

Huawei Consumer Business

Sustainability Progress Report

(2024–2025)

HUAWEI

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Executive Letter



He Gang

Chief Executive Officer, Huawei Consumer Business Group

Technology is reshaping the world at an unprecedented speed, transforming every facet of work and life. Amid these changes, at Huawei Device, we have always upheld sustainable development as our core strategy. It is our belief that, ultimately, technological innovation should drive social equity, safeguard humanity, protect Earth's ecological balance, and promote sustainable use of natural resources.

To embody our commitment to corporate social responsibility (CSR), we remain steadfast in advancing four areas: digital inclusion, tech for good, environmental protection, and corporate responsibility.

Technology for everyone

We believe that technology should be for everyone. That is why we have designed our new HarmonyOS 6 to boast enhanced accessibility features. Beyond the fundamental yet crucial functionalities designed for individuals with visual or hearing impairments—such as ScreenReader, magnification gestures, and Celia Call—the system utilizes advanced AI foundation models to introduce innovations like Celia World View and Celia Voice Enhancement.

Our efforts towards inclusivity go beyond just our products, but rather shape how we interact with communities. We have collaborated with over 100 associations representing people with visual or hearing impairments throughout China to share accessibility knowledge and skills, empowering more than 13,000 individuals with impairments. In October 2024, we launched a sign language–based video service. Through this initiative, our sign language service engineers have helped troubleshoot device problems for over 20,000 hearing-impaired users.

HarmonyOS ecosystem, fostering extensive enablement and protecting health with digital solutions

Education and health are fundamental to achieving sustainability, and our long-standing dedication to these pivotal domains has never ceased.

Leveraging the inclusive HarmonyOS ecosystem, we have nurtured talent and shared cutting-edge technology. The HarmonyOS Workshop has garnered more than 7.32 million course enrollments, with over 400 universities and colleges partnering with us throughout this journey. To support more developers and creators in exploring and embracing their creativity within the HarmonyOS ecosystem, we launched the HarmonyOS App Developer Incentive Program 2025, offering a bonus pool exceeding CNY100 million to encourage HarmonyOS app release. In our HarmonyOS Innovation Contest 2025, a winner could even secure an incentive of up to CNY1 million.

Huawei continues to research and innovate in the field of fitness and health, and is committed to bringing digital health solutions to every person, home, and sector. HUAWEI Research, an innovative health research platform, has covered key fields such as cardiovascular, sleep, and respiratory health.

In July 2024, we launched the Light Up Your Rings campaign globally, encouraging more people to exercise and embrace wellness. To bring this vision to life, our HUAWEI Flagship Stores (HFS) served as hubs for fitness and health communities. Throughout 2024, the Huawei fitness and health team held more than 100 offline events, motivating participants to complete their Activity rings—Huawei's fitness tracking feature. These events resulted in over 200 million three-ring completions and acted as a stage for participants to push themselves to live a healthier lifestyle.

Eco-friendliness throughout the product lifecycle

Nature is the foundation of every product we design, driving innovation that sustains our planet. We have increased our investment in green materials, energy-saving technology, circular economy, and more, and are committed to providing greener products and services to help build a digital world that coexists harmoniously with Nature.

The most effective way to protect resources is by reducing consumption. Huawei Device uses 14 different types of sustainable materials, including paper, gold, copper, glass, and plastic, in its products. Our HUAWEI WATCH GT 5 uses 100% recycled nylon for the braided part of its Blue composite strap, while the HUAWEI WATCH D2 uses 100% recycled gold and copper for the flexible printed circuit (FPC) of its button.

Advancing technology and optimizing operations are crucial for helping businesses minimize their environmental footprint. In 2024, Huawei Device reduced its carbon emissions by 2.8% year-on-year through the introduction of clean and renewable energy sources. Our adoption of green warehousing and logistics solutions has led to an annual reduction of over 4,300 metric tons of carbon emissions. Notably, our Chengdu warehouse in China has earned the Level-1 Green Warehouse certification in the past year, while our Hefei warehouse, located in another city in China, has commissioned a 2-megawatt photovoltaics (PV) power station capable of generating 2 million kilowatt-hours (kWh) of electricity annually.

Partnership for a sustainable ecosystem

Sustainable development can be achieved only through collaboration with employees, partners, and society.

We have built diverse teams and created over 90,000 jobs, with more than 80% of the jobs outside China filled by local employees. We continuously optimize our global talent development system, delivering over 1.54 million hours of training in the past year to enhance the expertise of our staff.

We embrace the philosophy of "growing together with partners." During our supplier management, we have fully incorporated the CSR standards. We perform assessments on all potential suppliers to examine their CSR systems, and also require our suppliers to convey the same requirements to their own suppliers.

In addition to building strong teams, we strive to deliver reliable solutions that support society. We have continuously enhanced our comprehensive satellite communication capabilities, spanning from SMS messaging to satellite calling and to image messaging, in order to provide seamless connectivity options even without network coverage. Our HUAWEI Pura 70 Pro+ earned five stars and ranked first at the comprehensive evaluation of consumer-grade Tiantong satellite devices conducted by China Telecom, one of the world's largest telecommunications service providers.

Toward a sustainable future

Looking ahead, Huawei Device will build a fully connected, intelligent world based on HarmonyOS. We will collaborate with global users and partners to harness technological innovation as a driving force for sustainable development, building a seamlessly smart world that is fairer, healthier, and greener.

Sustainability Management


HUAWEI

Organization and strategy

Sustainable development organization

To improve management efficiency and ensure the implementation of a sustainable development strategy and effective achievement of its objectives, Huawei Consumer Business Group (hereinafter referred to as "Consumer BG") has established a Sustainable Development Committee.

The Sustainable Development Committee is the highest-level decision-making organization for matters related to sustainable development within the Consumer BG. They develop and monitor the implementation of related strategies, objectives, policies, and regulations. A sustainable development working group has been established under the Sustainable Development Committee of the Consumer BG to implement annual sustainable development goals and key tasks in each business domain.

The Sustainable Development Committee of the Consumer BG holds regular meetings to assess the achievement of goals and key tasks, and review and make decisions on important topics. The sustainable development working group drives the implementation of sustainable development requirements in each business domain and continuously builds upon and improves the company's sustainability management system.

Sustainable development strategy

In line with the strategy of Huawei's Corporate Sustainable Development (CSD) Committee, the Consumer BG is focusing on digital inclusion, tech for good, environmental protection, and corporate responsibility based on the characteristics of the consumer electronics industry and stakeholder concerns. The Consumer BG is dedicated to building a warm, green, responsible, and friendly brand image that promotes sustainable enterprise development.

Every year, we identify sustainability risks and opportunities and set annual sustainable development goals and priorities based on external stakeholders' requirements, laws and regulations, and the operations of the internal sustainability management system.

Digital Inclusion

Using technology for the benefit of all



Huawei has developed new accessibility features to ensure people with various impairments can still benefit more from the convenience of smart devices, and to help them gain more confidence and freedom.

Tech for Good

Using technology to affect change



Huawei is committed to the development of the education ecosystem. We leverage fitness and health technologies to enable people to proactively manage their health, improving social wellbeing through technological innovation.

Environmental Protection

Harnessing technology for a better planet



Through technological innovation, Huawei performs closed-loop management throughout the entire lifecycle of products to minimize their impact on the environment.

Corporate Responsibility

Repaying trust with responsibility, through technology



As a technology company, Huawei's core responsibility is to create value for society through its products and services, and to work with stakeholders to cultivate a sustainable industry ecosystem.

Management system

Management system based on international standards

Huawei Consumer BG has established a sustainability management system based on the plan–do–check–act (PDCA) cycle. We consider both the internal and external environments and refer to standards such as ISO 26000, SA8000, ISO 14001, and ISO 45001. This system focuses on six key areas: leadership, planning, organization and skills support, process operations, performance appraisal, and continual improvement. We use this closed-loop system to manage our sustainable development strategies and goals.

We regularly identify and assess the impacts, risks, and opportunities of sustainable development, and drive ongoing improvement of the management system through internalization of external regulations and digital operations to ensure operational compliance and continuously strengthen stakeholder satisfaction.

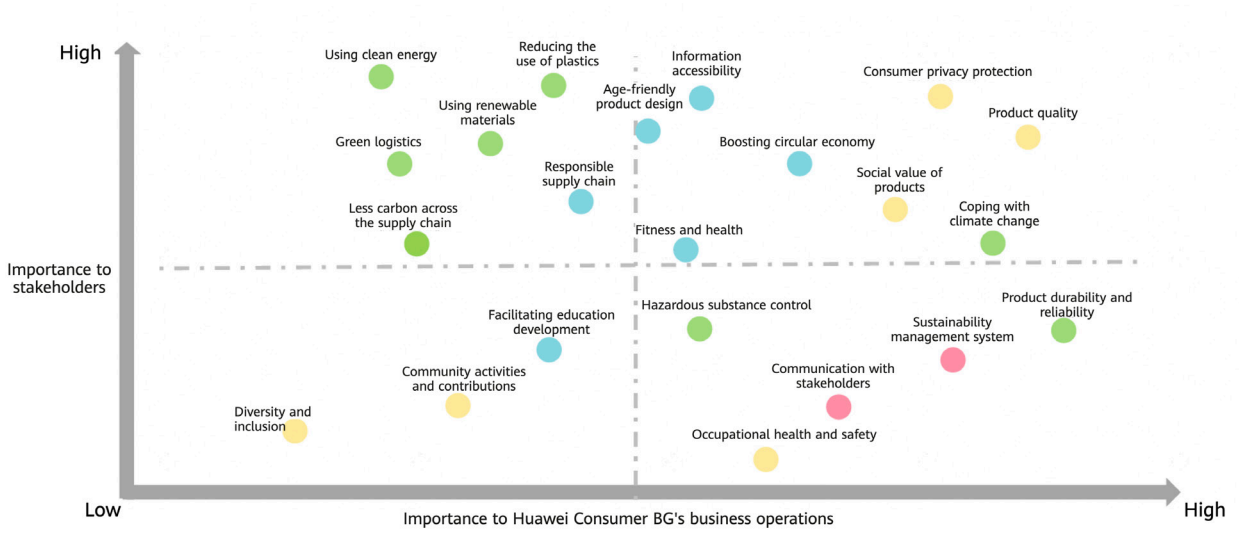
Huawei's membership in sustainability organizations



A focus on material topics

Huawei identifies stakeholder requirements and concerns through dialogue and communication and integrates external expectations into strategic decision-making. Two-way communication enhances the forward-looking and inclusive nature of Huawei's strategies and fosters alignment between sustainable development goals and the entire industry chain.

Based on applicable international standards such as AA1000, Huawei reviews the matrix of material topics within the context of its industry and business, using methods such as stakeholder surveys and interviews, insights, internal risk assessments, and strategic alignment. All of these topics have been incorporated into strategic decision-making, and Huawei responds to them and performs closed-loop management through multiple channels.



Matrix of material sustainability topics for Huawei Consumer BG in 2024–2025

Honors and awards

Huawei's long-standing commitment to sustainability has been recognized by third parties. These honors are more than just acknowledgments; they are expectations and encouragement that motivate us to advance with greater resolve on the path of sustainable development and to make deeper contributions for the common good.

Award/Honor Name (2024–2025)	Awarding Organization
Pura 70 Ultra: rated five stars in mobile device usability testing for older adults	China Electronics Standardization Institute (CESI) under the Ministry of Industry and Information Technology (MIIT)
Mate 70 Pro+: five-star rating for information accessibility	ifeng.com
HarmonyOS 4 accessibility solution: selected as an excellent example of information accessibility in 2024	Accessibility Research Association (ARA), ifeng.com, Phoenix Lab, etc.
Huawei HarmonyOS Accessibility and Celia Voice Enhancement Team: 2024 Chinese Ethos Person of the Year	ifeng.com

Pura 70 Pro+: five-star rating and No. 1 at the comprehensive performance evaluation of consumer-grade Tiantong satellite devices	China Telecom
Huawei Thailand: Best Companies to Work For in Asia award	HR ASIA
Huawei Vietnam: HR ASIA Most Caring Company award	HR ASIA
Top Employer 2025 in Europe, recognized for six consecutive years	Top Employers Institute
Huawei: No. 39 in the BrandZ Most Valuable Global Brands 2025	Kantar BrandZ
Top 100 Best Global Brands	Interbrand
Huawei Consumer BG's warehouse in Chengdu: Level-1 Green Warehouse certification	China Association of Warehousing and Distribution
EcoVadis sustainability rating for Huawei in 2024–2025: Platinum	EcoVadis

Contributing to the UN SDGs

The United Nations' Sustainable Development Goals (UN SDGs) call for global action to eradicate poverty, protect the planet, and improve the lives and futures of all people. Huawei Consumer BG is committed to delivering the latest technologies to consumers, making it possible for more people around the world to embrace the benefits of technological advancements and realize their dreams. We also strive to provide new solutions to sustainable development issues facing human society through technological innovation, and contribute to the achievement of the UN SDGs.

With a focus on innovative products and sustainability practices, Huawei Consumer BG is committed to contributing to the fulfillment of 2030 UN SDGs, concentrating on the following key goals:

Our Practices	UN SDG
Integrate environmental protection concepts into product design. Continuously develop plastic-free or reduced-plastic solutions and widely apply them in product packaging. Introduce sustainable materials (such as recycled gold, copper, and paper) in product packaging. Use clean and renewable energy during operations to reduce emissions.	
Provide officially refurbished devices, officially certified second-hand devices, trade-in service, and recycling of end-of-life electronics to extend the product lifecycle and drive the development of a circular economy.	
Huawei smart wearables (such as watches and bands) are equipped with health monitoring features (such as blood pressure, heart rate, SpO2, sleep, and ECG monitoring), providing users with proactive health management tools and enhancing personal health awareness. In the education field, Huawei tablets and education apps, together with resources in platforms such as EduCenter, provide global users with convenient content acquisition channels.	

Huawei Consumer BG continues to promote information accessibility and digital inclusion. Our product design (such as accessibility features) is dedicated to enabling users with physical impairments or older users to seamlessly work, live, and enjoy entertainment, thereby reducing digital inequality.



Huawei Consumer BG consistently invests in R&D and innovation across fields such as communications technologies, operating systems (OSs), imaging technologies, and material science. The seamless cross-device collaboration experience powered by HarmonyOS not only improves user efficiency, but also provides key support at the device level for a fully connected, intelligent infrastructure.



Huawei Consumer BG recruits talent from around the world to build a diverse workforce, create job opportunities in areas where it operates, and support local community development.





Huawei smartphones report earthquake warning to users several seconds to dozens of seconds before seismic waves arrive, giving them valuable time to take protective action, such as seeking shelter or turning off hazard sources, thereby reducing the risk of casualties. The satellite communications feature significantly expands the coverage of the communications network, providing basic connection assurance for users in remote areas beyond the reach of traditional cellular networks, and enhancing the capability of universal services.





We incorporate CSR requirements into the entire procurement process, collaborate with suppliers, and support suppliers' capability development to build a harmonious and mutually beneficial industry chain.



Digital Inclusion

Using technology for the benefit of all

AI-assisted

AI-assisted accessibility capabilities, such as Celia World View and Celia Voice Enhancement, are always being improved.

1.3M

More than 1.3 million copies of the *Parent's Mobile Phone Instructions* have been distributed.

13,000

More than 13,000 users with various physical impairments have received accessibility training and mastered smartphone usage skills.

5,000

In the past year, more than 5,000 sessions to teach senior citizens how to use smartphones were carried out in residential communities.

400

Huawei has worked with local associations representing people with visual or hearing impairments in 102 cities across China to carry out over 400 Huawei accessibility feature experience activities.

20,000

A sign language–based video service has been provided 20,000 times, helping consumers resolve issues during device use.



Using technology for the benefit of all

Developing accessibility features

Huawei provides essential accessibility features for people with visual or hearing impairments, such as ScreenReader, magnification gestures, Celia Captions, and Celia Call. Huawei has used AI foundation models to launch innovative accessibility features, such as Celia World View and Celia Voice Enhancement, helping visually-impaired users perceive the world better and helping hearing-impaired users communicate with greater clarity.

Huawei will continue to develop system-level accessibility layouts and integrate AI-powered accessibility features into the underlying architecture of HarmonyOS to support more types of users with impairments. Accessibility innovation stems from real needs, and technology enables everyone to find a way to communicate with the world.

Feature / Capability	Function/Feature (For Users with Visual Impairments)	Function/Feature (For Users with Hearing Impairments)	Function/Feature (For Users with Mobility Impairments)
Essential accessibility capabilities	ScreenReader, magnification gestures, high-contrast text, color correction, color inversion, shortcuts for accessibility features, voice-to-text conversion, and AI Reader	Mono audio playback, Sound Booster, audio balance, and seamless connectivity with hearing-aid devices	Touch & hold duration and ignoring repeated taps
AI-assisted capabilities	Celia World View, Celia writer, image description, text recognition, photography assistance, Smart Q&A, AI Voice, and Celia Memories	Celia Voice Enhancement, Celia Call, speech-to-text conversion, adding subtitles to video, and Circle for Celia	AI Voice and voice-to-text conversion
Accessibility capabilities on devices other than smartphones	Quick reminders for smart glasses/earphones, watch-screen reading, and AI Voice on HUAWEI Vision and speakers	Vibration reminders on watches, AI Subtitles on HUAWEI Vision, and AI Minutes on laptops	Activity rings (Wheelchair mode) on watches

Note: The above features may vary slightly depending on the device model and system version.

Developing a human-centric accessibility ecosystem

Huawei continues to explore ways to improve accessibility and promotes the development of accessibility technologies through technological innovation. In 2025, for the fifth year in a row, Huawei set up a Digital Inclusion Experience Center alongside accessibility experience areas at the Huawei Developer Conference (HDC). Leveraging Huawei's HarmonyOS ecosystem and the latest accessibility features, the Digital Inclusion Experience Center showcased four experience areas: Celia World View, Activity rings (Wheelchair mode), Celia Voice Enhancement, and non-visual photography area. Additionally, the center featured two exhibition areas: HarmonyOS Ecosystem Partners and Digital Inclusion. The center connected accessibility features such as video recognition, wheelchair motion sensing, voice enhancement, image description, and ScreenReader, in an engaging and warm way, allowing people with impairments to experience the warmth and convenience of high-tech accessibility features.



The Digital Inclusion Experience Center at HDC 2025

In 2025, for the fourth year in a row, we have invited users with visual, hearing, and mobility impairments, as well as senior users, for lakeside talks during HDC with the Chief Executive Officer of Huawei Consumer BG, accessibility product managers, and HarmonyOS ecosystem partners. With a focus on real-world user scenarios, we demonstrated new accessibility features such as the accessibility version of Celia World View and Activity rings (Wheelchair mode), responding to real user pain points and cultivating a human-centric accessibility ecosystem.



Lakeside talk with users with impairments at HDC 2025

Reimagining accessibility with AI

Leveraging AI foundation model capabilities, Huawei launched Celia World View, which enables real-time conversations through visual recognition technologies. For example, it can read elevator buttons, interpret medication instructions, and provide dressing suggestions for visually-impaired users. Smartphone cameras serve as the "eyes" of visually-impaired users, making their lives more convenient. In the past, small models could only be trained for individual scenarios, but foundation models can connect these scenarios to form a complete view of the world around users. Looking ahead, with the support of foundation models, Celia will be able to detect obstacles on blind paths and monitor traffic light status at intersections in real time when visually-impaired users go out, providing an end-to-end accessibility experience from departure to destination.

Celia World View: Hearing beauty, connecting through technology

Feifei, a visually-impaired young woman in her thirties, lives in Guangzhou and carries a special memory close to her heart. Ten years ago, she visited the Canton Tower with her friends. While they marveled at the breathtaking views and praised every scene, all she could do was reach out and feel the cold glass wall of the observation deck.

A decade later, Feifei returned to the Canton Tower, but this time everything was different—she was no longer just a bystander. With the help of Celia World View, Feifei was able to "see" the world differently. Standing once again on the observation deck, she heard vivid descriptions: "In front of you lies Yingta Pool. The water rests without a ripple, its stillness like the cool smoothness of stone beneath your fingertips." As night fell and the light show began, Celia gently told her: "The light show begins, and the atmosphere shifts with a living rhythm. You can sense waves of energy rising and falling, flowing as smoothly as music moving from one note to the next."

Through Celia's detailed narration, Feifei experienced the beauty of the world in a way she had never imagined. Her heart filled with warmth and gratitude. She realized this was more than just revisiting a familiar place, but a moment where she felt the beauty of connection enabled by technology.



Feifei using the Celia World View feature

In China, an estimated 7 million individuals live with speech impairments, and more than 27 million individuals experience hearing impairments. Approximately 80% of people with hearing impairments rely on spoken communication to interact with others. In contact with these people, the Celia Voice Enhancement team understands their profound desire to communicate clearly, and every one of us deserves to be heard. The first step to effective communication is listening. This is where the idea for Celia Voice Enhancement began.



Celia Voice Enhancement: Technology empowers every voice

Du Ran is a baseball player who plays both first base and shortstop. He has faced challenges with pronunciation due to his hearing impairment. This made it difficult for others to understand him. Du Ran even hesitated to speak to his baby, worried that his unclear speech might influence the child's language development. Everything changed when Du Ran tried the Celia Voice Enhancement feature. Using this new feature, he felt a surge of hope. He could communicate more clearly with his family, and more importantly, he began sharing his experience to encourage other hearing-impaired friends to speak and play more baseball, helping them open a door to the wider world. Celia Voice Enhancement uses a foundation speech model to enhance voices in real time, enabling users to communicate more naturally.



An athlete speaking with confidence

Liu Lin and Liu Lu are twin sisters and both work as programming engineers. They were diagnosed with congenital hearing impairment at the age of three and have relied on hearing aids for communication since childhood. However, due to difficulties in pronunciation, they have always faced obstacles in expression.

With Celia Voice Enhancement, everything began to change. Powered by Huawei's in-house foundation speech model, Celia's timbre cloning preserves the sisters' unique timbres while repairing unclear pronunciation and irregular rhythm. The first time Liu Lin and Liu Lu heard their enhanced voices, the experience was unforgettable—strange but deeply familiar. Their new voices help them express themselves more confidently in life and work.



Sisters finding their voices

The "Love · Accessibility" initiative

Since the launch of the initiative, Huawei has worked with local associations representing people with visual or hearing impairments in 102 cities across China, conducting more than 400 offline accessibility feature experience activities so far. More than 13,000 users with impairments have received accessibility training and support. Huawei has gradually expanded accessibility feature experience activities from first-tier cities to more small- and mid-sized cities. Through face-to-face communication and training, Huawei helps people with various physical impairments master smartphone operation skills, enabling them to experience the life-changing benefits of technology.

To more effectively promote accessibility awareness, Huawei invited several visually-impaired users to serve as trainers in 2025. They teach from their own personal experience, which provides a more vivid demonstration of the features of Huawei accessibility products and how to use them.



Huawei accessibility feature experience activity in May 2025



Zhang Weiping, a visually-impaired Huawei fan and trainer, sharing how he uses a smartphone

Huawei has established an accessibility community in the My HUAWEI app, which provides a way for users with impairments to communicate, share, and obtain support. Since the community was officially created, more than 250 active posts have been published in just six months, generating over 750,000 views. Within the community, users can share their experiences using Huawei products and services, exchange tips on accessibility features, and provide suggestions for product improvement. The accessibility community is also an important way for Huawei to collect user feedback and learn about user needs. The community helps Huawei optimize accessibility features and deliver improved user experience.





The accessibility community not only promotes communication between users with impairments, but also enhances the society's awareness and promotes support. In doing so, it contributes to a more inclusive and harmonious social environment.

Seamless communication and caring service

For most people with congenital hearing impairments, sign language is the most natural and direct way for them to communicate. Communication is one of the most fundamental connections between people. But for the hearing impaired, this can sometimes be a challenge.

On October 10, 2024, Huawei launched a sign language–based video service. Sign language service engineers help hearing-impaired users resolve various issues encountered during device use every day. Since the service was launched, consumers have made more than 20,000 video calls.



Huawei's sign language service engineer team

Sign language carries warmth, and service eases worries

Xiaonan is a Huawei sign language service engineer and a child of deaf adults (CODA). Since childhood, she has acted as a "translator" between her parents and the outside world. She understands that for people with hearing impairments, even a simple device use issue can become a major obstacle.

In her work with Huawei's sign language–based video service, Xiaonan once received a call from a hearing-impaired couple. She learned that the couple lived far away from their children. Every time their smartphones had issues, they could only ask for help from their children through video calls using sign language, but they worried about bothering their children too much. When the couple discovered that Huawei provided professional sign language customer service, they happily responded, "With Huawei's sign language customer service, whenever we face smartphone problems, we can reach people who not only have professional knowledge but also understand our language. It makes us truly happy."

Sign language service engineers are bridges between the speaking and the silent worlds, helping hearing-impaired users resolve device use issues in real time. As a sign language service engineer, Xiaonan looks forward to providing more support for more people through the sign language–based video service, bringing services with a human touch to every hearing-impaired user, and allowing the benefits of technology to reach everyone, wherever they are.



Xiaonan providing sign language–based video service (The gesture shown in the figure means "help" in Chinese Sign Language.)

Enabling senior citizens to seamlessly embrace digital life

Senior mode

Since 2012, Huawei has been tailoring products for senior users by providing the OS with features designed for accessibility and with senior lifestyles in mind. In April 2022, a new suite of accessibility features was added to enhance the basic user experience. Huawei released Senior mode together with HarmonyOS 2. This new mode includes features for users with poor vision or hearing, and for those who struggle with precise movements when touching the device screen.

In May 2023, Huawei launched the newly improved Senior mode 3.0. It magnifies the UI display on smartphones, offers more senior-friendly app management, includes fraud-prevention features, and blocks spam. These upgrades significantly improve the user experience for senior citizens. Senior mode provides a unified settings widget where users can adjust the font size and icon size. This makes using a smartphone much easier and more secure for users with poor vision, hearing, and/or touch coordination. Senior mode also allows users to enable the Enhanced protection feature in App Guard mode. This prevents users from downloading malicious apps that could freeze or disable their smartphones or be used for fraud. The Call & message filters feature can also be enabled to filter out unwanted calls and messages, ensuring comprehensive device security.



In June 2024, HarmonyOS 5, an all-scenario intelligent OS, made breakthroughs in both architecture and experience. The new version came with a collection of upgraded Senior mode features. It provides a more friendly and secure experience for senior users.

Senior mode can magnify text and icons, simplify the home screen layout, block unwanted calls and messages, display emergency information, and offer more age-friendly features. It provides a new one-stop solution for older users to meet their rigid needs and pain points, making it easier and more secure for them to use smart devices.

HarmonyOS 5 further improves the following age-friendly features in Senior mode:

Display magnification

Multiple display settings have been integrated so that users can adjust the size of text and icons on their smartphones with just one tap. There are multiple text and icon size options available for users to choose from.

Simplified layout

After the simplified layout is adopted, the icons on the home screen become larger and cleaner.

Call & message filters

Enabling Call & message filters alongside Senior mode can protect users from unwanted calls (especially scams) and malicious website links in messages.

Emergency information

Emergency information can help first responders act swiftly and efficiently in an emergency. Even if the device is locked, they can view the emergency information on the emergency dialing screen.

HarmonyOS provides accessibility features to cater to the needs of older users in a range of different scenarios. These features make device usage more convenient and secure, while bringing a human touch to technology. For example, there is the mobile guardian feature, which allows adult children to configure device geofencing so they can be alerted if their parents enter or leave the configured scope. They can then check on their parents' locations and remotely monitor their parents' safety. With the family anti-fraud protection feature, the system identifies potential scam calls in real time and reminds children to intervene promptly. If parents have not used their smartphones for an extended period, children receive timely reminders so they can check in and provide care if needed. If a parent is struggling with a smartphone feature, one of their children can remotely guide through the process using the screen sharing feature of the MeeTime app.

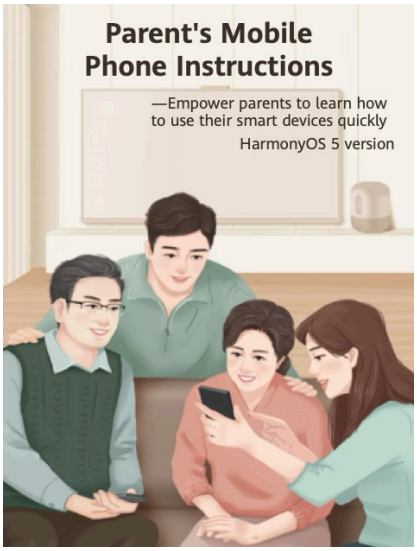
Bridging the digital divide for senior citizens

Device use tips

Having identified a number of pain points senior users experience when using smart devices, Huawei has developed practical device use tip manuals and courses. There are simple and easy-to-understand device tutorials available on multiple online and offline channels, helping senior users easily handle daily device use issues and enjoy the convenience and fun of smart devices.

Parent's Mobile Phone Instructions

Huawei has produced a hand-drawn *Parent's Mobile Phone Instructions* guide in HarmonyOS 5 version, which explains how to use the most common features and functions. The scenario-based instructions make it easier for older users to master the use of HarmonyOS 5 smartphones. The guide is now on its twelfth edition. From 2024 to 2025, more than 200,000 paper copies were printed. More than 1.3 million paper copies of the twelve editions of this guide have been distributed. Free copies are available at brick-and-mortar stores such as Huawei Customer Service Centers and Authorized Experience Stores. A digital copy of these instructions can be obtained from the official Huawei Device WeChat account.



On special occasions such as Mother's Day, the Double Ninth Festival, and the Spring Festival, Huawei will recommend these instructions online to users, helping senior users learn device use tips. After reading these instructions, users can touch related content to directly access the feature use or settings screens to quickly experience related features.

Teaching senior citizens how to use smartphones

Huawei understands the actual needs of older users with varying levels of digital literacy. In 2024, the "Bring Digital to You" courses version 3.0 came out. There are nine courses divided into three levels: beginner, intermediate, and advanced. These courses cover everyday scenarios such as basic operations, practical tools, phone security, social networking, easy travel, health protection, and photography and leisure, ensuring that older users with different skill levels can learn effectively. These courses cater not only to Huawei smartphone users, but also provide product knowledge beyond the HUAWEI brand. Older users can book and take these courses at more than 5,000 HUAWEI Flagship Stores, Smart Life Stores, and Authorized Experience Stores across China.

Huawei stores nationwide proactively sought support from local communities, universities of the third age, and nursing homes in order to host sessions in the most convenient venues available. For the year ending June 2025, Huawei conducted more than 5,000 training activities in residential communities.



A non-profit course helping senior citizens learn to use smart devices in a residential community

Tech for Good

Using technology to affect change

100M

The HarmonyOS App Developer Incentive Program 2025 offers a total bonus pool of over CNY100 million to encourage developers to develop HarmonyOS apps and achieve technological innovation.

400

More than 400 universities and colleges are involved in cultivating HarmonyOS talent, with over 320 sessions of HarmonyOS on-campus open classes delivered.

8M

HarmonyOS has attracted more than 8 million developers.

68,000

Huawei has held over 10,000 Discover HUAWEI sessions in stores across China in the past year, attracting more than 68,000 consumers.

7.32M

Huawei HarmonyOS Workshop has garnered an impressive 7.32 million course enrollments.


HUAWEI
GUERLAIN

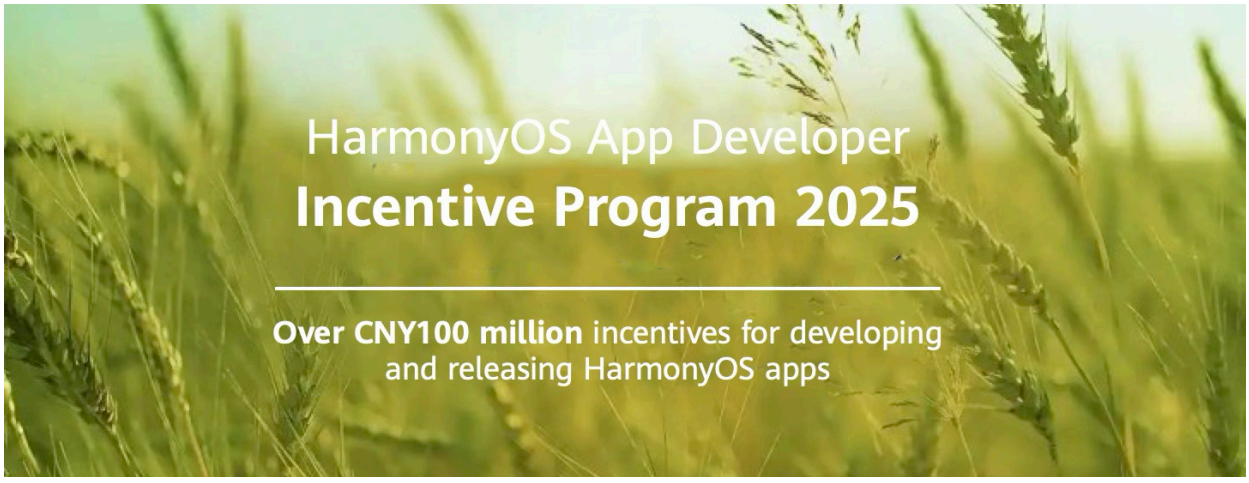
Enabling all-round development through the HarmonyOS ecosystem

Building the HarmonyOS ecosystem together

Huawei is committed to building the HarmonyOS ecosystem alongside its partners, guided by the principles of openness, cooperation, and mutual benefit. The aim is to create value for consumers and opportunities for all parties while creating a positive cycle of ecosystem growth. As of June 2025, 8 million developers had participated in the HarmonyOS ecosystem. Through a variety of HarmonyOS developer activities, Huawei empowers innovative technical talent like developers, academics, technical experts, and student developers by providing them with cutting-edge HarmonyOS technologies and Huawei's latest open capabilities and services. Key achievements to date include the HarmonyOS Workshop garnering more than 7.32 million course enrollments, and more than 440,000 developers obtaining HarmonyOS app developer certifications. In addition, more than 400 universities and colleges are involved in cultivating HarmonyOS talent, with over 320 sessions of HarmonyOS on-campus open classes delivered. On top of that, more than 6,100 enterprises have participated in the HarmonyOS App Technology Innovation Workshop, and over 280 HarmonyOS industry-academia cooperation projects have been implemented.

Developer ecosystem support

Developers have equal access to system-level traffic entries for precision marketing and app distribution. To drive the development and release of HarmonyOS apps and to enable more developers and creative talent to explore HarmonyOS innovations, Huawei launched the HarmonyOS Innovation Contest 2025 at the HDC in June 2025. The top prize offered incentives worth CNY1 million. In August 2025, Huawei officially launched the HarmonyOS App Developer Incentive Program 2025. It features a bonus pool exceeding CNY100 million, with individual app releases eligible for rewards of up to CNY10,000.



Driven by B2B business and technology

HarmonyOS is rapidly expanding into government and enterprise office scenarios, extending from core systems to the details of daily operations. The new HarmonyOS 6 Beta for developers introduces four enhanced capabilities—intelligence, smoothness, security, and connectivity—that are designed to deliver a seamless AI life experience.

Industry-academia integration and talent dividends

China's HarmonyOS ecosystem currently faces a talent gap of several million, with potential new job opportunities exceeding 3 million, according to the *China Developer Profile Insight Research Report 2024* released by InfoQ Research Center. Notably, the average salary of HarmonyOS developers increased by 43.1% in 2024.

HarmonyOS developers and talent cultivation

Stories of HarmonyOS developers

HarmonyOS evangelists: Torchbearers in the new era

"When I learned about the features of HarmonyOS, I believed our domestic system could achieve strong market performance. I never imagined I would be the first." This was voiced by Professor Zhao Xiaogang, from the School of Computer Science at Wuhan University, underscoring a sentiment shared by Chinese science and technology educators: In the field of key technologies, there must always be pioneers and torchbearers.

In 2019, Professor Zhao became the first professor in China to introduce the *HarmonyOS Mobile Programming Technology* course in a university. What began with just 30 students has now grown into six classes, with an enrollment rate exceeding 80%. This transformation reflects his sharp insight into technology trends: "The distributed architecture and cross-device collaboration capabilities of HarmonyOS will redefine the operating system standards in the era of Internet of Everything."



Professor Zhao Xiaogang teaching students about HarmonyOS development

Individual developers: Trailblazers exploring infinite possibilities

Zhou Yongqi, developer of the Qingdaoshu (literally, "light countdown") app, emphasized a key aspect of the HarmonyOS ecosystem, saying, "One unique feature of the HarmonyOS ecosystem is that it gives visibility to small and mid-sized developers." None of his team members graduated in computer science—one studied medicine, another specialized in animation. But despite their diverse backgrounds, they all found their place within HarmonyOS. To them, the true magic of the HarmonyOS ecosystem lies in its ability to help individuals once considered "outsiders" discover new opportunities and redefine themselves.

Qu Zhangcai, developer of the Xichuangzhu app (focused on ancient Chinese poetry appreciation and learning), is dedicated to finding a balance between technical creativity and cultural heritage. His team developed the AI agent feature for the HarmonyOS version of the app—within just one month, it was showcased at the "Poetic Garden" event hosted by the Graduate Union at the South China University of Technology. Mr. Qu said, "The dialogue flows without delay, and instructions are delivered instantly. This, perhaps, is the kind of cultural heritage young people are seeking."

Guo Tingjin, a student majoring in marine science at Dalian Maritime University, is the developer of the Yiri Jizhang (literally, "daily accounting") app. He credits HarmonyOS with sparking his passion for new technological transformations. "Other systems lack true innovation and substantive development, but HarmonyOS is different," he said. Driven by his passion for innovation, Mr. Guo is active in various HarmonyOS technical communities and helps those interested in HarmonyOS development.



Guo Tingjin introducing his HarmonyOS app at HDC 2025

Industry developers: Drivers of industry upgrades

Wei Zheng, product owner of the HarmonyOS version of Umetrip, said, "HarmonyOS is set to become an important operating system in the future. If Umetrip can deliver enhanced travel services to early HarmonyOS adopters, it will gain a first-mover advantage and capture a larger share of the travel market." By deeply integrating innovative features such as HarmonyOS live view and distributed connectivity, the app has tripled the reach rate of travel reminders, offering users a more convenient and reliable all-scenario travel experience.

While talking about why Grab chose HarmonyOS, Zhang Miaomiao, a senior quality engineer, said, "We know that Huawei phones have a large user base, but most ride-hailing apps outside China do not align with Chinese consumer habits. Grab is the largest ride-hailing platform in Southeast Asia by market share and hopes to better serve more Chinese users during their overseas travel." The installation-free, ready-to-use lightweight atomic service, combined with platform capabilities such as one-tap sign-in with HUAWEI ID and Huawei in-app payment (IAP), provides outbound users with a more convenient travel experience. The Grab atomic service is now available in six Southeast Asian countries. In the future, Grab plans to further integrate with HarmonyOS ecosystem capabilities to further enhance user value.



From Umetrip to Grab in Southeast Asia, HarmonyOS apps are expanding to cover more travel scenarios.

HarmonyOS Workshop

As the HarmonyOS ecosystem continues to grow, the demand for HarmonyOS talent is expected to number in the millions. Huawei offers app development training sessions to enterprises within the ecosystem via the HarmonyOS Workshop, with 6,100 enterprises participating to date. The workshop has already garnered more than 7.32 million course enrollments. Additionally, 400 universities and colleges and 39 certification, training, and enablement organizations in China are also supporting the cultivation of HarmonyOS talent.



HarmonyOS Workshop in 2025

HarmonyOS industry-academia cooperation projects

In an effort to boost the HarmonyOS ecosystem, Huawei is collaborating with universities and colleges to explore new forms of industry-academia cooperation. Through teacher training and enablement, along with innovative courses, Huawei is deeply integrating HarmonyOS technologies into university curricula. As of June 2025, there had been more than 280 active HarmonyOS industry-academia cooperation projects in China.

HUAWEI Student Developers (HSD)

HSD aims to inspire student developers to learn more about cutting-edge technologies, sharpen their skills, practice more, and explore new opportunities. It empowers student developers to improve their skills together and pursue their aspirations. To date, HSD has held over 600 activities, involving more than 200 campus ambassadors, at more than 300 universities and colleges.



Student developers at HDC 2025

Campus activities

The HUAWEI CAMPUS OPEN CLASS (HarmonyOS) leverages the knowledge and experience of experts to help college students broaden their horizons, gain insight into industry trends, and improve their practical capabilities. Over 400 universities and colleges are involved in cultivating HarmonyOS talent. To date, more than 320 open-class sessions have been delivered, attracting over 60,000 college students.

During HDC 2025, more than 700 students—including Huawei fans and campus ambassadors—from 69 universities and colleges across China participated in the fifth HarmonyOS open class activity. Professors, HarmonyOS ecosystem partners, HarmonyOS technical experts, and student developer representatives were invited to provide comprehensive enablement for student developers. Furthermore, 59 campus ambassadors received letters of appointment, while 9 outstanding ambassadors received special awards.



The fifth HarmonyOS open class activity





Geekthon

The third HarmonyOS Geekthon—held in 2025—spanned nearly two months and attracted 324 teams comprising more than 1,000 developers. A total of 137 qualifying entries were submitted, and 15 teams made it to the final. Finalists had 36 hours and access to HarmonyOS development tools and suites to complete their tasks. Spanning diverse fields—including accessibility, health, life services, and entertainment—their work fully showcased the capabilities, development suites, and scenario-based solutions of the latest HarmonyOS version. Their work collectively embodied innovative practices and delivered the ultimate experience of the HarmonyOS ecosystem.



Group photo of Geekthon contestants in 2025

CodeLabs

In 2025, CodeLabs introduced nearly 70 tasks related to HarmonyOS, HUAWEI GameCenter, Celia, and more. Over 1,200 participants signed in to CodeLabs, and more than 600 of them successfully completed various challenges.



CodeLabs at HDC 2025

Discover HUAWEI: A classroom close to everyday life

Discover HUAWEI offers a series of practical courses delivered at HUAWEI Flagship Stores, Smart Life Stores, and Authorized Experience Stores. These courses focus on product use scenarios, sparking fresh and innovative ways for users to use Huawei products. Unlike traditional lecture-based activities, it is an open-space gathering where like-minded individuals share their lifestyles, centered on contemporary and engaging real-world themes.

Discover HUAWEI is held at more than 900 stores in China, with over 290 professional trainers providing support. Drawing on consumer experience, product experience, and general knowledge, the Discover HUAWEI team invites relevant experts to deliver tailored courses for different consumer groups while collaborating with product lines and external domains. Over the past year, more than 60,000 sessions have been held in China. Courses are organized into six categories: device use tips, XMAGE College, art design, fitness and health, smart office, and HarmonyOS. Consumers can join these courses while in store or they can access the My HUAWEI app or Discover HUAWEI website to browse courses of interest based on location and schedule.



Discover HUAWEI courses are also available in regions outside China. Over the past year, more than 1,500 sessions have been carried out at offline experience stores in regions like Asia Pacific, Middle East and Africa, Latin America, and Europe. By seamlessly blending product features with everyday scenarios, Discover HUAWEI offers interactive courses and experiences that resonate with consumers outside China while also enhancing their understanding and affection for the HUAWEI brand.





Huawei Summer Camp: Inspiring youth creativity

Huawei Summer Camp at HUAWEI Flagship Stores officially kicked off in July 2025, focusing on children aged 6 to 12. In cooperation with *Chinese National Geography*, the camp introduced special Discover HUAWEI courses, with well-known illustrators, photographers, and other humanities experts from the magazine giving lectures at the stores. During the activities, children used the GoPaint app on HUAWEI MatePad to create artworks on themes such as "My Notes on Nature" and "Exploring the 12 Zodiac Constellations." These experiences stimulated children's creative potential while also imparting natural and scientific knowledge in a fun, hands-on way, enriching their summer vacation while visiting HUAWEI Flagship Stores.





Technological innovation boosts public health

As global digitalization picks up speed, the fitness and healthcare industries are embracing digital technologies like never before. An important trend in the fitness and health domain is leveraging data monitoring to drive the digitalization and visualization of fitness and health, and make it easier for users to actively manage their health. Huawei is continually upgrading its fitness and health services to deliver consumer-centric, health-focused experiences to every person, home, and sector.

Incubating innovative technologies and building influence in the fitness and health sector

The HUAWEI Health Lab operates across multiple R&D centers located in Dongguan and Xi'an in China, and Helsinki in Finland. The Dongguan lab primarily builds a platform for fitness and health product research, standards formulation, testing, certification, and industry incubation. The Xi'an lab specializes in testing and verifying fitness and health solutions, and takes charge of the testing, delivery, and data collection and verification of fitness and health features. Additionally, the Helsinki lab focuses on gaining insights into cutting-edge fitness and health technologies and tracking innovative application trends worldwide.

The HUAWEI Health Lab is continuously developing a professional environment for testing and research, incubating technical research achievements, and pursuing resource cooperation and expansion. It aims to build a first-class global technology innovation platform for the fitness and health sector, centered on fitness and health technology research, standards formulation, and a collaborative ecosystem.



The HUAWEI Health Lab in Dongguan

Huawei actively explores the performance and app innovation of smart wearables in extreme environments. During HDC 2025, Huawei signed a memorandum of understanding with China Association for Scientific Expedition (CASE) to cooperate in the scientific exploration field.

Facilitating scientific expeditions and protecting glaciers on the Qinghai–Tibet Plateau

Amid accelerated glacier melting around the world, the 2025 International Year of Glaciers' Preservation witnessed an important scientific expedition: "Ice Dome Exploration on Qinghai–Tibet Plateau—Tanggula Mountains Scientific Expedition in 2025 International Year of Glaciers' Preservation." It was jointly hosted by the Northwest Institute of Eco-Environment and Resources of the Chinese Academy of Sciences (CAS) and CASE in the Buqu area of the Tanggula Mountains on the Qinghai–Tibet Plateau.

Huawei wearables, featuring five core technical capabilities—collaborative fitness communication, fitness and health care, positioning during outdoor expeditions, AI-based intelligent fitness decision-making, and exceptional hardware reliability—provided important support for the expedition team's research and detection activities in extreme scenarios. The team used Huawei wearables to monitor their SpO2, blood pressure, heart rate, and other indicators in real time, building an original health database in high-altitude conditions. This database will serve as the foundation for health and safety guidelines for future scientific expeditions. This expedition also tested and verified the smart watch standards drafted by CASE on site, bridging the gap in real-world testing and validation at high altitudes.

Providing stronger protection for scientific expeditions and outdoor sports

Huawei and CASE have jointly established tiered evaluation standards tailored to the scenario-specific needs of professional athletes and explorers, setting it as an industry benchmark system. This system is built on joint functional innovation and cooperation relating to expedition routes, leveraging scenario-specific resources for professional scientific expeditions and comprehensive testing across all scenarios. It provides more robust technological support for scientific exploration and outdoor activities in extreme environments.

Huawei is committed to rigorously testing the performance of its smart wearables in extreme conditions and driving app innovation, aiming to deliver safer and smarter outdoor wearables and experiences for consumers. Moving forward, Huawei will deepen its collaboration with CASE to enhance data collection and standards verification capabilities in extreme outdoor environments. Together, they will establish an authoritative platform for scientific exploration in extreme environments, driving technological innovation in smart wearables for outdoor scientific expeditions and promoting the development of the fitness and health sector.



Building a quality management system for medical devices

Demand for smart wearables with practical health functions is growing. Huawei Consumer BG started building a quality management system for medical devices in 2020 and has registered and certified medical products to ensure that wearables with medical functions meet both international and Chinese quality standards. It also ensures that the full lifecycle of medical products—covering design and development, production, storage, circulation, installation, servicing, and end of service and disposal—complies with all relevant regulatory requirements and standards.

Huawei Consumer BG has established a quality management system for medical devices complying with relevant laws and standards such as China's *Good Manufacturing Practice for Medical Devices* (GMP), EU's *Medical Device Regulation* (MDR), and ISO 13485. The core requirements of this system have been incorporated into the company's business processes to ensure product quality, security, and effectiveness. In September 2022, Huawei Consumer BG obtained the ISO 13485 certification, and maintains the continuous and effective operations of the system.

By June 2025, Huawei Consumer BG had obtained five Chinese medical device registration certificates for wrist ECG and blood pressure monitor on HUAWEI WATCH D, wrist ambulatory blood pressure monitor on HUAWEI WATCH D2, ECG app, PPG app (pulse wave atrial fibrillation [A-fib] and premature beat alert software), and OSA app (sleep apnea screening software).

In addition, the wrist ECG and blood pressure monitor on HUAWEI WATCH D, wrist ambulatory blood pressure monitor on HUAWEI WATCH D2, and the ECG app have obtained the CE certification under the EU MDR. Huawei Consumer BG continues to improve the healthcare system in countries and regions outside China. It aims to not only register and certify its products in these countries and regions, but also provide secure and reliable products and services to consumers to facilitate their health management.

Designing competitive fitness and health products

Huawei Consumer BG is committed to providing consumers with competitive fitness and health products. At present, most of its products support health monitoring features such as heart rate, SpO2, and sleep monitoring, and some also offer rich and practical features such as Health Glance, BeiDou satellite messaging, and professional-grade water resistance for diving. These features provide effective support for users' fitness and health management and create greater value for consumers.

Wrist ambulatory blood pressure monitor on HUAWEI WATCH D2

Leveraging HUAWEI TruSense's blood pressure fusion algorithm and an ultra-narrow airbag, HUAWEI WATCH D2 delivers medical-level precision in blood pressure measurement. It is the world's first smart watch that registered with China's National Medical Products Administration (NMPA) as a class II medical device and obtained CE certification under EU MDR.

This product not only provides users with spot blood pressure measurement and 24-hour ambulatory blood pressure monitoring, but also offers more comprehensive health management and considerate health services.

HUAWEI WATCH D2 is designed in line with international standards set by the American Association for the Advancement of Medical Instrumentation (AAMI), the European Society of Hypertension (ESH), and the International Organization for Standardization (ISO). It has successfully passed the ISO 81060-2:2018 clinical accuracy verification, demonstrating that HUAWEI WATCH D2 complies with the international quality standards for medical devices.



HUAWEI WATCH 5

As Huawei's first HarmonyOS-powered AI smart watch, HUAWEI WATCH 5 not only offers smart experiences through Celia, gesture control, and all-scenario collaboration, but also pioneers the industry's first X-TAP feature, delivering powerful health functions and interaction experience. X-TAP—integrating pressure, ECG, and PPG sensors—is positioned on the side of the watch case and works in tandem with the rear sensor to create a distributed super-sensing module. X-TAP powers the TruSense system upgrade, enabling advanced features such as ECG analysis, fingertip SpO2 monitoring, arterial stiffness detection, hypertension risk assessment, and Health Glance.

Health Glance enables users to obtain a comprehensive report in just 60 seconds. The report includes up to 17 health data items, spanning basic health data, endocrine health, cardiovascular health, respiratory health, and women's health. This feature helps users manage their health proactively and with ease.



Accelerating innovation in public health

As the concept of digital health gains popularity, an increasing number of consumers are pursuing more convenient and efficient health monitoring methods, making digital health an integral part of everyday life.

HUAWEI Research, an innovative health research platform, has established in-depth partnerships with over 100 authoritative healthcare institutions and research institutes in China. These include top institutions like Peking Union Medical College Hospital (PUMCH), West China Hospital of Sichuan University, 301 Hospital, Tongji Hospital Affiliated to Tongji Medical College of Huazhong University of Science and Technology (HUST), the Obstetrics & Gynecology Hospital of Fudan University, Beijing Anzhen Hospital affiliated to Capital Medical University, and the China International Exchange and Promotive Association for Medical and Health Care (CPAM). Innovative research supported by HUAWEI Research spans key health domains such as cardiovascular, sleep, respiratory, and women's health, as well as emotional wellbeing. This work is enabling the healthcare sector to explore more personalized and precise health service models, as well as driving the popularization and practice of proactive health management.

Wide coverage of HUAWEI Research in key health domains

Safeguarding heart health

301 Hospital: Heart health study

In September 2018, 301 Hospital leveraged HUAWEI Research to launch a study of heart health. By September 2025, the hospital had provided health monitoring services including A-fib and premature beat screening for more than 8 million users through the Heart Study app. Powered by AI technologies, the app also helps users predict their A-fib risk, lowering the likelihood of conditions such as stroke. For seven consecutive years, the study's findings have been presented at the European Society of Cardiology (ESC) Congress, underscoring the vital role of smart wearables in early arrhythmia screening and out-of-hospital management. The findings also provide strong evidence for the importance of at-home care for chronic cardiovascular diseases.

Beijing Anzhen Hospital affiliated to Capital Medical University, and the Beijing Institute of Heart, Lung and Blood Vessel Diseases: Cardiovascular health trend study

In April 2024, Beijing Anzhen Hospital affiliated to Capital Medical University and the Beijing Institute of Heart, Lung and Blood Vessel Diseases jointly initiated a study of cardiovascular health trends in cooperation with HUAWEI Research. The study systematically analyzes the changes and correlation of multi-dimensional health indicators, and takes users' daily habits into account when assessing cardiovascular disease risk. To date, more than 100,000 participants have been enrolled, and phased results have already been produced, providing a solid scientific foundation for early warning and personalized prevention and intervention in cardiovascular diseases.

Second Affiliated Hospital of Zhejiang University School of Medicine (SAHZU): Post-surgery heart valve care study

The SAHZU research team conducted the first postoperative rehabilitation study of transcatheter aortic valve replacement (TAVR) using smart wearables, revealing the critical role of heart function exercise and rehabilitation in the prognosis of heart valve diseases.

With Huawei wearables, the study enables portable, long-term monitoring of vital signs such as ECG, heart rate, and sleep. In addition, the evaluation and regular follow-up by the hospital's professional cardiac team help to promptly identify adverse cardiac events and remind patients to seek timely medical care and early intervention. This approach reduces the likelihood of adverse events and strengthens postoperative rehabilitation management. In 2024, the study was selected as one of China's Outstanding Original Clinical Research projects.

Monitoring sleep health

China Sleep Research Society (CSRS): Study on Chinese people's sleep health

In February 2024, the CSRS initiated a study on Chinese people's sleep health in collaboration with HUAWEI Research. Leveraging the sleep monitoring capability of Huawei wearables, the study deeply explores the features of sleep data from more than 150,000 users and examines the correlation of multi-dimensional health indicators. For two consecutive years, the CSRS has published the *White Paper on Sleep Health in China*. This study helps more people understand and improve their sleep health and enhances their overall wellbeing.

Safeguarding women's health

Obstetrics & Gynecology Hospital of Fudan University: Women's health study

In February 2024, the Obstetrics & Gynecology Hospital of Fudan University launched a women's health study and began recruiting participants in collaboration with HUAWEI Research. Drawing on data such as resting heart rate, heart rate variability, and menstrual cycle measured by Huawei wearables, the Women's Health Study feature evaluates the ovarian health of female users and provides risk warnings. So far, the feature has empowered more than 360,000 female users to conveniently and efficiently conduct at-home assessments. Looking ahead, it is expected to foster a virtuous cycle of routine checks, prevention, early detection, and timely intervention for ovarian health.

Safeguarding blood pressure health

Ruijin Hospital Affiliated to Shanghai Jiao Tong University School of Medicine, and the Shanghai Institute of Hypertension: Exercise and blood pressure study

In October 2024, Ruijin Hospital Affiliated to Shanghai Jiao Tong University School of Medicine, together with institutes such as the Shanghai Institute of Hypertension, initiated a study on exercise and blood pressure. Leveraging the high-performance sensors of Huawei wearables, the study enables users to proactively and conveniently measure blood pressure and manage their health directly from their wrists during aerobic exercise. It also provides health guidance for users, helping them achieve more efficient cardiovascular health management.

Ruijin Hospital Affiliated to Shanghai Jiao Tong University School of Medicine: Hypertension risk study

In June 2025, Ruijin Hospital Affiliated to Shanghai Jiao Tong University School of Medicine and the Shanghai Institute of Hypertension launched a hypertension risk study in collaboration with HUAWEI Research. Leveraging the high-performance sensors of Huawei wearables, the study enables users to proactively assess hypertension risks and provides health guidance based on physiological indicators to encourage healthier lifestyles.

Mobile health intervention led by village doctors

Fuwai Hospital of the Chinese Academy of Medical Sciences: SMARTER study

The SMARTER (Strategy for cardiovascular disease prevention through tailored health Management and its effectiveness Assessment through a cluster Randomized Trial in individuals with Elevated Risk) study is a cluster-randomized controlled trial led by the Fuwai Hospital of the Chinese Academy of Medical Sciences. The study recruited 4,533 participants from 127 villages across five provinces in China, randomly assigning them to either an intervention group or a control group. Participants in the intervention group received tailored health management services based on Huawei smart wearables and HUAWEI Research, while those in the control group received routine general medical care and basic public health services. The study found that the 10-year cardiovascular disease risk in the intervention group dropped from 18.0% to 11.7%, while in the control group, it decreased from 17.8% to 13.6%. The findings showed that the model of mobile health intervention led by village doctors significantly improved the management of lifestyle behaviors and metabolic risk factors among populations with high risk of cardiovascular diseases in some rural areas, effectively reducing the risk of cardiovascular diseases.

In May 2025, the study results were published in *The BMJ*, an authoritative international medical journal. The study provides a replicable solution for the health management of populations with high risk of cardiovascular diseases in rural areas and other regions with limited medical resources.

HUAWEI TruSense system

HUAWEI TruSense system is designed to deliver breakthrough capabilities in wearable data collection and analysis for healthcare, and to enable personal health management. The system integrates sensors that sense human activities with vital sign monitoring algorithms and brings together six core strengths: accuracy, comprehensiveness, speed, flexibility, openness, and iteration.

- **Accuracy:** Makes breakthroughs in complex scenarios such as low temperatures, high altitudes, and diverse skin tones to ensure precise monitoring. Heart rate, SpO2, and blood pressure measurements reach clinical-level accuracy (< 5 ± 8 mmHg).

- **Comprehensiveness:** Covers six human health systems (circulatory, respiratory, nervous, endocrine, reproductive, and workout systems) and supports the evaluation of more than 70 health indicators.

- **Speed:** Upgrades the underlying sensors with multi-algorithm scheduling capabilities, boosting the full-stack value output rate. The SpO2 measurement time is reduced to under 10 seconds, and the assessment period for high blood sugar risk is shortened to just 3–7 days.

In addition, TruSense offers flexible hardware integration, an open ecosystem enablement platform (HUAWEI Research Service Kit, HUAWEI Health Service Kit, and Health Industry SDK), as well as a dynamically evolvable architecture to help health ecosystem partners continuously iterate their services across a wide range of scenarios.

Built on a powerful sensing module, advanced vital sign monitoring algorithms, and basic research, the TruSense system advances the understanding of the human body.

Emotional wellbeing

In today's fast-paced world, emotional wellbeing has become a major factor affecting both individuals' happiness and society's vitality. Launched in September 2024 alongside HUAWEI WATCH GT 5, the Emotional wellbeing app automatically detects emotions, ranging from displeasure to neutral emotions and pleasure. It enables users to better understand their emotional status, identify potential emotional risks, and manage their emotional wellbeing.

- Clearly shows how users are feeling and recent trends through pet-themed watch faces, emotional wellbeing cards, and real-time reminders, empowering users with greater awareness and control over their mental state.
- Provides a myriad of professional services, such as meditation, breathing, and yoga courses, to help users relieve stress and enhance emotional wellbeing.
- Tracks emotional status on a daily, weekly, monthly, and yearly basis, and assesses users' long-term emotional wellbeing using the emotional risk algorithm and self-rating anxiety/depression scale, safeguarding users' mental health.

Women's health

With the advancement of the UN SDGs worldwide, women's health, at the heart of both gender equality and universal health coverage, still faces challenges such as limited data and insufficient awareness. Through continuous investment in research, Huawei has gradually built a women's health protection system that extends from basic menstrual cycle tracking to reliable predictions of ovulation and period dates with considerate reminders, and from monthly cycle management to six-cycle comprehensive report analysis. This system provides more comprehensive and considerate daily protection for women.

In addition, the Ovary Health Assessment research project, initiated by the Obstetrics & Gynecology Hospital of Fudan University in cooperation with HUAWEI Research, has attracted 360,000 female users. Leveraging the TruSense system on Huawei smart wearables, the project enables participants to assess ovarian health risks at home, prevent ovarian diseases, and take proactive steps in detection, prevention, intervention, and recovery.

We believe that empowering women to take control of their health data is not only vital for individual wellbeing, but also a concrete step toward advancing health equity and fostering sustainable social development.

Activity rings, enabling a healthy lifestyle

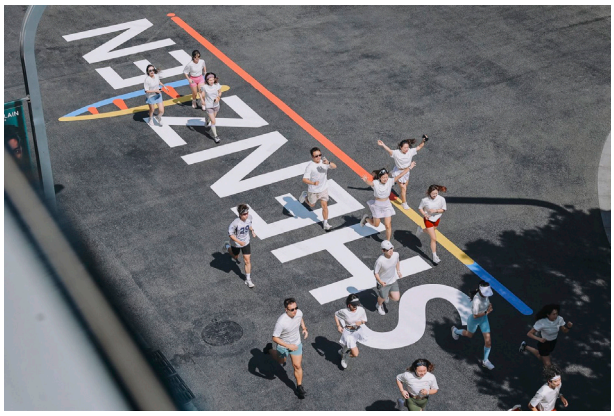
According to the *Guidelines on Physical Activity and Sedentary Behavior* released by World Health Organization (WHO), adults aged 18 to 64 should engage in moderate-intensity aerobic activity every week. The health benefits of physical activity for adults include lowering all-cause mortality, reducing the likelihood of cardiovascular diseases, hyperglycemia, diabetes, and cancers, improving sleep quality and weight management, and safeguarding mental health. With this in mind, Huawei launched the Activity rings feature for health management.

Activity rings is designed to help users achieve the recommended levels of physical activity in a scientific way by accurately quantifying workout data. It tracks users' daily physical activity with three types of data (three rings): Move, Exercise, and Stand. Reaching the goals for all three rings can help users lead a healthier life.



In July 2024, Huawei's Light Up Your Rings campaign kicked off in Paris. The second session took place in Berlin, Germany in August 2024, followed by the third in November 2024 across multiple HUAWEI Flagship Stores in China. Sports enthusiasts came together to complete their rings at HUAWEI Flagship Stores through activities such as running, cycling, yoga, and tennis, successfully lighting up the three rings on their watches.

Each time the three rings are lit, it represents more than just a numbers-based competition. Instead, it reflects an attitude to life of being happy and active, and continuously striving to be better. Building on these insights, Huawei upgraded the Activity rings in May 2025, making workouts not merely about striving to get to the finish line, but about enjoying every moment of physical and mental wellbeing along the way. Huawei hopes to share the joy of working out with everyone, helping them remain active and healthy.





As an advocate of new sporting social networking, Huawei leverages the global Light Up Your Rings campaign and HUAWEI Flagship Stores, which are known as "urban living rooms," to build vibrant fitness and health communities. Activity rings encourages people to embrace the long-term health benefits, reflecting a shared commitment to proactive health. It inspires more individuals to connect through sports, celebrate life, and experience genuine physical and mental enjoyment—all while underscoring the social responsibility of a technology enterprise in promoting health for all.



Activity rings for wheelchair users

According to WHO data from 2025, approximately 75 million wheelchair users around the world are facing health challenges. Limited daily physical activity makes them more susceptible to issues such as poor blood circulation, muscle atrophy, and reduced metabolic function. Over time, this lack of activity and related physical problems can also lead to emotional distress and psychological conditions, including loneliness and anxiety.

In the field of health promotion and rehabilitation management for wheelchair users, it is crucial to accurately quantify and encourage their daily activity levels and energy consumption. Doing so not only enhances their physical condition and mental health, but also enables science-backed exercise interventions and improves their overall quality of life. To this end, Huawei has developed the Wheelchair mode of Activity rings to quantify and evaluate the activity levels and energy consumption of wheelchair users.

The Wheelchair mode of Activity rings tracks calories burned, workout duration, and activity hours, and also records the number of wheelchair pushes. Based on WHO's exercise guidelines for people with impairments and individuals' physical profile (such as height, weight, age, sleep, and resting heart rate), the Wheelchair mode of Activity rings generates progressive three-ring goals to guide the daily exercise volume of wheelchair users, and provides real-time feedback and incentives when goals are achieved. This feature not only provides precise monitoring of wheelchair users' exercise volume, but also encourages higher daily activity levels.

At the TECH4ALL exhibition at HDC 2025, the newly launched Activity rings (Wheelchair mode) experience area drew significant attention from attendees. When a wheelchair user wearing a Huawei watch supporting the Wheelchair mode of Activity rings pushes the wheelchair themselves, the watch accurately records the number of wheelchair pushes, exercise duration, and calories burned in real time. It then displays the data in dynamic rings. The users really appreciated this feature, noting that it enhances fitness and health management for wheelchair users, while promoting equal integration into society.



Wheelchair users experiencing the Wheelchair mode of Activity rings



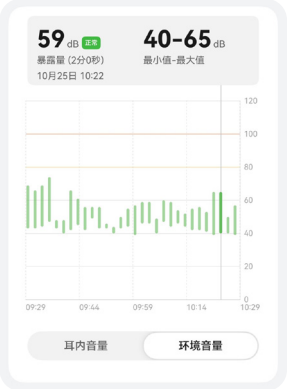
Showcasing the Wheelchair mode of Activity rings at HDC 2025

Protecting hearing health

Protecting users' hearing has always been the original intention of Huawei's audio product design. To achieve this, Huawei audio products incorporate two core modules: dynamic volume monitoring and intelligent hearing protection.

Dynamic volume monitoring

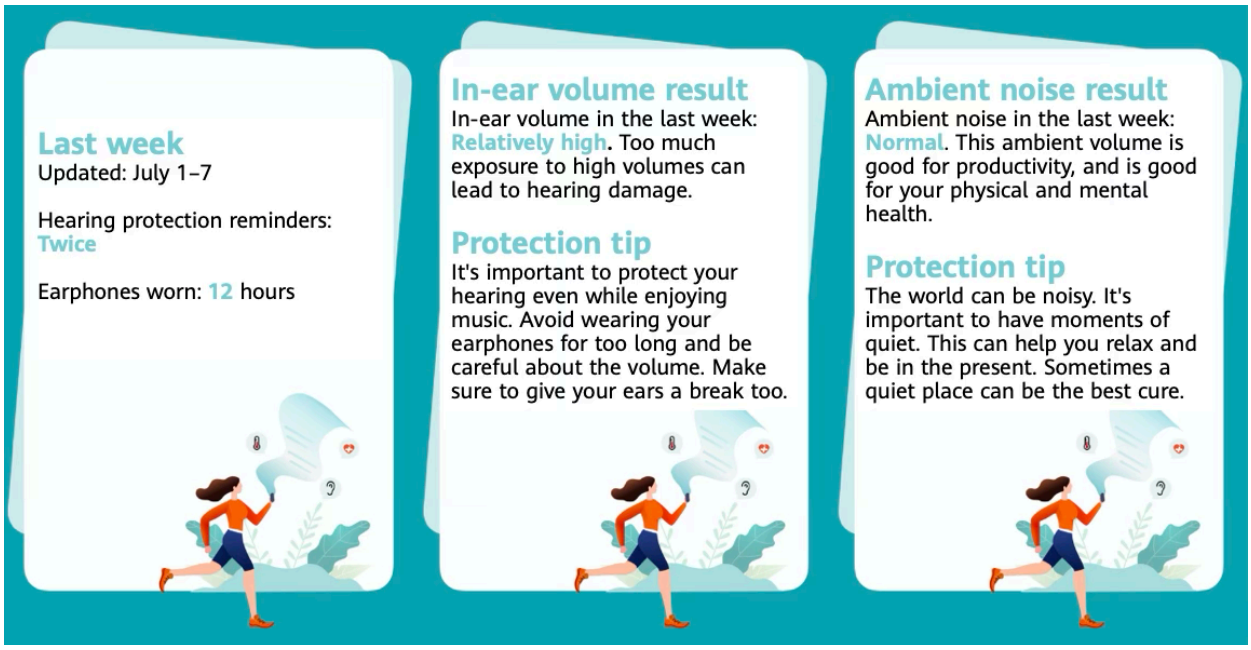
Leveraging acoustic components, the system accurately captures in-ear hearing data and ambient noise data around the clock for dynamic volume monitoring. The monitoring data is displayed on the user interface (UI) in real time through intuitive statistics and charts, giving users a clear picture of their current acoustic environment so they can proactively adjust the audio device usage. Over time, this helps foster awareness and healthy habits around hearing protection.



Intelligent hearing protection

Based on users' earphone usage behavior, the system automatically generates daily, weekly, and monthly multi-dimensional reports. These reports cover key indicators such as total wearing duration, sound exposure (a comprehensive assessment based on volume and duration), and the actual effectiveness of the noise reduction feature. In addition, personalized health suggestions are provided for different indicators. For example, if a user wears the earphones for too long, they receive the message: "Your wearing duration today has reached the upper limit. You are advised to stop using the device for two hours."

During audio device usage, the system continuously monitors behavior in real time and issues intelligent reminders. If the volume is too high, it prompts users to lower it. If ambient noise is excessive and noise reduction is not enabled, it advises activating the feature to ease the hearing burden. When earphones are worn for extended periods, it suggests taking a break. In this way, hearing is protected at all times and across multiple scenarios.



Environmental Protection

Harnessing technology for a better planet

1B

As of October 2024, over 1 billion devices have been installed with HarmonyOS, significantly enhancing the value of these products.

36,400 metric tons

By trimming down our product manuals, we saved 1,284 metric tons of paper and reduced carbon emissions by more than 36,400 metric tons.

1.07B kWh

In 2024, Huawei used more than 1.07 billion kWh of electricity generated from renewable energy sources, a year-on-year increase of 47.8%.

10M

Our high-level repair centers have repaired motherboards, screens, and other components, extending the service life of over 10 million devices.

2.8%

In 2024, Huawei Device's absolute carbon emissions fell 2.8% year-on-year.

1M

Nearly 1 million Huawei devices have been resold through Huawei's trade-in program.

4,300 metric tons

The green warehousing and logistics solutions reduce carbon emissions by more than 4,300 metric tons every year.

100%

The HUAWEI WATCH D2 uses 100% recycled gold and copper for its button FPC.



Environmental protection is Huawei's core strategy for sustainable development. While adhering to the fundamental principle of environmental protection compliance, we perform closed-loop management of product lifecycles, as well as sustainable production, through constant technological innovation. This allows us to minimize our impact on the environment without compromising product experience. We have been passionate about becoming a more eco-conscious enterprise, by paying particular focus to using safe and environmentally friendly materials, encouraging energy conservation and emission reduction, and contributing to a circular economy.



Using safe and environmentally friendly materials

In compliance with the laws and regulations on hazardous substances control, actively selecting renewable and other eco-friendly materials, reducing and even eliminating the use of disposable plastics, and conducting product lifecycle assessments to continuously reduce the environmental impact of products.



Encouraging energy conservation and emission reduction

Through innovative practices, i.e. building PV stations and purchasing renewable energy, continuously reducing the carbon footprint generated during operations; and communicating energy conservation and emission reduction requirements to our suppliers to foster a green and low-carbon supply chain.



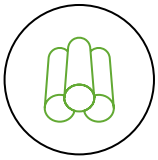
Contributing to a circular economy

Improving product durability, designing products that can be updated easily, and optimizing the recycling system of the products—extending product lifecycles, improving resource utilization efficiency, and enhancing product value through device refurbishment, second-hand phone certification, trade-in, etc.

Reducing environmental impact throughout product lifecycles

Application of eco-friendly materials

In the earliest stages of product design, Huawei selects safe, renewable, and environmentally friendly materials, ensuring a circular, closed-loop material system. This approach minimizes environmental impact while maximizing material utilization. Beyond offering consumers eco-friendly products, we also fuel substantial demand for renewable materials, which actively drives innovation and growth in the industry itself.



Safe materials

To help protect our planet, Huawei proactively minimizes the use of hazardous substances in its products, starting from the earliest design and material selection stages. In addition to complying with hazardous substance management laws and regulations, such as the China Restriction of Hazardous Substances (RoHS), as well as the RoHS Directive, and Registration, Evaluation, Authorization, and Restriction of Chemicals (REACH) from the EU, we have proactively eliminated hazardous substances that are still used in the industry, such as brominated flame retardants (BFRs), chlorinated flame retardants (CFRs), polyvinyl chloride (PVC), phthalate esters (PAEs), antimony trioxide, and beryllium and its compounds.

We have established a hazardous substance management system in accordance with QC 080000 and passed third-party certification to ensure that our products are safe throughout their lifecycles. To prevent hazardous substances from the very beginning, we require all of our new suppliers to sign the *Declaration of Non-use of Restricted Substances*, the *Quality and Environment Assurance Agreement*, etc. We also rigorously review their environmental protection systems to ensure that their materials are environmentally friendly and compliant.

Selection of eco-friendly materials

One important measure that we have taken to protect the environment and promote the circular economy is by using premium renewable materials, which reduce our reliance on direct mineral sources. Huawei Device currently uses 14 different types of sustainable materials, including paper, plastic, gold, copper, aluminum, cobalt, and tin, in its products. We are also working with our suppliers to explore how to better implement more high-quality, renewable materials. For example, among Huawei wearables, the HUAWEI WATCH GT 5 uses 100% recycled nylon for the braided part of its Blue composite strap, while the HUAWEI WATCH D2 uses 100% recycled gold and copper for its button FPC.

Because plastics are notoriously difficult to reuse in electronic product materials, we prioritize the use of alternatives and mandate the selection of plastics that minimize environmental harm. Since 2013, we have used recycled and bio-based plastics widely in Huawei smartphones, smart watches, augmented reality/virtual reality (AR/VR) devices, Bluetooth earphones, mobile routers, and other products, substantially mitigating the negative environmental impact associated with the manufacturing of petroleum-based plastics. Over 30% of the bio-based plastics that we use come from castor oil, which reduces carbon dioxide emissions by 62.6%, when compared with conventional plastics.

Sustainable product packaging

In packaging design, we balance product protection with environmental responsibility. We minimize materials and actively replace disposable plastics with reusable, eco-friendly alternatives. During 2024–2025, sustained efforts were made to reduce packaging weight and plastic use. These initiatives involved the optimization of stack design and the successful implementation of new materials and techniques. We also incorporated the requirements on package space utilization, as well as restricted use of disposable plastics, into our packaging design specifications.

Lighter packaging

Minimizing packaging size and weight is critical to realizing sustainable packaging. To achieve this goal, Huawei has undertaken the following activities:

1. Design and material optimization: Lightweight packaging materials and compact structures are adopted to reduce weight. For instance, the packaging box for the HUAWEI MateBook Fold utilizes a hybrid structure of high-strength corrugated paperboard, which reduces the weight of each package by more than 300 g compared with the traditional design.

2. Criteria update: We actively improve testing criteria to prevent over-packaging. As an example, we adopt a high-performance cushioning solution to meet the requirements for packaging and transportation reliability. This change makes each HUAWEI Vision S6 series device's packaging about 90 g lighter and 6% smaller compared with its predecessor.

3. Accessory miniaturization: The data cables, adapters, and other in-box accessories are miniaturized to reduce the packaging size and weight.

Less plastic packaging

Huawei prefers recyclable and renewable materials for its product packaging. In particular, we use recycled paper, Forest Stewardship Council (FSC)–certified paper, and 100% biodegradable soy ink. Our eco-friendly packaging materials have achieved international compostable certification, confirming that they are biodegradable under industrial composting conditions and are harmless to the environment. In 2025, we developed a new pulp molding technique, which optimized process parameters to enhance the smoothness of paper tray surfaces and create an excellent unboxing experience while reducing plastics.

Huawei is continuously refining its product packaging design, aiming to reduce and progressively eliminate disposable plastics across all packaging materials. The Mate series smartphones, for example, use special paper to replace the plastic film that protects the smartphones. We have also developed a kind of high-strength paper to replace plastic sealing labels for boxes. These changes can reduce the use of disposable plastics by 13 metric tons for every 10 million phones.

Huawei's special aqueous oil and pulp molding solutions, which aim to replace the plastics used for packaging, have been applied to the nova 14 Ultra smartphone packaging. These solutions are able to cut the use of disposable plastics by over 100 metric tons for every 10 million smartphones. They will also be applied to other smartphones, tablets, PCs, earphones, watches, bands, and more, to deliver on our promise of providing consumers with eco-friendly products.

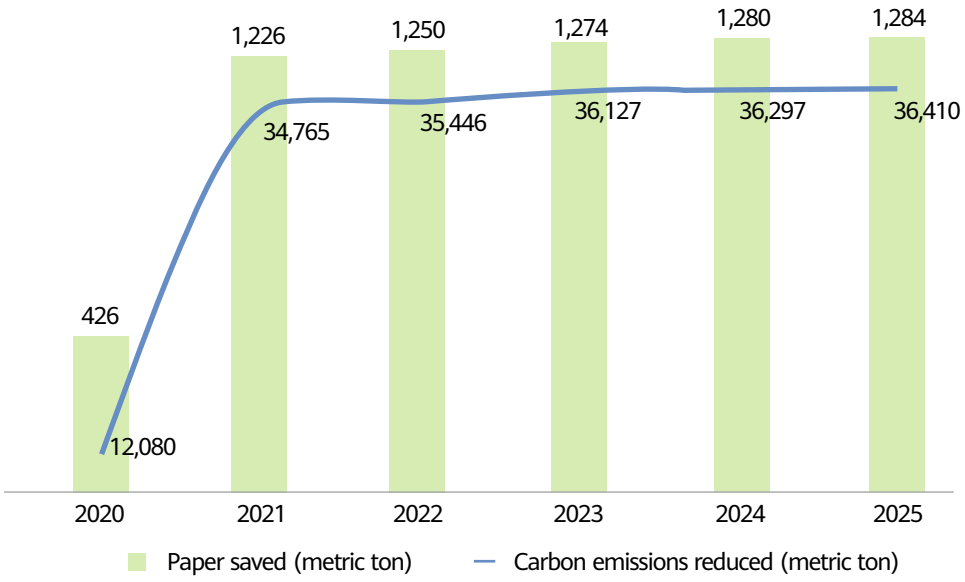


Lighter user manuals

In 2025, we further trimmed down our user manuals for HUAWEI Vision. The product's on-screen Tips app has been enhanced to include more accessible and comprehensive content, providing consumers with a rich user experience while significantly reducing the need for printed paper documentation. Currently, this initiative has been extended to a full range of devices, including smartphones, tablets, wearables, PCs, routers, customer premises equipment (CPE), audio devices, HUAWEI Vision, and smart home products. It is estimated that in 2025, this initiative could reduce the use of paper by 1,284 metric tons, and the carbon emissions by over 36,400 metric tons.

1,284 | 1,284 metric tons of paper will be saved.

36,400 | Approximately 36,400 metric tons of carbon emissions will be reduced.



Note: The data in the bar chart indicates improvements compared with 2019.

Green product certification

Huawei demonstrates its deep commitment to environmental protection and sustainable development by securing authoritative environmental certifications. This recognition confirms that our products are industry leaders in terms of use of eco-friendly and safe materials, environmental friendliness, reduction of resource consumption, and more. During 2024–2025, many Huawei products passed environmental protection tests and received certifications.

SGS green product certificate

Huawei products, including the HUAWEI Mate 70 series, HUAWEI Pura X, HUAWEI Mate XT series, HUAWEI Pura 80 series, nova 14 Ultra series, FreeBuds Pro 4 series, and FreeBuds 7i, have earned the highest certificate for rating green products from SGS, the world's leading testing, inspection, and certification company. This certificate indicates that Huawei products have reached the industry-leading level in the green, health, and safety field.


Certificate of Compliance

HUAWEI nova 10 Series

Smart Green Medal

Certification Level:1

SGS SGS-CSTC Standards Technical Services Co., Ltd.

SGS green product certificate

China Environmental Labeling Certification

China Environmental Labeling Certification, commonly known as Ten Rings Certification, demonstrates that the certified product is of high quality, eco-friendly, safe, energy-efficient, and more. Since 2017, MateBook series laptops have passed the China Environmental Labeling Certification. So far, a series of PC products, including monitors, desktop computers, printers, and all-in-one PCs, have also been certified.


中国环境标志产品认证证书

Ten Rings certificate for Huawei Qingyun W515

Green Product Mark from TÜV Rheinland

Obtaining the Green Product Mark from TÜV Rheinland, based in Germany, indicates that a product has reached the world's leading level in hazardous substance management, energy efficiency, use of recycled materials, product lifecycle assessment (LCA), and more. HUAWEI Mobile WiFi has obtained this mark, which recognizes Huawei's implementation of green technologies and eco-friendly philosophy.


Certificate

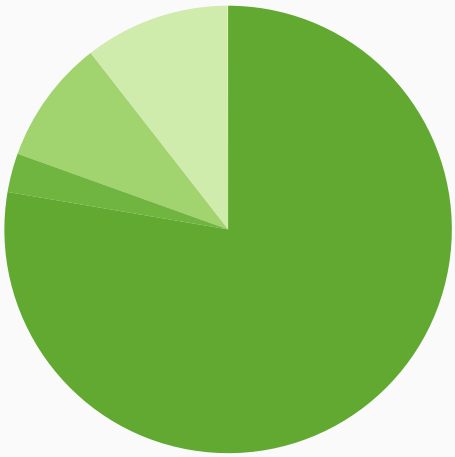
Green Product Mark certificate for Mobile WiFi

Reducing carbon emissions

Measuring product carbon footprint

Huawei has established product carbon footprint measurement and LCA methods in line with international standards such as ISO 14040, ISO 14044, and PAS 2050. We have conducted a thorough analysis of the carbon emissions of devices, including flagship smartphones and tablets, from production to disposal. By identifying the sources and key contributors to carbon emissions, we have been able to refine the product design process to minimize environmental impact.

Measuring a product's carbon footprint involves assessing the carbon emissions and environmental impact at every stage of its entire lifecycle, including raw material purchase, component manufacturing, product processing, transportation, product use, and waste recycling. According to the product carbon footprint measurement, over 77% of the carbon emissions from Huawei products, e.g. Mate 70 Pro, are generated during the raw material and manufacturing phases. Therefore, to reduce product carbon footprint, it is important to push upstream suppliers to save energy and reduce emissions, use renewable materials, and more.



Breakdown of HUAWEI Mate 70 Pro's carbon footprint

- 77.68% Raw material and manufacturing
- 2.81% Smartphone assembly
- 8.97% Distribution
- 10.49% Consumer use
- 0.05% End of life disposal

Reducing carbon emissions from operations

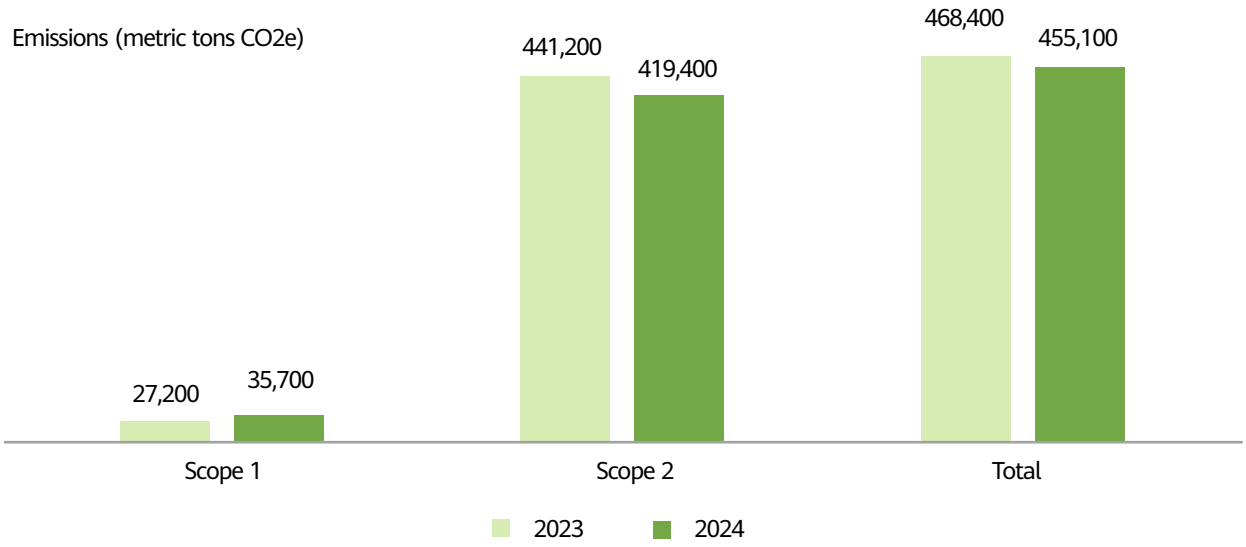
Huawei integrates renewable and clean energy into its operations. Furthermore, we have improved the energy efficiency of our product manufacturing processes by implementing technical upgrades and strategic management initiatives aimed at energy saving. We also require suppliers to set carbon emission reduction goals and implement them in a bid to reduce carbon emissions during Huawei product production.

Greenhouse gas inspection

We inspect carbon emissions to systematically pinpoint the sources of emissions across all operational areas and establish science-based, feasible carbon emission reduction goals. In alignment with ISO 14064 standards, we perform annual evaluation of greenhouse gas emissions, which undergo rigorous review by third-party organizations. Additionally, we maintain transparency by regularly disclosing our carbon emission data.

The greenhouse gas emissions of Huawei Device totaled 455,100 metric tons of carbon dioxide equivalent (CO2e) in 2024, falling 2.8% from 2023. The greenhouse gases in scopes 1 and 2, as defined below, accounted for 7.8% and 92.2% of total emissions, respectively.

The decrease in carbon emissions of Huawei Device in 2024 was primarily driven by the company's continued efforts to increase the use of clean and renewable energy.



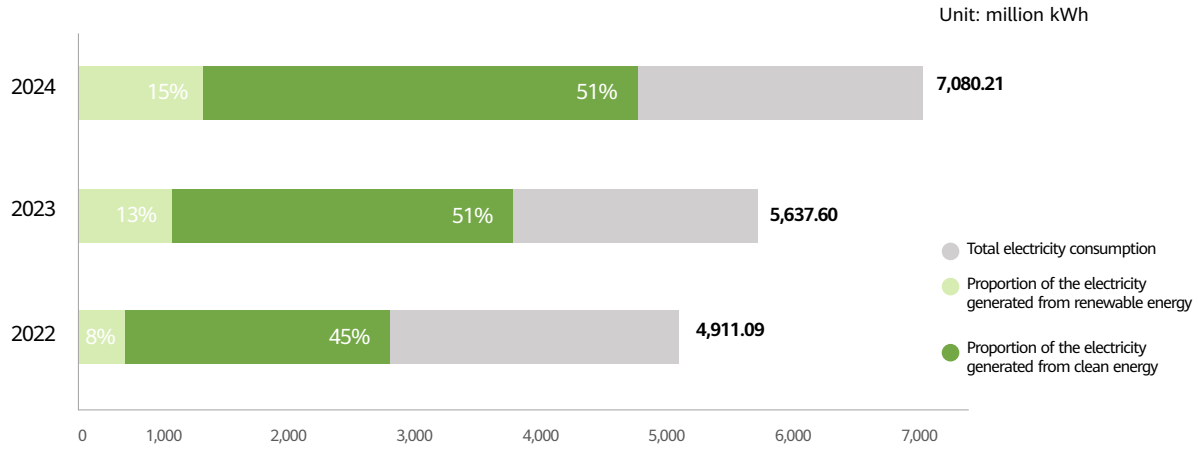
Huawei Device's greenhouse gas emission data in 2024 (scopes 1 and 2)

Scope 1: Emissions from greenhouse gas emission sources owned or controlled by Huawei

Scope 2: Greenhouse gas emissions from the generation of purchased electricity or heat

Increased share of renewables in the energy mix

At Huawei, more clean, including renewable, energy is used throughout its operations. Two examples of this are how we have already built PV plants on our campuses, and use clean energy to slash carbon emissions during operations. In 2024, Huawei used more than 1.07 billion kWh of electricity from renewable energy sources, which represents a year-on-year increase of 47.8%, as well as approximately 3.58 billion kWh of electricity from clean energy sources, which accounts for about 51% of the company's total electricity consumption (7.08 billion kWh).



Proportion of the electricity used by Huawei and generated from clean energy (including renewable energy) to its total electricity consumption

Carbon emission reduction across the supply chain

We value sustainability in our global supply chain, and work with partners to facilitate the supply chain transformation to green and low-carbon development. We join industry chain partners' efforts to reduce carbon emissions by regularly arranging for suppliers to inspect carbon emissions, setting science-based carbon emission reduction goals, working towards such goals every year, etc. We built a platform for carbon footprint verification across our supply chain in 2025 to store suppliers' carbon footprint data and embrace digital management.

- Setting of carbon emission reduction goals: We encourage suppliers to make commitments on per-unit emission reduction rates and to acquire the Science Based Targets initiative (SBTi) certification.
- Carbon footprint capability building: We encourage leading suppliers to analyze their products' carbon footprint in advance and take preventive action towards reducing it.
- Supplier role model selection: We have commended and awarded excellent suppliers in terms of carbon emission reduction, and urged suppliers who failed the carbon emission reduction goals to ramp up their efforts.

The carbon emission data provided by certain suppliers has been verified by third parties, resulting in them achieving the ISO 14064 certification. Some suppliers have acquired ISO 50001 (energy management system) certification, which recognizes their systematic energy saving and emission reduction management capabilities. Overall, this makes emission reduction goals for suppliers more achievable. Furthermore, some suppliers opt to use clean energy when manufacturing Huawei products, such as purchasing green power, building distributed PV plants, and using clean and renewable energy including wind and thermal energy.



PV station on the roofs of buildings in a supplier's factory

Longer product lifespans

Providing durable products is a highly effective strategy for resource conservation. To ensure this, we subject every product to strict reliability testing before it reaches our consumers. We also provide consumers with regular system updates and convenient, affordable repair services, to extend product lifespans and maximize resource efficiency.

Product durability

For product durability, hardware reliability should be prioritized. Huawei performs extensive reliability tests on products before officially releasing them.

Smartphone durability practices

We have built reliability testing labs around the world. In compliance with stringent international standards, we have conducted extensive reliability tests to ensure that each product can withstand and adapt to extreme conditions, including drops, impacts, and changes in temperature and moisture, so that products are more than equipped to handle everyday wear and tear.

Huawei is committed to enhancing the durability of its products, as evident in the Mate X6 foldable phone, which boasts an exterior screen made of 2nd Gen Kunlun Glass, providing 25 times higher drop resistance that is tougher and more durable. The smartphone's 550 Mpa aviation-grade aluminum middle frame also builds a solid foundation for its impressive anti-drop capabilities. Another product, the Mate XT smartphone, is made of flexible materials that are 25% more durable; therefore, its screen is able to resist compression when folded inward and tension when folded outward. In addition, the phone's composite screen structure and other unique features provide reliable protection for its screen. As for the Mate 70 series and Pura 80 series products, Huawei also uses 2nd Gen Kunlun Glass, which is resistant to drops and falls as mentioned, providing durable protection.







Enhancing smartphone durability and repairability and extending product lifespans: nova smartphones in the spotlight

2016		2018		2020		2022		2024		2025	
											
nova (first generation)		**nova 4**		**nova 8**		**nova 10**		**nova 12**		**nova 14**	
★	SIM card slot	★	SIM card slot	★	SIM card slot	★	SIM card slot	★	SIM card slot	★	SIM card slot
★	Battery	★	Battery	★	Battery	★	Battery	★	Battery	★	Battery
★	Rear camera	★	Rear camera	★	Rear camera	★	Rear camera	★	Rear camera	★	Rear camera
★	Front camera	★	Front camera	★	Front camera	★	Front camera	★	Front camera	★	Front camera
★	Motherboard	★	Motherboard	★	Motherboard	★	Motherboard	★	Motherboard	★	Motherboard
★	Display	★	Display	★	Display	★	Display	★	Display	★	Display
★	Fingerprint sensor	★	Fingerprint sensor	★	Fingerprint sensor	★	Fingerprint sensor	★	Fingerprint sensor	★	Fingerprint sensor
★	Rear cover	★	Rear cover	★	Rear cover	★	Rear cover	★	Rear cover	★	Rear cover
		★	Bottom speaker	★	Bottom speaker	★	Bottom speaker	★	Bottom speaker	★	Bottom speaker
		★	Top speaker	★	Top speaker	★	Top speaker	★	Top speaker	★	Top speaker
				★	Rear camera lens	★	Rear camera lens	★	Rear camera lens	★	Rear camera lens
				★	Motor	★	Motor	★	Motor	★	Motor
						★	Sub-board	★	Sub-board	★	Sub-board
								☆	Kunlun glass cover	☆	Kunlun glass cover
								☆	Vegan leather rear cover	☆	Vegan leather rear cover
										☆	IPX8 water resistance

★ Consumers can go to a Huawei after-sales service center or a repair center for a repair.

☆ Improves durability.

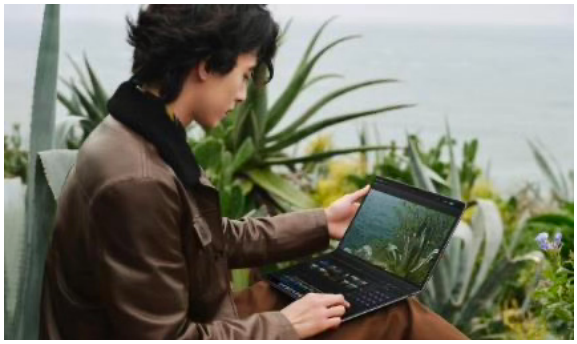
Huawei's after-sales service centers are able to resolve an increasing number of hardware repair requests, and consumers now have access to more than 3,000 of Huawei's after-sales service centers around the world for quick repair services, giving new life to their devices.

PC reliability practices

To mimic real life usage, Huawei has designed wide-ranging reliability tests covering multiple laptop and other PC usage scenarios. These rigorous assessments include simulating repeated lid movements, extensive key pressing, consistent touch control operations, resistance to scratching, and exposure to extreme temperatures and dust. Ultimately, these tests aim to ensure consistent product reliability and user experience in any environment.

In 2025, Huawei launched the HUAWEI MateBook Fold as part of its ULTIMATE DESIGN lineup. It is Huawei's first HarmonyOS foldable laptop, equipped with an 18-inch foldable screen, which is the largest of its kind worldwide. The lightweight laptop also features a high resolution and high screen-to-body ratio. Its flexible, foldable screen provides an exceptional user experience, supporting full screen, split screen, and various other display modes unavailable on traditional devices. Huawei conducted multiple reliability tests to ensure a reliable and durable user experience.





Tablet reliability practices

Huawei has carried out extensive reliability testing that closely reflects tablets' actual use in daily work and life, which is both rigorous and wide-ranging. This also includes scenarios involving tablet accessories such as keyboards and stylus pens, covering exposure to extreme temperatures, leather surface durability for folding, accuracy of stylus pen line drawing, extensive key pressing, display scratches, drops, and bending durability. This aims to ensure that a tablet is highly durable whether used alone or with accessories in a variety of environments.

For the HUAWEI MatePad Pro 12.2'' launched in 2024, we selected leather that feels soft to the touch and is easy to clean. The HUAWEI MatePad Mini launched in 2025 adopts a lightweight design with a reinforced load-bearing beam to ensure the product's bending and pressure resistance, providing users with an ultra-thin and lightweight product while ensuring reliability and durability.





Wearable reliability practices

Quality and reliability are among the core competitive strengths of Huawei's smart wearables. To enable normal functioning of our products in varying environments, starting right from the design phase, we have designed all-around reliability tests for daily use, covering water resistance (during swimming and diving), sweat simulation, strap torsion, surface abrasion, and collision simulation.

Diving-suitable water resistance test

The HUAWEI WATCH Ultimate is the industry's first high-end smart watch to feature both 100-meter technical dives and integrated audio functions. During the R&D phase, we introduced pressure resistance loop equipment and underwater button testing equipment for diving situations, which can simulate water pressure at a depth of up to 160 meters. Our efforts have paid off. The HUAWEI WATCH Ultimate has reached both the ISO 22810 standard for water resistance and the EN 13319 standard for diving devices, setting a new benchmark for water-resistant performance among smart watches.



The HUAWEI WATCH Ultimate supports 100-meter dives.

Enormous strength

The HUAWEI WATCH 5 (46 mm) series is equipped with spherical sapphire glass and an aerospace-grade titanium alloy case, providing all-round protection. The watch supports free diving up to 40 meters. 5 ATM, as well as IP68 and IP69 water and dust resistance, provides much-needed protection against liquid spills and damage while underwater.



Earphone reliability practices

Our earphones undergo rigorous reliability testing across diverse scenarios—varying environments and mechanical deformation—mirroring their real-life use in daily activities and exercise, ensuring that they live up to reliability and durability expectations whatever the environment.



Extreme temperatures and sweat

We simulate worldwide environmental conditions in our labs to evaluate the mechanical and electrical performance of our products subsequent to constant temperature changes during storage. We also mimic the earphones' exposure to sweat during workouts to assess their corrosion resistance. This ensures that they are durable enough even for intense exercise.

Durable movable parts

The movable parts of earphones include the charging case lid, buttons, and, in the case of open-ear earbuds, the C-shaped bridge. We simulate real-world button presses to test the button's lifespan, and bend the movable parts for tens of thousands of times to ensure long-term use.

Product updatability

We strive to provide an ultra-smooth system experience backed by convenient system updates, as it is important for enhancing product durability and user experience. HarmonyOS, with the HUAWEI Ark Engine, delivers significant improvements in graphics, multimedia, memory, and other performance, providing an impressively smooth user experience. As of October 2024, over 1 billion devices had been installed with HarmonyOS, bringing about a faster and smoother experience that can extend the service life of multiple devices through a system upgrade. This maximizes the product value, reduces electronic product scrapping, and promotes environmental protection and circular economy development.

Product repairability

Huawei has built a global network for accessible repair services, providing users with more reliable and affordable repair plans. It is supplemented by high-level repair centers, which offer more specialized repairs. Access to reliable and affordable repair services extends the lifespan of each product and slashes potential waste, ensuring that device replacement is no longer the only option for users facing a product breakdown.

Since 2020, Huawei's repair services for motherboards, screens, and other parts have extended the life of over 10 million devices.

We are constantly enhancing our repair services, which now cover a wide range of devices, from smartphones to HUAWEI Vision, smart speakers, watches, bands, wireless earphones, smart glasses, routers, and beyond.



Greener warehousing and logistics

Greener warehousing

We make continued efforts to deploy green warehousing and logistics solutions. During 2024–2025, we made improvements in green packaging for logistics, packaging reduction, energy-saving lighting, clean energy application, intelligent logistics scheduling, digital operations monitoring, and more to save resources and energy during warehousing and logistics and achieve low-carbon operations. These efforts could reduce carbon emissions during warehousing by over 2,800 metric tons every year.

Measure	Description	Environmental Protection Achievement
Less plastic packaging	1. Recycled materials (where the recycled content accounts for 40% of the total) are used to replace plastic packing straps, reducing the use of plastics by 24 metric tons and carbon emissions by 96 metric tons annually. 2. The reduction in stretch wraps outside of packaging alone can reduce the plastics used by and carbon emissions from Huawei Device's southern warehouse in China by 16 and 52 metric tons, respectively, each year.	Carbon emissions reduced: 148 metric tons
Lighter packaging	1. Recyclable turnover boxes and woven bags are used for goods distribution from both brick-and-mortar and online stores, saving 24,000 cartons and reducing carbon emissions by 13.4 metric tons each year. 2. Cartons and pallets are reused to cut the need for new packaging materials, which is equivalent to saving 2,820 trees and slashing carbon emissions by a staggering 847 metric tons each year. 3. Paperless operations: Shopping lists for online purchases and packing lists from brick-and-mortar stores are eliminated, which is equivalent to saving 433 trees and reducing carbon emissions by 130 metric tons each year. 4. Automated warehouses significantly improve space utilization and enable efficient operations.	Carbon emissions reduced: 990 metric tons

Energy saving in warehouses	1. Some areas of our warehouses operate without lighting, saving 62,000 kWh of electricity and lowering carbon emissions by 35 metric tons annually. 2. Efficient and energy-saving light emitting diode (LED) and other lamps are used to replace halogen lamps (e.g. 50 W halogen lamps are replaced with 10 W LED lamps in the spare parts central warehouse), saving 130,000 kWh of electricity and lowering carbon emissions by 73 metric tons every year. 3. Warehouse lighting is controlled by area and time segment, and smart power distribution boxes are used to automatically control the lighting time, saving 50% of the energy. 4. Renewable energy: Warehouse roofs are equipped with solar panels that generate PV power. With this initiative, a 20,000 m^2 warehouse alone can reduce carbon emissions by 1,418 metric tons per year. 5. New energy vehicles (NEVs): NEVs are used for intra-city distribution, reducing carbon emissions by 174 metric tons per year.	Carbon emissions reduced: 1,700 metric tons

* Annual data period: June 2024–June 2025

Huawei's green warehouse practices

Huawei has built green warehouses by using smart power distribution boxes for partition control, adopting smart sensor lighting, reducing plastic wrapping films, eliminating shopping lists for online purchases, replacing petrol vehicles with NEVs for distribution, building PV plants on roofs, etc. The Huawei Device warehouse based in Chengdu passed the Level-1 Green Warehouse certification of the China Association of Warehousing and Distribution in July 2024, while a 2-megawatt PV power station has been built in the Hefei warehouse, generating 2 million kWh of electricity and reducing carbon emissions by approximately 1,400 metric tons annually.



2-megawatt PV plant in the Hefei warehouse

Greener transportation

We adhere to low-carbon and environmentally friendly transportation during our sustainable development practices, continuously reducing environmental impact from the logistics phase. Since 2024, we have worked with our logistics partners to create a low-carbon transportation system through the use of NEVs and clean energy cargo ships, reduction of paper document circulation and air transportation, etc. These measures can reduce carbon emissions by more than 1,500 metric tons annually, equivalent to saving 3,700 trees.

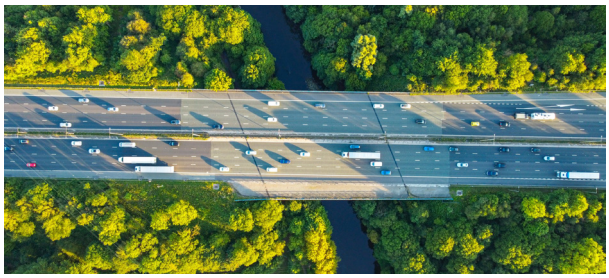
NEVs used for shipment in China

Since 2024, we have steadily boosted the share of new energy smart trucks both on routes within the Chinese mainland and on those connecting any province in the Chinese mainland with Hong Kong or Macao. By cutting reliance on petrol vehicles, this move reduces annual carbon emissions by 420 metric tons.



Lower proportion of air transportation

In our international logistics, we have increased our reliance on sea, rail, and road transportation. This includes developing multi-modal transport solutions such as sea-air and sea-truck models, reducing the proportion of air transportation by 30% and carbon emissions by 1,030 metric tons a year.



Clean energy cargo ships used for international sea transportation

Clean energy cargo ships from our partners are used for international sea transportation, reducing carbon dioxide emissions by up to 45 metric tons annually from the ships carrying containers filled with Huawei products.



Eliminating paper handover documents and optimizing packaging methods

Paperless customs clearance and electronic proof of delivery (EPOD) have been employed to reduce 1.35 million pieces of paper handover and other documents per year, while optimized packaging and delivery of odd cartons reduce 245 metric tons of packaging pallets a year.



Greener packaging for e-commerce

Every year, Huawei delivers a large number of goods sold through online channels. Therefore, implementing environmentally friendly packaging solutions is of great significance to reduce the consumption of raw materials such as paper and plastic, curb carbon emissions, etc. We have focused our efforts around the following key pillars:

Eliminating paper shopping lists: Nearly 17 million pieces of A4 paper were saved a year, equivalent to saving 3,400 trees.

Phasing out outer waterproof packing bags for express service: Approximately 16 million parcels are delivered annually without using waterproof bags, reducing the use of plastics by more than 3.2 million square meters, equivalent to slashing carbon emissions by approximately 618 kg.

Reducing carton and tape use: While keeping our goods safe and secure, we have used bubble bags instead of cartons for outer packaging of some goods. This helps save 13 million cartons, equivalent to sparing 54,000 trees, and cut adhesive tape use by over 1.95 million meters a year, corresponding to a reduction of roughly 376 kg in carbon emissions.

Promotion of green packaging: Since 2024, we have customized plastic-free green packaging boxes for certain products, with plastic films and fillers eliminated from gift boxes. This contributes to 200,000 parcels delivered in zero-plastic packaging, reducing the use of plastics by over 60,000 square meters a year.

Improving package space utilization: We have analyzed order data to study e-commerce order patterns, and redesigned our express cartons, resulting in a 10% reduction in average carton size and a 12% increase in package space utilization as excessive packaging and redundant fillers are cleared away.



Green retail stores

From the initial design phase, we commit to developing green and smart stores. We proactively integrate eco-friendly practices and sustainable materials into all aspects of our stores' construction and decorations, prioritizing environmental responsibility across our retail footprint. The main design schemes include reducing energy consumption for lighting and air conditioners, monitoring the air quality, temperature, and humidity, among others, in real time, and installing human body sensors in areas where there is minimal human traffic (aisle, warehouse, etc.), and adopting other environmental protection measures.

Our global HFS on Nanjing East Road in Shanghai incorporates large windows in its product experience area. This design choice maximizes the use of natural daylight to substantially reduce artificial lighting energy consumption while also seamlessly integrating the indoor and outdoor environments. Copper-colored metal plates used in the atrium area can be disassembled and recycled. In our HFS launched this year in Riyadh, Saudi Arabia, we have integrated local art into our sunshade system, which leverages the beauty of natural light while reducing the intensity of direct sunlight, and thereby cutting down the burden on air conditioners.

HFS in Riyadh, Saudi Arabia



Recycling and reuse

Huawei has actively built a circular economy business model to improve resource utilization and reduce waste, and has tirelessly improved its global recycling system by certifying second-hand phones, device refurbishment, trade-in, recycling, and many other programs. By doing so, it aims to both extend the life of its products and protect the Earth's resources.



Renewing old products

Trade-in, giving new life to over 1 million used devices

Reusing e-waste is a great way of protecting the environment, and one way of doing this is through our partners selling used devices via official channels in the second-hand market after they have been repaired and restored. Since 2021, we have introduced a one-stop trade-in program in China, allowing consumers to trade in their old device for cash coupons, which can be used to pay for new Huawei products. We have leveraged this trade-in program to get over 1 million devices recycled and reused.

Value-guaranteed trade-in: An exclusive channel for repeat buyers

In April 2023, Huawei launched its first ever value-guaranteed trade-in service for its P60 series smartphones. Eligible users could enjoy a discount of at least 50% off the recommended retail price of their original device when purchasing the next-generation model in the same series. The value-guaranteed trade-in service features dedicated, hassle-free, and convenient channels for users, allowing door-to-door, mail-in, and walk-in services.

Official refurbished products, another option for users concerned with the protection of the environment

As the first attempt of its kind, Huawei unveiled its refurbished Mate 40 Pro series and Mate X2, which were both classic models, in September 2022. Each of the official refurbished phones has been certified by Huawei, which follows a stringent refurbishment process that stretches from smartphone sourcing to product release. All official refurbished smartphones are newly packaged and come with original Huawei accessories. Adhering to our quality commitment, we also provide a one-year warranty for each official refurbished phone.

In May 2024, we officially launched our refurbished MatePad Paper tablets, marking a strategic step to expand our refurbishment business into new product categories and provide consumers with renewed and affordable products.

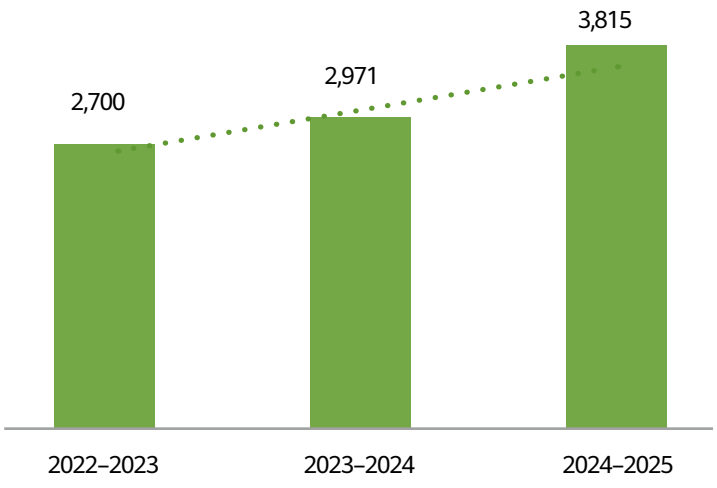
Resource recycling

We embrace the principles of the circular economy during device repairs to reduce resource demand as much as possible. Used screens can be resold after they have been refurbished and passed strict tests, allowing users to purchase them at half the price of a new one, while the screens extracted from returned smartphones, watches, and other products can be used as spare parts for services if they meet quality standards. This means that consumers can replace their damaged screens with refurbished ones at a discounted price, which also cuts down on waste.

We employ a scientific approach to recycling and recovery, ensuring that discarded materials yield maximum value, which in turn reduces the demand for natural resources. We work with professional scrapping service providers to harness cutting-edge technologies for recyclable resources like precious metals, rare elements, plastics, and paper. Materials are properly used, and environmental protection regulations are followed throughout the process. For the year ending June 2025, Huawei had handed over 3,815 metric tons of discarded materials to scrapping service providers for disposal in compliance with relevant regulations. From them, 615 metric tons of metals (copper, iron, aluminum, etc.), 365 metric tons of plastics, 186 metric tons of paper, 146 metric tons of battery production materials (e.g. cobalt sulfate, lithium carbonate, and nickel sulfate), and more than 860 metric tons of intermediate products of recycled materials were extracted.

In addition, Huawei and its partners have deployed a new circuit card sorting system, which increases the capacity for processing discarded circuit cards from 2,500 to 8,000 metric tons per year and improves the purity of recycled copper by 5%–10%.

All these scientific disposal and resource recycling efforts cut down on raw material use, waste, and environmental pollution, laying a foundation for sustainable development of the ecological environment.



Compliant disposal of discarded materials in the past three years (metric ton)

Corporate Responsibility

Repaying trust with responsibility, through technology

600,000

More than 600,000 of our users participated in the "I'm an Experience Officer" activity.

90,000

So far, Huawei Device has created more than 90,000 jobs around the world.

100%

All of our new suppliers are QC 080000 certified.

Five stars and No. 1

The HUAWEI Pura 70 Pro+ earned five stars and ranked first at the comprehensive evaluation of consumer-grade Tiantong satellite devices conducted by China Telecom.

1.54M

More than 1.54 million hours of training was delivered to 210,000-plus employees over the past year.

WELL building standard

Huawei's Shanghai and Fujian rep offices have followed the WELL standard to create a healthy, comfortable working environment.


母亲节快乐
祝妈妈节日快乐永远爱您
HUAWEI

Consumer-centricity

Building consumer trust through high quality

Huawei Device puts consumers at the heart of everything that the company does. Its quality management goals are to ensure customer satisfaction and build trustworthiness. By adopting the net promoter score (NPS) and field failure rate (FFR) as its performance indicators, the company aims to enhance the quality of its products and services, deliver an exceptional consumer experience, and build a comprehensive quality management system based on ISO 9001, in order to increase quality competitiveness and support long-term growth.

Milestones in the quality management system development process

We are continuing to build and improve the quality management system around our users' needs to drive comprehensive quality management. Huawei first earned the ISO 9001 certification in 1996, and since then, the company has gone on to earn the TL 9000, ISO 14001, ISO 45001, ISO 27001, and other management system certifications. Furthermore, Huawei Device has passed the IATF 16949 certification related to quality management systems for the automotive industry, the QC 080000 HSPM certification, and the ISO 13485 certification related to quality management systems for medical devices. Our efficient systems prioritize the consistent delivery of high-quality products, going above and beyond consumer expectations.

Delivering high-quality products which offer premium experiences

Huawei Device has established hierarchical quality management organizations to drive the implementation of corporate quality strategies and policies. We incorporate strict quality requirements into the end-to-end process covering product planning, design and development, supplier management, incoming material quality control, production, sales, and after-sales services, in a bid to build a comprehensive quality management system that is based on user experience and which includes all employees, every process, and the full value chain.

Product quality (FFR) is the most basic requirement. Strict quality standards must be developed and complied with in each phase to strengthen end-to-end quality management. In terms of user experience (NPS), we actively collect consumer feedback through platforms such as VOC, always aim to meet and even go beyond user expectations, and continue to provide premium products and services for consumers.

Our commitment to strong quality leadership and culture is the bedrock for creating high-quality products that deliver premium experiences to our customers. Every year, we reinforce this commitment through wide-ranging internal activities, such as the "520 Quality Month" and the "Quality Star" award program, designed to highlight the importance of quality for every employee. These initiatives foster a company culture dedicated to consumer-centricity, striving for zero defects, and promoting continuous improvement across all operations.



Huawei Device's 2025 Quality Month: Shenzhen

I'm an Experience Officer

The "I'm an Experience Officer" activity, run by the Huawei Handsets Product Line, has effectively connected device experts and users. This initiative has seen tremendous participation. Over 600,000 users have engaged in more than 900 sessions, resulting in a contribution of more than 40,000 pieces of feedback. We strategically recruit dedicated participants for product research and in-depth interviews to gather feedback on their experiences with the devices and ideas for enhancement, and ultimately boost product quality, drive upgrades, and improve consumer satisfaction.

In conjunction with the HUAWEI CAMPUS OPEN CLASS, the "I'm an Experience Officer" activity has been launched in many universities and colleges, setting the stage for Huawei product experts and like-minded students to connect directly. Young minds spark fresh ideas, inspiring experts to develop products tailored to the next generation's needs across scenarios.

In addition, a total of over 100 "I'm an Experience Officer" sessions have been held at Huawei research centers across China. Huawei employees were invited to provide valuable suggestions for improvement based on the issues that they, their family, and friends encountered when using these products. Our product experts were on hand to any questions and follow up on post-meeting feedback, embodying the idea that any Huawei employee can serve as a product experience officer, customer service agent, and brand ambassador at Huawei.



I'm an Experience Officer, a bridge of communication with users

Protecting consumers' privacy security

Emerging technologies, such as AI, 5G-A, and quantum computing, are accelerating digital transformation and smart upgrade of sectors. Huawei firmly believes that in the digital and intelligent era, cyber security and privacy protection are the cornerstones for the development of an intelligent digital world. That's why the company prioritizes cyber security and privacy protection over its own business interests. We have made continued efforts to build and implement an end-to-end assurance system for global cyber security and privacy protection, enhance cyber security and privacy protection capabilities across our products and services, and offer a leading privacy and security experience through innovative technologies.

Privacy protection and cyber security governance system

Governance structure

We have built and constantly improved our privacy protection and cyber security governance system, incorporating privacy and security requirements into our entire business processes. The Consumer BG executive management team (EMT), the highest-level management team of Huawei Device, is tasked with formulating, reviewing, and implementing the privacy and security policies, strategies, and governance solutions for the company, managing privacy and security capability development, and enhancing the privacy and security competitiveness of its products and services. A Consumer BG Privacy & Cyber Security Office was set up to arrange for relevant departments to detail the rules supporting strategy planning and execution, drive essential actions, and conduct audits to monitor progress.

Capability development

We continue to enhance the expertise of our privacy protection and cyber security teams. Our privacy and security employees are required to obtain the competency & qualification (C&Q) for their positions by taking courses and passing exams. Our cyber security and privacy protection knowledge community offers both online and offline courses, drills, role-playing exercises, and more, sharpening employee skills across business processes and scenarios. Our annual privacy protection and cyber security awareness month also highlights our efforts to keep every employee informed and vigilant.

We remain committed to fostering ecosystems by equipping our suppliers and partners with knowledge sharing tools and other capabilities, helping them comply with privacy and security regulations and protect consumers as required.

Protection of consumers' personal information rights and interests

We have fully integrated personal information protection into our comprehensive business management systems at every organizational level and enhanced our personal information protection capabilities across business activities. To protect the rights of our users as data subjects, we have even set up a dedicated website for them to raise requests for their privacy rights when necessary, and formulated a process for responding to such requests and equipped it with an IT platform.

AI security governance system built for Huawei Device

We have spotted AI-focused laws and regulations relating to our current cyber security and privacy protection governance system, and incorporated them into the lifecycles of AI data, model, system, and agent development platforms to ensure business compliance. Our AI threat analysis has pinpointed cyber security and privacy protection risks tied to AI, guiding us to establish data processing rules. Committed to excellence in data security, we continuously strengthen our AI governance capabilities by adopting industry best practices.



Privacy and security
In your hand
HarmonyOS

Technological innovation for better privacy and security protection

New HarmonyOS Security Architecture for intelligent proactive defense: HarmonyOS 6 is equipped with updated HarmonyOS Security Architecture. Its AI features enable intelligent proactive defense, helping safeguard user privacy, prevent scams, and secure assets.

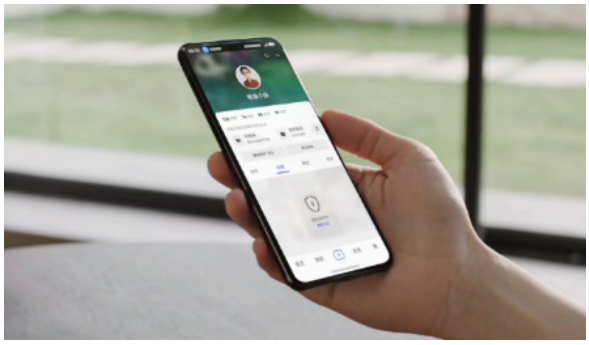
- AI scam guard

This feature helps users identify even sophisticated scams during video and voice calls. When a user makes a video call, it will automatically detect whether AI-powered face swapping is being used by the other participant. If such manipulation is detected, a pop-up notification will alert the user. This kind of notification also appears if a scam risk is spotted when a user answers a call from or makes a call to an unknown number. In addition, HarmonyOS has expanded intelligent protection beyond individual users to the entire household with its family scam guard feature. When family members, especially older parents, receive highly suspicious calls, users are instantly notified on their device and can remotely end the call with a single tap, effectively cutting off fraudsters before they can manipulate loved ones.

- AI anti-peeping

By coupling hardware and software, this feature has taken screen security to the next level. Whenever someone glances at a phone in use, a live-view notification will alert the user to safeguard their screen content. For apps with stricter privacy needs, in addition to system-level anti-peeping alerts, the app content itself is actively shielded. For example, if the user is browsing a financial app, bank balances and bill details are automatically hidden to protect financial privacy; if the user is browsing a health app, sensitive health-related data is also concealed. In short, what's private stays private.





Sustainable supply chain

We have drafted the *Huawei Supplier Social Responsibility Code of Conduct* and the supplier CSR agreement in accordance with the *Responsible Business Alliance (RBA) Code of Conduct* and the *Joint Alliance for CSR (JAC) Supply Chain Sustainability Guidelines*, which must be followed by all Huawei suppliers. These documents cover labor standards, health and safety, environmental protection, business ethics, and management systems. Huawei also requires its suppliers to convey the same requirements to their own suppliers. We see the use of child labor or forced labor as red-line issues, and we have zero tolerance for any behavior that crosses CSR red lines.

Huawei Supplier Social Responsibility Code of Conduct

In accordance with international standards and rules (e.g. ISO 26000, ISO 14001, ISO 45001, SA8000, and ISO 14064), industry standards (e.g. RBA and JAC), and international principles (e.g. UNGP), to name a few, we developed the *Huawei Supplier Social Responsibility Code of Conduct*, outlining our key requirements for suppliers. This document aims to foster cross-party cooperation with our suppliers regarding enterprise social and environmental responsibilities.

Supplier responsibility management

Supplier risk rating and auditing

We conduct supply chain due diligence using a risk-based approach. We work with suppliers to identify CSR impacts, risks, and opportunities, and take action to prevent and mitigate CSR risks and reduce negative impacts. Every year, we assess all major suppliers, which represent 90% or more of our procurement spending, and assign each supplier one of three risk ratings (high, medium, or low). We develop an annual audit plan to deal with suppliers that are assessed as posing medium or high risk. In addition, we perform onsite assessments on all potential suppliers to examine their CSR systems. Companies that fail the assessment are not eligible for consideration to become Huawei suppliers.

From September 2024 to August 2025, we conducted 73 CSR audits on our suppliers, who are also required to conduct monthly self-checks on issues that cross red lines and to reduce operational risks.

Supplier performance management

Every year, Huawei appraises suppliers' CSR performance as part of their overall performance appraisals. Suppliers are classified into four grades (A, B, C, or D) based on their performance. In 2024, we appraised the CSR performance of 256 major suppliers by looking at five criteria: environmental protection, carbon emission reduction, labor management, EHS incidents, and management systems.

The amount of business we do with each supplier depends partly on their CSR performance, which is also a factor considered in our tendering, supplier selection, portfolio management, and other processes. When suppliers are equally matched in other factors, those that perform better in CSR are given priority in terms of business share or business opportunities. The reverse is true for low-performing suppliers. Depending on the situation, we may instruct suppliers with poor CSR performance to resolve existing issues within a specified timeframe, reduce their share of business, offer them fewer business opportunities, or even terminate our business relationship.

Environmental protection management of suppliers' products

Huawei has formulated requirements on restricted substances in purchased materials, packaging materials, and batteries, which suppliers must meet. Huawei has incorporated its requirements for hazardous substance management into the procurement process and managed hazardous substances throughout the supplier lifecycle.

Huawei pushed its suppliers to completely prohibit the use of nine hazardous substances (such as benzene, toluene, and xylene) in the cleaning, degreasing, and demoulding agents during the manufacturing of devices (including smartphone, PC, tablet, audio product, and wearable), and provided guidance for suppliers to cut and even stop the use of five substance types, such as hydrofluoric acid and nickel acetate. It also upgraded its standards for managing allergens to a level far higher than common industry standards.

Huawei sets QC 080000 certification as the threshold for cooperating with a supplier, and during 2024–2025, all new suppliers gained QC 080000 certification. Furthermore, we reviewed all our new suppliers' environmental protection systems for products to ensure that environmental protection risks in materials were curbed as early as during supplier introduction.

Responsible management of raw materials

Huawei, together with industry organizations, local governments, and other parties in the industry chain, takes reasonable and effective measures to practice responsible mineral management, thereby developing stable and sustainable supply chains.

Huawei is deeply committed to and actively works to drive the responsible procurement of products containing raw materials like tin, tantalum, tungsten, gold (3TG), cobalt, and mica. We have established a risk-based responsible mineral management system in accordance with the *OECD Due Diligence Guidance for Responsible Business Conduct* and the *Chinese Due Diligence Guidelines for Mineral Supply Chain*. The management of responsible minerals is an integral part of our procurement CSR management system, and has been embedded to supplier qualification, supervision, and auditing processes.

As a downstream company in the mineral supply chain, Huawei does not directly purchase any minerals, and there are at least seven tiers between Huawei and mining companies. Huawei requires that its suppliers refrain from purchasing conflict minerals, extending this requirement to their upstream suppliers. This prevents and reduces the likelihood of minerals in its products contributing directly or indirectly to human rights violations, environmental harm, health and safety risks, corruption, and more.

Huawei also actively works with global industry peers through industry initiatives like the Responsible Minerals Initiative (RMI) and the Responsible Critical Mineral Initiative (RCI). Together with partners up and down the supply chain, we conduct supply chain surveys, create a list of smelters, and push smelters to apply for or renew the Responsible Minerals Assurance Process (RMAP) certification.

In response to the RMI's call, we now identify suppliers of six responsible minerals: 3TG, cobalt, and mica. According to the *Conflict Minerals Reporting Template* (CMRT) and the *Extended Mineral Report Template* (EMRT), we urge suppliers to identify and investigate all smelters within their supply chains, and our suppliers must require that no identified smelters purchase minerals from conflict-affected and high-risk areas (CAHRAs), and urge smelters that have not obtained the RMAP certification to get the certification within a specified timeframe when necessary.

We follow up on the RMI's management updates, and added copper, graphite, lithium, and nickel to our extended mineral management list in 2025.

Huawei Statement on Responsible Mineral Supply Chain Due Diligence Management
https://www.huawei.com/en/declarations/huawei-statement-on-responsible-mineral-supply-chain



Boosting community development

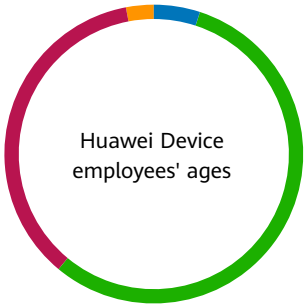
Creating jobs and cultivating talent

Huawei needs global talent to create well-run, diverse teams. Huawei Device has created over 90,000 jobs, and more than 80% of the jobs outside China are filled by local employees. A multinational team has helped foster a global culture, broadening Huawei's international vision, and promoting local employment and economic development. Huawei is committed to treating employees equally regardless of their gender, race, ethnicity, or religious beliefs, and promises to ensure that all employees have equal opportunities for work, learning, and career growth.



Creating a diverse team is key to helping us remain competitive. Huawei gathers global talent and provides multiple career paths for employees to unleash their potential and create engaging and innovative experiences to consumers.

We welcome talent from across the globe, provide them with promising career development paths, and offer a broad platform that empowers our employees to grow. In the past year, we have released more than 10,000 online courses and delivered over 1,400 systematic, in-person, premium courses through the iLearning platform and other channels. These courses have seen over 210,000 individual enrollments, and the annual training hours exceeded 1.54 million hours.



25 or younger: 5%

26–35: 56%

36–45: 36%

46 or above: 3%



Doctor's degree: 4%

Master's degree: 61%

Bachelor's degree: 34%

Other: 1%

Employee care and health assurance

We want our staff to strike a healthy balance between work and life, and create an environment that promotes employee well-being.

Societies

Some employees have taken the initiative to set up 13 cultural and sports interest groups. Wow Week, a program held in Nanjing, Shenzhen, Xi'an, Wuhan, and some other regions, was a great opportunity for employees to show off their ideas and communicate with like-minded people. This program featured cross-discipline speeches, idea fairs, carnivals, and online interaction. Employees were also invited to many other team activities, such as Family Day, jogging, and the Cultural Festival for the Programmers' Day event, which have helped enhance mutual understanding and trust among employees from different cultural backgrounds and created a favorable organizational atmosphere.

Care for employees' physical and mental wellbeing

Managers and employees are encouraged to be mindful of their and their colleagues' wellbeing. We have pooled internal and external health assurance resources to provide employees with abundant health knowledge and services. We also purchase competitive commercial insurance, including accidental injury insurance, major illness insurance, life insurance, and overseas business travel insurance, for employees.

Our extensive emergency response mechanism is another line of defense for employees' health. In addition to publicizing emergency response knowledge, we have arranged first aid training and drills, as well as first aid volunteer certification, to ensure quick emergency response.

Healthy and comfortable office environment

We respect the lifestyles, customs, beliefs, and habits of all our employees and take great measures to make all employees feel comfortable and safe at work. We have built gymnasiums, coffee shops, libraries, prayer rooms, halal restaurants, and other facilities on our campuses, along with a range of lifestyle services for employees.



Huawei Sanyapo Campus



Consumer BG's 2024 WOW party



Huawei Shanghai Lianqiu Lake R&D Center



2025 multi-legged race game

Huawei Thailand was honored with the HR Asia Best Companies to Work For in Asia award for the second consecutive year

Huawei Thailand is committed to fostering a diverse and vibrant workplace environment. On September 27, 2024, the subsidiary was honored with the HR Asia Best Companies to Work For in Asia award for the second consecutive year at the annual HR Asia banquet and awards ceremony in Bangkok.



HR Asia Best Companies to Work For in Asia is an esteemed award in the field of human resources management in Asia. It honors companies that uphold best-in-class HR practices and demonstrate high levels of employee engagement and an excellent workplace culture.

Fostering a healthy and comfortable office environment in line with the WELL building standard

Huawei tries it best to create comfortable and healthy workplaces that improve employee wellbeing and stimulate productivity. The offices in Huawei's Fujian Rep Office, which were opened in August 2024, embody a people-first approach while meeting the rigorous WELL building standard. Every step, from site selection, design, and decoration to routine operations, was carefully planned to foster a workspace that is sustainable, health-focused, and highly productive. In July 2023, Huawei's Shanghai Rep Office was awarded the WELL Gold rating.

We prioritize employee health and safety throughout every stage of office construction and routine operations. Contactless smart access controls, smart elevator systems, and other facilities boost efficiency while minimizing infection risks. Ergonomic chairs ensure employee comfort during work hours and even support quick naps. Shared workspaces feature adjustable desks and high tables, encouraging movement and reducing the strain of prolonged sitting. Each floor is also equipped with automated external defibrillators (AEDs) to safeguard employees.

The design of our offices embodies our eco-friendly philosophy. By carefully dismantling and recycling materials like buildings, decorations, furniture, and equipment, we have cut over 300 metric tons of carbon emissions, equivalent to those from more than 4,000 round trips between the cities of Fuzhou and Shenzhen.




Offices in Huawei's Fujian Rep Office built in line with the WELL building standard

Contributing to the residential communities where we operate

As a responsible corporation, Huawei strictly abides by local laws and regulations. We maintain extensive communication with local consumers, employees, suppliers, and other stakeholders, actively engage with local communities, carry out diverse activities in residential communities, and work with local community organizers to contribute to residential community development. We value local communities and strive to give back as much as we can.

We are committed to building HUAWEI Flagship Stores, which are consumer-centric, into community-friendly stores that provide warm services. We organize community events for the public good to bring people together, support local needs, and foster meaningful connections. Our stores serve as welcoming spaces, or "urban living rooms," where neighbors and consumers can gather and engage.

Social contribution events organized by HFS for residential communities

Throughout the year, HUAWEI Flagship Stores celebrate major holidays with special events, showcasing each city's distinct charm. These lively gatherings bring people together and enrich cultural connections for them.

New year photo studio

During the Spring Festival, known internationally as Chinese New Year, HUAWEI Flagship Stores in China come alive with decorations blending technology and tradition, creating vibrant hotspots perfect for seasonal snapshots. During the 2025 Spring Festival holiday, HFS throughout China drew over 100,000 visitors, and more than 7,000 of those celebrated their new year at these stores, capturing New Year's photos for lasting memories.





Earth Day

HFS marked Earth Day with engaging events focused on environmental protection, promoting a greener way of life. Among them, the "bring your own cup for coffee" event, which aimed to blend eco-friendly habits into everyday routines, proved highly popular. Participants were able to enjoy free coffee if they brought their own cups. Attracting over 2,000 people, this initiative set the stage for promoting sustainable practices.

On top of that, Discover HUAWEI, a Huawei program that provides in-store workshops for consumers, launched a one-week Earth Day themed course. The course explored a wide range of topics, blending creativity with sustainability. We organized engaging activities that encouraged people to connect with and care for the planet. Participants captured nature's beauty through outdoor photography, embraced sustainable practices during fitness and health sessions, and utilized digital tools in the GoPaint session to express their environmental passion. These efforts boosted environmental awareness and fostered a deeper, more personal connection to nature.





Providing enthusiastic, professional, and friendly service experience

HUAWEI Flagship Stores are dedicated to creating exceptional experiences for our consumers by offering enthusiastic, professional, and friendly services. Through thoughtful interactions, we build and share the HarmonyOS ecosystem with consumers, infusing warmth into every aspect of our brand—marketing, sales, and service.

We have introduced special perks, including coffee, delicious pastries, a gift wrapping service, and free shipping and protective film attachment—all designed to bring consumers comfort, ease, and sense of warmth and value.





What's more, we have improved our device buyer services. The buyers can enjoy a range of one-stop services to get their device set up, including data migration assistance, device tutorials, and benefit introduction, which helps them jump straight into their new device, like a seasoned user.

On rainy days, for example, we go the extra mile for our customers by providing them with raincoats and umbrellas, as well as delivering customer purchases straight to their car. We strive to give our customers a wonderful, personal shopping experience whenever they visit our stores.





Creating more social value through powerful products

An enterprise's top responsibility is leveraging its products and services to address social issues and generate social value. Huawei is dedicated to creating and constantly optimizing, through technological innovation, products and services that address and tackle social issues, and promote the overall wellbeing of society.

Severe weather often causes ground communications facilities to break down, but Huawei's satellite communication capabilities allow trapped survivors to communicate with the outside world after disasters or in remote areas. Earthquakes strike instantly, providing only a short window for escape. Huawei's life-saving earthquake warning function notifies users, giving them vital seconds to seek safety.

Upgrading satellite communication capabilities for faster, more accurate connections

Since the initial release of the BeiDou satellite SMS messaging feature on Mate 50 smartphones in 2022, Huawei has continuously enhanced its comprehensive satellite communication capabilities, spanning from SMS messaging to satellite calling and to image messaging. We have striven to provide seamless connectivity options, even without network coverage. At the performance evaluation of consumer-grade Tiantong satellite calling devices conducted by China Telecom in 2024, the HUAWEI Pura 70 Pro+ was awarded five stars across four areas, i.e. call and SMS delay, positioning performance, power consumption, and stable network connection. Its comprehensive performance also earned five stars, securing the highest rank among all tested models.



The HUAWEI Pura 70 Pro+ earns five stars and ranks first at the comprehensive evaluation of consumer-level Tiantong satellite calling devices conducted by China Telecom.

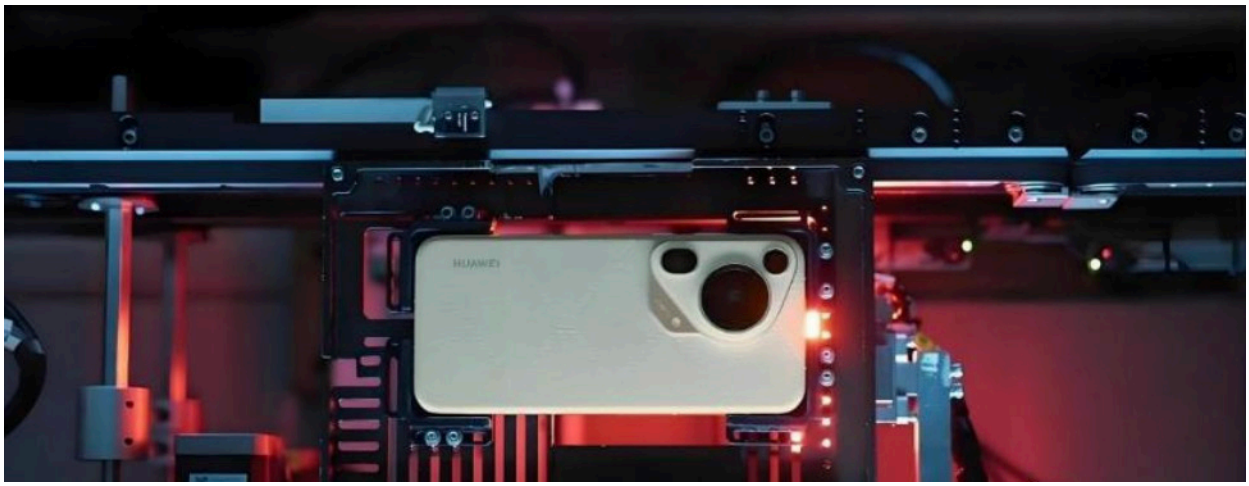
Satellite communication lets users make and receive calls even when there is no available terrestrial network so that they can report their approximate location to significantly assist with rescue attempts. Thanks to this feature, people can confidently explore the outdoors—whether outdoor adventures, mountain hiking, and car trips—expanding their horizons while staying connected. In emergencies like natural disasters, when terrestrial communication fails, the satellite communication capability instantly establishes vital links, serving as a crucial lifeline for rescue command and information transmission.

The HUAWEI Pura 70 Pro+ supports both BeiDou and Tiantong satellite communication. Along with voice calls, users can send text messages, geographical locations, and images. In extreme environments such as uninhabited land, oceans, and deserts, this facilitates rescue.

According to a photography blogger, while driving an off-road vehicle along Provincial Highway 302 in Zanda, Ali Prefecture, Xizang, China, he became exhausted from prolonged high-altitude travel and lost control on an uphill bend. The vehicle veered off the road and plunged into a ditch, leaving all five people in the vehicle severely injured. Isolated and cut off from phone networks, he swiftly activated the Pura 70 Ultra's satellite communication function, reaching emergency services just in time to rescue all five people. This true story once again underscores the critical importance of communication in signal-deprived settings.

The HUAWEI Pura 70 series smartphones are the first in the industry to support the BeiDou Satellite Messaging service offered by carriers in China. As one of the earliest partners of China Mobile for BeiDou Satellite Messaging, Huawei has tackled a host of technical challenges through years of cooperation and operations research. This achievement allows the smartphones to send and receive messages using a China Mobile SIM card, even in remote or open areas where standard cellular networks are unavailable.

Huawei is driving the widespread adoption of satellite communication technology, seamlessly integrating it into smartphones, tablets, and smart watches. By building a holistic satellite communication network, we provide users with reliable, stable, and secure connectivity—transforming lives through cutting-edge innovation.



Earthquake warning function: Swift disaster alerts

The earthquake warning function on Huawei smartphones is an innovative feature developed by Huawei in collaboration with Chengdu Institute of Care-Life. By gathering data from seismic monitoring stations, this function can predict the time, location, and magnitude of an earthquake, and then send warnings to smartphones. When an earthquake is detected nearby, Huawei smartphones will send warnings several seconds in advance. Depending on the earthquake's magnitude, the smartphones will alert users via the notification panel, or full-screen pop-ups together with alarm sounds, giving users more time to take cover.



Earthquake warning function of Huawei smartphones

On January 7, 2025, a 6.7-magnitude earthquake struck Dingri County, Xizang, China. Huawei products' earthquake warning function sent alerts to users in Dingri County and surrounding provinces and cities, covering approximately 6.3 million households. Many residents quickly took emergency measures then. Huawei smartphones' earthquake warning function gives residents critical escape time and provides more information and time for rescue personnel to make decisions. This, again, demonstrates the critical role of science and technology in disaster response.

Appendix

About this report

Time scope

This report covers the period from June 30, 2024 to June 30, 2025. Some content in this report may cover the time before or after this period.

Scope of this report

The subject of this report is Huawei Device Co., Ltd., which includes all of its global branches, subsidiaries, and directly affiliated institutions.

Concerning titles

For easier readability, "Huawei consumer business", "Huawei Device", "Consumer Business Group", "Consumer BG", or "we/our/us" in this report refers to Huawei Device Co., Ltd., unless otherwise specified.

Data sources and reliability statement

The data and cases in this report mainly come from Huawei's official documents, statistical reports, and publicly available information. Huawei Device promises that this report does not contain any false or misleading description and Huawei Device is responsible for the authenticity, accuracy, and integrity of the content thereof.

Obtaining and responding to this report

This report was published in December 2025 in both Chinese and English as an independent enterprise sustainable development report. If you would like to view or download this report online, please visit: https://consumer.huawei.com/en/sustainability/sustainability-report/?toCampaign

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