



Sustainability Report 2020



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About the Report

Scope of the Report

This annual report discloses the concept and practice of sustainability in OnePlus Technology (Shenzhen) Co., Ltd. In addition to special descriptions in individual data, the information and data in this report primarily covers the Company's various social responsibility practices from January 2020 to December 2020. For the sake of the continuity and contrast of this report, some data and information is not limited to 2020 and is covering overseas operating sites.

Compilation Principle

This report is prepared in accordance with the Core option of the GRI standards, which has also referred to ISO 26000 Guidance on Social Responsibility, UN SDGs and the Ten Principles of the UN Global Compact.

Content Selection

In the process of content selection, the Company issues statements from economic, societal, and environmental perspectives. The Company follows the principles of importance, completeness, and responsiveness of GRI standards. The Company primarily discloses its responsibilities in terms of corporate governance, product responsibility, staff responsibility, environmental responsibility, supplier responsibility, etc. The data and information collection of this report is conducted in light of the Company's existing workflow.

Reference Description

In this report, OnePlus Technology (Shenzhen) Co., Ltd. is either referred to as "OnePlus", "Company" or "we". The copyright of the report belongs solely to OnePlus.

External Verification

To guarantee the reliability and fairness of this report, the Company has employed an external inspection agency, TÜV SÜD, to verify the report and issue an independent inspection report (Please refer to Page 55).

Availability

This report is accessible in PDF format on the OnePlus portal website. Should you need to browse or download this report, you may visit www.oneplus.com.

Feedback

If you have any suggestions or opinions on this report, please contact us via the following methods:

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Email: compliance@oneplus.com

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CEO Statement



To empower the world through better technology

Seven years ago, we founded OnePlus with the brand spirit of “Never Settle,” focusing on creating great products. The industry landscape has changed over the years, but OnePlus has always focused on creating premium flagship products, and we have been able to grow from a challenger to a frontrunner in the premium smartphone market with this persistence.

Stick to Benfen and Compliance Management

When focusing on product innovation and business growth, OnePlus has always attached great importance to our social responsibilities, adhered to compliance management, and strictly abided by the applicable laws and regulations of different countries and regions. We fully respect stakeholders' views and ensure that a reliable business relationship is built by establishing a complete personal data and privacy protection management mechanism. At the same time, we promote the culture of “Benfen” and, along with our partners in the industrial ecosystem, and are committed to co-creating a healthy and fair business environment for sustainable development.

People Oriented and Respecting Diversity

People are the backbone of the healthy and stable development of OnePlus, as well as being the Company's greatest treasure. As of December 31, 2020, OnePlus boasts 2,295 employees from 27 countries and regions throughout the world. Since its establishment, OnePlus has always remained committed to respecting cultural differences and diversity with an open mind. When it comes to managing our employees,

we remain people-oriented. Through establishing a sound career development path and welfare security system, we effectively safeguard employees' legitimate rights and interests so that every employee's hard work and knowledge is duly rewarded.

Care for Environmental Protection and Green Development

In the process of high-speed growth, we always keep environmental protection in mind, adhering to green product design and continuously reducing the carbon footprint generated through our operations. At the same time, OnePlus encourages our supply chain partners to fulfill their corporate social responsibilities to continuously reduce energy consumption and greenhouse gas emissions in their production processes.

To Become a Healthy Company that Endures.

In 2020, OnePlus officially joined the United Nations Global Compact, and pledged to fully support The 10 Principles of the UN Global Compact regarding human rights, labor, the environment, and anti-corruption. This also means that we, with a more open and responsible attitude towards the future, will actively respond to any demands and meet all expectations presented by people of all walks of life, continuously improve the standard and performance of the Company's social responsibility management system, and push for OnePlus to become a healthy Company that endures.

Pete Lau

1 About OnePlus



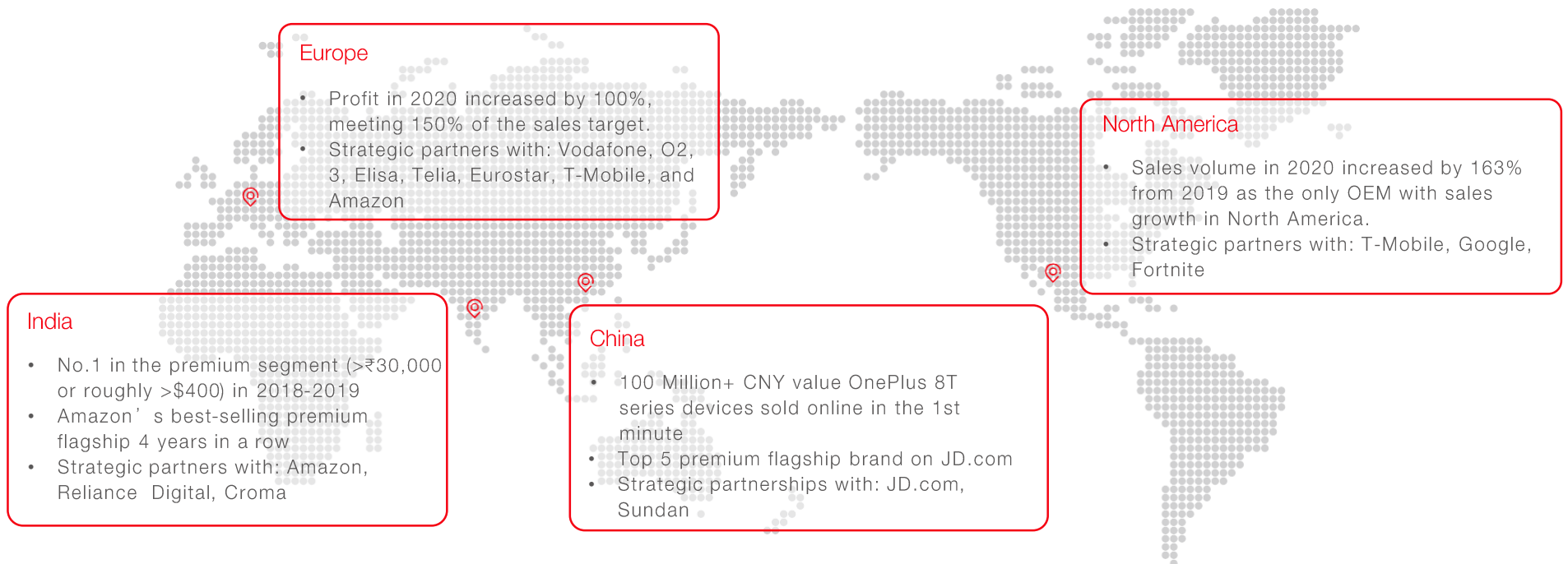
Company Profile

Founded in 2013, OnePlus Technology (Shenzhen) Co., Ltd.(“OnePlus”) is an international mobile phone brand committing to creating premium flagship products. It was jointly established by the founder Pete Lau and a group of talented people pursuing Geek spirit.

At present, the Company has 20 offices and 2295 employees from 27 countries and regions around the world. With Geek's brand tonality and competitive price performance, OnePlus has a market in more than 30 countries and regions around the

world, and has gained the recognition of users worldwide. OnePlus boasts more than 14 million active users across North America, Europe, India and China.

Adhering to the values of “Benfen, Never Settle, Open, and User Driven” , OnePlus focuses on creating high-end intelligent terminal devices and providing users with “burdenless” experience. We hope to realize the vision of becoming a healthy company that endures with all efforts.





 **New York**

44 Wall St New York, NY 10005, USA

**LONDON TEAM
HAPPY TOGETHER**



8.21.2017



11 mil+
Members

90 mil+
Forum messages



 **Yeah~~~**



Our Accomplishments

- Best-selling phone in Finland for more than 14 months
- First company to use AG glass with the OnePlus 6
- Became No. 1 in India in premium segment
- Launched with first U.S. carrier – T-Mobile

- Launched the concept phone with an “invisible camera” , exploring future smartphone design form
- Launched full 5G lineup with the OnePlus 8 Series
- Kicked off updated business strategy to expand to new product categories and new price points. Launched our second product line – OnePlus Nord – in India and Europe

2013

OnePlus established.
OnePlus online community launched.

- Refocused on flagship devices with OnePlus 3
- Launched first mid-year upgrade with OnePlus 3T

2016

2015

- Held first OnePlus popup event, which has become an unique and iconic way for OnePlus to engage with users

2014

- Became first Chinese brand to break through with Western media and global users with “flagship killer” – OnePlus One
- Entered Indian market jointly with Indian Amazon

2019

- Led the industry in upgrading to a 90Hz display
- Entered top 4 premium players globally for first time
- Launched first TV in India

2020

2017

2018

Our Products

● Mobile (OnePlus Flagship, OnePlus Nord)



OnePlus 8



OnePlus Nord



OnePlus 8 Pro



OnePlus 8T

● Ecosystem

OnePlus TV



OnePlus TV Q1 Series



OnePlus TV U Series 55U1

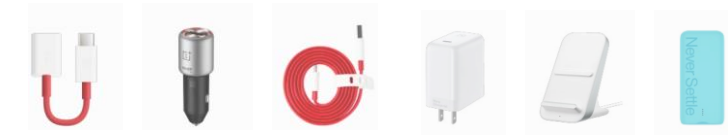


OnePlus TV Y Series

Audio



Accessories



Lifestyle products



Awards and Recognition



OnePlus 7T Pro won the 2020 Global Mobile Award for Best Smartphone



OnePlus 7 Pro won EISA Advanced Smartphone 2019-2020



OnePlus ranked on BrandZ Top 50 Chinese Global Brand List in 2017-2020 (ranked 8th in 2020)



OnePlus Listed in the "2019 Twitter Most Influential Chinese Global Brands Report" jointly issued by Twitter and FT (Financial Times) Chinese.



OnePlus 7T: won Digital Economy Top Ten Product Innovation Award



IF Design Award 2019 (OnePlus 6, OnePlus Bullets Wireless Earphones, OnePlus Bullets Wireless packaging, OnePlus Bullets Earphones Packaging)



OnePlus Bullets Wireless 2 won EISA Wireless In-Ear Headphones 2019-2020



OnePlus 6 won Taiwan Golden Pin Design Award 2018



Awarded New Entrepreneur 2014 by Geek Park



OnePlus 6 : winner of A' Design Award & Competition 2018-2019



OnePlus One won IF Design Award 2015

Association Participation



China Communication Standards Association



Guangdong Communications Industry Association



Mobile Security Alliance

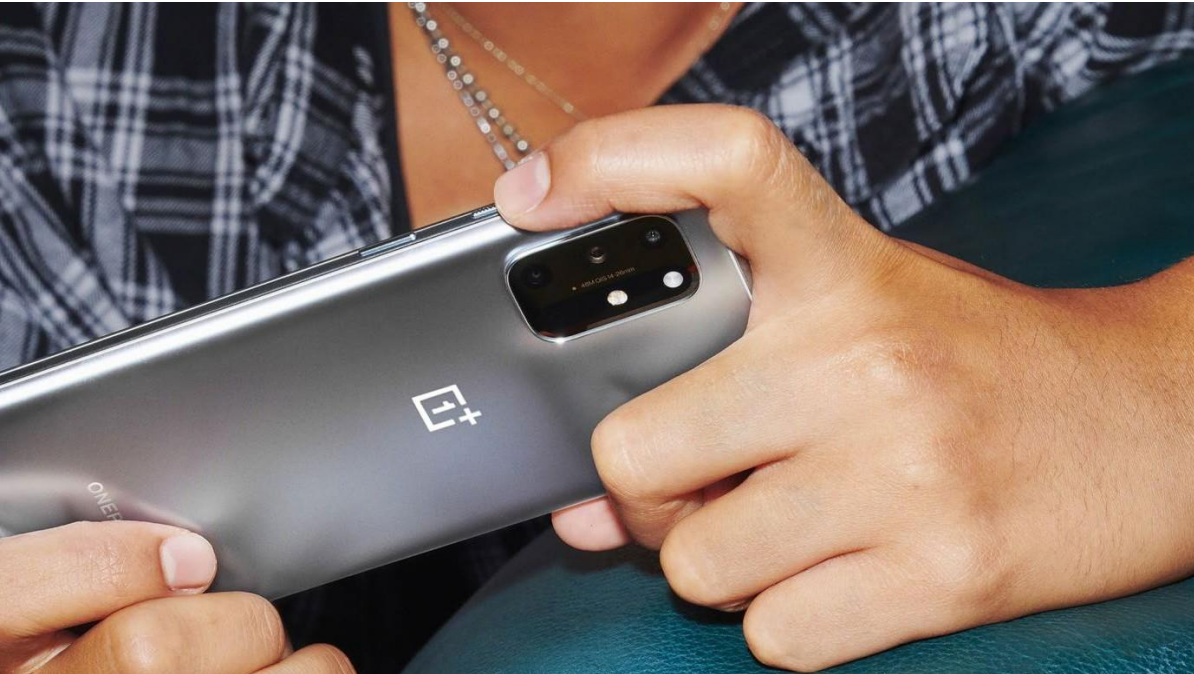


Wireless Power Consortium

2 Governance



Corporate Culture



Vision

To be a healthy company that endures.

Mission

To empower the world through better technology.

Values: Benfen /Never Settle /Open /User Driven

Benfen

Benfen is a demand of oneself, not of others. We believe in stepping up, taking responsibility and the importance of introspection. Rather than focusing on self-gain, we work with like-minded partners who share our vision of co-creating long-term success. When pressure rises, remember why we started this journey. Do the right thing, and ensure things are done right.

Never Settle

Never Settle is not about perfection. It's about the constant pursuit of better.

Open

Stay open. To users, colleagues and the world. An open attitude empowers us to listen, learn and build towards our mission. Think big, study best practices and leverage available resources to create maximum impact. We grow when we have the courage to speak up, celebrate our differences and champion each other's successes.

User Driven

Begin everything with a complete focus on creating value for users. Stand in their shoes and build insights from user needs and pain points. Then, set out to create a user experience that is truly beyond expectations.

Risk management

OnePlus attaches great importance to risk control. We established the Audit Committee authorized by management to fulfil the responsibilities of risk control and internal control supervision, including compliance with laws and regulations, company rules, anti-corruption system, risk management and internal control system, as well as the internal audit system.

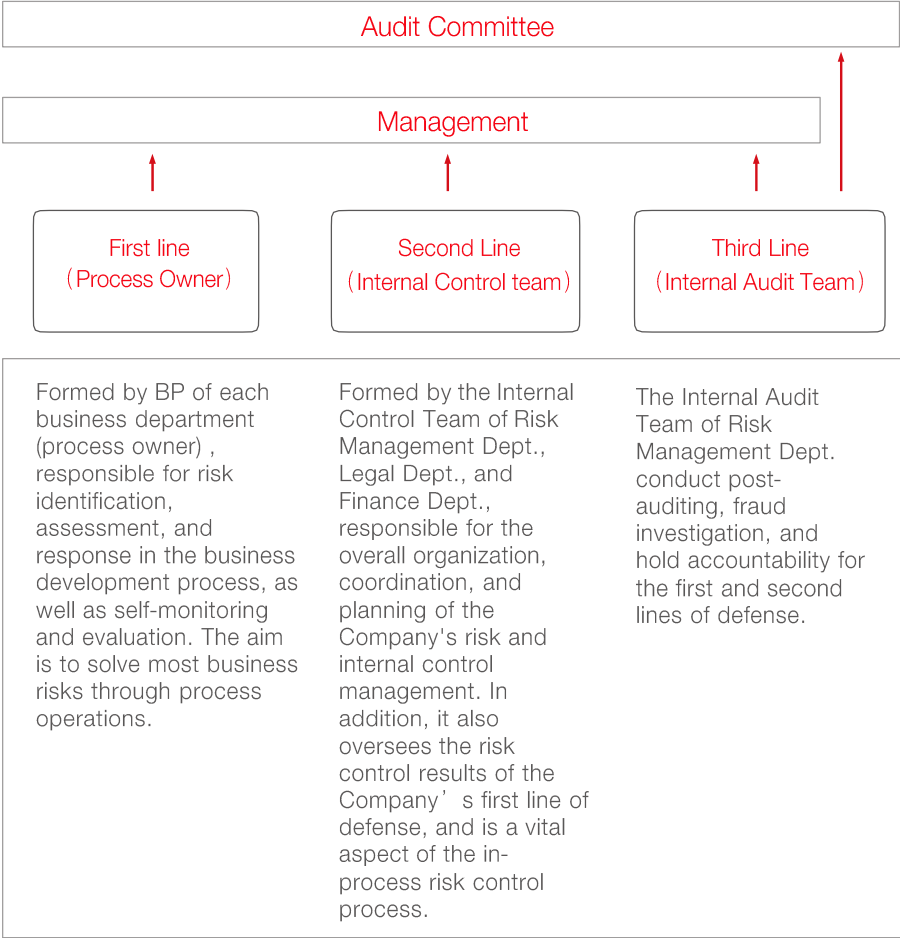
In 2020, in order to improve the business risk management, OnePlus set up "Three Lines of Defense (process-internal control-internal audit) Risk Control System Development" project team around the objectives of improving efficiency (process), promoting internal policies and procedures (internal control) and preventing corruption (internal audit), and we successfully established the Three Lines of Defense risk control system from "0" to "1", clarifying the operation mechanism and related responsibilities of the Three Lines of Defense through the formulation of the Three Lines of Defense Management Policy.



Moreover, we have also formulated policies like the Internal Control Management Policy, Investigation and Accountability Process, to standardize daily internal control management.

In the process of daily operation and management, we continue to strengthen internal risk control, cooperate with business departments to integrate risk control measures into the process, to make risk control rooted into business operations, and promote the process development of each business area and the internal control of the process. In addition, through the establishment of the Internal Audit and Accountability System, the implementation of audit, and the handling of violations of accountability, we form an effective closed management loop and promote the performance of the first line and second line. Through the continuous improvement of the Company's risk control, to protect the company's healthier and longer-term development.

OnePlus Three Lines of Defense Model for Risk Management



Introduction of the Three Lines of Defense

Compliance Management

Compliance is the cornerstone of the Company's stable operation and sustainable development. OnePlus takes compliance as the foundation of its corporate management and strictly abides by the applicable laws and regulations of the countries and regions wherever its business is located. By establishing and continuously improving the compliance management system and constraining its behavior in accordance with high ethical business standards, OnePlus ensures its business activities remain both legal and compliant, and also lays the foundation for sustainable development.

Business Code of Conduct

In 2020, OnePlus issued the Code of Business Conduct and publicized it to employees to ensure that all OnePlus employees understand and strictly abide by the related provisions in their daily work. OnePlus also relayed the information contained within the Code of Conduct to key suppliers and endeavors to create a more fair and healthy competition environment through joint efforts.

Compliance Management System

To practice the “Benfen” culture and effectively carry out compliance efforts, OnePlus has set up a special compliance and supervision body, the Compliance Committee, under the advocacy and supervision of management. As the secretary of the committee, the Compliance Office is responsible for leading the design and implementation of the Compliance Management System.

OnePlus Compliance Management System is based on the nine elements: management and leadership, compliance organizations and resources, risk assessment, policies and procedures, training and awareness promotion, third-party management, incentive and disciplinary measures, reporting and investigation mechanisms, audit and management improvements. No effort was spared in establishing the three lines of defense for compliance management regarding business, compliance organizations, and audit/risk control. A OnePlus stereoscopic Compliance Management System was built by effectively recognizing, preventing, and controlling compliance risk before, during, and after any incidents.

In 2020, OnePlus further improved the global compliance organization structure and operation mechanism to strengthen the supervision and management of global business compliance operations. At the same time, we focused on carrying out an “Absolute Security” special project to comprehensively identify all possible risks surrounding business activities, and to formulate risk response strategies. The compliance risk assessment horizontally covers key business departments and four major global markets (Europe, North America, India, and China) and vertically covers areas of anti-corruption compliance, export control compliance, anti-unfair competition, trade secret protection, personal data and privacy protection, etc., making the OnePlus Legal Compliance Risk Map further optimized. We classify all compliance risks into three levels: high, medium, and low, and create corresponding improvement actions. For the risk of specific area, we formulate and implement an optimization plan for the specific compliance management system to solve common compliance problems found in each department; and for risks in business operational compliance, we formulate and implement improvement plans and formulate business compliance guidelines according to specific requirements, to ensure long-term compliance in business.

OnePlus Compliance Management System



Anti-corruption Compliance

OnePlus remains steadfast on operating with integrity and has a zero tolerance approach to corruption and bribery in any form. The Company strictly abides by all applicable laws and regulations, adheres to the high moral standards in business dealings, resists all external pressure and temptation, refuses on chasing short-term interests or superficial prosperity, and regards the healthy and sustainable development of the enterprise as its primary principle.

To deepen anti-corruption management, the Company has issued the Anti-corruption Compliance Management System, OnePlus Global Anti-corruption Compliance Manual, and other systems. It has requested all employees to comply with all applicable laws and regulations wherever they work, along with the requirements of the Code of Business Conduct for OnePlus and the Code of Integrity. All employees are required to sign a compliance commitment. Meanwhile, OnePlus informs its partners of all anti-commercial bribery measures that are to be expected of them and requires suppliers to conduct due

diligence and sign either an integrity agreement or commitment. Finally, OnePlus provides a complaint channel to encourage insiders to report violations.

In 2020, the Company formed a detailed management plan and formulated corresponding policies and procedures for key risk scenarios where gifts, hospitality, external travel, and third parties were involved. In addition, the Company constantly strengthens anti-corruption compliance awareness among its employees and both optimizes and upgrades its anti-corruption management system by combining compliance training along with compliance publicity.

Indicators	Percentage/ QTY
Management anti-corruption training	100% (41)
Employees anti-corruption training	100% (2254)
New supplier Anti-corruption policy communication	90% (118)

personal data and privacy protection

The protection of personal data and privacy is recognized as a fundamental human right and is increasingly leading the trend in product design and technology development when building trust between users and businesses and driving the digital economy. OnePlus always prioritizes users' personal data and privacy rights, strictly complies with applicable laws and regulations on personal data and privacy protection, and has built up a personal data and privacy protection compliance system based on the General Data Protection Regulation (GDPR) and other industry-leading practices.

Based on the nine elements of compliance, OnePlus has built up its personal data and privacy protection compliance framework through the "double life cycle" management logic comprised of data life cycles and business life cycles, thereby transforming laws, regulations, and industry practices into executable rules and guidelines, and subsequently managing them through the

implementation of procedures. At the same time, OnePlus continuously refines the management of compliance scenarios such as the exercising of data subject rights, event processing, and cross-border transmission.

OnePlus follows “Benfen” culture and practices user thinking. With a compliance philosophy based on personal data and privacy protection being an integral part of the OnePlus brand image, OnePlus provides better products and services and builds up reliable business relationships by fully respecting its users.

Compliance Training and Publicity

OnePlus is committed to carrying out the development of compliance culture in a systematic, comprehensive, and in-depth manner. We adhering to improving the compliance awareness amongst all employees through a variety of means such as daily publicity and implementation, training, assessments, commitments, and offline activities.



Times of compliance training conducted

25



Pass rate of compliance training assessment of all employees

100%



E-signature of employees' compliance commitments (%)

100%



- Daily publicity and implementation: push compliance screensavers upon all employees, regularly issue publications which increase awareness such as newsletters, monthly compliance insight reports, weekly compliance courses, compliance tips, etc.
- Compliance training: regular compliance training conducted for all employees, including anti-corruption, export control compliance, anti-unfair competition, trade secret protection, personal data and privacy protection, covering all offices and departments. In 2020, OnePlus organized a total of 25 compliance training sessions.
- Assessment and commitment: in order to ensure that employees fully understand the OnePlus compliance policy, we requires all employees to participate in compliance assessment and commitment. In 2020, we implemented the online compliance assessment and e-signature of compliance commitment regarding these 5 special compliance areas. 100% of employees passed the assessment and made the commitment.
- Special activities: in December 2020, OnePlus successfully held the third Legal Publicity Month, which improved the participation of all staff through the combination of online and offline events.

Violations Reporting

OnePlus encourages every employee and partner to report violations. We sets up a number of ways to report violations. Informants can report violations via compliance@oneplus.com or ceo@oneplus.com. OnePlus keeps informants' personal information a close secret and strictly forbids direct or indirect retaliations against them.



User Privacy Protection and Information Security

With the release of the GDPR, more and more countries have strengthened legislation and law enforcement in the area of personal data and with the development of new technologies such as Cloud, big data, AI, IoT, and 5G, OnePlus faces huge security risks and challenges in the global business development and operation. Effectively improving the protection level of terminal devices and Internet services security, and protecting the personal data of every user around the world, have become key areas of OnePlus information security management system(ISMS).

In order to improve the information security management, OnePlus has established the Information Security Management System according to ISO 27001 standard and got ISO 27001 certified. In 2020, there was NO user data breach incidents.

1. Organizational Guarantee for Security Governance:

In 2020, OnePlus improved the organizational structure and operating mechanism of the Compliance Committee and Information Security Committee, and providing long-term supports for business security by professional “Security Team” . In terms of the privacy protection, we have professional IAPP certified staff in place, and we also set up security positions in business department such as Compliance BP, Information Security Officers, and information security specialists, promoting the development and improvement of Information Security Management System from top to bottom by combining with the GDPR, ISO 27001, and other international regulations and standards regarding personal data protection, to consistently identify, improve and minimize security risks in safety organization, policies and processes, programs, technologies.

In 2020, OnePlus in particular set up the “Terminal Security Team” to further fulfil product compliance and safety requirements, ensure the compliance, safety and high-quality output of terminal product software services, build a service experience of market compliance and users' trust. Besides, we set up the “Personal Data Protection Team” in key business departments to focus on the personal data protection. Focusing on

improvement of safety management effect on personal data controlled in the system and the security protection capability of third-party, taking measures like personal data minimization, encryption, desensitization, identification and authentication, data access risk monitoring and traceability, etc.

2. Security Management System

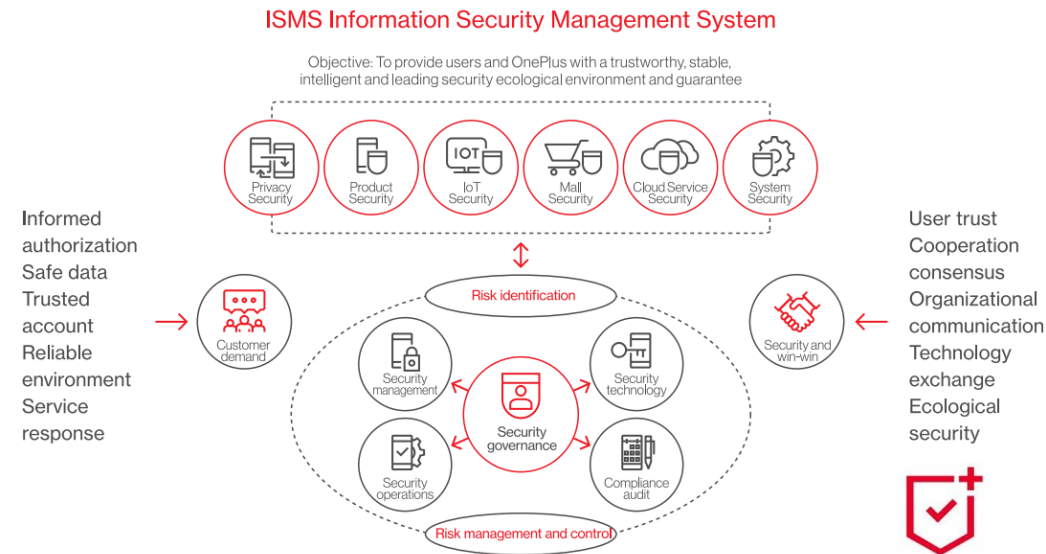
With the Information Security Management System based on ISO 27001 and the professional experience of security team, OnePlus implements the management requirements of 14 typical security control areas. Especially for the personal data management, we formulated management policies and guidance to make business activities comply with the GDPR requirements. In addition, a security development lifecycle (SDL) management process is in place to ensure the development safety during project development.

The main measures are as follows:

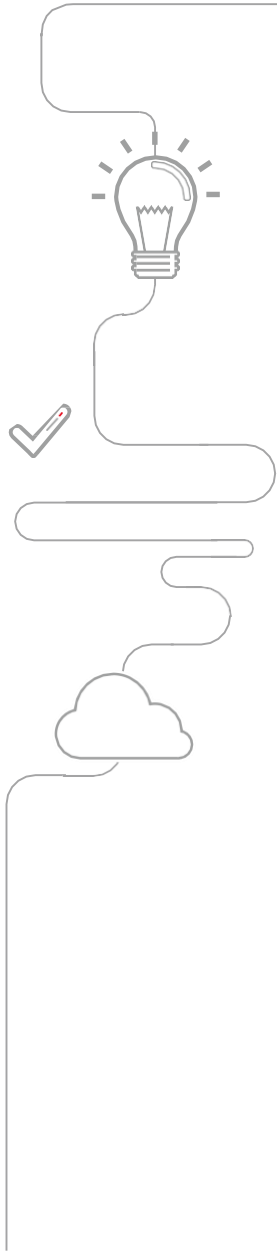
- Personal data protection: OnePlus follows the principles of legality, fairness, transparency, purpose limitation and data minimization in the processing of personal data, OnePlus has adopted the risk control and technical solutions of the entire life cycle of personal data including collection, transmission, storage, processing, and destruction to achieve the strict protection and prevent from leakage, tampering and destruction of personal data in mobiles and other consumer terminal products and official websites, malls, forums, services and other systems. In 2020, OnePlus focused on solutions and improvements around personal data minimization, encryption, desensitization, identification and authentication, data access risk monitoring, and traceability to effectively protect the personal data and privacy safety of users.

- Security awareness of employees: OnePlus attaches great importance to improving the security awareness and ability of employees, carries out information security training for all employees, and regularly updates security publicity manuals and publicity schemes. All employees must take part in and pass the regular information security exam to ensure full coverage of security education. In 2020, OnePlus launched the Information Security Awareness Week for the first time. There were 3,000 participants in total, and the subjects covered including privacy protection, information classification, office security, etc.
- SDL management of development Security Production Cycle : OnePlus has embedded the security requirements into the development lifecycle, strictly implemented the security management requirements of each stage of the lifecycle, and integrated a series of security development requirements into the development process through security demand analysis and design, combined with security development red line, security development specification, account security specification, payment security specification and security test. In 2020, we promoted its implementation and at the same time carried out a program named “Bu Tian Team” to improve security development skills, and we also carried out the Safety Star Award 2020 at the end of this year.
- OnePlus Security Emergency Response Center (OneSRC): OnePlus has established a global security emergency response mechanism and response platform called OneSRC, which is dedicated to ensuring the personal data, asset security, and product and business security of each OnePlus user, collecting the vulnerabilities and risks discovered by professional security researchers and users around the world in the first time, achieving the repair in the shortest time as possible, and strengthening the close collaboration between individuals, organizations in this industry (such as HackerOne, a famous vulnerability crowdtesting platform) through OneSRC to improve the overall security level of OnePlus. In 2020, we launched a vulnerability collection campaign in collaboration with Fireline Security, revamping the OneRC platform, increasing vulnerability rewards, and strengthening the operation of [White Hat](#)¹⁾ followers. Currently OnePlus Security have more than 3,000 followers on Twitter.
- Third-party management: through the product demand management, development

testing, deployment and implementation, project management, and security review, OnePlus conducts the security control over third parties and clarifies that third parties shall have the ability and responsibilities to protect data security. Third parties without the ability to protect data security will be refused. In 2020, we focused on third-parties of the information system, implementing the third party list sorting, risk identification, risk improvement, modified the requirements of the access and regular audit of third parties.



Note: 1) White hat hacker is a hacker whose purpose is to protect the network security. They can identify the security holes in the network or system, but will not exploit them maliciously. Instead, he will give feedback on the vulnerabilities. In this way, the system will be able to patch the holes before they can be maliciously exploited by others.



3. Security Compliance and Audit

With the efforts of all the partners, we took the lead in GDPR compliance assessment and management improvement. We have carried out three phases of special projects since 2017. At the same time, we have obtained a number of industry authoritative safety certifications from 2018 to 2020, including TRUSTe privacy certification, PCI-DSS payment security standard certification, and ISO27001 certification, DJBH network security level protection three level evaluation, etc.

4. Security Technology System

With Reference to the National Institute of Standards and Technology (NIST) standard: *Framework for Improving Critical Infrastructure Cybersecurity (IPDRR)*, we built security technology solutions around the five aspects of Identify, Protect, Detect, Respond, and Recover, including application security, network security, host security, data security, multi-cloud security, mobile security, IoT security, vulnerability detection, emergency response, threat intelligence, etc.

5. Operational Security Management System:

Focusing on the working ideas of data and operational management, we has established a security operating system to ensure the stable and continuous discovery and improvement of security organizations, systems, processes, solutions, technologies and risks, including security product and solution operations, incident operations, and threat operations, covering security awareness training, incident response and investigation, security intelligence analysis and response, etc.

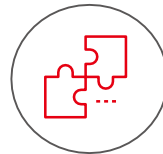


Social Responsibility Management

OnePlus established the social responsibility management system based on the United Nations Global Compact, RBA Code of conduct and ISO 26000 international standard, with formulating a series of processes and procedures to insert the requirements related to human right, the environment, integrity to company’ s business code of conduct and business processes.

Stakeholder engagement

Our stakeholders mainly include customers and consumers, employees, investors and shareholders, suppliers, government and regulatory agencies, communities, NGOs, etc. We identified the key topics concerned by stakeholders through communication and surveys with stakeholders and respond to the concerns of stakeholders through the information disclosure of social responsibility reports, so as to realize the sustainable development of the Company.



Stakeholders	Customers and Consumers	Investors and shareholders	Suppliers and Contractors	Employees	Communities and Environment	Government and Regulators	Media and NGOs
Key expectations	- High quality products and service - Information security and privacy protection - CSR management - Green products	- Compliance - Risk control - Sustainable profit	- Business with Honesty and integrity - Joint development	- Rights & Interests protection - Training and career development - Health & Safety - Working conditions & atmosphere	- Pollution prevention - Tackling climate change	- Legal compliance - Innovation - Drive employment - Pollution prevention	- CSR management - Beneficence - Environmental protection
Engagement channels	- Satisfaction survey - Customer complaint - Regular information disclosure	Shareholders meeting	- Supplier conference - Telephone, email - On-site visit	- Satisfaction survey - Employee forum - Internal website	- Environmental protection - Regular information disclosure - Energy conservation and emission reduction	- Meetings and seminars - Compliance check - On-site visit and communication	Regular information disclosure

Key Topics of Social Responsibility

The key topics are evaluated from two dimensions “Impact on stakeholder”’s evaluation and decision” and “Importance on the economy, environment and society” in our value creation processes. OnePlus identifies the key social responsibility topics by collecting opinions and feedback from stakeholders and consulting third-party professional organizations.





OnePlus Joins the United Nations Global Compact

In order to exchange experiences in sustainable development with companies and organizations that have a consensus in the industry as well as promote mutual learning, OnePlus joined the United Nations Global Compact on November 11, 2020. As a signatory of the United Nations Global Compact, we promise to abide by the Ten Principles in the areas of human rights, labor, the environment and anti-corruption.

The Ten Principles of the UN Global Compact:

Human Rights:

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights.

Principle 2: Make sure that they are not complicit in human right abuses.

Labour:

Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.

Principle 4: The elimination of all forms of forced and compulsory labour.

Principle 5: The effective abolition of child labour.

Principle 6: The elimination of discrimination in respect of employment and occupation.

Environment:

Principle 7. Business should support a precautionary approach to environmental challenges.

Principle 8: Undertake initiatives to promote greater environmental responsibility.

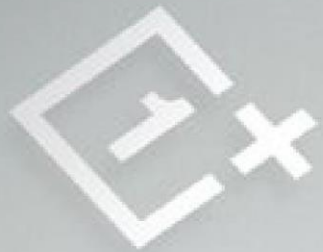
Principle 9: Encourage the development and diffusion of environmentally friendly technologies.

Anti-Corruption:

Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.

3

Strive for
Perfect
Product



Product Innovation and Development

Technological Innovation

Scientific and technological innovation is the source of enterprise development. As a technology company, OnePlus focuses on creating the atmosphere of innovation, improving ability of self-innovation in research and development, and creating high-quality intellectual property rights and effectively utilizing IP assets to build competitive differential advantage, which drive the success of business. We have set up six R&D centers around the world to attract outstanding international technical talent. OnePlus invests considerable resources every year to support the product research and development and technological innovation, promoting the continuous products and innovation achievements of company.



- On Oct 14, 2020, as the representative of Shenzhen's 40th Anniversary celebrating high-tech start-ups, OnePlus was interviewed by CCTV News for the 5G Communication Lab



101 Laboratory

To explore industry-leading technologies and development trends, adhere to user-driven technologies, and promote the academic theoretical research, focusing on technical research, breakthroughs and applications in AI and imaging (photography and video) on basis of user application scenarios in order to maintain the core competitiveness of OnePlus products and support the Company's long-term business success. At present, 101 Lab focuses on the research of the application of AI technology in photography and video, combining with the innovative technology, to create user value, including the estimation of the monocular depth map in photography area, and the time lapse photography, night scene photography, intelligent anti-shake, etc.



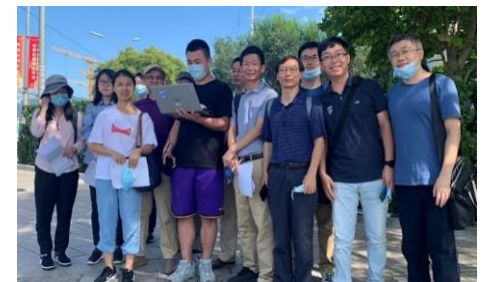
Combination of Production, Education and Research

The cooperation between OnePlus and academic institutions such as Zhejiang University in AI, CV and wireless is progressing steadily. The launch date of CV and other projects has been planned. Meanwhile, new projects will be gradually launched. At present, there have been conceptual application achievements of millimeter-wave technology. It is expected that through the combination of industry, education and research, the latest academic research results can be combined with OnePlus products, so that users can experience the most cutting-edge technology and application results.

5G Millimeter Wave Communication Technology

OnePlus began the 5G research as early as 2016, carrying out 5G technology cooperation with domestic and overseas carriers, and promoting the development of the 5G product operator market. On April 29, 2020, OnePlus 8 millimeter wave version was launched. As the first Chinese brand to launch a commercial millimeter wave flagship phone, OnePlus successfully entered the market of Verizon, the largest carrier in the United States. On August 25, 2020, as the only commercial millimeter wave mobile phone brand in China, OnePlus and Ericsson took the lead in organizing and completing millimeter wave technical performance test in China IMT-2020. Meanwhile, OnePlus actively participated in the development of China's 5G millimeter wave test scheme and standards, contributed two 3GPP standard proposals, supported the construction of the Shenzhen 5G Terminal Communication Engineering

Research Center, broke through key technologies, and led the ecological development of 5G supply chain. OnePlus' millimeter wave technology has been ahead of its domestic counterparts for more than six months, becoming the first company to support China Telecom, China Mobile, and China Unicom SA in China, and the second global smartphone brand to support T-Mobile SA 5G network in the United States.



➤ millimeter wave testing in IMT-2020

Intellectual Property (IP) Management

OnePlus respects intellectual property rights of third-parties and protects our own intellectual property, carries out patent application and protection through continuous effort and leading research and development, and outputs core and barrier patent packages centering on 5G, AI, imaging and other important technical fields. The patent application covers the world and main markets of company in order to create a patent quality system with industry competitiveness.

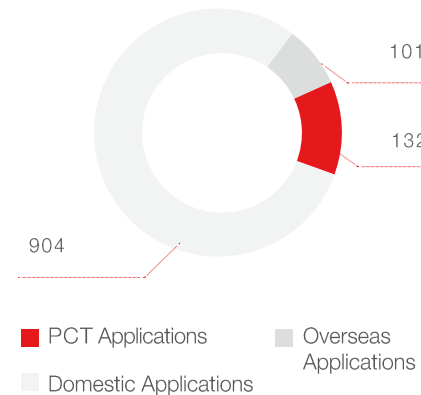
OnePlus adheres to long-term investment in research and development to continuously enrich IP accumulation. As of December 31, 2020, the number of patent applications worldwide amounted to 1,109. The number of patent applications in China is 904, including 752 invention patents; the number of patent applications in overseas is 101, including 52 invention patents; and the number of patent application worldwide approved amounted to 261. It comprehensively covered all technology categories with a balanced distribution of software and hardware patent.

In the face of fierce competition around the world, OnePlus has continuously improved the awareness of independent intellectual property rights (IIPR) protection, and has effectively protected self-developed products through patent rights. In addition, we grasp the patent trend through the market surveys, patent database searches, etc. to do a trend analysis of the latest technology in the industry and the R&D trends of competitors for a better preparation to gain competitive advantage. Now in the United States, Europe, India and other main markets, we have carried out the patent application to full prepared for the intellectual property rights protection.

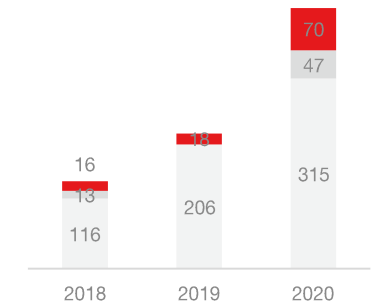
In order to respond to the risk of IP rights, OnePlus has set up full-time IP management personnel, and the CEO directly manages intellectual property work. Besides, we set up IP contacts in the R&D Center, Product Center and other technical departments to form a three-dimensional work network. In 2020, OnePlus established the intellectual property management system in accordance with the *Enterprise Intellectual Property Management Regulations* (GB/T29490-2013) and got certified. We formulated a series of management policies such as the *OnePlus Intellectual Property Management policy*, *Patent Management Policy*, *Trademark Management Policy*, *Domain Name Management Policy* and the *Patent Litigation Management policy* to ensure the orderly management of intellectual property.



Number of Patent Applications Worldwide



Number of Patent Applications in 2018-2020



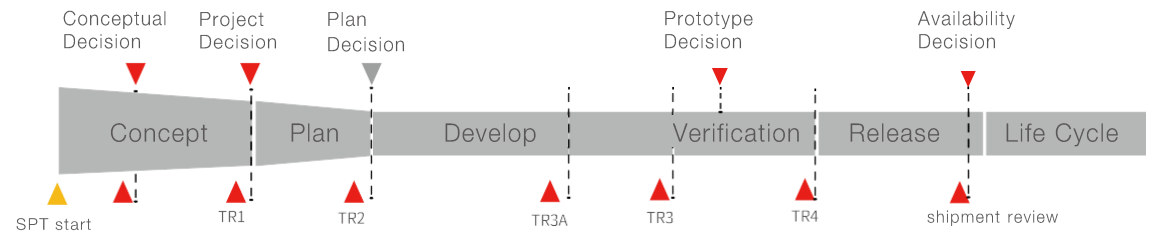
Product Development Management

OnePlus adopts IPD (Integrated Product Development) process for quality control in the product R&D process. Dividing the product development into six stages, decision check points and technical review (TR) points are set in different stages to effectively manage product competitiveness and technical maturity:

1. Six stages: including concept, plan, develop, verification, release and life cycle. In the concept stage, market research and summary of the previous generation of products are carried out to define the function, appearance, service and price of the product; In the planning stage, a detailed work plan of each department will be output. Product functional development is completed in the development stage; In the validation stage, professional tests are carried out on the function, performance and reliability of the product; Preparations for mass production and sales are completed in the release stage; The life cycle management stage focuses on the solution of after-sales problems and continuous supply of products until the product is delisted.

2. Decision check points (DCP): the management will evaluate the market competitiveness and profitability of the product through DCP at different stages, and decide whether to continue the project regarding the risk of development quality, cost and cycle time of the product, so as to avoid unnecessary resources input.

3. Technical review point: it is used to check the technical maturity of the products after the implementation of the research and development work to a certain stage. The inspection scope covers the realization of product functions/technical indicators, compliance certification, material quality standards, production process, quality stability of the finished product, etc., to ensure that the products meet the expected functional and performance requirements.



Product Development Process

DCP: Conceptual Decision, Project Decision, Planning Decision, Prototype Decision, Availability Decision

TRP: TR0, TR1, TR2, TR3A, TR3, TR4, TR5

Quality Control

OnePlus has established a comprehensive and strict quality management system in accordance with the international standard ISO 9001:2015, covering the product life cycle such as product R&D control, supplier quality management, production quality monitoring, sales service quality control, customer satisfaction survey, etc. At the same time, OnePlus has also established the detection and management mechanism for key processes and indicators, including raw material and incoming material inspection, assembly process testing, product inspection, reliability testing, etc.

OnePlus' business processes has achieved effective integration and uniform implementation of multiple management systems to meet the external certification requirements, OnePlus has been ISO9001, ISO14001, ISO45001 and ISO27001 certified.

- Thorough strict supplier certification process, select qualified suppliers to provide production materials, and develop comprehensive incoming material inspection standards to control incoming materials.
- Adopt process control methods to carry out capacity training for relevant personnel in the production process, conduct effective maintenance of production equipment, formulate and implement production operation procedures, measure and improve key indicators of processes and products.
- Continuously to optimize product quality standards and conduct product shipment testing regarding customer experience requirements to prevent the sales of disqualified products.
- Customer complaints are resolved in a timely resolution through after-sales service quality management to improve service quality and customer satisfaction.
- Promote the construction of quality knowledge base, accumulate experience, improve the ability to solve problems, and quickly promote the applications of customer complaint problem-solving measures to the development and design of new product to avoid similar failures from recurring.

Product QE testing

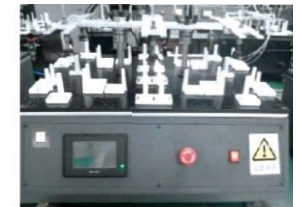
OnePlus's laboratory is equipped with comprehensive testing equipment and top-tier professionals. By referring to international, national and industrial standards as well as customer needs, QE Laboratory has formulated testing standards for mechanical stress testing, environmental testing, product life testing, and functional testing, etc., which can provide testing of product reliability, product quality, and environmental performance, also it can implement all-round and full-cycle quality and environmental inspection on mobile phones, material, accessories, and production process indicators.



Tumble tester



Drop tester



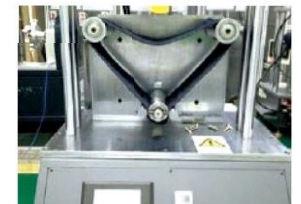
Micro-Drop tester



Drop ball impact tester



Twist tester



Compression stress

Customer Service and Communication

After-sales Service Network

To provide customers with fast and thoughtful after-service, OnePlus has established service teams covering over 30 countries and regions around the world – European and American service team, India service team, and Chinese server team. The service team provides users with multi-language, multi-channel (including telephone, online chat, email, social media, remote support, etc.) and high-quality real-time services all year round. After-sales services are available in all regions and countries wherever OnePlus mobile phones are sold.

OnePlus Global After-sales Outlets



Customer After-sales Center

Service region	Service center name	Service type	Service time	Service channel
China	Wuhan	Chinese second-line service	7*13h	Supporting services including hotlines, online support, email messaging, new media service, and remote support.
	Foshan	Chinese first-line consultation		
		Cantonese/English (Hong Kong/ Australia)		
India	DO (Local service team)	Hindi, English service	7*12h	
Europe and America	GD (Service team for Europe and America)	English service	7*18h	
Europe	FLP (Service team for Germany, Italy, France, Spain)	German	5*12h	
		French		
		Italian		
		Spanish		
	Cyprus (Cyprus language service team)	Dutch	5*8h	
		Finnish		
		Swedish		
Danish				

Friendly Services

With the tenet of "providing friendly service to customers", OnePlus pays close attention to the demands of users and provides customers with high-quality, professional and considerate services in various ways.



After-sales service is not a simple repair or replacement. When users have difficult problems, they can call the hotline. The hotline service staff will enthusiastically ask questions, patiently record the questions, and analyze and deal with the problems in time to minimize the process links and speed up the processing.



Professional knowledge is the prerequisite to ensure excellent service. OnePlus can quickly solve problems through the cooperation of customer service staff and professional developers, strive to improve technology and research and development, and jointly make perfect products.



OnePlus has set up a special team to provide one-stop service and solve user problems at one time. The user does not need to make a second call. The expert team uses professional knowledge and skills to make expert judgments, and conduct on-site analysis and troubleshooting.



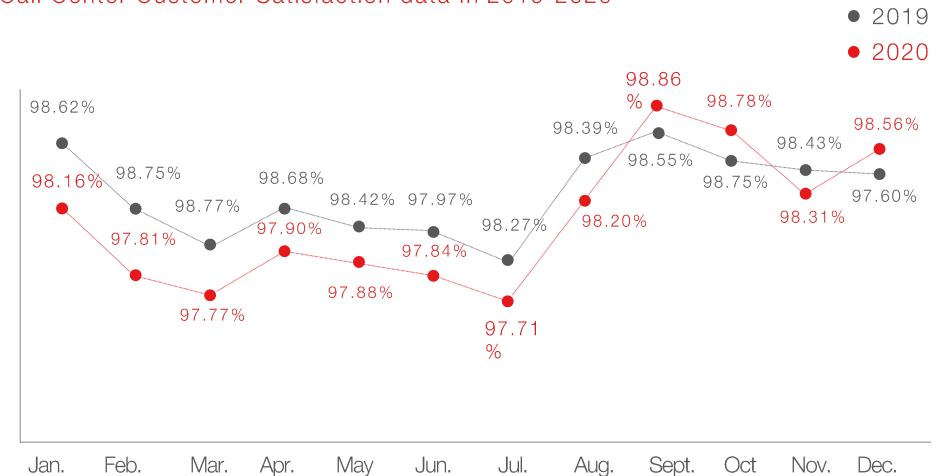
In addition to providing customers with after-sales services for OnePlus products such as mobile phones. The staffs also provide customers with free tea, coffee, snacks and film pasting services; users waiting in the store can also choose the on-site waiting area to watch movies, videos, games while waiting for the completion of service, or experience the latest generation flagship products of OnePlus in the product experience area in the store.

Understand Customer Needs

OnePlus attaches great importance to the opinions and suggestions of each customer. The Company has established and improved the Customer Complaint Handling Process, and carried out specific cause analysis and professional handling for the needs, dissatisfaction and complaints raised by customers, and adopted full communication and explanation with customers to achieve customer satisfaction. Taking customer complaint as the starting point, we have established the customer complaint follow-up and review system to improve the products and services.

We use customer interviews, questionnaire and telephone return visit to conduct satisfaction survey. The survey focuses on customer experience products, services, brand image and product cost-effectiveness.

Call Center Customer Satisfaction data In 2019-2020



Note: The data are from the results of the Customer Satisfaction Questionnaire, with a scale from 1 to 5 indicating "not satisfied" to "very satisfied".

Calculation formula of customer satisfaction rate = number of satisfied customers/total number of customers participating in evaluation *100%

User Co-creation

OnePlus pays close attention to the needs of users. We strive to build the culture of "co-creation" into a distinctive cultural label that distinguishes OnePlus from other brands, and we always listen to the voice of users. In 2020, OnePlus jointly launched a series of co-creation activities in domestic and foreign communities, such as IDEAS and OEF.

IDEAS takes OS co-creation as the core and publicly solicits software functions and features that users desire. The ideas or concepts with the highest support rate will be internally evaluated and proposed by OnePlus software team. During the IDEAS activities held in tow rounds in 2020, more than 12,000 ideas were collected, and we have responded to about 50 highly praised needs and suggestions from users, 12 of which have been included in product planning, and 2 of which have been put into practice, taking AOD (Always On Display) as the classic case.

OEF (Open Ears Forum), which means "listen to your voice", formerly known as OnePlus Product Seminar, is an online and offline communication platform established by OnePlus domestic and overseas community in order to collect user feedback on OnePlus products and work with the global community to create better products. In 2020, we launched OEF activities in domestic community for the first time, and successively held 7 offline OEF activities in six cities including Guangzhou, Hangzhou, Chengdu, Changsha, Shenzhen and Nanjing. Meanwhile, we also held 11 online OEF activities in overseas community, conducting high-quality communication with more than 400 users. By the end of 2020, more than 160 user suggestions have been collected, of which 15 have been put into practice, 25 will be launched in 2021, and more than 60 have been included in the long-term plan. Online OEF user satisfaction score is as high as 9.3 points.



OEF Activities



4

Care for Environmental Protection



Green Operation

Environmental protection is one of the three bottom lines of sustainable development, and it is also the responsibility of every corporate citizen. To fulfill our environmental protection responsibility, OnePlus has established and implemented an environmental management system according to the international standard ISO14001:2015. In all business activities of the enterprise, we strictly comply with all applicable environmental laws and regulations. We implement effective pollutant operation control measures as well as supervision and inspection through systematic environmental factor identification and risk assessment to ensure environmentally friendly operations. We also convey the concept of environmental protection to our suppliers and promote them to jointly fulfil environmental responsibilities in order to build a sustainable supply chain.

In 2020, OnePlus has invested 10.89 million CNY in environmental protection and safety. No environmental pollution accident or any economic or non-economic punishment incident happened due to the violation of environmental laws and regulations.

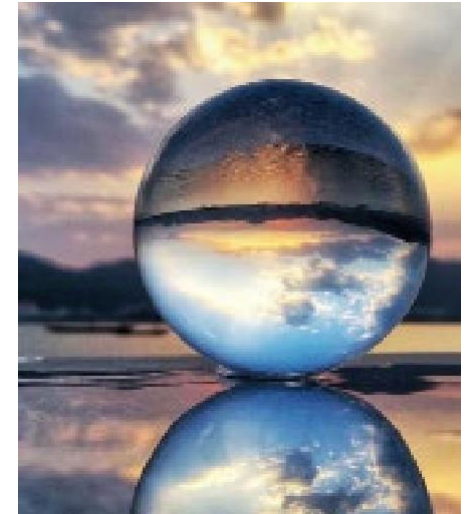


Energy Consumption and Greenhouse Gas Emissions

With the development of global economy, the consumption of energy and the rapid increase of human demand. Energy consumption leads to a large number of greenhouse gas emissions, and the greenhouse effect brings global climate impact.

In order to cope with the climate change, we established and implemented the greenhouse gas accounting management according to the international standards ISO14064-1: 2006. The Company first define the organizational boundary and conducted an inspection of greenhouse gas emission sources within the boundary; then collected relevant activity data and selected applicable emission factors around different emission sources; used calculation tools to calculate greenhouse gas emissions; and completed the annual greenhouse gas inspection report of the Company. OnePlus GHG emission in 2020 was 2,280.33 tons of CO₂-e.

In addition, we carried out the CDP GHG disclosure in 2020.



GHG Emissions in 2020:

2,280.33 T-CO₂-e

The energy consumption involved in OnePlus's operations primarily consists of electricity and water used in daily operations and fuel used by commercial vehicles.

OnePlus energy consumption in 2018-2020

Item	Unit	2018	2019	2020
Electricity	Kilowatt-hour	646,665	1,706,645	4,101,699
Gasoline	Tons	/	22.36	18.89
Water	Tons	2,807	8,317	16,133

Greenhouse gas emissions in 2020 (T-CO2-e)

Category	Scope 1	Scope 2	Total amount
GHG emissions	118.33	2,162.01	2,280.33
Percentage of total emissions	5.19%	94.81%	100%

Scope 1: Direct GHG emissions occur from sources such as boilers, furnaces, vehicles, etc.
 Scope 2: Electricity indirect GHG emissions.

Note 1: The consumption of electricity, water and vehicle fuel in above only covers OnePlus headquarters in Shenzhen.
 Note 2: In the second half of 2019 and 2020, due to the expansion of the Company's business scale, new offices were put into operation, resulting in an increase in water and electricity consumption in 2019 and 2020.
 Note 3: Gasoline is mainly used for commercial vehicles and the data are derived from the cost of gasoline and oil prices.

In order to further reduce greenhouse gas emissions, we has formulated the following measures to save electricity, water and paper based on the actual work of the office:

- If the computer is idle or not used within two hours, it shall be shut down in time.
- The use of air conditioners shall strictly follow the 26°C standard. The air conditioning must be turned off when leaving for more than half an hour to reduce energy consumption.
- Replace the high energy consumption lamps in the office area with energy-saving lamps.
- Copy paper and print paper shall be used on both sides to save paper consumption as much as possible.
- Gradually replace the dropping, bubbling, dripping and leaking faucets in time to reduce the waste of water resources.

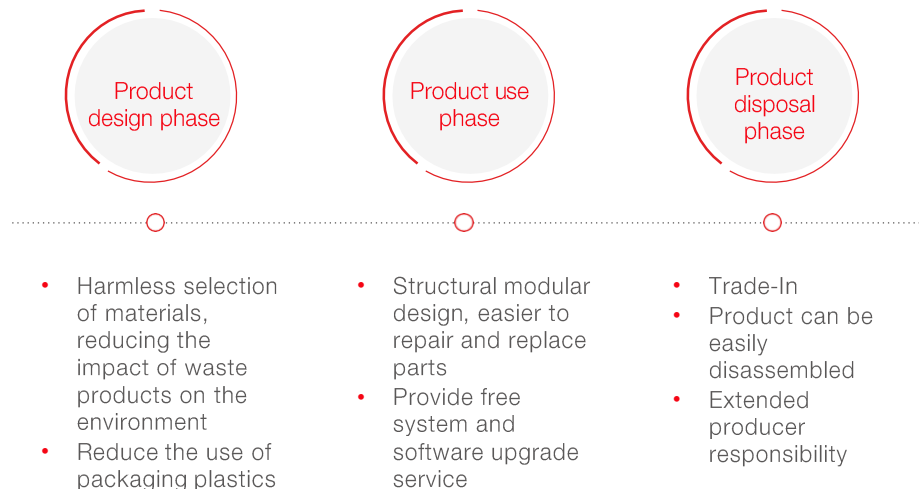


Green Products

OnePlus is committed to integrating the concepts of environmental protection and sustainable development into the life cycle of product development, minimizing the impact and damage to the environment through green product design, hazardous materials control, and the consideration of product disposal after the product life cycle.

Green Product Design

As a mobile phone research and development institution, OnePlus attaches great importance to environmental protection in the product life cycle, and reflects the concept of environmental protection in every process of product design. The company's research and development team considers various environmental factors in the product design and development stage, and strives to reduce the energy consumption and environmental impact of products through green design.



Reduce Energy Consumption During Product Use

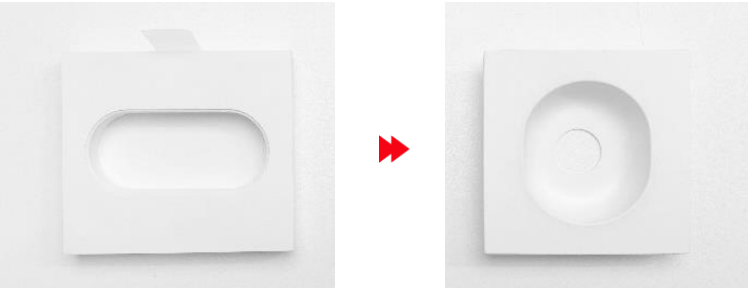
With the support of Warp Charge technology, the charging speed is gradually increased, the charging loss is gradually reduced, and the energy saving and environmental protection of the product are continuously improved; through the deep optimization of software algorithms, the power consumption of the product is reduced and the product life is improved. Through continuous technical improvements, OnePlus has extended the theoretical call duration of the product to 24 hours and the theoretical standby time to one week.

Green Packaging Design

In the packaging design of products part, OnePlus considers using additional recycled materials, reducing the use of plastic, and improving the recycling rate of packaging materials.

In 2020, we have further improved the environmental protection requirements for packaging materials and plastic accessories, although it is still not possible to achieve 100% plastic-free, we have been exploring materials that can replace plastic and hope to achieve the goal of 100% in the near future.

Packaging plastics improvement in OnePlus Buds



Inner bracket with plastic foam material (EVA)

Molded fiber inner bracket

The inner trays of OnePlus Buds are made from molded fibers instead of the durable plastic foam - EVA resin(ethylene vinyl acetate) materials.

Packaging plastics improvement in smartphones

The plastic pallet in the package of mobile phone is changed to a pallet made of molded fiber, and the lower tray is replaced by paper liner.

Compared with the packaging before, the plastic use is reduced by about 40% (the total weight of the packaging is 265 g, including the weight of plastic material 65g). At present, the packaging of OnePlus 9 series has achieved 99% plastic-free (the total packaging weight is 350g, and the plastic material weight is 2g).



Product Environmental Impact Assessment (LCA)

We use ISO 14040 and ISO14044 life cycle assessment (LCA) methods to quantify the environmental impact of products. By calculating the carbon emissions during the life cycle of products (raw materials production, transportation, assembly, transportation, use, and recycling), we identify the opportunities for the improvement of product environmental design.

In 2020, the company carried out a carbon footprint assessment of OnePlus 8T, and the total carbon emissions of the OnePlus 8T was 0.0802 T-CO2-e. The acquisition and processing of raw materials contributed the most. The carbon footprint of the product in the use phase accounts for about one fifth of the total carbon footprint, which present an opportunity for further reduction.

UL 110 Green Product Certification

UL110 is an environmental protection standard drafted by the UL Underwriters Laboratory specifically for the sustainability of mobile phones. As one of the green product certification standard for mobile phones, it has been widely recognized by the industry. The sustainability performance of products is measured from seven aspects, including raw material selection, product energy consumption, environment and health, packaging, product life cycle management, manufacturing and operation, and innovation.

In 2020, OnePlus 8 5G UW passed the UL110 certification for the first time.



Product Recycling System

For the possible negative impact of used mobile phones on the environment, OnePlus actively fulfil the extended producer responsibility, reducing the impacts through various measures. We have established a product recycling system to carry out trade-in services in domestic and foreign markets, promoting the recycle and reuse of used mobile phones. In the European Union, we provide funds to support the operation of local recycling systems, and joined the "Green Dot" recycling system for waste packaging, and cooperate with professional third-party recycling companies which regularly recycle and dispose waste products.

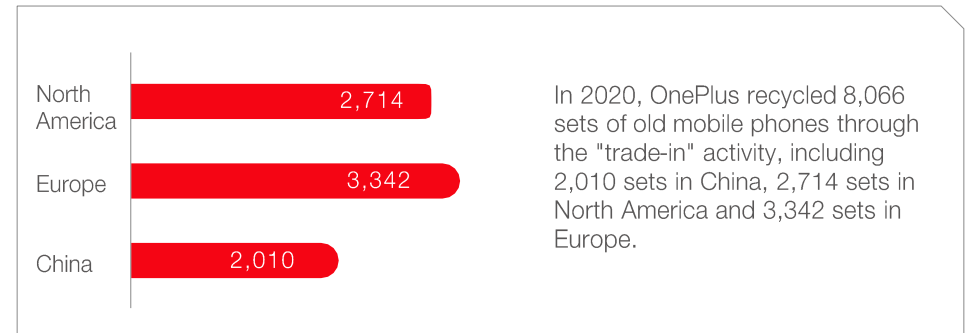
For more information about OnePlus trade-in, please visit:

Domestic: <https://www.oneplus.com/cn/trade-in>

Overseas: <https://www.oneplus.com/trade-in?from=recycle#address/edit>

Meanwhile, in order to facilitate the dismantling and recycling of used mobile phone products and reduce their negative impact on the environment, our products adopt an convenient disassembly design, with a disassembly and recycle rate of over 80%, exceeding the 55% recycling rate required by the EU Directive on Waste Electrical and Electronic Equipment Directive.

Performance of OnePlus trade-in activities



Hazardous Material Control

Proactive prohibition of

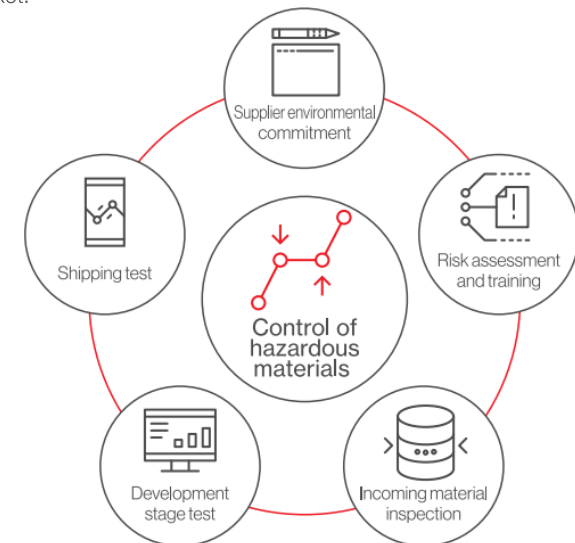
arsenic, beryllium, antimony trioxide, chlorine flame retardants, bromine flame retardants, 15 polycyclic aromatic hydrocarbons and 21 phthalates.

Hazardous substances refer to substances that are prohibited, restricted, reduced or notified by laws and regulations or customer requirements, which will be harmful to human health or environmental safety at its production, use or disposal stage. To ensure customer's health and safety when use the product, OnePlus has established the hazardous substances control mechanism, and through supplier environmental commitment, raw materials environmental risk assessment, incoming inspection and testing, product verification, shipment testing and other process, inserting hazardous material control requirements into product life cycle process, to ensure that all products comply with environmental requirements.

According to environmental protection laws, regulations, and industry standards such as "Restriction of Hazardous Substances in Electrical and Electronic Equipment (RoHS) Directive" and "Registration, Evaluation, Authorization and Restriction of Chemicals (REACH)", OnePlus has established a hazardous substances control policy, combined with actual products, to guide the selection of materials in the product design process, as well as environmental protection requirements for suppliers. In 2020, we updated the OnePlus Hazardous Substances Control Specification, actively banned arsenic, beryllium, antimony trioxide, chlorine flame retardants, bromine flame retardants, 15 polycyclic aromatic hydrocarbons, and 21 phthalates while complying with the requirements of laws and regulations. In order to protect the health and safety of workers during the production process, we also prohibit the use of toxic solvents such as benzene, toluene, and n-hexane in product production processes.

In addition, OnePlus organized the related suppliers to carry out the knowledge of hazardous substances publicity and training to guide them to understand OnePlus requirements of hazardous substances.

- **Supplier environmental commitment:** Before entering the supply chain, the supplier shall sign environmental protection declarations and commitments to ensure that raw materials used are in compliance with environmental protection requirements and shall provide relevant raw material information.
- **Risk assessment and training:** OnePlus identifies and judges the risk of materials through the hazardous materials control system and focuses on monitoring the high-risk materials.
- **Incoming material inspection:** All incoming materials are inspected by professional engineers to ensure that the raw materials meet the requirements for problematic materials, suppliers are required to make timely improvements.
- **Testing in product development stage:** Product sample will be send to a third-party laboratory for hazardous substance testing to ensure that the product complies with relevant domestic and foreign laws and regulations.
- **Shipping testing:** Randomly selects product samples and entrusts to third-party lab for environmental compliance testing and verification. Non-compliant products are not allowed to flow to the market.



5

People- Oriented



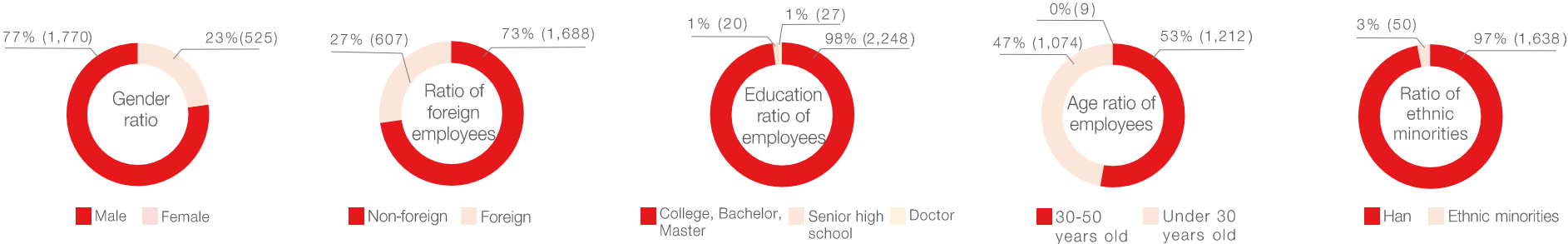
Basic Rights and Interests of Employees

OnePlus strictly abides by all applicable laws and regulations, international human rights conventions, and labor standards, and prohibits child labor and any form of forced labor. We advocate for equal employment and treat workers of different races, nationalities, colors, genders, and religious beliefs equally and ensure equal rights in recruitment, employment, compensation & benefits, training, and promotion. During the reporting period, OnePlus found no child labor or forced labor violating employees’ basic rights and interests.

As an international company, OnePlus always adheres to the talent concept of "diversity and openness" to provide employees with a fair and tolerant career development environment. As of December 31, 2020, OnePlus has 2295 employees from 27 countries around the world, which is highly conducive to company’ s sustainable development. At the same time, OnePlus actively promotes a local employee policy to its overseas branches and strengthens the localization construction of talent. We have a high percentage of local employees in OnePlus overseas branches since the company established. In 2020, it (the proportion of non-Chinese employees in OnePlus overseas branches) reached 91%, which has dramatically contributed to the global business development of OnePlus.

We provide smooth communication channels for employees through Employee Engagement Surveys, feedback emails, “Talk with Pete” , etc., and actively respond to the needs of employees to protect employees’ basic rights and interests.

At present, the company's labor contracts and social insurance coverage are 100%, and the proportion of woman in middle-level management and above has reached 21.95 %.



Note: Divided on basis of the number of Chinese employees.

Wages and Benefits

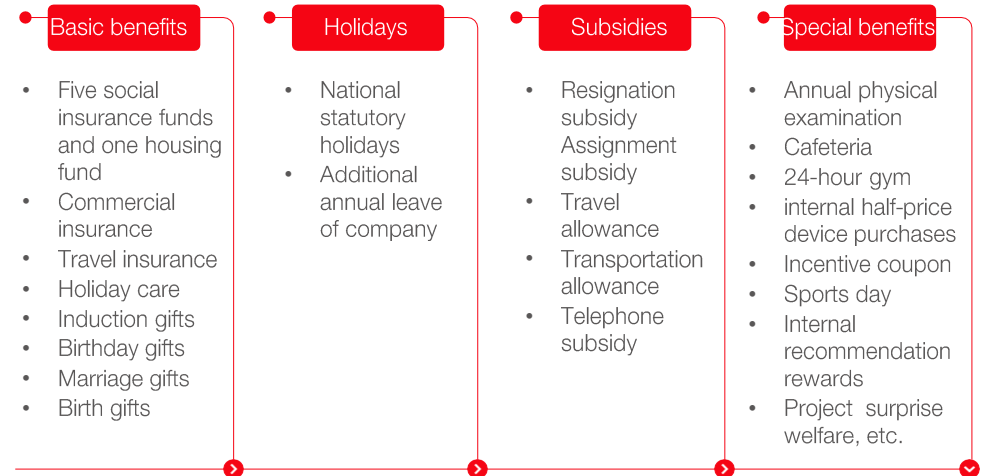
Guided by the principles of performance-orientation and risk & profit sharing, together with the Company's salary philosophy, global consistency, OnePlus has designed a salary and incentive system with a consistent, global philosophy and reasonable regional variations, combining internal and external research and data analyses, as well as business demands to formulate a reasonable monthly salary, subsidy, and short-term and long-term incentive plans, to ensure that employees' salaries are fair internally, competitive externally, incentive performance output, and achieve the purpose of attracting, retaining, and motivating employees as well as guiding them to focus on results and processes, encouraging employees to share long-term development with the company. Moreover, OnePlus has designed a recognition mechanism of different levels and scales based on the performance of teams and employees. Honors and awards will be given to outstanding employees and teams and all-round recognition and encouragement will be given to employees through a variety of ways.

In accordance with local laws and regulations, market level, company culture and values, OnePlus provides employees with diversified benefits, guarantees and care in various aspects, and comprehensively enhances employees' sense of safety and happiness.

- In terms of holidays, OnePlus strictly abides by the applicable laws and regulations around the world, and on the basis of compliance, gives employees an additional 1-4 days of paid annual leave based on their years of social work.
- In terms of employees' personal security, in addition to providing legal social security, OnePlus also provides commercial insurance for employees, including serious illness insurance, accident insurance, and daily medical insurance, to expand the scope of insurance coverage to employees. At the same time, the Company provides employees with an annual physical examination and various forms of fitness and sports programs to help them properly manage their own health, prevent and respond to health risks in advance. During the COVID-19 pandemic, OnePlus provided targeted welfare and care for employees according to the progression of the disease, to enhance employees' ability to cope with the risk of the pandemic, and reduce the impact on employees.
- OnePlus appreciates all employees and their efforts over the years. We provide resignation subsidies to employees who left the job voluntarily based on their working years with OnePlus, and give the year-end bonus as usual.

- In addition to benefits which fulfill local requirements, OnePlus also provides employees with benefits needed for work development, such as travel subsidies, assignment subsidies, telephone subsidies, instructional subsidies for new employees, and other extra subsidies to ensure that employees can put their minds at ease and have sufficient resources to carry out their work smoothly.

- We provides holiday gift packages, marriage and childbirth bonuses, and other celebratory benefits for employees. We provide employees with a variety of customized benefits to meet their diverse needs, including a humanized, inclusive, diversified and comfortable working environment, half-price device purchases, nursing rooms, and sports day activities.



Training and Development

Adhering to the people-oriented tenet, we regard people as our greatest asset and the most precious wealth of the company. Cultivating and developing talents is a key driving force for the Company's continuous development and future success. We provide employees with a variety of trainings, making plans to promote employees' personal growth.



Spark Training Camp in 2020

Training Management

Departments formulate the training plan according to the business development needs, apply for the training budget at the beginning of the year, and submit it to the Human Resources department after the budget is approved. Human Resources Department determines the training form (internal or external training) according to the training needs and organizes trainings according to the plan, in order to improve the professional and comprehensive ability of employees through.

OnePlus invests considerable funds and efforts in various training programs for employees every year to help them improve the abilities to meet the needs of business development, growing and developing with the company. In 2020, we invested over RMB 3.76 million in training, constructed the HiO online learning platform, and introduced nearly 600 online courses, with a total training period of more than 90,000 hours as well as nearly 700 online and offline courses.

We have formulated a talent development plan guided by the strategy to targeted groups including fresh graduates, grass-roots employees, high potential talents, first-line managers, middle and top management.

- New graduates Training Camp: OnePlus attaches great importance to the cultivation of new graduates, through

outdoor challenges, comprehensive course training, corporate culture awareness, production line practice, customer service experiences, and other methods found in the Spark Camp Program, help the graduates perceive OnePlus corporate culture and fit in at OnePlus as soon as possible. During the reporting period, a total of 139 graduates participated in the training camp.

- Project Management Training Camp for grass-roots employees: It aims to improve the project management ability and execution through training on project management, professional knowledge and skills, and general knowledge and skills. In 2020, a total of 36 grass-roots employees participated in the training camp.
- Product Manager Training Camp: This

camp aims to improve employees' product insights and user-driven ability through training on commercial practice, professional knowledge and skills, and general knowledge and skills. During the reporting period, a total of 20 project managers participated in the training camp.

- High Potential Talents Training: It is an important project for OnePlus to cultivate reserve managers, which aims to improve the management cognition and skills of high potential talents through enabling leadership, on-the-job experience, and external vision. In 2020, a total of 22 talents participated in the training.

Talent Development Plan

OnePlus is committed to building a learning organization, focusing on the ability and career development improvement.

Career Development Channels

The development of employees is closely related to the growth of the Company. OnePlus pays attention to the professional development of our employees, gives full play to their strengths and advantages, uses the professional development channels to help employees grow, and develops self-improvement and broad workplace development space for employees. In order to meet different career pursuits, OnePlus has established a dual-track career development channel, which provides a wide range of career advancement opportunities for professionals in the professional field, without having to be constrained by the traditional development model from professional to management. At the same time, OnePlus has truly cultivated and selected a group of talents suitable to enter the management channel, allowing different types of employees to achieve good career development.

Management Indicators	2018	2019	2020
Total annual training hours for employees	69,092	85,824	95,131
Investment in Staff training (RMB million per year)	434	446	376
Number of annual training courses	150 (6 categories)	200 (7 categories)	700 (8 categories)
Average annual training hours per employee	6.3	7	8
Percentage of employees who have received a performance assessment	98.7%	94%	95.6%



Health and Safety

Health and Safety Policy :

Comply with the requirements of laws and regulations, continuously improve the working conditions, adhere to safety first and prevention first, and ensure the occupational health and safety of everyone in the company.

In order to protect the health and safety of employees, OnePlus has established the occupational health and safety management system according to the ISO45001:2015 standard, and has controlled occupational health and safety risks through a systematic safety management mechanism. We regularly carry out hazard identification and risk assessments in accordance with the Environmental Factors and Hazards Identification and Evaluation Control Procedure, identify major hazard sources related to business, and take effective control measures to eliminate or reduce risks, so as to ensure a healthy and safe working environment for employees. At the same time, in order to enhance the safety awareness of employees, we conduct safety training and publicity for employees in the new employee orientation training. In addition, OnePlus regularly organizes annual physical examinations for all employees to ensure their health.

We provides smooth communication channels for employees, including but not limited to: employee engagement surveys, feedback mailbox, an official WeChat account, and administrative feedback channels on Teams.

In 2020, OnePlus completed COVID-19 epidemic prevention and an internal and external audit of EHS systems. The investment related to environmental protection and safety reached RMB 10.89 million. No casualties, major fires or explosion incidents, or occupational injury accidents occurred within the company, and the hours lost due to occupational injuries was zero.

Epidemic Prevention Mechanism Establishment to Ensure the Health and Safety of Employees

In early 2020, COVID-19 broke out. With the coming of the Chinese Spring Festival, the coronavirus spread fast because of the large people flow and mass gatherings. To ensure that employees could put their minds at ease when returning to work, OnePlus has taken a series of epidemic prevention and control measures, and became the first company in Futian District among the C-type enterprise to successfully resume business operations. As a result, no OnePlus employees in China were infected with COVID-19, which means that we effectively protected the health and safety of our employees.

1. Quickly build an emergency preparedness and response mechanism for epidemic prevention

- Set up an emergency online team for COVID-19 epidemic prevention to provide consultation and comprehensive guidance for employees.
- Formulated the “Action Guidelines for OnePlus in Response to COVID-19” and guidelines for the protection in overseas offices,
- Timely updated the guidelines as required according to real-time information of coronavirus.



- Emergency materials for epidemic prevention were quickly supplied to frontline employees, including 112,764 pieces of surgical masks, 4,842 pieces of N95 masks, 18 body temperature readers, 116 bottles of disposable hand sanitizer, 9 barrels of alcohol, 888 bottles of alcohol spray, 17 barrels of disinfectant, 6,280 pairs of disposable gloves, and 200 sets of protective clothing were sent to all offices.
- Established a epidemic database by implementing a daily Health Survey to employees in order to maintain an up-to-date understanding of employee health information and carry out follow-up treatments (such as isolation) in case of abnormalities, as well as track the health of personnel returning from medium and high risk areas.
- Set up temporary isolation point, conducted IgM antibody test for people with abnormal body temperature, carried out preliminary screening, and implemented office cleaning and disinfecting to prevent the spread of viruses.

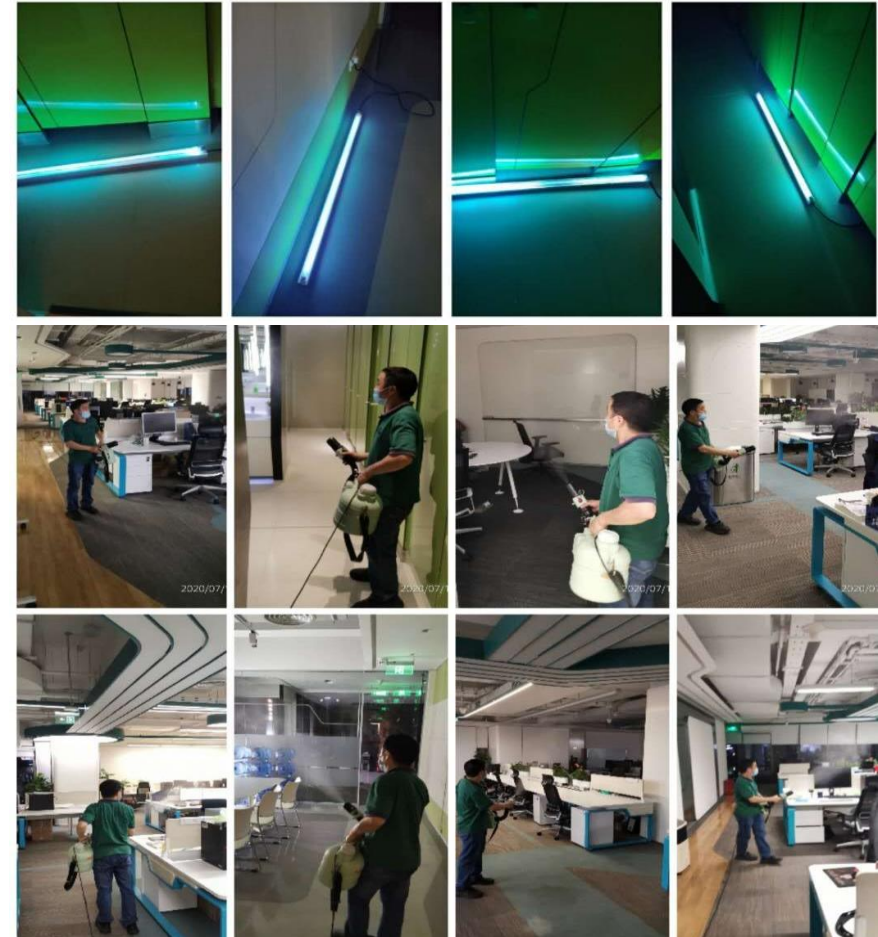
2. Carried out training and publicity campaigns on epidemic prevention to strengthen prevention awareness of employees

- Used the WeChat enterprise group to occasionally push epidemic prevention knowledge and epidemic information.
- Provided daily publicity materials such as epidemic prevention posters and tips.
- Provided an Employee Assistance Program(EAP) for employees to help them strengthen their psychological strength.

- Instructed employees to wear masks properly.

3. Strengthen the safety and protection of the office environment, and provide a safe working environment for employees

- Cooperated with the property management company of our office building and updated our access cards to set limits to the access.
- Regularly disinfected the office and public area on a daily basis.
- Designed a Mini Program to manage office access permissions to make it easy to exit but difficult to enter, thus securing the first line of defense.
- Provided protective equipment such as masks and hand sanitizer for employees for free.
- Assigned special personnel to measure the temperature of employees and allow them to enter the office only when their body temperatures were normal.
- Assigned a "floorwalker" for each building and required them to patrol all floors every 2 hours.
- Arranged for shuttle buses to pick up employees to and from work and formulated welfare subsidy programs to encourage employees to either drive on their own or carpool to work for the purpose of reducing the use of public transport and the risk of exposure.
- Deployed and posted computers to over 100 employees so that they could work at home.
- Upgraded Virtual Private Networks (VPNs) to provide resource support for video conference and employees working from home.



Employees care

Thursday Sports Day

OnePlus pays attention to the physical and mental health of employees. We designate every Thursday as OnePlus Sports Day in the hope that employees can achieve a healthy balance between life and work. In addition to the 24-hour gym in the office,, we provide employees with various aerobic equipment. We also have a long-term cooperation with sports venues near the company (less than 500 meters away) in providing diversified sports facilities for employees, which include various popular sports such as badminton, basketball, table tennis, and football. The Sports Day can help employees release stress and prevent their health from suffering due to long-time sedentary work. It also helps foster communication amongst employees.



Talk with Pete

OnePlus conducts a “Talk with Pete” activity every quarter to more accurately and timely deliver the company's strategic objectives, encourage concerted efforts between employees, enhance cohesion, and help the management better understand the perspective of employees, offering employees an open and transparent communication platform. During this activity, Pete Lau, the CEO of OnePlus, speaks face-to-face with employees, and employees can ask any questions they may have. In 2020, due to the pandemic, we introduced online live broadcasts for “Talk with Pete,” enabling global employees to communicate with CEOs remotely. Employees are also able to watch video playback at any time. This practice expanded the influence of “Talk with Pete.” It also familiarized more employees with the latest strategic objectives of the Company, and helped management hear the voices of more employees both at home and abroad.



8 1 8 Original Aspirations Week

The founder of OnePlus decided to launch the company on August 18, 2013, beginning a journey of NEVER SETTLE. Since then, August 18 became a significant day for OnePlus. On August 18, 2020, in connection with the new product launch, OnePlus planned a series of interactive activities under the theme of “Original Aspirations,” which included the “Story of Eggs,” “the Story between You and OnePlus”, and “A New Beginning,” to share OnePlus’ s stories with all employees, and gain power and motivation from these stories.



OnePlus Day

On December 17, 2020, we celebrated our 7th anniversary in offices around the world. Themed "Explore More," the OnePlus Day activity included four sections: Honors and Awards, Carnival, OnePlus Museum, and the OnePlus Club. The activity presented a welcoming, diverse, and vivacious environment through an innovative and bold visual atmosphere, and showcased the

close emotional bond amongst employees. It is a new year full of hope and passion., Let' s stay determined, ambitious, and surefooted to "Explore More!"



6

Responsible Procurement



Supplier Code of Conduct

With the rapid development of the global economy, the sustainable development of enterprises is increasingly affected by the supply chain. In order to assume the social responsibility on the basis of laws and regulations and fulfil the highest ethical standards to achieve the vision of being a healthy company that endures, OnePlus strengthens the compliance management and social responsibility promotion for suppliers, commits to building a responsible supply chain, maintaining integrity and honesty, and creating a fair, just and open business environment.

In order to promote suppliers to jointly fulfill corporate social responsibility, we formulated the OnePlus Supplier Code of Conduct, which mainly covers four areas: labor rights protection, law-abiding integrity, environmental responsibility and internal management, clarified requirements on child labor, forced labor, ethics and human rights, anti-discrimination and anti-harassment, working conditions, anti-corruption and business integrity, cyber-security and personal data protection, intellectual property protection, conflict minerals, the environment, auditing, etc. OnePlus requires our suppliers to operate in accordance with this Code of Conduct, and encourages to engage in production and business activities with high ethical standards which exceeded the requirements of laws, regulation, benefiting to employees, communities, and fulfilling corporate social responsibility.

In 2020, OnePlus has communicated and publicized the requirements of the Code of Conduct to all tier-1 materials suppliers, requiring suppliers to sign a commitment of abiding by relevant principles. By December 2020, all targeted suppliers (55 in total) have signed the social responsibility commitment, with a rate of 100%.

In the following year of 2021, we are going to further improve the CSR management of suppliers through the establishment of CSR management mechanism based on the life cycle of suppliers, and the business process alignment and optimization, group supervision and audit, etc., gradually transiting to a standardized and normalized supplier CSR management.



Procurement Integrity

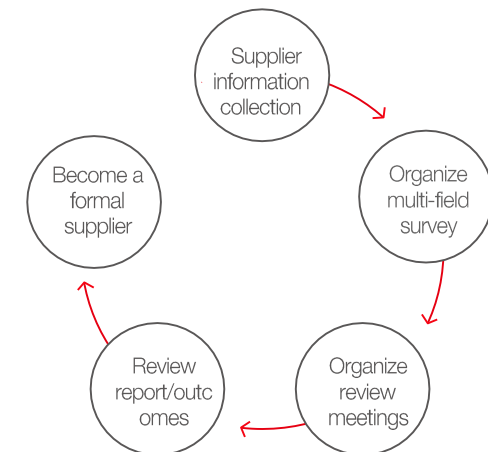
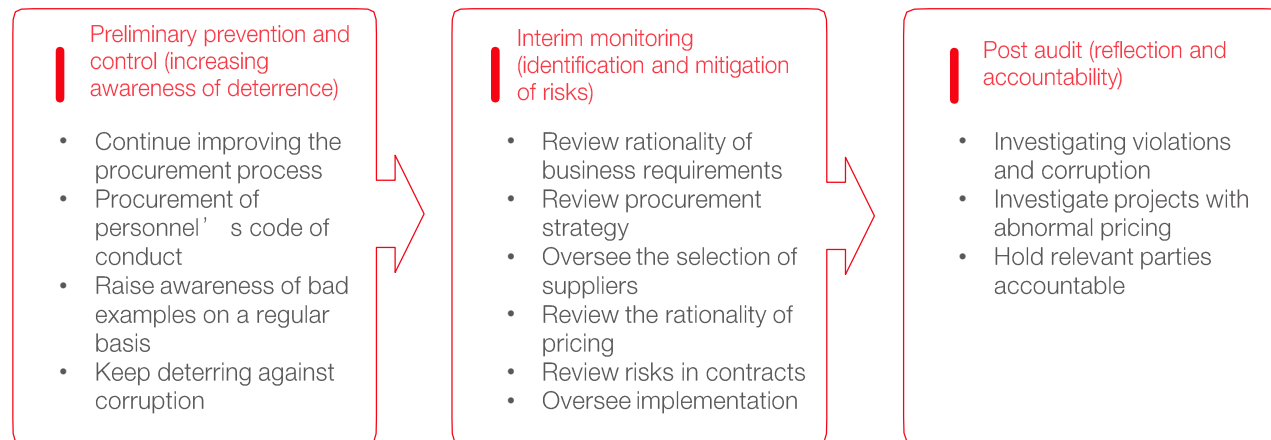
OnePlus establishes and maintains partnership relations with suppliers based on mutual trust, and purchases materials and services on the principle of fairness and openness. The Company has formulated supplier management policies and processes to carry out the process management of the introduction, daily management and performance assessment of suppliers to reduce supply chain risk.

OnePlus attaches great importance to supplier compliance management and has set strict standards for supplier introduction. We clarified the responsibilities of each department and standardized supplier management and procurement work with the Supplier Introduction Process, the Accountability Rating Criteria for Procurement, etc. We focus on the ethical behavior of suppliers, through the implementation of "prevention in advance - supervision in the process - audit after the incident " to manage and monitor procurement risks at all processes to ensure that in the supplier selection, bidding, contract signing, payment and other key process, all kinds of corruption can be prevented.

Furthermore, We encouraged all employees and suppliers to report violations via ceo@oneplus.com. The Audit Committee Office takes charge of receiving and investigating the reported incident, releasing the punishment result and circulating a notice of criticism.

In the supplier Introduction process, we conduct a qualification review of all potential suppliers to determine the short list of bidders. The review team is composed of at least two or more professional members from different departments. The review content includes basic information, quality performance, technical ability, service ability and other aspects of suppliers. For materials suppliers, the review team will conduct on-site assessment. Besides, the shortlisted suppliers shall complete the third party due diligence investigation. Only when the suppliers passed the comprehensive evaluation can they be new suppliers of OnePlus. At the same time, in order to ensure that the company and external partners jointly abide by the integrity rules in the cooperation process, resist commercial bribery and unfair competition, and safeguard the common legitimate rights and interests of both sides, we included the integrity clause in the business agreements, to promote suppliers to abide by it.

In supplier performance assessment process, OnePlus upholds the principle of objectivity and impartiality and sets different evaluation standards for different types of suppliers, in order to promote the survival of the fittest through regular supplier performance evaluation.



Conflict Minerals Management

Conflict minerals refer to the metals tin, tungsten, tantalum, gold and other rare metals which are extracted from Congo and its surrounding countries and regions, which has caused serious human rights and environmental problems. Most of the mining activity in these areas are related to the armed groups in conflict (funding), resulting in long-term instability in the areas, so the four metals produced in these areas are called "conflict minerals".

No Use of Conflict Minerals

Adhering to the promise of building a responsible and sustainable procurement supply chain, OnePlus has publicly stated that we will not purchase or support the use of conflict minerals. In the OnePlus Supplier Code of Conduct, we explicitly stated the principle of non-use of conflict minerals, requiring suppliers not to purchase conflict minerals. We resolutely refrains from participating in and supporting anti-human rights mining activities in conflict-affected and high-risk areas (CAHRA) to ensure that its business associated with conflict minerals complies with the Responsible Minerals Initiative(RMI) principles, and ensures that no material ingredients that directly or indirectly finance or benefit anti-human armed organizations in the Democratic Republic of the Congo and its neighboring countries are used in the product manufacturing processor contained in the products and packing.

OnePlus's statement on conflict minerals:
<https://www.oneplus.com/cn/sustainability>

In business activity practice, we has formulated the Conflict Minerals Management Policy to clarify the management principles and escalation management. For suppliers that may contain conflict minerals are required to sign a commitment to promising not to use or purchase conflict minerals, in order to develop a harmonious and humane responsibility value chain.

The manufacturer (OPPO) of OnePlus is an RMI member. In terms of the conflict minerals management, the manufacturer requires all suppliers to assume the responsibility management for conflict minerals and complete the annual conflict minerals survey. At present, 100% of subordinate raw material suppliers have fulfilled their commitment not to use conflict minerals. By the end of 2020, more than 91% of raw material suppliers have completed their manufacturers' conflict minerals surveys. This number will gradually increase to 100% in the future. The manufacturer will complete the suppliers conflict mineral risk assessment based on the survey information and RMI resources, and conduct due diligence on conflict minerals to further practice responsible supply chain management.

100%

of raw material suppliers fulfilled
conflict-free minerals
commitment

> 91%

suppliers completed the
conflict minerals survey



CSR Practices of Manufacturer

EHS Management

OnePlus entrusts OPPO, the mobile phone manufacturer, to assemble and produce products, and oversees suppliers to fulfil their social responsibilities. The manufacturer has established and implemented an environmental management system in accordance with the ISO14001 international standards, invested resources to control pollution sources, and passed third-party certification. Meanwhile, OPPO has formulated and implemented an occupational health and safety management system on the basis of ISO45001 standard. In 2020, it registered no serious injury or death accident, no major fire or explosion, no leakage of dangerous chemicals, no major special equipment accident, no major traffic safety accident for which the main responsibility is taken; The physical examination rate of workers exposed to the occupational-disease-inductive factors is 100%, and no occupational diseases; the special equipment runs 100% with the certificate.

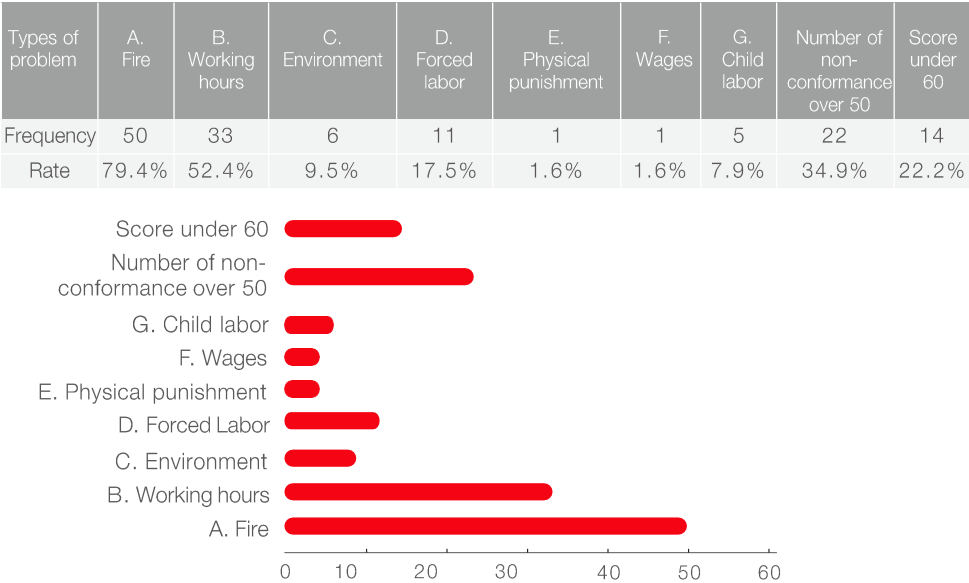
EHS Management Items	2018	2019	2020
Power Consumption (kWh)	121065781	160839262	140894180
Water Consumption (Ton)	1363624	1534913	1138671
Direct Greenhouse Gas Emissions (T-CO2e)	983.58	887.82	865.25
Indirect Greenhouse Gas Emissions (T-CO2e)	2621.48	2656.59	2122.85
Non-Hazardous Waste (Ton)	5500	7085	4059
Disposed Hazardous Waste (Ton)	49	50	67
Number of Workers Trained on Environment	4000	4000	5800
Lost Time of Injury (Hour)	348	1566	1914
Lost Time Incident Rate (%)	3	13	17
Lost Time Severe Incident Rate (%)	0.35	1.2	1.05

*The data above are from OPPO 2020 Sustainability Report, verified by a third-party auditing agency.

Supplier Risk Assessment and CSR Audits

In order to promote the practice of corporate social responsibility management in the supply chain, the manufacturer has carried out risk assessment for the manufacturers among all raw material suppliers, divided the supplier's CSR risk level into three levels: high, medium and low, and formulated an annual supplier audit plan. In 2020, manufacturers entrusted third-party audit institutions to carry out on-site audit on manufacturing suppliers, and the audit rate of suppliers reached 77.8%.For suppliers rated as high or medium risk by the audit results, they are required to take corrective action plans within a time limit, and follow up and confirm the improvement results.

Distribution of problems in suppliers on-site audit:



*The data above are from Guangdong OPPO Mobile Telecommunications Corporation Ltd.

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Glossary

Acronym	Full Name
3GPP	Third Generation Partnership Project
5G	The Fifth Generation Mobile Communication Technology
AI	Artificial Intelligence
AOD	Always on Display
BP	Business Partner
CEO	Chief Executive Officer
CDP	Carbon Disclosure Project
CSR	Corporate Social Responsibility
CV	Computer Vision
EHS	Environment, Health and Safety
GDPR	General Data Protection Regulation
GRI	Global Reporting Initiative
IAPP	International Association of Privacy Professionals
ICT	Information and Communications Technology
IPD	Integrated Product Development
IoT	Internet of Things
ISO	International Organization for Standardization
ISMS	Information Security Management System
LCA	Life Cycle Assessment
NGO	Non-governmental Organization
OS	Operating System
PCI-DSS	Payment Card Industry Data Security Standard
RBA	Responsible Business Alliance
RMI	Responsible Minerals Initiative
SDG	Sustainable Development Goal
SDL	Security Development Lifecycle
TR	Technical Review
VOC	Voice of Customer

Reader Feedback

Dear readers, Greetings!

Thank you very much for reading the 2020 Sustainability Report of OnePlus Technology (Shenzhen) Co., Ltd. If you have any thoughts or suggestions about this report, please fill out the feedback form below and send it to us by mail or email. We highly value and thank you for your comments!

Name:

Tel:

Email:

Comment	Strongly Agree	Agree	Fair	Disagree	Strongly disagree
Did you obtain the information you were concerned with from this report?					
Is this report readable in terms of content and typesetting?					
Which part of this report did you find most interesting? (Please specify)					
What else do you think needs to be known is not reflected in the report? (Please specify)					
What recommendations do you have for our future sustainability reports? (Please specify)					

Please contact us:

Correspondence address:18/F, Block C, Tairan Building, Che Kung Temple, Futian District, Shenzhen, Guangdong province, China
Telephone exchange: 86-755-61882366
Email: compliance@oneplus.com

External Assurance Statement



Independent Verification Statement

TÜV SÜD Certification and Testing (China) Co., Ltd. Shanghai Branch (hereinafter referred to as "TÜV SÜD") has been engaged by OnePlus Technology (Shenzhen) Co., Ltd. (hereinafter referred to as "OnePlus" or "the Company") to perform an independent third-party verification on 2020 Sustainability Report of OnePlus (hereinafter referred to as "the Report"). During this verification, TÜV SÜD's verification team strictly abided by the contract signed with OnePlus and provided verification regarding the Report in accordance with the provisions agreed by both parties and within the authorized scope stipulated in the contract.

This Independent Verification Statement is based on the data and information collected by OnePlus and provided to TÜV SÜD. The scope of verification is limited to the said information. OnePlus shall be held accountable for authenticity and completeness of the provided data and information.

Scope of Verification

Time frame of this verification:

- The Report contains the data disclosed by OnePlus during the reporting period from January 1st, 2020 to December 31th, 2020, including economic, environmental and social information and data, methods for management of substantial issues, actions/measures and the Company's sustainable development performance during the reporting period.

Physical boundary of this verification:

- The on-the-spot verification took place at OnePlus's operation address at: 18/F, Tower C, Tai Ran Building, No.8 Tai Ran Road, Futian District, Shenzhen, China.

The following information and data are beyond the scope of this verification:

- Any information and contents beyond the reporting period of this Report; and
- Other information disclosed in this Report that have been audited by an independent third party are not verified again herein.

Limitations

- This verification was performed at aforementioned address and no branch or subsidiary was visited during the aforesaid verification; and
- The Company's standpoint, opinions, forward-looking statements and predictive information as well as the historical data and information before January 1st, 2020 are beyond the scope of this verification.

Basis for the Verification

This verification process was conducted by TÜV SÜD's expert team who are highly experienced in the corporate social responsibility, economic, social, environmental and other relevant issues and this team drew the conclusions thereof. The verification referred to the following standards:

- Global Reporting Initiative: Sustainability Reporting Standards (GRI Standards) (2016)
- TÜV SÜD Procedure of Verification on Sustainability Report

In order to perform adequate verification in accordance with the contract and provide reasonable verification for the conclusions, the verification team conducted the following activities:

- Preliminary investigation of the relevant information before the verification;
- Confirmation of the presence of the highly substantial issues and performance in the Report;
- On-the-spot review of all supporting documents, data and other information provided by OnePlus; tracing and verification of key performance information;



- Special interview with the representative of OnePlus's board of directors; interviews with the employees related to collection, compilation and reporting of the disclosed information; and
- Other procedures deemed necessary by the verification team.

Verification Conclusions

According to the verification, we believe the Report prepared by OnePlus is reliable, consistent and substantial; the disclosed information is objective, authentic, complete and clear; no systematic or substantial problem has been detected; this Report can be used by the stakeholders.

The verification team has drawn the following conclusions on this Report:

Stakeholder Inclusiveness	The Report has fully identified internal and external stakeholders of company, and the Company has established a normal communication mechanism, such as meetings, interviews, emails, phone calls, research and etc., to maintain positive communication with stakeholders. The Report has responded to highly concerned issues to stakeholders.
Sustainable Context	The Report reveals companies' impact on the economy, environment and society in a wider sustainability background.
Materiality	The Report discloses the Company's list of substantive issues, as well as the boundary and analysis process of the substantive issues, and classifies the priority of the substantive issues according to the degree of impact on the assessment and decision-making of stakeholders and the degree of impact on the economy, environment and society.
Completeness	The Report discloses the Company's substantive issues and the impacted timing and scope. This report has been prepared in accordance with the GRI Standards: "Core option".
Accuracy	Through on-site verification and confirmation, the information of the Report is objective, true, and the data is accurate and traceable.
Balance	There is improvement area on negative information disclosure in the Report.
Clarity	The Report uses a combination of pictures, charts and text, with clear explanations of abbreviations, and has disclosed direct access to the Report.
Comparability	The Report provides a clear presentation of comparable data for 2018 and 2019, track regularly to key issues such as employee training, energy, EHS management and supplier audits.
Reliability	The data disclosed in the Report have original documents and records for verification, and the statistical caliber is consistent. The Company invited an independent third party to verify the reported data.
Timeliness	The Company plans to release the sustainable development report of the previous year every year since 2020, and the time range of the Report is consistent with the annual report, so as to facilitate stakeholders to get timely information to make decisions.

Recommendations on Continuous Improvement

- The Company has established a sound governance structure and responded to the United Nations Sustainable Development Goals (UN SDGs 2030) with practical actions. It is suggested that the Company should establish and improve a performance indicator management system for sustainable development in further sustainability report. So as to track the sustainable development performance timelier and more effectively.
- It is suggested that the Company should give consideration to both positive and negative information disclosure in the next year's report.

Statement on Independence and Verification Capability



TÜV SÜD is a trusted partner of choice for safety, security and sustainability solutions. It specialises in testing, certification, auditing and advisory services. Since 1866, TÜV SÜD has remained committed to its purpose of enabling progress by protecting people, the environment and assets from technology-related risks. Today, TÜV SÜD is present in over 1,000 locations worldwide with its headquarters in Munich, Germany. TÜV SÜD has been committed to sustainable development and actively promotes environmental protection related projects. Over the years, TÜV SÜD has been actively expanding its performance in energy management, renewable resources, and electric automobiles, etc., helping its customers meet sustainable development needs.

TÜV SÜD Certification and Testing (China) Co., Ltd. Shanghai Branch is one of TÜV SÜD's global branches and has an expert team whose members have professional background and rich industrial experiences.

TÜV SÜD and OnePlus are two entities independent of each other and both TÜV SÜD and OnePlus and their branches or stakeholders have no conflict of interest. No member of the verification team has business relationship with the Company. The verification is completely neutral. All the data and information in the Report are provided by OnePlus. TÜV SÜD has not been involved in preparation and drafting of the Report, except for the verification itself and issuance of the verification statement.

Signature:

On Behalf of TÜV SÜD Certification and Testing (China) Co., Ltd. Shanghai Branch

A handwritten signature in black ink, appearing to be "Zhu Wenjun".

Zhu Wenjun
TÜV SÜD Sustainability Product Manager
9-April, 2021

Note: In case of any inconsistency or discrepancy, the simplified Chinese version of this verification statement shall prevail, while the English translation and the traditional Chinese version are used for reference only.