2021
SUSTAINABILITY REPORT

OUR COMMITMENT IN PURSUING SOCIAL RESPONSIBILITY

TCL COMMUNICATION TECHNOLOGY HOLDINGS LIMITED

TCL

Contents

About This Report

This is the 7th annual sustainability report of TCL Communication Technology Holdings Limited (hereinafter referred to as "TCL Communication", or "the Company"). Prepared under the principles of "Materiality, Completeness and Comparability", this report mainly discloses the principles, major progress, achievements, and future plans of TCL Communication in terms of various aspects of sustainability performance. In the future, the Company will publish sustainability report according to the calendar year.

Reporting Scope

Unless otherwise specified, our reporting scope covers all operations of TCL Communication except the fixed line business, and CNY is the currency unit applied in this report.

Reporting Reference

- Global Reporting Initiative Standards
- UN Sustainable Development Goals (SDGs)
- UN Global Compact
- ISO 26000: Guidance on Social Responsibility

Reporting Period

From January 1, 2021 to December 31, 2021.

Data Source and Reliability Statement

All data disclosed in this report are acquired from documents and records in TCL Communication, which is authentic and accurate with no false record or misleading statement.

Report Confirmation and Approval

This report has been approved and confirmed for release by CSR Committee.

Access to and Feedback on this Report

You can access to the electronic version of this report through the official website link of TCL Communication: https://www.tcl.com/global/en.html and https://www.alcatelmobile.com/csr. For any report-related comments or suggestions, please contact: tct.csr@tcl.com.

Information Restatement

The previous report is prepared by TCL Electronics (the group company of TCL Communication), and the report of this year is independent from the group company.

A Message from CEO

TCL

The year of 2021 marks the 40th anniversary of TCL Group. As a promising international group, TCL has been committed to build itself into a century-old company that is worthy of trust from its stakeholders. Guided by this vision and mission, TCL Communication has been engaged in providing smart terminal products and services for customers, staying focused on product upgrading and shaping core competitiveness while upholding the concept of sustainable development.

TCL Communication aims to creating smart living user scenarios in family, mobile and commercial use empowered by AI x IOT with 5G high-speed mobile Internet. We have all-scenario product solutions including CPE, mobile phones, tablets, wireless headphones, pet trackers, smart watches, video conference devices, etc. In the near future, all our product solutions will be fully integrated with each other. We also take full account of the health and safety of consumers by providing customized, intelligent, convenient, and comfortable products and services.

Green and sustainable development has become an underlying value for future development. Abiding by the principle of green manufacturing, we have been constantly propelling the implementation of energy saving projects, effective resource management, and the utilization of renewable energy. Meanwhile, we have made continuous efforts in green product development to undermine the adverse impact of our product in its life cycle on the environment.

At the same time, we fully respect the demands of our stakeholders, comprehensively manage privacy protection and information security to meet their expectations. We also understand the importance of healthy operation and strictly abide the governing laws and regulations. For our employees, we have a sound occupational development system, a complete mechanism for safeguarding their legitimate rights and interests, and a platform for competence building. For our supply chain, we have a sustainable sourcing mechanism for maintaining harmonious supplier partnership and achieving win-win cooperation.

In the future, TCL Communication will keep the promise and concept of sustainable development, and continue to make contributions to the economic, social and environmental development of the society by fully leveraging its resources and technological advantages and joining hands with our stakeholders.

Aaron Zhang

About TCL Communication

TCL

Founded in March 1999, TCL Communication is a world leading mobile terminal manufacturer and internet service provider, and one of the core industries of TCL Group. It is the first global multi-brand mobile company providing a connected experience via leveraging all of its products and services.

◆ **Vast Product Portfolio.**

TCL Communication has been committed to rendering advanced and extremely intelligent devices and experience for consumers around the world. The products mainly include handsets, tablets, mobile connected devices, wearable devices and accessories.

◆ **Advanced R&D Technology.**

TCL Communication has more than a dozen R&D centers and product laboratories around the world. The Company is among the few companies in the world with core technology patented licenses for 2G, 3G, 4G and 5G.

◆ **Strong Sales Network.**

TCL Communication has established a marketing network with six regions as its core, covering North America, Latin America, Europe, Middle Africa, Asia-Pacific and China, and it has businesses in over 160 countries and regions. Besides, the Company has maintained solid partnerships with over 80 global first-tier mobile operators and retailers for more than 20 years.

◆ **Complete Quality Assurance System.**

TCL Communication boasts a single in-house factory (TMC) in Huizhou, Guangdong Province. With a leading SMT production line and MMI automatic testing system and an annual capacity of 120 million units, the factory ensures efficient manufacturing and strict quality control. Meanwhile, TCL Communication has a complete system for quality control featured by ISO9001, TL9000, ISO14001, ISO45001, SA8000, GSV, ISO27001 and ISO14064 certifications.

Following our mission of "Building a Sustainable & Connected Future with Advanced Technology", TCL Communication will keep in investing in advanced technology to provide products and services with extreme experiences for consumers, uphold sustainable development with a strong user orientation, and join hands with our stakeholders to build an open and beneficial industrial ecology.

TCL

- **Mobile phones**

TCL 30 XE 5G   TCL 30 V 5G   TCL 30 5G   TCL 30   TCL 30+   TCL 30 SE   TCL 30 E   TCL 306

TCL 20 5G   TCL 20 L+   TCL 20 Pro 5G   TCL 20 L   TCL 20 SE   TCL 20 R 5G   TCL 20 B

TCL 10 L   TCL T1   TCL 10 5G   TCL 10 Pro   TCL 10 Plus   TCL 10 SE   TCL 10 5G UW

- **Tablets**

TCL BOOK 14 Go   TCL NXTPAPER

TCL TAB 8 (4B)   TCL TAB 10 L

TCL NXTPAPER 10s

TCL TAB 10 s   TCL 10 TAB MID   TCL 10 TAB MAX 4G

- **Link hub**

LINKHUB 4G Outdoor CPE   TCL LINKHUB 5G Outdoor CPE   LINKHUB   LINKHUB   LINKHUB

- **Smart wearable devices**

TCL LEINIAO AR

TCL NXTWEAR G

TCL NXTWEAR AIR

TCL MOVETRACK PetTracker

TCL MOVE TIME FamilyWatch

TCL MOVETIME FamilyWatch2

TCL MOVETIME Family Watch

- **Earbuds**

TCL MOVE AUDIO S150   TCL MOVE AUDIO S600   TCL MOVE AUDIO S200

Product Awards

ENGADGET
Named as Finalist for: Best Wearable (Wearable Display); Best PC/Tablet (NXTPAPER); Best Phone/Mobile Device (20 5G and NXTPAPER).

WIRED: The Best of **CES 2021**
Rollable phones were mentioned

Le Monde
UK METRO ranks TCL NXTPaper among the "New Tech we want list"

METRO

FRANCE MONDE ranks TCL NXTPaper among its "promising innovations unveiled at CES"

DT mentioned TCL NXTPAPER is not an ordinary tablet

TCL NXTPAPER featured for most innovative products and technologies at CES

Featured in Hottest of CES 2021

Picks Awards Winner for CES 2021

Most Promising Tech to watch for

CES 2021 innovation awards Honoree

TCL TAB 10s was mentioned

Best affordable phone

10 Coolest Tech and Gadget Reveals of CES

Featured in Best of CES

Featured in Best of CES roundup

Best Smartphone

TCL Wearable Display was mentioned

Best of CES 2021

Featured in Best of CES

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WEARABLE DISPLAY

TCL created "Display Greatness" as its brand value proposition in 2019 and we see this as a powerful call to action for our users to celebrate their personal moments of greatness.
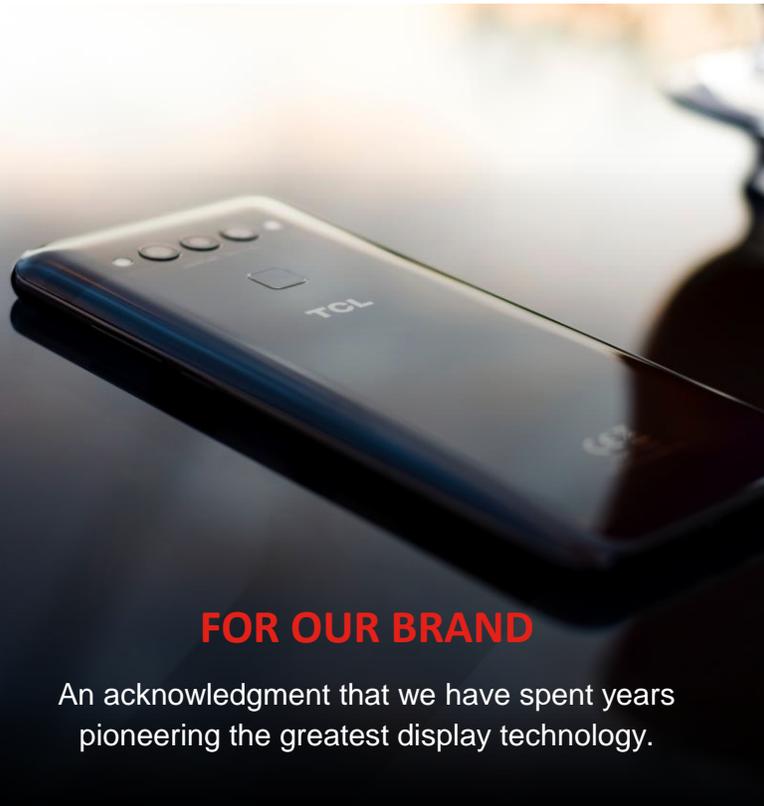
FOR OUR BRAND

An acknowledgment that we have spent years pioneering the greatest display technology.
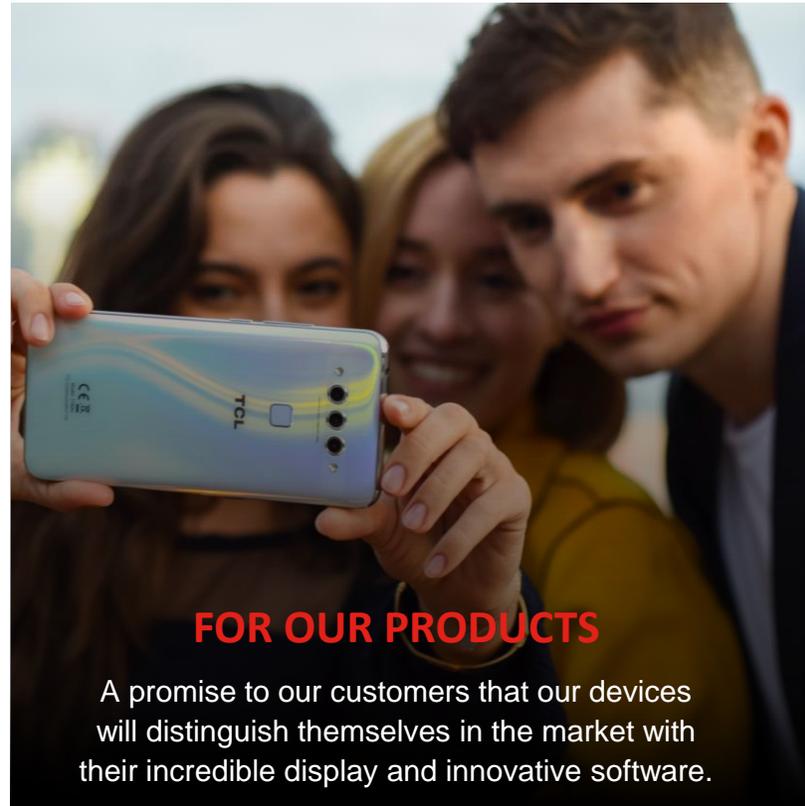
FOR OUR PRODUCTS

A promise to our customers that our devices will distinguish themselves in the market with their incredible display and innovative software.
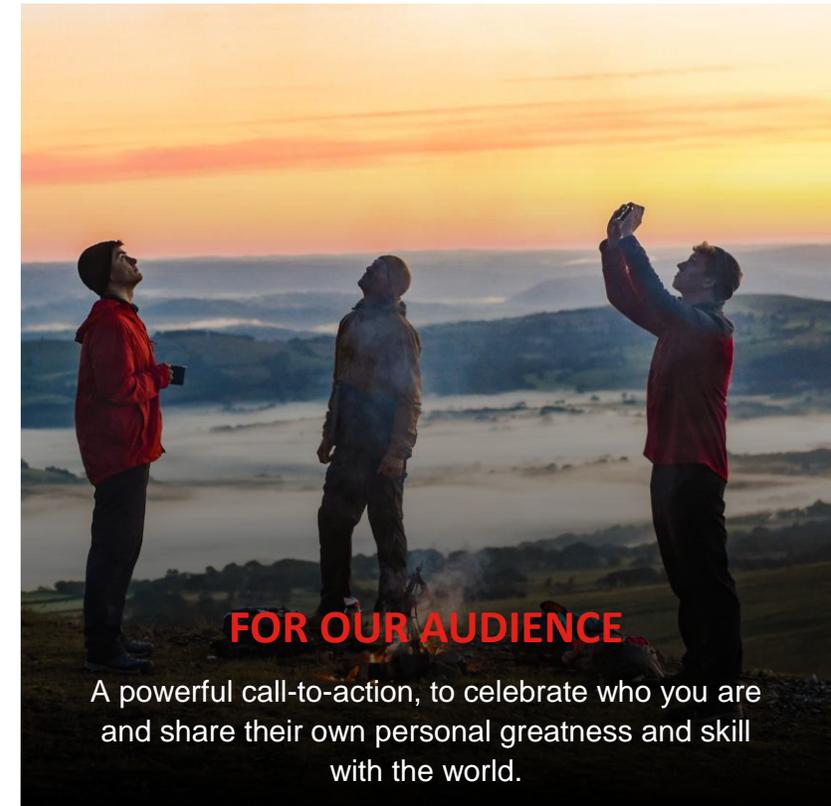
FOR OUR AUDIENCE

A powerful call-to-action, to celebrate who you are and share their own personal greatness and skill with the world.

TCL

Financial capital	Manufactured capital
Maintaining a healthy financial status ensures undisrupted operation and continuous growth of the Company, thus creating values for our customers, employees and stakeholders in the long run.	Our facilities, equipment and incoming materials are assets that generate profit so we work to protect them from climate change-related risks and incidents such fire.
Human capital	**Intellectual capital**
Our products are designed and manufactured by our employees. Innovative talents and skilled labor are essential to competitiveness and the quality of our products. As such, we offer a fair, fulfilling and exciting work environment for everyone. In particular, the safety of our employees is our top priority.	Innovation is a driver of our prosperity. To promote acquisition of new knowledge and innovation, a comprehensive training program is provided to all employees. Our strategy is to offer a platform that allows our employees to show their true colors, we maintain morale and strengthen our connections as a team. Protecting our intellectual properties is also a priority for us.
Social/relationship capital	**Natural capital**
To be successful in the global market, we work to build trust and confidence with our customers and suppliers. Quality is only part of our offerings — we insist on distributing safe products with accessible after-sales services. Being a powerful buyer, and acting on behalf of our customers, we make efforts in promoting sustainable and ethical business practices across the supply chain.	TCL Communication is concerned with the sustainability of the environment. A healthy eco-system is fundamental to an enjoyable world, and a market which customers demand technology-enabled lives. Global warming and natural resource scarcity is increasingly a risk to mankind. As such, we are aware of how our products help to shape a low- carbon and resource-conserving economy. Consumption of natural capital is a cost to us.

Our Sustainability Management

As a global mobile company, TCL Communication is committed to empowering consumers to enjoy the latest technologies and making contributions to sustainable development around the world. The Company has established a sustainability management system to ensure cross department coordination to appropriately respond to challenges and opportunities posed by internal and external environment changes and seek for continuous improvement in sustainable development.
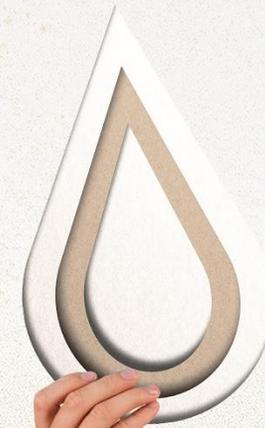
Sustainability Management System

Given an overall consideration of the internal and external environment and comprehensive requirements from local laws, government, customers and employees, TCL Communication determined the scope for CSR management system and built a top-down management framework, Corporate Social Responsibility Committee in 2015. The Committee is in charge of holistic sustainable development and managing important CSR-related issues with the following responsibilities:

◆ Set the tone of TCL Communication's sustainability commitment

◆ Formulate the sustainability strategy

◆ Evaluate the effectiveness of sustainability programs

◆ Identify sustainability risks and top material topics based on consultation with stakeholders and determining the respective internal controls

◆ Communicate our sustainability performance with stakeholders

◆ Review the effectiveness of the Company's risk management process on sustainability topics

◆ Oversee the preparation of the sustainability report

A company representative from senior management is delegated to ensure the implementation of the CSR management system and checking its effectiveness periodically, and the CSR management representative is appointed to be responsible for routinely monitoring and promoting continuous improvement in CSR management.

CSR COMMITTEE STRUCTURE

The Company has a complete process system, including Identification and Evaluation Control Procedure for Environmental Factors, Hazard Sources and Corporate Social Responsibility Factors, to identify the environmental, health & safety and labor risks. In the process, risks are rated according to the frequency, consequences and probability, and adequate measures are taken for risk control to ensure compliance.

TCL

◆ **Energy conservation and consumption reduction**. The Company operation and products are beneficial to energy conservation and consumption reduction of raw materials.

◆ **Green Production**. In line with the customer requirements for hazardous substances and Hazardous Substance Process Management. Forbidden or restricted use of hazardous substances. Promotion of hazard-free treatment on processes and products and green production for environmental protection.

◆ **People orientation**. The Company provides occupational health and safety training for employees to enhance their health & safety awareness and capabilities, and strives to create a safe, healthy and comfortable working and living environment.

◆ **Health and safety**. The Company has established an occupational health and safety responsibility management system to improve safety production and constantly elevate the occupational health conditions of employees.

◆ **Accountability**. The Company shoulders responsibility for providing premium services to our customers, for the healthy development of employees, for win-win cooperation with partners, for environmental protection and saving as corporate citizens.

◆ **Benefit the society**. The Company fulfills its corporate social responsibility to ensure the sustainable development of enterprises, and improve the quality of life while pursuing excellence.

Stakeholder Engagement

The sustained healthy development of the Company cannot be separated from the standing support and trust of stakeholders. The Company has set up a platform for encouraging comprehensive and genuine communication. In this way, the Company can actively investigate and respond to the expectations and requirements proposed by stakeholders, so as to evaluate sustainability risks, increase operation transparency and achieve benign and closer relationships with stakeholders.

| Stakeholders	Employees	Customers/ users	Suppliers	Shareholders/ investors	Government	Communities	Public organizations
Focus	Health and safety in workplace Compensation, benefits and incentives Capacity building Working experience Employee relationship Work and life balance	Product safety and high quality Protection of information security and privacy Timely and efficient service Environmental friendliness and carbon emission reduction After-sales recycle	Fair and transparent selection process Stable financial performance and payment Long-term cooperation Training	Company businesses Long-term development plan and financial performance Company governance and risk control	Compliance management Safeguard rights and interests of employees Stable operation Drive regional economic growth Green operation	Contribute to sustainable development of communities Share development fruits	Cooperative relationship Experience and expertise sharing Information communication and sharing
Several ways for communication	Regular communication meeting SPT meeting Staff suggestion box Questionnaires Hotline, email Face to Face activity with the management Labor Union & HR Policy Consultation Day	Customer satisfaction survey Customer meeting/ workshop CSR questionnaires Customer audit, investigation and cooperation projects After-sales service	On-site audit and communication Regular visit High-level exchanges	Phone call and email Work report Performance setting and evaluation	Attend meeting Policies and regulations	Community programs Public welfare activities Interaction through company website and social media	Regular communication Program cooperation

Based on the information collected through stakeholder engagement, a wide range of environmental, social and governance issues that worth attention are hence generated. Materiality analysis is a vital input for the Company to elevate its sustainability management level, and is also beneficial for the Company to focus on the key areas that affect its operation. Therefore, materiality analysis is carried out to comprehensively evaluate and prioritize these issues. In the future, the Company will commence special management work for the material issues to pursue continuous improvement in sustainable development guided by its overall development strategy.

Materiality Matrix

Medium — High

- Environment
- Social
- Governance

Significance to Stakeholders

Significance to TCL Communication

Low

Information security & privacy protection
Product quality & safety
Climate change response
Business ethics
Compliance management
Product & technology innovation
Responsible marketing
Occupational health & safety
Community contribution
Conflict mineral management
Green products
Customer service
Employee rights protection
Energy Management
Supplier management
Occupational training
Waste management
Diversity & Inclusiveness

Focus on Technology and Product Innovation

TCL Communication has been keeping investing in areas close to the wellbeing of people (such as intelligence, health, low carbon and energy conservation), and leads the industry in technology innovation with an aim to enrich life experience of people with cutting-edge products and services, which is a precise illustration of the concept "The Creative Life" of the TCL Group.


3 GOOD HEALTH AND WELL-BEING

8 DECENT WORK AND ECONOMIC GROWTH

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE

11 SUSTAINABLE CITIES AND COMMUNITIES

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

17 PARTNERSHIPS FOR THE GOALS
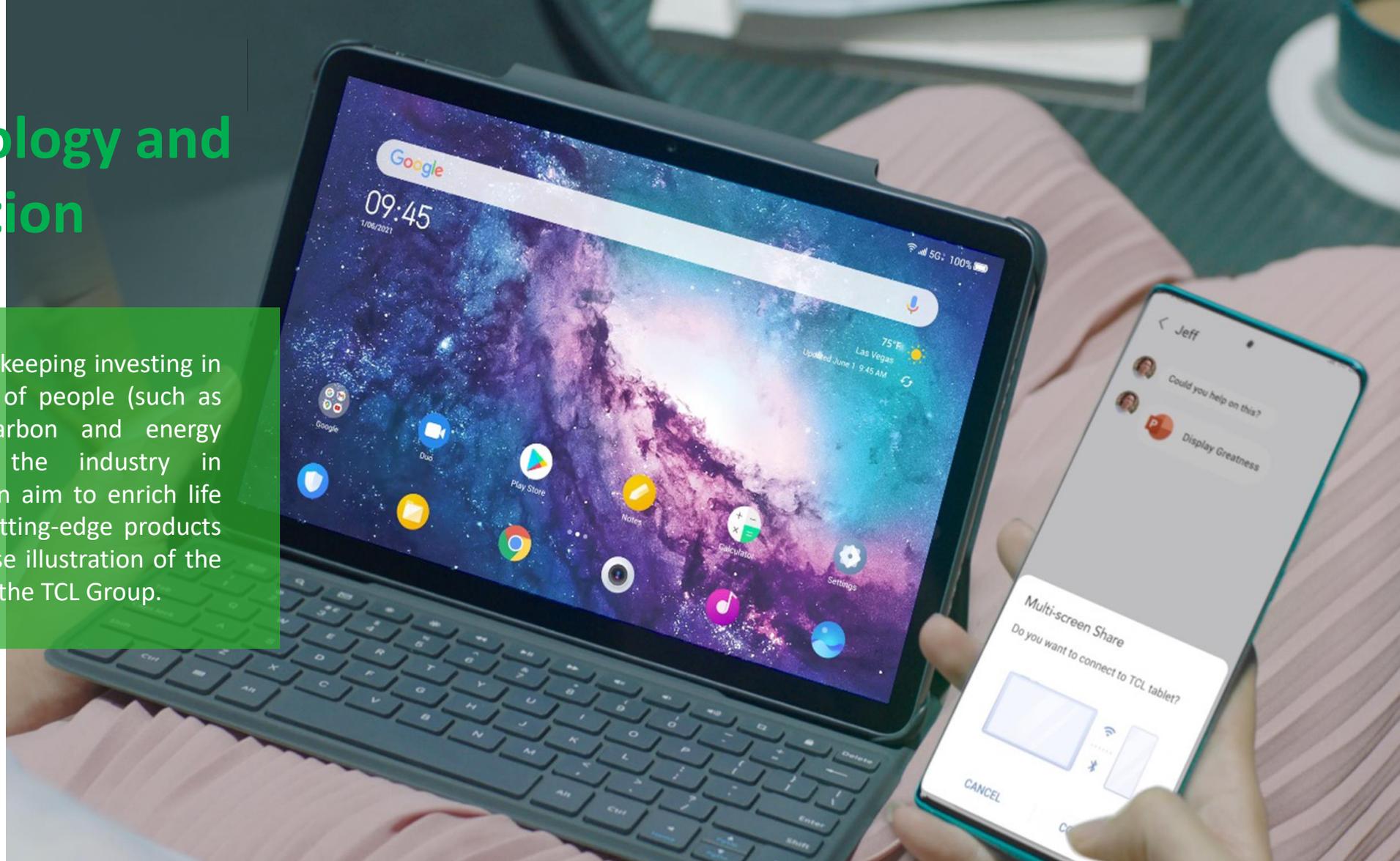
Strategy and Pathway for Innovation

Guided by the mission of "building a connected world and make life better" and empowered by "AI x IOT" strategy with 5G high-speed mobile Internet, TCL Communication aims to create smart living user scenarios in family, mobile and commercial use that are fully integrated with each other.

"AI" with intelligent display as its core

"IOT" to create smart life that covers all scenarios and all categories for users
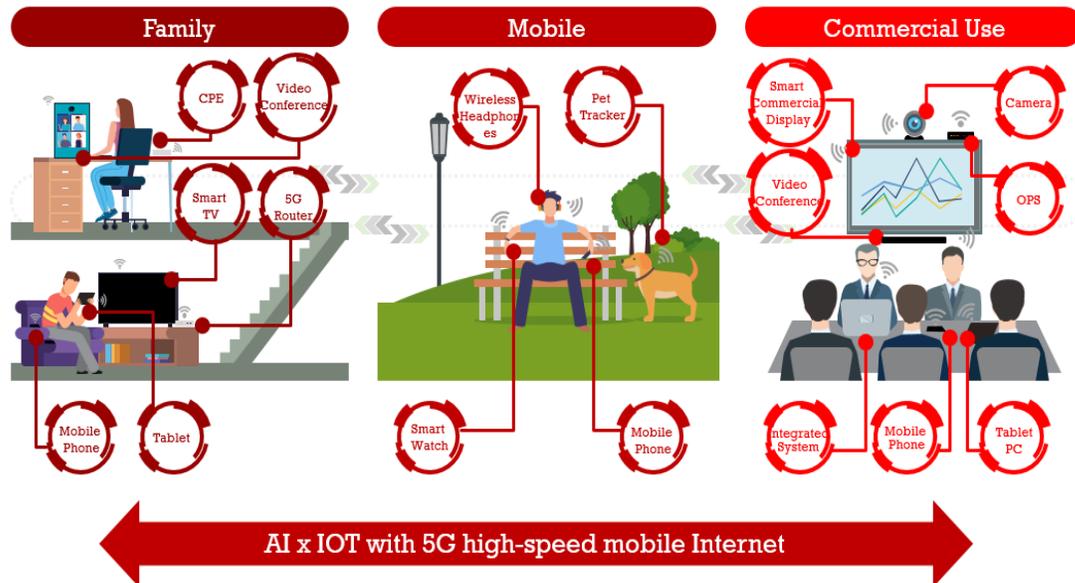
With its leading technology in 2G to 5G, which is manifested by its software operation system, smart photographing and video technology, edge computing, smart connection and sensor application technology, the Company is capable of providing all-scenario product solutions including CPEs, mobile phones, tablets, wireless headphones, pet trackers, smart watches and video conference devices.
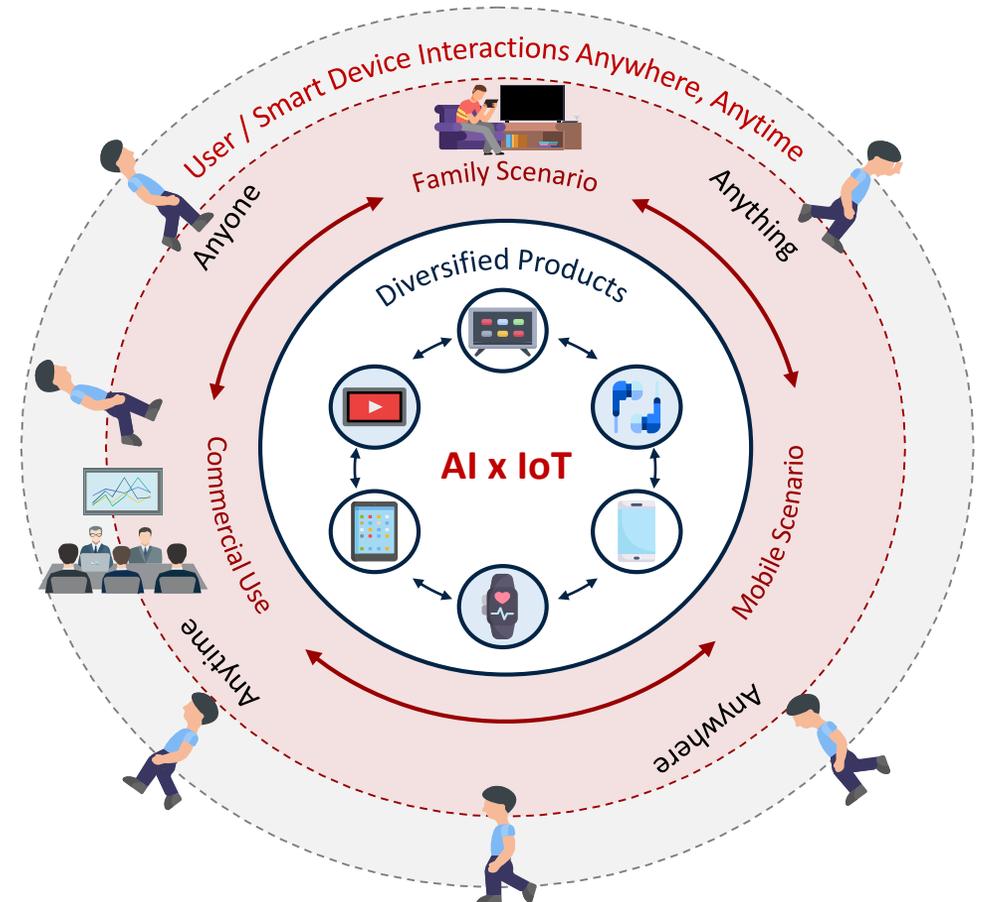
NXTVISION

The intelligent display technology is empowered by NXTVISION. NXTVISION is the core intelligent technology at the heart of TCL smartphones, which is able to maximize the greatness of anything captured and displayed on devices.

Visual enhancement	Multiform flexible displays	Eye-care, eye protection	Multi-screen collaboration
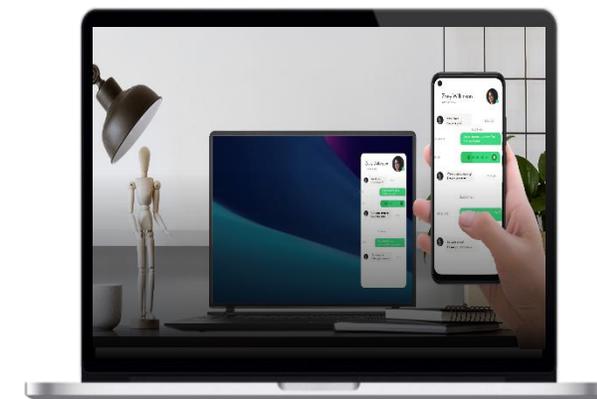
Through a dedicated display engine, NXTVISION helps consumers to experience truer color accuracy and real-time visual enhancements on their devices, delivering crisper details and greater contrast.

To drive the industry forward and to popularize cutting-edge innovations, we have been exploring dozens of foldable and rollable screens embedded with TCL-CSOT technology.

NXTVISION offers a high level of eye protection as well. Specifically, our low blue light display technology is certified by a global testing and certification organization, TÜV Rheinland, which means all our displays deliver stunning image quality without compromising visual protection for users.

The feature enables users to be early adopters of unprecedented multi-screen experiences, where they can interact seamlessly and simultaneously with their smartphones, TVs, PCs, as well as future tech innovations such as near-to-eye display, smart fridge screens and smart mirrors.

TCL

TCL Tab L10 adopts TCL Future Paper eye protection technology and a 10-layer eye protection scatter screen, with double eye protection certification of TÜV and VICO. It is equipped with TCL's self-developed educational ROM to provide AI-assisted learning functions for children with parental control. The product comes with 3 interactive learning accessories -AI smart eye + portable bracket + point learning stick to accurately help children learn independently and improve their scores.

It is TCL's first 5G CPE product, and supports the ultra-high speed of 2.8Gpbs in 5G sub-6GHz band and Wi-Fi 6 4x4 Mu-MIMO. It can be connected to 256 terminal devices at the same time, helping users of smart home and small office easily enjoy the extreme speed experience of 5G.

Design for Users

TCL Communication strives to investing in technological development that brings benefit to the society and the wellbeing of users. That is why the Company has always been committed to developing products that are highly adaptive to different users with flexible and powerful capabilities.

Design for Customer Health

Nowadays, office jobs often require spending long and intensive periods in front of monitors. This extended exposure to blue light emitting from monitors is believed to harm the eyes and cause macular degeneration. Besides, time spent using smartphones, tablets and cameras has also increased, with a corresponding rise in retinal exposure to flickers and blue light emitted from screens.
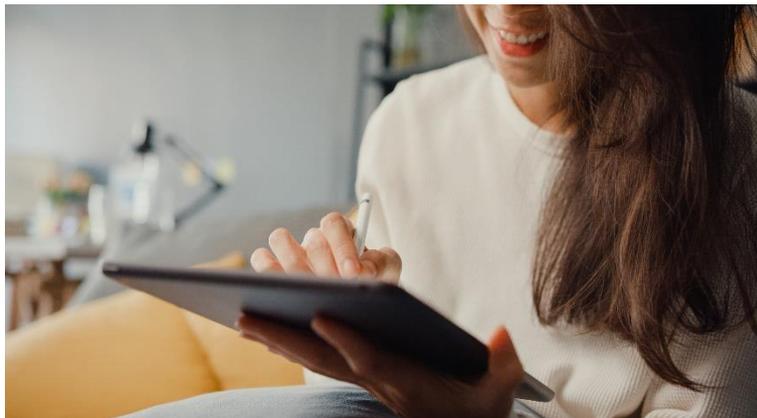
With this in mind, TCL Communication endeavors to develop products that are better for consumers' health by passing the Low Blue Light certification developed by TÜV Rheinland which is a display-specific testing standard that measures a display's blue light intensity, wavelength, and on-screen flickering during brightness changes, helping to develop products beneficial to consumer health. The certification indicates that optimal technical balance between display performance and user health has been achieved with a product and that safety requirements have been met as well. In the reporting year, there were no incidents of non-compliance concerning the health and safety impacts of our products and services.

In 2021, some models of our mobile phones and tablets have passed the certification, which shows that our products are certified to mitigate the harm caused to user eyesight while maintaining high display quality.

UI Barrier-free Design

TCL

Barrier-free design strives to make the built device accessible to and useable by all persons. The Company is committed to developing products that meet individual needs, especially focusing on special needs of vulnerable groups, such as children, disabled and elders. We retrospect our product design in a more inclusive and long-sighted way by exploring the hidden demands of users facing barriers, and exploiting more effective ways to enhance interactive efficiency and comfort between them and the Internet.

Case Study | NXTLEARN

◆ **Multi-category learning content** - Introduce mainstream learning applications to help children grow
◆ **Visual protection** - Help nurture good reading habits for children and protection of their eyesight
◆ **Favorable learning environment** - help to isolate the illegal and harmful information on the Internet
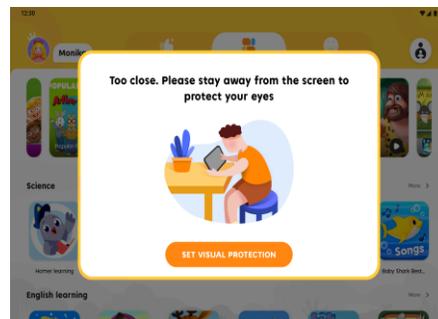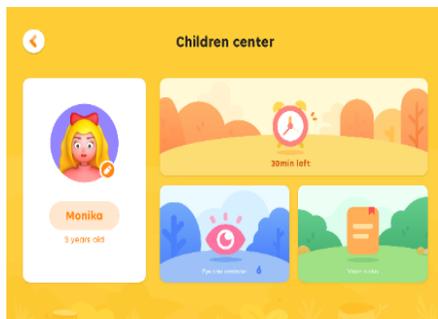
Case Study | Simple Launch

In order to satisfy the needs and for the convenience of the elderly users, the Company boasts TCL and Alcatel branded handsets with the function of "Simple Launcher", which offers greater care to elder groups that need assistance and reduces their learning cost.

Features	Benefits
Large font and icons	Clearer and easier to read
Weather and time modules on main screen	Fixed modules with user-defined style
Contact shortcut on main screen	Quick dial
One touch SOS	Timely notice sent to default contact under emergency
Quick screen editor	Add applications or contacts to the main screen
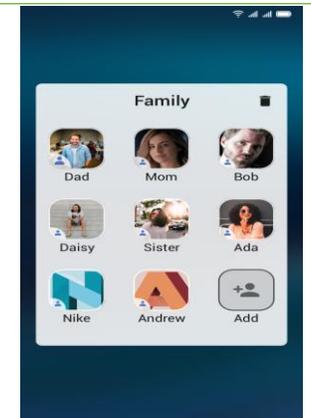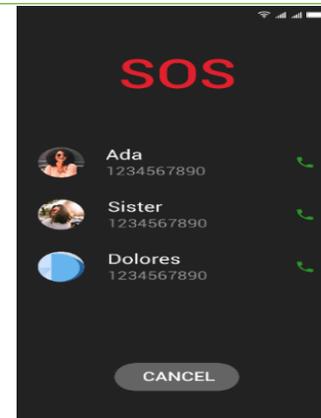
Product Quality Management

Upholding the quality policy of "Customers first, Best-in-class Product Quality and Continuous Improvement", TCL Communication has been making continuous efforts in optimizing its quality management system, upgrading product manufacturing process. All departments work in collaboration to integrate quality control into the life cycle process of products, thus ensuring product quality and accommodation to the market development. Besides, efforts have been exerted on the capacity elevation of customer service and protection of rights and interests of customers.

Sound quality assurance system	TCL Communication attaches a high value on product quality by developing internal procedures such as Incoming Materials Quality Control Procedure, Product Quality Inspection Control Procedure, Nonconforming Products Control Procedure, and ensure strict accordance with product standards.
	TCL Communication has a Quality and Customer Center in place in its Manufacturing and Quality Center to be responsible for internal quality control and overall planning of domestic and foreign quality management in parts, process, manufacturing and aftersales.
Strict requirements to control quality risks	TCL Communication has equipped with a group of competent quality personnel to conduct supervision and measurement of critical processes that have an effect on product quality, thus controlling quality related risks and guaranteeing product quality to meet user requirements.

Certified with ISO9001 Quality Management System and TL9000 (Telecommunication Leadership 9000), TCL Communication is capable of safeguarding product quality across the entire product life cycle, including project definition, research and development, production and maintenance.

TCL Communication manages and controls product quality by setting targets. It sets annual targets in seven dimensions: process failure rate of critical parts, first pass yield of production, quality incident rate, yearly repair rate, customer complaint rate, external failure cost rate (single-machine maintenance cost) and service NPS, analyzes and evaluates the achievement of the targets every month, and makes an annual summary. In 2021, the overall targets were achieved in six dimensions.

TCL Communication places considerable value on the skills and management capabilities of employees affecting product quality. Hence the Company will formulate a quality training plan and targets on a yearly basis, which covers management system courses, professional/technical courses, general courses and management development courses.

DFMEA (Design Failure Mode and Effects Analysis) is a tool of quality control from product design. In 2021, TCL Communication launched a workshop on DFMEA, aiming to fully recognize and prevent quality related risks in production, transportation and utilization through systematical and cross-functional teamwork in the product research and design process. During the workshop, the key areas for improvement in DFMEA were analyzed and subsequent countermeasures were conceived to ensure practical application of knowledge learned, so as to safeguard product quality in production and delivery.

In 2021, TCL Communication held a QCC improvement project appraisal activity in October with an aim to resolve the problems occurred in the workshops, management and services through united efforts of teamwork. A total of 27 improvement projects were selected and awarded accordingly. In this way, we gained tangible benefits through the improvement process.

Safeguarding Product Safety

With safety and quality taken as the core of products, TCL Communication has closely followed relevant laws and regulations from home and abroad, established sound product quality and safety management. Our products are subject to relevant safety certification in accordance with international safety standards.

To ensure reliable and safe products delivered to end users, TCL Communication has formulated Environment-related Substances Management Standard for chemicals control in its products, which is also available on our official website. As seen, the Company has established comprehensive hazardous substances control procedures, which ensure our products meet REACH, RoHS and customer-required Halogen-Free requirements.

IT system for hazardous substance investigation

TCL Communication has established a hazardous substance investigation system covering the entire supply chain, with 68% of total CU a report submission rate of 68% according to CU number, and 58% of suppliers have begun to submit HSF (Hazardous Substance Free) reports in 2021.

◆ Identify relevant requirements from customers or laws and regulations, and convert into internal product design process.
◆ Evaluate material application circumstances and technological features of different raw materials, so as to adopt the applicable material which is more environmental friendly.
◆ Assess the risk of hazardous substances if not avoidable under current technical conditions.

New product development phase

Sourcing phase
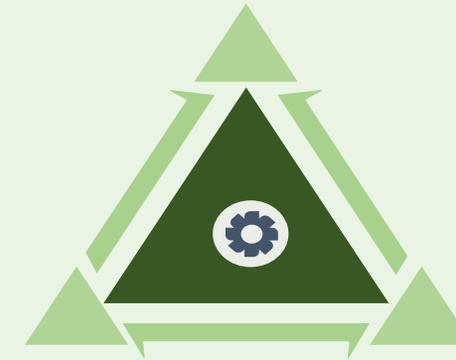
Product realization phase

◆ Give priority to sourcing from suppliers with a sound hazardous substance control system.
◆ Make clear the requirements for project HSF management and deliver them to suppliers.
◆ All raw material suppliers are required to provide hazardous substance testing reports issued by certified third parties in accordance with relevant standards.

◆ Integrate relevant requirements into process control, shipping and nonconforming products management.
◆ Product test as a whole by third-party agencies.

All About Our Customers

TCL Communication has been constantly improving service capacity and quality by constantly collecting user feedback, smoothing channels for communication with users and carefully analyzing the demands from users. Meanwhile, the Company also values protection of user rights and interests, and takes the initiative to be accountable for marketing and advertising. Besides, the Company also lays emphasis on privacy protection within its supply chain and exerts great efforts on avoiding user information leakage accidents.
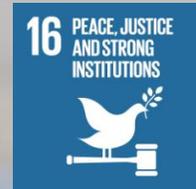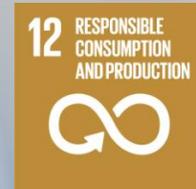
Fast Response to Customer Needs

Customer feedback is a vital impetus for keeping TCL Communication moving forward. We have Quality Claim Management Procedure, and Customer Compliant & RMA (Return Material Authorization) Handling Procedure in place to address quality compliant from our customers, and specially-assigned personnel from departments are held responsible for analysing and investigation, and then containment and preventive measures are taken regarding these issues.

TCL Communication prioritizes the voice of customers and focus on the practical demands of customers via collecting customer feedback through various means, so as to continually optimizing its aftersales service capacity.

Support Center

To promptly meet the demands for product maintenance and repair from consumers, TCL Communication has developed an official service application "Support Center", an user-friendly, easily accessible and informative application that renders Manual & FAQ, Help & Feedback, Contact us, Diagnosis, Device Info, Apps Rating, Battery & Memory and other self-services for device users.

The service configuration has been constantly improved through technical inspection since 2018 to enhance user experience.

V7.0 old version on Android 9 and earlier 2018

V3.0 Android 10 2019

V4.0 Android 11 2020

V5.0 Android 12 2021
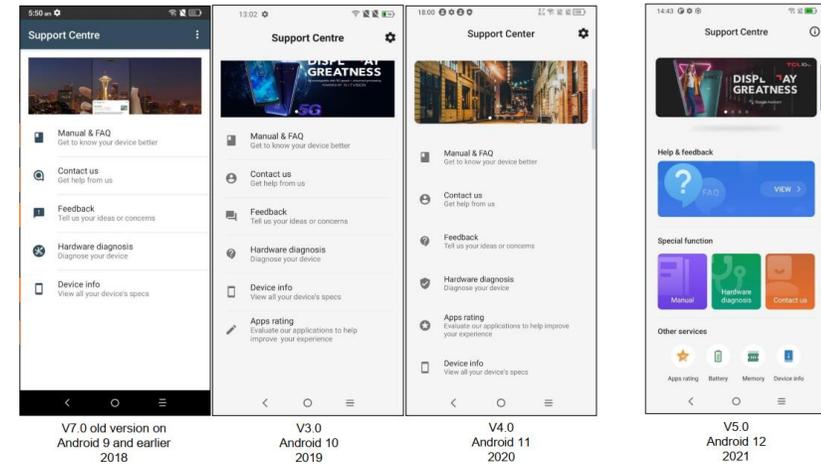
Yearly evolution for better user experience

As of Dec. 10, 2021, the preload rate of "Support Center" on smart devices for shipment has reached 72%.

Preload percentage

28%
72%

■ Preloaded dev.
■ Not preloaded

RMA System
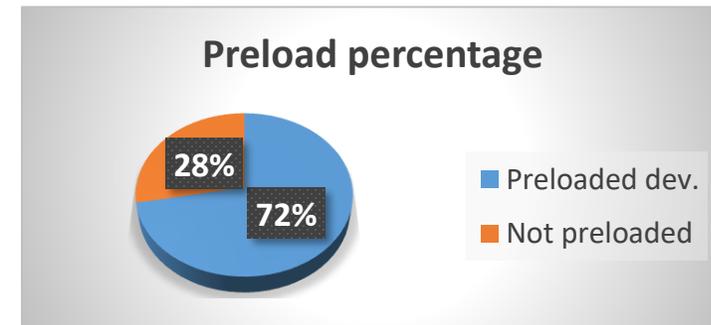
TCL Communication boasts a maintenance & repair network all over the world in order to provide fast response to customer needs. We have hotline, on-site repair centers and a repair booking system (RMA) in place to resolve product issues for end users. To illustrate, users can access TCL "Product Assistance" page on official website (https://mobile-support.tcl.com/uk/en/mobile-support/rma-type.html) and input contact details, product details and symptoms, and then book a repair service and ship the device to service center. For the devices with quality issues in warranty, users can get their devices function well without any cost.
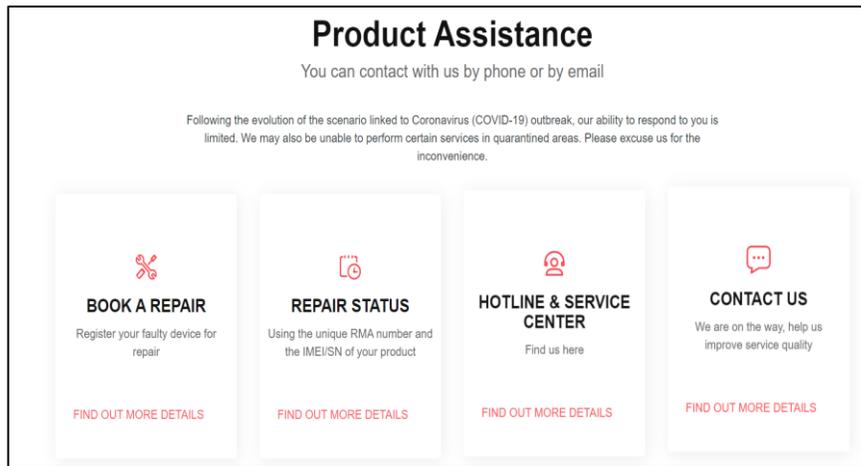
In 2021, RMA (2nd phase) was successfully launched in 13 countries in EU and was well received by our users. Once their devices have been shipped and they are having doubts about the repair status, users may input the RMA number and product IMEI/SN on the Support to reach the repair status.

From August to December 2021, the system has helped to resolve a total of 235 RMA cases, thus rendering premium after-sales service experience for users with the most efficient way to resolve product issues.

TCL RMA Support
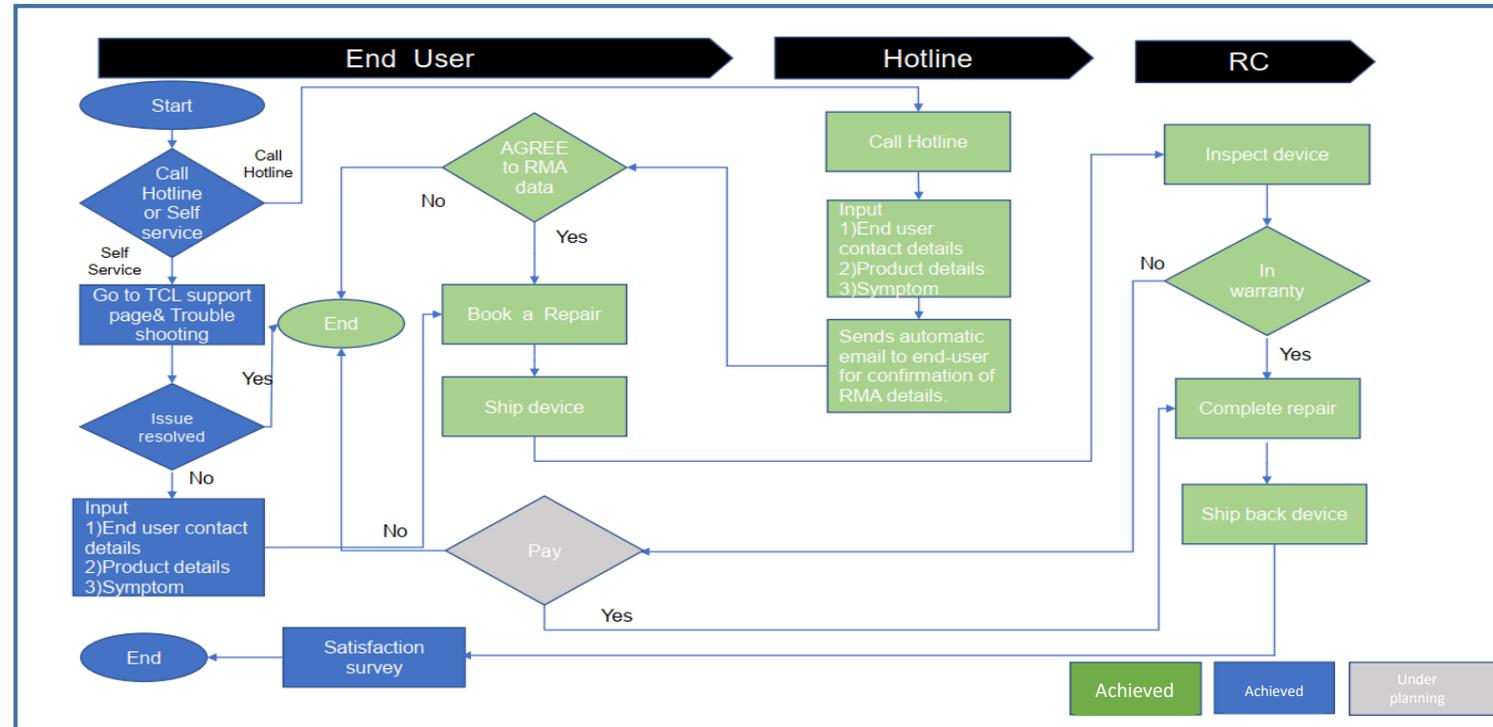
TCL RMA System

Information Security & Privacy Protection

TCL

The increasingly complicated network security threats in the world have posed a potential risk on effective company management. Confronted with the severe environment, TCL Communication has established ISO27001 Information Security Management System in 2020 to effectively manage operational risks and ensure lasting trust from our customers.

Information Security Management

> **Mission for Information Security**
> Build a comprehensive information security protection system for TCL Communication, guarantee its core information assets and industrial competitiveness, and support its performance goal achievement.

The Company has deployed advanced security tools, such as watermark and anti-disclosure system, mobile device management system, network access and boundary security optimization. Meanwhile, the Company also takes management measures to prevent information leakage by regular training to raise information security awareness for employees and conducting information security quarterly inspection. The overall training on information security awareness for 2021 has reached **95%**.

For third-party trade secrets in business negotiation or cooperation, if information disclosure by both parties is involved, the information assets disclosed by both the Company and the partner are properly protected. The Company will sign confidentiality agreements with its partners, which specify the confidential information, confidentiality obligations and liabilities for breach of contract, and protects the legitimate rights and interests of both parties with respect to their confidential information. The company strictly complies with the provisions of the confidentiality agreement and protects the information assets of both parties, laying the foundation for the good cooperation between the two parties.

In 2021, our information security management targets are well achieved.

Information security KPIs	Target	Annual occurrence	Target achieved	Target 2022
Extremely severe accident	0	0	Yes	0
Severe accident	≤2/Year	2	Yes	1
Large accident	≤1/Quarter	1	Yes	1
General accident	≤3/Quarter	2	Yes	2

Individual Privacy Protection

The soaring development of information technology and popularization of internet applications have posed a severe threat to individual privacy such as illegal collection, abuse and disclosure of personal data.

For purpose of individual privacy protection, TCL Communication established a privacy management system in 2019 in accordance with the global data protection laws and regulations for personal data including GDPR (General Data Protection Regulation) and CCPA (California Customer Privacy Act). Based on the toughest management standards on privacy protection, we refined all of our business processes to achieve world-class protection practices.

Under the leadership of CEO, the privacy management system covers all the business and functional departments related to data security and an operational mechanism has been in place for daily management. Besides, our commitment to privacy security has been clarified publicly in the official website.

TCL Communication has been certified by TRUSTe which demonstrates that the data privacy and governance practices governing the properties listed below meet its certification standards.

About TrustArc

TrustArc is an authoritative privacy certification and audit agency headquartered in the U.S, with the certification and audit standards based on privacy laws and regulations including OECD privacy guidance, APEC privacy framework, GDPR, ISO 27001, and HIPPA.

Responsible Marketing

TCL Communication strictly abides by Advertising Law of the People's Republic of China and other marketing laws and regulations of other countries by stipulating the making and use process of various kinds of promotion materials through guiding documents such as TCL Core Material Review Procedure for Product Marketing & Retail, and Product Marketing Tools Specification. The Company requires all advertisements and promotion materials shall be authentic, clear and shall not deceive users in any possible way.

TCL Communication has a standard preparation, review and approval process for videos, photos, advertorials and other materials for public release. From the first draft to the final draft, we review and confirm them by sales, R&D and legal departments to ensure that the text and visual presentation of any external publicity materials are correct. If it is possible to cause consumers' doubts or misunderstandings, we will add an appropriate explanatory description.

Compliance Management

TCL Communication has always been committed to adhering to the vital belief of compliance management. We attach great importance to business ethics, exert efforts on improving the intellectual property rights protection system, enhancing compliance operation in an all-round way, and promoting sustainable and sound development.

Code of Conduct

In order to ensure the company's sustainable and healthy development, clear development obstacles, resolutely oppose corruption, resolutely rectify the business management activities in violation of business ethics and market rules and the impact of fair competition in unfair transactions.

In 2021, we signed the integrity agreement with our stakeholders, which clearly regulated the conduct code during business activities, violating which may lead to fine or even terminate cooperation. With an aim to strengthen the self-discipline awareness and business personnel, cultivate good professional ethic and behavior, we announced Code of Conduct of Sourcing and Business Personal which includes code for Position Authority, Bribery, Giving & Received Gift, Business Entertainment, and any misconduct, malpractice, or irregularities can be reported to official email tct.ia@tcl.com.

In 2021, we received no reporting on breach of the Code of Conduct through the whistleblower procedure.

Anti-corruption & Anti-bribery Management

TCL Communication takes a zero-tolerance attitude towards corruption and bribery in any form. We are committed to following the principles of fairness, honesty, and transparency at any time, and take effective anti-corruption and anti-bribery measures.

Establishing a management system	We have formulated the Anti-commercial Bribery Compliance Policy to clearly regulate the Company's business activities and established an anti-commercial bribery compliance management system.
Regulating business behaviors	We specify the code of integrity, and make strict provisions on power abuse, bribery, gifts, commercial hospitality for employees, and ensure that employees clearly understand them. In the Partner's Code of Conduct, we have made clear our anti-corruption requirements on business partners and required them to sign the agreement, which prohibits them from offering any form of improper benefits to our employees.
Strengthening education and exchange	We have taken multiple measures aimed at enhancing the corporate integrity culture, such as opening the T Credibility service account "T Audit - Integrity Connecting You and Me", in combination with emails to all employees, the integrity column on the official website, and specific courses on T-learning platform, etc. In 2021, 100% of our non-manufacturing staff has received training on business ethics issues.

Service account tweets

Anti-monopoly and Unfair Competition

We commit to participating in market competition in a fair, just, and kind manner; we treat our competitors and their products with utmost respect and integrity; we forbid any activities that will damage a fair market competition environment, including intentionally damaging the business reputations of others, resorting to business bribery, violating trade secrets, etc.

We have developed corresponding policies and procedures to maintain and promote effective market competition; to advance the development of economy and technology, while prohibiting the hindering of positive and efficient market operations through restrictive competition agreements or abusing a dominant market position; we take effective measures against improper behaviors such as false advertisement and deliberate confusion to protect fair market competition and safeguard the interests of the public and consumers.

We have formulated the Code of Conduct for Export Compliance and the compliance management team is responsible for the implementation, supervision and inspection of the export compliance system, process and regulations. We have appointed an export compliance representative, who is responsible for the transmission, communication and implementation of export compliance notices and requirements, and the declaration of violation risks.

In 2021, the Company conducted the export compliance inspection to check the implementation of normative documents related to export compliance, and supervise and guarantee the effectiveness of the export management compliance system.

Ingrained in Green Development

The concept that "lucid waters and lush mountains are invaluable assets" has been embraced by the world. TCL Communication has realized the importance of green development and we strive to make contributions to building a beautiful world where humanity and nature exist in harmony. On the one hand, we try to manage our environmental impact by improving the resources utilization efficiency, reducing resources consumption, and eliminating waste emission. On the other hand, we invest in green development regarding product research & development by introducing the concept of product life cycle. In this way, we can achieve green operation with favorable economic, environmental and social impact, and contribute to realization of global carbon neutrality goals.

7 AFFORDABLE AND CLEAN ENERGY

11 SUSTAINABLE CITIES AND COMMUNITIES

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

13 CLIMATE ACTION

Green Manufacturing & Operation

In strict accordance with relevant governing laws and regulations for environmental protection, and ISO14001 Environmental Management System as well as ISO14064 Standard, TCL Communication has a strict management system for environment and resources and energy utilization in its Manufacturing and Quality Center while complying with governing environmental laws and regulations.

With a complete system in place, the Company continues to strengthen fine management and promote green development comprehensively. In the reporting year, the Company did not experience any non-compliance resulting in fines from environmental laws and regulations.

In 2017, our manufacturing factory was certified as "Green Factory" by the Ministry of Industry and Information Technology of the People's Republic of China which proved that while maintain product function, quality and occupational health of our staff, our factory can satisfy the requirements of infrastructure, management system, energy and resources input, and environmental performance.

Clean production award

In 2021, TCL Communication was awarded "Hong Kong – Guangdong Cleaner Production Excellent Partner (Manufacturing) " by the governing authorities of Guangdong Province and Hong Kong Special Administrative Region, showing our achievements in clean production and waste reduction.

粤港清洁生产优越伙伴（制造业）
Hong Kong - Guangdong Cleaner Production Excellent Partner (Manufacturing)

For better measuring the environmental performance, TCL Communication has KPIs in place for its manufacturing center, covering electricity usage, water usage and waste production, and regular monitoring mechanism for performance evaluation.

2021 Environmental KPIs for TMC	Target	Targets achieved
Electricity charge per unit of product manufactured (CNY/unit)	0.5 for cold seasons 0.55 for hot seasons	Yes No
Per capita water consumption (m³)	2.88	Yes
Amount of waste produced per million units of production (kg)	624	No
Reason analysis for targets not achieved: Increasing average temperature, off-peak power consumption required by Power Supply Bureau, and aging equipment have caused an increase in electricity charge in hot seasons. Some waste have been treated from general waste to hazardous waste according to governing authorities.		

Energy Consumption Management

The direct emission from energy consumption, indirect emission from purchased electricity and transportation of goods account for a dominant part of carbon emission. Therefore, we have formulated corresponding regulations regarding water and electricity resources utilization to conserve resources. As a key energy-using unit in the District, we voluntarily disclose our energy consumption data through the Key Energy Unit Energy Measurement Self-Inspection Report.

Besides, we also attach importance to the specified standard for equipment utilization to regulate the behavior of our employees such as Air Conditioner Use Specification and Self-made Nitrogen and Liquid Nitrogen Use Specification, and we also have corresponding regulations for conscious violation behaviors.

Water Resources and Wastewater Management

The Company sources water from water-supply system and mainly applies to cleaning in production place, office and living water, cooking and cleaning in the canteen. No industrial wastewater is produced in the Company and sanitary wastewater is disposed to the municipal sewage pipe network for treatment in strict accordance with relevant standards.

2021 Water Consumption (tons)	
Water consumed at TMC	430,633.12
Water consumed at operational sites	25,042.95
Total	455,676.07

The Company has water-saving management objectives for departments and enhance water-saving awareness on the premise of ensuring product quality and turn off the tap at any time to prevent the occurrence of water waste such as long running water.

TCL Communication has made investments to enhance energy efficiency. We installed all LED light fixtures at Shenzhen Xili Buildings. LED light fixtures operate at low wattage with high efficiency and a long lifetime. Assuming a daily use of 12 hours, the LED lights can achieve annual energy savings of over 280 MWh. We have also adopted a solar-powered hot water system for dormitories at GMC. Almost 50% of the energy consumed for dormitory water heating can be saved. Quantity of transformers is decreased from 8 to 5 which saved 4800KVA per month.
Introduce liquid nitrogen to reduce the opening of air compressor; so as to save about two million watt-hours of electricity a year.
According to the working illumination standard, reduce the some unnecessary lamp tube, and it saved about 30,000 watt-hours of electricity a year.

Lighting and air-conditioning zones are designated in our offices. Each department has its own switches to control lights and ventilation in working areas, and is responsible for turning them off when they are not in use. We emphasise the responsibility of meeting room users and facility managers to switch off unused lights and air-conditioning.

The room temperature is fixed at 26°

Wastewater as a by-product of drinking water purification used to be discharged through municipal sewerage. Such wastewater accounted for around 25% of the total incoming municipal water.

25%

Using water-saving toilets. Reducing the water pressure and water output of hand washing faucet.

Greenhouse Gases Management

Climate change is one of the main challenges of the times. TCL Communication is committed to cutting the emission of greenhouse gases, saving energy resources by using more renewable and alternative energies, and make sure our practice meets and goes beyond the legally required goals.

In response to the Sustainable Development Goals and the objectives of the Paris Agreement on climate change, we embarked on a greenhouse gas inventory work in 2018 and established Greenhouse Gas Inventory Management Procedure is formulated according to ISO 14064 standard to guide internal GHG management and data collection to ensure accurate, transparent, and fair reporting of greenhouse gases emitted by the Company. A GHG inventory group is established to be responsible for identifying energy consumption within the company, calculating the quantity of greenhouse gas emitted by the Company, and establishing effective measures to lower the consumption of energy and the emission of greenhouse gases.

TCL Communication has been committed to SBTi in March 2021 and our emission data is open to public through our annual Sustainability Report, Eco-vadis, and CDP questionnaire. In 2021, we completed the greenhouse gas inventory and output the verification report according to ISO 14064-2018.

Greenhouse Gas Emission for TMC in 2021 (tons CO2 equivalent)	
Scope 1 (Direct emissions from company vehicles, refrigerants and labor activities)	1296.01
Scope 2 (Indirect emissions associated with purchased electricity)	20914.74
Total (Scope 1 & 2)	22210.75

Energy consumption for TMC in 2021	
Direct consumption of unleaded petrol (L)	10570.06
Direct consumption of diesel (kg)	176.4
Direct consumption of natural gas at canteen (m³)	118,667

Waste Management

TCL Communication is strict with waste management for the sake of environment. In line with the ISO14001 Environmental Management System and relevant governing laws and regulations, the Company has established Provision on Prevention and Control of Waste Pollution to regulate waste management.

For hazardous waste treatment, mainly including organic solvent waste, office consumable waste, used batteries and chemical packaging waste, we have a designated department for collection, registration and archive management, and regularly hand it over to companies which are identified to be qualified by the environmental agency. For non-hazardous waste like cartons and plastics, we collect them and deliver them to professional recyclers for recycling and reuse. For domestic waste, we have transfer agreements with the municipal sanitation for collection and disposal.

Waste generated in 2021	
Amount of hazardous waste disposed (tons)	34.162
Amount of non-hazardous waste sold for recycling (tons) (TMC only)	
Paper	967.23
Plastics	644.82
Other waste	5.42

Sustainable Product Innovation

TCL Communication is held responsible for its products across the entire life cycle and we have been incorporating green concept into all its stages, which include raw materials acquisition, product design, production and transport, product use and end-of-life disposal, also called "from cradle to grave".

Product design

- ☐ PSI digitalization
- ☐ Remove charger
- ☐ Plastics replaced with all-natural materials
- ☐ Optimize voidage rate

Production and transport

- ☐ Energy-saving equipment
- ☐ Optimize delivery tools
- ☐ Transport efficiency

Raw materials acquisition

- ☐ Recycled paper
- ☐ Soy ink

Life cycle management

Product use and disposal

- ☐ Maintenance
- ☐ Easy to dismantle
- ☐ Third-party recycle

◆ **Raw materials acquisition:**

The main raw material of cardboard in packaging is recycled paper. Our product packaging includes 60%-80% of recycled paper. Besides, we improve sustainable packaging such as adopting soy ink instead of traditional oil ink for printing on the package.

◆ **Product design:**

1. Digitalization. We optimize PSI by simplifying the content of PSI, adopting electronic format instead of paper and uploading it on the website, creating a user-friendly interface on website (https://www.tcl.com/global/en/service-support-mobile/tcl20-pro5g.html) that allow end users to get the information conveniently.

2. Waste reduction. We already delivery product with no charger to some customers for years. This eco proposal has positive impact on CO_2 emission and waste management.

3. We have designed our packaging to remove the use of plastic bags, ribbon and films, which is replaced by all-natural materials.

4. We also optimize packaging design to reduce voidage rate.

Mobile Phone

Former:
184×95×63 mm 212g

Optimization:
180×85×42 mm 128g

Router

566g

248g
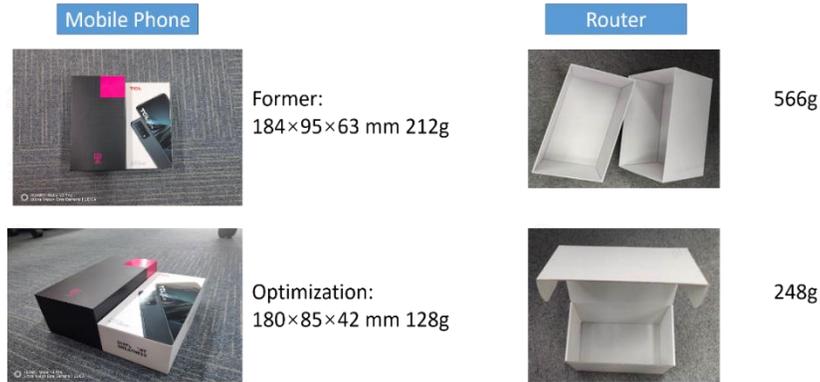
◆ **Production and transport:**

In the process of product manufacturing, we use energy-saving equipment as much as possible and save energy through relevant management regulations. For the transport process, we resort to the optimization of delivery tools, such as air change to sea shipment and train delivery from China to EU, and elevate the transport efficiency.

◆ **Product use and end-of-life disposal:**

Easy-to-dismantle design is widely applied to our products. The unified specification of screws, buckles and screens can be the best example, which facilitate product maintenance. We also focus on our product reparability by actively participating with AFNUM to build product reparability index, measuring reparability for all devices sold in France, communicating to our customers on reparability, and diving into key measurement to improve our reparability.

For product end-of-life disposal in Europe and NA for example, we have some old products recycled by qualified recyclers at the cost of our tax according to WEEE. In this way, our products can be appropriately disposed without harm to the environment.

In 2021, we have taken Life Cycle Assessment (LCA) for some of our link hub products to evaluate the carbon emission impact in product life cycle level and identify the key factors with environmental impact. Besides, we have been actively participating in the Eco rating initiative program by our customers and have provided reports on each required project for measuring the product carbon footprint and sought for performance improvement.

TCL products have been UL ECOLOGO certified in 2021

Our products including mobile phones (models including DUBAI VZW, BUFFALO and DOHA TMO), tablets (Transformer 5G VZW, Thor 8 4G VZW) and watches (WATCH 43 ADUIT) have been UL ECOLOGO certified in 2021, which means our products are verified for reduced environmental impact.

People-centered Development

TCL Communication is grateful to the more than 5,000 employees who have devoted themselves to our vision as a creative and respectable business. The Company has always been putting people first and endeavoring to safeguard the legitimate rights and interests of its people to a standard higher than laws and regulations. Meanwhile, the Company has done a great job in ensuring employee health and safety under different working environments. In line with the operational strategy of an international group company, TCL Communication renders diversified resources and platforms for its staff, aiming to build a staff system that is equal and friendly, and where common ground are sought while differences are reserved.

| 1 NO POVERTY | 3 GOOD HEALTH AND WELL-BEING | 4 QUALITY EDUCATION | 5 GENDER EQUALITY | 8 DECENT WORK AND ECONOMIC GROWTH | 10 REDUCED INEQUALITIES | 16 PEACE, JUSTICE AND STRONG INSTITUTIONS |
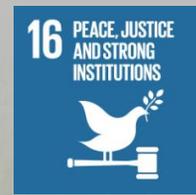
Employee Rights Protection

In strict accordance with the Labor Law of the People's Republic of China, the Labor Contract Law of the People's Republic of China and other governing laws and regulations, TCL Communication has a set of procedures for internal management in place like Employee Manual and Integrated Management Manual, so as to secure the rights and interests of employees in recruitment & demission, compensation & benefits, working hours, freedom of association and collective bargaining, holidays and equal opportunities, and render a fair working environment for employees in different ages, locations and functions.

For better fulfilling its social responsibility especially for employees, TCL Communication has established a valid SA8000 system in its factory since 2009 and undergone strict periodical audits to ensure compliance with standards.

The Company strictly prohibits the use of child labor by checking the effective identification documents in recruitment and orientation according to Employee Rights Protection Management Procedure. For young workers, we have Employee Rights Protection Management Procedure to specify the management procedure to protect their rights from being impaired.

The Company is strongly opposed to forced labor and all its employees have the right to rest and leisure, including reasonable limitation of working hours and periodic holidays with pay according to relevant laws and paid vacation rules of the Company.

The Company has a sound mechanism for seeking advice about the sustainable and compliance operation from its employees, where employees are free to raise their concerns or complaints on the internal activities and also business partners without fear of retribution, since we have a non-retaliation policy to keep their information confidential.

Our CSR policies are in strict accordance with local laws and regulations, and these policies have been well communicated to and consented by our employees. Our employees will also receive orientation training and regular on-job training of these policies.

2021 labor KPIs for TMC	Target	Target achieved
Labor contract coverage rate	100%	Yes
Social benefits coverage rate	100%	Yes
Employee training completion rate	100%	Yes
On-time salary release rate	100%	Yes

Diversity and Inclusiveness

Diversity and inclusiveness is the cornerstone for long-term development of TCL Communication. The uniqueness and rich experience of each employee contributes to achieving the vision of the Company, and the Company is held responsible to communicate its core values globally.

We have employees hired from diversified cultures and races both in management and staff, and we believe that a global work environment can better serve our customers around the world. Keeping diversified culture and giving it into full play is a solid base for maintaining competitiveness of the Company. The Company promises equal employment opportunities, and make efforts to avoid discrimination, harassment and other misconduct from occurring in workplace.

No discrimination or harassment is allowed in hiring and employment practices based on race, color, age, gender, sexual orientation, gender identity and expression, ethnicity or national origin, disability, pregnancy, religion, political affiliation or marital status. To date, the Company has achieved equal pay for equal work of male and female employees at all posts.

Besides, the Company also show respect for the disabled and have hired a number of disabled people in our factory, and facilitated working and living environment for them. The Company has non-discrimination training courses to create more opportunities for diversified people with different personalities.

New employee hires in 2021 (for professional staff)		
Site	Social recruitment	Campus recruitment
TMC	105	17
Operational site	700	88
Total	805	105

Annual turnover rate (%)	
Non-manufacturing employees	1.1%
Manufacturing employees	7.06%

Occupational Training & Development

TCL Communication highly values the growth and development of its employees, so that we constantly improve our talent cultivation system and provide diversified occupational paths and equal promotion mechanism for them.

Occupational development

TCL Communication has designed multi-dimensional development paths for our staff, mainly including technological / professional development and management development channels. For both development paths, we have set clear pathways and the promotion standard. The Company organizes Employee Career-path Program each year to expand the growth path and guide the self-development of our employees. Employees participating in the program will receive a degree reflecting their technical capability and work competence based on their knowledge, skills, quality and behaviors. In this way, a talent assessment system and selection mechanism is established for talent team building, and a team with international insight, occupational quality and professional skills.

Talent training

For better leveraging the strength of our employees to scale new heights, the Company has diversified cultivation and training programs to help them unearth their potential to the utmost. The all-round training program covers common knowledge, corporate culture, frontier science and technology, professional skills, leadership cultivation and so on. We also developed a T-learning platform on which employees are entitled to attend various online courses of their interest at any time.

2021 average training hours per employee	Overall 9.82H

TCL "Eagle" training system

The special "Eagle" training system is designed for incubating the leadership and management skills of our management staff. Since eagles are the kings of the sky, we wish our staff become high-flyers and pioneers in the industry.

eyas — Fresh graduates

flying eagle — Supervisors or new managers

elite eagle — Mid-level management

tercel — Operational decision makers

For elite managers (accelerating growth) Cultivate the awareness of leadership and overall management capacity

For new managers (enhancing competence) Cultivate the skills, tools and methodology for management

fresh graduates training program

Middle-level management training program

Health and Safety in Workplace

By sticking to the policy of "people orientation, and ensure health & safety", TCL Communication has been endeavoring to build a healthy and safe working environment for our employees and other on-site stakeholders, continuously improving the health and safety management level with cooperative partners.

The Company has a certified ISO45001 system in place for occupational health and safety management and has established a Work Safety Management Committee to be responsible for ensuring health and safety in workplace, implementing relevant safety laws, regulations and policies, and timely resolving major safety issues. The General Manager of Manufacture and Quality Center is appointed to be the director of the Committee, and the leaders for all departments are appointed to be the major responsible person for safety management.

Besides, we have full-time or part-time safety coordinators equipped in each department for assisting safety management. In this way, the health and safety management can be fully integrated into daily operations.

The Company has constantly perfected internal management system to ensure appropriate identification of occupational

Health risks, and qualified third parties are entrusted for regular inspection of occupational hazard factors and personal protective equipment will be provided for our staff concerned, and the Work Safety Management Committee will regularly supervise and check the storage, use and replacement of these equipment. Workers under such circumstances will receive regular health examinations as required by relevant regulations.

2021 health & safety KPIs for TMC	Target	Target achieved
Safety accidents causing disabilities or death	0	Yes
Occupational disease, poisoning accidents	0	Yes
Severe fire disaster, explosion, mechanical safety accidents	0	Yes
Lost Time Injury Frequency Rate	≤0.29	Yes
Lost Time Rate	≤15.7	No

On the basis of performing safety laws and regulations, we have maintained a list of applicable laws and regulations, and established management and operational procedures. We strictly implement rules in Training Management Procedure to conduct work safety education and training for our employees, mainly including safety laws, management rules and three-level safety education for adequate knowledge accumulation and appropriate certification. Besides, comparative study and discussions will be regularly held on lesson learning from incidents occurred in the factory and the same industry.

In the meantime, the Company also facilitates the communication ways for employees on health and safety management, including but not limited to monthly communication meetings, work safety month activities, safety meetings, hotline, suggestion boxes and satisfaction survey. Besides, we also encourage workers on production lines to participate in annual hazard source identification and reach a consensus on risk control measures.

Data regarding work-related injuries			
Indicators	2021	2020	2019
Number of casualties and disabilities	0	0	0
Lost Time Injury Frequency Rate	0.07	0.28	0.24
Lost Time Rate	24.6	5.7	28.35

Emergency drills held in TMC (2021)

Factory fire drill at night (Feb.2021)	Chemical seepage drill (Mar. 2021)	Food poisoning drill (Apr. 2021)	Dormitory fire drill at night (May 2021)	Factory fire drill in the day (Jun. 2021)	Natural disaster drill (Jul. 2021)
Electric shock drill (Aug. 2021)	Factory fire drill at night (Sep. 2021)	Natural gas seepage drill (Oct. 2021)	Dormitory fire drill in the day (Nov. 2021)	Factory fire drill in the day (Nov. 2021)	Severe security accidents drill (Dec. 2021)

Caring for Our People

TCL Communication attaches great importance to the work feelings and experience of employees, therefore the Company has smoothed the channels for communication, and organized various kinds of employee activities to raise the sense of happiness and belonging of employees.

Communication with employees

We value the opinions of our staff, and continue to promote communication and interaction with them via regular communication meetings, employee complaints, satisfaction survey, suggestion boxes and emails. We have been constantly enhancing the satisfaction and commitment degree investigation of our employees and improving human resources management.

We have regular communication meeting on company and workshop levels. For company level, the communication meeting is held on a monthly basis between the management and workshop representatives from different departments, on which employees are free to express their complaints or suggestions on every aspect of the company management, and then there will be specially assigned persons to follow up the status of the complaints to ensure proper handling. For workshop level, regular workshop communication meetings are organized every month by employee representatives on which workers may unveil their complaints and the representatives will be responsible for reporting to higher management and seeking solutions.

We conducted satisfactory survey for our employees at headquarter in March and July separately with over 1,000 people participating in them. From an overall point of view, the average satisfactory rate has reached 90.5%. Consequently, on the basis of the survey results, reasons are analyzed for better understanding and corresponding measures are taken to solve the difficulties facing our employees.

Employee activities

We appreciate the hard work of each employee and we are concerned about their daily work and life. In order to reach a balance between life and work for them, we have actively organized rich recreational activities such as various ball matches, singing competitions and festival celebration activities. In this way, our people are able to maintain physical health while enjoying themselves in their leisure time, thus making their daily life more vibrant.

Colorful Employee Activities

Empowering Ecology for a Better Future

With adherence to the mission of a "Sustainable & Connected Future with Advanced Technology", TCL Communication has been proactively cooperating with its stakeholders, especially suppliers to maintain and deliver the idea of sustainable development. Besides, the Company has also actively been shouldering its responsibilities as a corporate citizen and contributing to the community as much as possible.

| 1 NO POVERTY | 3 GOOD HEALTH AND WELL-BEING | 8 DECENT WORK AND ECONOMIC GROWTH | 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE | 10 REDUCED INEQUALITIES | 16 PEACE, JUSTICE AND STRONG INSTITUTIONS | 17 PARTNERSHIPS FOR THE GOALS |

Growing Together with Partners

TCL Communication has been committed to establishing a long-term stable cooperative relationship with its business partners and constantly seeking for new cooperative opportunities with strategic partners, so as to build a win-win relationship with mutual trust that is stable and sustainable.

Supplier CSR Management System

TCL Communication adopts the "Survival of the Fittest" rule to management suppliers by conducting periodic performance evaluation, identifying key suppliers and signing strategy contract and service agreement with them, conducting QBR with key suppliers regularly to assess the changes of their strategic direction and willingness to cooperate, financial risks, industrial status, cost structure or industry price level, continuous cost optimization capability, capacity and supply capability, R&D capability and quality assurance capability.

The Company has established a supplier CSR management system that covers labor rights, health and safety, environmental protection, conflict minerals, business ethics, and greenhouse gas emission. Our Ethical Code is published on the website and Corporate Social Responsibility Notice is delivered to ensure that our management requirements are properly conveyed to suppliers.

Supplier introduction	• CSR Audit Checklist self-assessment • Corporate Social Responsibility Notice • Environmental Compliance Declaration • Conflict Minerals Declaration
Supplier certification	• Supplier risk evaluation • On-site audit
Daily Supervision	• Regularly monitor CSR-related violations • Irregular on-site visits
Compliance promotion	• Conduct annual on-site audits for AVL suppliers • Guidance on corrective actions and plan for suppliers • Follow up with non-conformance status and promote problem solving

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Supplier CSR Compliance Promotion

TCL Communication has a strict Supply Chain CSR Audit Procedure in place for guiding supplier compliance management. Following the Responsible Business Alliance (RBA, previous named EICC) audit practices, all new suppliers are required to complete self-assessment on their sustainability performance with supporting documents. The Company will make an audit plan yearly based on trade volume, and supplier manufacturing processes which are related to high EHS and CSR risks and previous audit scores. Audit activities include but are not limited to management interviews, staff interviews, documentation review, on-site inspection and conclusion meetings.

Supplier Audit Standards of the TCL Communication

1	CSR Management system
2	Labor rights
3	Business ethics
4	Health and safety
5	Environment
6	Conflict minerals
7	Greenhouse gas emission

There are four categories of audit results and once severe violations (such as child labor) are found, the audit will be terminated immediately and our sourcing department will take necessary actions. For other violations found in the audit, suppliers who are not compliant with our requirements shall submit corrective action plans. As part of the auditing activity, and with an aim to help our suppliers elevate their sustainability performance, TCL Communication provides guidance on root cause analysis and corrective and preventive actions for suppliers. In addition, we will offer regular training to suppliers based on our sustainability requirements.

In 2021, more than 20 suppliers were introduced and they were required to provide self-assessment for the CSR Audit Checklist. Accordingly, we required them to work out follow-up actions for risky violations. Due to COVID-19, we conducted on-site audit for two suppliers with major violations occurred in health and safety (electricity use in dormitories, fire exit blockage and so on). Then we communicated our audit results to them and rendered our suggestions for them.

2021 supplier management KPIs	Target	Target achieved
Corporate Social Responsibility Notice signing rate	100%	Yes
New supplier CSR self-assessment submission rate	100%	Yes
Supplier audit non-conformance follow-up improvement rate	100%	Yes

Responsible Sourcing

With priority given to the sustainability of sourcing, TCL Communication has been actively pushing ahead risk assessment and conflict minerals management of the entire supply chain, and striving to build a responsible supply chain for adequate fulfillment of social and environmental responsibilities.

Supplier Risk Assessment

Prior to new supplier on-site audits, we conduct risk assessment from the location, industry and public opinions for our suppliers to evaluate whether they have high-risk techniques for EHS and labor, and whether they have been fined by governing authorities for CSR-related issues.

Once the suppliers pass the audits, we sign the Corporate Social Responsibility Notice, and Environmental Compliance Declaration which covers our clauses on environmental, labor, human rights and ethics requirements with them.

In the meantime, we encourage our suppliers to establish social responsibility management system and obtain external verification including SA8000 (Social Accountability 8000), RBA (Responsible Business Alliance), SMETA (Sedex Members Ethical Trade Audit), BSCI (Business Social Compliance Initiative) and other widely acknowledged standards. Then the verification results will be linked with the supplier rating on CSR performance.

Conflict Minerals Management

TCL Communication has a strict control over conflict minerals. Our Declaration on this topic is published on the website and we also require our suppliers to declare the same.

Then we have Conflict Mineral Report Operation Procedure for due diligence, verification and follow-up according to IPC-1755 standard. In case that suppliers are found to be involved in purchasing, we will require them to investigate the reason and urge for immediate corrective actions. If our suppliers are found to violate our rules intentionally, we will terminate our cooperation.

In 2021, more than 80% of our suppliers submitted the conflict mineral report according to the newly issued version of CMRT (Conflict Mineral Reporting Template).

Contributing to the Community

TCL Communication has been striving to deliver positive energy to the community and play an active role in public welfare with a focus on helping vulnerable groups including the disabled, children and fighting against the pandemic. The Company has made tangible contributions to the society and has made itself a promoter for a better life.

Caring for Vulnerable Groups

There's a Volunteer Association under the Labor Union of Huizhou TCL Mobile Communication Co., Limited which is composed of employees from different departments and positions who are enthusiastically devoted to public welfare activities.

The association is to serve people in need help inside and outside the company, such as: loving donations to support the lives of poor elderly people and giving finance aid to students, visiting and consoling the widowed elderly and children in nursing homes, schools, military and police barracks, and participating in large-scale public welfare activities.

Award for Caring for sanitation workers

Communication meeting with disabled employees on the National Disability Day in May 2021

Donation for employees in need of help.

2021 total: **35,000** RMB for 4 employees

We supported them to achieve their best!

Sponsorship & mentorship

TCL GB donates 15K GBP per year to supporting Performance Plus Sport's (PPS) initiatives. PPS is a charity organization supporting young people to achieve their best through the **positive power of sport**. This includes individual and group mentorship and training programs, and equipment to develop their athleticism and **DISPLAY GREATNESS**.

Tablets donation

In addition to the annual 15K GBP donation, TCL and Alcatel have donated 30 x T10 tablets to the young members of PPS to support them study at home through lockdown.

Beneficiaries: YOUNG PEOPLE

Cost: 2400 €

Cost: 16976 €

Fighting against COVID-19

Faced with the challenges brought by the severe pandemic, the Company has undertaken its responsibilities as a corporate citizen around the whole world and made contributions for safeguarding the health and safety of people and getting through tough times together.

FRANCE

Fruits to hospitals

The **well-loved weekly fruit basket**, which is offered by the works council to the Nanterre's office, has been reallocated to the medical staff of Nanterre's local hospital during the lock-down period in France. **#strongertogether !**

Beneficiaries:
MEDICAL STAFF

Cost :
1129€

ITALY

Masks to hospitals

At the start of the COVID pandemic, **surgical masks were missing,** even for medical staff. TCL supplied masks to three hospitals in Milan to support these brave heroes. **#thankyou !**

Beneficiaries:
MEDICAL STAFF

Cost around:
1000€

SPAIN

Smartphones to homeless people

COVID the pandemic has highly affected **homeless people** in terms of health, jobs, and digital inclusion. **TCL donates sixty mobile phones to the NGO Mensajeros por la Paz** with the aims to facilitate their social integration.

Beneficiaries:
HOMELESS PEOPLE

Cost :
3000€

UK

Tablets to mental health disabled

A NEWBURY mental health charity received **10 smartphones and 10 tablets from TCL** to continue to support its members and help them **keep in touch** with their family during the Covid-19 lockdown.

Beneficiaries: **DISABLED PEOPLE**

Cost : **1600€**

FRANCE & UK

Tablets to patients at hospital

TCL has contributed to local initiatives (Argenteuil Hospital, NHS & Laura Hyde Foundation) and **donated 15 tablets in France and 46 in the UK** to 6 hospitals to help isolated COVID patients stay motivated and connected with the outside world.

Beneficiaries: **PATIENTS IN HOSPITAL**
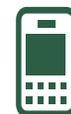
Cost : **4430€**

ITALY

Smartphones to Amici del 4 piano

Amici del 4 piano is a group of volunteers who organize **entertainment activities** for hospitalized children and adolescents. In 2020, TCL donated 6 smartphones and 3 tablets to Amici who handed them over to isolated adolescents in hospitals.

Beneficiaries: **TEENS IN HOSPITAL**

Cost : **450€**

TCL

COVID
Working group

COVID working group has been created with members from the workers council and HR Department. Its main goal is to adapt the Company actions, by constant awareness on COVID-19' s situation in each country.

100% teleworking was implemented during the confinement months and 2 days at the office the other months. The Company provides employees with office supplies (such as ergonomic chairs, a second monitor) to make their home office conditions comfortable.

HOME
Office implementation

PSYCHOLOGICAL
EU Hotline

The context of COVID could generate concern and distress. An EU psychological hotline has been set up to help employees deal with stress and anxieties.

All managers were encouraged to keep communication within their team in order to avoid the isolation of some employees which could generate stress. A discussion group was created to share positive and funny news.
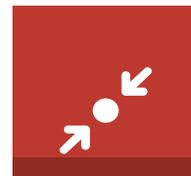
Actions against
ISOLATION

GRI Standard Index

GRI Standard	Section	Disclosure	Page number(s)
GRI 101: Foundation 2016			
General Disclosures			
	1. Organizational profile		
	102-1	Name of the organization	P05
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	102-3	Location of headquarters	P05
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	102-5	Ownership and legal form	P05
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	102-8	Information on employees and other workers	P05
	102-9	Supply chain	P50-52
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	102-11	Precautionary Principle or approach	P09
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GRI 102: General Disclosures 2016	102-13	Membership of associations	-
	2. Strategy		
	102-14	Statement from senior decision-maker	P04
	102-15	Key impacts, risks, and opportunities	P04, P13, P14
	3. Ethics and integrity		
	102-16	Values, principles, standards, and norms of behavior	P04, P31
	102-17	Mechanisms for advice and concerns about ethics	P31-32
	4. Governance		
	102-18	Governance structure	P11
	102-19	Delegating authority	P11
	102-20	Executive-level responsibility for economic, environmental, and social topics	P11
	102-21	Consulting stakeholders on economic, environmental, and social topics	P13
	102-22	Composition of the highest governance body and its committees	P11
	102-23	Chair of the highest governance body	P11
	102-24	Nominating and selecting the highest governance body	P11
	102-25	Conflicts of interest	-

GRI Standard	Section	Disclosure	Page number(s)
	102-26	Role of highest governance body in setting purpose, values, and strategy	P11
	102-27	Collective knowledge of highest governance body	P11
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	102-29	Identifying and managing economic, environmental, and social impacts	P11
	102-30	Effectiveness of risk management processes	P11
	102-31	Review of economic, environmental, and social topics	P11
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	102-33	Communicating critical concerns	P13
	102-34	Nature and total number of critical concerns	P14
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	102-37	Stakeholders' involvement in remuneration	-
	102-38	Annual total compensation ratio	-
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GRI 102: General Disclosures 2016	102-40	List of stakeholder groups	P13
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	6. Reporting practice		
	102-45	Entities included in the consolidated financial statements	P2
	102-46	Defining report content and topic Boundaries	P2
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	102-49	Changes in reporting	P2
	102-50	Reporting period	P2
	102-51	Date of most recent report	P2
	102-52	Reporting cycle	P2
	102-53	Contact point for questions regarding the report	P2
	102-54	Claims of reporting in accordance with the GRI Standards	P2
	102-55	GRI content index	P57
	102-56	External assurance	-

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GRI 201: Economic Performance 2016	201-1	Direct economic value generated and distributed	-
	201-2	Financial implications and other risks and opportunities due to climate change	-
	201-3	Defining benefit plan obligations and other retirement plans	-
	201-4	Financial assistance received from government	-
GRI 202: Market Presence 2016	202-1	Ratios of standard entry level wage by gender compared to local minimum wage	-
	202-2	Proportion of senior management hired from the local community	-
GRI 203: Indirect economic impacts 2016	203-1	Infrastructure investments and services supported	-
	203-2	Significant indirect economic impacts	-
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	207-2	Tax governance, control and risk management	-
	207-3	Stakeholder engagement and management of concerns related to tax	-
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GRI Standard	Section	Disclosure	Page number(s)
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GRI 301: Materials 2016	301-1	Materials used by weight or volume	P38-39
	301-2	Recycled input materials used	P38-39
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GRI 304: Biodiversity 2016	304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	-
	304-2	Significant impacts of activities, products, and services on biodiversity	-
	304-3	Habitats protected or restored	-
	304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	-

GRI Standard	Section	Disclosure	Page number(s)
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	103-3	Evaluation of the management approach	P36
GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	P36
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	305-4	GHG emissions intensity	-
	305-5	Reduction of GHG emissions	P36
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	103-3	Evaluation of the management approach	P41
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Welcome Feedback

Thank you for your time in reading the Sustainability Report 2021 of TCL Communication Technology Holdings Limited.

We are very eager to hear your voice, which will help us to better fulfill our sustainability performance and make improvements in our work. Please feel free to send us (tct.csr@tcl.com) an email if you have any questions or suggestions. Any contributions will be much appreciated.