

The Oppo logo is displayed in white lowercase letters in the top left corner of the image. The background is a scenic view of a modern building with large glass windows, a well-maintained green lawn with trees, and a blue body of water in the foreground. The sky is clear and blue.

oppo

2023

SUSTAINABILITY REPORT

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About the Report

This is the fourth annual sustainability report released by Guangdong OPPO Mobile Telecommunications Corp., Ltd. OPPO discloses information about sustainability management to the public every year, applying the disclosure principles of significant, measurable, balanced, and consistent information.

Basis of Preparation

This report has been prepared with reference to the Global Reporting Initiative Standards (GRI Standards) and sustainability-related standards or guidances, including the Ten Principles of the United Nations Global Compact (UNGC), the United Nations Sustainable Development Goals (SDGs) and the *ISO 26000:2010 - Guidance on Social Responsibility*.

Scope of the Report

This report mainly discloses the philosophy, significant progress, achievements, and future plans of Guangdong OPPO Mobile Telecommunications Corp., Ltd. and its subsidiaries in terms of environment, society and governance (ESG). The information and data in this report cover the time period from January to December 2023 and the inconsistencies have been clarified.

Unless otherwise specified for certain materials, all policies, statements, and information in this report refer to operations within the scope of business of Guangdong OPPO Mobile Telecommunications Corp., Ltd. and its subsidiaries.

Unless otherwise specified, the RMB is the reporting currency.

Terms of Reference

For ease of presentation and reading, "OPPO", "the Company", and "we" all refer to Guangdong OPPO Mobile Telecommunications Corp., Ltd. and its subsidiaries. "OnePlus" refers to OnePlus Technology (Shenzhen) Co., Ltd. which was integrated into OPPO in June 2021 and has become a brand under OPPO.

Information Sources and Reliability

All the information used in this report comes from Guangdong OPPO Mobile Telecommunications Corp., Ltd. and its subsidiaries. The management of the Company are responsible for the authenticity, accuracy, and integrity of the information in this report.

External Verification

OPPO has appointed Bureau Veritas Certification (Beijing) Co., Ltd. (Bureau Veritas) to provide us with assurance services. Bureau Veritas has verified the reliability of the content and data presented in this report. Bureau Veritas's assurance statement can be found on page 70.

Statement on Due Diligence

We appoint a qualified third-party auditor to carry out the annual Sedex Members Ethical Trade Audit (SMETA) 4-pillar corporate social responsibility (CSR) audit for our production bases as scheduled on a regular basis, so as to identify social responsibility risks and continuously improve our CSR management mechanism.

SMETA is one of the world's most widely used social responsibility audit standards developed based on international standards and local laws and regulations.

Availability

This Report has been released in both Chinese and English as a separate sustainability report in June 2024. It is accessible in PDF format at <https://www.oppo.com/en/oppo-sustainability/>

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Message from CEO

Forging a Sustainable Ecosystem for Health, Harmony, and Prosperity

The year 2023 presents us with a plethora of challenges. Faced with the far-reaching environmental impacts looming over us, the world is amidst what can only be described as "unprecedented changes of the century", hastening the transition towards sustainable development, which has become the prevailing ethos of our time.

Amidst this backdrop, OPPO remains steadfast in its commitment to the mission of "Technology for Mankind, Kindness for the World". We are dedicated to crafting exceptional products, fostering technological innovation, fortifying organizational capabilities, championing sustainable enterprise development, and collaborating with global partners to construct a harmonious industrial ecosystem.

In today's landscape, technological innovation and environmental stewardship stand as vital pillars of global progress. We firmly believe that technological innovation serves as a linchpin for driving high-quality societal advancement. As a global technology powerhouse, OPPO has consistently embraced a long-term vision, prioritizing the exploration and research of cutting-edge technologies, and leveraging the certainty of technological investment to navigate the uncertainties of future development. Over the years, our relentless pursuit of innovation, coupled with robust technological prowess, has garnered widespread acclaim from the market and users alike. OPPO's steadfast commitment to innovation has not only propelled us to the forefront of the industry but has also catalyzed transformative progress. As of December 31, 2023, OPPO boasts a global patent portfolio exceeding 98,000 applications, with over 54,000 patents granted worldwide, of which 91% are invention patents. This year, OPPO was honored by Fast Company as one of the 10 Most Innovative Asia-Pacific Companies of 2023.

In 2023, we unveiled the OPPO Climate Action Report. In the report, OPPO pledges for the first time to achieve carbon neutrality across its global operations by 2050. These targets underscore our unwavering dedication to sustainability and underscore our determination to contribute to the global carbon neutrality initiative with the same vigor as our commitment to technological innovation. To realize these goals, we have meticulously crafted a clear roadmap for low-carbon development. In the immediate term, OPPO will prioritize decarbonization efforts across various facets, including design, production, operations, and transportation. This will involve harnessing

energy-saving technologies and embracing renewable energy sources to drive efficiency and reduce emissions. Additionally, we will actively engage our upstream and downstream partners in the value chain, advocating for and facilitating their transition towards low-carbon practices, thereby fostering a green ecosystem and collectively fostering the development of eco-friendly products. In the medium to long term, OPPO will continue to explore the convergence of digital technology with traditional industries. We will invest in innovative solutions such as intelligent monitoring systems, including "carbon footprint tracking", to optimize resource allocation and enhance supply-demand efficiency across our operations.

This year, we are excited to launch the second cohort of the "OPPO Inspiration Challenge" under the themes "Innovation for the Planet" and "Innovation for People." We call for innovative solutions from global entrepreneurs and technology professionals. Through concerted efforts in areas like new materials and battery technology, we aim to propel sustainable development and address pressing societal challenges. By rallying the global tech community, we strive to catalyze high-quality scientific and technological innovation, paving the way for a brighter future.

Guided by our mission of "Technology for Mankind, Kindness for the World", and with the joint effort of OPPO staffs, our partners and our users around the world, we will forge ahead with optimism, and endeavor to build a sustainable ecosystem that is healthy, harmonious, and prosperous for generations to come.

Tony Chen

Founder / President / CEO
of OPPO



Message from COO

Shouldering Responsibilities and Embracing Sustainable Development

At OPPO, we have long recognized sustainable development as a cornerstone of our corporate strategy, and we are steadfast in our commitment to fostering sustainability across all facets of our operations. Our company diligently upholds its corporate responsibilities through concerted efforts in five key areas: operations and compliance, environmental protection, caring for employees, virtuous innovation, and ecosystem engagement. Through these endeavors, we endeavor to cultivate a robust and enduring ecosystem that nurtures both our business and our planet.

We prioritize the cultivation of a compliant and harmonious operational environment that supports sustainable growth. OPPO maintains rigorous adherence to legal and regulatory frameworks, upholding the highest standards of compliance and integrity in all our endeavors. We are unwavering in our commitment to information security and customer privacy, continually enhancing our protocols to safeguard user data. Central to our ethos is our dedication to product quality and safety, guided by our core values of “User-led” and “Aim for Excellence”. We are dedicated to delivering products and services that are not only of the highest quality but also safe and reliable, ensuring our users’ trust and satisfaction.

Through relentless technological innovation, we strive to extend digital convenience to a broader spectrum of users. At OPPO, we adhere to the principle of benevolent innovation, driving research and development efforts to create scenario-based applications that meet the evolving needs of users. Our approach integrates user demand with cutting-edge technology, fostering the development of a robust ecosystem encompassing industry, academia, research, and application. Through technology-focused initiatives and collaborative platforms, we inject fresh momentum into innovation, facilitating the rapid transformation of technological advancements into practical solutions. Additionally, we actively engage in the establishment of industry standards and the publication of technical monographs to foster a cohesive industry ecosystem. Moreover, we prioritize the well-being of individuals and families by serving as their “guardian and partner of health for individuals and families”. In line with this commitment, OPPO has introduced information barrier-free designs tailored to the needs of the hearing-impaired and visually impaired communities. We also offer a range of preventive medical solutions that align with users’ health-centric lifestyles, ensuring comprehensive care for their well-being. By championing user health and accessibility, we strive to make technology more inclusive and enjoyable for all.

We are steadfast in our commitment to green and sustainable development, dedicated to cultivating a business operation model that is both environmentally conscious and low-carbon, while fostering an eco-friendly value chain. In February 2023, OPPO unveiled its inaugural OPPO Climate Action Report, affirming its pledge to achieve carbon neutrality in its operations by 2050. This milestone document outlines a comprehensive carbon reduction action plan, featuring 16 distinct scenarios across five key areas: operational carbon reduction, energy substitution, planned carbon reduction, product carbon reduction, and business support. This strategic framework provides a robust foundation for the systematic and efficient implementation of carbon reduction initiatives. OPPO remains unwavering in its commitment to infuse the principles of sustainable development throughout the entire lifecycle management of its products. From design and production to use, disposal, and recycling, we prioritize green and low-carbon practices, striving to minimize resource consumption, enhance product durability, and maximize recycling rates. By leveraging our technological expertise, we aim to contribute to the global green transformation, mitigating the environmental impact across all stages of the product lifecycle.

At OPPO, we uphold a “people-led” approach, championing a workplace culture rooted in respect, empowerment, and inclusivity. We foster an environment of equality, openness, and mutual respect, underpinned by a competitive compensation and benefits system. Our steadfast commitment to employee well-being is evident through our comprehensive care initiatives, occupational health, and safety measures. We are dedicated to nurturing talent through continuous investment in training and development programs, providing employees with ample opportunities for growth, and facilitating their personal and professional advancement with the Company. In 2023, OPPO’s investment in training amounted to approximately RMB 15.43 million, achieving a training coverage rate of 100% and an average training duration per employee of 27.3 hours.

Furthermore, we actively engage with partners across the industrial chain, fostering collaborative efforts to promote ecological prosperity and achieve common development goals. OPPO places a premium on the social and environmental implications of its global procurement and supply chains, forging strong partnerships with suppliers worldwide to build a responsible and sustainable supply chain ecosystem. Our Supplier Code of Conduct ensures that all suppliers adhere to stringent environmental and social impact standards, with newly onboarded suppliers undergoing annual assessments. Additionally, OPPO

remains committed to corporate citizenship, actively participating in social welfare initiatives and contributing back to society. In 2023, our external charitable donations exceeded RMB 23.31 million.

Looking ahead, OPPO remains resolute in its pursuit of sustainable development, striving to elevate the standard of sustainable management and information disclosure. We embrace our responsibilities, aspire for excellence, and are committed to creating value alongside our dedicated employees, sharing the beauty of technology with users worldwide.



Mac Zeng

Senior Vice President / COO
of OPPO

About OPPO

Company Profile

OPPO, established in 2004, has become one of the world’s leading smart device manufacturer and innovator. Aligned with the mission of “Technology for Mankind, Kindness for the World”, the Company has been focused on the core demands of users, and continued to create ultimate technology experience for global users in the era of Internet of Experience through outstanding products and services.

OPPO takes steady strides towards R&D innovation and has been granted numerous patents for its inventions and innovative technologies in the fields of communications, charging, imaging, health, AI, and virtual and augmented reality. Up to now, OPPO has laid out patents in more than 40 countries and regions. According to data from the World Intellectual Property Organization (WIPO), OPPO ranked 9th on the number of International Patent Treaty (PCT) applications in 2023, marking OPPO’s fifth consecutive year OPPO has been in the global top 10. Relying on its immense technological strength, OPPO brings innovative technologies and products to customers around the world, including smartphones, with the Find and the Reno series as the core and supplemented by innovative product like IoT and XR, ColorOS operating system, and online services like OPPO Cloud and OPPO+. As of the end of 2023, there were more than 600 million OPPO phone users and ColorOS users across the world.

The year 2023 marks the 15th year of OPPO’s entry into the international market. Currently, OPPO has strategic partnerships with more than 80 mobile operators, and with more than 40 of them in 5G technology. OPPO products and services can be found in over 260,000 retail stores in over 60 countries. With over 3,100 customer service stores, OPPO is dedicated to provide people worldwide with fantastic technology experience.

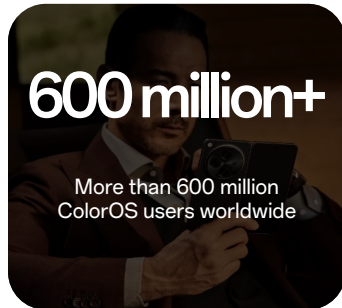
2023 marked OPPO’s third year as the fourth largest smartphone manufacturer in the world. With its international shipment accounting for more than 60% of its total shipment, OPPO is delivering innovative products and services to more than 600 million users around the world. According to market share statistics of folding phone makers in China released by International Data Corporation (IDC) in 2023, OPPO continues to lead the industry as the second biggest player of folding phones in China.

Looking forward, OPPO is determined to stay true to its core values including “Benfen”, “User-led”, “Pursue Excellence”, and “Open”, spread its technology of freedom, kindness and goodness to more users, continue to strive hard to realize the Company’s vision to “strive to be a sustainable company that contributes to a better world” .



40+

OPPO has laid out patents in more than 40 countries and regions



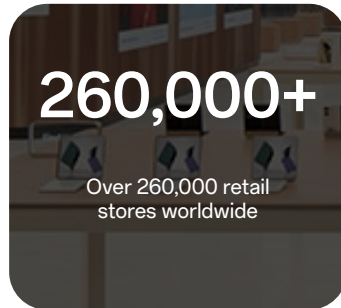
600 million+

More than 600 million ColorOS users worldwide



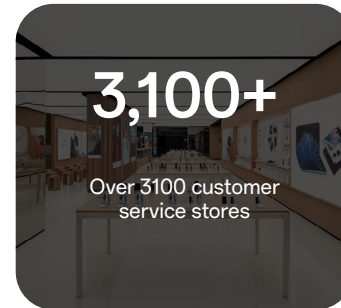
60+

Business cover more than 60 countries and regions worldwide



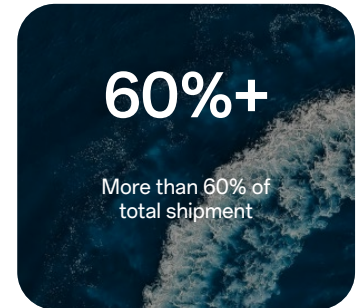
260,000+

Over 260,000 retail stores worldwide



3,100+

Over 3100 customer service stores



60%+

More than 60% of total shipment

Corporate Milestones

2004-2008 Media Players



- 2004: OPPO was founded in China.
- 2005: OPPO launched its first MP3 player, a well-crafted design.

2008-2011 Feature Phones



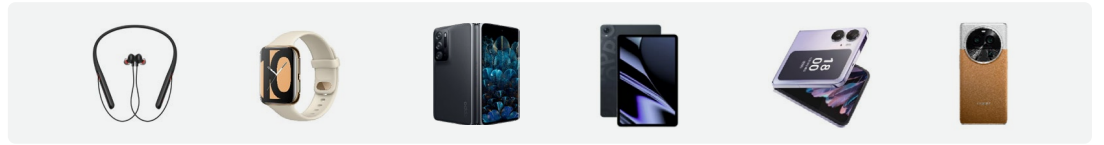
- 2008: The Smiley Face was OPPO's first phone.
- 2009: First entry into global market with expansion into Thailand.

2011-2018 Smart Devices



- 2012: OPPO launched the Finder, the world's thinnest smartphone at just 6.65 mm.
- 2014: OPPO launched VOOC Flash technology, leading a revolution and popularity in phone charging.
- 2016: OPPO hit NO.1 market share in the China phone market, No. 4 shipment in the global market.

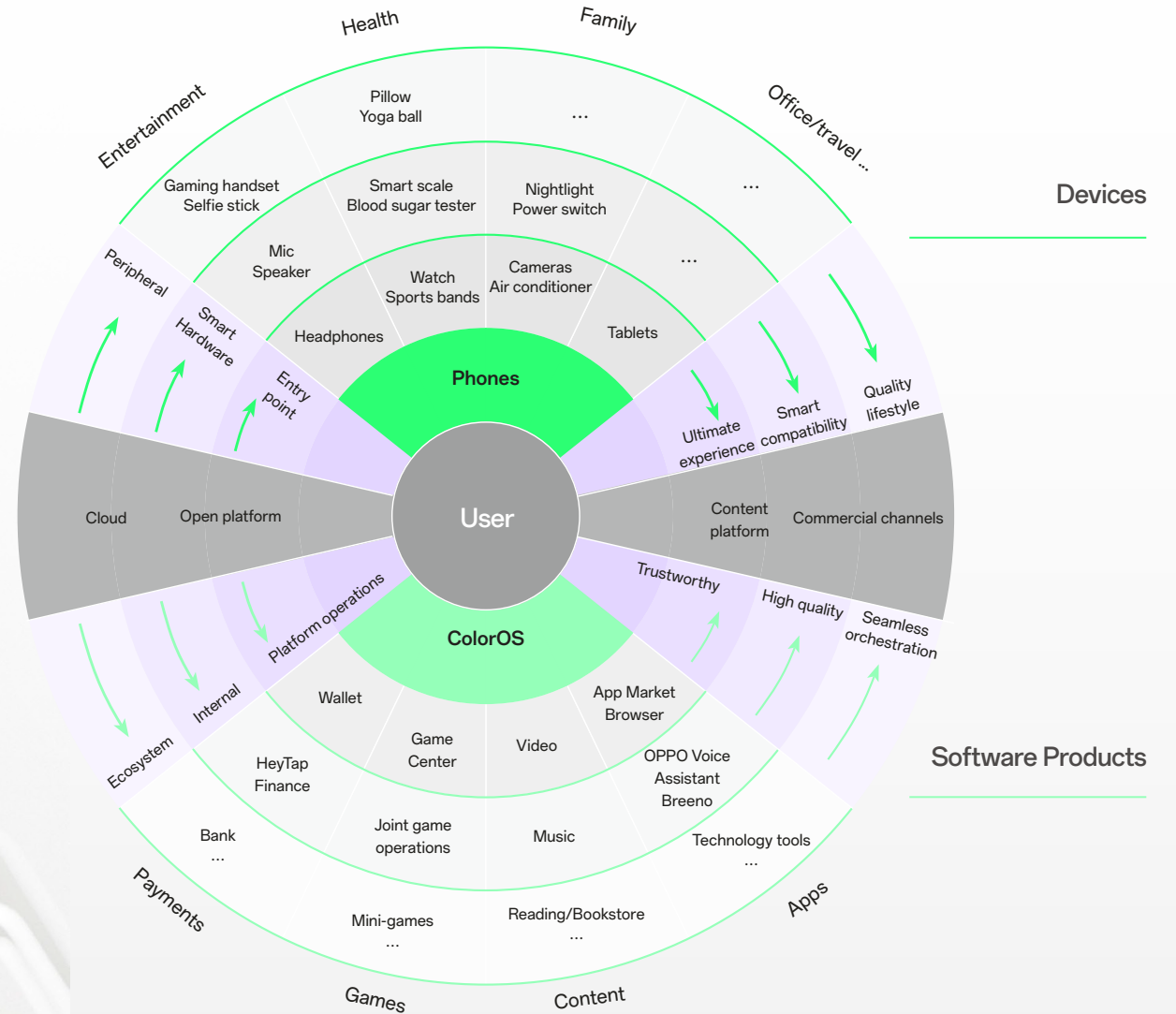
2019-to present Internet of Experience



- 2020: Launch of the OPPO X 2021 rollable concept phone; revealed new mission: Technology for Mankind, Kindness for the World. Three major concept products: OPPO X 2021 rollable concept phone, OPPO AR Glass 2021, and OPPO CybeReal AR application.
- 2021: Global flagship smartphone brand OnePlus was officially integrated into OPPO and became a brand under OPPO; Form factor breakthrough with the first flagship foldable phone, the Find N.
- 2022: Launch the new falgship foldable phones the Find N2 series, bringing foldables to our every day lives. Promoting smart lifestyles with OPPO Air Glass 2, first health concept product OHealth H1. Launch the brand proposition "Inspiration Ahead". Launch the OPPO Inspiration Challenge Project.
- 2023: Introduced AndesGPT, OPPO's self-developed large model, to accelerate application of AI technologies. Launched OPPO Air Glass 3 concept product to explore AI application scenarios. Rolled out Find N3 Flip and Find N3, OPPO's flagship folding phones, to bring folding phone into a new era of photographing with advanced triple cameras.

OPPO Products and Services

In the Internet of Experience era, OPPO is dedicated to providing a suite of multi-scenario products and services, engineered to craft an ultimate, seamless, and smart digital lifestyle for consumers across the globe.




Overview of OPPO Products and Services

Hardware Products

Smartphone Products




OPPO strives to meet the differentiated demands of consumers with its full-matrix products.



<p>Find N Series</p> <p>A brand new flagship folding phone</p>	<p>Find X Series</p> <p>A flagship phone with outstanding display and advanced photographing features</p>	<p>Reno Series</p> <p>A well-balanced combination of technology and fashion</p>	<p>OnePlus Nord and Ace Series</p> <p>Pioneer work with outstanding performance</p>
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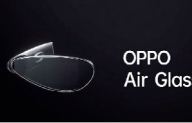



IoT Products

OPPO offers wearables and tablet products to improve smart lifestyles.

 <p>Wearables</p> <p>A delicate integration of fashion and intelligence</p>	 <p>Audio</p> <p>Smart and convenient audio products with crystal-clear and authentic sound quality</p>	 <p>Pad</p> <p>Efficient tools</p>
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Concept Products

OPPO delves into industry-leading conceptual products to drive product experience transformation.

 <p>OPPO Air Glass</p> <p>OPPO Air Glass - OPPO's new generation smart glasses</p>	 <p>OPPO Air Glass 2</p>	 <p>Wi-Fi 6 Router AX5400</p>	 <p>OPPO 45W Liquid Cooler</p>
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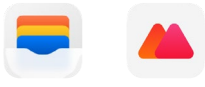
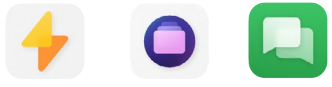



Software Products

ColorOS

Providing more than 600 million users around the world with smart and efficient user experience.

<p>68</p> <p>Supported languages</p>	<p>90+</p> <p>Countries and regions covered</p>	<p>570 million+</p> <p>Monthly global users</p>
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Internet Services

<p>Financial Services</p>  <p>Wallet HeyTap Finance</p>	<p>Service Products</p>  <p>Quick App Launch Quick Look Smart SMS</p>	
<p>User Services</p>  <p>HeyTap VIP</p>	<p>Application Products</p>  <p>App Market Game Center</p>	<p>Content Products</p>  <p>Reading Theme Store</p>

Recognition and Awards

OPPO is increasingly well-regarded for its initiatives in products, design, innovations, branding, and social responsibility. We have received acclaim from users, the media, and the industry. Some of the awards received in the current reporting period are listed below.

Corporate/Brand

One of the 10 "Most Innovative Asia-Pacific Companies of 2023"
Fast Company

Pioneer Technology Companies 2023: Annual Innovation Enterprises
China Internet Information Center (China.org.cn)

People's Corporate Social Responsibility: Green Development Award
People.com.cn

Responsible Enterprise of 2023
China News Service NEWS

2023 ESG Excellent Cases of Chinese Enterprises
China Entrepreneur Development Society

Silver Medal Sustainability Rating
EcoVadis

Product/Design/Technology

OPPO Find N2 won **the Best Smartphone Award** at the **2023 Asia Mobile Awards (AMO Awards)**

OPPO Find N2 Flip, Find N2, Find X5 Pro, Air Glass 2, Watch 3 Pro etc., 7 products won **iF Design Awards**

Aquamorphic Design, Multi-Screen Connect, Clone Phone etc., 6 designs and functions of OPPO Color OS 13 won **iF Design Awards**

OPPO's Zero-Power Tag is named to **TIME's List of Best Inventions of 2023**

OPPO Air Glass won **silver in the AR category** at the **2023 Edison Best New Product Awards**

OPPO Battery Health Engine won **2023 SEAL Sustainable Product Award**

OPPO Find N2 and OPPO Pad 2 won **the Red Dot Award**

Partners

OPPO has partnered with world leading enterprises and research institutions to enhance innovation capabilities.

Science-and-technology Enterprises



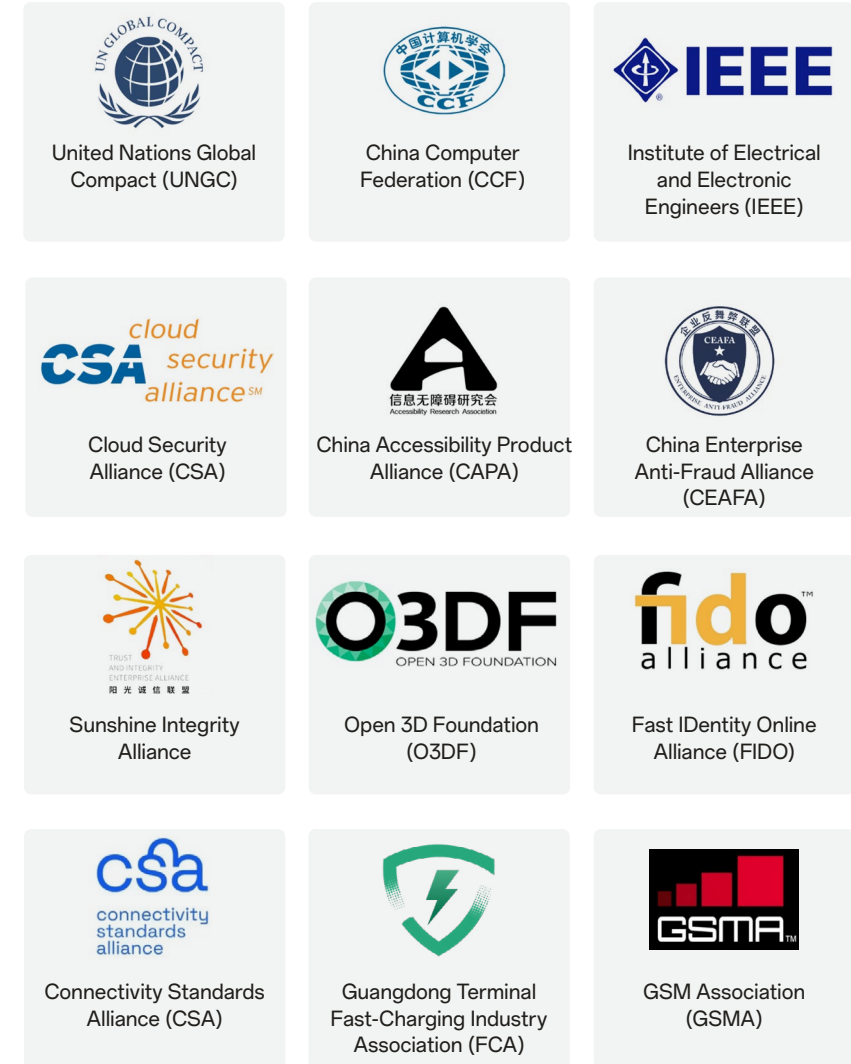
Industry-University-Research Collaboration



OPPO has carried strategic cooperation with major operators to achieve mutual benefit and win-win situation.

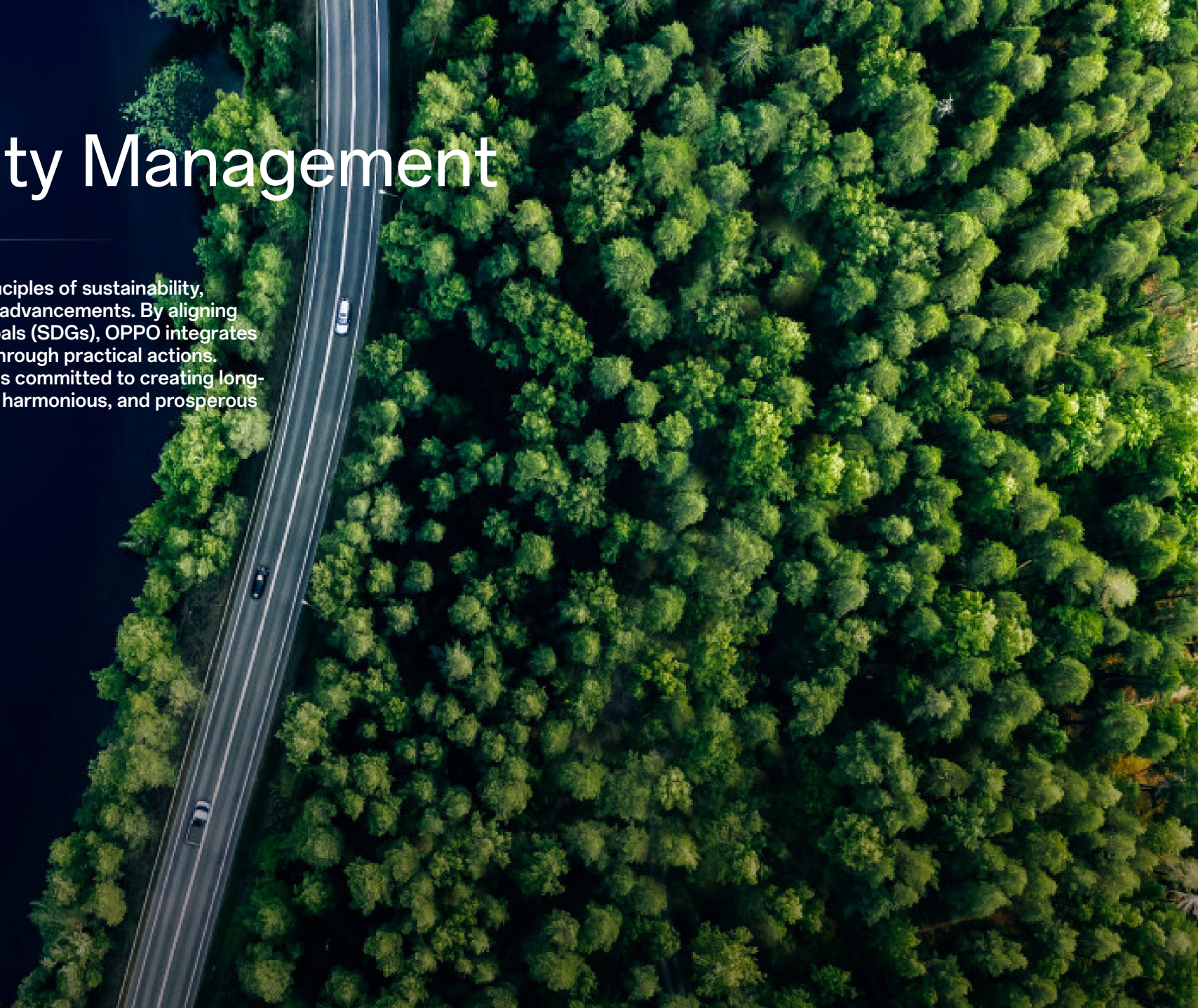


OPPO has joined various domestic and international associations and organizations to enable inclusiveness.



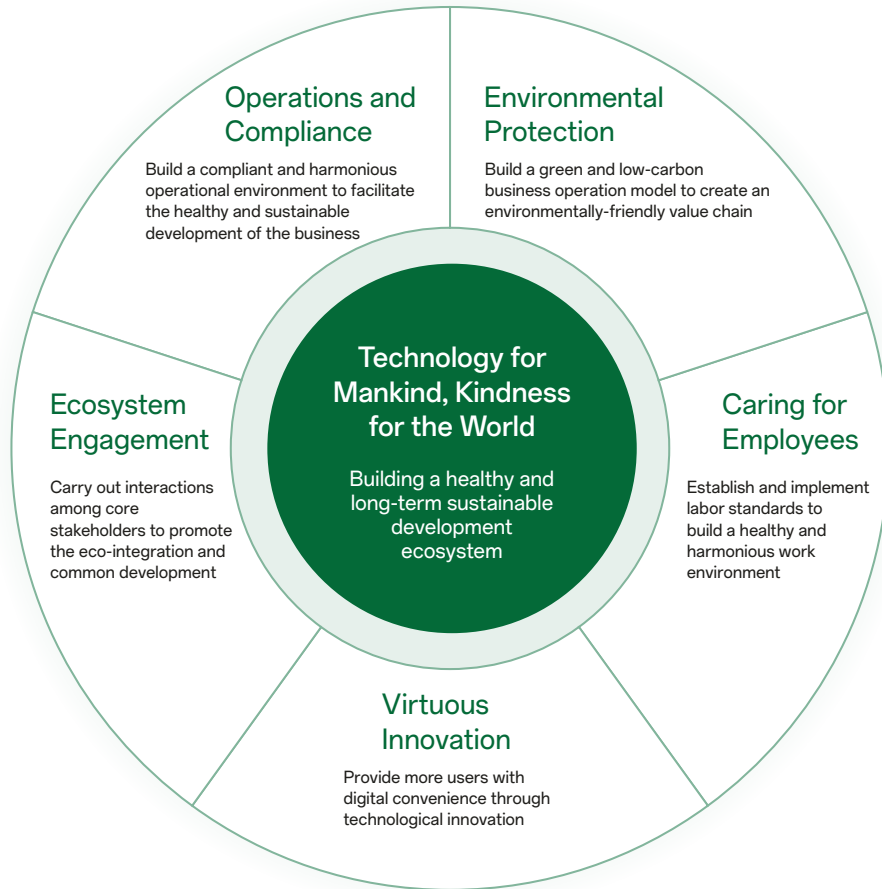
01 Sustainability Management

OPPO consistently embraces and implements the principles of sustainability, staying attuned to contemporary trends and industry advancements. By aligning with the United Nations Sustainable Development Goals (SDGs), OPPO integrates its sustainability strategy, showcasing its dedication through practical actions. Leveraging technology to drive future growth, OPPO is committed to creating long-term value for society, aiming to build a greener, more harmonious, and prosperous future.



Sustainability Strategy

Inspired by our mission of "Technology for Mankind, Kindness for the World", we have developed our sustainability strategy and dedicated to embrace our social responsibility and build a healthy, sustainable ecosystem through action in five areas: operations and compliance, environmental protection, caring for employees, virtuous innovation, and ecosystem engagement.



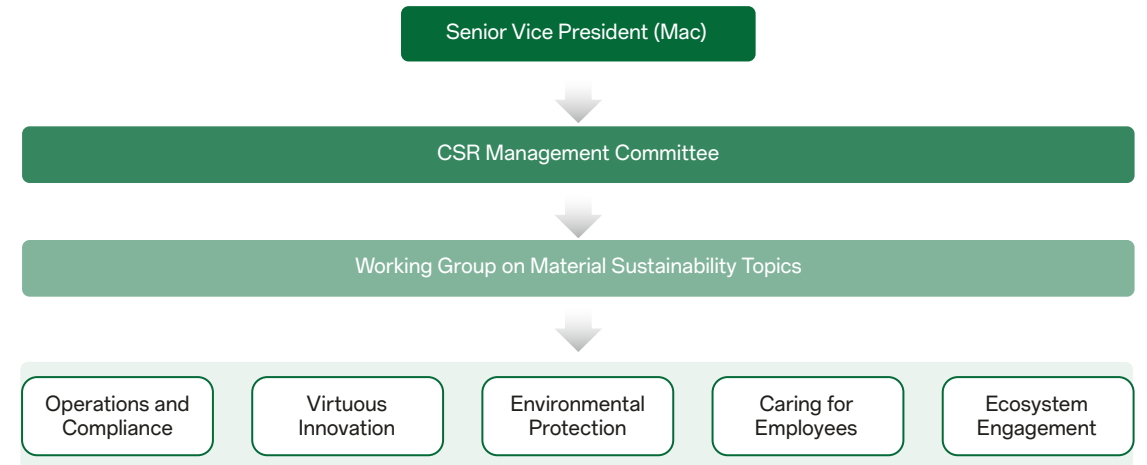
OPPO Sustainability Strategy Framework

Sustainability Governance Structure

OPPO has established an organizational structure for sustainability (see chart below) within the company to support sustainability governance and performance enhancement. The CSR Management Committee, which is headed by vice president of OPPO and consists of senior managers from Human Resource, Law and Compliance, Procurement, Manufacturing, Research and Development, Quality Management, etc., has been set up to guide and control the development of OPPO sustainability strategy and goals, review OPPO sustainability plan and manage and supervise the progress of various sustainability practices and initiatives to ensure sound sustainability performance.

A Working Group on Material Sustainability Topics has been set up under the CSR Management Committee to plan, implement and continuously improve CSR works in relevant fields. This Working Group, consisting of representatives from various functional departments, addresses issues in five areas: operations and compliance, environmental protection, caring for employees, virtuous innovation, and ecosystem engagement.

We have developed the Operation and Management Standards for CSR Management Committee to further define and refine the operation mechanism and responsibilities and duties of the Committee to ensure the efficient CSR management system.



Sustainability Management Structure of OPPO

Major Progress in 2023:

Operations and Compliance



Compliance Pledge signing rate of employees at high-risk key positions

100%



Percentage of operation sites covered by anti-corruption risk assessment

100%



Percentage of employees covered by anti-corruption training

100%



Data Security Management (DSM) certification granted in accordance with

GB/T 41479-2022



Virtuous Innovation



Number of OPPO's global patent applications

98,000+



Number of patents granted worldwide

54,000+



Proportion of invention patent applications

91%



Environmental Protection



OPPO released the *OPPO Climate Action Report* and pledges carbon neutrality across operations by 2050



Total GHG emissions (Scope 1 and 2) of OPPO global operations in 2023
294,192.86 tons CO₂e, reduced by **6.48%** compared to 2022



Renewable energy use over

20.41 million kWh



Compliance rate of pollutant discharge

100%



E-waste disposed in compliance with laws and regulations through the OPPO Trade-in program

198 tons

Caring for Employees



Total investment in training in 2023

RMB **15.43** million



Percentage of employees covered by training

100%



Average hours of training per employee

27.3 hours



Percentage of employees with formal contract and social insurance contributions

100%



Number of work-related deaths

0



Number of occupational disease incidents

0

Ecosystem Engagement



Percentage of suppliers committing to our CSR standards

100%



Percentage of suppliers on which OPPO conducted CSR audits onsite

100%



Percentage of suppliers committing to zero use of conflict minerals

100%










Annual charitable donations

RMB **23.31** million

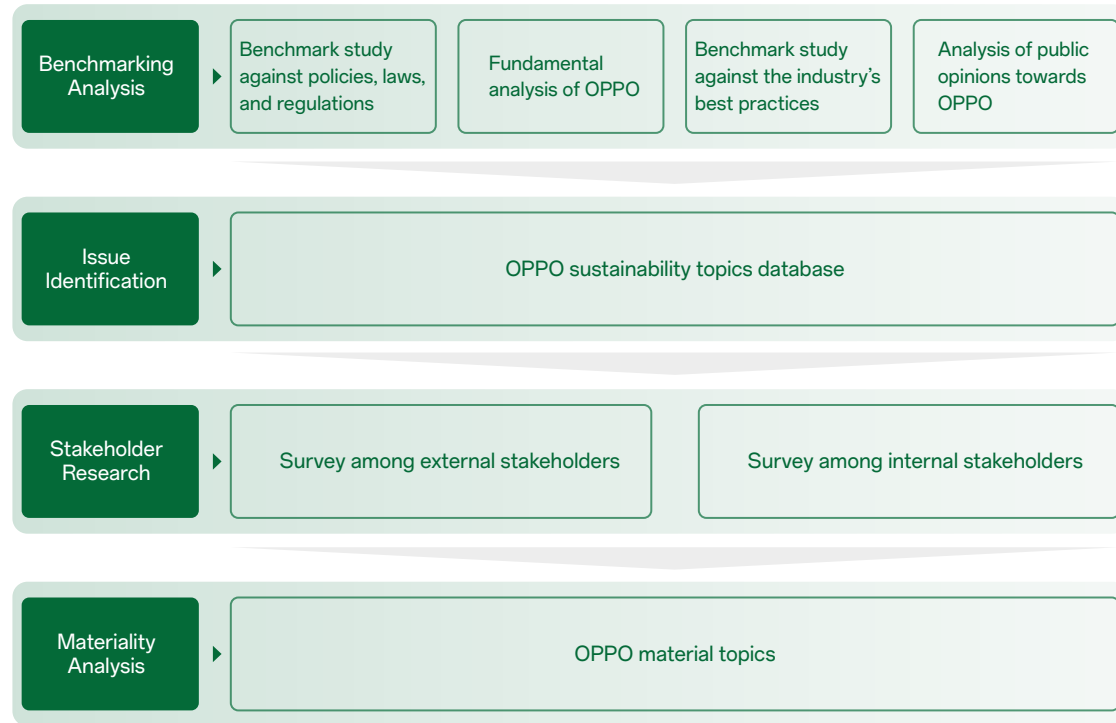
Stakeholders Engagement

Based on our business scope and business nature, OPPO has identified stakeholders with a substantial influence over company development. We have established effective communication mechanism and maintained in-depth exchange and communication with extensive stakeholders in a proactive way through diverse channels. In addition, we have gathered issues of concern to stakeholders, responded to their expectation and demand and integrated such information into our sustainable operation decisions and activities.

Stakeholders	 The Government and Regulatory Agencies	 Shareholders and investors	 Customers and consumers	 Employees	 Suppliers	 Communities	 Social organizations and media
Major Concerns	<ul style="list-style-type: none"> • Lawful and compliant operation • Facilitating social employment • Response to climate change • Technological innovation 	<ul style="list-style-type: none"> • Long-term development plan and financial performance • Corporate governance and risk control system 	<ul style="list-style-type: none"> • High quality products and features • Timely and efficient customer services • User privacy • Green product standards 	<ul style="list-style-type: none"> • More opportunities to boost skills • Transparent and open career opportunities • Work-life balance • Competitive compensation and benefits • Healthy and safe working environment 	<ul style="list-style-type: none"> • Fair and transparent supplier selection • Reliable finances and consistent payment policy • Long-term stable supplier relationships • Transparent and fair procurement environment • Reasonable product standards and other requirements 	<ul style="list-style-type: none"> • Green production • Support for sustainable communities • Sharing the benefits 	<ul style="list-style-type: none"> • Good relations of cooperation • Sharing of experience and practices • Transparent information and communication
Communication Channels	<ul style="list-style-type: none"> • Information disclosure • Government visit and inspection 	<ul style="list-style-type: none"> • Official public announcement • Conferences and reports 	<ul style="list-style-type: none"> • Online customer services • Voice-of-Customer (VOC) platform • User satisfaction survey • Phone/email/meeting 	<ul style="list-style-type: none"> • Online discussion platform • Employee training • Organizational climate survey • Employee satisfaction survey • Channels for filing complaints and providing suggestions 	<ul style="list-style-type: none"> • Supplier Conference • Supplier training • Onsite audits and discussions • Email/phone 	<ul style="list-style-type: none"> • Face-to-face meetings • Charitable activities • Complaint hotline 	<ul style="list-style-type: none"> • Non-scheduled communication • Project cooperation • Media coverage

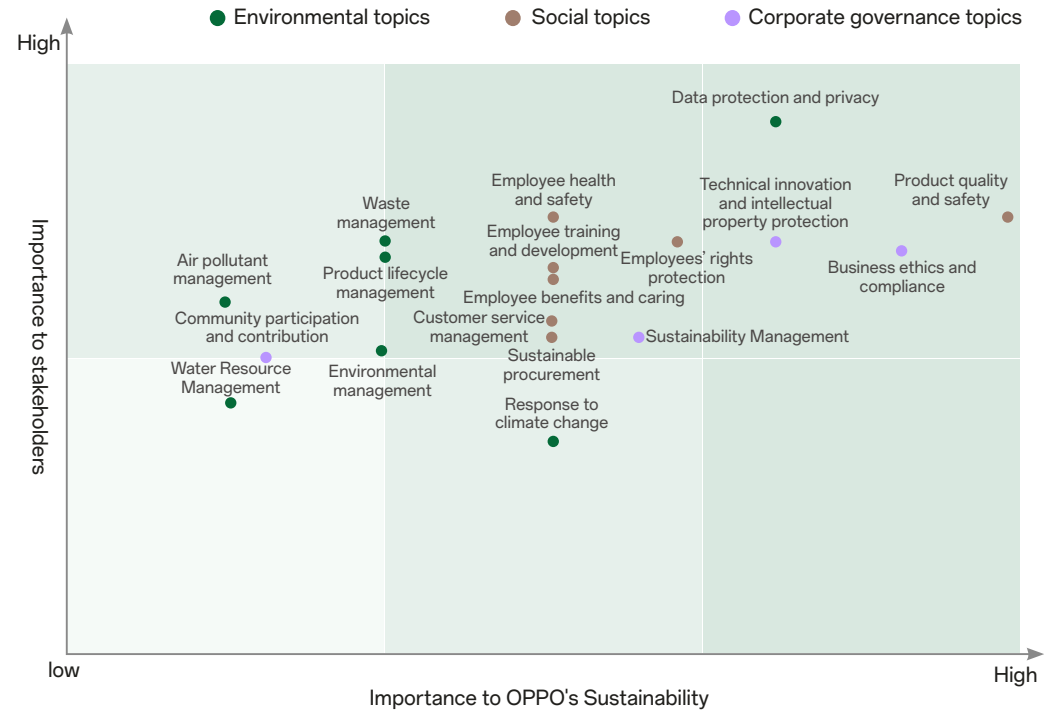
Materiality Analysis

A process consisting of benchmarking, topic identification, stakeholder survey and materiality analysis have been developed to analyze the materiality of sustainability topics. Through this process, the material topics that have a significant impact on the Company's sustainability and are of general interest to stakeholders are identified and evaluated by taking into account "the importance of the topics to OPPO's sustainability" and "the importance of the topics to stakeholders".



Identification process of material sustainability topics

In 2023, we engaged an external professional agency to conduct a materiality assessment and conducted surveys on sustainability issues among our internal and external stakeholders, including employees, users, partners and suppliers, to identify which sustainability topics are most material to OPPO and our stakeholders. A total of 1322 valid questionnaires have been recovered and the material sustainability topics have been determined through the analysis and investigation of internal and external stakeholders.



OPPO Material Topics Matrix

02 Operations and Compliance

Adhering to the corporate vision to “strive to be a sustainable company that contributes to a better world”, OPPO has built a business environment of cooperation and compliance to ensure that OPPO carries out operations in compliance with the laws and regulations and the social ethics of the countries/regions where OPPO operates. On top of that, OPPO has accelerated our journey towards high-quality and sustainable development by making utmost efforts to improve product quality and user satisfaction.

Sustainability Performance

- 100% of employees at high-risk key positions have signed the Compliance Pledge
- 100% of employees are covered by anti-corruption training
- 100% of operation sites are covered by anti-corruption risk assessment
- Data Security Management (DSM) certification granted in accordance with **GB/T 41479-2022**

Contribute to the SDGs



Business Ethics and Compliance

OPPO is committed to a value of Benfen and integrity and regards compliance with the law and business ethics as the bedrock of our operations. OPPO has made sustained efforts to improve its business ethics and compliance management program, enhanced employees' compliance awareness and worked with employees and partners to create a favorable and healthy cooperation environment.

Commitment to the United Nations Global Compact

Since OPPO joined the United Nations Global Compact (UNGC) in 2019, we have been consistent in supporting and keeping to the "Ten Principles"¹, we have adopted a more responsible operation model, and assumed more industrial responsibilities and social missions. Guided by international standards and scientific approaches, OPPO has integrated the "Ten Principles" into its corporate development strategy, corporate culture and daily operation, and makes regular progress reports to UNGC to accelerate the achievement of United Nations Sustainable Development Goals (SDGs).



Note:

1. The United Nations Global Compact is a global voluntary initiative of the United Nations to encourage businesses and organizations around the world to do what they can in their business activities to abide by, support, and implement ten principles relating to human rights, labor, the environment and anti-corruption, in support of achieving the UN SDGs.

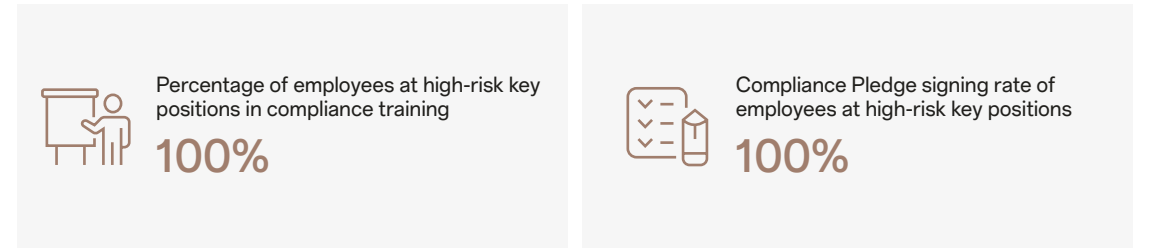
Responsible Business Conduct

OPPO carries out operating activities in strict compliance with relevant laws and regulations, has zero tolerance for breaches of compliance red lines, and maintains a policy of zero incidents of major compliance violation as the bottom-line requirement for all of our business operations.

The Company has developed the Code of Business Conduct and the Compliance Red Lines to enhance the business ethics of employees. These Code of Business Conduct and the Compliance Red Lines have been approved and released by the Senior Vice President and COO and apply to all employees (including employees of companies directly or indirectly owned by OPPO) worldwide. Meanwhile, OPPO has continuously enhanced the compliance awareness of our employees through ongoing training and effective communication. The Code of Business Conduct outlines the behavioral standards that all OPPO employees should follow during business activities and specifies the ethical standards that aim to ensure respect and protection of employees' human rights, such as anti-discrimination and anti-harassment. The Compliance Red Lines specifies the minimum standards which employees must meet in global business.

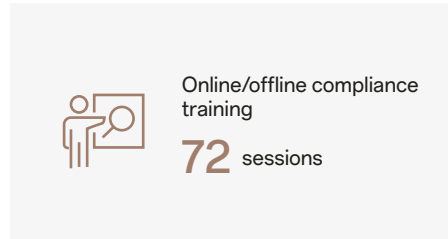
OPPO has maintained active exchanges and cooperation with stakeholders to enhance mutual understanding and trust between OPPO and partners and formulated the OPPO Supplier CSR Code of Conduct to provide suppliers with guidance on compliant operation. This OPPO Supplier CSR Code of Conduct specifies the minimum requirements for suppliers in regard to legal compliance, ethics and human rights, employer relations, child labor and underage workers, working hours, pay and benefits, discrimination, decent treatment, freedom of association and collective bargaining, health and safety, environment, conflict minerals, trade security, information security and integrity.

The Company holds regular internal trainings and partner conferences to encourage employees and partners to engage in responsible business conduct and work together to build an equal, fair and open cooperation platform and business environment. In 2023, 100% of employees at high-risk key positions have received the training provided by the Company for the Code of Business Conduct and the Compliance Red Lines, and 100% of employees have signed the Compliance Pledge.



Compliance Management System

OPPO firmly believes that a good compliance program is a solid foundation on which the company can operate healthily. To cope with the turmoil in the international markets and business environment, OPPO has continued to invest in the construction of compliance management system and enhance its compliance management capability to enable prudent operation. In the meantime, OPPO persists in improving compliance awareness and competence among our staff. In 2023, a total of 72 sessions of online/offline compliance training have been organized and special meetings have been held to facilitate communication with the Management about specific matters.



OPPO Statement on Compliance

OPPO has released the Statement on Compliance on its website and undertakes that: in every country and region where we operate, OPPO will comply with local laws and market regulations. We will respect local business ethics and the religious or belief ethos. Within the company, we will make continual efforts to manage compliance effectively.

To realize the vision of “strive to be a sustainable company that contributes to a better world”, OPPO has made continuous efforts to build up compliance capability, improve compliance management mechanism and develop the “Three Lines of Defense” model in 2023. In addition, OPPO has maintained positive communication and coordination with peers and regulators with an open and proactive attitude, launched the OPPO Compliance Annual Report 2023, and invited users, partners, regulators and relevant government departments to review and explore the best compliance management practices with OPPO with the goal of creating a healthy and sustainable business environment.

Risk and Compliance Management

OPPO has set up an internal compliance management system with reference to *ISO 37301-2021 - Compliance Management Systems - Requirements with Guidance for Use* and *GB/T 35770-2022 - Compliance Management Systems - Requirements with Guidance for Use*, and incorporated various compliance management and control measures into business activities and processes in accordance with applicable laws and regulations with due consideration to business processes to ensure compliance management and supervision. To facilitate the continuous improvement of its compliance program, OPPO has conducted compliance inspections to test and verify the effectiveness of the compliance system.

A full-coverage compliance risk scanning has been conducted to review the effectiveness of OPPO’s compliance management and control. For key businesses and regions, the Company has integrated the compliance management and control into IT processes to establish a full-chain control mechanism consisting of risk identification, qualitative analysis and rating, legal and compliance review and risk decision, ensuring effective closed-loop compliance management and control. In 2023, OPPO Intelligent Compliance Program was elected as the “Model Case of Intelligence Law and Science and Technology - Industry Benchmark” at the “Intelligent Legal Technology Development Forum of the 2023 World Robot Conference” of the World Robot Conference 2023 organized by Professional Committee of Artificial Intelligence Law of the CLAST (China Law Association on Science and Technology).

To further define the decision-making mechanism for compliance matters and enable hierarchical management, OPPO has released the *Provisions on Compliance Risk Audit and Decision-making Management* to specify the requirements and standards for compliance risk review. Aiming at efficient risk decision-making and effective closed-loop risk

management, various legal and compliance risk scenarios have been analyzed and a compliance review and decision-making mechanism has been established based on operational features and business models of relevant business areas to identify the legal and compliance risks faced by various business areas in daily business activities .






The *OPPO Risk Management Rules*, the *Risk Management Manual* and other relevant risk management processes have been developed by drawing on the ISO 31000 standards and the experience of other leading corporations. In addition, OPPO has incorporated sustainability factors such as compliant operation, anti-corruption and anti-bribery into its risk assessment and internal control and management processes, organized risk identification and assessment activities on a regular basis and worked out countermeasures accordingly.

Non-conformance Incident Report

OPPO encourages all employees, partners and other interested parties to submit compliance advices and violation reports to the Company. Open channels, including OPPO Legal and Compliance website, email and mailbox, have been set up by OPPO to receive compliance advice and reports from inside and outside the Company, and such advice and reports are reviewed, followed up and handled by the Legal and Compliance Department. In the meantime, OPPO employees can also report any violations through HR, the Information Security Department and the Audit Department. These departments have separate dedicated lines of communication with the Legal and Compliance Department to ensure that feedback from various interested parties are dealt with effectively by the appropriate team.

The Company exercises due diligence in dealing with valid reports, keeps the personal information of whistleblowers confidential, and forbids any form of attack or retaliation, whether direct or indirect, against the whistleblowers. By the end of 2023, a total of 886 advices and complaints on compliance had been received and all of them had been handled.



-  Legal & Compliance website: <https://www.oppo.com/en/legal/form/>
-  Reports regarding bribery: helloceo@oppo.com
-  Reports regarding suppliers' conduct: SupplyChainCompliance@oppo.com
-  Reporting Mailbox: No.18 Haibin Road, Wusha, Chang'an Town, Dongguan, Guangdong Province, 523860, China
-  Reporting Hotline: 086-18926899110

Compliance Inspection and Accountability

OPPO implements compliance management requirements and contributes to the effective implementation of compliance management through enhanced compliance inspection and accountability. The Compliance Inspection Policy has been developed to define the process for investigating the incidents of violations and the OPPO Accountability Policy and the OPPO Compliance Accountability Standards have been formulated to specify the accountability standards applicable for compliance practices. Potential non-compliance identified in the compliance inspection will be notified by the Legal and Compliance Department to relevant business units and followed up and rectified by relevant business units and employees liable for the incidents will be held accountable according to the compliance accountability standards with a view to promote the construction of a closed-loop compliance system and push for continuous reflection on and optimization of compliance management. No fines or non-financial penalties were recorded for non-compliance with the laws and regulations in 2023.

Anti-corruption and Anti-bribery

OPPO sticks to its principles of fairness, honesty, and transparency and has a zero tolerance attitude towards any form of corruption and bribery. The Company has developed its anti-corruption/anti-bribery management systems in accordance with the ISO 37001:2016 - Anti-bribery Management Systems - Requirements with Guidance for Use and fully incorporated the anti-corruption and anti-bribery practices into business processes. Meanwhile, OPPO has further enhanced its anti-corruption control through a combination of ongoing training, effective communication, strict supervision and thorough inspection with "Three Lines of Defense" (prevention-internal control-audit). The Company has been granted the ISO 37001 Anti-Bribery Management System Certification in 2021 and received regular annual audits.

Integrity Control System

OPPO continues to improve its anti-bribery/anti-corruption policies, and has developed and updated policies and procedures including our *Code of Business Conduct*, *Integrity Policy*, *Anti-Bribery Compliance Manual*, and *Conflict of Interest Policy*. These policies explicitly forbid any form of bribery, graft, corruption, or fraud, and provide comprehensive guidance on compliance for all employees.

A Risk and Audit Committee has been set up as the highest integrity construction and management organization Integrity to direct and supervise the construction and operation of our integrity system. A monitoring team within Audit Department has been set up under the Risk and Audit Committee, with responsibility for carrying out specific integrity supervision tasks and reporting to the Risk and Audit Committee. All employees are required to sign an *Integrity Pledge* when they join the Company and suppliers are required to sign the *Integrity Agreement*. Moreover, OPPO adopts a series of measures, including reporting of conflicts of interest and internal audit and inspection, to prevent and control internal and external corruption/bribery risks. The corruption risk has been incorporated into our general risk assessment and 100% of our operation sites have been covered by the anti-corruption risk assessment.

Integrity Culture Construction

OPPO invests in building a culture of integrity and promotes and implements integrity policy and relevant control and management measures among employees and partners through a combination of online training and offline activities to enhance employees' and partners' awareness of integrity.

We have integrated the anti-corruption/anti-bribery training into the onboarding training for new employees.

We have organized special training for employees at high-risk key positions on a regular basis. In 2023, a total of 117 employees at key positions, including our compliance business partners (BP) in various units and employees from China Sales Department and agents, have received the anti-bribery training provided by the Company and 100% of employees have been covered by our integrity compliance (anti-corruption) training.

We have communicated the anti-corruption/anti-bribery system and guidelines to our partners on a regular basis.

We have provided a series of online training materials on our internal learning platform (HiO) to help staff quickly and easily access and understand these policies, and an official account "Compliance Watchtower" has been created to promote compliance risk identification and insights about compliance.

We have created special columns such as Integrity Promotion with Classic Stories, Law Class, Integrity Reminder and Alarm Bells Ringing to communicate integrity requirements and share warning cases; and the "Integrity Awareness Month" has been organized annually to promote integrity culture through integrity system education, visits to integrity education bases, lectures designed to increase employees' knowledge of the law and other activities with a view to enhance employees' integrity awareness and practices.



Supervision and Reporting Mechanism

OPPO encourages everyone to file reports and complaints regarding corrupt conduct through the channel indicated in the OPPO website, the Integrity Agreement for partners, and our public noticeboards and provides whistleblowers with proper rewards accordingly. The information about whistleblowers is kept strictly confidential, and any form of attack or retaliation is strictly forbidden.

Antitrust and Anti-unfair Competition

Adhering to the corporate culture of "Benfen", OPPO carries out business activities in strict compliance with laws and regulations and the highest ethical standards, is committed to equitable, fair, and positive participation in competitive markets, and forbids any conduct that might damage the fair market environment, including anticompetitive agreements, deliberate reputational damage of competitors, commercial bribery, or infringement of trade secrets.

The Company carries out ongoing risk assessment based on market segments and business processes and identifies risk scenarios such as horizontal monopoly, vertical monopoly, abuse of market dominance, undue concentration of undertakings and dumping behaviors according to regulatory requirements; follows up the regulatory changes and industry changes in a dynamic way and ensures compliant operation through continuous improvement of systems and processes, compliance monitoring and business empowerment and training.

No lawsuits involving anti-competition behavior or violation of anti-trust and anti-monopoly laws were recorded in 2023. Major anti-monopoly and anti-unfair competition measures adopted by the Company include:

Providing trainings and toolkits	Carrying out It-based automatic anti-trust management and control	Conducting anti-trust compliance inspection and review
<p>The Company has provided relevant departments and third parties with anti-trust trainings and cases to enhance their compliance awareness while offering relevant parties toolkits and templates.</p>	<p>The Company has implemented mechanisms for automatic risk identification, notices, rectification, and red-line alerts, within the document issuing system and the email system. By identifying business scenarios, the Company has effectively advanced antitrust compliance measures and instituted controls from the business outset. This proactive approach also improved compliance awareness and competence, ensuring compliance of business operations.</p>	<p>The Company has conducted regular anti-trust-related compliance inspections and reviews and examined and rechecked the management processes and documents of agents to identify anti-trust risks in advance, provide notification to relevant business units and put forward requirements accordingly.</p>

Information Security Management

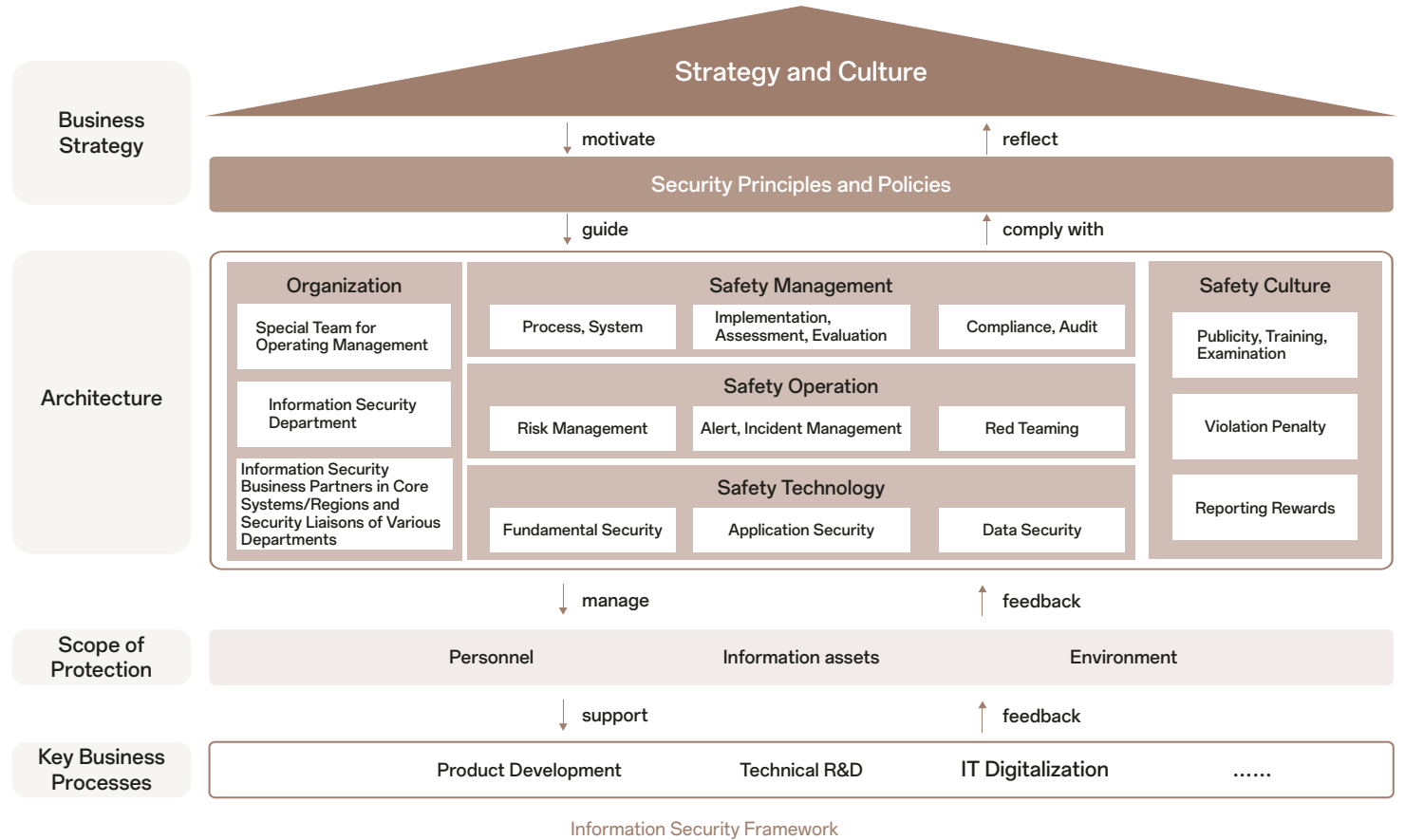
OPPO attaches great importance to information security and understands that information security is essential to the sustainable and healthy development of the Company. Upholding the vision of “protecting our business with industry-leading systems for the prevention of data loss”, OPPO has laid down the information security principle of “focusing on core processes; graduated security; complete workforce engagement” and constructed a comprehensive information security management system with reference to domestic and international laws, regulations and industry standards related to information security. The information security risks have been managed and controlled through a combination of prevention, in-process control and post-event analysis. This offers effective protection to our information assets.

Driven by our business strategy and corporate culture, OPPO has leveraged its organizational and technological strength to develop and continuously improve its information security framework in operation to enhance the information security culture of the Company under the guidance of its information security principles and strategies:

With regard to management organization, we have established a three-level management organization consisting of “Special Team for Operating Management - Information Security Department - Information Security Business Partners in Core Systems/Regions and Security Liaisons of Various Departments” to implement the information security responsibilities of management organizations at each level and support the information security practices through standardized processes and professional teams.

In terms of processes and systems, the Company has updated the information security management policies and procedures to reflect the latest industry standards, improved information security risk management and strengthened the prevention of information security risks with the core business processes as the starting point. Meanwhile, the Company has ensured effective implementation of information security requirements through audits and supervisions and constantly improved relevant management systems for identified issues to facilitate closed-loop management.

As to construction of corporate culture, the Company follows a combination of incentives, training, and accountability and carries out trainings and awareness activities to enhance the information security awareness of employees at relevant positions, encourage employees to flag up potential vulnerabilities and impose penalties for those who breach regulations or expose data. In addition, the Company adopts an incentive mechanism to recognize and reward employees for their outstanding contribution to improving information security, information circulation and information sharing.



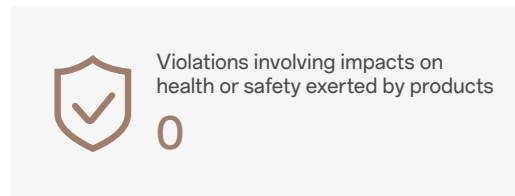
In 2023, OPPO has optimized its security management and control requirements, strengthened its information security capability and effectively enhanced the security of its core information assets from the aspects of business management and technical control. In the mean time, the Company has actively furthered information security work at foreign markets. Based on the current situation of different regions and the “Phoenix Program”, the Company has identified security risks in various areas through in-depth analysis, coordinated resources to facilitate rectification and addressed basic security issues in the areas of network infrastructure, network security, IT products and factory security. The Company has also developed empowerment programs to help overseas employees to enhance their information security capabilities, built up local information security system through the coordination between the headquarter and overseas subsidiaries and branches and improved the efficiency of security risk response and treatment with a view to provide overseas businesses with enhanced information security.

Safe and Trusted Products

Upholding its core value of “User-led” and “Pursue Excellence”, we stick to the goal of turning OPPO into an industry player with superior quality and excellent performance by continuously improving product quality and safety management, enhancing user privacy protection, carrying out responsible marketing, in order to offer users high-quality, safe and trusted products and services.

Product Quality and Safety Management

To ensure quality and safe product, OPPO conducts strict product quality and safety management, constantly improves organization structure, management processes and technical capacity and establishes full control over the whole process from product design, material selection, development verification, production and manufacturing to sales. No violations involving impacts on health or safety exerted by products were reported in 2023.



Management System Support

OPPO regards the ISO 9001:2015 - Quality Management Systems as the minimum requirements and continues to align itself with domestic and international applicable laws, regulations and regulatory requirements to establish and improve the comprehensive full-lifecycle quality management system. The User Satisfaction and Quality Management Committee and the Security and Compliance Committee have been built up by the Company to make plans for and decisions on matters involving product quality, security and compliance, give full play to its quality leadership and create a quality culture of “full-participation”, “DRIFT (do it right the first time)” and “continuous improvement”.

In 2023, the Company has successfully passed the recertification audits and the surveillance audits of ISO 9001, TL 9000, QC 080000, ANSI/ESD, ISO 17025 and ISO 22301.

End-to-end Safety Management and Control

OPPO conducts end-to-end production safety management and control and has developed specific safety specifications and management and control measures, which cover the whole process from design and development, production, testing, storage, transportation to after-sales service of products, ranging from key components such as cells and batteries to finished products. This, combined with enhanced process safety test and risk screening, ensures product quality and safety.

<p>Design and Development Management</p> <p>OPPO has improved its quality planning and preventive measures. OPPO identifies potential safety and security risks of software and hardware and specifies product design specifications and safety test and acceptance standards based on quality goals at the front-end of project, and improves test design at the back-end of project to ensure successful implementation of all tests and timely identification and resolution of problems.</p>	<p>Manufacturing Management</p> <p>OPPO has developed strict quality control process, covering safety and quality planning of batteries, battery safety risk screening, battery cell/adaptor process safety risk screening, etc. to ensure reliable products.</p>	<p>Test Management</p> <p>OPPO has investigated and analyzed users' smart phone using behaviors and worked out a comprehensive test plan, covering pressure test, environmental test, security vulnerability test and detection of hazardous substances/elements, to ensure that products are in line with various safety standards and regulatory requirements through internal and external tests and certifications.</p>
<p>Storage and Transportation Management</p> <p>OPPO has specified safety management specifications for the storage and transportation of batteries and finished products to avoid safety risks in advance.</p>	<p>After-sales Management</p> <p>OPPO has set out clear safe work instructions for after-sales repair, battery disassembly and scrap disposal to guarantee safe disposal of products in after-sales stage.</p>	

Professional Technical Detection

OPPO has set up a technical testing center and a reliability laboratory accredited by CNAS and conducted a series of tests and special experiments with a focus on materials, components and finished products to ensure that products comply with national safety standards and regulations. The technical testing center is capable of conducting more than 400 reliability and certification tests, covering areas such as safety standards, electromagnetic compatibility (EMC), specific absorption rate (SAR) and radio frequency (RF), and the reliability laboratory has the capacity to perform over 150 tests that simulate real-world scenarios, including drop test, temperature environmental test and wear-resistant test.

User Data and Privacy Protection

OPPO pays high attention to the protection of user data security and privacy and makes utmost efforts to protect users' lawful rights and interests. We continue to enhance data security and privacy protection management system in accordance with the applicable data protection laws and regulatory requirements in the countries/regions where OPPO operates with reference to the industry best practices, integrate user privacy protection into product design and implement privacy protection requirements in the full lifecycle of personal data processing with a goal to provide users with safe and trusted products and services.

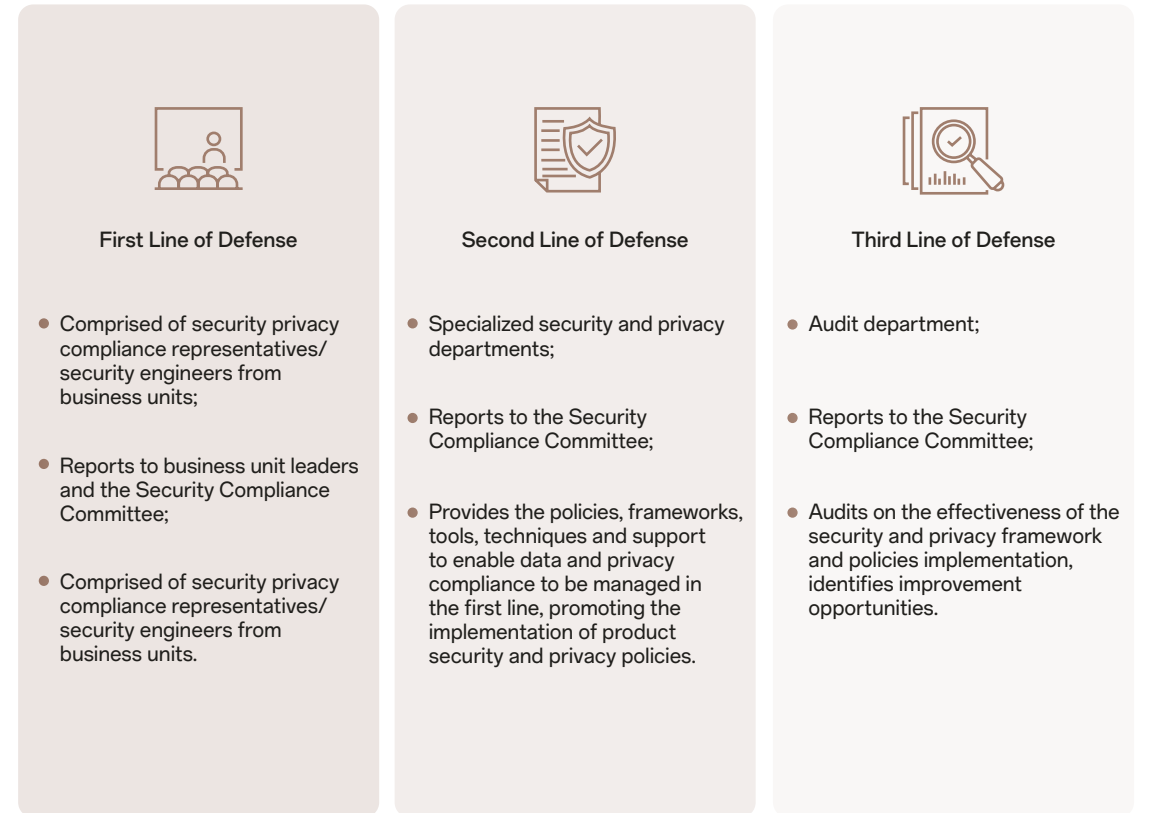
Data and Privacy Protection Principles

OPPO has established five privacy and data protection principles based on industry analysis and user behavior insights and applied such principles in the processes from design, development, operation to maintenance of software and hardware products to safeguard user privacy and data security:

Integrating Privacy Protection Into Product Design	Staying Open and Transparent	Establishing Autonomous Control
Integrating the idea of privacy protection into product development and operation through effective organization support and technical processes.	Disclosing data processing practices to data subject in an open and transparent manner.	Allowing data subjects to conveniently withdraw consent to the collection of personal data and safeguarding their right to query, amend and delete data subjects' personal data.
Safeguarding Data Security		Providing Equal Protection
Adopting advanced security protection technologies to protect data subjects' privacy and data security throughout the data life cycle.		Continuing to improve and extend data and privacy protection practices to all sales territories.

Data and Privacy Protection Management Organization

A security and compliance management framework with CEO as the highest decision-making and governing body has been developed by OPPO. The Privacy Compliance Team, the Online Service and Cloud Security Team and the Mobile Security and Privacy Protection Team have been set up under the Security and Compliance Committee to implement privacy protection. This, combined with the "Three Lines of Defense" model, enables the protection of data and privacy.

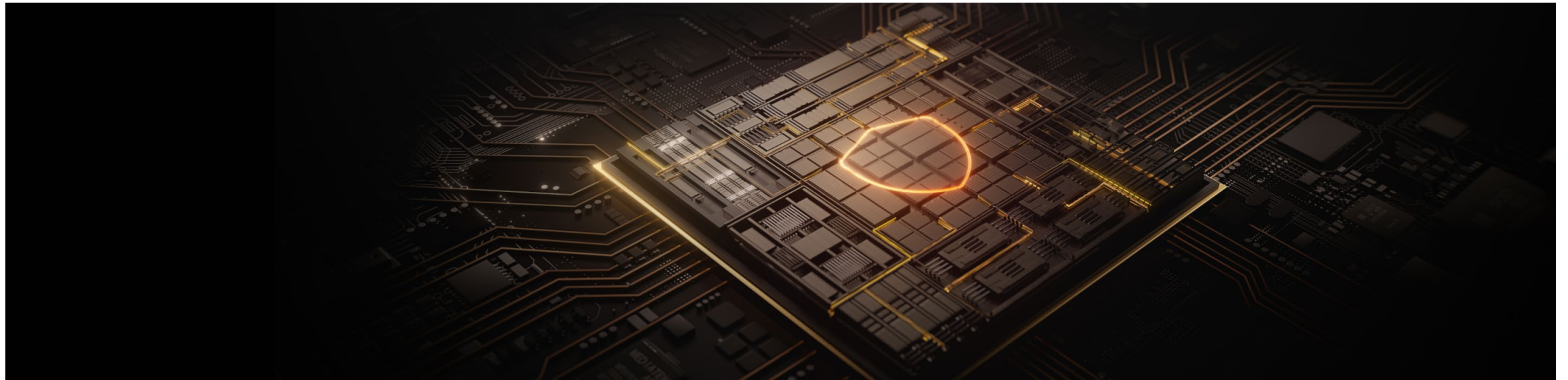


Data and Privacy Protection Management System

In line with international standards such as ISO 27001 and ISO 27701, OPPO has built up and constantly improved its data security and privacy protection system. Aiming for comprehensive compliance management across the full data lifecycle, the Company has formulated the *OPPO Personal Data Protection Rules, the Technical Requirements and Review Rules for Privacy Compliance* and the *OPPO Emergency Response System for Personal Information Security Incidents*, implemented data security and privacy compliance management responsibilities, organized data security and privacy compliance education and training and took corresponding technical and management measures.

- ➔ Processes for privacy impact assessments (PIA) and data protection impact assessments (DPIA) have been developed to ensure that the processing of personal information has been reviewed and approved by legal teams.
- ➔ The Data Subject Rights Platform (<https://www.oppo.com/en/privacy-feedback/>) has been set up to receive request from global users and respond in a timely fashion within the specified timeframe through SOP process.

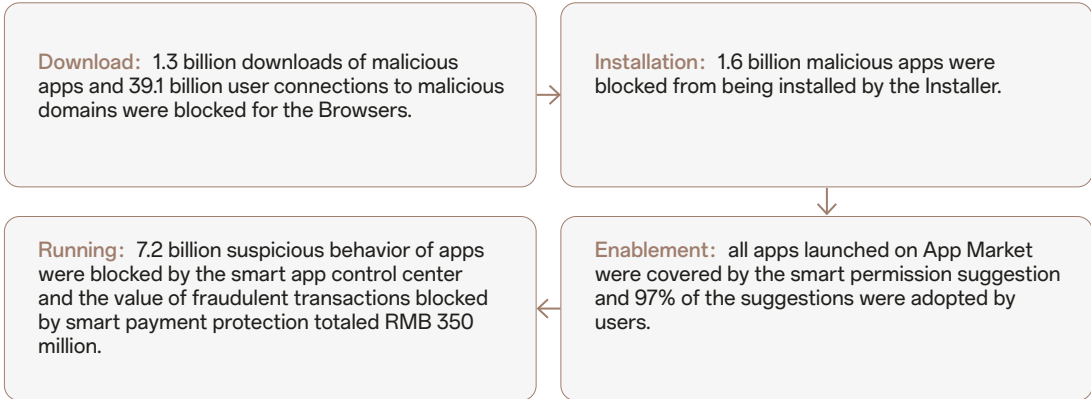
- ➔ Targeted audits and rectifications have been carried out with a focus on key regions and business units to continuously improve management in line with the latest applicable laws and regulatory requirements at home and abroad.
- ➔ Regular internal and external security and compliance audits have been organized, covering areas such as data security, privacy compliance, process security, network security and operational security, to examine the effectiveness of management standards and processes, and rectifications have been carried out in response to the identified security hazards.
- ➔ Data protection trainings and awareness promotion campaigns have been conducted on an ongoing basis. Special trainings and assessments have been conducted for employees who are involved in the processing of personal information to familiarize them with OPPO's standards, processes and requirements for data protection, and initiatives such as awareness week and prize quiz have been launched to raise employees' awareness of personal data and privacy protection.



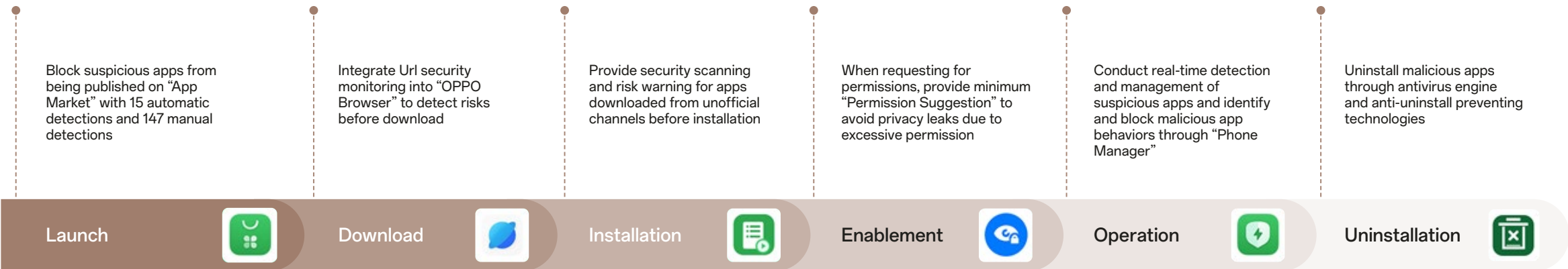
 **OPPO Smart Shield**

In recent years, the security and privacy compliance issues associated with applications have become the focus of public attention, social discussion and regulation. As an app developer, OPPO has developed a large number of apps which are popular around the globe and cover a wide range of businesses. Aiming at protecting users from malicious app, OPPO has launched the Smart Shield, a self-developed security and privacy protection system designed to provide effective protection throughout the life cycle of apps (from launch, download, installation, enablement, running to uninstallation) and offer users comprehensive and extensive security protection.

Currently, the Smart Shield has been integrated into ColorOS and several apps, such as OPP App Market, Browser, Phone Manager and Game Center, establishing a comprehensive system-level protection system.

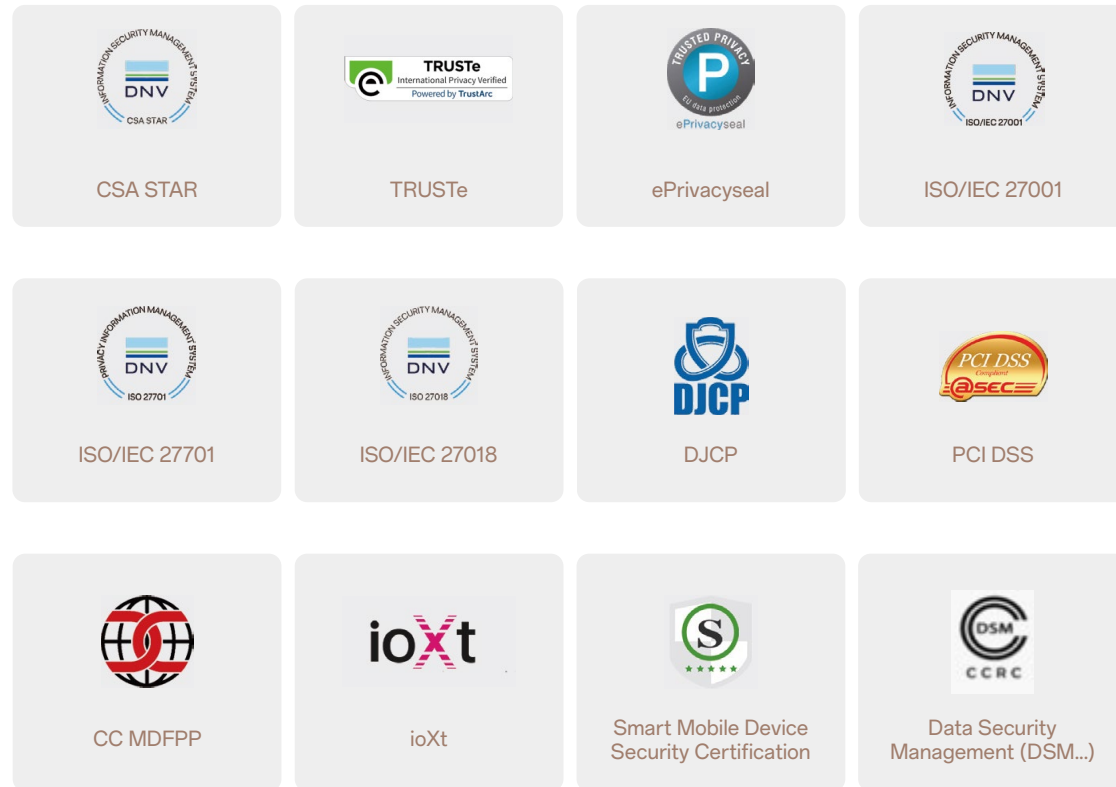


Smart Shield Security and privacy protection throughout the full lifecycle of apps



Security and Privacy Certifications

OPPO has obtained various security and privacy certifications, including ISO 27001 certification, ISO 27701 certification, ISO 27018 certification, CSA STAR certification and PCI DSS certification. In 2023, OPPO has received certification according to *GB/T 41479-2022 Data Security Management (DSM)*. This certification covers HeyTap Account, HeyTap Cloud Service, HeyTap Health and Oppo Breeno, further enhancing our capacity to safeguard the safety and security of our products and services.



Responsible Marketing Management

OPPO pursues responsible marketing. We strictly abide by domestic and international applicable laws and regulatory requirements, actively protect consumers' lawful rights and interests, and commit to sales and marketing practices in line with laws, regulations and social ethics standards to convey true, accurate and objective information to consumers and enable them to make reasonable choices.

We have incorporated marketing compliance into our Compliance Red Lines and prohibited improper marketing activities such as malicious confusion, false advertising and commercial defamation. We have developed the *OPPO Marketing Content Security and Compliance Standards* to provide the roadmap for navigating marketing compliance. In addition, a review and monitoring process on marketing compliance, which requires that all marketing materials to be released on OPPO website and social media in daily operation should be reviewed and approved by our Content Review Team before launch, has been established to ensure marketing compliance, and an emergency response process has been developed to ensure rapid response to and effective resolution of non-compliant behaviors which have not been identified in advance. Moreover, OPPO has ramped up efforts to enhance employees' capability by providing regular marketing compliance training to enhance employees' marketing compliance awareness and risk prevention capability.

OPPO makes continuous efforts to further standardize product and service marketing information to ensure accurate information communication and avoid misleading consumers. No administrative penalties involving information and identification of product and service or marketing and communication were reported in current reporting period.



Excellent Customer Service

Catering to the user demand, OPPO has developed a comprehensive smart service system and constantly innovated and upgraded service models to provide global users with professional and humanized service in an efficient manner.

Improved Service Management

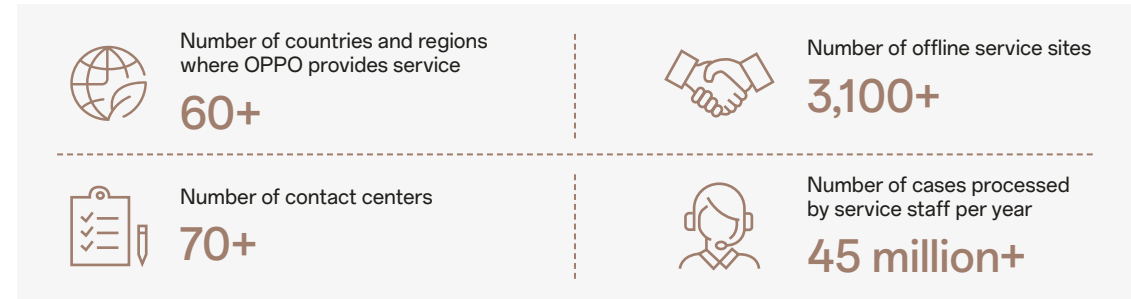
Adhering to the service philosophy of “Care & Reach”, OPPO has continued to improve customer service from aspects of service policy and procedure, service capacity and service mode.

We continuously improve the management policies, procedures and tools for customer communication and customer service to provide users with timely and high-quality feedback;

We continue to promote training for customer service personnel, and we have developed a global certification system for customer service personnel and carried out graded training for technical staff and service staff involving in customer service to improve the support they can provide and thereby increase customer satisfaction;

We have created a service funnel consisting of “self-service, intelligent interaction, man-machine interaction and field service” to enhance the efficiency and quality of human service and further increase customer satisfaction.

Right now, OPPO is providing services through more than 3,100 offline service sites and over 70 contact centers in more than 60 countries and regions and more than 45 million cases are processed by our service staff per year, and continuing to work on AI to provide users worldwide with intelligent services and improve service efficiency. In December 2023, OPPO Service Center won the first prize in the AI category at the Customer Observation Award - 2023 (the 3rd) Customer Service Skill Competition.



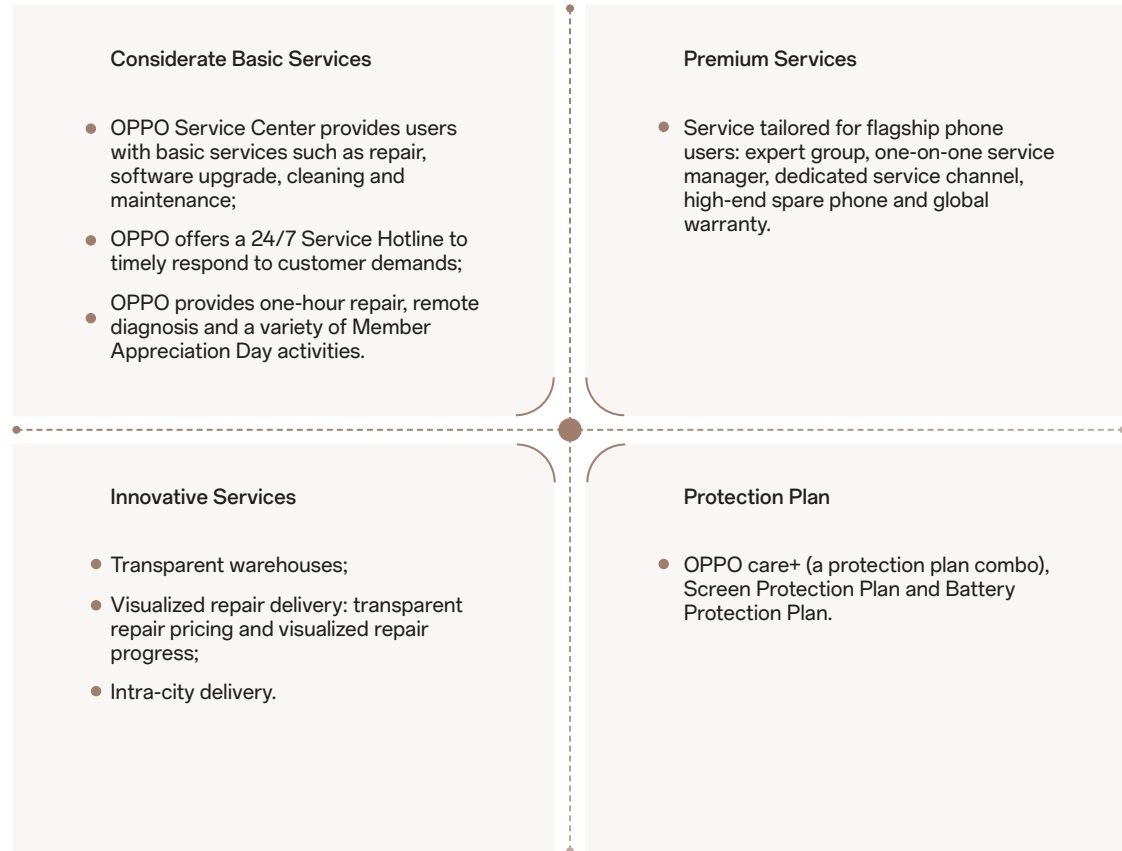
OPPO was selected as “Top 100 Service Brands in China in 2023”



OPPO Service Center won the first prize in the AI category at the Customer Observation Award - 2023 (the 3rd) Customer Service Skill Competition

Diverse Service Solutions

With a comprehensive and diversified service portfolio driven by user experience, OPPO provides users with a variety of service solutions through multiple channels and models and strives to fully improve customer service experience with a combination of “intelligent service and human service” and “online service and offline service”.



Fast and Effective Consumer Compliant Management

OPPO values customer feedback and comment. User feedback channels, including the feedback channel built in the apps, social media feedback channels such as Weibo and Xiaohongshu and unscheduled user surveys and user interviews, have been set up to collect users' feedback and demands. Based on customer demands and feedback, OPPO has developed the *Customer Complaint Handling Procedure*, the Voice-of-Customer (VOC) platform, the *VOC Market Management Standards* and the *Market Crisis Warning Mechanism* to efficiently address customer complaints and grievance.



OPPO Service Center

Note: Services available may vary, depending on your region. Please refer to OPPO's local sales and service policies.

03 Virtuous Innovation

OPPO consistently invests in R&D and continuously pursues technologies that can transform the future. It has built up technological strength necessary for growth in medium- to long-term future and created an Internet of Experience technology ecosystem that spreads its technology of kindness to more users. With a firm commitment to solving the complexities of technology ourselves and giving the benefits and kindness of technology to our users, OPPO persists in promoting a sustainable society.

Sustainability Performance

- Number of OPPO's global patent applications **98,000+**
- Number of patents granted worldwide **54,000+**
- Proportion of invention patent applications **91%**

Contribute to the SDGs

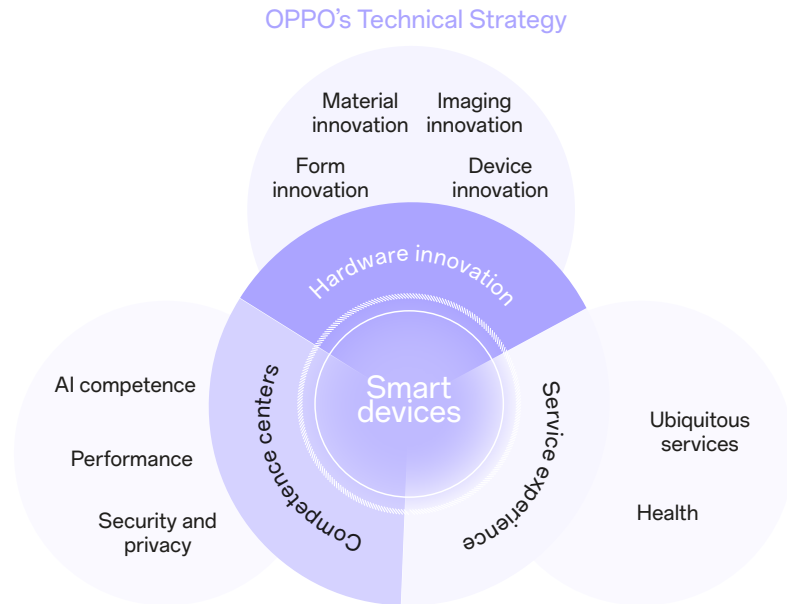


Technology and Innovation

Regarding technology and innovation as the driving force for healthy and sustainable development, OPPO has adapted to user demands and leveraged cutting-edge technologies to promote the research and development of scenario-based application, resulting in advanced technologies and contributing to new technologies that advance the industry.

A Global Innovation System

OPPO is making sustained efforts to build a global innovation system. Starting by setting up technical competence centers, OPPO pursues a technical strategy centered on hardware innovation and supported by excellent service experience with a focus on smart devices. As a smart device manufacturer, OPPO is committed to its mission of guiding users towards a self-, family- and value-oriented lifestyle by addressing user pain points and liberating users from fragmentation and complexity. Focusing on “Form Innovation, Material Innovation, Photography Innovation and Device Innovation”, OPPO has made continuous efforts from the dimensions of “AI Competence”, “Product Performance” and “Security and Privacy” and improved the technical features of “ubiquitous services” and “smart health”. In addition, OPPO has committed to innovation and ramped up its R&D investment to offer users transforming experience and upgrade technologies.



To advance the exploration of leading technologies and commercialization of innovative technologies, OPPO has established six research institutes and six R&D centers worldwide. Apart from that, OPPO has long invested in in the fields of 5G/6G communication, AI, photographing, etc., and achieved a series of breakthroughs in products and technologies. In 2023, OPPO set up its AI center, unveiled its self-trained large language model-AndesGPT, rolled out the latest ColorOS 14 and facilitated the application of a series of innovative technologies, including “Rainwater Touch”, bionic motor technology, ultra-thin VC cooling technology and 150-watt direct charging technology, on its products with a view to create fresh smart user experience.

Smart devices empowered by AndesGPT offering fresh smart interactive user experience

As a self-trained large language model and intelligent agent tailored by OPPO, AndesGPT is made up by billions and potentially more than one hundred billion parameters. Underlying with three major technical characteristics: dialogue enhancement, personalization and cloud-to-device collaboration, its core capabilities focus on knowledge, memory, tools, and creation, supporting a variety of applications with great flexibility. AndesGPT, serving as the technical core of AndesBrain, empowers OPPO's new Breeno and various smart devices, creating a smart interactive experience for billions of users around the world.

Core Competence	Knowledge	Memory	Tools	Creation
Model	AndesGPT-Tiny	AndesGPT-Turbo	AndesGPT-Titan	
Data	General data	Dialogue data	Instruction data	Security data
Infrastructure	Storage	Hashrate	Framework	

AndesGPT Architecture

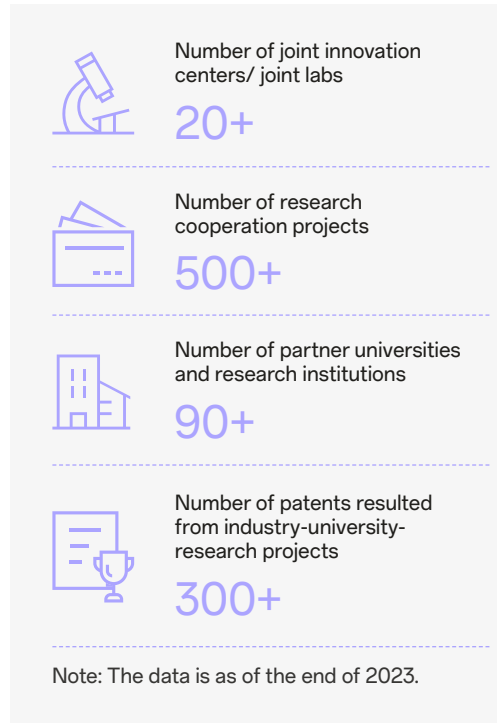
Developing the Ecosystem of Industry-university-research Collaboration to Accelerate the Commercialization of Innovative Technologies

The OPPO Industry-University-Research Department (UR Department) has been set up to further the cooperation among OPPO, universities and research institutions, promote industry-university-research collaboration and explore the development and application of cutting-edge technologies with the academic community with a focus on technological innovation, external exchange and talent development.

The OPPO UR Department has supported over 500 research cooperation projects, covering various leading and hot research areas, such as integration of software, hardware and services and differentiate technologies, and promoted science and technology diplomacy by establishing joint innovation centers and 4 pilot innovation funds with more than 20 leading universities and research institutions, including the Zhejiang University, the Tsinghua University, the Peking University Health Science Center and the Fuwai Hospital of the Chinese Academy of Medical Sciences.

In addition, we have partnered with over 90 universities and research institutions, including the Institute of Electrical and Electronic Engineers (IEEE) and the China Computer Federation (CCF), for cooperation and exchange. We pursue to empower leading technologies while building up and honing our technological strength. In addition to the launch of smart devices, we have been granted more than 300 patents and published over 100 papers.

Moreover, OPPO has furthered the talent docking for industry-university-research collaboration and accelerated the commercialization of innovative technologies by setting up postdoctoral innovative practice bases and post-doctoral stations and organizing university competitions such as the OPPO National College Students Software Innovation Contest.



OPPO teams up with Cheung Kong Graduate School of Business to forge a teaching and research base, laying the groundwork for a shared platform integrating education, research and innovation

In October 2023, OPPO teamed up with Cheung Kong Graduate School of Business to build a teaching and research base: the New Generation Unicorn Global Ecological System Research Center. With a commitment to openness, collaboration and innovation, both sides aim to harness their strengths in talent, resources, technology and influence. They will engage in intensive collaboration, exploring cutting-edge methods and practices in curriculum development, talent cultivation and management expertise application. The goal is to provide a more enriching learning environment and growth opportunities for faculty, students and staff. Together, they're pioneering a shared platform that integrates education, research and innovation, infusing fresh vigor and drive into the development journey of both sides.



Signing Ceremony of the New Generation Unicorn Global Ecological System Research Center

Driving Tech Initiatives to Empower Innovation

OPPO is committed to unearthing top talents and groundbreaking projects, building a platform for tech exchange, and fostering a vibrant atmosphere for technological exploration. Going forward, OPPO remains committed to joining forces with fellow trailblazers in the realm of science and tech, advancing innovation and sustainability. Our aim is to showcase the life-changing potential of technology to a broader audience and propagate the benevolent spirit of technological innovation.

● OPPO Inspiration Challenge

In May 2023, OPPO Research Institute launched the 2nd cohort of OPPO Inspiration Challenge, under the themes “Innovation for the Planet” and “Innovation for People.” We called for innovative solutions from global entrepreneurs and technology professionals, aiming to empower them and bring these innovations to life. Following three regional challenges and an acceleration camp, five winning proposals were selected from 687 proposals submitted by teams based in 66 countries worldwide. These teams will go on to engage in further collaboration with OPPO and its partners to bring their ideas to life.

This initiative offers ongoing, comprehensive support to startups worldwide, covering everything from funding to R&D and commercialization, all aimed at co-creating a brighter future. In a standout collaboration, OPPO partnered with Tangtang Quan (TTQ) to integrate its cutting-edge digital diabetes treatment solution into the OPPO Watch 3 and 4. To date, this partnership has benefited over 20,000 users by enabling continuous blood sugar monitoring.

● OPPOHack

Since 2021, OPPO has been hosting its annual “Hardware Hackathon” to fuel the innovative spirit of hardware engineers and cultivate a company-wide culture of innovation. In 2023, OPPO revamped the competition structure to provide hackers with a platform that truly sparks innovative thinking and seamlessly translates groundbreaking ideas into reality. In order to steer innovative solutions towards practicality while still embracing unconventional ideas, this year’s competition was split into two categories: themed and open-ended. Encompassing 11 hardware domains, it ultimately crowned the “Future Creator” along with four individual awards, solidifying its position as a pivotal incubator for cutting-edge hardware innovations within OPPO.



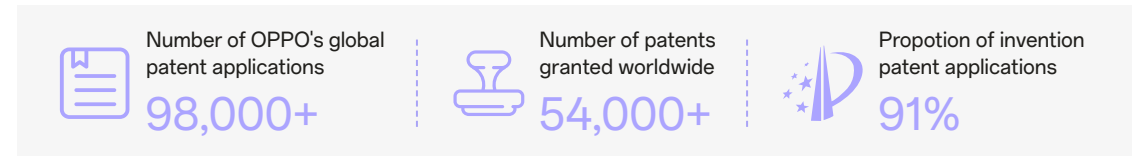
OPPO Inspiration Challenge

Protection of Intellectual Property Rights

OPPO has been following three core principles in the management of intellectual property rights, i.e., insisting on scientific and technological innovation and intellectual property protection, taking a proactive stance in defending its intellectual property rights as a guardian for the secure operation of its global business, and promoting the development of a sustainable and healthy intellectual property ecosystem. Guided by a pragmatic approach to protection and application, OPPO has established its intellectual property protection strategy which aims to “establish proprietary intellectual property assets, respect others’ intellectual property rights, manage litigation and licensing risks, and excel in patent operations”.

OPPO plays a high value on the day-to-day management of intellectual property rights, abiding by all pertinent laws, regulations and binding standards. We have developed various standards and regulations such as the *Regulations on Management of Intellectual Property Rights* and the *Supply Chain Intellectual Property Compliance Management Standard*, outlining the principles for managing intellectual property risks. We respect others’ intellectual property rights, establishing and continually striving to improve dispute resolution processes related to patent rights, trademark rights, copyrights, and other intellectual property rights. Moreover, we’ve built an intellectual property platform to streamline patent application processes and enhance intellectual property data management using digital tools, thus boosting the efficiency of intellectual property management.

With years of technical expertise and accumulation, OPPO continues to output patents in critical technology fields like 5G/6G communication, video, photographing technologies, fast charging, and AI. As of the end of 2023, OPPO has filed over 98,000 patent applications worldwide, with more than 54,000 patents granted. 91% of these patent applications are for invention patents, underscoring OPPO’s position as a global leader in intellectual property rights and ensuring the smooth sailing of its global operations.



Patent licensing and Contributions

In October 2023, Ipytics, a world-leading research institution, unveiled its global report on the strength of essential patents for 5G standards. OPPO secured the 8th position, taking into account both the Patent Innovation Index and the volume of 3GPP proposals contributed.

OPPO was also elected to serve as a member of the 8th Executive Council of the China Intellectual Property Society.

In 2023, OPPO clinched **one Silver Award** and **one Excellence Award** at the 24th China Patent Awards, alongside another pair of **Silver and Excellence Awards** at the 10th Guangdong Patent Awards, solidifying its technological prowess once more.



A Shared Industrial Ecosystem

Innovation in technology cannot happen without the support and guidance of technical standards. While consistently achieving technological breakthroughs, OPPO has always maintained a technology-driven and user-oriented approach. Upholding a spirit of open innovation and win-win cooperation, OPPO is also an active participant in the drafting of domestic and international standards in areas such as 5G/6G, IoT, displays, and privacy protection. Collaborating with industry partners, OPPO contributes to the innovation and development of the digital era, supporting the development of industry ecosystems.

5G Technology

In February 2023, at the 151st meeting of 3GPP SA2, OPPO's standardization expert, Tricci So, was honored with the 3GPP Excellence Award.



3GPP Excellence Award

In December 2023, OPPO's edited volume 5G NR and Enhancements: From R15 to R17 was officially published. This publication, along with the upcoming 5G V2X and Direct Access Terminal and 5G Terminal Technology Evolution and Enhancements, comprises a series of extensive works totaling over 1,200 pages, establishing itself as the most comprehensive 5G technology monograph in the industry.



OPPO Edited 5G Series Technical Monographs

6G Technology

In February 2023, drawing from its forward-looking research and exploration into 6G technology, OPPO unveiled its latest 6G white paper titled "6G: Minimalist and Versatile, Pioneering the Mobile Frontier". Introducing an innovative "minimalist and versatile" system design architecture, the paper offers a robust and insightful roadmap for the evolution of next-gen mobile communication systems.



6G White Paper

IoT

In February 2023, OPPO was honored the Outstanding Contribution Award by the Connectivity Standards Alliance Member Group China (CMGC). This accolade recognizes OPPO's proactive engagement in the CSA's Matter Working Group and its significant role in driving the localization efforts of Matter within the CMGC.

In March 2023, under the auspices of the Institute of Electrical and Electronics Engineers (IEEE), OPPO established the Environmental Energy IoT Research Group (AMP SG). This milestone marks the official commencement of standardization research on zero-power environmental energy IoT, led by OPPO within the IEEE 802.11 Working Group.

Displays

In December 2023, OPPO spearheaded the international standardization of 3D Sensing within the IEC/TC110, marking a significant milestone as OPPO's first international standard achievement in the realm of wearable displays. This robust standard endorsement sets the stage for the forthcoming marketing of XR products.

Privacy Protection

In December 2023, the privacy computing standard (leveraging edge-cloud collaborative privacy-enhanced machine learning) introduced by OPPO gained green light at the IEEE SA Nescom review meeting. This groundbreaking move signifies the inaugural IEEE standard initiation in the field of edge-cloud collaborative privacy protection by both domestic and international terminal enterprises. It also represents a pivotal breakthrough for OPPO in the standardization of privacy computing.

Digital Inclusion

Upholding the brand mission of “Technology for Mankind, Kindness for the World”, OPPO commits to improving digital inclusion and leaving no one behind in the digital era, making the latest technology more accessible to everyone. OPPO is determined to build a world where communication technology is accessible for everyone, catering to the diverse needs of groups like the hearing and visually impaired. By actively embracing corporate social responsibility, OPPO champions the spread of information accessibility, offering holistic support to users and opening the door for more individuals to revel in the wonders of technology. Upholding the brand mission of “Technology for Mankind, Kindness for the World”, OPPO commits to improving digital inclusion and leaving no one behind in the digital era, making the latest technology more accessible to everyone. OPPO is determined to build a world where communication technology is accessible for everyone, catering to the diverse needs of groups like the hearing and visually impaired. By actively embracing corporate social responsibility, OPPO champions the spread of information accessibility, offering holistic support to users and opening the door for more individuals to revel in the wonders of technology.



For the hearing impaired, OPPO has introduced hearing aid features such as “Speech-to-Text” and “Caption Preferences”, ensuring media audio is promptly transcribed into text in real-time. Users can tailor captions to their liking, adjusting size and style for an enhanced viewing experience. In terms of audio assistance, phones can link up with hearing aids and other devices, delivering hearing-impaired users with direct, swift and instantaneous access to information.



For users with visual impairments or color deficiencies, OPPO harnesses professional algorithms to craft personalized display solutions. Introducing features such as “Content Enlargement” “Color Calibration” and “Color Inversion”, users can fine-tune their phone’s display for optimal color recognition and enhanced visual effects.



In tackling the obstacle of image interpretation for visually impaired users, OPPO has developed Xiaobu Image Reading, benefiting over 13 million visually impaired users in China. This feature swiftly identifies image content and text, assigns tags to different image types, and reads out content through voice prompts upon tag recognition. Moreover, the Camera feature automatically detects figures and text within the frame, offering voice-guided assistance for photography, thereby elevating the user experience for individuals with visual impairments.

Smart Health

As a crucial element of our mission, “Technology for Mankind, Kindness for the World”, leveraging technology to champion user health is a steadfast focus for OPPO. With a vision to “become the guardian and partner of health for individuals and families”, the Company is active in fostering healthy lifestyles. Harnessing a wealth of fundamental technologies, such as algorithms, sensors, data science and biomedical engineering, we collaborate with strategic partners and ecosystem allies to deliver preventive healthcare solutions across various scenarios, including sports and fitness, cardiovascular health, and sleep health.

Regarding partnership with hospitals and ecosystem allies, during the reporting period, we joined the “5G + Full-Cycle Chronic Disease Health Management Demonstration Project”, spearheaded by China Unicom and Nanfang Hospital, Southern Medical University. Additionally, we led efforts in collaboration with Nanfang Hospital Baiyun Branch to implement a family health solution based on OPPO OHealth H1. This solution caters to families in Baiyun District with children, elderly individuals, or respiratory disease patients, offering integrated remote medical and health management services. Through this fusion of technology and healthcare, we endeavor to cultivate a thriving ecosystem of well-being.

Partners

Ecosystem allies	Hospitals	Universities and research institutes
<ul style="list-style-type: none"> • OMRON • China Unicom • iHealthway • Ping An Health 	<ul style="list-style-type: none"> • Fuwai Hospital, Chinese Academy of Medical Sciences • Tongji Hospital, Tongji Medical College of HUST • Wuhan Asia Heart Hospital • Nanfang Hospital, Southern Medical University • Nanfang Hospital Baiyun Branch 	<ul style="list-style-type: none"> • Tsinghua University (Tsinghua University-OPPO Future Terminal Technology Joint Research Center) • Peking University Health Science Center (PKUHSC-OPPO Intelligent Health Collaborative Innovation Laboratory) • Beijing Sport University (Beijing Sport University-OPPO Sports and Health Laboratory)



OPPO introduces the "Running Posture Detection" and "Badminton Sports Mode" features to enhance sports and fitness

In the realm of sports and fitness, OPPO broke ground in 2023 with the industry's first "Running Posture Detection" feature. This innovation allows for the collection, analysis and monitoring of professional metrics such as ground contact time, vertical amplitude, ground contact balance, and running posture during jogging sessions. The aim is to assist users in boosting their running efficiency and preventing running-related injuries.

Moreover, catering to the vast community of badminton enthusiasts, OPPO rolled out the pioneering "Badminton Sports Mode". This feature captures intricate sports data, conducts style analyses, and generates a five-dimensional graph of sporting capabilities through multifaceted data recording. It has garnered widespread acclaim among badminton amateurs.



Product Experience Officer
Yuqi Shi



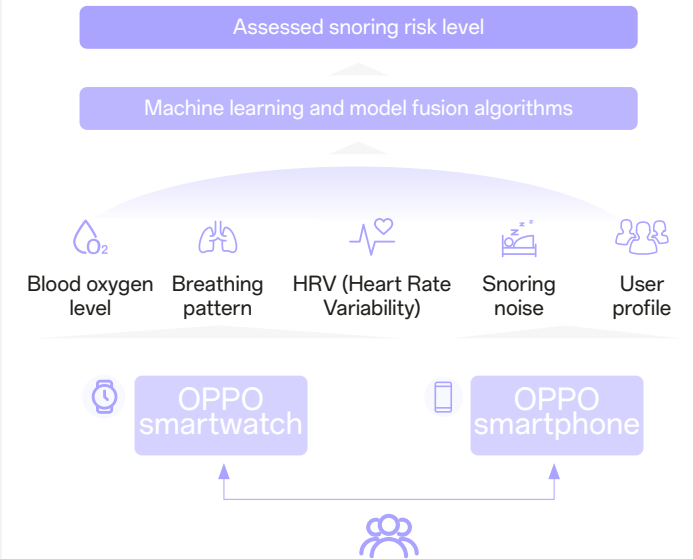
OPPO Watch4 Pro debuts a one-tap quick check for vascular health

In the field of cardiovascular health, OPPO introduces the user-friendly and practical "60" Health Check" feature on OPPO Watch4 Pro. With just a tap, users can swiftly assess various health indicators, including vascular health, enabling timely detection of potential health risks and supporting overall fitness.



OPPO achieves a breakthrough in sleep health assessment technology

In the domain of sleep health, building on its industry-leading "Mobile Sleep Monitoring" feature, OPPO combines smartwatch and smartphone capabilities to pioneer an assessment of "snoring risk". By leveraging user data from both devices—such as blood oxygen levels, breathing patterns and snoring sounds—OPPO employs advanced machine learning and model fusion algorithms to deliver precise assessments of users' snoring risk levels. This milestone was presented in a paper at the IEEE EMBC (The Annual International Conference of the IEEE Engineering in Medicine and Biology Society) in July 2023 and will progressively make its way onto OPPO wearables and smartphones.



04 Environmental Protection

There is now global consensus on pursuing sustainability. Confronting increasingly severe climate crises and environmental challenges, OPPO believes that technological innovation is the driving force behind sustainable development in human society. Embracing the brand mission of “Technology for Mankind, Kindness for the World”, OPPO has integrated the concept of sustainability into every facet of its operations. Hand in hand with global partners, OPPO is committed to building an eco-friendly value chain, contributing to the climate targets of the Paris Agreement, and shaping a sustainable tomorrow with OPPO ingenuity.

Sustainability Performance

- OPPO's total GHG emissions (Scope 1 & Scope 2) **294,192.86** tons CO₂e, reduced by **6.48%** compared to 2022
- Renewable energy use over **20.41** million kWh
- **100%** in compliance with pollutant discharge standards
- OPPO's trade-in service drives the environmentally compliant disposal of **198** tons of electronic waste

Contribute to the SDGs

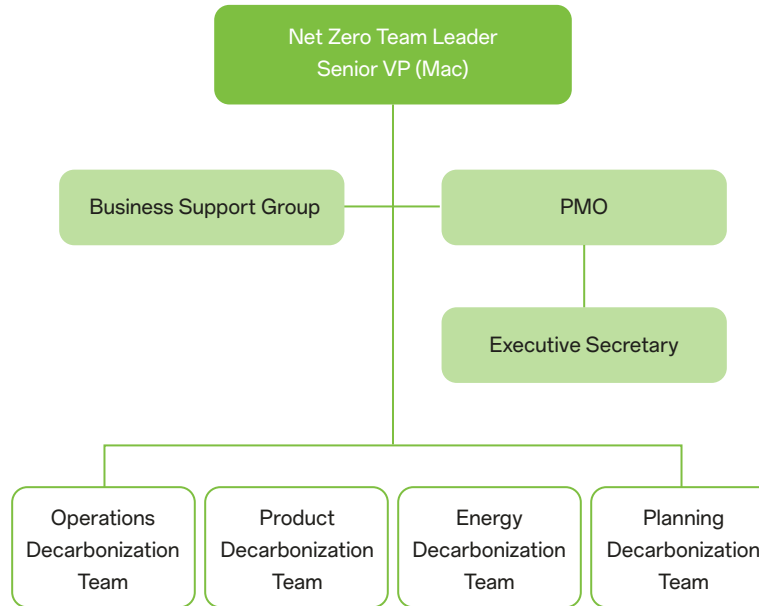


Response to Climate Change

OPPO is actively tackling climate change by setting scientifically rigorous carbon emission reduction targets, clarifying reduction roadmap, and collaborating with a wide range of stakeholders to collectively reduce carbon emissions, thereby contributing to the global goal of limiting the temperature increase to 1.5 °C.

Governance Framework for Climate Change Responses

A sound governance mechanism is the fundamental bedrock for responding to the challenges posed by climate change. In response to the Paris Agreement and China's 3060 targets (peak carbon by 2030, net zero by 2060), OPPO has integrated the concept of sustainability into its business strategy. The Company's climate governance responsibilities are delegated to the Senior VP, who has established a Net Zero Team. This team is made up of the Net Zero Team Leader, PMO, Business Support Group, and several business decarbonization teams, forming the framework for carbon neutrality management. OPPO's clear delineation of responsibilities at each managerial level ensures the systematic execution of climate management initiatives, thereby propelling the realization of our Carbon Peaking and Carbon Neutrality goals.



OPPO's Governance Framework for Climate Change Responses

Responsibilities of Organs at All levels

Net Zero Team Leader:

Set carbon neutrality goals, deploy carbon neutrality work, ensure resource allocation, promote cross-domain collaboration, and provide specialized authorization, steering the overall direction of carbon neutrality management.

Business Support Group:

Provide professional support within their respective domains for carbon neutrality projects.

PMO:

Oversee the overall planning and operation of carbon neutrality work, regularly track key tasks, and ensure closed-loop management of tasks.

Various business decarbonization teams:

Executives: Authorize the establishment of domain-specific net zero teams, develop decarbonization goals within their domains, ensure resource allocation, and are accountable for domain-specific decarbonization results.

Members: Plan decarbonization strategies and measures at the business level to ensure the Company's decarbonization goals are achieved.

Risks and Opportunities Associated with Climate Change

In line with the *Guidelines of the Task Force on Climate-related Financial Disclosures (TCFD)* and the *International Financial Reporting Sustainability Disclosure Standards No. 2 - Climate-related Disclosures (IFRS S2)* issued by ISSB, OPPO integrates climate risks into its risk management framework, conducting regular assessments of both risks and opportunities associated with climate change. While identifying climate change risks, we encompass both transitional and physical risks over short, medium and long-term horizons. These evaluations consider potential financial impacts and serve as key reference factors for our business and strategic planning, enhancing our resilience to climate-related risks. In 2023, OPPO submitted a climate change questionnaire to the Carbon Disclosure Project (CDP) and earned a B-rating. We're committed to further bolstering our management of greenhouse gas emissions, continually enhancing our climate resilience, seizing opportunities driven by technology, and fueling the industry's transition to a low-carbon model, thus fostering high-quality development across the supply chain.

Assessed Opportunities Associated with Climate Change and Responses

Climate Change Opportunity	Climate Opportunity Descriptions	Measures
Energy sources	Embracing renewable energy sources can catalyze the transformation of the Company's energy consumption structure, ultimately reducing operational costs.	Actively propel the shift to green energy, ramping up the development of solar power projects and increasing the utilization of clean energy usage sources.
Energy efficiency	Introducing energy-efficient technologies and high-performance equipment will fuel our journey towards sustainable, efficient and low-carbon growth.	Advance the transformation and modernization of our production sites into eco-friendly ones, creating low-carbon data centers and carbon-neutral sites.
Products and services	Driving the design and development of green products will not only help us adapt to shifting consumer preferences but also open up fresh market avenues.	Integrate environmental consciousness and sustainable development concepts into our product lifecycle management to produce green offerings and seize market opportunities ahead of the curve.

Assessed Risks Associated with Climate Change and Responses

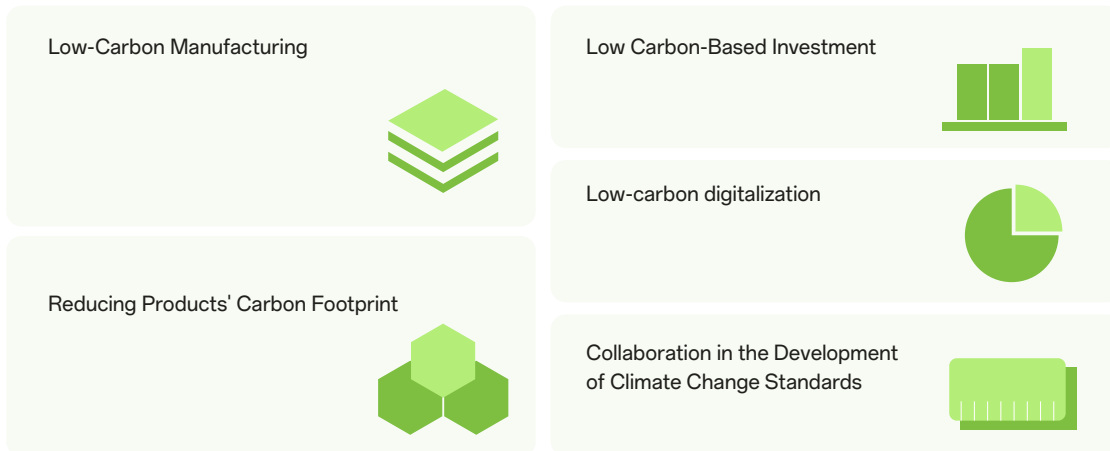
Climate Change Risks	Climate Risk Descriptions	Measures
Policies and laws	As emerging laws, regulations, policies and standards governing carbon emissions become more stringent, there's a likelihood of increased compliance costs.	Closely monitor the evolving landscape of climate-related policies, reinforce the internal compliance mechanisms, and develop strategies to address climate challenges.
	Regulators have higher requirements on the accuracy of carbon emission data disclosed by enterprises, and non-compliant disclosures can lead to increased costs.	Institute a robust greenhouse gas inventory mechanism, conducting carbon audits and accounting, and enhancing the quality of data disclosure.
	Developing or introducing new decarbonization technologies without careful consideration may inflate investment costs.	Plan for additional investments judiciously when introducing new low-carbon technologies, enhance talent development and retention efforts, and boost the Company's R&D capabilities.
Transformation Risk	Technology	Failure to promptly identify and apply low-carbon technologies could result in our products lagging behind industry standards.
	Market	Market preferences are gradually shifting towards eco-friendly products and services, which could impact our market share.
Physical Risk	Reputation	Underperforming in addressing climate change could undermine the Company's image.
	Acute risk	Production and operations may face disruptions from extreme natural disasters like heatwaves, floods, and hurricanes.
	Chronic risk	Long-term, stable business operations face challenges due to climate anomalies such as global warming and rising sea levels.

Low Carbon Targets and Roadmap

As a global tech company offering integrated devices, software and services, OPPO remains steadfast to its mission, fosters innovative development concepts, and plays a pivotal role in propelling the industry towards low-carbon transformation and global carbon neutrality. We're dedicated to propelling green and sustainable technological innovations worldwide, making low-carbon development one of our strategic goals. After a thorough analysis of global business carbon footprints and management practices, we've set forth ambitious, science-backed long-term goals and roadmap. These guide the Company in systematically and efficiently achieving carbon reduction targets across operations and value chains. We're actively pioneering new patterns for low-carbon industry development, charting the course towards a brighter, greener future.

In February 2023, we unveiled our inaugural *OPPO Climate Action Report*, outlining our commitment to achieve carbon neutrality in operations by 2050. To live up to this pledge, we've established our roadmap toward low carbon, defined 16 ways in which we would be reducing emissions over five categories: operations, energy, planning, products, and support. This robust framework paves the way for streamlined and effective carbon-cutting efforts, ensuring we achieve our targets and lend OPPO's tech prowess to the global green agenda.

Now that these medium and long-term goals have been set, OPPO will commit itself to a low carbon transformation across five key areas: low-carbon manufacturing, reducing products' carbon footprint, low carbon-based investment, digital carbon management, and collaboration in the development of climate change standards.



Measures for Emission Reduction

Over the years, OPPO has worked to reduce greenhouse gas emissions across its factories, offices and data centers in four ways: reducing waste, switching to renewable sources, improving efficiency, and recycling, with a hope to mitigate our impact on the global climate.

Promoting Equipment Upgrading and Renovation to Boost Energy Efficiency

In the journey toward achieving carbon neutrality goals, OPPO remains committed to unlocking energy-saving potential in key energy-consuming equipment, implementing targeted measures to enhance energy efficiency and reduce emissions.

- ➔ Smart energy management initiatives are tailored for priority manufacturing sites, ensuring intelligent power shutdowns for production equipment and air compression systems during idle periods.
- ➔ To optimize energy utilization, OPPO undertakes a comprehensive upgrade of workshop lighting systems. While meeting national lighting standards, these systems are streamlined with a focus on reduction, resulting in an annual reduction of 1,140 tons of CO₂ emissions.
- ➔ Key energy-consuming equipment like air compressors, chillers, exhaust systems and HVAC units undergo continuous renovations to boost energy efficiency, ultimately slashing CO₂ emissions by 8,947.86 tons.

Reduced **1,140** tons of CO₂e through upgrade of lighting systems

Reduced **8,947.86** tons of CO₂e via upgrade of key energy-consuming equipment



Installing Solar Panels to Optimize Energy Usage

OPPO is on a relentless quest to optimize its energy consumption setup, diving deep into renewable energy solutions and actively rolling out solar PV power projects within its manufacturing sites. OPPO launched a solar PV power project in 2022, installing solar panels on the roof of five factory buildings and eleven accommodation blocks at our Dongguan plant. The phase-1 work of the rooftop PV project was put into operation in June 2023, with an installed capacity of 2,904 kWp and a daily average power generation of 9,976 kWh. The electricity generated by this project is used for production activities within the Dongguan plant, reducing carbon emissions by approximately 2,819 tons of CO₂e per year. With green energy gaining traction, subsequent phases 2&3 of green energy projects are set to take root within the Dongguan plant, paving the way for an efficient, green and sustainable energy ecosystem, and propelling us closer to our carbon neutrality aspirations.



Reduced approximately **2,819** tons of CO₂e per year



Continuously Promoting Sustainable, High-quality Growth of the Data Centers

OPPO is dedicated to fostering a green and sustainable digital landscape, building a data center that is not only secure, stable and efficient but also eco-friendly. Injecting the sustainability concept into its design, the OPPO AndesBrain (Binhaiwan Bay) Data Center spearheads collaborative innovation and technological breakthroughs across all fronts. From developing and deploying liquid-cooled servers to embracing cold storage, GPU clusters and other new technologies, OPPO strives to slash energy consumption at its core, setting the gold standard for eco-conscious industry development.



In 2023, OPPO further elevates the efficiency, low-carbon footprint and sustainability performance of its data center, perpetually driving sustainable, high-quality development:

- On the energy front, there's a relentless drive to boost the use of renewable resources, with 2023 witnessing the procurement and utilization of renewable energy over 20,419 MWh.
- In terms of operational management, the data center has implemented over 20 optimization measures. These include fine-tuning HVAC water-side & air-side systems, refining UPS operational modes, optimizing equipment-level logic, and tapping into natural cooling sources. These efforts have resulted in a highly efficient use of energy.
- Within OPPO Cloud, leveraging intelligent scheduling technology based on unified platform computing power and application profiles has led to increased deployment density. This, in turn, has freed up 385TB of idle memory and phased out over 5,000 outdated or out-of-warranty servers. Projections suggest an annual reduction of 1,800 tons in carbon emissions. To address the storage needs of massive data at low costs while ensuring security and efficiency, OPPO has developed proprietary cold archive & storage services based on tape devices. These solutions slash storage costs by 40% compared with standard disk storage, cut energy consumption by 92%, and offer enhanced data security.
- In the realm of technology research and development, the data center has embarked on a pilot project involving immersion cooling for general-purpose computing. This initiative, utilizing eco-friendly synthetic oil-based coolant, has resulted in the filing of 8 patents and is driving forward the data center's low-carbon operations.



Procurement and utilization of renewable energy of over **20,419** MWh



OPPO Cloud helps achieve an annual reduction of **1,800** tons of CO₂e



Empowering a Sustainable, Low-Carbon Campus

OPPO is dedicated to smart planning, infusing the sustainability concept into our site design blueprint, with a vision to cultivate a green, high-performance and sustainable site environment. We're actively championing energy-saving and emission-reduction strategies in the construction of the R&D Building and cafeteria complex at B Zone of the new OPPO Smart Manufacturing Center. The R&D Building aims for near-zero energy consumption, while the cafeteria complex is designed for ultra-low energy consumption. This project embraces a blend of passive and active building energy-saving technologies, coordinating energy systems while harnessing the power of digital innovation such as smart buildings to boost energy efficiency and slash operational energy consumption. In September 2023, we successfully concluded the application process for our near-zero-energy building project and passed the expert review organized by the Shenzhen Green Building Association. The review indicates that the project's indoor environment, energy efficiency metrics, building envelope, energy equipment and systems largely comply with the standards set by GB/T51350-2019 *Technical Standard For Nearly Zero Energy Buildings* and T/CABEE003-2019 *Evaluation Standard for Nearly Zero Energy Buildings*. This compliance ensures that the design phase achieves near-zero/ultra-low energy consumption, thus providing a solid foundation for implementing carbon neutrality strategies.

In terms of construction, the overall thermal performance of the building's envelope has been enhanced by incorporating external shading elements averaging 2,000mm in depth and optimizing glass selection, resulting in a 25% boost over prevailing energy-saving benchmarks. Moreover, the deployment of high-reflectivity paving materials with a solar radiation reflection coefficient of at least 0.4, alongside green roofs and solar panels that collectively cover more than 75% of the roof area, significantly curtails heat absorption from solar radiation.



In terms of energy efficiency, the chiller units incorporate variable frequency centrifugal water-cooled chillers and variable frequency centrifugal magnetic levitation units, boosting the COP energy efficiency grade by 12% compared with prevailing benchmarks. Energy-efficient LED fixtures are utilized, with the lighting power density in main functional areas not exceeding 70% of the target value specified in GB 50034-2013 *Standard for Lighting Design of Buildings*. The high-efficiency energy-saving transformers meet Grade 1 and Grade 2 energy efficiency standards outlined in GB 20052-2020 *Minimum Allowable Values of Energy Efficiency and Energy Efficiency Grades for Power Transformers*. With a 10% increase in grid operation ratio, over 75% of new high-efficiency energy-saving transformers are installed. The grid-connected non-energy storage PV systems are deployed to maximize renewable energy utilization. The total installed PV capacity is 1,632.9 kW, generating 447,580 kWh annually for the R&D Building and 1,347,687 kWh for the factory area.



Emission Performance

Comprehensive and precise accounting of greenhouse gas (GHG) emissions forms the bedrock for scientifically charting a roadmap towards low-carbon development. At OPPO, we embrace the philosophy of "assessing our carbon footprint and uncovering potential". We've established a robust mechanism for scientifically inventorying greenhouse gases and regularly conduct carbon audits and footprint assessments to reliably gauge our carbon reduction potential. Moreover, we're actively constructing a digital platform for monitoring and managing carbon emissions. Employing digitized management techniques, we're getting a clear picture of our carbon footprint, leading the charge in comprehensive carbon neutrality management and propelling OPPO towards a new era of carbon-neutral development.

Carbon Emissions from Our Own Operations

OPPO has established a digital platform for monitoring and managing carbon emissions, increasing the monitoring frequency from the previous annual basis to monthly intervals. This move has enabled OPPO to streamline, standardize and digitize its carbon emission management processes, ensuring that all data are easily accessible, verifiable and traceable. OPPO conducted a carbon audit using the operational control approach defined in the ISO 14064-1:2018 and *Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard* published by the WRI and WBCSD. We calculated emissions from our global operations at manufacturing facilities/warehouses, office locations and data centers spread across China, India, Indonesia, and elsewhere. The data, as 3rd party verified, reveals that in 2023, OPPO was responsible for 294,192.86 tons of CO₂ emissions.



OPPO global GHG emissions from its own operations in 2023

294,192.86 tons of CO₂e

Reduced, compared to 2022, by

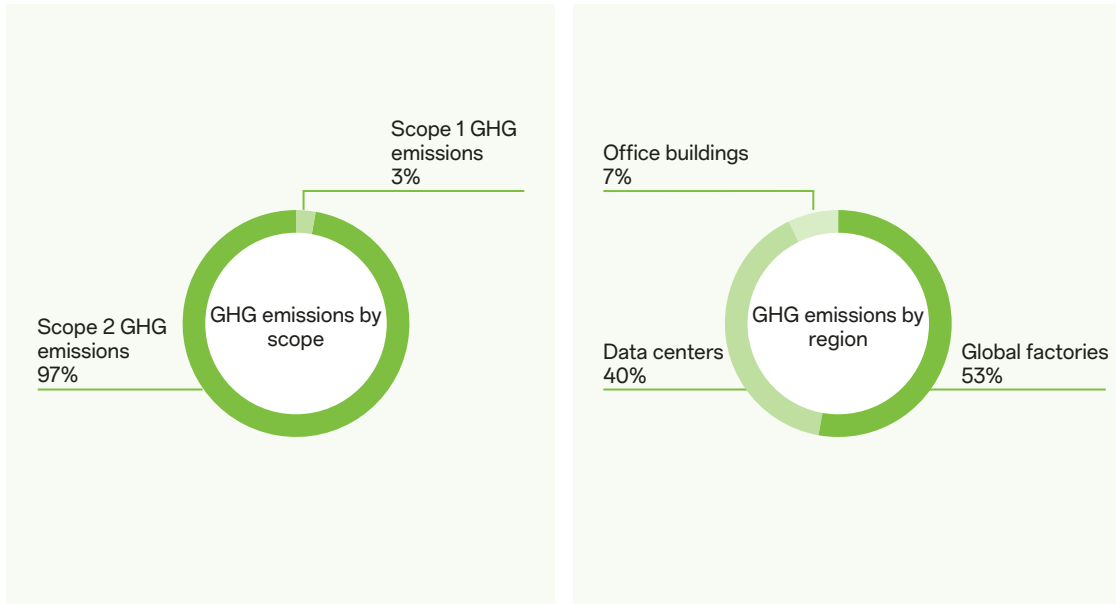
6.48%

OPPO global GHG emissions from its own operations 2022-2023 (tCO₂e)

Year	Scope 1	Scope 2	Total Emissions
2022	8,959.16	305,604.67	314,563.82
2023	9,335.61*	284,857.25	294,192.86

Note: In 2023, OPPO's facilities in Dongguan, Chongqing and other regions underwent extensive refrigerant refills for air conditioning systems, leading to an increase in Scope 1 GHG emissions.

Breakdown of GHG emissions in 2023



GHG emission intensity 2022-2023 (tCO₂e/m²)

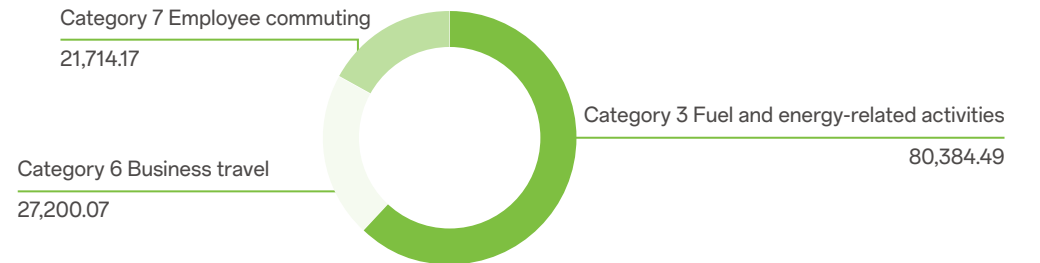


Scope 3 GHG Emissions

Driving emissions reduction across the entire value chain is pivotal in steering industries and society towards carbon neutrality and establishing a sustainable low-carbon development model. In 2023, OPPO kicked off a thorough analysis of emission scenarios spanning its entire value chain, building on completed identification of major emission categories and determination of accounting methods for Scope 3 emissions, along with comprehensive data gathering efforts. This entailed setting milestones for Scope 3 emissions reduction, delineating key carbon reduction pathways, establishing a management system for Scope 3 emissions, and bolstering carbon emission management capabilities, marking a significant stride towards achieving carbon neutrality across the value chain.

Leveraging available data, we've already piloted assessments for three critical categories of Scope 3 GHG emissions, including fuel and energy-related activities, business travel, and employee commuting. Our plan is to complete assessments for all major categories of Scope 3 GHG emissions by 2024.

OPPO Scope 3 GHG emissions in 2023 (tCO₂e)



Green Operations

OPPO has remained steadfast in its commitment to green, sustainable development, integrating environmental conservation into its corporate operations and product manufacturing processes. It rigorously complies with environmental laws and regulations while continually enhancing its environmental management capabilities. This involves boosting resource efficiency, minimizing pollutant emissions, safeguarding ecosystems, and fostering a sustainable development model characterized by harmony between the enterprise and the environment.

Environmental Management

Continuously optimizing management structure

At the core of effective environmental management lies a well-structured governance mechanism. OPPO has established an EHS Committee to lead our environment, health and safety (EHS) efforts. It is responsible for monitoring and managing our EHS work. The EHS Committee Office carries out the day-to-day work, and executes the leadership, coordination, monitoring, inspection and assessment of all EHS performance in all company departments and other organizations within its purview. This comprehensive approach guarantees thorough and overall oversight and management of OPPO's EHS endeavors.

Persistently refining management system

OPPO has developed a robust environmental management system in line with the ISO 14001 international standard, enhancing its environmental management practices according to the stipulations of the ISO 14001 environmental management system. To ensure the efficiency, reliability and resilience of our environmental management system, we've instituted and refined policies and regulations such as the *Solid Waste Management Regulations, Air Pollution Prevention and Control Regulations, and Wastewater Management Regulations*. At our facilities in Dongguan, Chongqing, India, Indonesia, and elsewhere, we actively foster eco-friendly green sites. We continually improve our ISO 14001 environmental management system, enhance employees' environmental awareness at work, and improve our environmental performance, paving the way for efficient, eco-conscious and low-carbon operations. Moreover, OPPO remains steadfast in pursuing certifications for its environmental management systems. At present, 80% of global manufacturing sites are ISO 14001 certified, underscoring the Company's commitment to professional and reliable environmental management.



80% of global manufacturing sites are ISO 14001 certified

Enhancing risk management

OPPO places a premium on the identification, assessment and control of environmental risks and opportunities, actively tackling potential risks while capitalizing on opportunities for eco-friendly development. Across all company operations, we've laid down the *EHS-related Risk Identification, Assessment and Control Procedures* in accordance with relevant environmental laws and regulations. By systematically identifying environmental factors and assessing risks, we pinpoint pivotal environmental factors and take corresponding risk control measures. This guarantees the effective execution of pollution control measures and oversight checks, with tailor-made risk management measures for individual projects. Actively seeking out areas ripe for improvement, we improve the efficiency of resource utilization while reducing pollution emissions, steering us toward green operations. In 2023, the Company identified, assessed and managed 60 EHS-related risks and opportunities, with the measures taken and their progress duly verified. Furthermore, to deepen our commitment to green operations and reduce environmental risks, OPPO has laid out environmental targets for key domains such as energy management, pollution control and waste management in targeted manufacturing sites. We've proactively rolled out a package of feasible measures to slash the environmental footprint of our production processes across the board.

Energy Management

Guided by the energy management guideline of “putting people first, prioritizing environmental protection, pursuing sustainable development, and leveraging scientific tech and management strategies to minimize product energy consumption”, OPPO has established, implemented and continually refined an energy management system in line with ISO 50001:2018 international standard. This involves formulating management policies and regulations such as the *Energy Management System Handbook and Supply Chain Energy Management Regulations* to steer energy-saving endeavors and elevate energy management standards.

To further implement the energy management policy, the Company has instituted a robust energy-saving accountability framework. Top management is responsible for allocating essential resources for establishing, rolling out, maintaining and refining the energy management system. Each department is tasked with putting the energy management policy, objectives and targets into practice, as well as establishing energy benchmarks and performance metrics. Moreover, OPPO has assembled a supply chain energy management system, charged with approving energy-saving tech projects and major energy-saving initiatives. They conduct regular audits to ensure that energy management duties are radically fulfilled. The Company establishes energy-saving goals, enforces an energy quota management system to regulate energy usage, and employs energy audits, data monitoring and analysis to identify and analyze energy consumption challenges. This enables the Company to uncover energy-saving opportunities and proactively adopt new energy-saving technologies, processes, equipment and materials. Furthermore, the Company continuously implements energy-saving measures, conducts outreach and training on energy efficiency, and enhances energy utilization effectiveness.



OPPO conducts energy-saving awareness campaigns to cultivate a culture of sustainability

Energy Management Actions

Energy Data Analysis

- Leveraging an integrated energy control platform, the Company conducts a thorough analysis of energy consumption patterns across different areas. This evaluation provides valuable insights for enhancing energy efficiency.



Energy Management Enhancement

- Strengthen development of management systems by establishing policies and regulations such as *the Supply Chain Energy Management Regulations*, and drive the implementation of improvement projects; improve overall energy efficiency by rolling out initiatives such as energy-saving upgrades and optimization of energy structures.
- Conduct joint energy-saving inspections to identify energy-saving opportunities in on-site operations, and provide actionable recommendations for enhancing energy efficiency, thus creating a feedback loop for continual improvement.



Energy Management Planning

- Establish and implement an effective energy management system, enhance capabilities in energy measurement, monitoring and analysis, and develop an energy smart manufacturing maturity assessment system to evaluate the effectiveness of energy system management and implementation from multiple perspectives.
- Create an efficient and intelligent energy management platform, drive the development of a resource sharing platform for global factory energy improvement, break down communication barriers among stakeholders, and promote the reproduction and optimization of successful cases combined with regional characteristics to achieve green, efficient and lean management in global factories.



In 2023, OPPO's total comprehensive energy consumption¹ was 487,928,200 kWh, with an energy consumption intensity of 200 kWh/m². The total direct energy consumption¹ reached 6,965,300 kWh, while indirect energy consumption¹ accounted for 480,962,900 kWh.

OPPO's global energy consumption 2021-2023:

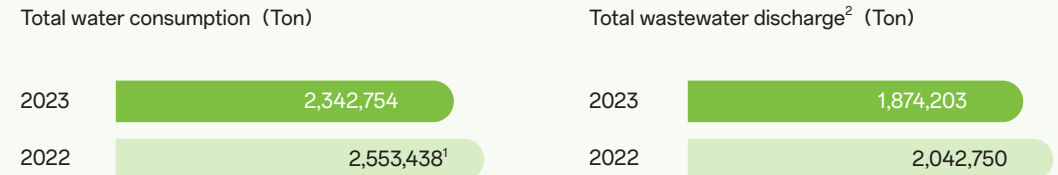


Note:
 1. The calculations for comprehensive energy consumption, direct energy consumption and indirect energy consumption are based on the *General Rules for Calculation of the Comprehensive Energy Consumption* (GB/T 2589-2020).
 2. The reported electricity consumption does not include renewable energy sources.

Water Resource Management

Water is one of the resources crucial to all aspects of sustainable development. Attaching great importance to water resource management, OPPO strictly follows the laws and regulations on water treatment of the regions where it operates, consistently improves the efficiency of water resource utilization and performs sustainable water resource management during operation. Our water consumption mainly relies on the urban water supply system and is primarily for office and domestic use. To reduce water consumption, the Company has set water conservation goals, actively introduces new technologies and equipment, vigorously promotes water conservation measures, and facilitates efficient and fine management of water resources. Meanwhile, we actively explore water recycling scenarios, e.g., reusing purified water from the sewage treatment plant in the park for irrigation, and introducing wastewater recycling facilities in laboratories, thereby effectively improving the recycling efficiency of water resources. In addition, we enhance employees' awareness of water conservation and strengthen water resource management through education, training, rewards, etc. In 2023, OPPO approximately used 2.34 million tons of water in its global manufacturing facilities, discharged 1.8742 million tons of domestic sewage, and recycled and reused 37,350 tons of water.

Water consumption and wastewater discharge of OPPO's global manufacturing facilities in 2022-2023:



Note:
 1. Correction of water consumption data in 2022: from 2,350,000 tons to 2,553,438 tons.
 2. Correction of wastewater discharge: the discharge should be 80% of water consumption (water withdrawal).

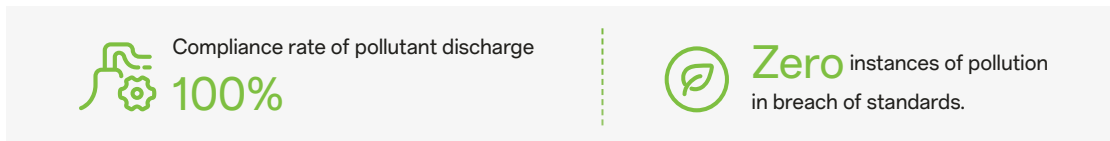
Pollutant Management

In strict accordance with the Environmental Protection Law of the People’s Republic of China, the Water Pollution Prevention and Control Law of the People’s Republic of China, the Air Pollution Prevention and Control Law of the People’s Republic of China and other national laws, regulations and related standards, OPPO has formulated internal rules and regulations such as *Wastewater Management Regulations*, *Air Pollution Prevention and Control Regulations*, and *Contingency Plan for Environmental Emergencies*, and conducts preliminary EHS change audits for imported chemicals and equipment to avoid major pollution and hazardous equipment in production lines. Additionally, OPPO organizes hazardous chemicals leakage drills on a regular basis to achieve timely containment in the event of pollution, reduce pollution incidents, and ensure legal and compliant treatment of pollutants.

OPPO products are mainly made through a process of assembly, which does not produce industrial wastewater. Our wastewater comes mainly from the bathrooms in our offices, the canteens, and the accommodation blocks. It drains directly into the municipal sewerage system. We set the goals of up-to-standard wastewater discharge, ensuring that COD, BOD, SS, ammonia nitrogen, and animal and vegetable oil are discharged in strict accordance with the *Water Pollutant Discharge Limits* issued by the local governments. In the construction, reconstruction or expansion projects that involve direct or indirect discharge of pollutants into water bodies, we conduct environmental impact assessment according to law and put water pollution prevention and control facilities into use to ensure compliance with the requirements of the Ecological and Environmental Permit List. Furthermore, we arrange for qualified environmental testing agencies to monitor our wastewater and reused water every year to ensure compliance with EIA and regulatory requirements. During the reporting period, OPPO did not have any non-compliance in terms of wastewater discharge, and achieved the reuse of 37,350 tons of wastewater through wastewater recycling actions at Dongguan and India sites.

OPPO’s waste gases mainly come from the production processes (waste gases generated from reflow soldering, wave soldering, dispensing & curing etc.) and the kitchen hoods in the canteen kitchens, which are released into the atmosphere at height after processing. OPPO strictly adheres to the national and local standards and technical specifications on air pollutant emission, sets emission targets based on relevant standards, and actively carries out waste gas pollution prevention and control. Besides, OPPO controls emissions throughout the entire process from the source, production to terminal pollution prevention and control by taking diverse measures such as giving priority low-emission facilities and green eco-friendly materials, using waste gas collection devices, and installing purification facilities, aiming to prevent and reduce air pollution.

The main sources of noise pollution are air conditioning units, compressors, and other mechanical equipment. Maintenance and replacement of equipment, technical improvement, and insulation of noise sources are our measures taken to limit the noise and blunt the effects of noise pollution. To ensure that the wastewater, gases, and noise levels are controlled within standards, OPPO arranges for specialist third party testers to monitor the environment around our facilities. In 2023, OPPO’s compliance rate of pollutant discharge was up to 100%, and there were no instances of pollution in breach of standards.



Pollutant emissions in OPPO’s global manufacturing facilities in 2023:

Indicator	Unit	2023
Nitrogen oxides (NOx)	Ton	2.33
Sulfur oxides (SOx)	Ton	0.88
Volatile organic compounds (VOC)	Ton	0.96
Particulate matter (PM)	Ton	1.42

Note:

- OPPO’s air pollutants mainly come from the industrial waste gas generated by the manufacturing process of its manufacturing facilities in Dongguan, Chongqing and India.
- Air pollutants are calculated by multiplying the emission rate by working hours, and the emission rate is from the environmental monitoring report issued by a third-party tester.

Solid Waste Management

OPPO follows the principles of reduction, recycling and harmless treatment of solid waste to consistently enhance solid waste management. To this end, we have formulated the OPPO Solid Waste Management Regulations, and set up a leading group for solid waste pollution prevention and control to decide, supervise and coordinate the environmental protection work. Our waste can be divided into recyclable solid waste and hazardous waste. To better manage waste and minimize our impact on the environment, we hire certified waste disposal companies to classify and dispose of recyclable solid waste and hazardous waste (i.e., chemical containers) as required. By effectively managing and disposing of solid waste, we aim to prevent and control the environmental pollution from solid waste, safeguard public health and ecological security, and promote sustainable economic and social development.

Solid waste discharge of OPPO’s global manufacturing facilities in 2022-2023:



Green Products

OPPO is committed to integrating sustainability into the lifecycle management of products. Through lifecycle assessments (LCA), OPPO quantitatively describes and evaluates the resource consumption, energy usage and pollutant emissions involved in the entire process from product design, raw materials, product usage to product disposal, and strives to incorporate such attributes as the simplicity of design, environmental friendliness of materials, durability of products and recyclability after disposal into product lifecycle management, thus minimizing the environmental impact of product production and usage and create green products.

Product Design and Raw Materials Acquisition

Green and low-carbon principles inform the design and selection of raw materials for OPPO products. In product design, we pursue simplicity. In the selection of materials, we gradually replace raw resources with environmentally friendly resources by increasing the use of renewable materials and eliminating raw materials and non-renewable materials like wood. These efforts aim to promote lightweight, reusable, recyclable, and degradable products and packaging, and reduce the adverse impact on the environment.



More Sustainable Design

Lightweight design

In 2023, OPPO optimized the design of data line winding by reducing the use of fixing paper cards, and also miniaturized product packaging. For example, in the Europe market, the smartphone packaging reduced from 60mm to 37mm in height, from 200g to 125g in weight, and by 61.7% in size. Additionally, we reduced universal and long-life accessories such as adapters attached to the standard products, and decreased the size of products and accessories. For instance, in 2023, we dropped the Inbox adapter from phones exported to Europe, thus extending the lifespan of universal accessories for users, cutting resource waste from redundant accessories, and effectively reducing the packaging weight.



Before

After

Reuse of materials

For saleable packaging, OPPO takes into account more usage scenarios after products are taken out, such as for accessory storage or display. Meanwhile, we prompt users about reuse methods in different packaging locations or user manuals to improve the reuse rate. We encourage and supervise the recycling of transport materials such as foam trays and outer boxes, with reuse prompts on their surfaces, thus enhancing the recycling rate of products and materials.

Design for durability of materials and components

OPPO uses more reliable and durable materials and components to extend product life. Taking OPPO Find N3 as an example: it incorporates a new hinge mechanism called the “Seiko Pseudo-cone Hinge” and uses aerospace-grade alloy steel with a strength of 400% (far exceeding traditional steel), which offer excellent resistance to corrosion and high temperature for stable operation in harsh environments; it also adopts super-rigid zirconium-based liquid metal, thus providing outstanding wear resistance, impact resistance and fatigue resistance, and enhancing the strength to 200% while reducing the weight; it introduces the self-developed super porcelain crystal glass, aerospace-grade carbon fiber and ultra-thin UTG glass as screen materials, ensuring both robust durability and effective prevention of damage from accidental drops or collision, and further improving screen durability.

More Sustainable Materials



Using renewable, recyclable and environmentally friendly raw materials

OPPO actively explores the application of renewable and recyclable materials in products. In printing of smartphone packaging, OPPO uses renewable soy ink instead of traditional petroleum-based ink; in selection of smartphone packaging materials, OPPO replaces the traditional plastics with environmentally-friendly bio-based plastics (made from plants such as sugarcane and bamboo) to reduce environmental harm. During the reporting period, OPPO consumed 18,404 tons of renewable packaging materials (paper) and 2,362 tons of non-renewable materials (plastics), achieving a renewable material rate of 88.63%.



Reducing plastic in packaging

OPPO continues to promote the plastic-free of packaging to promote green consumption. We are gradually reducing the plastic content of packaging materials by adopting alternative measures such as recycled fibres and biodegradable plastics. In the European market, the plastic in OPPO smartphone packaging has been almost completely removed. In 2023, OPPO replaced the plastic tray with pulp materials, the plastic protective film with butter paper, and the full screen film with paper seal on the packaging of Find series, almostly achieving plastic-free packaging on overseas markets.



Reducing the use of toxic and harmful substances

The Company strictly abides by the OPPO Standards for Hazardous Substances Control, constantly improves the process management system for hazardous substances, prohibits the use of harmful substances and elements such as arsenic, antimony trioxide and beryllium in PVC and glass while complying with all applicable laws and regulations on environmental protection, and sets strict limits on lead, cadmium, mercury and hexavalent chromium, etc. At present, OPPO Dongguan Site and Chongqing Site are both QC 080000 certified.

Product Usage Stage

OPPO's goal is to provide users with more durable products. To this end, we extend the useful life of products through technological innovation, accelerate system iteration, and promote system upgrade and optimization for higher utilization rates. Further, we optimize energy-consuming modules and improve product functionality. By focusing on both software and hardware of products, we aim to enhance the durability of products during the usage stage, thereby promoting sustainable development.



Reducing product losses to extend product lifespan

In terms of battery life, OPPO has independently developed the Battery Health Engine, a system-level battery health optimizing solution, to solve battery issues associated with dead lithium, reduce loss in battery capacity over time, and prevent electronic waste pollution caused by frequently discarded batteries. Thanks to its customized battery management chip and two key technologies, i.e., Smart Battery Health Algorithm and Battery Healing Technology, OPPO can keep a battery at 80% of its original capacity after as many as 1,600 charge cycles. This effectively extends the lifespan of batteries under the current industrial standards.

OPPO innovatively launches a four-year battery replacement program. Users can get a free battery replacement within four years of purchase, but only if its battery health percentage drops below 80% as tested by an OPPO Authorized Service Center. This service provides strong assurance for the durability of mobile phones.



OPPO's Battery Health Engine was awarded 2023 SEAL Sustainable Product Award.

Optimizing the operating system to improve product durability

ColorOS, OPPO's intelligent operating system, incorporates a supercomputing platform and a full set of system-level technical solutions specially designed to improve system fluency and stability, which effectively enhances the stability and durability of products.

OPPO constantly upgrades ColorOS, aiming to improve product durability by leveraging consistently smooth system experience and long-term convenient system upgrades. In March 2023, OPPO released ColorOS 13.1, and promised regular security fixes for five years alongside four major ColorOS upgrades for select mobile phone models, so as to provide users with constantly upgraded experience and security protection. In November of the same year, OPPO released ColorOS 14, and provided system upgrades for 52 models including Find X6 series, Find N2, Reno9 Pro, Reno8, OnePlus 11 and OnePlus 8T.

Optimizing energy-consuming modules to improve product functionality

OPPO's applications rely on the computing power of the Green Power Data Center, which continuously optimizes the energy efficiency of main energy-consuming modules such as CPU, screen and audio to reduce resource consumption while ensuring user experience. Additionally, OPPO consistently improves the durability of its batteries. Under laboratory conditions, the health level of some batteries reaches 1,600 cycles, and the energy efficiency of several products reaches DOE VI.



End-of-life Stage

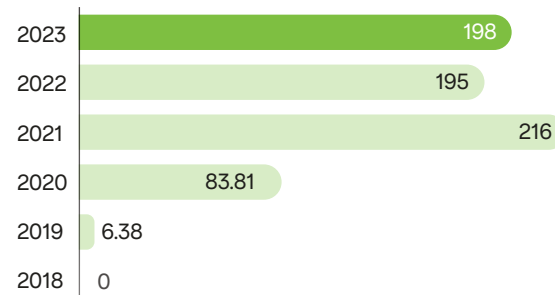
At the end of a product's lifecycle, disposal and processing can have a harmful environmental impact. OPPO has embraced our extended producer responsibility (EPR) by encouraging users to participate in an e-waste recycling program, thereby reducing environmental burden and promoting the development of circular economy.

Boosting product recycling to reduce solid waste pollution

OPPO has set up a sound product collection system that includes a trade-in scheme in the global market to promote the recycling and reuse of used mobile phones. Users can get extra cash subsidies by buying designated OPPO or OnePlus products from the OPPO Store or OPPO official website and completing the recycling of used devices on the "trade-in" page within the specified time.

In 2023, OPPO's products put on the market totaled 17,000 tons, and in the Chinese market alone, approximately 1.1 million old devices were recycled through the official website and offline stores, with a total weight of 198 tons. By recycling, dismantling and reusing electronic waste, OPPO has effectively reduced the emissions of electronic waste and the consumption of natural resources, demonstrating our commitment to environmental protection and resource sustainability.

Weight of recycled products (tons)



 Old devices recycled through a trade-in scheme in the domestic market
1.1 million

 A total weight of
198 tons

05 Caring for Employees

Upholding the core value of Benfen, OPPO insists on standing side by side and sharing benefits with our employees to support our employees develop alongside the company. We constantly improve our employment norms, optimize our workforce structure, safeguard the legitimate rights and interests of our employees, expand channels for employee development, and strive to create a positive, healthy and open working environment.

Sustainability Performance

- RMB 15.43 million invested in employee training in 2023
- 27.3 hours average training hours per employee
- 100% of employees are covered by training
- 100% of OPPO employees with formal contract and social insurance contributions
- Number of work-related deaths 0
- Number of occupational disease incidents 0

Contribute to the SDGs



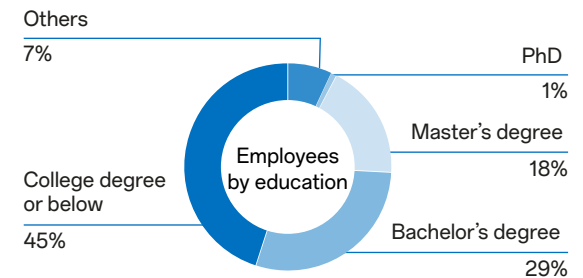
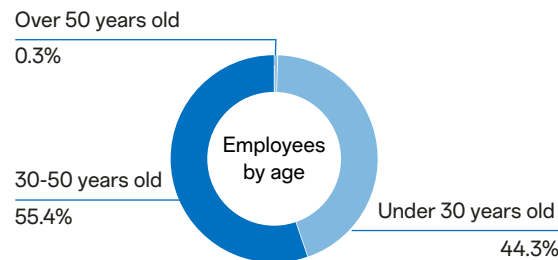
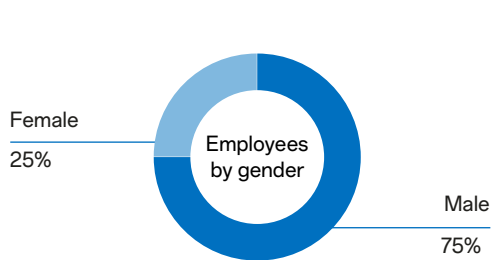
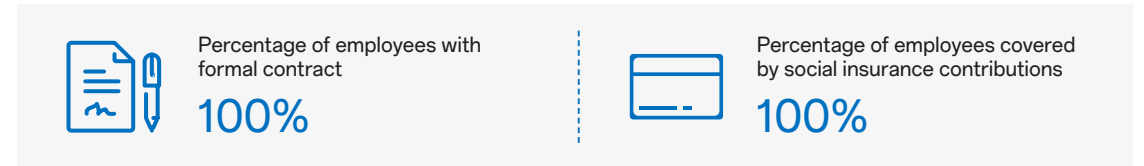
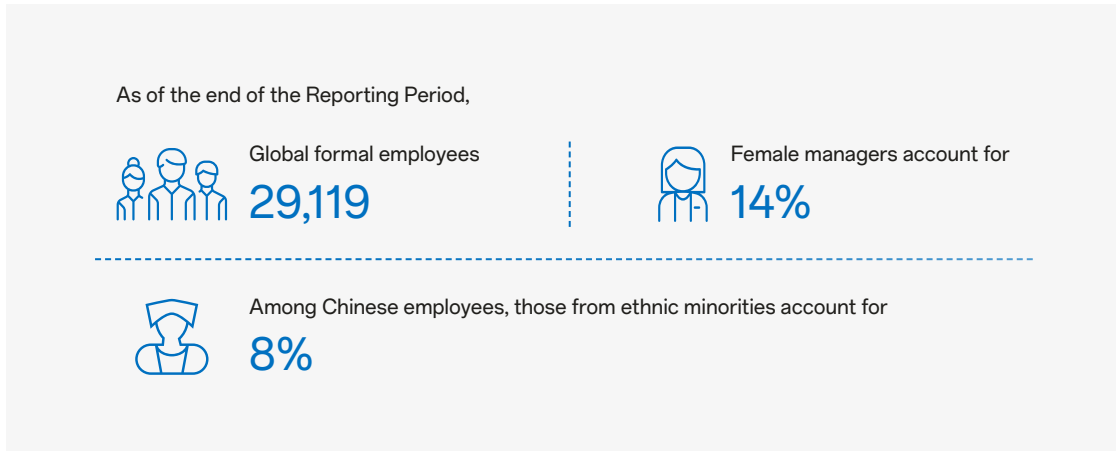
Employee Rights and Interests

OPPO's outstanding workforce hails from different countries and cultural backgrounds all around the world. We are determined to give every employee a fair, stimulating and inclusive working environment, along with an inclusive and open corporate culture. We hope that the exchange and integration of diverse cultures may bring about remarkable innovations. As of December 31, 2023, OPPO boasted 29,119 formal employees from 31 countries and regions around the world. Among them, there were 4,255 overseas employees and 1,990 employees from ethnic minorities in China. Globally, female managers (M-level) accounted for 14%. Among the new employees in 2023, 26% are female and 74% are male. Of these new employees, 72.2% are under the age of 30, 27.7% are between the ages of 30 and 50, and 0.1% are over 50.

In pursuit of equal employment, OPPO prohibits any form of discrimination, harassment or threats against gender, race, region, religion, marital or parental status, or other factors. In strict accordance with relevant laws and regulations in every region where we operate, and by reference to the Universal Declaration of Human Rights and the International Labor Organization Conventions, we consistently improve our human resources management system which covers the entire lifecycle of "employee recruitment, training, employment and retention", to safeguard employees' legitimate rights and interests. In 2023, both the percentage of employees with formal contract and the percentage of employees covered by social insurance contributions reached up to 100%.

Attaching great importance to the human rights and freedoms of our employees, OPPO clearly forbids the use of forced labor and child labor. At the hiring and other stages, we apply a number of checks on a candidate's identity and eligibility to work so that we can be certain our hiring decisions are compliant with the laws of every country or region where we operate. We have the same requirements for our suppliers and make sure that there are no cases of child labor or forced labor within their company through auditing and review. In 2023, there were no cases of forced labor or child labor in the Company.

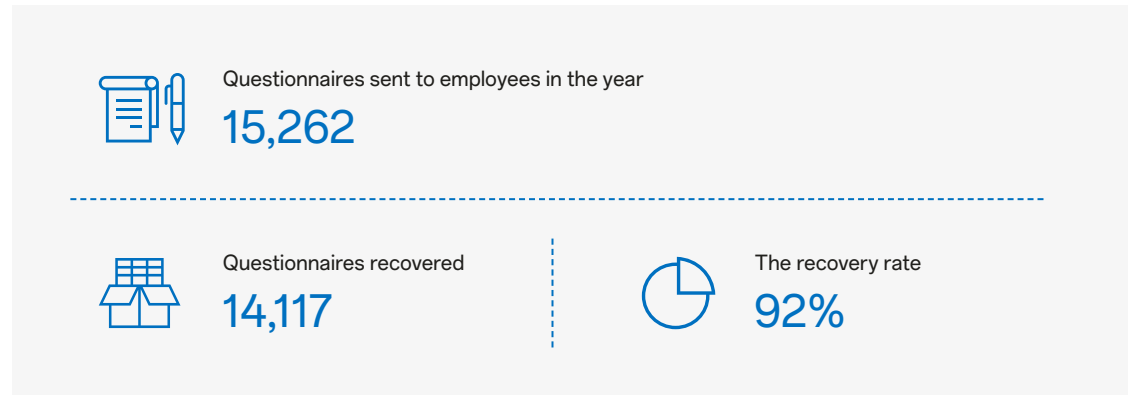
We care deeply about the rights of female employees, pay much attention to the difficulties that female employees may face in the workplace, and give necessary support for female employees. For example, we give equal pay for equal work, provide marriage leave, maternity leave, childcare leave, breastfeeding leave and paid leave on Women's Day, set up baby care rooms, and offer gift money for marriage and childbirth to support the lives and work of female employees.



Democratic Management and Communication with Employees

OPPO approves and respects the right of our employees to choose to join or form any legal organization. We also maintain comprehensive channels to ensure that employees may freely express their opinions. We encourage our employees to participate in significant company decisions, thereby enhancing the cohesive force. In addition, we have established and improved our democratic management mechanism. If any decisions on rules and regulations or major issues involve the vital interests of employees, we make close communication with employees and ensure full participation and equal consultation among employees in accordance with the OPPO Compliance Guidelines for Democratic Procedures.

OPPO also attaches great importance to employee participation in operations and management. Specifically, we adopt humanized management measures and establish effective communication mechanisms to facilitate dialogue and communication between managers and employees. Further, we collect and adopt employees' reasonable suggestions through diverse channels such as employee surveys, interviews, tea forums, and team building activities, and identify the key factors affecting employees' rights and interests, satisfaction, and enthusiasm by analysing and evaluating employees' feedback and suggestions collected. Additionally, OPPO has established the HiO Communication Platform for internal employees, encouraging employees to make suggestions on our culture, strategies, management, products and technologies. To provide a channel for employees to voice their opinions, OPPO organizes anonymous surveys for internal employees every year to collect employees' management suggestions. This helps managers find problems in management and take timely improvement measures, and enhances employees' sense of identity and belonging to the Company. In 2023, OPPO sent 15,262 questionnaires to employees, of which 14,117 were recovered, with a recovery rate of 92%.



Support Employee Career Growth

OPPO's Benfen value brings together outstanding people, which can help OPPO turn into one of the world's most attractive employers. To provide employees with rich learning and development opportunities and a platform for self-fulfillment, we have created a professional and systematic talent development system which includes both expert and management career paths, and constantly improved our talent training mechanism.

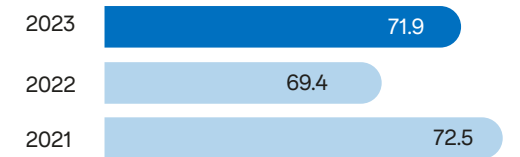
Talent Development System

OPPO has built a dual system that offers development paths for both experts and management talents. Employees can choose the expert path or the management path based on the job nature, personal strengths and career needs.

OPPO has established a sound qualifications management system, which clearly defines employees' competency model and provides targeted guidance for employees' career development based on clear qualification requirements and promotion standards. We aim to inspire employees' potential through continuous motivation and guidance, stabilize the talent team, and realize mutual development between employees and the Company.

OPPO has established a performance-oriented incentive system which incorporates performance as a crucial factor affecting bonus distribution. In terms of performance assessments, we place particular emphasis on employees' contributions to the Company and their practice of corporate culture and values. During the assessment period (semi-annual/annual), we conduct performance assessment, feedback and communication as required to ensure the timeliness, fairness and comprehensiveness of performance assessments, drive improvements in employee performance and clarify goals for the next stage. In 2023, 71.9% of our employees received regular performance assessments.

Percentage of employees receiving regular performance and career development reviews (%)



Percentage of employees receiving regular performance and career development reviews-by gender (%)



Talent Training

Guided by our organizational strategy, we constantly improve employees' quality and ability from the aspects of new employee training, general skills, professional capacity, and leadership. We develop annual HR development plans based on our strategic operations, personnel needs and training, and offer our people a comprehensive range of learning opportunities, including external training, internal training delivered by external specialists, on-the-job training, online learning, mentorship, simulated exercises and competitions, thus facilitating employees' growth.

OPPO has formulated different training and development plans and carried out targeted training programs for different employees. For new employees, OPPO has developed differentiated training courses; for professionals, OPPO has developed specialized courses and key talent training programs based on qualifications; for managers, OPPO has established a leadership development system, aiming to build a talented management team.

Type of training	Training objects	Training programs
New employee training	Interns	Dream Seeker Program
	Fresh graduates	Dream Chaser Program (Phase 1, 2 or 3)
	Experienced hires	Dream Maker Program
	Senior hires	Core of Benfen
Specialized training	Project managers	Project Management Training Camp and Advanced Project Management Training Camp
	Product managers	OPPO Creator and Product Engine Club
Management training	Junior management	OPPO Pioneer
	Middle management	OPPO Explorer
	Senior management	OPPO Leadership



Project Management Training Camp



OPPO Pioneer



Daily training in Indonesian factory

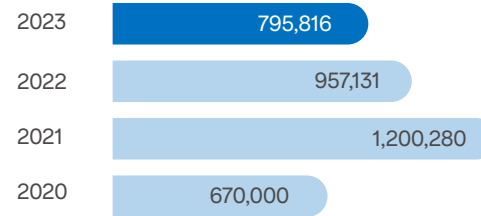


Dream Chaser Program

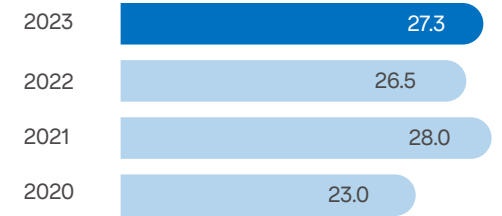
In 2019, OPPO launched the digital learning platform “HiO”, where employees can access a wealth of online video courses, and join various knowledge communities such as case library, developer community and team knowledge community, enabling them to learn, share experience and ask questions anytime and anywhere. By the end of the reporting period, OPPO employees spent 3,415,721 hours on HiO and learned a total of 11,370 training courses, an increase of 2,522 over the previous year.

To foster a culture of shared learning, advocate “learning by doing and doing while learning”, draw on others’ experience in work efficiency improvement, and sum up the experience in time, OPPO has formulated requirements for knowledge sharing and learning, that is, employees at or above the level of O16 are required to share knowledge at least once a year, and every employee is required to participate in online and offline learning for no less than 24 hours a year. In 2023, the employee training rate was 100%; the annual investment in employee training was RMB 15.43 million, with an average training investment of RMB 530 per employee; and the total hours of training were 795,816 hours, with average training hours of 27.3 hours per employee.

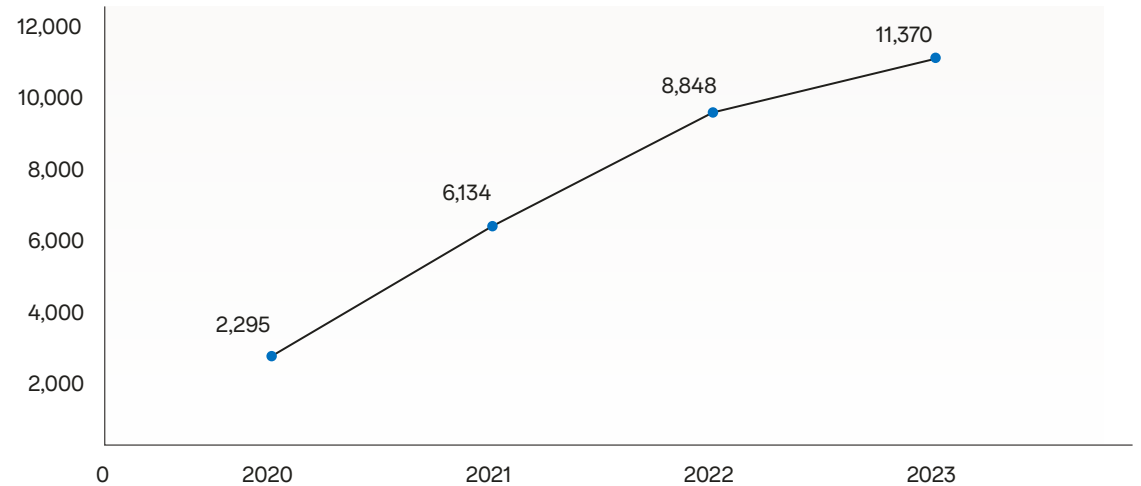
Total hours of training (hours)



Average training hours per employee (hours)



Number of courses available



Annual investment in employee training
RMB **1,543** million

Employee training rate
100%

Average training hours
27.3 hours

Total number of online training courses
11,370

Care for Employees

Standing firmly on our human-centric approach, OPPO constantly improves employees' salary and benefits, provides thoughtful care, and maintains open communication channels to create a caring and equal working environment for employees.

Employee Compensation and Benefits

OPPO has established a mutually beneficial compensation system, based on which we provide compensation for our employees in many forms, including salary, benefits, culture, life care, personal growth, and opportunities to create value. This compensation can effectively stimulate employees' working enthusiasm.

OPPO has built a competitive and fair salary and benefits system based on the principles of total amount control, job value, performance correlation, market competition, internal balance and compliance with laws and regulations. OPPO's wage level is higher than the local minimum wage.

Attaching great importance to employees' feelings and experience, OPPO provides employees with comprehensive benefits. In strict accordance with the laws and regulations of every region where we operate, OPPO offers a rich array of distinctive benefits beyond statutory benefits, involving all aspects of employees' health and well-being. In addition, OPPO values and appreciates employees' contributions to the Company in the past. For employees who voluntarily resign, we offer resignation subsidies based on their working years at the Company according to internal regulations, and pay year-end bonuses as usual.

In 2023, OPPO continued to optimize the employee benefit system by adding a number of benefits such as relocation allowances and full-paid travel leave. Regarding childcare leave, a total of 3,644 employees took childcare leave this year, including 2,632 male employees and 1,012 female employees.

Number of employees taking childcare leave	Total	Male	Female
By gender	3,644	2,632	1,012

Achievement and Awards

Greatness in the ordinary
Dual-path development, multistage training and global vision

Recognition and Belonging

Simple, mutual-trust, open, diverse and youthful
Focusing on incremental growth, high contribution, and high returns

Provision and Care

Practical and warm
Fair pay and benefits sharing



OPPO Remuneration and Benefits System



Statutory benefits

Social insurance
Housing provident fund
Statutory leave

OPPO benefits

[Staff care]

Talent support: tax reductions for foreign employees; relocation support for graduate hires
Gifts: holiday bonuses (Chinese New Year, Dragon Boat Festival and Mid-Autumn Festival); event bonuses for marriage, birthdays, birth of children; New Year lucky money

[Work & life]

For work: reimbursement of phone bills; company bus/reimbursement of taxis for overtime; travel expenses; secondment expenses

For life: extra paid leave; dining allowance/canteen; housing subsidy/employee housing; transport subsidy; car allowance; mortgage options; employee special offers; children's education subsidy (some cities); assistance for residency and professional title (some cities); BBK Experimental School; relocation subsidy



Comprehensive Welfare and Security

[Unique benefits]

Company events: OPPO Annual Gala; OPPO Day; holiday events; family day/open day; budget for department team building; work anniversary gifts/long service awards; single group activities; club activities; entertainment events
Other unique benefits: Employee Purchase Program; resignation allowance; OPPO alumni; company travel

Care for Employees' Lives

OPPO actively provides our employees with care and support, including basic medical insurance, supplementary commercial insurance, annual health check, nurse's station, fitness courses, cultural and sports associations, etc., aiming to constantly enhance employees' well-being and sense of belonging.

Convenient living Facilities

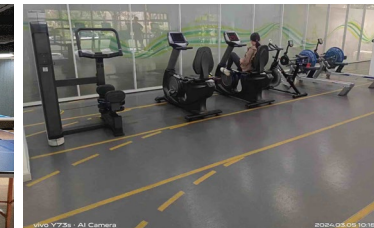
OPPO consistently invests in physical infrastructure for our employees. In addition to employee canteens and housing, OPPO also provides many indoor and outdoor entertainment and sports facilities such as staff activity centers, gyms, basketball courts and soccer pitch for employees to relax themselves.



A baby care rooms that is equipped with a refrigerator, water dispenser, milk warmer, bottle sterilizer, bottle cleaner, baby care table, baby safety seat, etc.



Staff activity center



Gym



Basketball court

Diverse Employee Activities

OPPO regularly organizes diverse, healthy and beneficial cultural and sports activities for employees, including health campaigns, culture & arts, entertainment & leisure, to enrich employees' lives and improving their well-being and sense of belonging.

In terms of sports, OPPO holds a variety of sports activities, such as physical challenges, fun sports meetings, special training activities on the Army Day, and basketball games, which deeply embody the concept of a healthy lifestyle, stimulate employees' enthusiasm for exercise, and improve their physical and mental well-being.



Yoga Classes

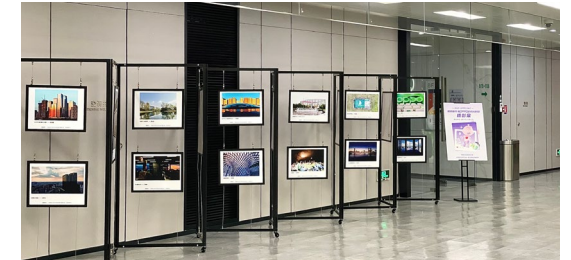


Frisbee Team Building

In terms of culture & arts, OPPO organizes music events on the grass, photo contests, movie screenings, etc. to cultivate employees' artistic sentiment and thereby enrich their cultural and spiritual lives.



Music Event on the Grass (OPPO Dongguan site)



OPPO Photography Contest

In terms of entertainment & leisure, OPPO organizes a variety of employee activities, such as festival-themed events, food festivals, board games, etc. These activities promote work-life balance for employees, foster employee interaction, and increase employees' sense of belonging.



Spring Camp (OPPO Chengdu site)



"Dragon Boat Festival" Theme Activities (OPPO Chongqing site)

Employees' Health and Safety

OPPO places great emphasis on and constantly protects the health and safety of our employees. Focusing on the enhancement of health and safety management capabilities, OPPO promotes the intelligent management of work safety by exploring the application of safety technology, thereby reinforcing the red line of work safety with the power of technology. Meanwhile, OPPO continuously strengthens employees' awareness of safety and health, and takes various measures to advance the construction of the occupational health and safety management system, with the aim of creating a safer and healthier working environment.

Health & Safety Management System

OPPO always abides by the Work Safety Law of the People's Republic of China, the Law of the People's Republic of China on Prevention and Control of Occupational Diseases and the relevant laws and regulations of the regions where we operate. We establish and continuously strengthen the health and safety management system according to the ISO 45001:2018 standard. In 2023, the rate of ISO 45001 certified manufacturing facilities worldwide reached up to 80%.

OPPO has established an Environmental Health and Safety (EHS) Management Committee covering both domestic and international operations, which is responsible for guiding, coordinating, supervising, inspecting and assessing the environmental protection and occupational health and safety management of all departments. In 2023, there were no work-related deaths or occupational accidents in the Company. Globally, there were a total of 21 work-related injuries, with an injury rate of 0.316 per million working hours and a total of 479 working days lost due to work-related injuries.



80% of global manufacturing sites are ISO 45001 certified



Work-related deaths **0**



Occupational accidents **0**

Employee Health Resource Management

OPPO implements occupational health protection measures according to the laws and regulations on occupational health to provide all-round protection for employees' health and safety. The main measures for employees' health and safety include:

- Offering a comprehensive health benefits package, including annual health check, social insurance and commercial insurance;
- Conducting regular identification and risk assessment of occupational hazard factors, and taking measures to reduce occupational hazards;
- Hiring third-party agencies to detect the occupational hazard factors;
- Providing labor protection articles and organizing regular occupational disease check-ups for employees exposed to occupational hazards;
- Establishing health centers with professional medical staff to provide free medical consultations and medications for employees;
- Equipping major offices with AED defibrillators, oximeters and first-aid kits for timely emergency response.

Stakeholders' Safety Management

Paying much attention to stakeholders' safety at our sites, OPPO has formulated the Management Procedure for Environmental and Occupational Health and Safety of Stakeholders, which clearly defines the responsibilities and management requirements of third-party entities (e.g., contractors/suppliers) and our interface departments and safety management departments. Additionally, we sign security agreements with suppliers to ensure that they understand our safety management requirements; we provide special training for the personnel of construction units and require technical disclosure. For hazardous operations requiring prior approval, OPPO assigns persons to supervise and irregularly inspect the hazardous operations to ensure the safety and health of third-party personnel.

Emergency Management

To improve employees' emergency response to accident risks, OPPO develops an emergency drill plan every year, and organizes appropriate emergency drills such as fire escape, earthquake escape, flood, equipment-related injury, robbery, elevator entrapment, and electric shock according to the specific conditions of each factory. Fire escape drills and fire fighting training cover all our factories/departments, and the completion rate of our annual emergency drill plans is 100%.

OPPO is constantly advancing intelligence of safety management. Specifically, we have built a professional safety management platform to achieve safety data visualization, and established a safety control system that encompasses all operations and processes. In 2023, OPPO's "Smart Firefighting Platform (Phase I)" was completed and put into operation. We have optimized some of its functions, such as interactive interface for abnormal event alarms, abnormal event statistics, etc. Additionally, we have added a fire system maintenance mode, allowing rapid linkage between fire alarm signals and camera video information. These efforts improve the emergency response speed of firefighters, and realize automatic statistics and visual management of annual maintenance progress. In the future, we will monitor the fire alarms of all sites around the world in real time through the smart firefighting platform, thus realizing remote centralized command for emergencies.

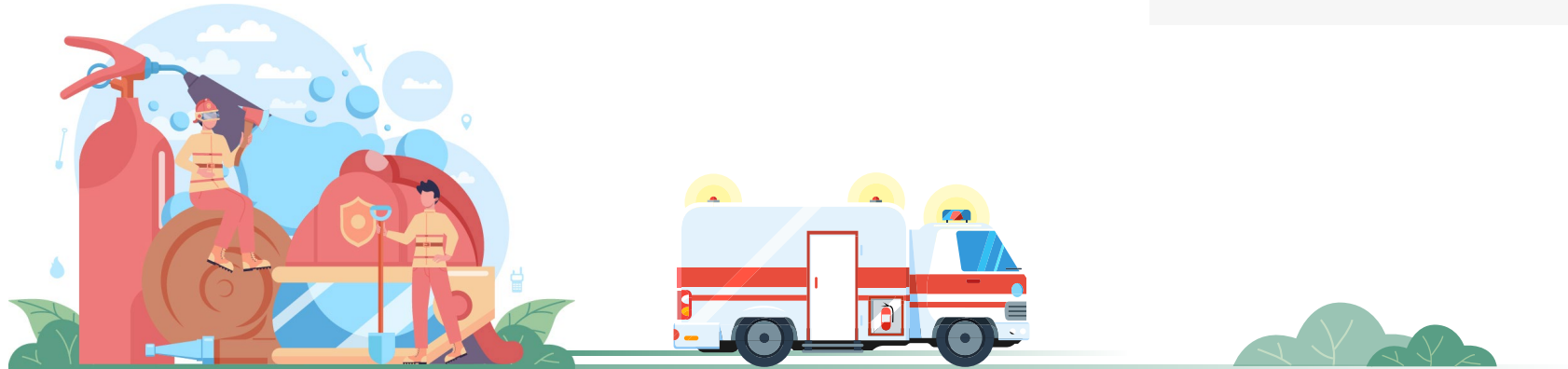


Safety Risk Identification and Control

OPPO places high importance on the work safety and environmental management of all our facilities worldwide. To strengthen the supervision and management of potential safety hazards, and prevent and reduce accidents, the EHS administrators in each facility conduct monthly risk investigations simultaneously to identify potential safety hazards and take timely measures to eliminate them. In 2023, we identified 1,881 hazards through internal audits and inspections, all of which were eliminated. Based on the risk investigation results, we upgraded the key safety risk map to better direct the safety risk management and control of all factories.



In addition, OPPO fully leverages external expert resources to carry out in-depth safety risk assessment and control. We hire third-party professional organizations to conduct on-site audits and comprehensive risk assessments for all our facilities from multiple dimensions such as safety and health, firefighting, security, environmental protection, and management systems, to boost continuous improvement in safety management.



Safety Training and Awareness

Safety culture activities reflect our commitment to safety and emphasis on safety from top to bottom. OPPO consistently advances employee health and safety training and publicity activities to improve employees' safety awareness and literacy.

In line with relevant laws, regulations and safety management requirements, we make annual training plans covering occupational health and safety, and organize regular training activities as planned. Additionally, we promote new employee training and three-level safety education and training in accordance with the Safety Training Regulations, enabling employees to understand the health and safety risks associated with equipment and processes, and ensuring that employees in key positions are certified. In 2023, the ratio of new employees accepting safety training reached 100%.

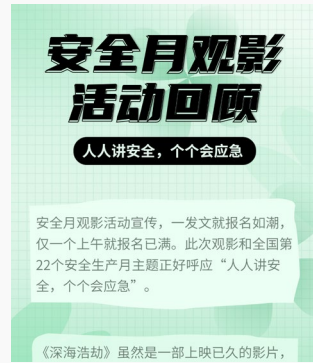
Attaching great importance to the communication with employees on health and safety, OPPO has established multiple communication channels to convey information related to health and safety management, collect management suggestions on health and safety from employees, and give timely feedback after analysis. Our communication channels include but are not limited to: internal announcements, EHS meetings, on-the-job training, bulletin boards, opinion boxes, employee satisfaction survey, etc.

OPPO continuously organizes safety campaigns such as "Safety Month", "Fire Safety Month", safety knowledge movie screenings, safety forums, and safety competitions to strengthen employees' awareness of safety and create a positive safety atmosphere.



The ratio of new employees accepting safety training

100%



"Safety Month" Movie Screening



2nd Forklift Operation Skills Competition



"Fire Safety Month" Activities



2nd Global Safety and Sustainability Forum of Supply Chains

On June 27, 2023, OPPO hosted the second Global Safety and Sustainability Forum of Supply Chains at the Dongguan site with the theme of "Promoting Safety and Sustainability Together". The forum invited OPPO's global business teams and safety teams to exchange and share their experience in safety management. Topics discussed in the forum include OPPO's global safety and sustainability outlook, safety management of overseas factories, safety responsibilities, safety leadership and safety commitments, as well as key focuses for safety management at global facilities.



Emergency Response Competition to Enhance Frontline Employees' Emergency Response Capabilities

In 2023, OPPO Dongguan facility established a frontline emergency response team to enhance the risk response capabilities. The team is composed of team leaders and employees from key safety risk departments, e.g., production workshops, warehouses and laboratories. To improve the emergency response capabilities of frontline employees, we provided theoretical and practical training on emergency response for relevant members, and held the first Emergency Response Competition in November 2023. The competition includes three parts: simulated internal alarm, assessment on practical operation of fire extinguishers, and emergency response knowledge quiz. Outstanding participants were recognized and rewarded.

06 Ecosystem Engagement

Technology companies are a key driver of progress, assuming an important mission of contributing to society and benefiting people. As a globally leading technology company, OPPO firmly believes that an open, symbiotic and flourishing industry is an important cornerstone of sustainable development. We continue to join hands with global partners to create a green, low-carbon, efficient and sustainable future and promote the prosperity and development of the technology industry. At the same time, we also do whatever we can to give back to society and share the fruits of socioeconomic progress. We actively embrace our social responsibilities, advocate positive values and make our own contribution to sustainable progress for everyone.

Sustainability Performance

- 100% of suppliers commit to our CSR standards
- 100% of suppliers on which OPPO conducted CSR audits onsite
- 100% of suppliers commit to zero use of conflict minerals
- Annual charitable donations RMB 23.31 million

Contribute to the SDGs



Sustainable Supply Chain

Upholding the corporate vision to “strive to be a sustainable company that contributes to a better world”, and the philosophy of “healthy sustainability and shared success”, OPPO works together with upstream and downstream partners to build a responsible and sustainable supply chain around the world. Additionally, OPPO attaches great importance to the social and environmental impact of global procurement and supply chain, and regards sustainability as a key principle of our procurement strategy, aiming to form a win-win supply chain ecosystem and jointly promote the sustainable development of global supply chain.

Supplier Management System

Paying high attention to supplier sustainability management, OPPO integrates CSR management into the entire process of supply chain management, urges suppliers and partners to strengthen compliance and sustainable development, and continuously improves the stability and standardization of supply chain management. The OPPO Supplier Code of Conduct provides the basic principles and basis for our CSR management of the supply chain. It includes 18 sections: legal compliance, ethics and human rights, employer relations, child labor and underage workers, working hours, pay and benefits, discrimination, decent treatment, freedom of association and collective bargaining, health and safety, environment, conflict minerals, trade security, information security, integrity, documentation, regulation and audits, and noncompliance reporting.

OPPO encourages suppliers to hold themselves to standards of social responsibility beyond the OPPO Supplier Code of Conduct and basic ethical standards and promote environmental and social sustainable development. In the commitments we ask suppliers to sign, and in our supply contacts (including CSR terms), we require suppliers to apply the standards in our Supplier Code of Conduct, and to strictly abide by them.

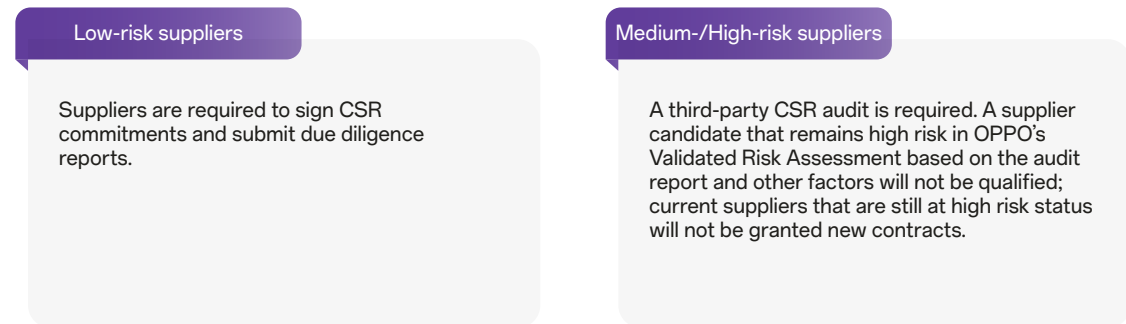
OPPO applies a zero tolerance policy to incidents that breach our CSR red lines, such as child labor, forced labor, and corruption. Further, OPPO encourages reports and complaints about any violations of the OPPO Supplier Code of Conduct and negative CSR-related issues. To this end, we maintain open reporting channels, and constantly track and supervise the progress of relevant issues to facilitate CSR management of the supply chain.

Indicators	2020	2021	2022	2023
Suppliers commit to the Supplier Code of Conduct (%)	100	100	100	100

Supplier Risk Assessment and Audit

OPPO sorts suppliers into risk classifications and will not grant high-risk companies supplier qualification. If already qualified suppliers move into the high-risk category, they will no longer be used. Potential suppliers are subject to a CSR risk assessment to prevent any operational risks. They are categorized as low, medium, or high risk. New suppliers are subject to a CSR review, and high risk companies will be vetoed by OPPO. Existing suppliers are subject to audits and reviews at different frequencies based on the risk level to verify compliance with the OPPO Supplier Code of Conduct, thereby constantly improving supplier sustainability management.

Supplier Risk Management Plan

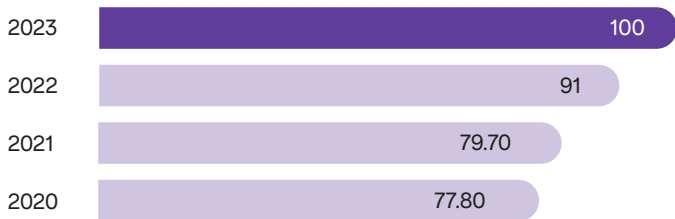


OPPO continues to practice the supplier review model of “focusing on self-certification of compliance, supplemented by OPPO supervision and audit”. Regarding self-certification of compliance, OPPO relies on third-party CSR audit reports submitted by suppliers as the key input for routine annual risk assessments. Besides, OPPO arranges for third-party organizations to conduct on-site CSR reviews based on suppliers’ performance to further evaluate the CSR management level. OPPO also actively promotes our CSR risk management into IT processes. We have built in a CSR risk assessment mechanism into the SRM system to ensure that all candidate suppliers are subject to CSR review and that high-risk suppliers are not used.

In 2023, we conducted CSR reviews on 272 suppliers, among which 8 suppliers were found to have serious defects in management and were required to make rectification. In response to the main issues identified in the reviews, we organized a three-party (CEG/CSR team/supplier) review to reach a consensus on the current situation, business impact and management requirements, and advance rectification and performance improvement, thereby achieve closed-loop management of the supply chain.

In addition, OPPO consistently invites external professional organizations for ISO 20400 certification, follows the sustainable procurement guidelines and expert opinions, and drives continuous improvement in CSR management of OPPO’s supply chain, aiming to build a sustainable supply chain.

Suppliers covered by annual supplier reviews (%)



Performance of Supply Chain Management

Index type	Index name	Unit	2023
Screening of new suppliers using environmental criteria	Percentage of new suppliers screened through environment impact assessment	%	100
	Number of suppliers conducting environmental impact assessment	/	272
	Number of suppliers identified as having actual or potential significant adverse environmental impacts	/	0
Negative environmental impacts in the supply chain and actions taken	Number of suppliers identified as having actual or potential significant adverse environmental impacts, and for which improvement was mutually agreed upon after evaluation	/	0
	Number of suppliers identified as having actual or potential significant adverse environmental impacts, and for which the relationship was terminated after evaluation	/	0
	Percentage of new suppliers screened through social assessment	%	100
Screening of new suppliers using social criteria	Percentage of new suppliers screened through social assessment	%	100
	Number of suppliers conducting social assessment	/	272
	Number of suppliers identified as having actual or potential significant adverse social impacts	/	8
Negative social impacts in the supply chain and actions taken	Number of suppliers identified as having actual or potential significant adverse social impacts, and for which improvement was mutually agreed upon after evaluation	/	7
	Number of suppliers identified as having actual or potential significant adverse social impacts, and for which the relationship was terminated after evaluation	/	1

CSR Capability Building for Suppliers

OPPO makes concerted efforts to foster win-win development with supply chain partners. Attaching great importance to supplier capacity building, OPPO actively guides suppliers to continuously improve their performance in sustainable development, empowers suppliers for high-quality development through business communication, training and counseling, and creates diversified value in collaboration with supply chain partners.

OPPO attaches importance to communication and exchange with suppliers. As such, we develop special CSR training courses, and require all CEG buyers to learn the courses and pass the examination, thus enabling them to fully understand the CSR management requirements throughout suppliers' lifecycle and maintain better communication and cooperation with suppliers. In 2023, 249 CEG buyers participated in the CSR training courses and passed the examination. Additionally, we also participate in on-site supplier reviews through online channels, share CSR cases and management experience with suppliers, and provide guidance on the identified issues to help suppliers enhance their management level.

OPPO is committed to maintaining a transparent, fair and ethical business environment and continuously enhancing integrity at our suppliers. We regularly communicate our anti-corruption policies and requirements to suppliers, distributors and other partners, so as to reach a consensus on clean cooperation and jointly maintain an atmosphere of integrity in cooperation.



Buyers participated in the CSR training courses and passed the examination

249



“Partnerships for A Brighter Future” Partner Conference

On July 11, 2023, OPPO held a partner conference on the theme that “Partnerships for A Brighter Future”. More than 300 online and offline partners were invited. At the conference, OPPO discussed with partners on the theme of “building a fair, honest, value-creating, healthy and sustainable business environment”, and made a commitment to integrity with partners, advocating for a fair and win-win business environment. OPPO aims to advance hand in hand with partners towards a prosperous future.



Participating partners totalling

300+



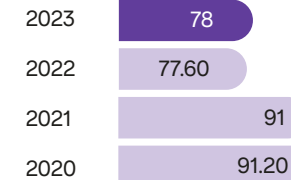
Responsible Sourcing of Minerals

OPPO actively undertakes the responsibility of responsible sourcing, responds to the Responsible Minerals Initiative (RMI), and fulfills the responsibility of supply chain due diligence for conflict minerals. We do not participate in or support human rights abuses within the conflict-affected and high-risk areas (CAHRA), ensuring that our supply chain management conforms to the working principles advocated by the CSR and RMI, and that our products and packaging do not contain or use any conflict minerals that benefit armed groups.

We have drafted the Regulations on Conflict Minerals, which includes the principles, due diligence checks and problem escalation process. This enables us to standardize our approach to managing conflict minerals in the supply chain and jointly build a harmonious and humanistic value chain with suppliers. In our Supplier Code of Conduct, we clearly state the principle of no conflict minerals, and require our suppliers to conduct responsible sourcing.

To better manage supplier risk, OPPO requires suppliers to sign a commitment to avoid the use of conflict minerals, confirm the legality of all minerals, and carry out regular conflict minerals surveys of their suppliers. We use the Conflict Minerals Reporting Template (CMRT) and require our suppliers to trace their minerals back to the smelters. In 2023, OPPO conducted conflict minerals survey on all suppliers in our SRM system, and pushed our suppliers to trace the sources of their minerals. Further, OPPO urges supply chain partners to work together for responsible minerals management. During the reporting period, 100% of our suppliers promised not to use conflict minerals, and the response rate to conflict minerals survey was 78%.

Response rate to conflict minerals survey (%)



Suppliers commit to zero use of conflict minerals (%)



Corporate Social Responsibility Initiatives

As part of our shared global community, OPPO deeply committed to the mission of “Technology for Mankind, Kindness for the World”. We embrace our role as a global corporate citizen, actively communicate with users, communities, governments, non-profit organizations, research institutions and other stakeholder, participate in community culture, environment and education construction, and make long-term investments in environmental protection, youth empowerment, digital inclusion, health and well-being, with a view to giving back to society and conveying the goodwill of technology to society. In 2023, OPPO donated more than RMB 23.31 million to a number of educational and charitable foundations.



External donation in 2023 hit more than RMB **23.31 million**



Attending COP28: Empowering Sustainable Development through Green Innovation Together

OPPO believes that technology changes the world. Hence, we constantly take actions on low carbon environmental protection, actively explore more intelligent and environmentally friendly technologies and products, and join hands with our partners to promote sustainable development and achieve the Carbon Neutrality goal.

The 28th Conference of the Parties to the UN Framework Convention on Climate Change (COP28) was held in Dubai, United Arab Emirates from November 30 to December 12, 2023. OPPO was invited to participate in the COP28 Leadership Interview, and as a representative of the telecommunications industry, OPPO shared its experience in promoting sustainable development through technological innovations such as OPPO's Battery Health Engine. Besides, OPPO invited Bluepha, one of the global winners of the “Inspiration Challenge 2023”, to showcase Bluepha™ PHA alternatives to traditional plastics in the COP28 exhibition area, showing new paths for sustainable development to global visitors.





“Football Dream” Charity Initiative to Support the Development of Youth Football

OPPO pays high attention to the development of youth football, and makes continuous investments in the public welfare undertaking of youth football to help the young realize their football dreams.

In October 2023, OPPO, in partnership with China Friendship Foundation for Peace and Development, held the “Dream for Young” Women’s Youth Football Charity Competition, inviting Kaka, a Brazilian football star, to communicate with the women’s youth football teams and share the joy of football.

OPPO is also actively involved in local football charity events in Mexico. In March 2023, OPPO donated 300 footballs, 600 sets of uniforms and a number of smartphones to the Borussia Academy in Mexico, providing support for the young players in training. OPPO also donated smartphones to Gambeta FC, enabling the young players to create digital content after training and enriching their growth. Gambeta FC aims to help youth aged 10 to 13 realize their dream of football for free, and dozens of teenagers have benefited so far.



Tree-planting Campaign in Thailand to Call for Environmental Protection

OPPO pays close attention and makes constant contribution to actions for combating climate change and protecting biodiversity. The year 2023 marked OPPO’s 15th year in Thai market. On July 8, more than 80 OPPO employees joined hands with Wongpattanakit Panipak, Thai Olympic taekwondo champion and OPPO’s brand ambassador in Thailand, to plant trees at Rayong Botanical Garden, contributing to the conservation of biodiversity and natural ecology. Environmental protection has always been an important part of OPPO’s sustainable development. Through practical actions, OPPO hopes to raise people’s concern about global warming, and achieve harmonious and healthy coexistence between humans and nature.

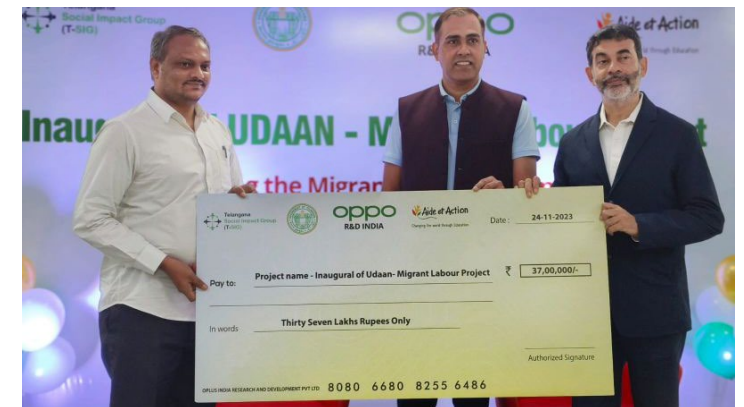


OPPO Teams Up with Indian T-SIG to Launch UDAAN Project, Showing Care for Community Development

OPPO embraces its social responsibilities in India. In October 2023, OPPO teamed up with Telangana Social Impact Group (T-SIG) and the non-governmental organization Aide et Action to launch UDAAN project. The project aims to promote resource equality and improve the lives of local residents. Over the six months of project implementation, the three parties greatly improved the lives of more than 2,500 workers and more than 400 children in Sangareddy, protecting their basic rights in areas such as health care, children’s education, wage and living conditions. This helps to create an equal and good social environment for everyone.



Greatly improved the lives of more than **2,500** workers and more than **400** children in Sangareddy





OPPO Empowers the Development of Indian Youth by Driving Educational Modernization

Youth are the future of society, and education is the cornerstone of youth training. As a globally leading technology company, OPPO actively leverages its technological innovation to support the growth of tech talents and promote local progress and development. In July 2023, OPPO established Atal Tinkering Lab (ATL) in cooperation with Atal Innovation Mission, an innovation project led by the National Institution for Transforming India (NITI), to facilitate scientific education and experiments in cutting-edge disciplines such as robotics, 3D printing, microelectronics and space technology for local students. This project aims to cultivate innovative thinking with a modern learning system and nurture innovative talents for India.

Additionally, OPPO signed a memorandum of understanding with the Telecom Sector Skill Council (TSSC), and launched a training program in partnership with CSC to promote the diverse development of Indian youth and provide more employment opportunities, injecting new vitality into the local telecommunications industry.



OPPO Joins Hands with Mensa India to Ensure Equal Access to Educational Resources

Believing in the power of youth, OPPO empowers youth with technology to explore their dreams and beliefs, and inspires and helps youth worldwide to create value for the world. In collaboration with Mensa India, OPPO donated 45 OPPO tablets, stylus pen and network devices to students at the Vidya School in Gurgaon. This initiative provides students under financial constraints with access to advanced learning devices and network connections, enabling them to fully unleash their potential and creativity and make more meaningful contributions to the community and society.



Respecting Regional Cultures and Caring for Youth Growth

OPPO boosts the healthy growth of youth worldwide in different ways and provides support for the training of innovative talents. Ramadan is a very sacred and important period for Indonesia, where Muslims account for 80% of the population. During Ramadan, OPPO, guided by its respect for Indonesian traditional culture and commitment to social responsibility, donated funds, daily necessities and learning stationery to dozens of orphans supported by YAPMI Bayur to help them live and learn better. It is OPPO's aim to convey warmth and care to the society through its own efforts.



Independent Assurance Report

BUREAU VERITAS Verify the claim



Introduction and objectives of work

BUREAU VERITAS has been engaged by Guangdong OPPO Mobile Telecommunications Corp., Ltd. (hereafter referred to as "OPPO") to conduct an independent assurance to OPPO 2023 Sustainability Report (hereafter referred to as "the Report"). This Assurance Statement applies to the related information included within the scope of work described below.

This information and its presentation in the report are the sole responsibility of the management of OPPO. Bureau Veritas was not involved in the drafting of the Report. Our sole responsibility was to provide independent assurance on its content.

Scope of work

- Verifying the accuracy and objectivity of key data, information and their management support systems during the disclosure period 2023.1.1 to 2023.12.31;
- Evaluating the management process of collecting, summarizing, analyzing and inspecting the data and information in the Report;
- The assessment team visited OPPO head-quarters (located in NO.18 HaiBin Road, Wusha Village, Chang'an Town, Dongguan City, Guangdong Province, P.R. China) and relative functional departments, Bureau Veritas did not visit its other stakeholders.
- Excluded from the scope of our work is any assurance of information relating to:
 - Positional statements (statements of beliefs, goals, future intention and future commitment);
 - Much of the operating financial data in this Report is taken from OPPO Annual Reporting and accounts, which is separately audited by an external auditor and therefore excluded from the scope of the Bureau Veritas assurance.

Methodology

As part of its independent assurance, Bureau Veritas undertook the following activities:

- Interviewing with relevant personnel of OPPO;
- Reviewing of documentary evidence produced by OPPO;
- Auditing of sampled CSR performance data;
- Assessment of data and information systems for collection, aggregation, analysis and review.

Our work was conducting verification against Bureau Veritas' standard procedures and guidelines for external Assurance of Sustainability Reports, based on current best practice in independent assurance. For this assignment, we have used the verification rules and instructions such as ISAE3000, AA1000 and GRI standards. The work was planned and carried out to provide reasonable, rather than absolute assurance and we believe it provides a reasonable basis for our conclusions.

Verification Conclusion

- On the basis of our methodology and the activities described above, it is our opinion that the information included in the report are objective, reliable and free from material mistake or misstatement.

Objectivity

The information and data presented in the report are objective and reliable. OPPO uses information system to collect and aggregate sustainability data. Through the on-site verification, the evidences provided by OPPO are reliable and the content of the report is objective.

Completeness

The scope of the report covers OPPO and all entities with financial and operational control, focusing on "Sustainability Management", "Operations and Compliance", "Virtuous Innovation", "Environmental Protection", "Caring for Employee", "Ecosystem Engagement", and disclosing issues of stakeholder concerns such as the company's sustainable development management and community development, covering the disclosure requirements of the "core" scheme of the GRI Standard.

Materiality

According to GRI standards requirements, OPPO identifies relative key sustainability issues in a rational manner, and discloses the company's strategy, management actions and performance data. The content of the report is materiality.

Responsiveness

Focused on issues stakeholders concerned, the report discloses and responds particularly to key sustainability issues such as Respond to climate change, Data security and privacy protection, Protection of employee's rights and interests, and Sustainable procurement and so on. So the report is responsive.



Statement of independence, impartiality and competence






Bureau Veritas is an independent professional services company that specialises in Quality, Health, Safety, Society responsibility and Environmental management with more than 195 years history in providing independent assurance services. None of the member of the assurance team has a business relationship with OPPO. We have conducted this verification independently, and there has been no conflict of interest.



Fanny Zou
Director of Greater China Region
Bureau Veritas Certification
2024-04-28


Haoyu Huang
Assurance Team Leader
Bureau Veritas Certification
2024-04-28

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Reader Feedback

Dear readers:

Thank you for reading this Report! This is the OPPO Sustainability Report 2023. We would appreciate your suggestions and comments, which will help us to keep improving.

You can contact us via CSR@oppo.com

Please tell us what you think of the report (tick ✓ in boxes).

Evaluation Item	Highly agree	Agree	Neither agree or disagree	Disagree	Highly disagree
Did you get the information you needed?					
Do you think this report is easy to read and well designed?					
Will you stay tuned for OPPO's future sustainability reports?					
Other Information					
Which part of the report are you most interested in? (Please specify)					
Do you have any suggestions for our future sustainability reports? (Please specify)					
Your contact details (optional and confidential. OPPO strictly protects your personal information and will not use it for any business purposes.)					
Name:	Tel:				
E-mail:					

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