

oppo

# 2024 Sustainability Report



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# About the Report

This is the fifth 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 significance, measurability, balance, and consistency.

## Basis of Preparation

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

## Scope of the Report

This report 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 1 to December 31, 2024, 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. Specifically, "OnePlus" refers to OnePlus Technology (Shenzhen) Co., Ltd., 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 60.

## Statement on Due Diligence

We appoint a qualified third-party auditor to carry out annual 4 Pillar SMETA audits for our production bases as scheduled on a regular basis, so as to identify social and environmental risks in corporate operations and continuously improve our corporate social responsibility (CSR) management.

SMETA (Sedex Members Ethical Trade Audit) is one of the world's most widely used social responsibility audit standards and developed in accordance with international standards and local laws and regulations.

## Availability

This Report has been released as a separate sustainability report in June 2025. It is accessible in PDF format at <https://www.oppo.com/en/oppo-sustainability/>.

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# Message from the CEO

## Technology for Mankind and Pursue Sustainable Growth



**Tony Chen**  
Founder / President / CEO of OPPO

In the prevailing global milieu marked by significant uncertainty, technological innovation and environmental sustainability have become pivotal drivers of worldwide development. Steered by its mission of "Technology for Mankind, Kindness for the World", OPPO steadfastly pursues the vision of "strive to be a sustainable company that contributes to a better world". This mission and vision inherently encapsulate the aspirations for "technological innovation" and "sustainable development".

"Technological innovation" is integral to OPPO's core ethos. As a global technological entity, OPPO has consistently adhered to a long-term perspective, concentrating on the exploration and research of advanced technologies. We confront the uncertainties of future development with a steadfast commitment to technological investment. The rapid advancement of AI technology has significantly altered the lifestyle of individuals and unleashed substantial potential across various sectors. For smartphones, generative AI technology not only redefines technical solutions within fundamental areas such as imaging and gaming, but also transforms smartphones into authentic personal digital assistants, holding great promise. Throughout the years, OPPO has engaged in diverse exploration within AI technology and applications. As per the "Ranking of Chinese Enterprises in Artificial Intelligence Invention Patents (Top 50)" released by IPRdaily, OPPO is positioned 9th with 3,743 AI invention patents, rendering it the sole company in the top ten with smartphones as its primary business. In early 2024, OPPO declared its formal entrance into the AI smartphone era, signifying the inaugural year of AI-driven mobile devices. By fully harnessing innovative technologies such as AI, our aim is to create novel experiences in mobile intelligent living for users worldwide, enabling individuals to experience the comfort and benevolence that technology affords.

OPPO is steadfastly dedicated to sustainable development. The Company pledges to attain carbon neutrality across its operations by the year 2050. Parallel to its unwavering commitment to technological innovation, OPPO is resolutely dedicated to contributing to the global agenda on carbon neutrality. To this end, OPPO has established a definitive low-carbon development strategy, encompassing continuous investment in five critical domains: production with reduced carbon emissions, the creation of low-carbon products, investment in low-carbon initiatives, the advancement of low-carbon digitalization, and engagement in the establishment of low-carbon standards. OPPO has also developed a clear roadmap to direct its low-carbon development endeavors. In the near term, OPPO is focused on achieving decarbonization across design, production, office operations, and transportation by implementing energy-saving technological advancements and the extensive adoption of renewable energy sources. Concurrently, OPPO is actively promoting the low-carbon transformation among its

partners throughout the value chain, fostering the creation of a green value chain and collaboratively developing environmentally sustainable products. In the medium to long term, OPPO intends to explore the amalgamation of digital technologies with conventional industries, continually enhancing intelligent monitoring systems such as the "carbon footprint tracking systems" implemented in factories and data centers, and effectively consolidating components and resources to achieve efficient supply-demand alignment.

In terms of corporate strategy development, OPPO remains unwavering in its strategic positioning as a "technology company dedicated to exceptional products, delivering an exquisite mobile intelligent life to users across the globe". The strategic objective has been established to "achieve sustained, high-quality growth, and aspire to become a global leader in mobile smart terminals". The Company eschews short-term, low-quality growth in favor of sustainable, high-quality expansion. Consequently, it is imperative to adopt a user-centric approach, think about the core of our business operations, concentrate on pivotal user scenarios, and harness innovative technologies to generate distinctive, enduring value for our users.

For the brand, in 2024, OPPO elevated its branding and defined a new brand aspiration: "advancing mobile intelligent technology to empower everyone to discover and create the beauty of life to enable a fulfilling existence". Technology serves as the means, while humanity is the end. OPPO's technology is dedicated to serving people. We develop products and services with simple, intuitive designs and intelligent, seamless experiences, empowering everyone to express their creativity effortlessly and enjoy the joy of creation. We aim to convey a spirit of "authenticity, passion for creation, and ease", inspiring everyone to embrace the beauty of life.

OPPO's strategic planning and brand rejuvenation reflect its resolute commitment to human-centric technology and sustainable development. The road ahead may be long and challenging, but perseverance will lead us forward; through our relentless effort, the future holds boundless promise. Guided by its mission of "Technology for Mankind, Kindness for the World", OPPO will continue to focus its efforts on creating exceptional products, upholding technological innovation, strengthening organizational capabilities, and advancing steadfastly along the path of sustainable development.



# Message from the COO

## Growing Green, Acting Kind



Mac Zeng  
Senior Vice President / COO of OPPO

In an era where technology and humanity are intertwined, OPPO unwaveringly upholds its mission of "Technology for Mankind, Kindness for the World", deeply embedding the principles of sustainable development into its corporate strategy and daily operations. Amidst the tide of globalization, we maintain our responsibilities, pursue a human-centric approach in the realm of technological innovation, and work in concert with all employees, partners, and stakeholders to foster high-quality corporate growth. Through tangible actions, we fulfill our dedication to sustainable development.

**Building a robust foundation with compliant operations.** OPPO maintains a transparent, compliant, and responsible approach to conducting global business, contributing to the healthy and sustainable development of the enterprise. Through continuous investment in resources, the Company refines its compliance management system, actively reduces operational risks, and collaborates with industry partners to foster a harmonious and mutually beneficial business environment. We place significant emphasis on and continuously enhance product and service quality management, bolster user privacy protection, and consistently provide safe and reliable products and services to users. In 2024, the Company successfully attained certifications for both the ISO 37301:2021 Compliance Management System and the ISO/IEC 27001:2022 Information Security Management System (new version), effectively reinforcing the foundation of its compliance governance.

**Driving industry advancement through technological innovation.** Adhering to the philosophy of "Virtuous Innovation", OPPO is dedicated to offering digital convenience to a wider user base through technological innovation. The Company persists in its investment in research and development, propelling advancements in state-of-the-art technologies such as 5G, Artificial Intelligence (AI), and imaging. It continuously reduces barriers to user adoption through product innovation. Additionally, OPPO actively engages in the development of industry standards and the creation of technical literature, contributing to the construction of the industry ecosystem. In April 2024, OPPO officially unveiled its inaugural "OPPO Innovation and Intellectual Property White Paper", which systematically presents the Company's technological innovation accomplishments and intellectual property protection endeavors since its establishment. As of December 31, 2024, OPPO's global patent applications surpassed 110,000, with over 61,000 patents granted worldwide. Notably, invention patent applications constitute 91% of all patent submissions.

**Ensuring adherence to our 2050 pledge through low-carbon initiatives.** OPPO is dedicated to attaining carbon neutrality across its operations by the year 2050 and is diligently pursuing green and low-carbon strategies across both product and operational domains. The Company integrates the tenets of sustainable development into all facets of its operations, encompassing product design, material utilization

and recycling, manufacturing processes, and logistics. By means of sustainable product design, process transformation, the adoption of renewable energy sources, and other green management practices, our goal is to reduce resource utilization, waste production, and environmental contamination, thereby contributing OPPO's technological prowess to the global shift towards environmental sustainability. In 2024, the Company achieved a reduction in carbon emissions exceeding 37,119 tonnes by implementing energy transition strategies such as distributed photovoltaic power generation on facility rooftops and the procurement of renewable energy electricity. Furthermore, we accomplished the inaugural comprehensive inventory of Scope 3 emissions (carbon emissions stemming from upstream and downstream of the value chain), identifying 11 key categories pertinent to our operations, thereby augmenting the completeness of our corporate carbon data disclosure.

**Empowering organizational resilience through employee growth.** OPPO is dedicated to cultivating an equitable, transparent, and inclusive workplace, ensuring the protection of employees' rights and well-being. The corporation establishes a platform for employee development, promoting their individual and professional advancement in tandem with the Company's growth. In 2024, the Company allocated RMB 14.04 million towards enhancing employee skills, attaining comprehensive training participation with an average of 21 training hours per employee. We are convinced that by empowering each team member to achieve dignity and growth in their vocation, we can unleash authentic innovative potential, thereby infusing the enterprise's development with enduring vitality.

**Building a prosperous ecosystem for a sustainable tomorrow.** OPPO proactively engages in partnerships across the industry chain to foster ecological prosperity and encourage integration and shared growth. The Company places a significant emphasis on the social and environmental impacts of its global procurement and supply chains, collaborating closely with partners throughout the chain to establish a globally responsible and sustainable supply network. The OPPO Supplier Code of Conduct is applicable to all suppliers, and suppliers newly integrated within the previous year are subject to environmental and social impact evaluations. Concurrently, OPPO embraces its role as a global corporate citizen, actively participating in social welfare endeavors and contributing to society. During the reporting period, OPPO's external charitable donations exceeded RMB 450 million.

As global consciousness of sustainability intensifies, we are committed to harnessing innovation and technology to fulfill stakeholder demands and expectations, making substantial contributions to the sustainable evolution of society. We also anticipate collaborating with all stakeholders to collectively construct a more inclusive, environmentally friendly, and sustainable future.

# About OPPO

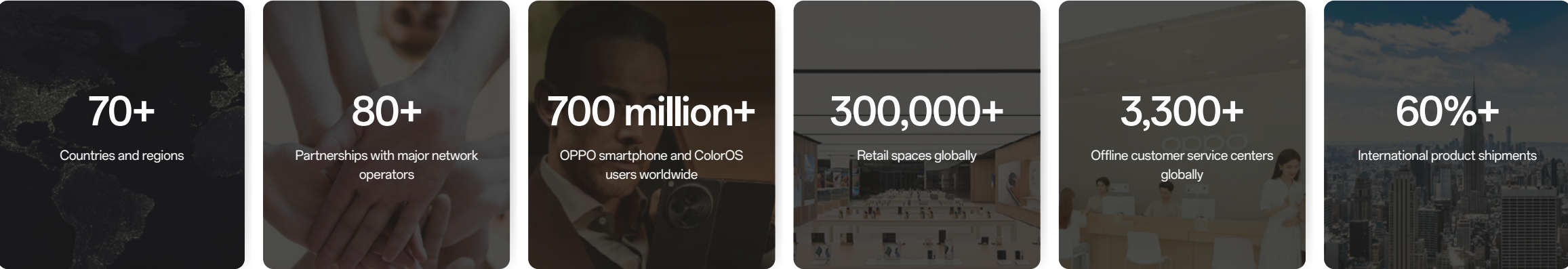
Founded in 2004 and headquartered in Dongguan, China, OPPO is a leading global mobile technology company driven by its mission of "Technology for Mankind, Kindness for the World". Through a commitment to user-centric innovation, OPPO develops products and services that deliver exceptional technology experiences for users in the era of artificial intelligence (AI).

As the heart of OPPO's globalization strategy is localized operations. The company has established intelligent manufacturing and R&D centers in multiple countries worldwide, collaborating with local technology experts to develop cutting-edge technologies tailored to regional markets.

OPPO's research focuses on core areas including AI, imaging, 5G communications, charging, and digital health. To date, the company has filed over 110,000 patents globally, 91% of which are invention patents. Today, OPPO has now integrated AI capabilities across its entire product portfolio, delivering comprehensive AI experiences tailored to diverse user needs. To date, OPPO has introduced over 100 AI features in its devices, serving more than 50 million users worldwide.

2024 marked the 16th year of OPPO's expansion into international markets. With a presence in over 70 countries and regions, OPPO has built a strong global network through strategic partnerships with over 80 operators worldwide. With over 300,000 retail spaces and over 3,300 offline customer service centers, OPPO provides users with round-the-clock support across the globe. In 2024, OPPO was the world's fourth-largest smartphone brand for the fourth consecutive year, with overseas shipments accounting for more than 60% of all mobile shipments. It also maintains a leading market position in nearly twenty markets across Asia-Pacific and Latin America.

Moving forward, OPPO remains committed to its core values: Benfen, User-led, Pursue excellence, Open. The company will continue delivering technology experiences that inspire comfort, kindness and wonder, and realizing its vision to become a more sustainable company that contributes to a better world.



## Corporate Milestones

### 2004-2008 Media Players



- ▶ 2004:  
OPPO was founded in China
- ▶ vvvvv:  
OPPO launched its first MP3 player, with 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 Charge 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.

### 2019-2023 Internet of Experience



- ▶ 2020:  
Revealed new mission: Technology for Mankind, Kindness for the World;  
Launch of the OPPO X 2021 rollable concept phone and OPPO AR Glass 2021.
- ▶ 2021:  
Global flagship smartphone brand OnePlus was integrated into OPPO and became a brand under OPPO;  
Released the first flagship foldable phone, the Find N.
- ▶ 2022:  
Launched the Pantanal cross-platform smart system and AndesBrain.
- ▶ 2023:  
Introduced AndesGPT, OPPO's self-developed large language model, to accelerate application of AI technologies.

### 2024-Present The Era of AI Phone



- ▶ 2024:  
Established OPPO AI Center;  
Released the next-generation AI imaging flagship smartphone - the OPPO Find X8 Series, ushering in a new era of AI-powered imaging.

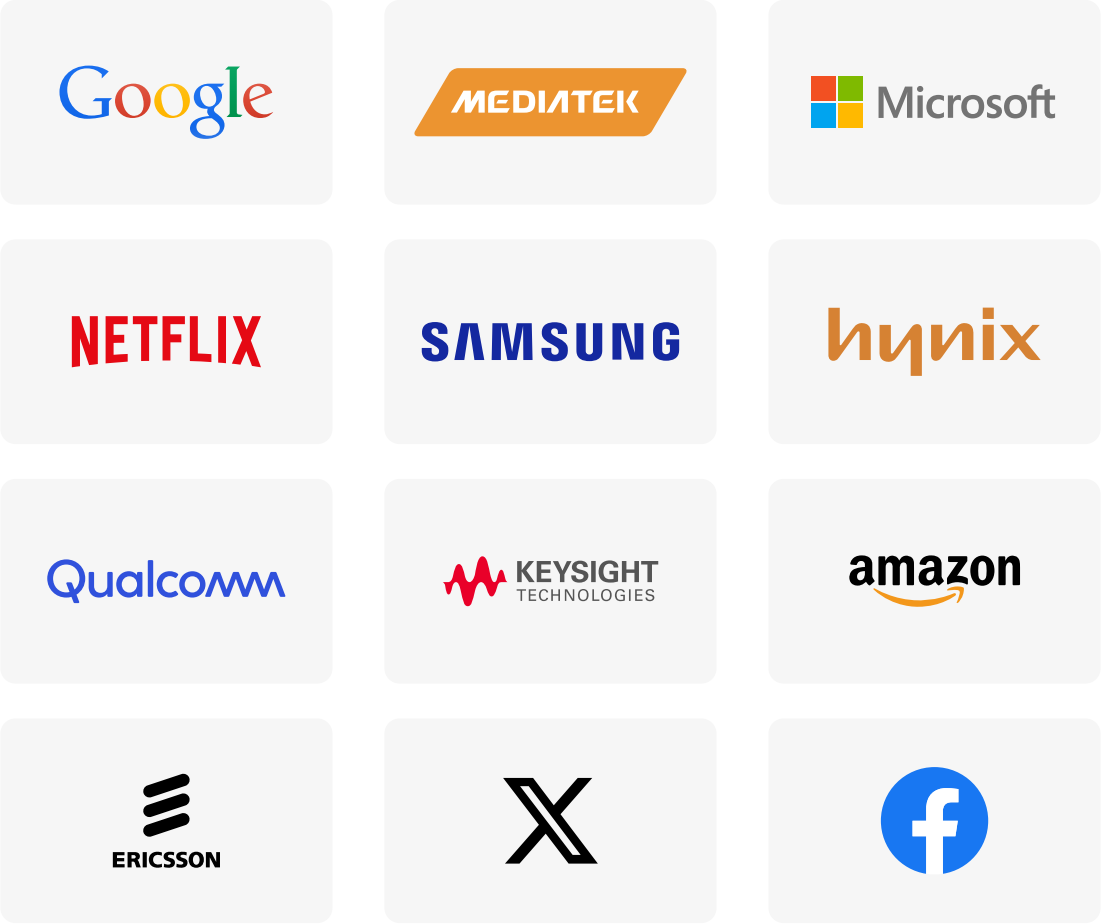
## External Recognitions

OPPO's efforts in business operations, innovation, design, and other areas have earned widespread recognition from consumers, media, and industry professionals over the years. Below are a selection of awards and recognitions received during the reporting period.

Recognition/Awards	Issued by
2023 National Model Enterprise for Technological Innovation	Ministry of Industry and Information Technology of the People's Republic of China
2024 Satellite Navigation and Positioning Innovation Application, Gold Award	GNSS & LBS Association of China
Top 5 on the China Enterprise Patent Innovation 100	Guangdong Zhongce Intellectual Property Research Institute.
2024 Global Tech Innovation 100	Patsnap Innovation Research Center
2024 China Tech Innovation 100	Patsnap Innovation Research Center
2024 Kantar BrandZ Top 50 Chinese Global Brand Builders list (No. 9)	Kantar & Google
Top 10 on the 2024 China Overseas Brand 100	People's Daily Overseas Edition & GYBrand
Best AI Smartphone (OPPO Reno12 Pro)	European Imaging and Sound Association (EISA)
Red Dot Design Award (OPPO Reno12 Series)	Red Dot Design Award
Best Product of MWC 2024 (OPPO Air Glass 3)	Thirteen media outlets, including XDA Developers, SlashGear, Android Authority, GadgetMatch, and Yanko Design
Best Smartphone and Editor's Choice Award (OPPO Find X8 Pro)	By top technology media outlets including Android Central, Android Headlines, Digital Trends, Tech Advisor, Talk Android, Stuff, and Trusted Reviews.

## Partners

OPPO partners with other world-class businesses and leading research institutions to strengthen its innovation capabilities and technical leadership.



Through its membership of both domestic and international industry associations, OPPO is supporting open collaboration to drive the future of technology.



United Nations Global Compact  
(UNGC)



Institute of Electrical and Electronic Engineers  
(IEEE)



China Communications Standards Association  
(CCSA)



Open 3D Foundation  
(O3DF)



Connectivity Standards Alliance  
(CSA)



Fast IDentity Online Alliance  
(FIDO Alliance)



Cloud Security Alliance  
(CSA)



China Computer Federation  
(CCF)



China Accessibility Product Alliance  
(CAPA)



Guangdong Terminal Fast-Charging Industry Association  
(FCA)



China Enterprise Anti-Fraud Alliance  
(CEAFA)



Trust and Integrity Enterprise Alliance  
(TIEA)



# 01 Sustainability Management

As a signatory to the United Nations Global Compact (UNGC), OPPO is dedicated to addressing the United Nations Sustainable Development Goals (SDGs). In the process of innovating its products and services, OPPO insists on advancing and implementing the principles of sustainable development on a global scale. The Company is constantly improving its sustainability management system, actively engaging with stakeholders and aligning their expectations and demands. We pursue symbiotic prosperity where corporate success and social progress thrive in harmony.



# Sustainability Strategy

OPPO has integrated sustainability into its corporate strategy. In alignment with the Company's vision and mission, a comprehensive sustainability strategy has been established, focusing on five key pillars: Operations and Compliance, Environmental Protection, Caring for Employees, Virtuous Innovation, and Ecosystem Engagement. Through proactive fulfillment of corporate responsibilities within these domains, OPPO is dedicated to building a healthy and long-term sustainable development ecosystem.

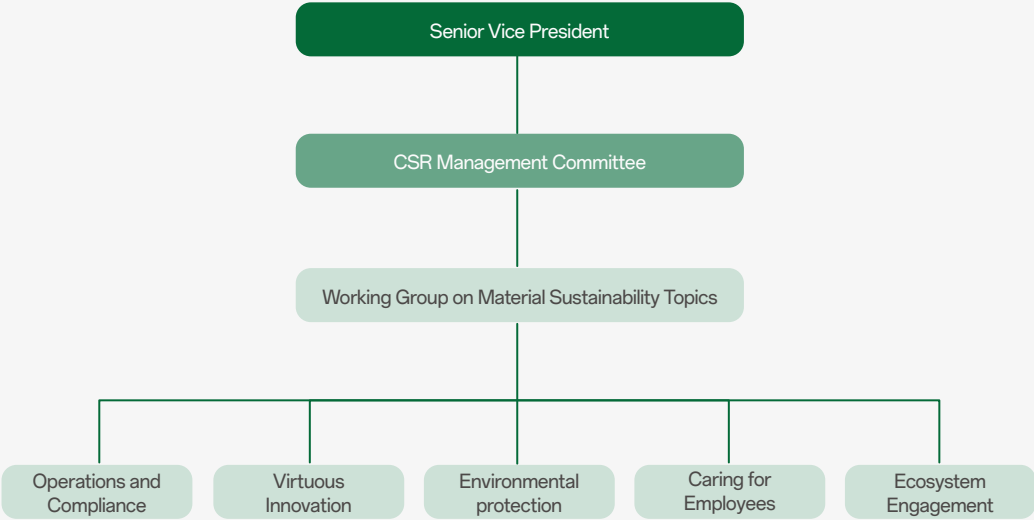


OPPO Sustainability Strategy Framework

# Sustainability Governance

To achieve the corporate sustainability strategy, OPPO has established and continuously improved its sustainability management mechanism. The Company has set up a CSR Management Committee, which is headed by the vice president of OPPO and consists of senior managers from Human Resource, Law and Compliance, Procurement, Manufacturing, Research and Development, Quality Management, etc. This committee is tasked with the decision-making, management, and oversight of sustainability-related issues.

Five working groups (see chart below) on material sustainability topics were established under the CSR Management Committee. These working groups are composed of professional representatives from functional departments and are responsible for the planning, effective implementation, and continuous improvement of CSR initiatives within their respective domains.



Sustainability Management Structure of OPPO

Major progress in 2024

Operations and Compliance



Certified to the **ISO 37301:2021** Compliance Management System



Employee coverage of anti-corruption training  
**100%**



Product recall related to product health and safety issues  
**0**



Signing rate of Compliance Pledge for key personnel in high-risk positions  
**100%**



Percentage of operation sites covered by anti-corruption risk assessment  
**100%**

12

16

Virtuous Innovation



Global patent applications  
**110,000+**



Proportion of invention patent applications  
**91%**



Number of patents granted globally  
**61,000+**

3

9

12

Caring for Employees



A total of RMB **14.04 million** invested in training



**21** hours of training per employee



Coverage of employee training  
**100%**



Provide psychological consultation for **906** persons



Work-related fatalities and major safety accidents  
**0**

3

4


5

8


10

16


Environmental Protection




Total carbon emissions from OPPO's global operations in 2024 are **284,714.58** tCO<sub>2</sub>e, a year-over-year decrease of **3.2%**




OPPO's value chain carbon emissions in 2024 amounted to **6,682,974.52** tCO<sub>2</sub>e



Approximately **210** tonnes of waste electronic products were recycled in China



Over **69.17 million** kWh of green electricity used



**Zero** environmental accidents

6

7


12

13


14

15


Ecosystem Engagement




Percentage of suppliers signed and committed to OPPO Supplier CSR Code of Conduct  
**100%**




Coverage of environmental and social risk assessments for suppliers  
**100%**



Percentage of suppliers committed to not using conflict minerals  
**100%**



Percentage of suppliers on which OPPO conducted on-site CSR audits  
**96%**



Global charitable donations exceeded RMB **450 million**

4

5

10

11

12

14

16

17

2024 Sustainability Report

# Stakeholder Engagement

OPPO identifies the stakeholders that have an influence on the Company's development, based on its business scope and operational nature. We actively establish effective communication mechanisms, utilizing a variety of communication channels to maintain proactive and in-depth engagement with a wide range of stakeholders. Through the proactive collection of stakeholder concerns, we respond to their expectations and demands, incorporating these insights into sustainable operational decisions and activities.

Stakeholders	 Governments and regulators	 Shareholders and investors	 Customers and consumers	 Employees	 Suppliers	 Communities	 Social organizations and media
Major concerns	<ul style="list-style-type: none"><li>• Compliant and legal business operations</li><li>• Social employment facilitation</li><li>• Climate change mitigation</li><li>• Technological innovation</li></ul>	<ul style="list-style-type: none"><li>• Long-term development plans and financial performance</li><li>• Corporate governance and risk management</li></ul>	<ul style="list-style-type: none"><li>• High quality product</li><li>• Prompt and efficient customer service</li><li>• User privacy protection</li><li>• Green product standards</li></ul>	<ul style="list-style-type: none"><li>• Opportunities to boost skills</li><li>• Open and transparent career development pathways</li><li>• Work-life balance</li><li>• Competitive compensation and benefits packages</li><li>• Workplace health and safety</li></ul>	<ul style="list-style-type: none"><li>• Fairness and equity</li><li>• Stable financial performance and payment policies</li><li>• Long-term and stable cooperative relationships</li><li>• Reasonable products and other requirements</li></ul>	<ul style="list-style-type: none"><li>• Green production</li><li>• Support for community sustainability</li><li>• Community contributions</li></ul>	<ul style="list-style-type: none"><li>• Good cooperative relationships</li><li>• Timely sharing of corporate experiences and practices</li><li>• Transparent information communication and sharing</li></ul>
Communication channels	<ul style="list-style-type: none"><li>• Information disclosure</li><li>• Government visits and inspections</li></ul>	<ul style="list-style-type: none"><li>• Corporate announcements</li><li>• Conferences and reports</li></ul>	<ul style="list-style-type: none"><li>• Online customer services</li><li>• Voice of Customer (VOC) platforms</li><li>• Customer satisfaction surveys</li><li>• Telephone/email/customer meetings</li></ul>	<ul style="list-style-type: none"><li>• Online communication platforms</li><li>• Employee training programs</li><li>• Organizational climate surveys</li><li>• Employee engagement surveys</li><li>• Employee grievance channels</li></ul>	<ul style="list-style-type: none"><li>• Supplier meetings</li><li>• Supplier training</li><li>• Audits and exchanges</li><li>• Email/telephone</li></ul>	<ul style="list-style-type: none"><li>• Face-to-face communication</li><li>• Charity projects</li><li>• Complaint hotline</li></ul>	<ul style="list-style-type: none"><li>• Irregular communication</li><li>• Project cooperation</li><li>• Publicity and reporting</li></ul>

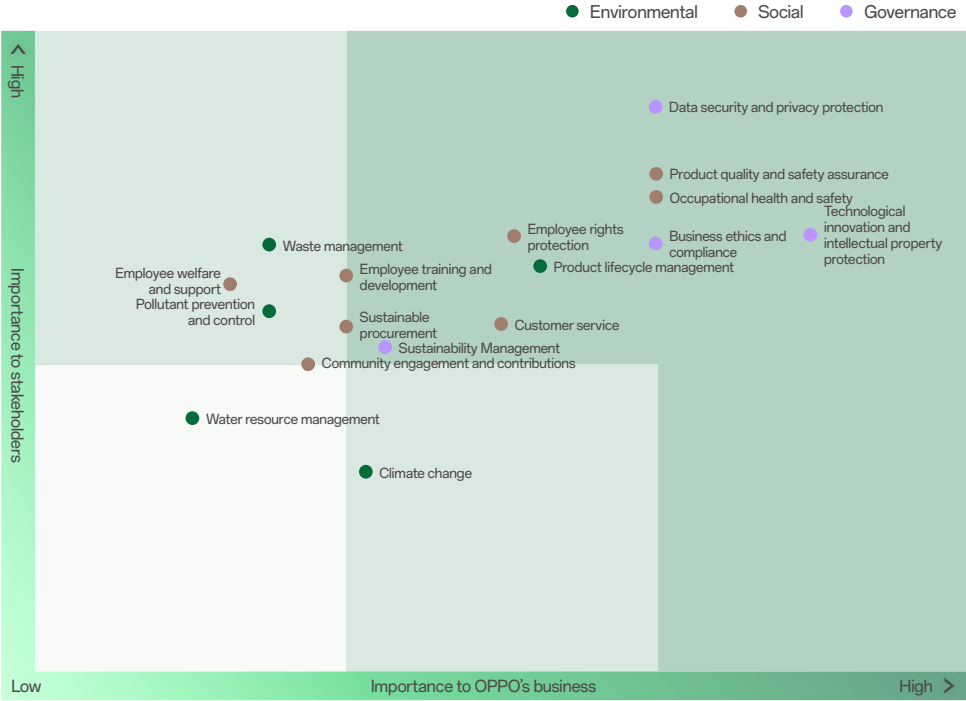
# Materiality Analysis

OPPO conducts a rigorous materiality analysis process, which involves a comprehensive analysis of sustainability-related guidelines and standards. This is supplemented by a scientific approach to peer benchmarking, combining the corporate strategic planning and operational realities, thereby identifying sustainability topics closely related to the company's business. Through engagement across multiple channels with stakeholders, we identify and determine which issues most affect our business and which issues are important to our stakeholders. Material issues are prioritized based on two dimensions: their "importance to OPPO's business" and their "importance to stakeholders". These are then charted within a materiality matrix. This framework steers the Company's sustainability management and information disclosure practices, ensuring they are in sync with the expectations and demands of stakeholders.



OPPO's materiality analysis process

In 2024, we updated and adjusted material topics from the previous year after a comprehensive analysis and re-prioritization of our material topics. During the reporting period, we identified 17 material topics, with the following recognized as highly significant priorities: data security and privacy protection, product quality and safety, technological innovation and intellectual property protection, business ethics and compliance, occupational health and safety, employee rights protection, product lifecycle management, customer service, and sustainability management.



OPPO Material Topics Matrix



02

# Operations and Compliance

OPPO upholds the vision of "striving to be a sustainable company that contributes to a better world", fostering an operating environment that is guided by compliance and harmony. The Company conducts its business activities in accordance with the national and regional laws and regulations where it operates, as well as adhering to social ethical standards. OPPO is committed to improving product quality and user satisfaction, and to promoting its high-quality and sustainable development.



Certified to the **ISO 37301:2021**  
Compliance Management System



Signing rate of Compliance Pledge for key  
personnel in high-risk positions  
**100%**



Employee coverage of anti-corruption training  
**100%**



Percentage of operation sites covered by  
anti-corruption risk assessment  
**100%**



Product recall related to  
product health and safety issues  
**0**

Contribute to the SDGs



# Business Ethics and Compliance

OPPO is committed to fostering a principled and ethical corporate culture, with the observance of business ethics and compliance with legal and regulatory frameworks as the cornerstone of its operational philosophy. The Company continuously refines its compliance management framework, elevates the awareness of compliance among its employees, and works in tandem with internal departments and external collaborators to foster a constructive and ethical collaborative ecosystem.

## Commitment to the United Nations Global Compact (UNGC)

Since OPPO joined the United Nations Global Compact (UNGC) in 2019, we have always supported and abided by the "Ten Principles" of the Global Compact, integrating a more responsible operational approach while embracing greater industry responsibilities and social missions. Guided by global standards and scientific methodologies, OPPO incorporates the Ten Principles—encompassing anti-corruption, environmental sustainability, human rights, and labor rights—into its corporate strategy, organizational culture, and daily operations. The Company regularly reports progress to the UNGC, contributing to the realization of the United Nations Sustainable Development Goals (SDGs).



## Responsible Business Conduct

OPPO strictly complies with relevant laws and regulations in conducting business operations, while actively promoting responsible business conduct among its employees and partners.

For internal employees, OPPO has established a global Code of Business Conduct and Compliance Red Lines, applicable to all employees worldwide (including those in directly or indirectly controlled subsidiaries). These documents are approved and issued by the Senior Vice President and Chief Operating Officer (COO). The Company continuously enhances employees' compliance awareness and capabilities through training, communication, and other initiatives. The Code of Business Conduct outlines behavioral standards for all employees in business activities, defining ethical requirements such as equal employment, anti-discrimination, and anti-harassment to respect and protect human rights. The Compliance Red Lines clarify non-negotiable principles that employees must adhere to during

business activities. In 2024, the Company achieved a 100% training coverage rate for new hires in high-risk key positions on the Code of Business Conduct and Compliance Red Lines, and a 100% signature rate on the Compliance Pledge.

Regarding business partners, we maintain active communication and collaboration with stakeholders to strengthen mutual understanding and trust. The OPPO Supplier Code of Conduct offers guidance to suppliers when it comes to compliant operations.



Percentage of new hires in high-risk position who received compliance training  
**100%**



Signing rate of Compliance Pledge for key personnel in high-risk positions  
**100%**

## Compliance Management System

- To address the volatile international landscape and dynamic market environment, OPPO has allocated dedicated resources to strengthen its compliance management system, enhancing compliance capabilities to safeguard the Company's sustainable development. During the reporting period, OPPO reported no fines or non-monetary penalties for violations of laws and regulations.
- OPPO continuously refines its compliance governance structure, establishing a robust "Three Lines of Defense" framework comprising business departments, compliance management departments, and audit departments. This framework embeds compliance oversight at the frontline of operations, creating a comprehensive platform that highlights whole-organization engagement and proactive compliance.
  - OPPO identifies risks aligned with applicable laws and business scenarios, formulates tailored compliance policies, systems, and guidelines, and implements relevant control measures in business activities and processes. It also conducts compliance audits to drive continuous improvements in the compliance management system.
  - OPPO places significant emphasis on building a compliance culture. It strengthens the compliance awareness among managers and employees through publicity, training, assessment, and accountability mechanisms. During the reporting period, we delivered nearly 80 compliance training sessions covering 11 critical topics including trade compliance, data privacy, anti-bribery, and trade secret protection. We also published over 70 compliance insights and educational materials. These "internalizations of external regulations" and employee empowerment initiatives effectively enhanced the Company's risk mitigation capabilities.



OPPO provides accessible channels for compliance consultation and whistleblowing, encouraging proactive and transparent interaction with stakeholders including partners, users, and regulatory bodies. In the reporting period, the Company received over 860 compliance-related suggestions and complaints, attaining a 100% resolution rate and ensuring complete closure.

In 2024, OPPO successfully obtained the ISO 37301:2021 Compliance Management System certification, covering compliance governance for the design, development, production, and sales activities of mobile phones, smartwatches, and wireless data terminals within China. The compliance management scope encompasses key compliance domains such as anti-bribery, antitrust, anti-unfair competition, information security and data compliance, and trade compliance. This milestone underscores OPPO's elevated proficiency in compliance management.

## Anti-Corruption and Anti-Bribery

OPPO upholds the principles of "Fairness, Integrity, and Transparency" and resolutely opposes all forms of corruption and bribery. The organization has established its anti-corruption/anti-bribery management systems in compliance with ISO 37001:2016 - Anti-bribery Management Systems - Requirements and Guidance for Use, and has fully integrated anti-corruption and anti-bribery practices into its business processes. Additionally, OPPO has bolstered its anti-corruption controls by implementing continuous training, effective communication, stringent supervision, and comprehensive inspections, underpinned by a "Three Lines of Defense" model (preventive measures, internal controls, and auditing). In December 2024, OPPO successfully obtained the ISO 37001 recertification for its anti-bribery management system.

OPPO has instituted and globally enforced policies such as the OPPO Code of Business Conduct, Integrity Policy, Anti-Bribery Compliance Manual, and Conflict of Interest Management Policy. The Risk and Audit Committee is responsible for reviewing and overseeing any potential integrity violations within the Company's operations.

### Advice and Reports



Website: <https://www.oppo.com/en/legal/form/>

Email: [compliance@oppo.com](mailto:compliance@oppo.com)



ISO 37301 Certificate for Guangdong OPPO Mobile Telecommunications Corp., Ltd.

We mandate that all new employees sign an Integrity Pledge, and that partners enter into an Integrity Agreement to ensure their adherence to compliance baselines. The Company also implements risk mitigation strategies, including conflict of interest disclosures and internal and external audits, to prevent and control corruption/bribery risks both internally and externally. The Company has identified corruption risks as a key risk factor in routine risk assessments, with anti-corruption risk assessments encompassing all operational sites.

### Integrity Culture Development

OPPO places a high priority on fostering a culture of integrity, utilizing both online and offline training channels to disseminate its ethical principles and compliance expectations to employees and partners. This approach continually strengthens the integrity awareness among its employees and partners.

- Anti-corruption/anti-bribery training has been incorporated into the onboarding programs for new employees, achieving full training coverage.
- OPPO provides ongoing anti-corruption/anti-bribery training and awareness programs for all employees, with a particular focus on staff in high-risk, key positions.
- Anti-corruption e-learning courses are made available on the internal learning platform (HiO), allowing employees to access and understand relevant policies. Dedicated integrity-themed columns, such as Integrity Promotion with Classic Stories, Law Class, Integrity Reminder, and Alarm Bells Ringing, have been established to share compliance guidelines, case studies, laws, and regulations.
- OPPO regularly organizes Integrity Awareness Month campaigns under the theme "Integrity in Mind, Ethics in Action", featuring workshops on the Integrity Policy, legal compliance seminars to educate employees on relevant laws, and interactive online activities with rewards to encourage engagement.
- OPPO actively participates in compliance exchanges and collaboration with partners, clearly communicating its anti-bribery/anti-corruption policies and expectations to ensure alignment with the Company's compliance requirements.

## Supervision and Reporting Mechanism

OPPO actively promotes the reporting and voicing of concerns pertaining to corruption among all stakeholders, dedicated to the comprehensive resolution of potential issues or inquiries related to bribery and unethical conduct. OPPO explicitly disseminates channels for reporting corruption through various means, encompassing the official OPPO website, integrity agreements with partners, and public notice boards. The Company pledges to maintain the strict confidentiality of whistleblower information and exhibits a stance of zero tolerance towards any form of retaliation against individuals who report violations.

### Whistleblowing Channels



Email: [helloceo@oppo.com](mailto:helloceo@oppo.com)



Reporting hotline: 086-18926899110



Reporting mailbox: No. 18, Haibin Road, Wusha, Chang'an Township, Dongguan City, Guangdong Province, 523860

## Antitrust and Anti-Unfair Competition

Adhering to its "Benfen" (integrity) culture, OPPO strictly complies with legal and regulatory mandates, upholding high ethical standards in its business operations. The Company engages in market competition through fair, legitimate, and ethical means, resolutely opposing practices that undermine a fair competitive environment, such as the formation of monopoly agreements, deliberate damage to others' commercial reputation, participation in commercial bribery, or infringement of trade secrets.

OPPO continuously conducts risk assessments across various business regions and scenarios, identifying risks such as horizontal monopolies, vertical monopolies, abuse of market dominance, improper concentrations of undertakings, and dumping practices, in accordance with regulatory requirements. The Company dynamically tracks evolving regulations and industry changes, ensuring compliance through the optimization of institutional and process frameworks, implementation of compliance checkpoints, and targeted training programs for business units.

OPPO's primary measures concerning antitrust and anti-unfair competition encompass

### Providing training and toolkits:

Antitrust training and case studies are provided to relevant departments and third parties to comprehensively enhance compliance awareness, while equipping business stakeholders with toolkits and templates to support their operations.

### Antitrust IT automation controls:

We have instituted mechanisms for the automatic identification, notification, and correction of risks within the document release systems for channels and email systems. Through thorough analysis of business scenarios, we have proactively integrated antitrust controls into operational processes, facilitating traceability in governance. This system not only enhances compliance awareness and capabilities but also offers substantial protection for the Company's adherence to regulations.

### Antitrust compliance inspections and audits:

We conduct regular antitrust-related compliance inspections and audits, examining the processes and documentation involved in distributor management. This practice actively identifies potential antitrust risks and provides actionable guidance and requirements to various business units.

# Information Security Management

In the digital age, the management of information security is crucial for the enduring and sustainable growth of a corporation. Adhering to the pertinent information security laws and regulations in its operational territories, OPPO is guided by international standards such as ISO/IEC 27001 and industry best practices. The Company continuously refines its information security management system (ISMS)

to protect essential information assets, encompassing customer data and trade secrets. In 2018, the Company initially attained the ISO/IEC 27001: 2013 certification. Over the years, it consistently implemented the requirements of the information security management system and successfully transitioned to the updated ISO/IEC 27001:2022 standard in 2024.

## • In terms of management organization

OPPO has established a Compliance Management Committee and a three-tiered governance framework consisting of the "Business Governance Group – Information Security Department – System/Regional Security Business Partners & Department Security Liaisons". This framework distributes information security responsibilities across all management levels. Through standardized management processes and a specialized team, the framework ensures the effective implementation of information security practices.

## • In terms of cultural development

the Company, guided by the principle of "Incentives + Education + Accountability", strengthens information security awareness among personnel in relevant positions through regular training and publicity. It encourages whistleblowing on policy violations, rigorously holds individuals accountable for breaches or data leaks, and rewards outstanding contributions to enhancing information security, as well as promoting the sharing and circulation of data in a sensible manner. Additionally, OPPO conducts periodic phishing email simulation exercises to test employees' resilience against common cyberattacks and sharpen their vigilance. During the reporting period, the Company executed 6 phishing email simulation exercises, covering 24,000 participants including internal employees (across subsidiaries) and external partners. The coverage rate in information security training for new hires was 100%.

## • In terms of process systems

OPPO develops and continuously enhances internal policies in accordance with applicable laws, regulatory requirements, and operational realities. These policies comprehensively address general information security management, end device/network/application/data security, product security, and business security. This framework strengthens information security risk governance, with core business processes prioritized to proactively mitigate risks at the source. Meanwhile, its internal and external security audits and oversight ensure the effective implementation of security requirements. Through identification of any gaps, the Company initiates iterative refinement of policies to drive closed-loop governance.

## • In terms of security protection

OPPO continues to allocate dedicated resources to cybersecurity, focusing on preventing intrusions, data leaks, and privilege abuse. The Company deploys protective technologies and solutions across endpoints, networks, applications, and servers. OPPO has established a Security Operations Center (SOC), building an integrated operational framework spanning personnel, processes, and technologies. This system integrates threat intelligence, detection, response, and resolution into a unified workflow. By digitizing asset, risk, vulnerability, and incident management, the SOC achieves visualized security operations and is evolving toward intelligent security operations. Additionally, the Company conducts regular red team-blue team exercises and security validation tests to evaluate the effectiveness of its security defenses. These practices ensure business continuity and data security.

# User Data and Privacy Protection

OPPO places the utmost importance on the protection of user data and privacy, and makes every effort to safeguard consumer rights and interests. The Company adheres to data protection laws and regulations pertinent to its operational territories, while also aligning with industry best practices to continuously refine its data security and privacy management framework. By incorporating privacy-by-design principles into product development, OPPO ensures that privacy requirements are embedded throughout the entire lifecycle of personal data processing, thereby guaranteeing the provision of secure and reliable products and services to users.

## Principles of Data and Privacy Protection

Through industry analysis and insights into user behavior, OPPO has established core principles for the protection of user data and privacy, which are integrated throughout the entire product lifecycle—from conception and development to operation and maintenance—underscoring the Company’s unwavering dedication to safeguarding user privacy and data security.

Privacy by Design, Privacy by Default

We integrate privacy protection into the development and operation of all products through effective organizational and technical security measures.

Openness and Transparency

We disclose data processing practices in a manner that is open and transparent.

Data Security

We protect data throughout its lifecycle through advanced technical security measures.

Autonomous & Controllable

Users are empowered to easily self-manage permissions for personal data collection. Their fundamental rights to access, amend, and erase personal data are ensured.

Equal Protection

We are persistently refining data privacy protection methodologies, ensuring comprehensive coverage across all market regions, including those with less developed privacy frameworks.

Minimal Authorization

We adhere to the principle of minimal authorization, granting only the essential operational permissions required for data processing, which necessitate appropriate authorization and approval.

Security Audit

All data usage activities are logged with rigorous safeguards to ensure full traceability and auditability. Periodic security audits are conducted on data.

## Privacy Protection Organization

In 2024, OPPO established the Global Security and Privacy Governance Working Group to comprehensively oversee corporate data security and privacy initiatives. This multifunctional entity drives strategic alignment, goal-setting, accountability enforcement, resource allocation, and executive decision-making to achieve enterprise-wide security and privacy objectives. Under its purview, there exist executive management bodies dedicated to privacy protection, such as the Privacy Compliance Working Group, the Online Service and Cloud Security Working Group, and the Mobile Device Security and Privacy Working Group. These groups implement security and privacy compliance responsibility through the Three Lines of Defense mechanism, and organize pertinent education and training to ensure the effective implementation of various requirements for data security and privacy protection.







## Privacy Management Policy

Guided by the legal and regulatory requirements of its operational jurisdictions—including the EU General Data Protection Regulation (GDPR), U.S. California Consumer Privacy Act (CCPA), and California Privacy Rights Act (CPRA), China’s Personal Information Protection Law (PIPL), Data Security Law (DSL), and Cybersecurity Law (CSL)—OPPO has established and published a comprehensive suite of institutional policies and technical guidelines spanning the entire product development lifecycle and data management lifecycle. These instruments include data classification standards, data security technical specifications, data security usage specifications, data retention & destruction specifications, algorithm governance standards, security-by-design specifications, secure development guidelines, cloud security guidelines, and incident response playbooks.

In 2024, we updated and released multiple data and privacy security policies and frameworks, including OPPO Internet Services Data Security Management Guidelines, OPPO Internet Security & Privacy Compliance Validation Guidelines, and OPPO Security & Privacy Vulnerability Management Guidelines. These documents reinforce data compliance risk controls across products and services.

## Development Lifecycle Management for Product Security

OPPO adheres to the globally recognized Privacy by Design (PbD) and Privacy by Default (PbD) principles, proactively embedding security measures into every phase of the product development lifecycle.

-  **Requirements gathering phase:** Undertake a technical requirements analysis to ascertain the security measures necessary for the product. Approval and assessment are imperative before the commencement of the project.
-  **Design phase:** Initiate the design of privacy-enhancing features and conduct security and privacy compliance reviews on the technical solution.
-  **Development phase:** Implement coding practices in accordance with secure coding standards and utilize secure function libraries, while conducting vulnerability scanning on the source code and third-party components.
-  **Testing phase:** Integrate security testing at varying levels of vulnerability across all phases of product testing, including Interactive Application Security Testing (IAST). The product shall only advance to the subsequent phase upon successful completion of these tests.
-  **Release phase:** Impose a standardized release process that includes obligatory security checkpoints before the product is permitted to be released.
-  **Operations phase:** Implement protective measures to continuously monitor and assess security compliance risks, and to respond to security incidents as they arise.

## Risk Prevention and Incident Response

OPPO has instituted rigorous internal evaluation protocols and executed specialized preventative and responsive strategies to reduce and manage security incidents, thereby ensuring comprehensive protection of user privacy and data security.

- The Company has developed standardized Privacy Impact Assessment (PIA) and Data Protection Impact Assessment (DPIA) processes to guarantee that the processing of all personal information is scrutinized and sanctioned by legal compliance and security departments.
- Continuous surveillance and interpretation of pertinent laws, regulations, and regulatory stipulations across various global jurisdictions are maintained. Focused compliance audits and corrections are undertaken for pivotal business operations and regional markets to bolster management proficiencies.
- Systematic internal and external security compliance audits are conducted, encompassing data security, privacy compliance, procedural security, cybersecurity, and operational security. These audits provide a comprehensive assessment of the efficacy of management standards and processes, pinpoint potential risks, and facilitate prompt corrective measures.
- An established Data Rights Request Platform has been implemented to receive and process rights-related requests from users globally. All such requests are managed within legal timeframes through standardized Standard Operating Procedures (SOP). In 2024, the platform received over 1,800 user requests pertaining to data processing, achieving a 100% rate for timely response and resolution.
- We have instituted a well-defined data security incident response mechanism by establishing internal policies such as the OPPO Emergency Response System for Personal Information Security Incidents and the Mobile Device Security Incident Emergency Response Procedures. These documents delineate the composition of the incident response team, as well as the classification, escalation, and notification protocols for security incidents. Furthermore, we have developed data security and privacy protection emergency response plans, routinely conduct drills, and persistently refine our emergency response capabilities to counteract unforeseen incidents.
- We maintain ongoing collaboration and engagement with external security researchers and organizations globally via the OPPO Security Response Center (OSRC) to uncover security vulnerabilities within our products and services, expedite the implementation of corrective actions, and bolster defenses for user data and privacy.

### Data Rights Request Platform



<https://www.oppo.com/cn/privacy-feedback/>  
<https://www.oppo.com/en/privacy-feedback/>

## Privacy Culture Development

OPPO places significant emphasis on fostering a culture of data security and privacy protection, providing comprehensive data compliance education and awareness training for managers and employees. For employees involved in the processing of personal information, we conduct targeted training and evaluations to ensure their comprehension of the Company's data security and privacy protection policies, procedures, and requirements. For the entire staff, we orchestrate awareness initiatives such as Privacy Protection Weeks and incentivized quizzes to continually heighten employees' awareness of safeguarding personal information and privacy. We integrate personal data breach incidents into the annual performance evaluations of executives and employees, fostering enhancements in their management competencies and sense of accountability.

In 2024, we organized 4 specialized training sessions on data security and privacy protection, achieving 100% participation among employees in critical roles. We also disseminated 42 security awareness e-newsletters, encompassing external regulations, internal standards, market regulatory updates, case analyses, and more. To augment employees' data security competencies, we introduced the "Terminal Security, Privacy, and Open-Source Fundamentals Certification" course on our internal learning platform. Through training modules and assessments, we continuously empower key personnel including software engineers, project managers, product managers, and security SEs across departments with essential skills. Additionally, we established the OPPO Cybersecurity and Privacy Protection Trust Center to comprehensively showcase OPPO's management practices in data security and privacy protection. This center promotes transparent communication and collaboration with regulators, partners, and other stakeholders.

## Partner Privacy Compliance Management

OPPO attaches importance to privacy compliance management for third-party suppliers and partners. We maintain proactive and transparent interactions with suppliers and partners, ensuring that operational practices are in harmony with OPPO's privacy compliance principles and requisites, thereby cultivating trust and mutual comprehension.

For partners with whom we share personal information, we undertake thorough due diligence and enter into rigorous data processing agreements (DPAs) or confidentiality clauses to oversee data processing activities. Before initiating collaboration, we assess suppliers' data security capabilities and choose partners based on their merits. We require third parties to implement suitable technical and organizational measures to safeguard personal information from unauthorized access, destruction, or loss. Throughout the duration of partnerships, we conduct routine audits of suppliers' data security and privacy practices, undertake annual evaluations of their data security capabilities, and mandate prompt rectification of any identified concerns. The collaboration may be terminated at our discretion if deemed necessary.

## Innovation in Privacy Protection Technology

OPPO is dedicated to providing secure and dependable products and services by advancing technological innovation, increasing R&D expenditures, and enhancing product functionalities.

"Smart Shield"	Security chips	AI confidential computing cloud
"Smart Shield" represents OPPO's proprietary full-lifecycle security and privacy protection system for applications. It detects and prevents security risks at each phase of an application's lifecycle, encompassing listing, downloading, installation, launch, operation, upgrading, and uninstallation, establishing a secure and dependable application usage environment for users.	OPPO has integrated dedicated security chips, certified by the National Cryptographic Administration of China, into several of its products. These chips offer chip-level encryption for highly sensitive data, including Find My Device, Activation Lock, fingerprint and facial recognition technologies, Private Safe, file access controls, and financial operations. This ensures a formidable defense for user data and business-critical information.	OPPO introduced the chip-level AI Confidential Computing Cloud in October 2024. This technology utilizes a hardware-level Trusted Execution Environment (TEE) within a device-cloud collaborative framework, ensuring that user privacy data remains functional yet imperceptible in the cloud, thereby providing efficient and secure AI experiences.

## Authoritative Security Certification

OPPO's privacy protection measures and capabilities for its products and services have consistently garnered globally recognized certifications and validations. In 2024, the on-device AI of OPPO ColorOS 15 underwent a security evaluation by the China Cybersecurity Review Technology and Certification Center (CCRC), achieving the "IT Product Information Security Certification (EAL4+)". Furthermore, the following third-party certifications for OPPO remain in effect:

ISO/IEC 27001 Information Security Management System (ISMS)
ISO/IEC 27701 Privacy Information Management System (PIMS)
ISO/IEC 27018 Data privacy standard for cloud services
CSA STAR (Security, Trust, Assurance, and Risk) Certification
PCI DSS (Payment Card Industry Data Security Standard) Certification



# Product and Service Quality

Superior products and services constitute the bedrock of enduring corporate growth. Steered by its values of "User-led" and "Pursue Excellence", OPPO is dedicated to establishing itself as a paragon of industry quality. Focusing on the needs of users, we persistently enhance the quality of our products and services, thereby providing secure, trustworthy, and premium solutions to consumers worldwide.

## Product Quality Management

OPPO upholds rigorous product quality management to guarantee safety across the entire product lifecycle. The Company adheres to the ISO 9001:2015 Quality Management System as its foundational standard. It consistently measures itself against pertinent national and international quality-related laws, regulations, and standards, thus establishing a comprehensive quality management system that encompasses the entire product lifecycle. The Company has instituted cross-functional committees such as the User Satisfaction and Quality Committee (USQC) and the Security Compliance Committee to oversee product quality and safety governance. These entities promote quality leadership, nurturing a culture of comprehensive engagement, initial accuracy, and ongoing enhancement.

In 2024, OPPO successfully completed annual surveillance/re-certification audits for multiple management systems, including ISO 9001, TL 9000 (Telecommunications Quality Management), IECQ QC 080000 (Hazardous Substance Process Management), ISO/IEC 17025 (Testing and Calibration Laboratories), and ISO 22301 (Business Continuity Management). Through continuous enhancements in internal governance, we have effectively ensured product quality safety and supply chain continuity. In 2024, the Company experienced zero product recalls or quality incidents attributable to health or safety issues.



Product recall related to product health and safety issues  
0

## End-to-End Safety Control

OPPO has instituted comprehensive product safety control measures to ensure product quality and safety. This encompasses the implementation of stringent safety standards and management practices throughout all stages of the product lifecycle, from the procurement of critical components such as battery cells to the design, development, production, testing, storage, logistics, and post-sales support of finished devices. The framework underscores the significance of process safety testing and investigation:

<div>R&amp;D and design management</div> <div>We enhance quality planning and preventative measures. During the initial phase, OPPO conducts a thorough assessment of potential safety risks inherent in the product's hardware and software, aligning these findings with quality objectives to establish design specifications and safety testing acceptance criteria. In the subsequent phase, we augment test design to guarantee the seamless execution of all tests, facilitating the timely identification and resolution of issues.</div>	<div>Manufacturing management</div> <div>We have instituted stringent quality control processes that include comprehensive battery safety quality planning, battery safety inspections, and safety audits for the manufacturing processes of battery cells and adapters, all aimed at elevating product reliability.</div>	<div>Testing management</div> <div>Through an in-depth analysis of user behavior patterns, we have formulated comprehensive testing strategies that encompass stress tests, environmental tests, security vulnerability scans, and the detection of the composition of hazardous substances. These protocols are substantiated through internal and external testing and certifications to ensure adherence to global safety standards and regulations.</div>
<div>Storage and logistics management</div> <div>We have established specific safety guidelines for batteries and finished devices to proactively reduce risks during warehousing and shipping.</div>	<div>Post-sales management</div> <div>We have instituted clear safety operational procedures for post-sales repairs, battery disassembly, and decommissioning/disposal to ensure safe handling throughout the product's end-of-life phase.</div>	

## Product Quality Enhancement

To foster continuous improvement in product quality, OPPO routinely conducts quality-themed training, TOPN quality improvement initiatives, quality review meetings, and accountability and incentive programs, instilling a quality-centric ethos across the organization. This has cultivated a corporate culture where every employee prioritizes quality and pursues excellence. In 2024, the Company updated the OPPO Quality Incentive and Accountability Policy, further refining mechanisms to motivate managers and employees to engage in quality management.

OPPO places great importance on user feedback, systematically enhancing product quality and the user experience through demand-driven initiatives. In 2024, we continually carried out user research activities , where executives led product, R&D, and marketing teams in monthly frontline visits to engage directly with sales staff and consumers. These interactions uncover pain points, expectations, and core demands of target users, which are integrated into new product design and innovation. This approach has enabled each product line to sharpen their competitive edge and gain widespread user acclaim. In the annual user surveys, OPPO's Net Promoter Score (NPS) <sup>1</sup>experienced steady growth, reaching a record high in 2024.



## Customer Service and Communication

Adhering to the service concept of "Care & Reach", OPPO places a premium on user requirements to enhance its service ecosystem and increase satisfaction. The Company is dedicated to establishing a global, multi-brand, omnichannel intelligent service system by refining service workflows, diversifying service models, enhancing personnel skills, and extending service reach. By 2024, OPPO's offline service network had expanded to over 3,300 outlets in more than 70 countries and regions, achieving widespread recognition for its flexible, multi-channel support.



OPPO was distinguished to be named among the "2024 Top 100 Chinese Service Brands".



<sup>1</sup> Net Promoter Score (NPS) is a metric that measures users' willingness to recommend a brand/product/service to others. (NPS = Total % of promoters - Total % of detractors)

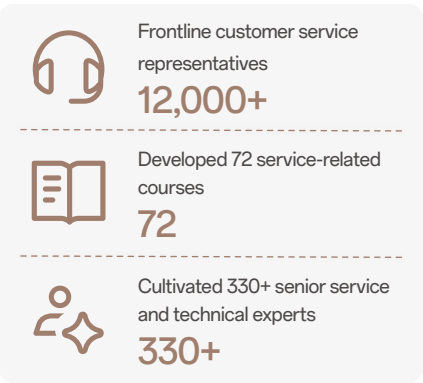
## Service Management Enhancement

OPPO swiftly addresses user requirements through multi-channel support, providing professional solutions. In 2024, OPPO's key initiatives to enhance global service quality and efficiency encompassed:

- **Optimizing overseas service models:** OPPO introduced its independently developed remote diagnostic tools and an AI-driven customer service chatbot with multilingual Q&A functionalities, facilitating quicker, more intelligent, and efficient support in global markets.
- **Building an all-in-one service platform:** OPPO globally integrated its offline software tools, transforming "O+ Support" into a unified platform for diagnostics, repairs, firmware flashing, and log feedback. This significantly enhanced its repair capabilities and efficiency.
- **Constructing a smart spare parts logistics network:** OPPO established a cloud-based smart warehousing and distribution network for spare parts throughout China. Through systematic inventory management and improved logistics time efficiency, OPPO decreased material shortages and expedited repair fulfillment. In 2024, it introduced 3 additional cloud warehouses domestically, with its cloud-based warehouses servicing over 50% of service outlets nationwide.

## Service Talent Cultivation

OPPO employs over 12,000 frontline service professionals<sup>1</sup> worldwide, encompassing service advisors, technical engineers, and hotline agents. We emphasize expertise through a tiered and competency-based training model, conducting regular workshops and certifications to reinforce our employees' service awareness and quality. In 2024, we implemented intensive programs such as the China NPS Bootcamp and Global Service Training Camp, developing 72 service-related courses to enrich training resources. We also launched global high-end service talent certifications, exporting over 330 senior service and technical experts.



## Complaint Resolution and Improvement

OPPO places a premium on customer feedback and insights, establishing robust communication channels to ensure the seamless collection and integration of user requirements. Complaints and suggestions are received through a 24/7 national hotline, online platforms, and official social media accounts, with a commitment to 100% closed-loop resolution facilitated by rapid response and dedicated teams.

The organization has established the Customer Complaint Handling Procedure, a Voice of Customer (VOC) management platform, and outlined the VOC Market Management Standards. These measures incorporate frontline quality feedback, VOC data fluctuations, and offline site visits into a closed-loop management process, ensuring prompt and effective resolution to customer complaints and grievances. Beyond this, we conduct root-cause analysis of user grievances across various channels and dimensions, validating improvements through targeted actions and follow-up mechanisms. This closed-loop approach fosters continuous enhancement of the user experience.

## Responsible Marketing Management

OPPO adheres to responsible marketing practices, strictly complying with applicable global laws, regulations, and supervision requirements to protect consumers' legitimate rights. We rigorously implement sales and marketing practices that comply with global legal frameworks and societal ethical norms, ensuring that all marketing communications are truthful, accurate, and objective, empowering consumers to make informed decisions.

Marketing compliance has been integrated into corporate redlines, explicitly prohibiting malicious tactics such as misleading claims, false advertising, and competitor disparagement. We have established the OPPO Marketing Content Security and Compliance Standards to regulate all promotional activities, developed a marketing compliance review and monitoring process, whereby all content placements and other marketing materials for its official website and social media platforms undergo rigorous review and approval by the Company's content security team prior to their launch or publication, ensuring the compliance of marketing activities. Additionally, an emergency response procedure has been put in place to swiftly address and effectively handle any unanticipated marketing irregularities. Furthermore, OPPO continuously enhances its personnel capabilities by regularly organizing training sessions related to compliant marketing, aiming to elevate employees' awareness of compliant marketing practices and their ability to prevent risks. In 2024, we organized over 10 specialized training sessions on marketing compliance, covering more than 400 marketing personnel across management and frontline roles.

OPPO continuously enhances the compliance and standardization of its marketing communications for products and services, ensuring the accuracy of information and preventing consumer misinformation. During the reporting period, the Company experienced zero incidents of administrative penalties related to product/service labeling or marketing communications.

<sup>1</sup> The data includes contracted workers.



# 03 Virtuous Innovation

Aligned with its mission "Technology for Mankind, Kindness for the World", the Company concentrates on sculpting the future of technological advancement, with ongoing investment in research and development to establish enduring technological preeminence.



Global patent applications  
**110,000+**



Number of patents granted globally  
**61,000+**



Proportion of invention patent applications  
**91%**

Contribute to the SDGs



# Technological and Innovation

OPPO consistently regards technological innovation as the propelling force behind sustainable development. Guided by the dual imperatives of user requirements and state-of-the-art technologies, the Company engages in scenario-specific research and development to rejuvenate user experiences and contribute to technological progress across the industry.

OPPO's innovation strategy focuses on four core directions - novel form factors, advanced materials, breakthrough imaging, and next-generation devices. This is implemented through a three-dimensional approach: enhancing AI capabilities, optimizing product performance, and strengthening security/privacy protections. By continuously refining its ubiquitous services and smart

health technologies while increasing R&D investments, OPPO deliver transformative experiences that achieve true technological advancement through innovation.

With research institutes established globally, OPPO is dedicated to advancing cutting-edge technologies and accelerating their commercialization. The company maintains sustained investments and strategic deployments in key fields including AI, imaging, and 5G/6G communications, consistently achieving breakthroughs in both product development and technological innovation.

## AI Innovation and Popularization

OPPO is actively involved in the accumulation of AI-related patent portfolios and research and development investments, propelling a diverse exploration of AI technologies and applications. AI is poised to drive the third major revolution in smartphone technology. The era of AI phones will fundamentally transform both the mobile industry and user experiences at their core. As early as 2020, OPPO embarked on its AI journey with its exploration and implementation of pre-trained language models. In 2023, OPPO unveiled AndesGPT, an independently trained large language model. At the commencement of 2024, OPPO established an AI Center to expedite the implementation of AI features in mobile phones. After years of technological accumulation, OPPO currently holds over 5,990 AI-related patent applications and continues to achieve breakthroughs in product innovation. Currently, AI capabilities are seamlessly integrated across all OPPO product lines, offering comprehensive AI experiences tailored to a diverse array of users. To this day, over 100 AI features are accessible to 50 million users globally.

### AI+ productivity

OPPO maintains a close partnership with industry leaders such as Google, Microsoft, MediaTek and Qualcomm. Through a blend of independent developmental innovation and open collaboration, it has successfully launched a suite of generative AI features encompassing image processing, natural language processing, and intelligent charging, transforming mobile phones into formidable productivity tools. In 2024, OPPO introduced multiple AI phones, integrating generative AI features across its product lines. Also, OPPO has been consistently upgrading and refining the ColorOS operating system, introducing various pioneering AI features such as AI Recording Summary and AI Toolbox, offering global users a more intelligent and convenient user experience.

### AI + health

OPPO proactively incorporates artificial intelligence technologies into the research and development of its digital health hardware and software solutions. The Company's smartwatches are outfitted with the proprietary "Health Insight" feature, which leverages sensor data and AI algorithms to continuously monitor vital signs such as heart rate, blood pressure, blood oxygen levels, and sleep quality. Through the analysis of temperature variations, evaluation of sleep patterns, and assessment of health risks, it delivers personalized health recommendations to users. For example, the OPPO Watch X incorporates the latest Health Insight 2.0 technology, which includes advanced sleep health functionalities like late-night risk assessment and snoring risk assessment. It offers users tailored solutions to enhance their sleep quality. OPPO is dedicated to the profound integration of AI technology with health management, aiming to construct a bespoke AI health assistant that delivers smarter and more efficient health management and guidance to users.



In February 2024, OPPO, in partnership with the esteemed market research institution IDC, released the industry's inaugural "AI Smartphone White Paper", outlining the future roadmap for AI Phones.



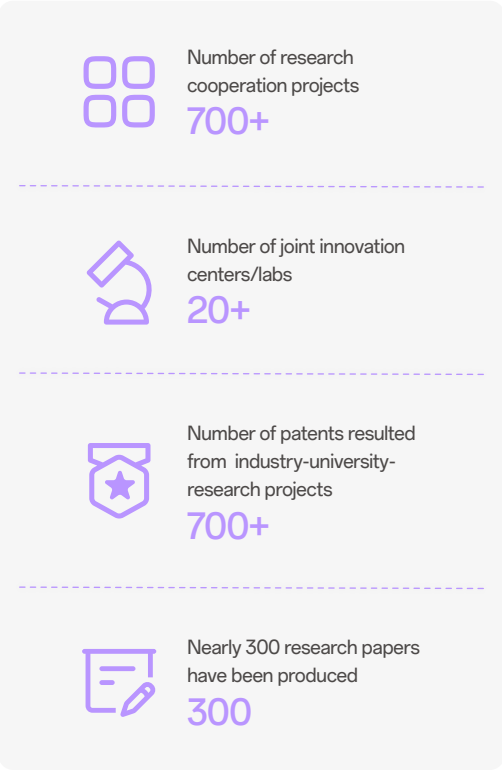
## Promoting Industry-Academia-Research Cooperation

OPPO fully acknowledges the pivotal role of industry-academia-research collaboration in technological innovation. Focusing on three core pillars—technological innovation, global exchanges, and talent cultivation—OPPO has significantly broadened its partnerships with universities and research institutions to foster collaborative innovation and jointly investigate the development and application of advanced technologies.

In terms of technological innovation, OPPO has formed alliances with over 100 universities and research institutions worldwide, engaging in more than 700 joint research initiatives across various technical domains, including standardization, artificial intelligence, health, imaging, and materials science, resulting in the establishment of over 20 joint innovation centers/laboratories. While promoting the commercialization of scientific research and innovation outcomes, OPPO has accumulated over 700 patents and nearly 300 research papers, facilitating the transition of technologies from research settings to practical applications. These endeavors actively contribute to the empowerment of cutting-edge technologies and reinforce OPPO's technological infrastructure.

In terms of global engagement, OPPO upholds the principles of openness, innovation, and mutual benefit, engaging in frequent two-way exchanges with academic entities and groups in disciplines such as communications, computer science, and artificial intelligence. It has fortified strategic partnerships with industry organizations like the Institute of Electrical and Electronics Engineers (IEEE) and the China Computer Federation (CCF), participated in academic gatherings such as CVPR 2024 and IJCAI 2024, and vigorously expanded industry-academia collaboration and technological influence.

Through postdoctoral research stations and innovation practice bases, OPPO nurtures high-potential and emerging talent, and through academic events such as the National College Software Innovation Competition and the Color Vision Science and Imaging Forum, it builds an industry-academia-research collaboration platform to enhance alignment of talent across these sectors.



## Managing Innovation with Standardization

Technological innovation cannot thrive without the support and direction of established standards. In the pursuit of technological advancements, OPPO upholds a dual-driver strategy, encompassing both technological prowess and user requirements, alongside the ethos of "open innovation, collaborative win-win". This approach facilitates anticipatory research in areas such as terminal security, privacy preservation, display technologies, rapid charging, imaging, and artificial intelligence. The Company actively engages in the formulation of international, national, industrial, regional, and consortium standards, partnering with other entities to foster innovation within the digital epoch.

OPPO is a member of over 60 international standards organizations, forums, and alliances, including ITU (International Telecommunication Union), 3GPP (3rd Generation Partnership Project), IEEE (Institute of Electrical and Electronics Engineers), ETSI (European Telecommunications Standards Institute), GSMA (Global System for Mobile Communications Association), and CCSA (China Communications Standards Association). In these numerous organizations, OPPO assumes leadership positions, including Vice-Chair and Group Leader, playing a pivotal role in the establishment of standards and research endeavors, thereby offering technological solutions to the industry. In 2024, OPPO spearheaded and contributed to the development of 108 technical standards, including 8 international ones. To date, the Company has been instrumental in the creation of 290 industry technical standards and has submitted in excess of 12,000 technical proposals to the 3GPP international standards body.





● IoT domain

Ambient IoT (Ambient Energy-Powered Internet of Things), an emerging technology, has garnered significant attention. Ambient Energy IoT refers to a new category of IoT devices primarily powered by energy harvested from ambient sources such as radio waves, light, kinetic energy, thermal energy, or other available environmental energy. These devices rely on ambient energy harvesting instead of traditional batteries, which helps reduce maintenance costs and significantly minimizes the harmful environmental impacts caused by battery disposal. In recent years, OPPO has been exploring methods to advance the development of Ambient Energy IoT and promoting its technical standardization and application.

- January 2022: OPPO published the "Zero-Power Communication White Paper", introducing the concept and technical principles of zero-power communication.
- February 2023: OPPO launched its first independently developed terminal product based on zero-power communication technology—the "Zero-Power Tag".
- March 2024: At the 114th 3GPP SA3 Working Group meeting, the Ambient IoT security research project proposed and led by OPPO was successfully approved as part of the 3GPP Release 19 (R19) standards.
- May 2024: OPPO's Ambient Power-enabled IoT project, which it leads within the IEEE, has officially initiated standardization efforts and entered the drafting phase of the IEEE 802.11bp standard.
- June 2024: OPPO released the Ambient Energy IoT White Paper, further advancing technical research on zero-power communication.

● 6G domain

In February 2024, OPPO unveiled the revised 6G White Paper (2023 Edition) and the 6G Security White Paper. The white paper expounds upon the 6G minimalist yet versatile system design and, in light of the security challenges and requirements of the 6G era, underscores that the security emphasis will transition from mere transmission security to data and privacy protection. It advocates for the establishment of a zero-trust-based intelligent security architecture for 6G ecosystems.

● Display technologies

In October 2024, two international standards spearheaded by OPPO were officially published: IEC 62341-6-7 Organic Light Emitting Diode (OLED) Displays - Part 6-7: Optical Testing Methods for Under-Display Functions and ITU-T F.748.31 Technical Requirements and Evaluation Methods for 3D Digital Human Systems Based on Smart Mobile Terminals.

During the 36th Plenary Meeting and 20th Anniversary Celebration of the CCSA Technical Committee 9 (TC9) on Electromagnetic Environment and Safety Protection in October 2024, Liu Qifei, an OPPO standardization expert, was elected as the Vice Chair of the newly established Terminal Antenna and Electromagnetic Interference Working Group (TC9WG5). Additionally, OPPO was awarded two collective accolades—the "Outstanding Sustained Contribution to Standardization" and "Collaborative Contribution Excellence Award"—along with five individual honors, including the "Pioneering Standardization Achievement" and "Key Standard Leadership Award".



## Intellectual Property Protection

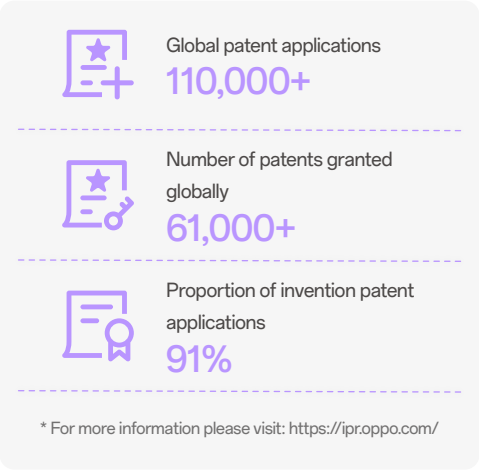
OPPO is dedicated to offering superior global products by persistently innovating, with intellectual property (IP) acting as a crucial facilitator of innovation and a cornerstone of product excellence.

Adhering to technological innovation and intellectual property protection, executing a proactive and defensive IP strategy, and cultivating a sustainable healthy IP ecosystem are the three pillars of OPPO's intellectual property philosophy. These principles mirror OPPO's dedication as a "long-termist in intellectual property" and encapsulate its strategic vision for technological progress and cooperative development.

The Company has fortified intellectual property (IP) protection by implementing practical measures, establishing institutional frameworks such as the Regulations on Management of Intellectual Property Rights and Supply Chain Intellectual Property Compliance Management Standard to delineate risk management principles. It promotes respect for third-party IP rights, continuously refines dispute resolution processes for patents, trademarks, copyrights, and other IP-related conflicts, and has established a centralized IP management platform. This platform streamlines patent application workflows and enhances IP data management through digitalization, markedly improving administrative efficiency.


OPPO places significant emphasis on the protection of its intellectual property and has established a substantial patent portfolio across more than 40 countries and regions worldwide. As of December 31, 2024, OPPO's global patent applications have exceeded 110,000, with over 61,000 patents granted worldwide. It is noteworthy that invention patent applications constituted 91% of all applications.


OPPO holds in high regard the intellectual property rights of third parties and endeavors to cultivate a robust intellectual property ecosystem through the adoption of various collaborative models, such as industry alliances and patent pools, thereby encouraging cooperative industrial advancement.




## Digital Inclusion

Guided by its brand mission of "Technology for Mankind, Kindness for the World", OPPO is dedicated to serving as a companion and guardian for users, employing human-centric technology to benefit society. Committed to fostering a digital society that is inclusive, OPPO addresses the varied needs of underrepresented groups, including those with hearing and visual impairments, to ensure a broader segment of the population can enjoy the wonders of technology.

 OPPO has introduced hearing assistance features, such as Speech-to-Text and Subtitle Customization, to empower users with hearing impairments. These features automatically transcribe media audio into real-time subtitles, with users having the ability to modify the size and style of subtitles for improved readability. In terms of audio accessibility, smartphones are compatible with hearing aids and assistive devices, facilitating direct, swift, and real-time information transmission for individuals with hearing impairments.

 To address the needs of users with low vision or color vision deficiencies, OPPO has engineered customized display solutions, powered by sophisticated algorithms. These encompass features like "Content Magnification", "Color Correction", and "Color Inversion", enabling users to tailor their phone's display settings to enhance color perception for an improved visual experience.

 In response to the challenges faced by visually impaired users in accessing image content, OPPO has developed the "Breeno Image Reader" feature. This AI-driven tool instantly recognizes image content and text, categorizes various types of images, and verbally articulates the content through synthesized speech. Furthermore, when visually impaired users engage the camera, the system identifies faces or text within the viewfinder and offers voice-guided assistance, facilitating independent photography and enriching the overall user experience.



# 04 Environmental Protection

Green and low-carbon development has attained global consensus. Confronted with the escalating climate crises and environmental challenges, OPPO steadfastly maintains that technological innovation constitutes the fundamental catalyst for the advancement of green development for humanity. Driven by its mission of "Technology for Mankind, Kindness for the World", OPPO has thoroughly integrated the "Green and Low-Carbon" philosophy into each facet of its business operations. Through partnerships with international collaborators, OPPO is dedicated to establishing an environmentally sustainable value chain, leveraging its expertise to support the climate objectives of the Paris Agreement and promoting a sustainable, green future.



Total carbon emissions from OPPO's global operations in 2024 are **284,714.58 tCO<sub>2</sub>e**, a year-over-year decrease of **3.2%**



OPPO's value chain carbon emissions in 2024 amounted to **6,682,974.52 tCO<sub>2</sub>e**



Over **69.17 million** kWh of green electricity used



Approximately **210** tonnes of waste electronic products were recycled in China



**Zero** Environmental accidents

Contribute to the SDGs



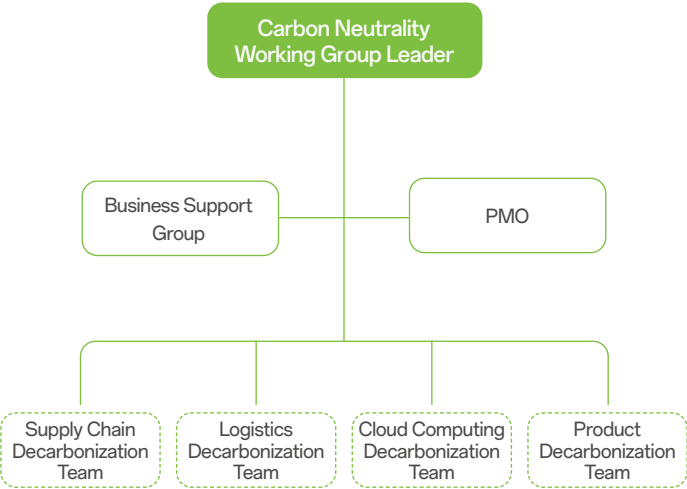


# Climate Change

OPPO proactively confronts climate change by setting forth scientifically precise emission reduction targets and delineating distinct paths towards decarbonization. The Company engages in a collaborative effort with a diverse array of stakeholders to collectively diminish carbon emissions, thereby contributing to the global objective of maintaining a 1.5° C temperature rise.

## Climate Change Governance Structure

An effective governance framework is imperative for addressing climate-related challenges. In alignment with the climate objectives of the Paris Agreement and China's "30-60" dual-carbon targets (aiming for peak carbon emissions by 2030 and carbon neutrality by 2060), OPPO has incorporated the "Green and Low-Carbon" ethos into its operational business model. Under the authorization of the Senior Vice President, the Company has established a Carbon Neutrality Task Force, spearheading a comprehensive governance framework led by the Task Force Leader, Project Management Office (PMO), Business Support Team, and decentralized Carbon Reduction Teams across all business divisions. OPPO has delineated management responsibilities at all levels to methodically advance climate governance, underpinning the attainment of China's "Dual Carbon" objectives (carbon peak by 2030 and carbon neutrality by 2060). In 2024, the Company further refined its carbon management organizational structure, concentrating on four pivotal domains—product decarbonization, logistics decarbonization, cloud & data decarbonization, and supply chain decarbonization—to reinforce its low-carbon development aspirations.



OPPO's Climate Change Governance Framework

### Roles and Responsibilities Across Levels

#### Carbon Neutrality Working Group Leader

Establishes objectives for carbon neutrality and deploys associated tasks, ensuring the allocation of dedicated resources, promoting collaboration across sectors, granting specialized mandates, and guiding the overall strategic direction.

Additionally, the role entails providing guidance on critical issues/risks and making pivotal decisions on project execution to advance carbon neutrality goals.

#### Business Support Group

Offers domain-specific expertise to support carbon neutrality projects.

#### PMO (Project Management Office)

Oversees the strategic planning and operational management of carbon neutrality initiatives, consistently tracking key milestones to ensure closed-loop task management.

#### Sector-specific Decarbonization Team

Responsibility officer: Authorizes the creation of sector-specific carbon neutrality task forces, responsible for setting decarbonization targets within their domains, ensuring the allocation of necessary resources, and being accountable for achieving emission reduction outcomes.

Member: Formulates business-specific decarbonization strategies and implements scenario-based measures to ensure the achievement of corporate carbon reduction goals.

## Climate Risks and Opportunities

In compliance with the Guidelines of the Task Force on Climate-related Financial Disclosures (TCFD) framework and the International Financial Reporting Sustainability Disclosure Standards No. 2 - Climate-related Disclosures (IFRS S2) issued by ISSB, OPPO integrates climate change risks into its risk management processes and conducts regular assessments to identify and evaluate climate-related risks and opportunities. The identified climate change risks encompass both transitional risks and physical risks. By analyzing their potential short-, medium-, and long-term impacts on climate change risks and opportunities, as well as the corresponding financial implications, we utilize the assessment results as reference points for our business operations and strategic planning, continuously enhancing our capacity to address climate risks. In 2024, OPPO submitted a climate change questionnaire to the Carbon Disclosure Project (CDP) and received a B rating. We will further strengthen our greenhouse gas emission management, continuously improve our climate resilience, seize the opportunities presented by technology, support the low-carbon transition of the entire industry chain, and lead the industry towards high-quality development.

### Climate Opportunities Analysis and Measures

Climate Opportunities	Description of Climate Opportunities	Response Measures for Climate Opportunities
Energy Sources	Employing renewable energy can facilitate the transition of corporate energy use structures, reducing operational costs.	Actively promote the transition to green energy and strengthen the construction of photovoltaic power generation projects to augment the utilization of clean energy.
Energy Efficiency	Introduce energy-saving technologies and high-efficiency equipment to enable the Company to achieve green, efficient, and low-carbon development.	Promote the low-carbon transformation and enhancement of facilities to establish low-carbon green data centers and carbon-neutral parks.
Products and Services	Encourage the design and development of environmentally friendly products to adapt to evolving consumer preferences, aiding the Company in penetrating new markets.	Integrate environmental protection and sustainable development concepts into product lifecycle management, do everything possible to create green products and services to seize market opportunities.

### Climate Risks Analysis and Measures

Climate Risks	Description of Climate Risks	Response Measures for Climate Risks
Transitional Risks	<div>Policies and Laws</div> <div>Emerging stricter carbon emission control laws, regulations, policies, and standards may lead to increased compliance costs.</div>	Pay close attention to the trends of climate-related policies, consolidate the internal compliance system, and formulate climate response strategies.
	<div>Policies and Laws</div> <div>Regulatory bodies have stricter requirements for the accuracy of carbon emission data disclosed by enterprises, and non-compliant disclosures may lead to increased costs.</div>	Implement a rigorous scientific mechanism for the inventory of greenhouse gases, undertake comprehensive carbon accounting and carbon footprint assessments, and improve the quality of data transparency.
	<div>Technology</div> <div>Investing or adopting new carbon reduction technologies without due consideration may result in increased costs and resource overextension.</div>	Implement strategic incremental investments, prioritize the development and retention of talent, and bolster the Company's research and development capabilities.
Physical Risks	<div>Technology</div> <div>The failure to recognize and integrate emerging low-carbon technologies poses a risk of losing competitive edge.</div>	Initiate ongoing research into the implementation of low-carbon technologies and actively pursue collaborations with industry counterparts.
	<div>Market</div> <div>Consumers' growing preferences towards low-carbon products and services may transform the market landscape and alter market shares.</div>	Develop green product lines to meet the needs of consumers.
	<div>Reputation</div> <div>Inadequate governance of climate change can impair corporate credibility and erode investor trust.</div>	Strengthen the identification and management of climate risks, enhance continuous communication with stakeholders, and elevate market credibility.
Physical Risks	<div>Acute Risks</div> <div>Production and operations may be disrupted by extreme natural disasters such as heatwaves, floods, and hurricanes.</div>	Formulate emergency management strategies for severe weather conditions, undertake routine maintenance of infrastructure, and enhance the resilience of facilities to mitigate risks.
	<div>Chronic Risks</div> <div>Long-term climatic aberrations, including global warming and rising sea levels, pose threats to operational stability.</div>	Monitor chronic risk trends, incorporate climate resilience into the process of site selection and construction to account for the effects of persistent weather risks.

## Low-Carbon Development Goals and Pathways

As a global technology enterprise that integrates hardware and software, OPPO is dedicated to promoting green and sustainable technological innovation on a global scale. The pursuit of low-carbon development has been established as one of the Company's central strategic objectives. Based on a thorough analysis of global carbon inventory data and management methodologies, OPPO has formulated mid-to-long-term decarbonization goals and an action plan: "To reach peak carbon emissions from its operations by 2024 and achieve carbon neutrality in its operations by 2050". This framework directs the Company in systematically and effectively achieving decarbonization throughout its operations and value chain, while actively exploring innovative models for the industry's low-carbon development.

In recent years, OPPO has dedicated resources across multiple carbon reduction domains—operational decarbonization, strategic planning, product innovation, and energy transition—to actively implement emission reduction measures, achieving significant milestones. Since 2023, OPPO's total operational carbon emissions have declined year-on-year. Remarkably, the Company's carbon emissions peaked in 2022, two years ahead of its initial schedule. Looking ahead, OPPO will continue to advance carbon reduction efforts across all business areas in alignment with its low-carbon development goals.

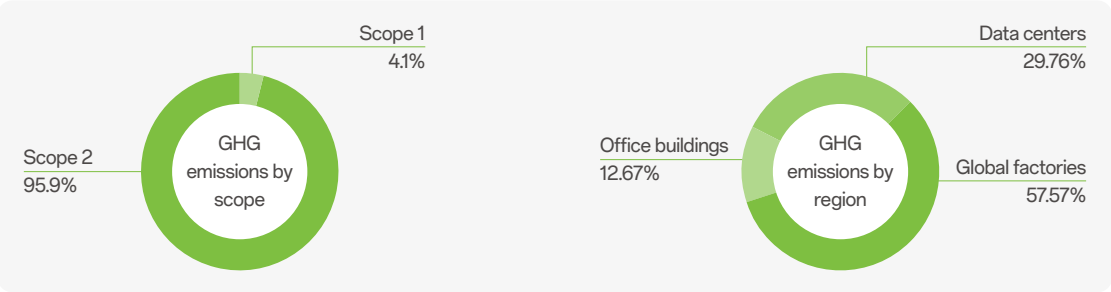
## Carbon Inventory and Emissions

Comprehensive and accurate greenhouse gas (GHG) emissions accounting provides a scientific foundation for planning low-carbon development pathways. Guided by the principle of "mapping carbon baselines and identifying reduction potential", OPPO has established a robust carbon inventory mechanism, conducting regular GHG inventories and carbon footprint assessments to identify actionable opportunities for decarbonization. In 2024, the Company further enhanced its digital carbon monitoring and management platform, improving functionalities such as user access controls, data entry/modification and approval management, error-proofing mechanisms, and automated data retrieval. This digital platform significantly enhances the accuracy and reliability of carbon data collection, verification, and reporting.

### Operational Carbon Emissions (Scope 1 and 2)

In 2024, in compliance with the ISO 14064-1: 2018 Greenhouse Gas Inventory Standard, as issued by the International Organization for Standardization, and the Greenhouse Gas Protocol: Corporate Accounting and Reporting Standard, developed by the World Resources Institute (WRI) and the World Business Council for Sustainable Development (WBCSD), OPPO undertook a comprehensive inventory of its global in-house greenhouse gas (GHG) emissions. This assessment was conducted in accordance with the operational control approach, encompassing manufacturing bases/warehouses, office buildings, and data centers both within the country and abroad. In 2024, OPPO's operational GHG emissions accounted for **284,714.58** tonnes of CO<sub>2</sub>e, a year-over-year decrease of **3.2%**. Verification of the environmental data was completed by an accredited third-party provider according to ISO 14064 standards.

OPPO's GHG emissions in 2024



OPPO's GHG emissions (2021-2024) (Unit: tCO<sub>2</sub>e)

GHG	2021	2022	2023	2024
Scope 1	9,215.42	8,959.16	9,335.61	11,720.15
Scope 2	290,063.81	305,604.67	284,857.25	272,994.43
Total emissions	299,279.23	314,563.82	294,192.86	284,714.58

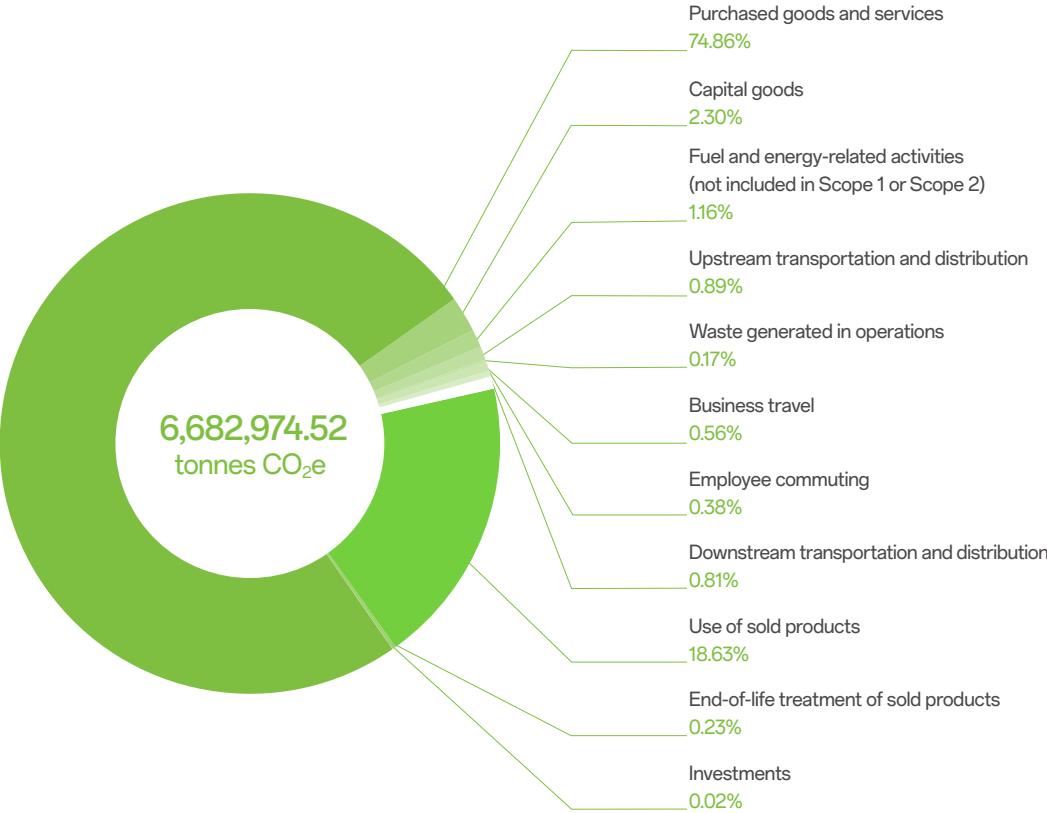
OPPO's GHG emission intensity per unit area (2021-2024) (Unit: tCO<sub>2</sub>e/ m<sup>2</sup> )

Indicator	2021	2022	2023	2024
Global factories	0.123	0.104	0.101	0.11
Data centers	0.7	0.7	0.61	0.44
Office buildings	0.069	0.034	0.07	0.03



Value Chain Emissions (Scope 3)

Promoting value chain decarbonization is critical to advancing industry-wide and societal carbon neutrality and building a sustainable low-carbon development model. In 2024, OPPO undertook its inaugural comprehensive Scope 3 carbon inventory, encompassing emissions from upstream and downstream value chain activities, and enlisted an independent third-party entity to verify the data, thereby ensuring its veracity and completeness. Eleven key emission categories pertinent to our business operations were identified, and methodologies for data collection and accounting were delineated. This initiative not only culminated in the completion of the 2023 Scope 3 carbon inventory but also laid a solid groundwork for the practices of the 2024 Scope 3 inventory. OPPO's Scope 3 total emissions amounted to 7,367,419.60 tonnes CO<sub>2</sub>e in 2023, and 6,682,974.52 tonnes CO<sub>2</sub>e in 2024.



Emission Reduction Measures

OPPO persists in its dedication to mitigating greenhouse gas (GHG) emissions across manufacturing facilities, office premises, and data centers, employing four principal strategies: reduction at the source, substitution of energy sources, enhancement of energy efficiency, and implementation of circular utilization practices. The Company persistently investigates avenues for environmentally friendly and low-carbon transformation, endeavoring to minimize the ecological footprint resulting from GHG emissions.

Exemplary of energy-saving and emissions reduction projects on OPPO campuses in 2024

Category	Project	Emission Reduction Measures	Energy Savings and Emission Reductions
Supply Chain Decarbonization	Solar power generation at facilities	Solar power generated by photovoltaic projects at OPPO's facilities is used for production activities, increasing clean energy adoption.	Annual clean energy generation exceeded 700 million kWh, reducing carbon emissions by 3,757 tonnes.
Logistics Decarbonization	Energy efficiency optimization in chiller rooms	The automatic control system of the air-conditioning unit room is optimized to dynamically adjust the numbers of operating chillers, cooling tower fans, and cooling water pumps based on the loads for energy-saving management.	The annual electricity use was reduced by 3.1 million kWh, cutting carbon emissions by approximately 1,664 tonnes CO <sub>2</sub> e.
	Lighting optimization	Approximately 6,900 energy-efficient light tubes were replaced at the Dongguan facility.	The annual electricity savings amounted to 441,600 kWh, reducing carbon emissions by approximately 237 tonnes.
Cloud Computing Decarbonization	Renewable energy	OPPO AndesBrain (Binhaiwan Bay) Data Center procures and utilizes renewable energy to reduce carbon emissions from electricity consumption.	The purchased green power amounted to 62.17 million kWh, reducing carbon emissions by 33,363 tonnes.
	Energy consumption of data center infrastructure optimized	<ul style="list-style-type: none"><li>The server utilization (CPU, memory, etc.) was enhanced through technical means such as AI-driven workload scheduling, tiered storage of hot and cold data, and computing-storage separation of the cloud computing platform.</li><li>Over 1,800 servers were migrated to the Dongguan Low-Carbon Data Center and over 7,200 obsolete or out-of-warranty servers were decommissioned, reducing the energy consumption.</li><li>Through the implementation of over 20 management measures including HVAC air-water system coordination, high-efficiency utilization of natural cooling sources, optimization of UPS operating modes, and adjustments to equipment operation policies, the data center's energy efficiency</li></ul>	The annual electricity savings stood at 14.85 million kWh, reducing carbon emissions by approximately 7,971 tonnes.

# Green Operations

OPPO unwaveringly commits to the pursuit of green and low-carbon development, embedding environmental sustainability into the entirety of its corporate operations and product manufacturing processes. The Company adheres rigorously to environmental legislation and regulations, has instituted a comprehensive environmental management system, and is dedicated to the ongoing enhancement of its environmental stewardship, alongside the optimization of resource utilization and the diminishment of pollutant emissions. OPPO endeavors to safeguard the ecological environment, fostering a harmonious and sustainable developmental paradigm.



## Environmental Management

A robust management mechanism lays the groundwork for addressing environmental issues. OPPO has instituted a scientific environmental management system that conforms to the ISO 14001:2015 international standard, continually augmenting its environmental management proficiencies. The Company formulates and refines regulations such as the Solid Waste Management Regulations, Air Pollution Prevention and Control Regulations, and Wastewater Management Regulations, in alignment with environmental laws, ensuring the stringent implementation of protective measures. Its Environmental, Health, and Safety (EHS) Management Committee supervises the guidance, oversight, and evaluation of environmental risk controls, propels enhancements to the environmental management system, heightens employee environmental consciousness, and advances environmental performance. In 2024, 80% of OPPO's global manufacturing bases achieved the ISO 14001 certification, with 100% of its domestic factories certified. Its environmental protection training rate among new hires reached 100%.

OPPO has established a systematic approach for environmental risk identification and assessment, aimed at pinpointing and evaluating factors with actual or potential significant environmental impacts. Key environmental aspects are managed through established metrics and monitoring methodologies. Various departments within OPPO conduct annual identification of critical environmental factors, followed by continuous evaluation and monitoring of the efficacy of risk control measures. To intensify green operations and mitigate environmental risks, OPPO has established environmental objectives for key areas, encompassing energy management, pollutant control, and waste management. Tangible initiatives are proactively implemented to minimize the environmental impact of production and business operations. In 2024, OPPO experienced no instances of environmental non-compliance.



80% of global manufacturing sites are ISO 14001 certified  
**80%**



All factories in the domestic operation are ISO 14001 certified  
**100%**



**Zero** environmental accidents



Percentage of new employees received environmental training  
**100%**

## Energy Management

OPPO has established, implemented, and continuously optimized an Energy Management System (EnMS) in full compliance with the ISO 50001:2018 international standard. The Company has developed institutional documents, including the Energy Management System Handbook and Supply Chain Energy Management Regulations, providing a structured framework for driving energy conservation and emissions reduction initiatives while systematically enhancing energy management capabilities.

To further operationalize this philosophy, OPPO has established a robust energy conservation accountability system where the top management dedicates essential resources to establish, implement, maintain, and enhance the Energy Management System (EnMS), while all operational units are mandated to execute the energy management policies, objectives, and metrics, and define energy baselines and performance benchmarks. Meanwhile, OPPO has established a supply chain energy management team to review and approve energy-saving retrofits and major technical initiatives, and conduct regular inspections on related work to ensure accountability and effective execution. The Company has established energy-saving goals and implemented an energy quota management system to control energy consumption. Through energy audits, data monitoring, and analysis, it scientifically identifies and analyzes energy usage challenges, explores potential for energy conservation, and actively adopts new energy-saving technologies, processes, equipment, and materials. It also launches continuous measures for energy-saving and consumption-reduction purposes while conducting energy conservation campaigns and training programs to boost the efficiency of energy utilization.

In 2024, OPPO's total comprehensive energy consumption<sup>1</sup> amounted to 537,648,364 kWh, with a comprehensive energy consumption intensity of 200 kWh per square meter. The direct energy consumption totaled 9,064,196 kWh, while indirect energy consumption amounted to 528,584,168 kWh.

OPPO's global energy consumption (2021-2024)

Energy Type <sup>2</sup>	Unit	2021	2022	2023	2024
Electricity <sup>3</sup>	10,000 kWh	48,339.60	52,528.83	48,060.24	45,864.49
Diesel	Tonnes	339.34	509.59	170.91	260.49
Gasoline	Tonnes	190.45	117.52	104.03	99.52
Natural gas	10,000 m <sup>3</sup>	145.58	144.00	34.13	44.00
Heat	GJ	/	2,750.60	1,298.65	2,750.60
Renewable energy electricity	10,000 kWh	/	617.60	2,041.86	6,917.57

### Energy Management Actions

- Energy data analysis

  - OPPO leverages an integrated energy management platform for energy usage analysis, assessing regional energy consumption patterns and providing data support for enhancing energy efficiency.
- Energy management improvement

  - OPPO keeps strengthening its regulatory framework by formulating policies and norms such as the Energy Management Regulations for the Supply Chain System, and advancing improvement initiatives. Through energy-saving upgrades and energy structure optimization, it strives to enhance energy use efficiency.
  - Additionally, the Company has initiated collaborative energy conservation inspections, pinpointing opportunities for energy savings within operational processes. This initiative aims to provide effective recommendations for enhancements, ultimately establishing a closed-loop system for the improvement of energy utilization.
- Energy management planning

  - OPPO has established and executed an effective energy management system, bolstering its capacity for energy measurement, consumption monitoring, and analytical assessment. Furthermore, it has developed an evaluation framework for energy smart manufacturing maturity, designed to appraise the management and execution outcomes of the energy system across various dimensions.
  - OPPO is committed to constructing an efficient and intelligent energy management platform, promoting a global-scale plant energy improvement and sharing platform, and diminishing communication barriers. Through these endeavors, OPPO aspires to facilitate the replication and optimization of regionally tailored successful cases, thereby enabling green, efficient, and lean management practices across its global manufacturing facilities.

<sup>1</sup> Total energy consumption is calculated based on purchased electricity, diesel, gasoline, natural gas, and heat, in accordance with the Chinese national standard "General Rules for Calculation of the Comprehensive Energy Consumption (GB/T 2589-2020)".  
<sup>2</sup> The data includes energy consumption from OPPO's global manufacturing bases, warehouses, offices, and data centers.  
<sup>3</sup> The electricity consumption data excludes renewable energy sources.

# Water Resource Management

OPPO places significant emphasis on the management of water resources. It adheres to local legislation pertaining to water treatment and persistently improves the efficiency of water utilization within its operational framework, implementing sustainable water resource management practices. In terms of water consumption, the Company primarily sources water from municipal water supply systems for office and residential purposes. To reduce water use, OPPO has set water-saving management goals, actively introduced new technologies and equipment, and vigorously promoted water-saving measures to elevate its level of efficient and refined water resource management. Meanwhile, it also actively explores scenarios for water recycling and reuse, such as reusing water purified by wastewater treatment plants for landscaping irrigation within its facilities and introducing wastewater reuse facilities in laboratories, to markedly enhance the efficiency of water reuse. In 2024, OPPO's facilities in Dongguan and India recycled and reused a combined total of 76,165 tonnes of water through wastewater reuse initiatives. OPPO's global manufacturing bases consumed approximately 2.45 million tonnes of water, with a total discharge of water pollutants<sup>1</sup> amounting to 441.22 tonnes.

### Water consumption at OPPO's global manufacturing bases (2022-2024)

Indicator	Unit	2022	2023	2024
Total water consumption	Tonnes	2,553,438	2,342,754	2,453,383

## Pollutant Management

OPPO strictly adheres to national laws and regulations, such as 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, and the Air Pollution Prevention and Control Law of the People's Republic of China, as well as relevant standards. It has formulated regulations and norms including the Wastewater Management Regulations, the Air Pollution Prevention and Control Regulations, and the Contingency Plan for Environmental Emergencies. It conducts preliminary EHS (Environment, Health, and Safety) change audits for the introduction of chemicals and equipment to prevent significant pollutants or hazardous equipment from entering production lines. Regular hazardous chemical leakage drills are conducted to ensure prompt containment in the event of pollution, thereby reducing pollution incidents and ensuring the lawful and compliant disposal of pollutants.

OPPO's products are primarily assembled, without generating industrial wastewater during production. The domestic sewage originates mainly from office restroom drainage and dining and living drainage from employee canteens and dormitories, which is uniformly discharged into the municipal sewage pipeline network. The Company has set targets for compliant discharge of domestic sewage,

ensuring that COD (Chemical Oxygen Demand), BOD (Biochemical Oxygen Demand), SS (Suspended Solids), ammonia nitrogen, and animal and vegetable oil emissions meet the requirements set forth in the local Water Pollutant Discharge Limits standard. Additionally, when directly or indirectly discharging pollutants into water bodies during new construction, renovation, or expansion projects, the Company conducts environmental impact assessments in accordance with the law and invests in water pollution prevention facilities to ensure compliance with ecological and environmental access control list requirements. Furthermore, the Company annually commissions qualified environmental testing agencies to test its wastewater and reused water, ensuring that test results comply with environmental impact assessment and regulatory requirements.

The Company's exhaust gas emissions stem from industrial exhaust gas during production processes (such as organic exhaust gas from reflow soldering and dispensing curing processes, and generator exhaust) and kitchen oil smoke from canteens. These emissions are treated and discharged into the atmosphere through high-altitude exhaust pipes. OPPO strictly adheres to national and local emission standards and technical specifications for atmospheric pollutants. Based on these standards, the Company has established emission targets for pollutants and actively engages in exhaust gas pollution prevention efforts. By prioritizing the use of low-emission processes and facilities, employing eco-friendly materials, installing exhaust gas collection and purification systems, and implementing various other measures, OPPO ensures comprehensive pollution prevention and control from the source, throughout the production process, and at the end-of-pipe, to prevent and reduce air pollution.

The Company's primary sources of noise include the operational noise from power equipment such as air conditioning units and air compressors. It manages noise through equipment upgrades, process enhancements, and isolation of noise sources, among other measures. To ensure that domestic sewage, exhaust gas, industrial noise, and other pollutants are discharged within regulatory limits, the Company regularly hires external professional testing agencies to conduct environmental monitoring of pollution sources. In 2024, the Company achieved a 100% compliance rate for pollutant emissions and did not experience any incidents of illegal pollutant discharge.

### Air pollutant emissions from OPPO's global manufacturing bases in 2024

Indicator	Unit	2024
Nitrogen oxides (NOx) <sup>2</sup>	Tonnes	0.51
Sulfur oxides (SOx)	Tonnes	0.09
Volatile organic compounds (VOC) <sup>3</sup>	Tonnes	0.12

<sup>1</sup> Water pollutants refer to contaminants in domestic wastewater discharged from global manufacturing bases, such as Chemical Oxygen Demand (COD) and ammonia nitrogen.

<sup>2</sup> Nitrogen Oxides (NOx) and Sulfur Oxides (Sox) originate from exhaust emissions of factory generators.

<sup>3</sup> Volatile Organic Compounds (VOCs) are emitted as organized exhaust gases from production processes like dispensing and curing in workshops.



# Waste Management

OPPO upholds a principle of pollution prevention and control for solid waste, encompassing reduction, harmless treatment, and resource utilization. It continuously enhances its solid waste management framework by enacting the OPPO Solid Waste Management Regulations and establishing a Solid Waste Pollution Prevention and Control Leading Group. This group is tasked with guiding, supervising, and making decisions regarding the Company's endeavors in solid waste pollution prevention and control. The Company's waste is predominantly categorized into two types: general waste and hazardous waste. General waste is uniformly outsourced to professional recycling entities for recovery and disposal, whereas hazardous waste is transferred to third-party entities that possess the requisite qualifications for its compliant disposal. Through effective management and disposal strategies for solid waste, the Company averts polluting the environment with solid waste, safeguards public health, preserves ecological integrity, and fosters sustainable economic and social development.

Waste discharge volumes at OPPO's global manufacturing bases in 2024

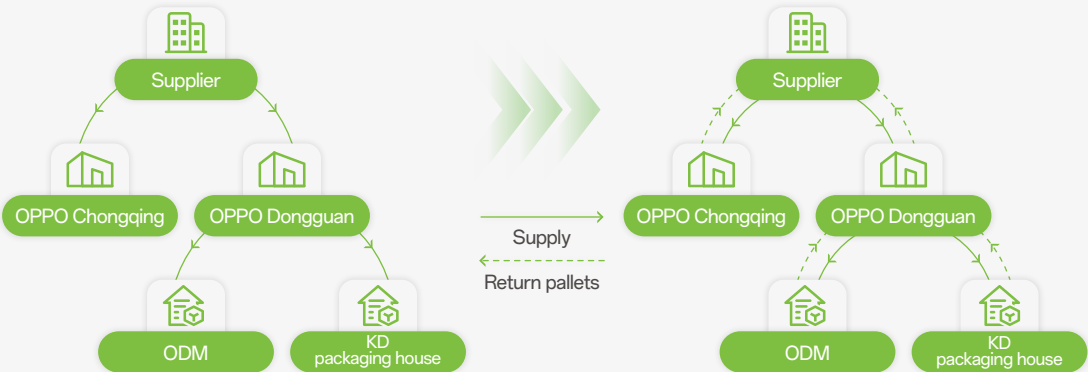
Indicator	Unit	2024
Hazardous waste	Tonnes	182.60
Recyclable solid waste <sup>1</sup>	Tonnes	25,770.76

<sup>1</sup>Recyclable solid waste includes waste cardboard, plastic, wood, scrap metal, and other recyclable waste generated during a company's operations.



## Logistics Pallet Recycling to Promote Waste Reduction

As an essential component of logistics transportation, pallets, upon being recycled, serve not only to diminish logistics and procurement expenditures, but also to markedly decrease resource utilization and waste production. For the PP pallets utilized for packaging in the conveyance of battery materials, we have instituted a program for the recycling of empty pallets and have established an environmental accord with our suppliers. Within this accord, suppliers retrieve the empty pallets and repurpose them in the logistical transportation of OPPO materials, thereby augmenting the efficiency of resource utilization and curtailing the waste resulting from single-use practices. After the effort, the annual usage of battery plastic pallets decreased from 20,000 pieces/year to 1,667 pieces/year, reducing waste generation by approximately 155.83 tonnes and cutting carbon emissions by 307 tonnes.



# Green Products

OPPO is dedicated to embedding the principles of sustainable development into the lifecycle management of its products. Utilizing Life Cycle Assessment (LCA), the Company quantifies and assesses resource consumption, energy utilization, and environmental emissions throughout all phases of a product's existence—from conception, procurement of raw materials, operation, to final disposal. By incorporating elements such as design simplicity, environmentally benign materials, product longevity, and recyclability at the end of the product's life into the holistic lifecycle considerations, OPPO endeavors to reduce the environmental footprint of product creation and utilization, thus developing green products in a comprehensive manner.

## Sustainable Packaging Design

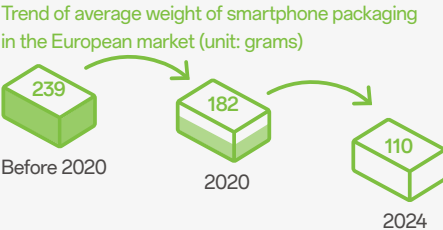
OPPO advocates sustainable packaging design. Guided by the "3R1D" principles (commonly interpreted as Reduce, Reuse, Recycle, and Degradable), the Company persistently refines packaging design while maintaining essential functions such as product protection and labeling. Through the promotion of carbon reduction, elimination of plastic, and technological advancements in sustainable packaging materials across the packaging lifecycle, OPPO continues to make progress in sustainable packaging solutions.

### Packaging Reduction

OPPO is dedicated to reducing the usage of packaging materials and the generation of waste. The Company pursues a rational and balanced packaging design, decreasing material usage via the implementation of the weight reduction and downsizing of packaging. In 2024, OPPO realized substantial material conservation by persistently optimizing packaging design and manufacturing processes.

#### Lightweight structural design for smartphone packaging boxes

We decreased the gray board specification of smartphone packaging from 950g to 800g per square meters, reducing resource consumption and waste emissions without sacrificing the durability of the box. This initiative has been applied to all OPPO smartphone series launched in 2024 (excluding customized models).



#### Lightweight design for SIM card ejector pin packaging

We refined the structural design of smartphone packaging liners by implementing an integrated thermoformed solution. The SIM card ejector pin is now integrated into the blister insert tray, replacing its previous separate paper card packaging, thereby decreasing paper usage.

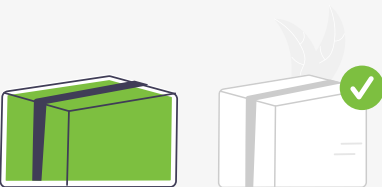


#### Lightweight design for product manuals

Beginning in 2024, OPPO has been phasing in digital manuals within selected smartphones and IoT products. Users can retrieve product-related information by scanning a QR code. Compared with traditional paper manuals, electronic manuals significantly diminish resource consumption and alleviate environmental pollution. For products that still include a paper manual, we endeavor to minimize paper usage by maintaining content conciseness and optimizing layout design, while ensuring adherence to regulatory mandates. Taking the OPPO Reno13 series in Europe market as an example, the page count of the paper manual "Safety Guide" was reduced from 64 pages to 32 pages, cutting paper consumption by 50%. Additionally, the manual now uses FSC-certified (Forest Stewardship Council) eco-friendly paper.

#### Lightweight design for OPPO Reno 13 series packaging

Through optimized structural design of the packaging boxes, such as refining the stacking layout for smartphones, data cables, and accessories, we have successfully improved packaging to keep the weight down. Compared with the previous generation, the height of the OPPO Reno 13 series<sup>1</sup> packaging box has been reduced by 5.5mm, while the manual compartment height decreased from 20mm to 5.5mm. This results in a 19g reduction in packaging weight per device, equivalent to saving approximately 19 tonnes of paper per 1 million units produced.



<sup>1</sup> This packaging solution applies to OPPO Reno13 series for the European market.

Adoption of eco-friendly packaging materials

We promote the use of eco-friendly and renewable packaging materials to enhance material circularity, reduce reliance on natural resources, and minimize environmental pollution.

- ➔ Adoption of renewable materials:

OPPO constantly adopts renewable and recyclable materials pressed from plant-based residues such as sugarcane bagasse and bamboo to replace conventional paper materials, cutting resource consumption. Additionally, it has transitioned to soy-based inks or mineral oil-free inks instead of petroleum-based inks, significantly decreasing its reliance on fossil fuels. Currently, 100% of OPPO's smartphone packaging boxes utilize renewable soy-based inks for printing. In the European market, the proportion of recycled materials in OPPO's smartphone packaging boxes has increased from 45% to 55%.
- ➔ Plastic phase-out in packaging materials:

OPPO continues to advance plastic reduction initiatives in packaging by eliminating plastic components or replacing them with biodegradable materials, bio-based materials, and other eco-friendly alternatives. Key measures include using molded pulp trays in place of plastic thermoformed trays, greaseproof paper in place of plastic protective films, and paper sealing labels in place of full-wrap plastic films. In the European market, plastic usage has been virtually eliminated in OPPO smartphone packaging boxes.
- ➔ Adoption of eco-friendly paper:

OPPO promotes the adoption of recycled paper and FSC-certified paper to conserve forest resources, and is progressively advancing FSC-certified paper in smartphone packaging boxes. As of 2024, all paper manuals for OPPO smartphones in the European market are printed on FSC-certified paper.



Environmentally Conscious Selection of Materials

OPPO restricts the use of materials in its products that pose environmental risks or endanger human health and safety. OPPO, in accordance with the laws, regulations, and environmental standards of its operational regions, including but not limited to RoHS, REACH, and POPs, has developed and continuously improved the OPPO Standards for Hazardous Substances Control as guidelines for its products. The guidelines cover material selection during product design and sourcing raw material suppliers that meet environmental compliance standards, to ensure that products do not pose risks to the environment or human health throughout their lifecycle, including production, use, and disposal.

While ensuring that all products comply with applicable environmental regulations, OPPO proactively bans hazardous substances and elements such as PVC, arsenic in glass, antimony trioxide, and beryllium, and imposes stricter limits on lead, cadmium, mercury, and hexavalent chromium than regulatory requirements do. For products and materials in prolonged contact with human skin, OPPO has established the stringent OPPO Substance Control Standard for Human Health, which regulates dozens of highly allergenic substances to minimize health risks.

OPPO has established and continuously improved its product material management in compliance with the IECQ QC 080000:2017 requirements for Hazardous Substance Process Management (HSPM). In 2024, 100% of OPPO's factories in China passed the QC 080000 annual surveillance/re-certification audits.



## Product Durability Enhancement

OPPO is committed to providing users with more durable products. We strive to extend product lifespan through technological innovation, accelerate system iteration, and enable system upgradability and optimizability to enhance product utilization. Meanwhile, we optimize energy-consuming modules to improve products' energy efficiency, focusing on both hardware and software aspects of product usage to ensure product durability and facilitate sustainable development.

● More durable product design:

During the product design process, we prioritize the use of high-strength materials and robust internal structural design to enhance product durability. OPPO A3 Pro, for example, incorporates OPPO's independently developed ultra-drop-resistant diamond architecture and damage-proof 360° armour body, as well as multiple waterproof materials. The materials have achieved certifications including the Switzerland SGS Gold 5-Star whole-machine drop resistance certification, national military standard impact testing, and IP69, IP68, and IP66 dust and water resistance testing.

● Enhanced battery durability:

Battery health significantly impacts a smartphone's overall performance and lifespan. OPPO enhances battery durability through the SuperVOOC flash charge technology to reduce charging times, incorporating a proprietary "Battery Health Engine" that safeguards charging/discharging safety via the underlying algorithms and battery chemistry optimization to intelligently extend battery lifespan. By integrating fast charging, extended longevity, and intelligent management, OPPO delivers a comprehensive solution for battery durability, achieving an optimal balance between performance and user experience.

● OS constantly optimized to enhance product durability:

OPPO's ColorOS software integrates the Hyper-Computing Platform, featuring a comprehensive suite of system-level technological solutions specifically designed to optimize system performance and enhance system stability, which can significantly improve product reliability and durability. OPPO constantly upgrades and optimizes ColorOS, aiming to enhance product durability through long-lasting smooth performance and convenient, long-term system upgrades.

● Energy-consuming modules optimized to enhance product efficiency:

OPPO's applications are powered by the computing resources from green-powered data centers. While ensuring an optimal user experience, it continuously optimizes the energy efficiency of key modules such as the CPU, display, and audio to reduce energy consumption.

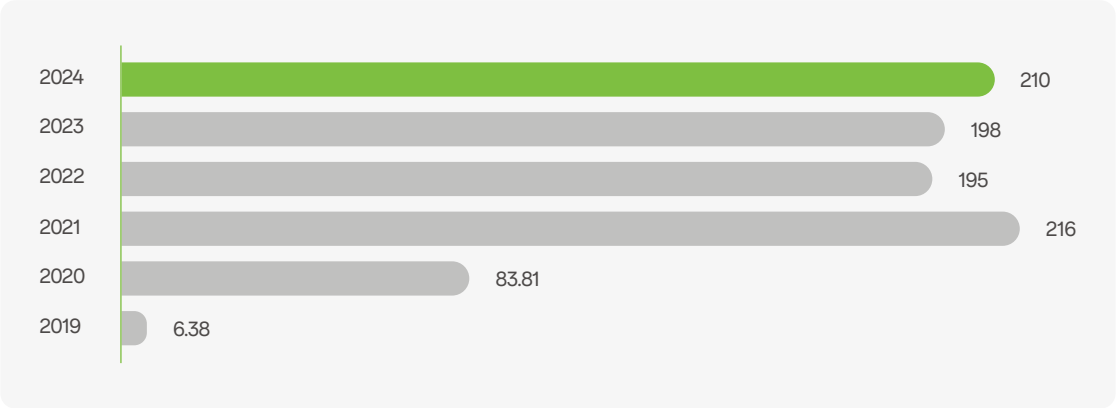
## Product Recycling Management

Improper product disposal at the end-of-life stage may pose environmental risks. OPPO actively upholds its Extended Producer Responsibility (EPR) obligations by encouraging user participation in e-waste recycling programs, so as to reduce environmental burdens and promote the circular economy.

The Company has established a robust product recycling system and implemented a global "Trade-In Program" to encourage users to recycle and reuse old devices. Users who purchase designated OPPO or OnePlus electronic devices through the OPPO Store or OPPO official website within the specified period and complete the old device recycling process on the "Trade-In" page will enjoy an additional rebate.

In 2024, OPPO placed 17,000 tonnes of products into the market. Through official websites, offline stores, and other channels in the Chinese market, approximately 1.18 million old devices were recycled, with a total recycling weight of 210 tonnes. By promoting the recycling, dismantling, reuse, and safe disposal of end-of-life electronics, OPPO has significantly reduced environmental pollution caused by e-waste, demonstrating its commitment to environmental protection and resource sustainability.

E-waste recycled in China (tonnes)





# 05 Caring for Employees

OPPO is rooted in its "Benfen" (integrity) DNA, steadfastly collaborating with employees and sharing benefits to pursue shared growth for both the Company and its workforce. The Company continuously strengthens employment standards, optimizes the workforce structure, protects employees' rights and interests, and expands career development opportunities to foster a harmonious, healthy, and open work environment.



A total of RMB **14.04 million** invested in training



Coverage of employee training  
**100%**



**21** hours of training per employee



Work-related fatalities and major safety accidents  
**0**



Provide psychological consultation for  
**906** persons

Contribute to the SDGs



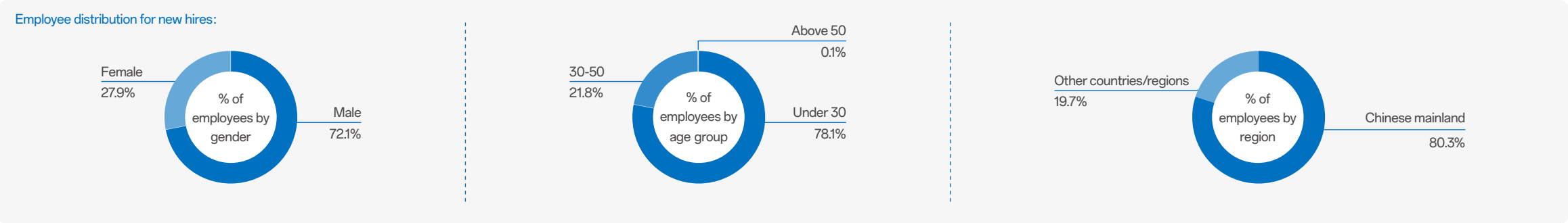
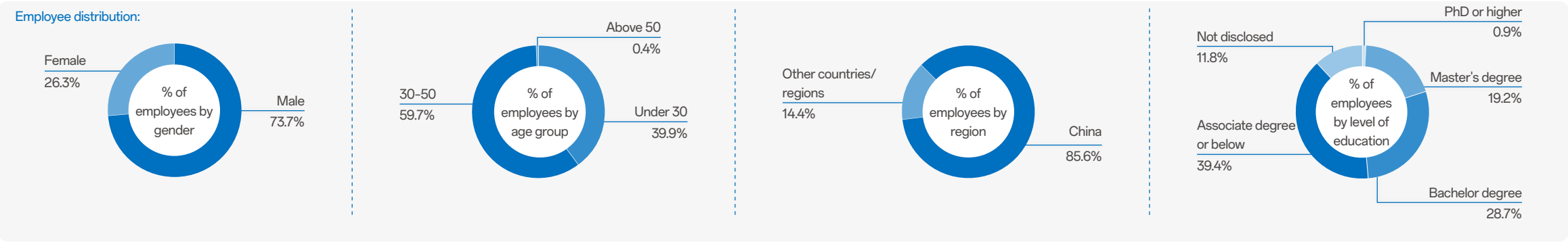
# Employee Rights and Interests

OPPO attracts outstanding talent from diverse countries and cultural backgrounds worldwide. The Company is committed to fostering a fair, equitable, and motivating work atmosphere alongside an inclusive and open corporate culture, anticipating that the exchange and integration of diverse cultures will drive exceptional innovation. As of December 31, 2024, OPPO had 27,183 full-time employees from 31 countries and regions around the world, including 3,923 overseas employees, and 1,832 ethnic minority Chinese employees. During this reporting period, OPPO newly recruited 7,985 employees, including 5,756 male employees, and 2,229 female ones.

 We have **27,183** formal employees worldwide

 Employees from **31** countries and regions worldwide

 Proportion of ethnic minority employees among Chinese employees **7.8%**



## Equitable and Legal Employment

OPPO adheres to equitable employment principles, strictly prohibiting any form of discrimination, harassment, or threats based on gender, race, ethnicity, religious faith, marital or parental status, or other protected categories. Guided by local labor laws and regulations in its operational regions, as well as international conventions such as the Universal Declaration of Human Rights (UDHR) and International Labour Organization (ILO) Conventions, OPPO continuously refines its human resource management policies and procedures, which span the entire employee lifecycle, from recruitment, development, and utilization to retention, to safeguard employees' legal rights and interests. During this reporting period, OPPO's full-time employee labor contract signing rate reached 100%, with its social insurance coverage rate hitting 100%.

OPPO attaches importance to safeguarding the rights and interests of female employees, addressing potential challenges they may face in the workplace and providing essential support. Efforts in this regard include gender pay equity to ensure equal compensation for equal work, strict enforcement of statutory leave (marriage leave, maternity leave, parental leave, lactation leave, and Women's Day leave), and setting up workplace facilities such as nursing rooms and benefits like marriage and childbirth bonuses, ensuring both professional and personal convenience. In 2024, OPPO's global female managers (M-level roles) accounted for 15.3%, while female representation in senior management stood at 8.3%.

The Company strictly prohibits forced labor and the employment of child labor, fully upholding the human rights and freedoms of all employees. During recruitment and onboarding processes, we rigorously verify applicants' identification and employment eligibility documents through multiple methods to ensure all hiring decisions comply with the laws and regulations of the countries and regions where we operate. Additionally, we extend these requirements to our suppliers and enforce compliance with OPPO's Labor and Human Rights Policy through regular monitoring and audits. In 2024, zero incidents of forced labor or child labor were reported within the Company.



Percentage of employees with formal contract  
**100%**



Percentage of employees covered by social insurance contributions  
**100%**



Proportion of female managers  
**15.3%**



Proportion of female senior managers  
**8.3%**

## Democratic Management and Employee Communication

OPPO has established and constantly improved its democratic management mechanisms. When making decisions on policies or major matters affecting employees' core interests, the Company follows the "OPPO Compliance Guidelines for Democratic Procedures" to engage in transparent communication with employees, ensuring employee's full participation and equal consultation. We respect employees' voluntary choice to join any legal associations and have implemented an effective grievance and complaint mechanism to provide reasonable remedies for workplace concerns.

The Company places high importance on employee feedback and has established effective communication channels to facilitate dialog between management and employees. Through platforms such as the HiO Q&A platform, employee surveys, one-on-one meetings, informal tea gatherings, team-building activities, suggestion boxes, and WeCom (WeChat Work), we comprehensively collect and incorporate employee feedback at multiple levels. This enables targeted improvements to key factors affecting employee satisfaction and engagement, which translates to continuously improving employee satisfaction. OPPO conducts an annual anonymous employee survey to gauge employees' sense of belonging and expectations. The results directly inform the development of policies and improvement initiatives. In 2024, OPPO distributed 15,093 questionnaires to its employees, and received 13,765 responses, marking a 91% response rate. The employee satisfaction score was 80%, with the satisfaction rate in areas such as "Autonomy in Work" and "Aim for Excellence" exceeding 83%.

OPPO keeps an eye on the updates to labor laws and regulations domestically and internationally, and has established a robust risk assessment mechanism to promptly identify potential issues in labor relations while developing targeted solutions. To strengthen employee relations management, the Company has rolled out a Crisis Management Framework for Employee Relations, guided by principles of "Prompt Response, People-centric Approach, Efficient Collaboration, and Proactive Prevention". This framework clarifies the roles, responsibilities, and response procedures of the crisis management team, ensuring the effective resolution of any potential labor-related incidents.



Employee satisfaction score  
**80%**



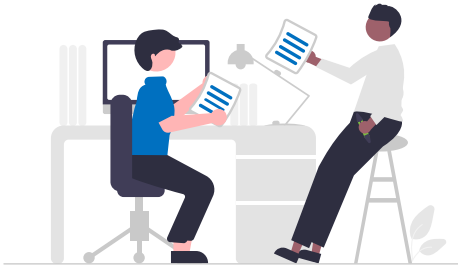
# Support Employee Career Growth

OPPO adheres to its "Benfen" (integrity) DNA to unite extraordinary talents, and strives to become a global talent hub and an organizational exemplar. The Company has established a specialized and systematic talent development system based on dual career paths (professional and managerial). By refining talent cultivation mechanisms, OPPO provides employees with abundant learning and development opportunities and a platform for self-fulfillment.

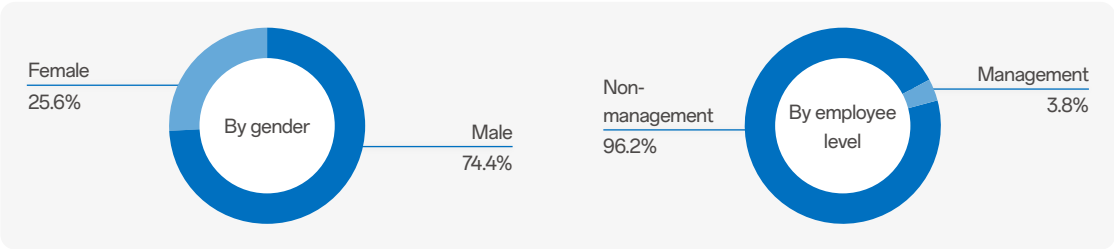
## Talent Development System

OPPO has established a dual-track career development system, offering structured growth paths for technical professionals and managerial talent to incentivize upward mobility. Employees can choose between the technical track or managerial track based on their role, personal strengths, and career aspirations. Meanwhile, to ensure fairness and transparency in promotions, the Company has implemented a competency-based qualification management system, defining competency models for employees, qualification standards and promotion criteria for each job level and family, and offering directional guidance for employees' career growth. Through continuous motivation and guidance, OPPO aims to unlock employee potential, retain talent, and achieve shared growth between employees and the organization.

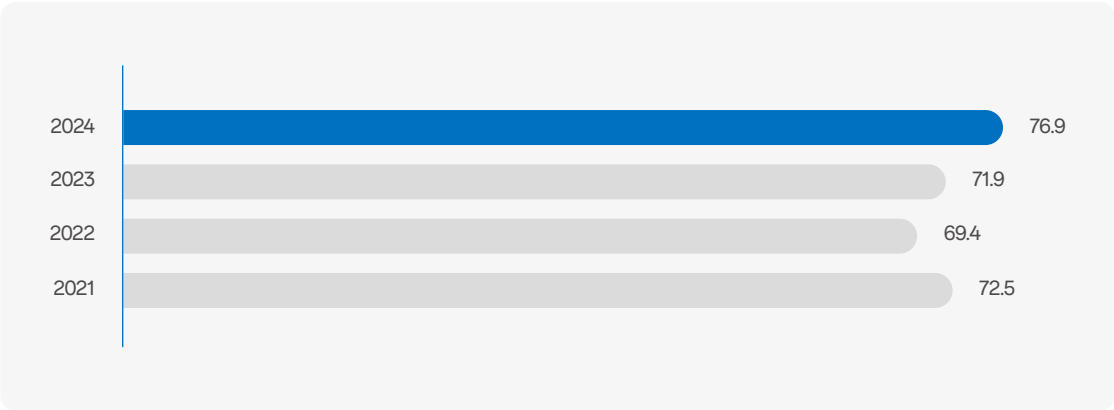
The Company has implemented a performance-driven incentive system. During defined evaluation cycles (semi-annual/annual), managers and employees collaboratively engage in goal setting, performance coaching, evaluations, and feedback sessions. Performance results are a critical input for bonus allocation, salary adjustments, and career advancement. Additionally, OPPO has established a recognition and incentive system to honor outstanding teams and individuals who make exceptional contributions, with the aim of fostering innovation and enthusiasm across the workforce. In 2024, the Company's employees that regularly underwent performance evaluations accounted for 76.9%.



Percentage of employees receiving regular performance and career development reviews



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





## Emphasis on Talent Cultivation

OPPO places a high priority on talent cultivation, establishing a comprehensive and multi-tiered system to enhance employees' professional competencies, technical expertise, and leadership capabilities.

The Company has founded a dedicated talent development organization—the OPPO Academy. Each year, the Academy formulates annual training plans aligned with the Company's strategic goals, business needs, and employee aspirations. These plans focus on four key dimensions, namely new employee onboarding, general competency development, specialized skill advancement, and leadership growth. To achieve these goals, the Academy employs diverse learning methods, including external training programs, expert-led internal workshops, On-the-Job Training (OJT), online learning platforms, job mentoring, business simulation exercises, and learning competitions, to empower employees in personal and professional growth.

### OPPO's Training System

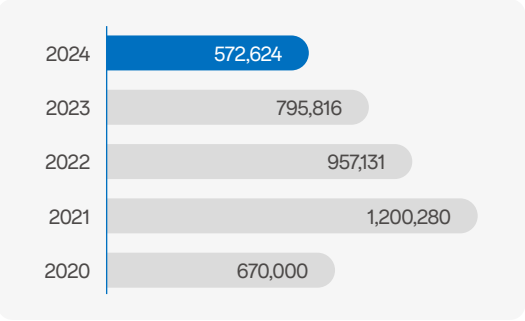
Training type	Participants	Training programme
New employee training	Interns	"OPPO Internship Program"
	Campus hires	"New Employee Orientation for Graduates (Phase I, II, III)"
	Experienced hires	"Dream Maker Program"
Professional training	Project managers	"Project Management Training Camp" "Program Manager Training Camp" "Portfolio Manager Night School" "Project Management for All"
	Sales managers	"The Climbers" "The Hero"
	Product managers	"Product XIAO ZAO" "Product Engine Club"
Management training	Leadership pipeline	"Talent Lab"
	Junior managers	"OPPO Pioneer"
	Middle management	"OPPO Explorer"
	Senior management	"OPPO Leadership"

In 2019, OPPO launched its digital learning platform "HiO", enabling employees to access a wealth of online video courses, as well as join diverse knowledge communities such as case libraries, developer communities, and team knowledge hubs. Through HiO, employees can learn, share experiences, and engage in discussions anytime, anywhere. As of the end of this reporting period, the employee learning hours on HiO totaled 3,937,196 hours, covering 12,659 training courses, an increase of 1,289 courses year-on-year.

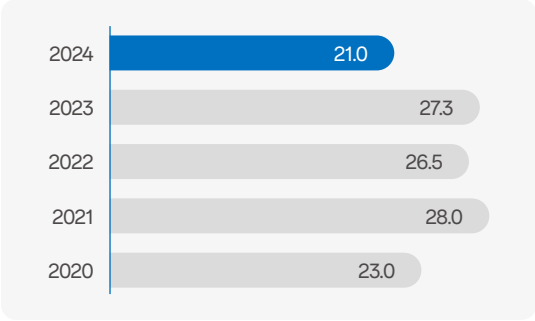
To cultivate a collaborative learning environment and encourage "Learning by Doing and Doing while Learning", OPPO emphasizes leveraging predecessors' experience to enhance efficiency, while systematically summarizing, reviewing, and disseminating insights to empower others. The Company has established mandatory knowledge-sharing and learning requirements that employees at the O16 level and above must give at least one knowledge-sharing session per year, and that all employees must complete a minimum of 24 hours of combined online and offline learning per year. In 2024, our employee training coverage recorded 100%, with an annual training investment of RMB 14.04 million. The total training hours reached 572,624 hours, with the average training hours per employee at 21 hours.



Total hours of training (hours)



Average training hours per employee (hours)



# Employee Benefits and Care

OPPO remains committed to a people-centric philosophy, as evidenced by its efforts in continuing to enhance employee compensation and benefits, delivering thoughtful welfare programs, prioritizing employees' physical and mental well-being, and fostering a caring, inclusive work environment.

## Employee Compensation and Benefits

OPPO develops and implements competitive compensation packages to attract, motivate, and retain talent. Guided by principles of total quantity control, post value evaluation, performance linkage, market competition, internal balance and compliance with laws and regulations, OPPO has established a competitive, fair, and equitable compensation system by combining short-term incentives (year-end bonuses) with long-term incentive plans (performance-based equity). Currently, employee salary levels at OPPO are set above the local minimum wage standards in all regions where we operate.

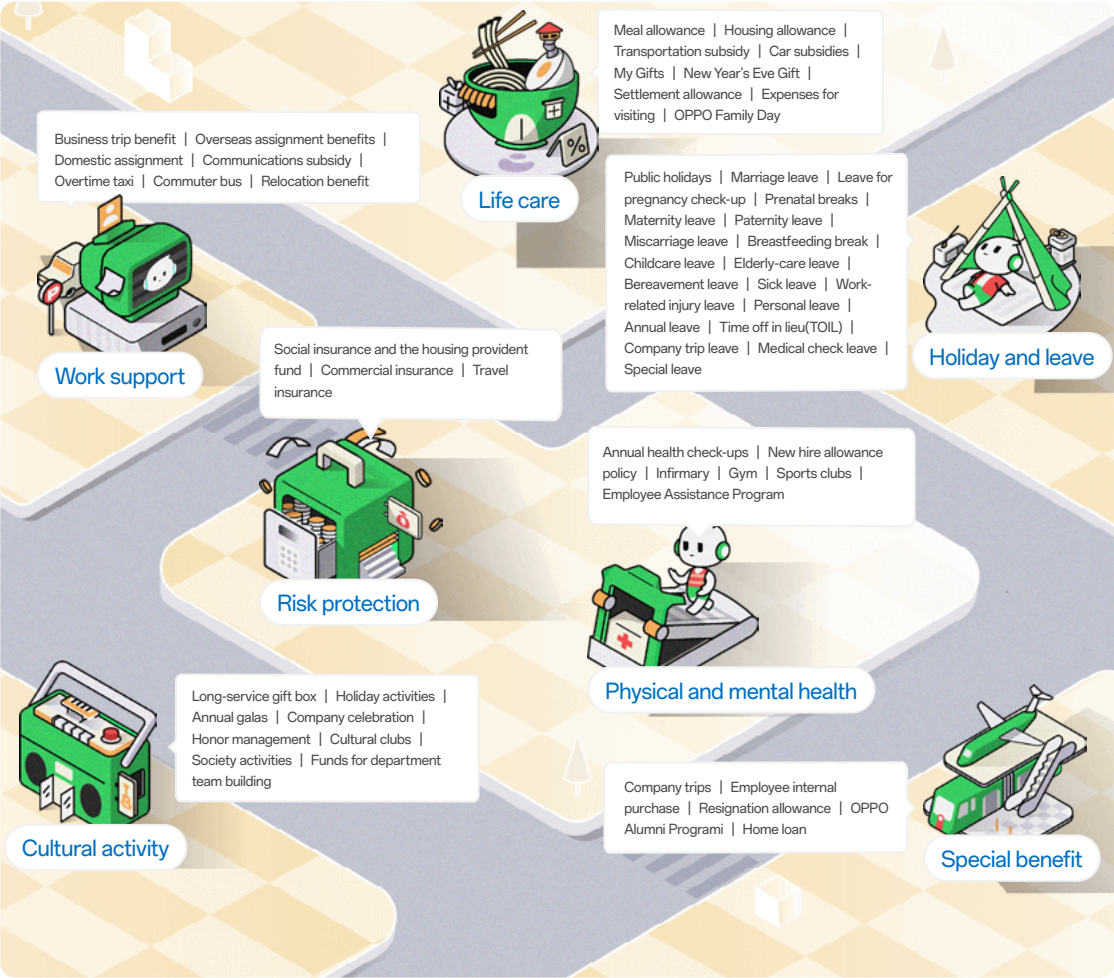
OPPO provides comprehensive welfare benefits to its employees, prioritizing their welfare satisfaction and overall experience. The Company strictly adheres to local laws and regulations in its operational regions, complementing statutory benefits with enhanced and customized programs spanning health, wellness, and quality-of-life support. These programs include, but are not limited to, commercial health insurance, annual health check-ups, housing loans, severance pay, and company-sponsored travel.

In 2024, we revised and enhanced the Employee Welfare Management Policy, introducing new leave categories such as pre-natal care leave, travel leave, and health check-up leave, as well as employee-benefit programs such as Employee Assistance Program (EAP) and company-sponsored travel, further strengthening employee welfare protections. Additionally, we actively promoted parental leave. This year, a total of 3,476 employees took parental leave, including 2,471 male employees and 1,005 female ones.

Number of employees taking parental leave

Year	Male	Female	Total
2023	2,632	1,012	3,644
2024	2,471	1,005	3,476

OPPO's employee benefits system



# Work-Life Balance for Employees

OPPO offers employees diverse leave options, including additional annual leave, parental leave, and childcare leave, enabling them to have more time with their families for work-life balance. In terms of physical infrastructure, OPPO continuously invests resources to enhance office and living conditions. The Company provides employee cafeterias, dormitories, medical clinics, free gyms, and basketball courts among other amenities, creating a comfortable and convenient work and living environment for employees.



## Company Retreation Trip for Employees

In 2024, after a five-year hiatus, OPPO relaunched its employee team-building travel program, offering employees opportunities to unwind and enjoy memorable vacations. Partnering with travel agencies, the Company designed 15 customized travel routes for employees to choose from, including 9 domestic routes across China, 6 international routes covering Malaysia, New Zealand, Italy, Eastern Europe, and other global destinations. This year, OPPO organized 580 tour groups totaling over 16,700 participants (including employees' families). Zero safety incidents were reported throughout the program.



## OPPO Xi'an: Group Birthday Celebrations for Employees

OPPO extends its heartfelt gratitude to every employee for their dedication and strives to create a workplace filled with warmth and care. In 2024, we launched quarterly themed birthday events titled "Warm Celebrations, Grateful for You". The activities include live performances, interactive games, and birthday gifts.







Diverse and Vibrant Sporting Events

Inaugural OPPO Football Champions League

From partnering with FC Barcelona in 2015 to becoming the official partner of the UEFA Champions League in 2022, OPPO has forged a deep connection with football over the years. Internally, we also boast a large community of football enthusiasts. In July 2024, we successfully hosted the inaugural OPPO Football Champions League, where employees from the Dongguan and Shenzhen offices formed 12 teams to compete in a 45-day intense tournament. This event provided employees with a platform to showcase their skills while fostering mutual understanding and trust through friendly competition.



2024 OPPO Basketball Match (OBA)

From July to December 2024, OPPO hosted the "OBA" Basketball Match at multiple office locations across China, including Shenzhen, Dongguan, Chengdu, and Beijing. The event featured the engagement of 690 employees from over 18 departments in 62 teams, competing in intense and thrilling matches.



OPPO Badminton Competition

In October 2024, OPPO organized a badminton competition for employees across its offices nationwide. The event attracted over 400 badminton enthusiasts passionate about the sport. By hosting such sport events, OPPO aims to ignite employees' enthusiasm for physical activity, encourage their participation in fitness, and strengthen team cohesion and unity.





# Promote Employees' Health and Safety

OPPO places great importance on and actively implements measures to protect the health and safety of its employees. Focusing on building health and safety management capabilities, the Company drives intelligent safety management through the use of technologies, fortifying the foundation of workplace safety. Meanwhile, OPPO keeps enhancing employees' safety and health awareness and improves its occupational health and safety management system through comprehensive initiatives, striving to build a safer and healthier work environment.

## Health and Safety Management System

OPPO strictly complies with 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 relevant local laws and regulations in its operational regions. Guided by the ISO 45001:2018 standard, OPPO has established and continuously improved its Occupational Health and Safety Management System (OHSMS). The Company has formed a global Environment, Health, and Safety (EHS) Management Committee, responsible for guiding, coordinating, supervising, inspecting, and evaluating the environmental management and occupational health and safety efforts across all departments. In 2024, 80% of OPPO's global manufacturing bases achieved the ISO 45001 certification, with 100% of its domestic factories certified. Zero fatalities, zero major accidents, and zero occupational disease cases were reported during the year.

Indicator	2024
Number of work-related fatalities	0
Number of confirmed cases of occupational diseases	0
Number of recordable work-related injuries <sup>1</sup>	28
Rate of recordable work-related injuries (per million hours worked)	0.49
Lost workdays due to work-related injuries <sup>2</sup>	1,015.5

<sup>1</sup> The number of recordable work-related injuries is determined based on national regulations for work-related injury identification standards.  
<sup>2</sup> The data is sourced from the work-related injury incidents and employee leave days due to work-related injuries certified by the local Human Resources and Social Security Bureau (including weekends and statutory holidays).

## Employee Health Management

OPPO, in compliance with occupational health and safety laws and regulations, implements robust measures to protect employees' health and safety, ensuring comprehensive safeguards across all aspects of their well-being. Key initiatives to ensure employee health and safety encompass:

- Comprehensive health benefits, including annual health check-ups, statutory social insurance, and commercial health insurance coverage;
- Regular job hazard identification and risk assessments, and measures to reduce occupational disease risks;
- Engaging third-party agencies for regular workplace hazard assessments in compliance with national standards;
- Informing employees in high-risk roles about occupational hazards and providing personal protective equipment (PPE), and offering pre-employment, on-the-job, and post-employment occupational health screenings for exposed employees;
- Operating staffed medical clinics within the Company's facilities to offer free medical consultations and prescriptions by licensed professionals;
- Automated External Defibrillators (AEDs), pulse oximeters, and first-aid kits at all major offices to ensure rapid emergency response.

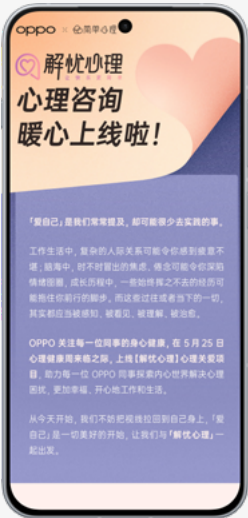
In 2024, the Company engaged professional third-party agencies to assess occupational hazard positions. Test results confirmed 100% compliance across all roles. In 2024, 1,780 occupational health check-ups were conducted for workers in OPPO's high-risk positions globally.





Employee Mental Health Care

We prioritize employees' psychological well-being by offering Employee Assistance Program (EAP) initiatives. On May 27, 2024, OPPO partnered with Jiandanxinli, a provider of an online platform for psychological counseling and consultation, to launch the Psychological Support Platform, offering employees with psychological counseling, mental health assessments, mindfulness and meditation courses, and mental health education resources to extend its care and warmth to its employees. In 2024, the registered users on the Psychological Support Platform totaled 2,154, with 28,546 visits. During this reporting period, the Company provided psychological counseling to 906 individuals, effectively relieving workplace stress and anxiety.



Provide psychological consultation for **906** persons



Number of registered users **2,154**



Number of EAP visits **28,546**

Stakeholder Safety Management

We prioritize the safety and health of external stakeholders within our facilities. To ensure compliance, we have established the Management Procedure for Environmental and Occupational Health and Safety of Stakeholders, clarifying the roles, responsibilities, and management requirements for third-party entities including suppliers, contractors, and construction teams, factory interface departments, and safety management units. We signed safety agreements with suppliers/contractors and provided safety education and training for their workers, to promote self-driven safety management among suppliers. For high-risk projects involving high-altitude work, hot work, or similar hazards, we enforce pre-approval for permits, qualification reviews for personnel, and real-time safety monitoring and inspections during operations, ensuring third-party personnel's safety and health.

Emergency Management

To enhance employees' ability to respond to accident risks, OPPO develops annual emergency drill plans tailored to each facility's operational context. These drills simulate scenarios such as fire evacuation, earthquake evacuation, flood response, equipment-related injury response, robbery response, elevator entrapment rescue, and electric shock rescue. In 2024, the Company's emergency drill completion rate across all facilities reached 100%.

In 2024, we promoted the building of emergency response capacity across global factories. All factories have established grassroots emergency response teams, composed of team leaders and employees from key departments with safety risks such as production workshops, warehouses, and laboratories. We have organized emergency knowledge training and practical skills drills for relevant personnel to ensure they acquire their position-specific emergency response knowledge and skills. Additionally, each park conducts quarterly double-blind fire drills for firefighters. Through simulated emergency scenarios and systematic rectification of identified problems, we continuously enhance the capability and proficiency in responding to sudden fire outbreaks and other emergency situations.

To strengthen fire safety controls, the Company has constantly optimized its smart fire safety management platform. The emergency response module has been upgraded with new features, including "One-click Alarm" and "Statistical Analysis of Abnormal Events", further enhancing operational efficiency.

## Safety Risk Identification and Hazard Mitigation

The Company conducts annual hazard identification and risk assessments across all departments, developing and implementing effective risk management measures based on evaluation outcomes. To strengthen oversight and management of potential hazards and prevent/reduce health and safety incidents, EHS (Environment, Health, and Safety) administrators at each facility perform comprehensive monthly EHS inspections to identify latent risks and promptly implement corrective actions. In 2024, we identified 1,834 risks in total through internal inspections, and the rectification completion rate was 100%. Additionally, we launched high-risk area improvement initiatives for hot work, lithium battery handling, electrical safety, and equipment operations, continuously elevating its safety management standards.

In addition, OPPO has continuously engaged third-party professional agencies for comprehensive EHS (Environment, Health, and Safety) risk assessments across all global facilities. These assessments cover multiple dimensions, including safety and health, fire safety, security, environmental protection, and management systems. We continuously improve our EHS management practices in accordance with recommendations from external experts.

## Safety Training and Publicity

OPPO profoundly adheres to the principle of "Safety First, Prevention Foremost" in workplace safety, prioritizing the enhancement of safety awareness among all employees to reduce unsafe behaviors and prevent accidents. The Company organizes diverse and engaging safety training sessions and publicity campaigns, embedding a culture of workplace safety into the minds of all employees

In 2024, the Company organized more than 500 safety training sessions and publicity campaigns across all departments, covering fire safety, chemical safety, lithium battery safety, construction safety, equipment safety, electrical safety, proper use of personal protective equipment (PPE), and traffic safety. The training participation rate for key production departments hit 100%. In alignment with the "Safety Training Regulations", OPPO constantly advances onboarding training and three-tier safety education (company-level, department-level, and role-specific) for new hires. It requires that all employees understand health and safety risks related to equipment and processes and obtain required certifications for critical roles. During this reporting period, the new employee safety training coverage rate reached 100%.

OPPO attaches strategic importance to health and safety communication with employees. It has institutionalized multi-channel engagement mechanisms to disseminate health and safety management updates, collect workforce safety suggestions, and process employee voices and give prompt feedback. The communication channels for employees include but are not limited to: internal announcements, EHS (Environment, Health, Safety) meetings, On-the-Job Training (OJT), on-site bulletin boards, employee suggestion boxes, and employee satisfaction surveys.

### Safety Training and Publicity

#### Safety culture initiatives

- Safety Tea Talk sessions
- External security exchange activities
- EHS security knowledge sharing
- Security & sustainability forums

#### Knowledge and competition events

- Safety knowledge competition
- Emergency response team skills competition
- Forklift skills competition
- Security work summary and sharing session

#### Special awareness campaigns for security warning

- Security tips and awareness campaigns for holidays
- Awareness campaigns on typical accident cases
- Awareness campaigns for holidays in an international context
- Security culture promotion on the HiO official account

#### Security Month and Fire Prevention Month activities

- Security Month offline activities
- Security Month movie screening activities
- Fire Prevention Month offline activities
- Fire Prevention Month movie screening activities



### Fire Safety Awareness Month Campaign

In November 2024, OPPO launched a global fire safety awareness month campaign across all its facilities. Themed "Fire Safety for All, Life Above All", the event aimed to encourage employees to learn fire safety essentials and enhance safety awareness. The initiative comprised fire safety knowledge contests, simulated emergency reporting drills, hands-on fire extinguisher training, and immersive VR fire emergency scenarios, recording a cumulative number of participants that exceeded 19,300.





# 06 Ecosystem Engagement

As critical engines of societal advancement, technology enterprises inherently bear the mission to give back to society and advance human welfare. As a global technology leader, OPPO steadfastly believes that fostering an open and collaborative ecosystem where industries coexist and prosper constitutes the cornerstone of sustainable development. We will continue collaborating with global partners to build a sustainable ecosystem of symbiosis and shared success. Guided by the principle of harnessing technology for good, we remain committed to giving back to society, sharing the fruits of economic development with communities worldwide.

Contribute to the SDGs



Percentage of suppliers signed and committed to OPPO Supplier CSR Code of Conduct  
**100%**



Coverage of environmental and social risk assessments for suppliers  
**100%**



Percentage of suppliers on which OPPO conducted on-site CSR audits  
**96%**



Percentage of suppliers committed to not using conflict minerals  
**100%**



Global charitable donations exceeded  
**RMB 450 million**



# Sustainable Supply Chain

OPPO places high importance on the social and environmental impacts inherent in global procurement operations across upstream and downstream value chains. We integrate sustainability as an integral part of our procurement strategy, actively fulfilling corporate social responsibility (CSR) alongside partners to jointly build a sustainable supply chain ecosystem. Guided by the ISO 20400:2017 Sustainable Procurement Guidelines, the Company embeds sustainability into procurement processes through end-to-end management, including supplier qualification assessments, collaborative oversight, and capacity-building initiatives, striving to enhance the stability and reliability of the supply chain.

## Supplier Code of Conduct

OPPO highly values suppliers' performance in labor rights, environmental protection, business ethics, and compliance, and is committed to promoting consistent social and environmental responsibility standards across its global supply chain. The Company has established the OPPO Suppliers CSR Code of Conduct (hereinafter referred to as the "Code"), outlining requirements and expectations for how suppliers conduct their business. The Code encompasses 18 key areas, including laws and regulations, ethics and human rights, employment relationships, child labor and young workers, working hours, remuneration and benefits, anti-discrimination, humane treatment, freedom of association and collective bargaining, health and safety, environment, conflict minerals, trade security, information security, business integrity, violations and reporting, etc. Through contractual agreements and written commitments, OPPO ensures alignment with all suppliers on the principles outlined in the Code, mandating full compliance and implementation. In 2024, the percentage of suppliers that have committed to and signed the Code reached 100%.

OPPO maintains a zero-tolerance policy toward CSR red-line issues such as child labor, forced labor, corruption, and bribery. The Company ensures suppliers fulfill their social responsibility commitments through audits and capacity-building initiatives, and provides accessible whistleblowing channels. External and internal stakeholders are encouraged to report violations of the Code via the dedicated whistleblower mailbox (SupplyChainCompliance@OPPO.com), with dedicated personnel assigned to investigate and resolve cases. During the reporting period, the Company received one complaint (related to employee rights violations at a supplier) via the whistleblower mailbox. We conducted active mediation between the whistleblower and the supplier, and the complaint was successfully resolved.



Percentage of suppliers signed and committed to OPPO Supplier CSR Code of Conduct

100%



Coverage of environmental and social risk assessments for suppliers

100%

## Supplier Qualification and Risk Assessment

OPPO integrates the requirements of its Supplier Code of Conduct into both new supplier qualification processes and ongoing supplier management. By combining internal and external evaluations, it identifies environmental and social risks associated with suppliers and implements risk-based tiered controls. During the reporting period, OPPO's environmental and social risk assessment coverage rate for suppliers reached 100%.

- During the prospective supplier registration and vetting process, OPPO mandates the submission of Social Responsibility Commitment Letters and Self-Assessment Reports. Concurrently, we implement a pre-evaluation of social responsibility risks for suppliers for proactive risk monitoring for business partnerships.
- During the new supplier qualification step, OPPO implements a comprehensive management system certification process encompassing quality assurance, information security, and CSR compliance. Prospective suppliers must pass rigorous certification audits to attain a certified status, with their CSR performance holding ultimate veto authority. Suppliers designated as "High-risk" through the CSR assessment are excluded from partnership eligibility.
- For suppliers already in partnership, the Company conducts annual CSR risk assessments and implements targeted control measures based on their risk levels (high/medium/low) to ensure ongoing compliance with the Supplier CSR Code of Conduct.

To further strengthen its CSR risk management for suppliers, OPPO has integrated CSR audit processes into its Supplier Relationship Management (SRM) system, ensuring that all suppliers pass CSR audits before partnerships are initiated with them. Additionally, the system automatically blocks business collaboration requests with high-risk suppliers, mitigating risks of operational disruptions while driving suppliers to respond swiftly and implement corrective improvements.

### Supplier Risk Management Matrix

#### Low-risk supplier:

Required to sign a Social Responsibility Commitment Letter and submit due diligence reports.

#### Medium/high-risk supplier:

Required to conduct third-party social responsibility audits. New suppliers with validated high-risk ratings after the audit are prohibited from entering partnerships, and existing suppliers with validated high-risk ratings after the audit are barred from participating in new projects.

## Supplier Audits and Oversight

OPPO adopts a "self-certification of compliance, supplemented by supervisory audits" approach to manage its supplier CSR compliance. It utilizes the social responsibility audit reports submitted by suppliers as a key basis for annual risk assessments. Based on the assessment results, it determines the CSR audit frequency and methods for each supplier. To enhance the reliability of risk assessments, the Company implements an annual oversight and audit plan, engaging independent third-party agencies to conduct on-site audits. The audits comprehensively evaluate suppliers' performance across multiple dimensions including labor rights, health and safety, environmental protection, business ethics, and management systems to ensure a comprehensive diagnosis of suppliers' CSR performance.

In 2024, the Company revised its passing criteria and validity periods for suppliers' on-site audit results (categorized as high/medium/low risk). For example, the minimum passing score was raised from 60 to 70 points to drive continuous improvement among suppliers. During the reporting period, OPPO conducted CSR audits for 165 suppliers. For issues identified on-site, the Procurement Team and the Supply Chain CSR Team tracked and urged suppliers to implement corrective actions.

Additionally, the Company leverages external platforms such as IPE (Institute of Public and Environmental Affairs) to identify environmental and social risks among partners across the supply chain, as part of its effort to enhance supplier management and compliance oversight. Currently, OPPO has maintained zero environmental violations on the IPE platform for three consecutive years and has obtained the ISO 20400 Sustainable Procurement Compliance Statement through independent third-party verification for four consecutive years. Guided by sustainable procurement guidelines and expert feedback, it is steadily advancing sustainable procurement capacity-building to construct a resilient and sustainable supply chain.

Indicator	2024
Percentage of new suppliers screened using CSR criteria	100%
Number of new suppliers undergoing CSR audits	6
Number of existing suppliers undergoing CSR audits	159
Number of non-compliant suppliers in CSR audits	3
Number of non-compliant suppliers that completed corrective actions within timeframe	2
Number of non-compliant suppliers suspended from partnerships after assessment	1

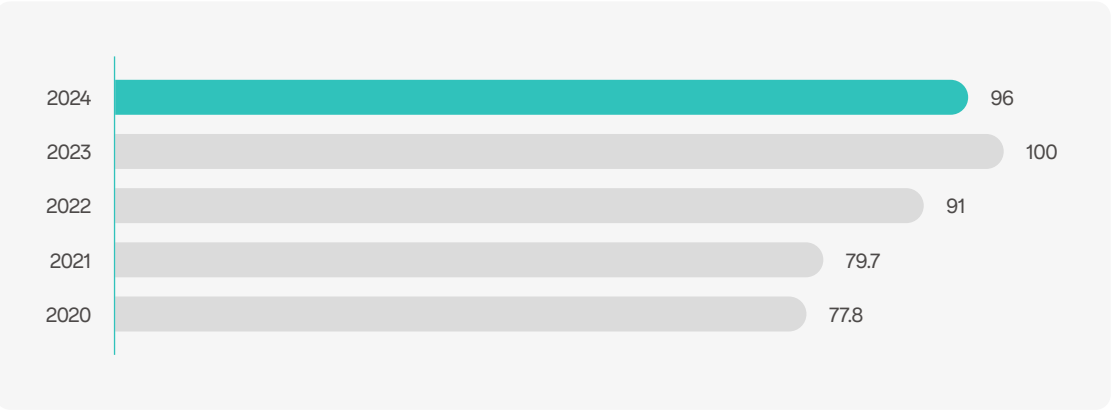


### OPPO Conducts Annual Audits of Overseas Suppliers to Enhance Supply Continuity

OPPO is committed to a diversified global supply chain strategy to strengthen supply chain resilience and security. In view of the increasingly stringent overseas compliance requirements, managing overseas supplier compliance has become a critical component of procurement management.

In 2024, the Company established an overseas supplier compliance management system, defining compliance requirements and management processes for suppliers in India and Indonesia. It also conducted annual compliance audits for 35 active suppliers, implementing a structured process including supplier self-assessments, document reviews, corrective actions for non-compliances, and on-site verification of improvements to achieve holistic risk diagnosis and closed-loop rectification to ensure compliance.

Suppliers on which OPPO conducted on-site CSR audits (%)



## Supplier CSR Capacity Building

OPPO places high importance on supplier capacity building. It actively guides suppliers to improve their sustainability performance, and empowers suppliers to achieve high-quality development through business exchanges, training, and support, creating diverse values with partners.

The Company hosts annual supplier conferences to facilitate communication and knowledge sharing. It provides targeted training on environmental practices, labor standards, human rights, and other key topics to enhance suppliers' sustainability capabilities. In 2024, OPPO organized 2 specialized training sessions with over 270 participants.



### CSR Training for Tier-2 Suppliers

In 2024, OPPO further refined its supplier CSR management rules and expanded their coverage to include key Tier-2 suppliers (primarily in manufacturing). To ensure suppliers understand and comply with these rules, we organized 7 training sessions (online and offline), inviting 7 Tier-1 suppliers and 42 Tier-2 suppliers involved in their operations, with over 100 participants in total. Through explanations of the rules, case studies, and toolkit templates, OPPO strives to guide suppliers in setting up a robust sustainable procurement management system. Additionally, we integrated Tier-2 suppliers' CSR performance into the performance evaluations of Tier-1 suppliers, incentivizing them to uphold supply chain accountability.



### Quality Conference for Partners

OPPO is committed to fostering a transparent, fair, and ethical business environment that drives high-quality supply chain development. On July 10, 2024, the Company hosted the "Excellence Units US, Quality Defines US" quality conference for partners. The conference aimed to share with suppliers OPPO's management philosophies, strategies, and best practices in quality control, delivery, and compliance, and recognize outstanding suppliers for their exceptional contributions. Specifically, 3 suppliers received the "Excellence in Compliance Award" for exemplary performance in information security and social responsibility.



### Supplier Carbon Management Training

OPPO actively supports China's "dual carbon" strategic goals (carbon peaking and carbon neutrality) and drives climate action across the supply chain. In April 2024, OPPO organized carbon management training led by external experts, covering carbon neutrality policies and carbon accounting tools and methodologies. The training session engaged 111 suppliers, totaling more than 170 participants. Through such capacity-building initiatives, OPPO aims to strengthen its suppliers' carbon management capabilities while ensuring the reliability of its Scope 3 carbon emissions data.

## Conflict Minerals Management

OPPO undertakes the responsibility of responsible sourcing, and actively responds to the Responsible Minerals Initiative (RMI) call to action. We do not participate in or support mining activities violating human rights within Conflict-Affected and High-Risk Areas (CAHRA), ensuring that our supply chain management aligns with both CSR principles and RMI operational frameworks, and that our products and packaging are free from conflict minerals that benefit armed groups implicated in humanitarian atrocities.

The Company has established the Regulations on Conflict Minerals, which stipulates governance principles, due diligence processes, and escalation procedures to standardize conflict minerals management and collaborate with suppliers in building a humane and ethical value chain. The OPPO Supplier CSR Code of Conduct explicitly outlines conflict minerals management principles, requiring suppliers to engage in responsible mineral sourcing.

For all prospective suppliers under partnership consideration, we require suppliers to sign a non-conflict minerals commitment letter or publicly disclose their conflict mineral statements. This process mutually affirms compliance principles governing material provenance, supplemented by periodic Conflict Minerals Due Diligence investigations across our supplier network. We utilize and require our suppliers to fill out the Conflict Minerals Reporting Template (CMRT) and Extended Minerals Reporting Template (EMRT) provided by the Responsible Business Alliance (RBA) platform in order for us to identify traceability of minerals used in the supply chain. In 2024, OPPO conducted comprehensive Conflict Minerals Due Diligence investigations for all active suppliers within the Supplier Relationship Management (SRM) system. It drove suppliers to map upstream smelters and refineries, verify mineral provenance through structured protocols, and foster collaborative engagement across supply chain tiers to jointly implement Responsible Minerals Management. During the reporting period, 100% of OPPO's suppliers were committed to conflict-free minerals, and the annual conflict minerals survey response rate stood at 78.02%.



Percentage of suppliers committed to not using conflict minerals  
**100%**



CMRT/EMRT response rate from suppliers in 2024  
**78.02%**

# Build a Sustainable Future Together

Driven by its "Technology for Mankind, Kindness of the World" mission, OPPO is actively contributing to community development and public welfare initiatives worldwide, covering areas such as environmental protection, education, and cultural preservation. In 2024, OPPO worked with a wide range of partners on programs designed to build happier and more inclusive communities. Over the course of the year, OPPO's charitable contributions totaled more than RMB 450 million.



Global charitable donations exceeded  
RMB 450million



## OPPO Partners with UNESCO to Support Cultural Education

Driven by its "Technology for Mankind, Kindness for the World" brand mission, OPPO is leveraging its products and capabilities to enhance cultural education for young people worldwide. In 2024, to coincide with the brand's twentieth anniversary, OPPO announced a partnership with UNESCO to donate 1,000 OPPO tablets to support the development of local youth education in Africa and Asia. These devices will feature cultural programming courses developed under the 'Youth Coding Initiative' launched by UNESCO and CODEMAO. The initiative aims to promote the inclusive and safe use of technology, advance equitable education in Africa and Asia, and help preserve local cultural heritage through digital learning.



## OPPO Explores Global Cultural Diversity with Discovery

Starting from 2024, OPPO has collaborated with Discovery Channel to launch the Culture in a Shot initiative. Centered around the theme of Portrait of Legacy, the initiative aims to use the power of images to showcase and promote global cultures while highlighting the stories of those who are helping to keep these cultures and traditions alive. Beginning in Chiang Mai, Thailand, the project has so far covered twelve countries, including Spain, Indonesia, Mexico, and France. OPPO also encourages its users to document and share their own cultural stories through photography. By doing so, it hopes to help revitalize traditional cultures and encourage society to place greater value on these traditions.



## OPPO Advocates for Marine Ecosystem Protection

The world's oceans and seas currently face increasingly severe challenges to their survival, with issues such as pollution and overfishing posing significant threats to the health and diversity of marine ecosystems. To help address some of these challenges, OPPO marked its sixteenth anniversary in Thailand in August 2024 by organizing a beach cleanup event and releasing a selection of marine animals back into their natural habitat. The initiative brought together over 160 OPPO employees and renowned Thai badminton player, Sapsiree Taerattanachai, who together not only helped to protect the marine ecosystems but also inspired the public to embrace a "Think Green" mindset and collaborate towards a more sustainable future.







OPPO Partners with AICTE to Launch Internship Program, Cultivating Environmental Awareness Among Young People

In India, OPPO has partnered with the All India Council for Technical Education (AICTE) to launch the Generation Green internship program. The initiative aims to provide 5,000 students with hands-on experience in environmental protection and green technologies, helping them develop awareness and skills in sustainable development. Interns on the program have the opportunity to learn how to implement eco-friendly solutions in the tech industry and participate in green tech innovation projects. The program falls under OPPO's wider ambitions to integrate more sustainability concepts into practical applications of technology and business by nurturing a new generation of young talent equipped with both strong environmental and technical capabilities.



OPPO Sponsors Youth Training Club to Support Young Footballers' Dreams

In 2023, OPPO became the first official sponsor of Mexican football club Gambeta FC. Through its sponsorship, OPPO supports the club's youth football academy, helping young players pursue their dreams of becoming professional footballers. OPPO has also donated smartphones for the young players to create digital content during their downtime while also enhancing the club's coaching resources and training facilities. Through these initiatives, OPPO is inspiring and empowering young football talent by providing them with the resources and support they need to achieve their dreams and realize their potential.



OPPO Partners with Mastercard and YCAB Foundation to Empower Women-Led MSMEs

In 2024, OPPO Indonesia teamed up with Mastercard and the Yayasan Cinta Anak Bangsa (YCAB) Foundation to launch the Purchase with Purpose initiative. During the campaign, Mastercard donated IDR 500,000 to YCAB for every OPPO smartphone purchased using a Mastercard debit or credit card at OPPO brand stores and online outlets. A total of IDR 1.4 billion was raised by the program, which is now being used to assist over 500 female entrepreneurs and their businesses in the Greater Jakarta area. This includes providing financial and digital literacy programs to enhance owners' relevant knowledge and capabilities in these areas, as well as allocating 25% of the donated funds to support MSMEs focused on halal products.




OPPO Run 2024: "Charity Run" Initiative to Empower People with Disabilities

Driven by its commitment to help people live healthier and more sustainable lives, OPPO partnered with the Yayasan Cinta Anak Bangsa (YCAB) Foundation in November 2024 to host the OPPO Run 2024 charity running event with the theme "Beyond the Impossible".

For every ticket purchased for the event, a portion of the proceeds was donated to support communities in Bali and Central Java. The event attracted over 5,000 participants and raised more than IDR 70 million, which will be used to fund economic empowerment programs for people with disabilities in Indonesia.



# Independent Assurance Report



BUREAU VERITAS

Bureau Veritas Certification

INDEPENDENT VERIFICATION STATEMENT

**Objectives of Work**

Bureau Veritas Certification (Beijing) Co., LTD ("BUREAU VERITAS") has been engaged by Guangdong OPPO Mobile Telecommunications Corp., LTD (hereafter referred to as "OPPO" to conduct an independent verification of its OPPO 2024 Sustainability Report (the "Report"). This Verification 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. Our sole responsibility was to provide independent verification on the accuracy of information included.

**Scope of Work**

OPPO requested Bureau Veritas to verify the accuracy of the following:

- Data and information included in the Report for the 2024.01.01-2024.12.31

Excluded from the scope of our Verification is any verification of information relating to:

- Activities outside the defined verification period;
- Positional statements (expressions of opinion, belief, aim or future intention by OPPO) and statements of future commitment;
- Financial data and information that has been audited by a third party.

**Level of assurance: limited assurance level**

**Verification standard**

- International Standard for Assurance Engagements Other than Audits or Reviews of Historical Financial Information ("ISAE 3000 (Revised)"), developed by the International Auditing and Assurance Standards Board;
- GRI Sustainability Reporting Standards

**Methodology**


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

- Interviews with relevant personnel of OPPO;
- Review of documentary evidence produced OPPO;
- Audit of performance data, tracing and checking the sample data according to the sampling principle;
- Review of OPPO systems for quantitative data aggregation and analysis.

Our work was conducted against Bureau Veritas' standards for external Verification of Non-financial Reports, based on current best practice in independent assurance. The validation work was planned, carried out and concluded based on the limited, rather than absolute assurance, as determined by Bureau Veritas.

BUREAU VERITAS

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BUREAU VERITAS

Bureau Veritas Certification


**Verification Conclusion**

On the basis of our methodology and the activities described above, it is our opinion that:


- Nothing has come to our attention to indicate that the reviewed statements within the scope of our verification are inaccurate and the information included therein is not fairly stated;
- It is our opinion that OPPO has established appropriate systems for the collection, aggregation and analysis of quantitative data.

**Statement of independence, impartiality and competence**

Bureau Veritas is an independent professional services company that specialises in Quality, Environmental and Occupational Health and Safety, Social Responsibility with more than 190 years history in providing independent assurance services. Members of the assurance team have no interests or conflicts of relationship with OPPO. We have conducted this verification independently and impartially. Bureau Veritas has implemented a Code of Ethics across the business to maintain high ethical standards among staff in their day-to-day business activities.



Fanny Zou  
Director of Greater China Region  
Bureau Veritas Certification (Beijing) Co., LTD  
2025-04-30





Yihai Xu  
Assurance Team Leader  
Bureau Veritas Certification (Beijing) Co., LTD  
2025-04-30











BUREAU VERITAS

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2024 Sustainability Report

GRI Standards Index







































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GRI 2: General disclosure			
Organization and its reporting practices			
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2-2	Entities included in the organization's sustainability reporting		P3
2-3	Reporting period, frequency and contact point		P3
2-4	Restatements of information		P3
2-5	External assurance		P58
Activities and workers			
2-6	Activities, value chain and other business relationships		P6
2-7	Employees	 	P43
2-8	Workers who are not employees		/
Governance			
2-9	Governance structure and composition		P11
2-10	Nomination and selection of the highest governance body		/
2-11	Chair of the highest governance body		P11
2-12	Role of the highest governance body in overseeing the management of impacts		P11
2-13	Delegation of responsibility for managing impacts		P11
2-14	Role of the highest governance body in sustainability reporting		P3







































No.	Description	SDGs Relevance	Page number(s)
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2-19	Remuneration policies		P48
2-20	Process to determine remuneration		/
2-21	Annual total compensation ratio		/
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2-23	Policy commitments		P11
2-24	Embedding policy commitments		P16
2-25	Processes to remediate negative impacts		P17-P18
2-26	Mechanisms for seeking advice and raising concerns		P17-P18
2-27	Compliance with laws and regulations		P16-P22
2-28	Membership associations		P9

























No.	Description	SDGs Relevance	Page number(s)
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No.	Description	SDGs Relevance	Page number(s)
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No.	Description	SDGs Relevance	Page number(s)
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303-2	Management of impacts related to water discharge	   	P38
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304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	 	/
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304-3	Habitats protected or restored	 	/

No.	Description	SDGs Relevance	Page number(s)
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No.	Description	SDGs Relevance	Page number(s)
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No.	Description	SDGs Relevance	Page number(s)
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# Reader Feedback

Dear readers:

Thank you for reading this Report! This is the OPPO Sustainability Report 2024. We would appreciate your suggestions and comments, which will help us to keep improving.

You can contact us via [CSR@oppo.com](mailto: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)					
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