individuals, with an average learning duration of 494.57 minutes per person and an average of 11.5 courses completed per person.

### Aggregating Industry Wisdom

The Company actively leverages external experts and university resources, engaging more than 8 industry experts and university professors. Focusing on cutting-edge areas such as memory storage, artificial intelligence, and image and video generation, it continuously delivers the latest industry insights to the imaging algorithm team. Concurrently, we supported the External Cooperation Center in conducting the VCAN (vivo Communication And Network) frontier technology forum, which held a total of 15 sessions throughout the year. The topics covered multiple professional domains, including industrial design and embodied intelligence, thereby assisting the team in continuously enhancing its professional understanding.

| Training courses developed                  |                | Total duration of online and offline training            |                  |
|---------------------------------------------|----------------|----------------------------------------------------------|------------------|
| 2023                                        | 654 courses    | 2023                                                     | 214,709.85 hours |
| 2024                                        | 746 courses    | 2024                                                     | 223,755.9 hours  |
| 2025                                        | 900 courses    | 2025                                                     | 299,952.1 hours  |
| "vCollege" average learning time per person |                | "vCollege" average number of learning courses per person |                  |
| 2024                                        | 397.17 minutes | 2024                                                     | 8.6 courses      |
| 2025                                        | 494.57 minutes | 2025                                                     | 11.5 courses     |

<sup>39</sup> Training courses and total training hours data covers vivo Mobile Communication Co., Ltd and its subsidiaries, as well as regional subsidiaries in Indonesia (PT VIVO MOBILE INDONESIA, PT Telekomunikasi Pinter Indonesia, PT Lucky Ecommerce Indonesia); per capita training hours data for online and offline training covers vivo Mobile Communication Co., Ltd and its subsidiaries.

| Training Courses                    | 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                                                                 |

Training Courses and Contents

## Career Promotion Channels

vivo has established a career development system covering multiple pathways, providing employees with a platform for continuous growth by broadening internal promotion and mobility mechanisms.

In terms of performance management, the Company has established a scientific and standardized performance appraisal system centered on objective setting, evaluation, communication, and improvement. The Company adheres to unified assessment principles to conduct semi-annual and annual performance evaluations, employing the SABC grading standard. The evaluation results are applied to promotion, salary adjustment, internal mobility, and year-end incentive schemes. To ensure procedural fairness, the Company has established a comprehensive performance appeal mechanism, clearly defined appeal channels and review procedures, and strengthened privacy protection to effectively safeguard employees' right to feedback. In 2025, 100% of staff at vivo received regular performance and career development evaluations.

Regarding career development pathways, the Company has established a dual-track growth system comprising both management and professional channels. Employees may select a development direction aligned with their individual expertise and aspirations, with each track supported by clear promotion criteria and assessment mechanisms. The Company continues to optimize the *Job Qualification and Promotion Management Standards*, refining the promotion process and audit requirements.

Concurrently, we have established a full-cycle support mechanism covering selection, appointment, development, and retention for key positions. We conduct systematic talent reviews annually to identify employees' strengths and development directions, match targeted growth support accordingly, encourage cross-functional mobility, continuously expand employees' career possibilities, and sustainably stimulate the joint growth of the organization and individuals. At the Indonesia Manufacturing Facilities, we continue to build a local talent pipeline by establishing a clear competency model, thereby providing local managers with a defined career path and systematic support.



## Employee Communication and Care

vivo has established an open channel for employee feedback. Through the regular collection and analysis of employee suggestions, vivo continues to monitor employee physical and mental well-being and actively advocates a healthy and balanced lifestyle, thereby continuously enhancing employees' workplace happiness and sense of organizational belonging.

### Employee Communication

vivo has established a systematic communication channel to effectively safeguard employees' rights regarding the right to know, participation, expression, and supervision, ensuring that every employee's opinions and requests are fully heard and promptly addressed. In 2025, the China Operating Region conducted an engagement and satisfaction survey covering over 12,000 employees, with more than 10,000 valid questionnaires returned. We conducted an analysis across the four dimensions of "good return, good development, good atmosphere, good company", with overall engagement and satisfaction showing a steady increase. In response to the issues identified during the survey, the Company has established a comprehensive improvement plan and tailored enhancement schemes for teams requiring development, with a view to continuously optimising employee working experiences.

vivo has established a diversified employee communication channel combining online and offline platforms, including physical suggestion boxes, monthly symposiums, publicly displayed integrity email addresses, contact details for the care team, as well as direct telephone lines to department general managers and online feedback channels. All suggestions and opinions raised by employees are promptly followed up and addressed by a dedicated team to ensure that every feedback is effectively responded to and resolved. For example, the labor union at the Indonesia Manufacturing Facilities organises labor-management consultation meetings annually. Through an equal dialogue mechanism, it promptly identifies core employee demands and resolves potential disputes, thereby continuously promoting two-way communication between management and employees throughout the process of addressing specific issues. The Company has established a labor union to serve as a bridge for communication between employees and the Company. The vivo labor union operates in an orderly and regulated manner, strictly adhering to relevant procedures to complete its term renewal work on a regular basis.

### Employee Care

vivo continues to prioritise the physical and mental well-being of its employees and their families by providing a comprehensive support system, including professional psychological counselling and emergency crisis intervention, to safeguard employees' psychological welfare and work-life balance.

We have deepened our collaboration with professional institutions and systematically advanced the Employee Assistance Program (EAP) services, providing free psychological counselling covering family matters, child-rearing, personal development, and other aspects for all employees and their families. A tiered assessment and referral mechanism for psychological crises has also been established.

In 2025, we launched the inaugural open course on mental health titled "Daily Matters · Calm Mind", delivered customised empowerment workshops for business units, and introduced diversified activities including energy management courses in conjunction with Workplace Culture Day, progressively advancing mental health services from awareness dissemination and knowledge transfer to practical tool application. At the same time, the Company has established an on-site advisory support channel to provide employees with convenient and timely professional assistance. Through the multi-dimensional linkage of "routine publicity, thematic activities, customized courses, and closed-loop interventions", we are promoting employees' active utilization of mental health services and gradually building a healthy and resilient organizational ecosystem. In 2025, our EAP psychological counseling hotline in China Operating Region had a total of 753.75 hours of counseling recorded.

EAP psychological counseling hotline in China Operating Region had a total of

**753.75** hours of counseling recorded



## Employees at vivo

vivo has consistently focused on employees' quality of life and health support, with a commitment to creating a convenient and reassuring work and living environment. At each office park and production base, the Company operates a canteen capable of accommodating over 1,000 employees dining simultaneously, providing nutritionally balanced and diverse meals, alongside corresponding meal allowances to alleviate employees' daily financial burdens. In terms of residential support, comfortable apartments are provided to employees in the Dongguan and Chongqing campuses, whereas employees in other regions are eligible for housing allowances. These measures effectively alleviate the pressure of securing accommodation, enabling employees to focus more on their work and professional growth.

In terms of health management, vivo has established a comprehensive health support system for its employees. This system not only assists staff in maintaining optimal well-being through professional services such as work-life guidance and stress management but also provides free basic medical consultations at clinics within each campus, thereby effectively safeguarding the daily healthcare needs of every colleague. For instance, at the Indonesia Manufacturing Facilities, medicines in the clinic are regularly counted to ensure their safety and efficacy. Concurrently, diverse health education content is disseminated via an online platform, and health promotion activities, including influenza vaccination, vision screening, and physical fitness courses, are organised to invigorate employees and strengthen their physical condition.



Indonesia Manufacturing Facilities Health Care Information

### Cultural and Sports Events

To enrich employees' leisure activities and enhance team cohesion, the China Operating Region organised a series of sporting events in 2025, including basketball, football, table tennis, badminton, and snooker, with cumulative participation exceeding 1,800 employees. The activity effectively promoted the physical and mental well-being of employees, enhanced teamwork, and strengthened a sense of collective belonging.

### Family Open Day - vivo life

In 2025, the China Operating Region held a Family Open Day event themed "vivo life - A Wonderful Autumn Time". By establishing interactive scenarios covering multiple age groups and inviting employees' families to participate jointly, a total of 200 family units, comprising approximately 750 individuals, were engaged. This initiative facilitated communication within families and further strengthened employees' identification with and sense of belonging to vivo culture.



Family Open Day

# Win-Win Cooperation

vivo adheres to the philosophy of "coordinated development, mutual trust, and win-win cooperation", focuses on core needs and fully leverages its own strengths to continuously empower partners. By optimising collaborative mechanisms and enhancing cooperation efficiency, we assist partners in strengthening their market competitiveness, jointly drive value enhancement across the entire industry chain, and ultimately achieve a development pattern of mutual benefit and win-win outcomes.

## Sustainable Supply Chain

vivo upholds the partnership philosophy of "mutual trust, shared success, and quality-driven innovation", and continuously promotes sustainable development in its supply chain based on international business ethics standards, the United Nations Global Compact principles, and the laws and regulations of the places of operation. The Company has established the *vivo's Supplier Code of Conduct* and the *vivo's Principles of Responsible Procurement*, which set out requirements for suppliers regarding compliance with operations, protection of employee rights, reduction of environmental impact, prevention of integrity risks, and management of upstream supply chain responsibilities across core areas including labor and human rights protection, occupational health and safety, environmental compliance and resource conservation, business ethics, and responsible sourcing. Concurrently, the aforementioned sustainable procurement clauses have been incorporated into the *Business Cooperation Agreement 2.0*, requiring all cooperating suppliers to sign and strictly adhere to them, thereby continuously ensuring that ESG responsibility requirements are integrated throughout the entire process of supplier onboarding, contractual performance, and daily management. In 2025, the signing rate for the sustainable procurement terms (including environmental, labor and human rights) in contracts with vivo's supply chain partners reached 100%, and the signing rate for the Supplier Code of Conduct also reached 100%.

## Supplier Audits

The Company has established a dedicated supplier CSR management team to systematically carry out relevant work in accordance with the *Supplier CSR Management Specification*, covering risk assessment for new supplier onboarding as well as capability building and enhancement for existing suppliers. During the supplier onboarding phase, a CSR risk assessment was conducted for 100% of potential suppliers using the *vivo Supplier CSR Management Questionnaire*, and CSR site visits were arranged for those identified as medium-to-high risk. During the current year, we conducted special audits on key areas and assisted suppliers in accurately understanding standards and regulations, implementing corrective measures, and systematically enhancing their management capabilities through on-site guidance, specialized training, formulation of improvement plans, and provision of technical analysis.

### Special Audit on the Management of Hazardous Substances

We comply with relevant environmental regulations and industry standards. Clear restrictions on the use of hazardous substances have been established for key materials, including procurement materials, packaging materials, and batteries. These control requirements are fully integrated into the supplier management system. By establishing a dual-track mechanism combining "on-site audit + supplier self-assessment", and referring to the QC 080000 Hazardous Substance Process Management System standard, special risk assessments are regularly conducted for suppliers. The assessment covers the entire value chain, including the environmental management system, design and development, procurement and supplier management, raw material and finished product testing, production management, and warehousing and logistics, to systematically implement control over hazardous substances in products. In 2025, vivo completed audit on hazardous substance management for 97 suppliers, achieving a pass rate of 100%.

### Special Audit on Information Security

Based on supplier classification and security assessment results, we conducted targeted online and offline information security audits of suppliers to systematically identify weaknesses in areas such as risk management and personnel control. In response to the identified issues, we have proposed multiple improvement recommendations and provided tailored support to suppliers through dedicated training sessions and on-site guidance, thereby effectively assisting them in enhancing their information security protection systems.

Pass rate of special information security management audits for 13 key suppliers

100%

The signing rate for supplier sustainable procurement terms (including environmental, labor and human rights) in contracts and the *Supplier Code of Conduct*

100%

Qualification rate of hazardous substance management audit results for medium and high risk suppliers in 2024, 2025

100%

## Communication and Empowerment

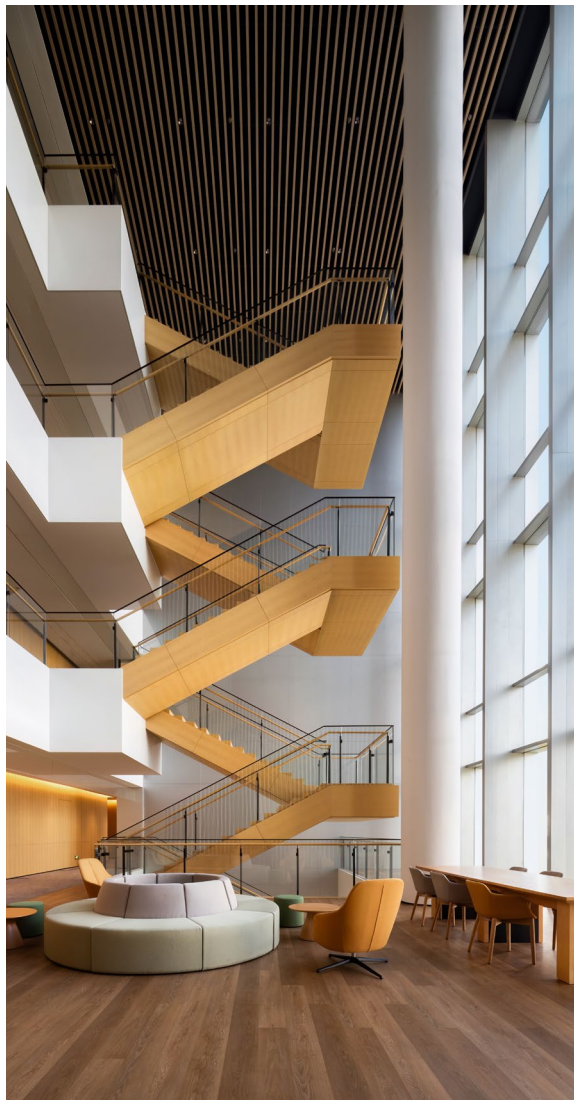
vivo is committed to refining an efficient and collaborative supplier communication system by establishing an open and smooth two-way dialogue platform, continuously consolidating the mutually beneficial and trust-based relationship with partners, and promoting joint development and value enhancement for both parties.

Through the organization of on-site communications and specialised training, we explained the CSR risk assessment requirements to suppliers, assisting them in comprehensively understanding and implementing relevant standards, thereby continuously enhancing their compliance management and practical capabilities in the field of CSR.

In 2025, vivo convened a quality communication meeting for business partners, with 195 representatives from 144 key suppliers in attendance. At the meeting, we summarised the achievement of quality objectives for 2025, highlighted exemplary cases and innovative outcomes, and outlined future market changes and quality risks. By reaching consensus with supply chain partners, we jointly built a healthy and sustainable supply chain ecosystem.



2025 Business Partners Quality Communication Meeting



## Conflict Minerals Management

vivo strictly complies with regulations on conflict minerals and, in accordance 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), conducts responsible mineral procurement management. We have formulated and implemented the *vivo Specifications for Managing Procurement of Responsible Minerals*, which define the responsibilities of the departments involved in the conflict minerals due diligence process and outline the structure and procedures for such due diligence. Concurrently, we have published the *vivo Statement on Sourcing of Minerals* on our official website to implement strict full-chain control over potential conflict minerals within the supply chain.

vivo has explicitly incorporated provisions prohibiting conflict minerals into its supplier contracts and agreements to ensure that the sourcing of materials complies with regulatory and ethical requirements. The Company has established a dedicated Responsible Minerals Sourcing Compliance Team to systematically advance conflict minerals due diligence and risk identification work.

We require suppliers involved in 3TG<sup>40</sup> to sign a *Business Cooperation Agreement* or a *Commitment Letter of Non-Use of Conflict Minerals* containing the responsible sourcing clauses, and to establish a supply chain traceability management mechanism. The Company periodically collects supplier declaration information through the Conflict Minerals Reporting Template (CMRT) to ensure that relevant smelters and refiners have undergone the Responsible Minerals Assurance Process (RMAP) or obtained equivalent certification. For non-certified smelters and refiners, the Company will notify relevant suppliers of specific non-compliance lists and urge them to promote RMI compliance certification for the facilities involved, or seek compliant alternative smelting solutions. If the supplier fails to effectively promote rectification or refuses to cooperate, the Company will gradually take measures to suspend cooperation or even terminate commercial relationships in accordance with internal compliance management regulations.

The Company enhances suppliers' compliance capabilities in conflict minerals management through regular thematic training and provides them with the *Conflict Minerals Automation Tool User Guide* to assist in standardising their reporting processes, thereby improving the accuracy and timeliness of information.

We annually publish the Conflict Minerals Annual Investigation Report and continuously optimize the relevant management system through systematic assessment. In 2025, the Company completed due diligence on all suppliers involved in conflict minerals, achieving a closed-loop rate of 100%.

Due diligence closed-loop rate of suppliers involved in conflict minerals in 2023, 2024 and 2025

100%

Percentage of suppliers involved in conflict minerals that have received compliance training

100%

<sup>40</sup> 3TG: Refers to the four primary metals of conflict minerals, namely 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

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.

We are deeply involved in setting standards across key areas such as mobile communication, fast charging, AI large models, aging-friendly design, smartphone intelligent systems, smart home interoperability, extended reality (XR), and cybersecurity and privacy protection. By leveraging standardization, we accelerate technology innovation and practical application. In 2025, vivo contributed to the formulation of over 700 industry standards and submitted more than 5,600 proposals or recommendations.

In 2025, the number of industry standards that vivo has participated in developing exceeds

700

Submitted proposals or recommendations more than

5,600

## Mobile Communication

vivo has long been committed to technological innovation and contributions to standard development in the 5G and 6G mobile communications sector. In 2025, the Company participated in-depth in 3GPP global standard-setting, submitting more than 2,500 relevant technical proposals. vivo led the standardization efforts for 5G-A and 6G technical features including network intelligence, low-power terminal wake-up, and MIMO OTA. vivo's technical experts were honored with the 3GPP Excellence Award for outstanding contributions to standard development. In collaboration with the China Academy of Information and Communications Technology (CAICT), vivo participated in formulating the national standard *Technical Requirements and Test Methods for Reliability of Mobile Communication Terminals*. These initiatives advance the reliability performance of mobile terminals and ensure communication stability in complex scenarios.

## Fast Charging

In 2025, vivo actively participated in the development of international standards such as ITU-T L.1004 "Universal fast-charging solution for mobile terminals", facilitating the global expansion of integrated fast charging technologies and promoting the large-scale application of green charging. As a founding and ongoing operator of the Guangdong Fast Charging Industry Association (Fast Charging Alliance), we actively promote the industry adoption of the UFCS (Unified Fast Charging Standard) technology. Furthermore, vivo has partnered with multiple brands to support PD (Power Delivery) and PPS (Programmable Power Supply) protocols, enhancing cross-brand charging compatibility and user experience.

## 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. We have contributed to the development of the national standard series *Artificial Intelligence: Grading of Terminal Intelligence*. While advancing technological innovation, we rigorously ensure the lawful and compliant application of AI technologies. Additionally, during the year, vivo was recognized as an Outstanding Member Unit of the Artificial Intelligence Standards Technical Committee under the Ministry of Industry and Information Technology for 2025.

## 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 its AI phone agent, actively participating in the development of the "AI Phone Agent Service Capability Grading Scenario Practice Guideline" series of standards, and was rated L3 Excellence in the first round of AI terminal intelligent service capability grading evaluation by the CTTL Terminal Labs. Together with the CAICT and industry partners, we co-developed the *General Technical Requirements for Intelligent Terminal Intent Framework* and *Technical Requirements for Interface of Intelligent Terminal Intent Framework*, and released the *Initiative on Co-building the Terminal Agent Ecosystem*, continuously promoting the development of the terminal agent ecosystem and exploring new scenarios of human-machine collaboration.

## Interconnectivity of Smart Home Devices

vivo advocates for an open IoT ecosystem, actively promoting seamless interconnectivity in smart homes, and vivo Smart Life has already brought cross-brand smart home experiences to over 200 million users. In 2025, the Company participated in the development of the industry standards *Mobile Internet and Smart Home System-Cross Platform Access and Authentication Technical Requirement* and *Mobile Internet and Smart Home System-Test Methods for Cross Platform Access and Control*, which won the Second Prize of the 2025 CCSA Science and Technology Award, providing critical support for the standardization and coordinated development of the industrial ecosystem.

## Extended Reality (XR)

vivo continuously carries out technical layout and standardization practices in the extended reality (XR) field. We actively collaborated with industry partners to address compatibility challenges among devices from different manufacturers, thereby reducing adaptation costs for developers and enhancing the collaborative efficiency of the XR ecosystem. Additionally, we introduced quantitative metrics such as dizziness levels and field-of-view coverage to continuously optimize the user experience while safeguarding user health and comfort. By actively participating in the formulation of relevant safety standards, we have established mechanisms for data encryption and privacy protection, providing assurance for XR applications in sensitive sectors such as finance and healthcare.

## Cybersecurity and Privacy Protection

Adhering to the philosophy of open collaboration, vivo actively participates in the joint development and governance of industry standards in cybersecurity and privacy protection, and leverages its accumulated technical expertise to drive the standardized, high-quality upgrading of the industrial security system. In 2025, the industry's first security standard for on-device large models, *Security Implementation Guidelines for On-Device Large Models on Mobile Smart Terminals*, led by vivo, was officially released. The Company has distilled the technical know-how and practical deployment experience of its self-developed on-device large models into a universally applicable, actionable security implementation benchmark for the industry, effectively filling the standard gap in this field. Meanwhile, the Company advances implementation through coordinated internal and external efforts. It took the lead in rolling out the minor protection mode on terminals and established a full-chain labelling system for AIGC content. Through standardized practices, vivo drives the implementation of industry security specifications and continuously leads the upgrading of industrial security. The Company has newly joined the formulation of nearly 50 national and industry security standards, and continued to contribute professional technical solutions and practical experience in priority areas including electronic product information erasure, minor protection in the mobile internet sector, and AIGC content labelling. The end of 2025, vivo had led and participated in over 280 relevant standard-setting projects covering key areas such as personal information protection, AI security, software and system security, and continuously promoted the coordinated development of security technology outcomes and standard requirements.

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, accelerate technological innovation and the transformation of results, and build an industrial ecosystem oriented towards innovation-driven development and sustainable growth.

### vivo Enters into a Strategic Cooperation with the Inaugural Business School Gobi Friendship Race

In March 2025, vivo formally entered into a strategic cooperation agreement with the inaugural Business School Gobi Friendship Competition, demonstrating a proactive stance towards deepening industry collaboration through cross-sector synergy. The Company will provide comprehensive technological support for the event, including mobile phones, wearable devices, satellite communication emergency rescue solutions and customized imaging services, to empower the event experience through innovative products. This collaboration marks vivo's transformation of its profound technical accumulation in areas such as imaging into new momentum to support the sustainable development of high-end humanistic sports events, embodying a paradigm of industry cooperation where technology enterprises and commercial communities co-create value and grow synergistically.



### vivo's Achievements and Results in the ICCOA Alliance Car-Phone Interconnection

vivo has long prioritized innovation in car-phone interconnectivity, empowering a smarter mobility ecosystem through cutting-edge technology. In collaboration with industry partners, vivo spearheaded the establishment of the ICCOA Smart Vehicle Connectivity Open Alliance, driving interconnectivity between smartphones and vehicles and building an open, collaborative industry ecosystem. As of December 2025, the alliance had grown to 260 members, covering 95% of automotive manufacturers (over 40 manufacturers and over 80 automotive brands) and 14 mobile phone manufacturers.

In 2025, the ICCOA Carlink protocol was certified on 269 car models, covering over 15 million vehicles. On the mobile side, it encompassed over 800 million devices. It was deployed with XPeng, BYD, Leapmotor, and GWM, launching a series of industry-first car-phone connectivity features, including mirror small windows, notification flow-through, voice integration, and data sharing. The ICCOA Digital Key 4.0 standard released this year fully supports protocols such as NFC and UWB, and is the first in the industry to support the Bluetooth Channel Sounding protocol, becoming the digital key standard with the broadest protocol coverage and most complete scenario support in the industry.

We will continue to collaborate with industry partners to jointly build an open, collaborative smart mobility ecosystem, delivering seamless connected experiences for users.

### vivo Attends the International Science, Technology and Innovation Forum of Boao Forum for Asia 2025 Hong Kong Conference

At the International Science, Technology and Innovation Forum of Boao Forum for Asia 2025 Hong Kong Conference, vivo, as a strategic partner and council member for four consecutive years, actively engaged in global dialogue to discuss industrial development in the era of "AI+" with leaders from all sectors.

The Company shares its technical expertise in fields such as AI, large-scale models and machine vision, and empowers partners across multiple industries including automotive, home furnishing and healthcare to jointly build an intelligent collaborative ecosystem. Through such cross-industry open cooperation, we have not only promoted the inclusive implementation of artificial intelligence technology but also put technology for good into practice in areas such as accessibility, joining hands with ecosystem partners to contribute innovative strength to the vast future of the "AI+" era.



the International Science, Technology and Innovation Forum of Boao Forum for Asia 2025 Hong Kong Conference

### The BlueOS System Kernel is Officially Open-sourced, Promoting the Co-construction of a Fundamental Software Ecosystem

In 2025, vivo announced that the BlueOS System Kernel, independently developed in the Rust programming language, has been officially open-sourced. As a self-developed intelligent operating system designed for the era of general artificial intelligence, BlueOS is the industry's first operating system to utilize Rust language across its entire stack, from kernel to system framework, featuring more intelligent, smoother, and safer technical characteristics.

The BlueOS System Kernel possesses three key characteristics: security, lightweight design, and universality, alongside five core capabilities: system scheduling, memory management, file system management, networking, and device drivers. It is committed to enhancing memory safety levels at the source, meeting the requirements of various terminal products with lower resource consumption, and better adapting to different platforms and development scenarios. This open-source initiative facilitates technical exchange and ecosystem collaboration in the operating system sector, demonstrating the Company's commitment to translating its proprietary technological achievements into broader industrial value. It provides a more open technical foundation for developers to engage in multi-platform innovation, offers new perspectives for the development of domestic operating systems, and contributes to the prosperity of the foundational software ecosystem.



2025 OpenAtom Open Source Eco-Conference



3GPP  
(3rd Generation Partnership Project)



CCSA  
(China Communications Standards Association)



Artificial Intelligence Standards Technical Committee, Ministry of Industry and Information Technology



AITA 人工智能终端工作组  
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)

Industry Awards and Certifications Won by vivo

Telecommunication Terminal Industry Forum Association 2025 Science and Technology Innovation Award

vivo BlueLM

CTTL Certification "Five-Year Sustained Smooth Performance Under Intensive Use Across All Scenarios"

X300 Series

2025 Outstanding Member Unit

Artificial Intelligence Standards Technical Committee, Ministry of Industry and Information Technology

First Prize, Second Prize

China Communications Standards Association Science and Technology Award

SparkLink Standard Contribution Award

International SparkLink Wireless Short-Range Communication Alliance

Innovation Breakthrough Award, Excellence Contribution Award

CCSA

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 of all types in conducting forward-looking and 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 fully leveraging the strengths of industry-academia-research integration, vivo actively explores new models for talent development and jointly promotes the R&D of frontier industry technologies and the transformation of research outcomes through various forms such as co-establishing R&D centers and jointly hosting technology competitions and expert forums.



### Research projects

vivo undertakes deep industry-academia-research collaboration, drawing on its industrial foundation, cutting-edge technology base, and global platform resources. It has broadened project coverage, expanded the participation of young researchers, and widely solicited innovative R&D proposals aligned with industrial development directions. These efforts reflect vivo's commitment to fully fostering the innovation vitality and R&D potential of young research personnel and solidifying the foundation for industry talent reserves.

### 2025 China University Computer Contest—AIGC Innovation Competition

vivo co-organised the 2025 China University Computer Contest—AIGC Innovation Competition with Nankai University and established a three-dimensional linkage model of "government provides the platform, enterprises take the lead, and universities provide support with the Management Committee of Dongguan Binhai Bay New Area, deeply participating in industry talent cultivation. By opening up its AI technology resources and product innovation experience, vivo has collaborated with universities to integrate actual industry requirements into the competition design and technical guidance, attracting 6,390 students from 408 universities across the country to participate. The competition not only garnered over 1,800 innovative works spanning multiple domains but also effectively stimulated the creativity of young talent by providing a comprehensive platform for technical breakthroughs, transformation of results, and entrepreneurial incubation, thereby establishing a new paradigm for collaborative cultivation of innovation talents in the AI industry involving government, academia, industry, and research.



### The 3rd Open Atom Competition - vivo BlueOS Innovation Competition

vivo has established an industry talent development system, with competitions as the hub and real engineering challenges as the driver, through the continuous organization of the BlueOS Innovation Competition. The competition focuses on the Rust programming language and system-level development. In collaboration with the OpenAtom Foundation and multiple top-tier universities, it has set high-difficulty challenges such as "the C2Rust project-level translation tool", guiding participants to address real-world industry challenges including memory safety and engineering migration. Three editions of the event have cumulatively attracted nearly 1,000 teams, covering over 100 universities. By providing authoritative judging, substantial prize money, and industry resources, the initiative has encouraged young developers to achieve technical breakthroughs in frontier areas such as intelligent translation and semantic reconstruction. vivo leverages competitions as a platform to deeply integrate open-source technologies, industrial scenarios, and talent development, continuously supplying the operating system and underlying software sectors with professionals equipped with engineering practice capabilities and innovative thinking.



# Community Responsibility 06

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**Sound Operations**

**Business Ethics**

**Public Welfare**

**Global Welfare**

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100%

of employees have signed the *Integrity Commitment*

100%

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

Capture the Future Public Welfare Program has reached

126

rural primary schools

Echo of Care Public Welfare Program has supported more than

16,000

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.

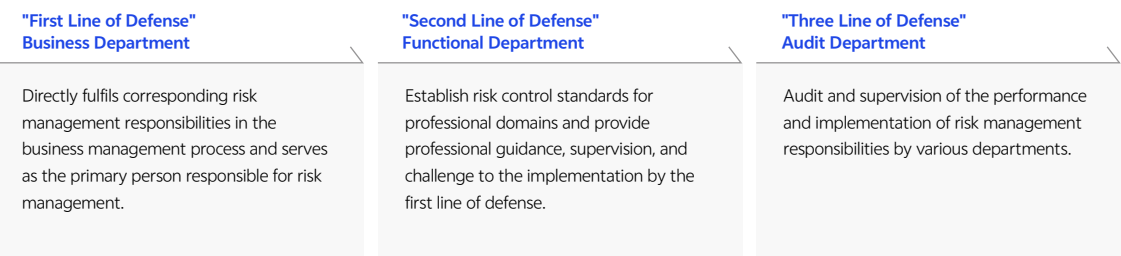
# Sound Operations

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

In response to external changes, vivo continuously refines its risk control strategies to proactively mitigate potential threats. During the reporting year, we established the *New Business Risk Management Standards* and updated the *Corporate Risk Management Policy*, focusing on “positive support, reverse protection, mechanism improvement, capability enhancement, and awareness elevation” five core dimensions to strengthen top-level design and coordination.

We established the Risk Management Committee, which serves as the day-to-day management body for risk management, responsible for driving the implementation of risk management responsibilities, refining the system, and fostering the management environment to support the achievement of the Company’s strategic objectives.



vivo Three Lines of Defense for Risk Management

vivo continues to refine its risk identification and assessment mechanisms. During the reporting period, we completed and internally published risk identification and assessment reports covering 11 major domains and “2+12” key overseas countries. We identified a total of 134 top risks across all domains and formulated corresponding mitigation measures for each risk. At the same time, the Company has continued to carry out risk screening for new businesses, and has followed up on and ensured closed-loop handling more than 20 new business risks.

To objectively present the understanding of risk status across various business areas, in 2025, the Company for the first time covered all managers at every level with the risk survey questionnaire. The questionnaire covered dimensions such as risk prioritization, evolution trends, root causes, and frontline feedback, providing the Company with extensive risk insights. We collected a total of 6,364 root causes and conducted thematic exchanges with relevant areas on these causes, thereby delivering robust risk information inputs for strategic decision-making.

## Compliance Risk Management

Based on the *Corporate Risk Management Policy* and the *vivo Compliance Management Guidelines*, vivo has established the *Corporate Compliance Risk Management Mechanism*, clarifying the compliance red lines mechanism, standardizing the full-process management requirements for compliance risk identification, assessment, response, closed-loop handling, and audit, and refining assessment criteria and a tiered decision-making mechanism. Currently, the Company has established a compliance management system, supported by the internalization of external regulations, compliance risk management, and compliance reporting, to promote the effective implementation of specific measures across all compliance and business areas.

Additionally, the Company has embedded CSR-related risks, including key areas such as labor, supply chain, and energy management, into its routine risk review processes, enhancing the scope and depth of compliance management.

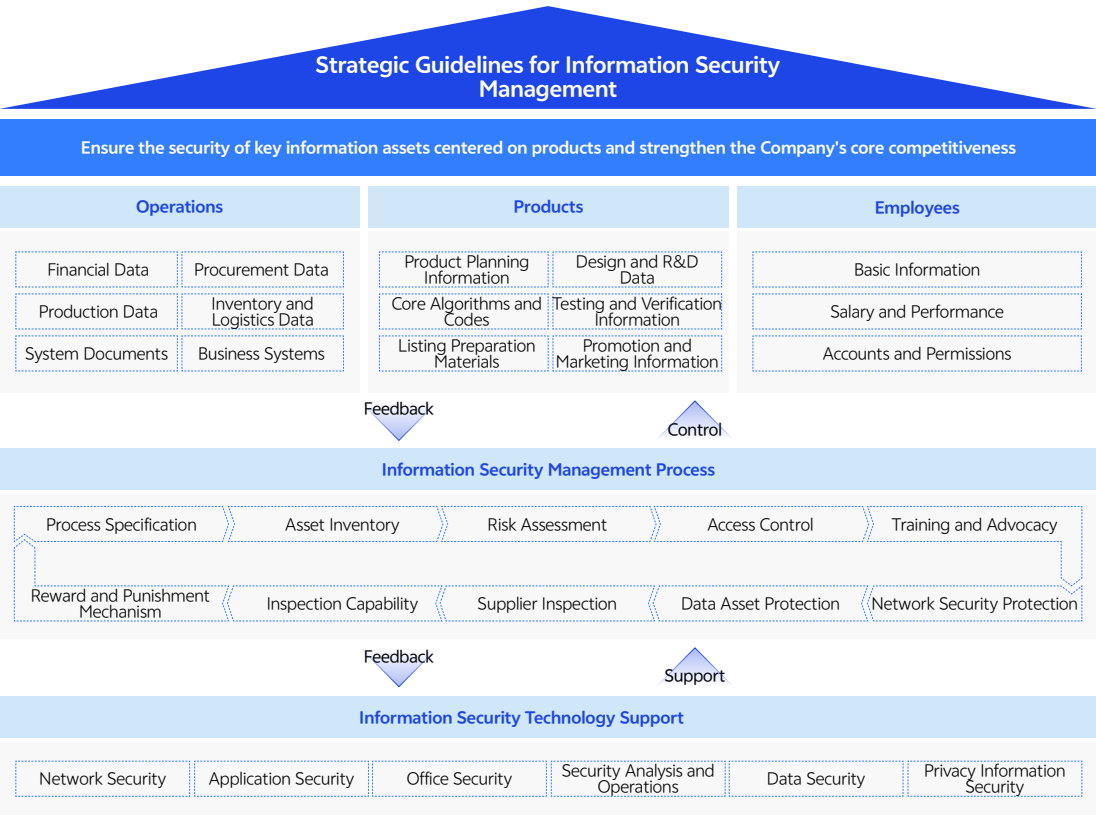
In 2025, the Company conducted 13 targeted compliance awareness sessions focused on domestic and international sales businesses, systematically interpreting the latest regulatory requirements, supervisory developments, industry cases, and emerging trends, advancing risk prevention, and enhancing the organization's capability to identify and respond to compliance risks.

**vivo Domestic Sales Product Compliance " Learning Month "**

To continuously enhance compliance awareness among all domestic sales personnel and popularize professional knowledge regarding the compliance of domestic products, in 2025, the Company launched the "Learning Month" campaign for domestic product compliance. The "Learning Month" comprises two major components: a knowledge competition and a training camp. These activities aim to consolidate relevant regulatory frameworks, enable employees to acquire compliance knowledge pertaining to domestic sales products, and enhance their compliance professional capabilities. More than 1,240 employee participations were recorded in the " Learning Month ".

# Information Security Compliance

Guided by the security philosophy of "defense in depth, continuous monitoring, and rapid response," vivo has developed a comprehensive five-dimensional information security defense system encompassing the three key elements of management, technology, and operations, effectively fortifying its information security firewall. During the reporting period, vivo successfully monitored and resolved 20 information security incidents of various types, with no major information security incidents occurring and the closed-loop rate for issue rectification reached 100%.



Information Security Management System

## 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*, the *Data Security Law*, the *Personal Information Protection Law*, 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*. During the year, we updated more than 10 internal policies, including the *Information Security Management Policy*, and continued to enhance the information security compliance management system.

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 the effective implementation of information security requirements across all business levels.

In 2025, vivo conducted an internal audit across various operating sites within the China region and 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" comprising five mechanisms 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 Network Security Incident 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 defence-in-depth security architecture based on the Zero Trust security design philosophy, 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 multi-layered security capabilities, we have enhanced our monitoring, analysis, and response capabilities against advanced threats—including APT attacks and exploitation of unknown vulnerabilities. The average response time to security incidents has been reduced to within minutes, providing timely and effective security assurance for the Company's digital operations. In 2025, the Company remediated a total of 669 valid information security vulnerabilities.

### 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.

### Data Encryption Technology



We have independently developed the SVTS 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 operational errors, continuously enhances storage encryption capabilities for sensitive data in IT applications, and ensures the confidentiality and integrity of personal sensitive data throughout its storage, transmission, and usage lifecycle.

### 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 end-to-end traceable logging. This effectively prevents unauthorized access and mitigates the risk of data breaches at the source.

vivo actively conducts information security communication activities and adopts multiple measures to enhance its information security management capabilities.

### vivo Collaborates with Internal and External Teams for Red-blue Cybersecurity Exercises

In 2025, vivo partnered with industry security teams to conduct a red-blue team exercise. The simulation closely mirrored Advanced Persistent Threat (APT) attack scenarios, focusing on penetration testing of core business systems, data links, and critical infrastructure to rigorously assess the practical effectiveness of the Company's information security protection framework.

During the exercise, the Company identified over 20 potential security risks and specifically optimized threat detection, incident response, and vulnerability governance processes, further enhancing the Company's information security protection capabilities.

## Information Security Publicity

vivo continuously strengthens information security responsibility awareness among employees and partners through a combination of online and offline training, requiring all new employees to undergo information security training and pass the assessment. In 2025, the information security compliance training conducted by vivo's China Operating Region for employees cumulatively engaged 35,614 participants, with a total training duration exceeding 1,000 hours and a pass rate of 100%. Meanwhile, the Company continuously enhances the information security capabilities of its partners. Additionally, we hold an annual developer conference where outstanding partners in the information security field are recognized, fostering a secure and trustworthy collaborative ecosystem.

### Special Audit Improvement on Information Security Management for vivo Suppliers

In 2025, vivo launched a special improvement initiative on supply chain information security. Information security self-assessment and feedback audits were conducted for 68 structural component suppliers. On-site training and rectification guidance were provided to 5 material suppliers to assist them in refining their information security control mechanisms.

Through systematic empowerment, the Company guides suppliers to enhance their risk identification capabilities, optimize preventive and control measures, and clarify control objectives, thereby continuously improving information security management standards. During the reporting period, all 13 key suppliers of the Company passed the information security special audit, achieving a pass rate of 100%.

# 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. In 2025, the coverage rate of business ethics-related training reached 100%.

## Fair Trade

Based on the characteristics of global business, vivo has formulated specific policies, including the *vivo Anti-Monopoly Compliance System* and the *vivo Overseas Anti-Trust and Competition Law Compliance Policy*, to systematically advance anti-monopoly compliance management. In terms of organization and mechanisms, the Company has continuously optimized its compliance organizational structure, further strengthening the functions of the Anti-Monopoly Compliance Committee and establishing a more efficient coordination mechanism, thereby enhancing management synergy and risk prevention and control capabilities.

To effectively mitigate monopoly risks, vivo has established a closed-loop antitrust compliance mechanism spanning pre-event, in-process, and post-event stages. In 2025, building upon ongoing internal self-inspections, vivo's antitrust compliance management department worked collaboratively with relevant business departments to develop rectification plans for identified risks and systematically advanced the implementation of these measures. Concurrently, vivo has incorporated all externally released policy documents into the antitrust compliance review process, establishing a dedicated legal review mechanism to embed compliance checks throughout the entire policy lifecycle and effectively prevent compliance risks at the source.

We place great importance on building employee awareness in antitrust and competition law. Our Legal Affairs Department conducts monthly legal information sharing, tracking and analyzing the latest legislative developments and landmark cases. Based on the results of risk screenings, we regularly compile and distribute legal briefings on antitrust developments to highlight potential compliance risks. In 2025, vivo conducted antitrust compliance campaigns and risk disclosures across multiple key markets, actively delivering employee training to strengthen antitrust compliance capabilities and safeguard fair trade.

## Integrity Building

vivo upholds a strict anti-corruption philosophy of "zero tolerance," "mutual trust and win-win cooperation," "legality and compliance," and "promotion of business ethics and sustainable development," adhering to the principles of "prudence, compliance, and confidentiality" in anti-corruption investigations. We have continued to advance the systematic improvement of our integrity management systems and related mechanisms. By institutionalizing regular integrity education, we are fostering a corporate culture rooted in honesty and ethical conduct.

We strictly adhere to internal policies such as the *Code of Integrity*, the *Rules for the Management of Reporting on Integrity Matters*, and the *Code of Business Conduct for Company Employees*. To adapt to changing circumstances, we continuously update our policy framework, further clarifying the scope of "related parties" in the *Code of Integrity* and refining the ethical standards and boundaries all employees and business partners must follow when conducting business. To ensure the effective implementation of these policies, we established an Integrity Compliance Taskforce responsible for investigating and addressing integrity-related matters. All team members possess professional training qualifications. By continuously conducting integrity advocacy, we enhance employees' commercial ethics awareness, fostering a clean and upright working environment.

vivo actively participates in industry organizations such as the China Enterprise Anti-Fraud Alliance and the Sunshine Integrity Alliance, working alongside industry peers to promote the development of an integrity-driven business ecosystem. vivo achieved ISO 37001 certification for its Anti-Bribery Management System, covering the design, production management, and sales operations of mobile communication terminal products. During the year, internal audits concerning commercial ethics across all company locations achieved 100% coverage.

| Strengthening Cultural Cultivation                                                                                                                                                                                                                                                                                                                                                                                                 | Refining Supervision Processes                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Comprehensive Investigation and Governance                                                                                                                                                                                                    |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>Carry out the promotion of clean culture on the basis of improving the clean system.</li><li>Build a clean thought defense line through forms such as system interpretation and promotion, integrity-themed activity weeks, and special anti-corruption education videos.</li><li>Strengthen internal compliance standards to enhance employees' risk awareness and understanding.</li></ul> | <ul style="list-style-type: none"><li>Coordinate internal and external resources of the Company horizontally to build domestic and overseas clean positions.</li><li>Continuously improve the internal audit and internal control environment to ensure the global coverage of the construction of the integrity system.</li><li>Conducts audits on abnormal business activities to investigate and identify existing risk points, further promoting operational improvements.</li></ul> | <ul style="list-style-type: none"><li>Insist on investigating both bribery and acceptance of bribes.</li><li>Strictly follow standardized procedures and protocols in case handling to ensure a comprehensive and positive outcome.</li></ul> |



vivo has established a comprehensive integrity training system, regularly organizing diverse integrity education for existing staff and requiring all new employees to complete onboarding integrity training. Through diverse initiatives such as Integrity Awareness Week, themed lectures, poster exhibitions, and charity auctions, we continuously strengthen employees' awareness of integrity and compliance. In 2025, vivo held a total of 24 anti-corruption training sessions, with 2,135 participants, totalling 3,202.5 training hours. During the year, the signing rate of the *Integrity Commitment Letter* among employees reached 100%.

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. At the same time, vivo continues to conduct anti-corruption due diligence for newly onboarded suppliers and resource pool vendors, committed to maintaining a clean and fair business environment. In 2025, the signing rate of the *Integrity Cooperation Agreement* with suppliers reached 100%.

#### **vivo Conducts Integrity-themed Awareness Campaigns for Suppliers.**

In December 2025, at the Global Business Partners Conference, vivo organized an integrity-themed awareness campaign for 668 supplier representatives across various business sectors, systematically explaining and advocating the cooperative principle of "mutual trust enables win-win cooperation, and integrity ensures long-term success." This initiative strengthened the awareness of jointly building a clean and transparent business ecosystem, deeply integrated integrity and compliance requirements throughout the entire cooperation process, and worked hand in hand with all partners to solidify the foundation of trust, jointly fostering a clean, fair, and mutually beneficial business environment.

The signing rate of the *Integrity Commitment* with employees for 3 consecutive years (2023, 2024 and 2025)

**100%**

Conducted anti-corruption training

**24** sessions

The signing rate of the *Integrity and Honest Cooperation Agreement* with suppliers for 3 consecutive years (2023, 2024 and 2025)

**100%**

Number of employees participation in anti-corruption training

**2,135**

## Public Welfare

vivo has always been guided by the responsibility of a corporate citizen and regards facilitating human development as its long-term pursuit. We focus on the genuine needs of diverse social groups. Leveraging our technical expertise and platform capabilities, we continue to invest in the development of accessibility features and, through the "Echo of Care Public Welfare Program", ensure that technological progress benefits a wider population. In the fields of education and aesthetic education, we launched the "Capture the Future" global visual storytelling initiative and the Capture the Future Public Welfare Plan to support the growth of children and adolescents. vivo is committed to conveying warmth through concrete actions, advancing in step with societal progress, and collaborating to create a more inclusive and brighter future.

### Capture the Future: Creating a Better World with Technology

Aesthetic education is a vital pathway to stimulate creativity and nurture spiritual growth, and also one of the key directions in which vivo fulfils its corporate social responsibility. We leverage the power of technological innovation to continuously facilitate the dissemination and sharing of aesthetic education resources, with the aim of ensuring that every child has the opportunity to discover beauty, perceive beauty, and create beauty.

In July 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<sup>41</sup>, dedicated to empowering aesthetic education through technology and integrating the perception and creation of beauty into the growth of more children. As of the end of 2025, the program has reached 126 rural primary schools, providing training and study support to over 300 rural teachers and principals. Cumulatively, more than 40,000 children have been exposed to rich and diverse aesthetic education classes, gradually building an aesthetic education sharing platform and establishing "technology-enabled aesthetic education" as a benchmark.

### Capture the Future Summer Camp

In the summer of 2025, coinciding with vivo's 30th anniversary and the third anniversary of "Capture the Future", we invited 41 children and six teachers from 6 rural schools to visit vivo Dongguan Industrial Park to participate in the "2025 Capture the Future Summer Camp" science and art themed study tour.

Children experienced the beauty of technology amidst the interplay of virtual and reality by visiting the vivo Blue Technology Space Station, the vivo Image and Quality Laboratory, experiencing the vivo Vision Discovery Edition, and participating in the co-creation of art installations. At the "Future Phone Vision" sharing session, we engaged in vivid dialogue with children, guiding them to deeply perceive the charm of design and innovation through interaction. The summer camp, through immersive experiences integrating technology and art, helps rural children broaden their horizons. By perceiving and exploring beauty, it sows the seeds of interest and lays a solid foundation for future creativity. vivo will continue to empower aesthetic education practice through technology, paving a broader path for the growth and development of children.



vivo Capture the Future Summer Camp

<sup>41</sup> Filed as "Shanghai Adream Foundation - vivo Aesthetic Education Foundation" in the Civil Affairs Bureau.

## Aesthetic Education Incubation

vivo Capture the Future Public Welfare Program, through establishing a full-chain support system of "training-study tour-practice", systematically empowers the growth of frontline aesthetic education teachers. In 2025, we conducted tiered training and thematic study tours for aesthetic education teachers from across the nation in Zhejiang, Yunnan and other locations, deepening their understanding of the value of aesthetic education. During the year, we launched the "Aesthetic Education Practice Fund", providing dual support of "funding plus collaboration" to over 20 outstanding teachers for their innovative practices. We offered guidance on themes such as intangible cultural heritage, photography, and local Chinese language studies. Through training sessions, co-creation workshops, and community engagement, we accompanied teachers in transforming concepts into practical courses and activities, jointly promoting the enhancement of aesthetic education teachers' professional capabilities and teaching innovation, thereby achieving inclusive aesthetic education. As of the end of 2025, we have cumulatively provided systematic aesthetic education training to over 300 teacher participants.



Training for Aesthetic Education Teachers

## Rural Aesthetic Education Practice Local Camp

vivo Capture the Future Public Welfare Program continued to deepen its presence in rural areas in 2025, supporting children in connecting themselves, their hometowns, and their futures through art via diverse local camp activities. We have continuously carried out art practice activities in multiple rural schools, combining local cultural characteristics to guide children to create and express themselves through diverse forms such as photography, painting, and interactive design. Under the companionship of vivo volunteers and professional mentors, these activities not only helped children connect themselves with their hometowns through contemporary art media but also provided a fertile ground for nurturing their aesthetic appreciation and stimulating creativity.



Rural Aesthetic Education Practice Local Camp

## Support for the Aesthetic Education Ecosystem

vivo continues to actively participate in and promote the co-construction of the aesthetic education ecosystem by establishing professional exchange platforms and facilitating cross-sector dialogue. In 2025, in collaboration with art galleries, universities and public welfare networks, we successively held the "Seminar on Children's Aesthetic Education through Visual Arts" and a special forum on technology-enabled aesthetic education. These events brought together scholars, teachers and practitioners to jointly explore innovative pathways and practical experiences of empowering aesthetic education through technology. At the same time, vivo collaborated with the China Academy of Art to release the first "Technology-Aesthetic Education Exploration Report" in China, systematically reviewing the role and models of technology in aesthetic education and providing the industry with a development framework ranging from practice to theory. vivo connects multiple forces to advance aesthetic education from fragmented practices towards systematic and sustainable ecosystem development.



Technology and Aesthetic Education Forum



Chengdu Image Aesthetic Education Seminar

## Echo of Care Public Welfare Program: Bringing Technology into Real Life

vivo has always believed that the ultimate goal of technology is to enable people to attain happiness and experience beauty.

In 2025, the vivo Echo of Care Welfare Program, in collaboration with the China Disabled Persons' Federation (CDPF), jointly launched the "Echo of Care Technology for Disability Assistance Special Action", committing to invest a dedicated fund of RMB 30 million over the next five years (2025-2030) to support the transition of technology for disability assistance from functional development to implementation in real-world scenarios. Focusing on diverse scenarios such as education, communication, culture, and sports, vivo continues to explore the integration path of "technology + public welfare + ecosystem", promoting barrier-free technology to truly become part of the daily lives of more persons with disabilities.

As of the end of 2025, "vivo Echo of Care Welfare Program" has cumulatively supported over 20 special education institutions of higher learning nationwide, more than 4,000 disabled young people, and collaborated with 15 leading disability assistance organizations to conduct over 300 technology-assisted disability activities across online and offline platforms nationwide, cumulatively serving more than 16,000 disabled partners.

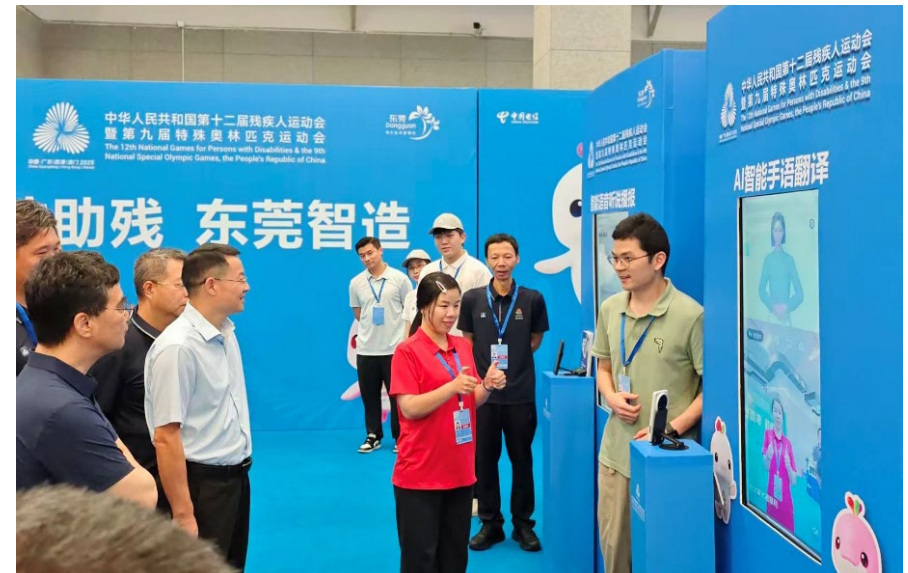


Launch Event of the 2025 Echo of Care Technology for Disability Assistance Special Action

### Bringing Technology into Real-World Scenarios

In 2025, vivo collaborated with numerous charitable partners to continuously advance accessibility technology beyond laboratories and functional interfaces into real-world, specific usage scenarios, enabling technology to become a companion and connection in the daily lives of persons with disabilities.

At the venue of the Dongguan Deaf Special Olympics Mass Three-on-Three Basketball Tournament, we established a "Technology-Assisted Disability Support Zone", leveraging vivo's Sign Language Interpreter and vivo's Listening & Speaking function to facilitate smoother communication among deaf athletes, referees, and staff during the event. The relevant functions were also applied synchronously to pre-event volunteer training to enhance the event's accessibility service capability.



At the Dongguan Deaf Special Olympics Mass Three-on-Three Basketball Tournament, a Hearing-impaired Participant is Experiencing the vivo Sign Language Interpreter

In Shenzhen, the disability assistance organization CFDP-LEYE integrated vivo's Sign Language Interpreter into an accessible live streaming room. The anchor's spoken content is converted in real time into sign language animations, enabling users with hearing impairments to access employment information and skills training content more smoothly. The relevant team also concurrently developed the *Accessible Live Streaming Room Operation Manual* to promote the replication and dissemination of this lightweight solution across more live streaming rooms.

At the same time, information accessibility training has begun to move from the classroom to real-life settings. The "Golden Cane" project has relocated training venues to markets, subway stations and museums, assisting visually impaired partners in learning to use accessibility features and AI tools within real-world environments, thereby enhancing their independent living skills and capacity for autonomous decision-making. A 22-year-old visually impaired colleague, after independently completing a shopping task for the first time with the aid of AI, remarked: "I never knew I could make my own choices".

At the "Shining with Art: Inclusive Art Festival" held at the Hangzhou BY ART MATTERS, vivo's "Hearing & Speaking" and "Sign Language Interpreter" features were integrated into guided tours and interactive workshops. Over 4 days and 24 events, participants with disabilities and those without jointly experienced art, engaged in dialogue and creative activities, enabling more public cultural spaces to truly open up to all.

At the same time, vivo continues to deepen its collaboration with universities, public welfare organizations and disabled communities to jointly explore innovative applications of accessibility technologies in education and talent development. In 2025, vivo collaborated with 20 special education institutions nationwide to donate vivo smartphones equipped with accessibility features to over 1,700 hearing impaired and visually impaired students. Career planning lectures, workshops, and other activities were conducted to support disabled youth in connecting more equitably to learning, employment, and social life.

From sporting events and live streaming rooms to museums, from universities to public cultural spaces, vivo aims to ensure that accessibility technology transcends mere functionality and truly becomes embedded in the everyday connections between people.



vivo Sign Language Interpreter Applied in Accessible Live Streaming Scenarios



Information Accessibility Classroom in the Museum



Hangzhou BY ART MATTERS Inclusive Art Festival



Echo of Care University Workshop

## Enable More People to be Seen

The significance of technology lies not merely in enhancing efficiency, but in enabling more individuals to be seen, understood, and afforded equal opportunities for participation.

In 2025, during the 12th National Games for Persons with Disabilities and the 9th National Special Olympic Games, vivo donated vivo smartphones equipped with accessibility features to hearing impaired and visually impaired athletes who received awards. This initiative supported them in more conveniently connecting their training, communication, and daily lives. vivo was subsequently awarded the "Outstanding Contribution Award for Public Welfare Donations" and the "Public Welfare Partner Charity Medal" by the Organizing Committee.

In the same year, vivo, in collaboration with the China Association of Persons with Hearing Disabilities and the Audiology Development Foundation of China (ADFC), launched the "Salute to Silent Workers" public welfare initiative. The initiative donated smart terminals equipped with accessibility features to 200 hearing impaired workers nationwide, aiming to enhance their daily communication and work efficiency, and to support more hearing-impaired partners in securing equal development opportunities in the digital era.

Furthermore, at the 2025 Care & Rehabilitation Expo China (CR Expo), vivo collaborated with the China Association of Persons with Hearing Disabilities to jointly establish an accessibility experience zone. Through live demonstrations by deaf engineers, the initiative showcased how technology enables persons with disabilities to connect more equitably with work, daily life, and society.

From establishing industry standards to promoting implementation in real-world scenarios; from supporting individual usage to connecting more social forces—these practical pathways differ, yet all pursue the same objective: ensuring technology reaches genuine demand scenarios.

vivo believes that the significance of technology lies not merely in functional breakthroughs, but in ensuring that every genuine need is recognised and that every inherent strength is unleashed, thereby working together with all sectors of society to build a more inclusive, equitable, and accessible future.



vivo Awarded at the 12th National Games for Persons with Disabilities and the 9th National Special Olympic Games "Outstanding Contribution Award for Public Welfare Donations"



"Salute to Silent Workers" Public welfare project



Joint Exhibition Area of vivo and the China Association of Persons with Hearing Disabilities at the CR Expo

## The Digital Communication of National Treasure Project: Facilitating Cultural Heritage

In September 2025, vivo and the New Media Center of Xinhua News Agency jointly launched the "Digital Communication of National Treasure Project", aiming to explore the digital protection, research, and inheritance innovation of cultural and museum scenes based on the technological and resource advantages of both parties, provide the public with more convenient and rich cultural experiences, and promote the fair sharing of cultural resources. The "Digital Communication of National Treasure Project" collected spatial images of numerous cultural relics, including the Forbidden City, via the vivo Vision Discovery Edition, enabling the relics to "step out" from glass display cases and providing the public with a more authentic and interactive digital museum viewing experience.

2025 marks the 100th anniversary of the founding of the Palace Museum. Taking this as an opportunity, the "Digital Communication of National Treasure Project" first landed in the Forbidden City and its related scenes, including: image collection of the Forbidden City architectural space, the centennial documentary *"Why Do We Need the Forbidden City"*, the short film *"200 Million Pixels Viewing National Treasures"*, the "Ambassador Entering the Forbidden City" series of activities, and the special issue of the magazine *"New Look at the Centennial vivo X300 Pro Forbidden City Images"*. The "Digital Communication of National Treasure Project", with the Palace Museum as its centenary, has achieved a profound breakthrough from technological recording to cultural dissemination.

Over the past two years, the "Digital Communication of National Treasure Project" has continued to penetrate museums across the country, using the vivo X300 series 200 million pixels ultra clear main camera, Zeiss optical lenses, and specially optimized anti reflection algorithms to accurately restore cultural relics' details, allowing precious historical and cultural heritage to be permanently preserved in digital form. At present, the "Digital Communication of National Treasure Project" has successfully collected digital images of representative cultural relics such as the Forbidden City Palace, Lotus and Crane Rectangular Hu, and the Phoenix Owl Zun through image technology support media, allowing precious cultural relics to transcend time and space limitations, move from museums to the public and the world. As a humanistic technology brand, vivo always believes that technological innovation should not only illuminate the technological boundaries, but also warm the humanistic texture.



Digital Images of Cultural Relics Under the "Digital Communication of National Treasure Project"

## Mutual Support: Demonstrating Responsibility and Accountability

In 2025, in response to the Shigatse earthquake, the flooding disasters in Beijing-Tianjin-Hebei and Yuzhong County, and the Level 5 fire at Hongfu Court, Tai Po, Hong Kong, vivo immediately activated its support measures. Through efficient action, it provided relief to the affected areas and demonstrated its public welfare commitment of "mutual aid and shared resilience in times of adversity" through sustained investment.



vivo's Participation in Emergency Disaster Relief

# Global Welfare

While vivo continues to drive the development of its global business, it consistently integrates the warmth of its brand into local communities. In 2025, our overseas team carried out a series of public welfare practices centered on youth development and connecting the world through imagery, taking concrete actions to support sustainable community development and contribute to creating a more inclusive and better world.

## "Capture the Future" Global Visual Storytelling Initiative

vivo launched the "Capture the Future" global visual storytelling initiative in 2024, dedicated to inspiring and nurturing the creativity of young people through mobile imaging technology. In collaboration with international public welfare partners such as UNESCO and SOS Children's Villages, the initiative has established a professional image education support system for adolescents. By leveraging imaging technology, it facilitates their artistic expression and digital capability development, thereby supporting the implementation of global quality education and sustainable development goals.

vivo, guided by the responsibility to "Tech for Future", positions imaging technology as a bridge connecting educational equity and innovative practice. By providing accessible avenues for artistic expression and digital education opportunities, vivo assists the younger generation in exploring their identities and building self-confidence through image creation, while continuously contributing to youth development and social progress.

### vivo Partners with SOS Children's Villages Pakistan to launch "Capture the Future"

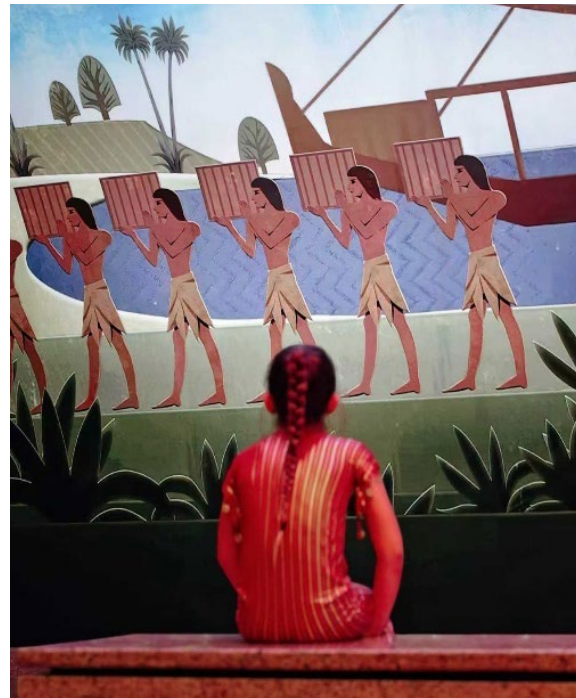
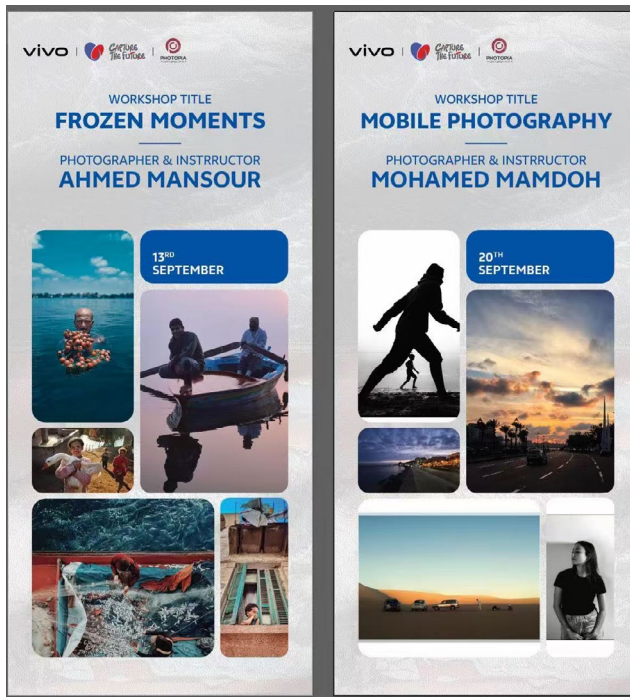
vivo, in partnership with SOS Children's Villages Pakistan, launched the three-year "Capture the Future" public welfare initiative, leveraging mobile imaging technology to provide inclusive aesthetic education for children with limited local resources, thereby stimulating their creativity and self-expression. We donated funds and vivo V50 5G smartphones to six Children's Villages. Systematic photography and videography courses were established, supported by dedicated imaging classrooms and teacher training programs. Through daily instruction, annual photography camps, exhibition screenings, and documentary production, we assisted the children in learning to observe, record, and express themselves through the lens. This initiative empowers children to explore their identities and build self-confidence within visual storytelling, while technology accompanies them towards a broader and brighter future.



"Capture the Future" in Pakistan

## Connecting Youth through Imagery, Rediscovering Egyptian Civilization

In 2025, drawing on insights into the current state of local adolescents' understanding of their history and culture, vivo Egypt officially launched the "Capture the Future" public welfare initiative. Leveraging vivo's mobile imaging technology, the initiative aims to inspire young people to rediscover and reinterpret Egyptian civilization through their lenses. We collaborated with Cairo Photo Week, a leading photography education platform in the Middle East and North Africa region, to host multiple image workshops for Egyptian university students centered on the themes of "Egyptian street culture" and "historical and cultural heritage", inviting professional photographers to guide them in creative work using vivo smartphones. The project not only imparted mobile photography skills but also guided young people to transform from civilised "observers" into active "ambassadors", thereby making imagery a new bridge for cross-cultural communication.



"Capture the Future" in Egypt

## Care for Children

vivo has always used technology as a bond, dedicated to creating a more equitable and creative growth environment for children, illuminating their future with innovation and care.

### JOVI Lenses for the Future Academy

vivo donated funds to Brazil's largest pediatric hospital through its Brazilian brand JOVI in 2025 and officially launched the "JOVI Lenses for the Future Academy" public welfare initiative. We collaborate with professional photographers to conduct a series of photography workshops for children in hospitals, providing emotional support to inpatient children and their families through mobile imaging technology, thereby transforming the treatment journey into a voyage of creativity and hope. The project not only provides children with a new perspective for recording and observing their lives, but also empowers them and their families through imagery to express emotions and gain strength during treatment, thereby demonstrating the warm value of technology in caring for the next generation.



"JOVI Lenses for the Future Academy" Public Welfare Project

## Talent Scholarship

vivo supports the development of digital skills among young people through the establishment of talent scholarships, leveraging technology to contribute to a sustainable future for society.

### vivo Launches the "NexGen" Scholarship Program to Help Indonesian Youth Pursue Their Technology Dreams

vivo launched the "NexGen" scholarship program in Indonesia, partnering with local foundations and polytechnics to provide full scholarships in the technology sector and industry placement opportunities for local youth. The project spans multiple cutting-edge disciplines, connecting real-world industrial scenarios to foster the development of high-quality digital talent among students and enhance their employability. By establishing scholarships, vivo upholds the "technology serves society" philosophy and has also made tangible contributions to promoting quality education, decent work, and reducing inequalities.



# GRI Standard Index

## Instructions for Use

## GRI used

vivo Holdings Limited has reported the information cited in this GRI content index for the period from January 1, 2025 to December 31, 2025 with reference to the GRI Standards.

GRI 1: Foundation 2021

| GRI Standard Disclosure Item Number                        | Name of GRI Standard Disclosure Item                                        | Response to Report Chapters | Report page number | Sustainable Development Goals                                                                                                                                                                                                                         |
|------------------------------------------------------------|-----------------------------------------------------------------------------|-----------------------------|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>General disclosure</b>                                  |                                                                             |                             |                    |                                                                                                                                                                                                                                                       |
| <b>GRI 2: The Organization and its Reporting Practices</b> |                                                                             |                             |                    |                                                                                                                                                                                                                                                       |
| GRI 2-1                                                    | Organizational details                                                      | About this Report           | P01                |                                                                                                                                                                                                                                                       |
| GRI 2-2                                                    | Entities included in the organization's sustainability reporting            | About this Report           | P01                |                                                                                                                                                                                                                                                       |
| GRI 2-3                                                    | Reporting period, frequency and contact information                         | About this Report           | P01                |                                                                                                                                                                                                                                                       |
| GRI 2-4                                                    | Restatements of information                                                 | About this Report           | P01                |                                                                                                                                                                                                                                                       |
| GRI 2-5                                                    | External assurance                                                          | About this Report           | P01                |                                                                                                                                                                                                                                                       |
| <b>GRI 2: Activities and Workers</b>                       |                                                                             |                             |                    |                                                                                                                                                                                                                                                       |
| GRI 2-6                                                    | Activities, value chains and other business relationships                   | Company Profile             | P04                |    |
| <b>GRI 2: Governance</b>                                   |                                                                             |                             |                    |                                                                                                                                                                                                                                                       |
| GRI 2-9                                                    | Governance structure and composition                                        | Sustainability Governance   | P08-13             |                                                                                                                                                                                                                                                       |
| GRI 2-11                                                   | Chair of the highest governance body                                        | Sustainability Governance   | P08-13             |                                                                                                                                                                                                                                                       |
| GRI 2-12                                                   | Role of the highest governance body in overseeing the management of impacts | Sustainability Governance   | P08-13             |                                                                                                                                                                    |
| GRI 2-13                                                   | Delegation of responsibility for managing impacts                           | Sustainability Governance   | P08-13             |                                                                                                                                                                                                                                                       |
| GRI 2-14                                                   | Role of the highest governance body in sustainability reporting             | Sustainability Governance   | P08-13             |                                                                                                                                                                                                                                                       |
| GRI 2-16                                                   | Communication of critical concerns                                          | Sustainability Governance   | P08-13             |                                                                                                                                                                                                                                                       |
| <b>GRI 2: Strategy, Policies and Practices</b>             |                                                                             |                             |                    |                                                                                                                                                                                                                                                       |
| GRI 2-22                                                   | Statement on sustainable development strategy                               | Sustainability Governance   | P08-13             |                                                                                                                                                                    |

| GRI Standard Disclosure Item Number       | Name of GRI Standard Disclosure Item                                           | Response to Report Chapters                                                   | Report page number | Sustainable Development Goals                                                                                                                                                                                                                                     |
|-------------------------------------------|--------------------------------------------------------------------------------|-------------------------------------------------------------------------------|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| GRI 2-23                                  | Policy commitment                                                              | Sustainability Governance<br>Business Ethics                                  | P08-13<br>P90-91   |                                                                                                                                                                                                                                                                   |
| GRI 2-24                                  | Embedding policy commitments                                                   | Sustainability Governance                                                     | P08-13             |                                                                                                                                                                                |
| GRI 2-26                                  | Mechanisms for seeking advice and raising concerns                             | Sustainability Governance                                                     | P08-13             |                                                                                                                                                                                                                                                                   |
| GRI 2-28                                  | Membership associations                                                        | Industrial Co-Prosperity                                                      | P80-84             |                                                                                                                                                                                                                                                                   |
| <b>GRI 2: Stakeholder Engagement</b>      |                                                                                |                                                                               |                    |                                                                                                                                                                                                                                                                   |
| GRI 2-29                                  | Approach to stakeholder engagement                                             | Sustainability Governance                                                     | P08-13             |                                                                                             |
| <b>GRI 3: Material Topics</b>             |                                                                                |                                                                               |                    |                                                                                                                                                                                                                                                                   |
| GRI 3-1                                   | Process to determine material topics                                           | Sustainability Governance                                                     | P08-13             |                                                                                                                                                                                                                                                                   |
| GRI 3-2                                   | List of material topics                                                        | Sustainability Governance                                                     | P08-13             |                                                                                                                                                                                                                                                                   |
| GRI 3-3                                   | Management of material topics                                                  | Sustainability Governance                                                     | P08-13             |                                                                                                                                                                                                                                                                   |
| <b>GRI 201: Economic Performance</b>      |                                                                                |                                                                               |                    |                                                                                                                                                                                                                                                                   |
| GRI 201-2                                 | Financial implications and other risks and opportunities due to climate change | Green Operations                                                              | P56-66             |       |
| GRI 201-3                                 | Financial implications and other risks and opportunities due to climate change | Supporting employee growth                                                    | P69-77             |                                                                                                                                                                              |
| <b>GRI 203: Indirect Economic Impacts</b> |                                                                                |                                                                               |                    |                                                                                                                                                                                                                                                                   |
| GRI 203-1                                 | Infrastructure investments and services supported                              | Public Welfare<br>Collaborating with international public welfare initiatives | P92-97<br>P98-100  |    |
| GRI 203-2                                 | Significant indirect economic impacts                                          | Public Welfare<br>Global Welfare                                              | P92-97<br>P98-100  |                                                                                                                                                                              |
| <b>GRI 205: Anti-corruption</b>           |                                                                                |                                                                               |                    |                                                                                                                                                                                                                                                                   |

| GRI Standard Disclosure Item Number | Name of GRI Standard Disclosure Item                                     | Response to Report Chapters               | Report page number | Sustainable Development Goals                                                                                                                                                                                                                               |
|-------------------------------------|--------------------------------------------------------------------------|-------------------------------------------|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| GRI 205-2                           | Communication and training about anti-corruption policies and procedures | Business Ethics                           | P90-91             |                                                                                                                                                                                                                                                             |
| <b>Environment</b>                  |                                                                          |                                           |                    |                                                                                                                                                                                                                                                             |
| <b>GRI 301: Materials</b>           |                                                                          |                                           |                    |                                                                                                                                                                                                                                                             |
| GRI 301-1                           | Materials used by weight or volume                                       | Environmental products                    | P46-55             |                                                                                                                                                                                                                                                             |
| GRI 301-2                           | Materials used by weight or volume                                       | Environmental protection products         | P46-55             |                                                                                                                                                                            |
| GRI 301-3                           | Reclaimed products and their packaging materials                         | Environmental protection products         | P46-55             |                                                                                                                                                                                                                                                             |
| <b>GRI 302: Energy</b>              |                                                                          |                                           |                    |                                                                                                                                                                                                                                                             |
| GRI 302-1                           | Energy consumption within the organization                               | Green Operation                           | P56-66             |                                                                                                                                                                                                                                                             |
| GRI 302-4                           | Reduction of energy consumption                                          | Green Operation                           | P56-66             |          |
| GRI 302-5                           | Reductions in energy requirements of products and services               | Environmental products<br>Green Operation | P46-55<br>P56-66   |                                                                                                                                                                                                                                                             |
| <b>GRI 303: Water and Effluents</b> |                                                                          |                                           |                    |                                                                                                                                                                                                                                                             |
| GRI 303-1                           | Interactions with water as a shared resource                             | Green Operation                           | P56-66             |                                                                                                                                                                                                                                                             |
| GRI 303-2                           | Management of water discharge-related impacts                            | Green Operation                           | P56-66             |                                                                                           |
| GRI 303-3                           | Water withdrawal                                                         | Green Operation                           | P56-66             |                                                                                                                                                                                                                                                             |
| GRI 303-4                           | Water discharge                                                          | Green Operation                           | P56-66             |                                                                                                                                                                                                                                                             |
| GRI 303-5                           | Water consumption                                                        | Green Operation                           | P56-66             |                                                                                                                                                                                                                                                             |
| <b>GRI 305: Emissions</b>           |                                                                          |                                           |                    |                                                                                                                                                                                                                                                             |
| GRI 305-1                           | Direct (Scope 1) GHG emissions                                           | Green Operation                           | P56-66             |                                                                                                                                                                                                                                                             |
| GRI 305-2                           | Energy indirect (Scope 2) GHG emissions                                  | Green Operation                           | P56-66             |    |
| GRI 305-3                           | Other indirect (Scope 3) GHG emissions                                   | Green Operation                           | P56-66             |                                                                                                                                                                                                                                                             |
| GRI 305-5                           | Reduction of GHG emissions                                               | Green Operation                           | P56-66             |                                                                                                                                                                                                                                                             |
| <b>GRI 306: Waste</b>               |                                                                          |                                           |                    |                                                                                                                                                                                                                                                             |
| GRI 306-1                           | Waste generation and significant waste-related impacts                   | Green Operation                           | P56-66             |                                                                                       |

| GRI Standard Disclosure Item Number               | Name of GRI Standard Disclosure Item                                                                          | Response to Report Chapters | Report page number | Sustainable Development Goals                                                                                                                                               |
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| GRI 306-2                                         | Management of significant waste-related impacts                                                               | Green Operation             | P56-66             |       |
| GRI 306-3                                         | Waste generated                                                                                               | Green Operation             | P56-66             |                                                                                                                                                                             |
| GRI 306-4                                         | Waste diverted from disposal                                                                                  | Green Operation             | P56-66             |                                                                                                                                                                             |
| GRI 306-5                                         | Waste directed to disposal                                                                                    | Green Operation             | P56-66             |                                                                                                                                                                             |
| <b>GRI 308: Supplier Environmental Assessment</b> |                                                                                                               |                             |                    |                                                                                                                                                                             |
| GRI 308-1                                         | New suppliers that were screened using environmental criteria                                                 | Win-Win Cooperation         | P78-79             |                                                                                          |
| GRI 308-2                                         | Negative environmental impacts in the supply chain and actions taken                                          | Win-Win Cooperation         | P78-79             |                                                                                                                                                                             |
| <b>Society</b>                                    |                                                                                                               |                             |                    |                                                                                                                                                                             |
| <b>GRI 401: Employment</b>                        |                                                                                                               |                             |                    |                                                                                                                                                                             |
| GRI 401-2                                         | Benefits provided to full-time employees that are not provided to temporary or part-time employees            | Supporting Employee Growth  | P69-77             |       |
| GRI 401-3                                         | Parental leave                                                                                                | Supporting Employee Growth  | P69-77             |                                                                                                                                                                             |
| <b>GRI 403: Occupational Health and Safety</b>    |                                                                                                               |                             |                    |                                                                                                                                                                             |
|                                                   | Occupational health and safety management system                                                              | Supporting Employee Growth  | P69-77             |                                                                                                                                                                             |
| GRI 403-2                                         | Hazard identification, risk assessment, and incident investigation                                            | Support Employee Growth     | P69-77             |                                                                                                                                                                             |
| GRI 403-3                                         | Occupational health services                                                                                  | Supporting Employee Growth  | P69-77             |                                                                                                                                                                             |
| GRI 403-4                                         | Worker participation, consultation, and communication on occupational health and safety                       | Supporting Employee Growth  | P69-77             |                                                                                                                                                                             |
| GRI 403-5                                         | Worker training on occupational health and safety                                                             | Support Employee Growth     | P69-77             |   |
| GRI 403-6                                         | Promotion of worker health                                                                                    | Supporting Employee Growth  | P69-77             |                                                                                                                                                                             |
| GRI 403-7                                         | Prevention and mitigation of occupational health and safety impacts directly linked by business relationships | Supporting Employee Growth  | P69-77             |                                                                                                                                                                             |
| GRI 403-8                                         | Workers covered by an occupational health and safety management system                                        | Supporting Employee Growth  | P69-77             |                                                                                                                                                                             |

| GRI Standard Disclosure Item Number             | Name of GRI Standard Disclosure Item                                                     | Response to Report Chapters      | Report page number | Sustainable Development Goals                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-------------------------------------------------|------------------------------------------------------------------------------------------|----------------------------------|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| GRI 403-9                                       | Work-related injuries                                                                    | Supporting Employee Growth       | P69-77             |                                                                                                                                                                                                                                                                                                                                                       |
| GRI 403-10                                      | Work-related ill health                                                                  | Supporting Employee Growth       | P69-77             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>GRI 404: Training and Education</b>          |                                                                                          |                                  |                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| GRI 404-1                                       | Average hours of training per year per employee                                          | Supporting Employee Growth       | P69-77             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| GRI 404-2                                       | Programs for upgrading employee skills and transition assistance programs                | Supporting Employee Growth       | P69-77             |                                                                                                                                                                                                                                                                                                                                                       |
| GRI 404-3                                       | Percentage of employees receiving regular performance and career development reviews     | Supporting Employee Growth       | P69-77             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>GRI 405: Diversity and Equal Opportunity</b> |                                                                                          |                                  |                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| GRI 405-1                                       | Diversity of governance bodies and employees                                             | Supporting Employee Growth       | P69-77             |                                                                                                                                                                                                                                                                      |
| <b>GRI 406: Non-discrimination</b>              |                                                                                          |                                  |                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| GRI 406-1                                       | Incidents of discrimination and corrective actions taken                                 | Supporting Employee Growth       | P69-77             |                                                                                                                                                                                                                                                                      |
| <b>GRI 408: Child Labor</b>                     |                                                                                          |                                  |                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| GRI 408-1                                       | Operations and suppliers at significant risk for incidents of child labor                | Supporting Employee Growth       | P69-77             |                                                                                                                                                                                     |
| <b>GRI 409: Forced or Compulsory Labor</b>      |                                                                                          |                                  |                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| GRI 409-1                                       | Operations and suppliers at significant risk for incidents of forced or compulsory labor | Supporting Employee Growth       | P69-77             |                                                                                                                                                                                |
| <b>GRI 413: Local Communities</b>               |                                                                                          |                                  |                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| GRI 413-1                                       | Operations with local community engagement, impact assessments, and development programs | Public Welfare<br>Global Welfare | P92-97<br>P98-100  |       |
| <b>GRI 414: Supplier Social Assessment</b>      |                                                                                          |                                  |                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| GRI 414-2                                       | Negative social impacts in the supply chain and actions taken                            | Win-Win Cooperation              | P78-79             |                                                                                                                                                                                                                                                                                                                                                   |

| GRI Standard Disclosure Item Number        | Name of GRI Standard Disclosure Item                                                         | Response to Report Chapters                              | Report page number | Sustainable Development Goals                                                                                                                                           |
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| <b>GRI 416: Customer Health and Safety</b> |                                                                                              |                                                          |                    |                                                                                                                                                                         |
| GRI 416-1                                  | Assessment of the health and safety impacts of product and service categories                | Product Safety and Reliability<br>Environmental products | P33-79<br>P46-55   |   |
| <b>GRI 417: Marketing and Labelling</b>    |                                                                                              |                                                          |                    |                                                                                                                                                                         |
| GRI 417-1                                  | Requirements for product and service information and labeling                                | Whole-Hearted Customer Service                           | P40-43             |   |
| <b>GRI 418: Customer Privacy</b>           |                                                                                              |                                                          |                    |                                                                                                                                                                         |
| GRI 418-1                                  | Substantiated complaints concerning breaches of customer privacy and losses of customer data | Product Safety and Reliability                           | P33-39             |                                                                                      |

# Independent Assurance Report



## ASSURANCE STATEMENT

### REPORT ON SUSTAINABILITY ACTIVITIES IN THE VIVO HOLDINGS LIMITED'S VIVO SUSTAINABILITY REPORT 2025

**NATURE OF THE ASSURANCE/VERIFICATION**  
SGS-CSTC Standards Technical Services Co., Ltd. (hereinafter referred to as SGS-CSTC) was commissioned by vivo HOLDINGS LIMITED (hereinafter referred to as vivo) to conduct an independent assurance of the vivo Holdings Limited's vivo Sustainability Report 2025 (Chinese version) for the period of January 1, 2025 to December 31, 2025.

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

**RESPONSIBILITIES**  
The sustainability information in the vivo Holdings Limited's vivo Sustainability Report 2025 and its presentation are the responsibility of vivo's ESG governing body and the management. SGS-CSTC has not been involved in the preparation of any of the material included in the vivo Holdings Limited's vivo Sustainability Report 2025.

Our responsibility is to express an opinion on the text, data, graphs and statements within the scope of assurance based upon sufficient and appropriate objective evidence.

SGS-CSTC 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 assurance of this report has been conducted according to the AA1000 Assurance Standard (AA1000AS v3) , a standard used globally to provide assurance on sustainability-related information across organizations of all types, including the evaluation of the nature and extent to which an organization adheres to the Accountability Principles (AA1000AP, 2018).

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

| Assurance Standard | Level of Assurance |
|--------------------|--------------------|
| AA1000AS v3 Type 2 | Moderate           |

#### SCOPE OF ASSURANCE AND REPORTING CRITERIA

The scope of the assurance included evaluation of quality, accuracy and reliability of specified performance information as detailed below and evaluation of adherence to the following reporting criteria:

| Reporting Criteria                      |
|-----------------------------------------|
| AA1000 Accountability Principles (2018) |
| GRI Standards 2021 (With Reference to)  |



**ASSURANCE METHODOLOGY**  
The assurance comprised a combination of pre-assurance research, interviews with relevant employees on-site at No.1, vivo Road, Chang'in, Dongguan, Guangdong Province, P.R. China, including documentation and record review and validation where relevant. This assurance engagement was restricted to the group level of vivo and did not include traceability of all original data from subordinate institutions.

**LIMITATIONS**  
Data drawn directly from independently audited financial accounts and intensity data calculated based on financial data has not been checked back to source as part of this assurance process.

The greenhouse gas emission related data in the vivo Holdings Limited's vivo Sustainability Report 2025 has been directly adopted from the independent third party verification data and has not been double verified in this audit.

This assurance engagement was limited to conducting interviews with departmental managers and selected employees of vivo, in addition to reviewing relevant documents and records.

**INDEPENDENCE AND COMPETENCE**  
The SGS Group of companies is the world leader in inspection, testing and certification, operating in multiple countries and providing services. As an affiliate of SGS Group, SGS-CSTC affirm our independence from vivo, being free from bias and conflicts of interest with the organization, its subsidiaries and stakeholders.

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

#### FINDINGS AND CONCLUSIONS

**ASSURANCE OPINION**  
On the basis of the methodology described and the assurance work performed, we believe that the specified performance information included in the scope of assurance is accurate, reliable, has been fairly stated. The vivo Holdings Limited's vivo Sustainability Report 2025 has been prepared in accordance with the Four Principles of AA1000.

We believe that the organisation has chosen an appropriate level of assurance for this stage in their reporting.

#### ADHERENCE TO AA1000 ACCOUNTABILITY PRINCIPLES (2018)

**INCLUSIVITY**  
The vivo Holdings Limited's vivo Sustainability Report 2025 has demonstrated that the organization identified its stakeholders, collected their expectations and concerns, established methods for stakeholder communication and engagement, and undertaken various forms of dialogue and interaction with them.

**MATERIALITY**  
The vivo Holdings Limited's vivo Sustainability Report 2025 has reasonably disclosed significant issues and indicators that materially affect stakeholder evaluations and decisions, reflecting the organization's most significant impacts on economic, environmental, and social matters based on the concerns raised by relevant stakeholders.



**RESPONSIVENESS**  
The vivo Holdings Limited's vivo Sustainability Report 2025 has demonstrated the established channels for stakeholder interaction and has fully addressed stakeholder concerns and expectations. Additionally, it has provided transparent responses on material issues to an appropriate extent.

**IMPACT**  
The vivo Holdings Limited's vivo Sustainability Report 2025 has provided an account of the monitoring and measurement of the principal activities' impacts concerning environmental, social, and governance (ESG) issues.

**QUALITY AND RELIABILITY OF SPECIFIED PERFORMANCE INFORMATION**  
On the basis of the methodology described and the verification work performed, we checked management documents, HR system data, receipts, minutes of meetings, ISO certifications, patent data, safety and privacy information, environmentally friendly products, sustainable procurement, water resources, waste management, diversity statistics, employee rights and interests, and social public welfare etc. We have confidence that the specified performance information included in the scope of assurance is reliable at a moderate level of scrutiny for vivo.

**ADHERENCE TO GRI STANDARDS 2021**  
The assurance team concludes that the vivo Holdings Limited's vivo Sustainability Report 2025 has been prepared with reference to the requirements of GRI Standards 2021.

**RECOMMENDATIONS**  
All observations pertaining to commendable practices, sustainable development activities, and managerial recommendations identified throughout the assurance process have been thoroughly communicated with 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. 27<sup>th</sup>, 2026  
WWW.SGS.COM



CN26/00005530



AA1000  
Licensed Report  
000-8/IV3-67RUO

# Certification List

| Issue Dimension                          | Name of Certification Certificate                                                                                                                                                |
|------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Promoting Healthier Life with Technology | vivo pulse wave premature beat and atrial fibrillation analysis prompt software has obtained Class II medical device certification                                               |
|                                          | 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.                                                                         |
| Product Quality and Safety               | Class A Enterprise by the China Quality Certification Centre (CQC) for vivo Mobile Communication Co., Ltd.                                                                       |
|                                          | 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.                                                                                             |
|                                          | European Privacy Protection Certification (ePrivacySeal) for vivo Mobile Communication Co., Ltd.                                                                                 |
|                                          | CSA STAR Management System Certification for vivo Mobile Communication Co., Ltd.                                                                                                 |
| Customer Privacy Protection              | 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                              |

| Issue Dimension                 | Name of Certification Certificate                                                                                                                                                                                       |
|---------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Customer Service                | 5-star SGS Certificate for "Evaluation system for after-sales service of commodity" for vivo Mobile Communication Co., Ltd                                                                                              |
| Eco-friendly Products           | OriginOS 6, featured on the vivo X300 Series, received the "Five-Year Sustained Smooth Performance Under Intensive Use Across All Scenarios" certification from China Telecommunication Technology Labs (CTTL) and SGS. |
| Control of Hazardous Substances | vivo Holdings Limited IECQ QC 080000 Hazardous Substance Process Management System Certification                                                                                                                        |
| Environmental Management        | vivo Holdings Limited ISO 14001 Environmental Management System Certification                                                                                                                                           |
|                                 | ISO 14001 Environmental Management System Certification of vivo Mobile Communication (Chongqing) Co., Ltd.                                                                                                              |
| Energy Management               | ISO 14001 Environmental Management System Certification of vivo Smart Technology Co., Ltd.                                                                                                                              |
|                                 | vivo Holdings Limited ISO 50001 Energy Management System Certification                                                                                                                                                  |
| Occupational Health and Safety  | ISO 50001 Environmental Management System Certification of vivo Smart Technology Co., Ltd.                                                                                                                              |
|                                 | vivo Holdings Limited ISO 45001 Occupational Health and Safety Management System Certification                                                                                                                          |
|                                 | ISO 45001 Occupational Health and Safety Management System Certification for vivo Mobile Communication (Chongqing) Co., Ltd.                                                                                            |
| Information Security            | ISO 45001 Occupational Health and Safety Management System Certification for vivo Smart Technology Co., Ltd.                                                                                                            |
|                                 | vivo Holdings Limited ISO/IEC 27001 Information Security Management System Certification                                                                                                                                |

# 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 2025

Name

Work Unit

Position

Tel

Email

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

Very good

Good

Average

Needs improvement

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

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

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

Other opinions:

Which part of the Report are you most interested in?

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

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

vivo