

ZTE Human Rights and Labor Rights Policy

After decades of exploration, ZTE has been a major participant and contributor to the ICT industry. At ZTE, we share a common vision—"to enable connectivity and trust everywhere", and strive to accomplish our mission—"to connect the world with continuous innovation for a better future". As a faithful driver of digital economy, ZTE continuously enhances its core competence and advances together with employees, customers, and partners to achieve high-quality growth.

Founded in 1985, ZTE has left its footprints in over 100 countries and regions with the efforts of tens of thousands of employees, providing high-quality telecom services for billions of users. As a member of the UN Global Compact, we always act on the *Ten Principles* wherever we operate. Fully committed to our Corporate Social Responsibility (CSR), we contribute to the harmonious coexistence and sustainable development of countries, regions, and local communities in a way that advances the protection and promotion of fundamental human rights and freedoms.

Scope

This Policy applies to all employees working for ZTE.

We expect our suppliers, partners, and other stakeholders to uphold the same standards and requirements as manifested in our *Supplier Code of Conduct* and systematic supplier CSR management.

Policy Alignment

We respect all human rights specified in international instruments, such as the *Ten Principles of the UN Global Compact*, *Universal Declaration of Human Rights*, and *ILO Declaration on Fundamental Principles and Rights at Work*, and comply with the laws and regulations of the countries and regions where we operate.

Care and Inclusion for Employee Growth

We always regard talent as one of our strategic cornerstones. Committed to "respecting each other", one of our core values, we take comprehensive actions to enhance employees' sense of security, belonging, achievement, and honor. Specifically, we provide employees with equal career opportunities, protect employees' mental and physical health through various measures, create a friendly, transparent, and honest communication environment for better employee experience, and build an open, inclusive, and harmonious atmosphere that accommodates diverse needs. In addition, we keep strengthening talent development and offer employees different career paths to help them grow and realize value.

We believe that, by protecting employees' mental and physical health, we not only guarantee their fundamental right, but also consolidate the foundation of corporate development. Therefore, we make unwavering efforts to ensure equal opportunities in terms of employment, promotion, training, and occupational guidance, with zero tolerance toward any form of discrimination related to but not limited to age, gender, disability, sexual orientation, or belief. For employees' physical health, we organize regular medical checkups, and provide emergency medical care as well as telemedicine services. Moreover, counseling services are provided through the Employee Assistance Program (EAP), to help our employees and their families sustain mental health. We also focus on employees' work-life balance, providing resources for the activities of various employee associations. As for emergency situations, the Global Health and Safety Emergency Response Mechanism has been set up to guarantee timely support for employees and minimize the adverse impacts on themselves and their families.

We create smooth channels and sound mechanisms for equal communication for employees to fully express themselves, so as to achieve a win-win situation between employees and the company. At ZTE, employees' freedom of association and the right to collective bargaining are protected. We also value employees' opinions, and are determined to foster an honest and open communication environment where employees' voice is heard and actively responded to. In this regard, diversified channels have been developed for employees to speak their minds online through surveys, emails, and internal communication platforms, or in person by attending seminars, lunch meetings, and employee congress meetings. Additionally, our management members actively listen to employees to address their concerns by formulating and implementing corresponding solutions.

We build an open and inclusive work environment to give full play to employees' capabilities and potentials. We always respect and endeavor to meet the needs of employees regardless of their countries and regions, beliefs, cultures, and lifestyles. At ZTE, any kind of forced labor is forbidden, and every employee provides work of their own accord and has the legitimate right to terminate their employment relationships. As one of the world's top female-friendly companies, ZTE pays close attention to personalized needs of female employees. We keep optimizing our work environment to provide more convenience for employees who are pregnant or nursing. Moreover, we resolutely oppose violence, and always strive to safeguard gender equality and encourage female employees to unlock their potential for further career development.

We establish comprehensive development and incentive systems to stimulate the growth and creativity of employees. A comprehensive career development system featuring fairness, openness, and transparency is open to all employees. With valuable opportunities, employees can seek career development in team management, professional, or project management paths at will. To support the achievement of employees' career goals, we have built a comprehensive capability building system consisting of different capability centers, and launched iLearning, an online platform, so that employees can learn anytime and anywhere. As for incentive systems, we not only provide various material incentives, but also grant awards and honors to employees with

excellent performance and major contribution, such as the "ZTE Gold & Silver Awards".

Common Growth Together with Partners

As a world-leading provider of integrated communications solutions, we are committed to creating value for our customers through constant technological innovation. We aim to bridge the digital divide with advanced telecom technologies, opening the door to a shared digital future for all. We firmly believe, "communications", as a bridge and medium, empowers freedom of expression, access to information, exchange of ideas, and economic development, which in turn help bolster human rights.

Meanwhile, being well aware of the possible misuse of telecom technologies, we earnestly fulfill our responsibility for preventing our technologies from being used to interfere with or violate human rights, and for facilitating balance between individual privacy and public security. With ZTE's cybersecurity labs and transparency centers in China and Europe, customers, regulators, and other stakeholders can examine ZTE products in a more effective and transparent manner.

With "Security in DNA, Trust Through Transparency" being our vision for cybersecurity, ZTE is devoted to providing secure products and services for various industries and customers. We always hold security as our highest priority. Based on the Three-Line Model, ZTE has built a comprehensive cybersecurity governance system, incorporating security into the whole lifecycles of products and services. Moreover, ZTE is the world's first telecom equipment provider that has passed the NESAS 2.1 security audit, and the first to obtain the CC EAL3+ certificate for its 5G RAN solutions. Since obtaining the ISO/IEC 27001 certificate in 2005, we have been optimizing our information security management system.

Meanwhile, we attach great importance to privacy and data protection, and strictly comply with applicable laws and regulations of the countries and regions where we operate. So far, ZTE has obtained a series of certificates and awards for privacy and data protection, including ISO/IEC 27701, ePrivacy, and TRUSTe certificates as well as the Privacy Strategy Contribution Award by BSI, and has also released the *ZTE Privacy Protection White Paper*. Moving forward, we will continue to safeguard the privacy and data security of employees, users, customers, and partners around the globe with strong capabilities.

To build a win-win ecosystem, we have been advocating CSR management among partners. We have established a sound CSR governance system covering the full lifecycle of partners, including labor rights, health and safety, environmental protection, business ethics, control of hazardous substances in products, dual-carbon strategy, information security, and conflict minerals management. Through digital tools, CSR management requirements and actions are incorporated into the key procedures of the partner lifecycles. In this way, CSR management is integrated into daily operations in an intuitive, effortless manner, promoting the continuous improvement of partners.

Furthermore, we seek the common growth with our suppliers. Specifically, we have

provided a series of training resources and activities for suppliers, such as supplier training camps, training in key scenarios, and digital learning platforms, to communicate to our suppliers the company's *Business Code of Conduct*. In addition, we have carried out activities such as Global Partners Day and Health and Safety Forum to advance in-depth discussions on digital economy, supply chain construction, and compliance, promoting the building of value-chain for CSR management.

Fulfillment of Social Responsibility

It is the common wish of the whole society to effectively protect the rights and interests of vulnerable groups, especially children, and help them thrive. This is also the social responsibility that we have been actively shouldering for many years.

We contribute to the healthy growth of children and adolescents. Specifically, while upholding the children's rights and interests and prohibiting child labor, we also support the healthy growth of children and adolescents through our public welfare projects of medical assistance and vulnerable population assistance. ZTE has set up the "Medical Assistance for Refractory Kidney Diseases" and "Medical Assistance for Primary Immunodeficiency Diseases" funds for orphaned children and children living in poverty, rekindling the hope of their families. Together with hospitals, we have also created the "ZTE Vcare Space" to provide psychological support for children who are hospitalized for a long time, conveying the power of love. With a special funds program, we focus on the early development of babies and young children and the mental health of children in rural areas.

We remain committed to ensuring equal access to high-quality education for all children and adolescents. Since the launch of the Xinghua Student Aid Program in 2016, we have been offering financial support to high school students and college students in some western provinces of China. In the "Xingtianshi" One-to-One Education Support Program, ZTE's employees make donations to high school students under financial pressure. Through constant efforts, we contribute to the development of education in poverty-stricken areas, igniting children's dreams.

Action Strategy

We communicate this *Human Rights and Labor Rights Policy* to our employees, suppliers, partners, and other stakeholders, and provide them with corresponding training. We expect all our stakeholders to uphold the same policy in their operations and business relationship management. We identify the actual or potential impact of deviations from our Policy brought to the company through risk assessment and monitoring, thus advancing the respect for human rights in all business activities.

Continuous Improvement

Upholding all human and labor rights specified in international instruments, we make constant efforts in assessing and monitoring our business activities in this regard for

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further improvements. In the meantime, we encourage everyone to report any actions in violation of this Policy, and we promise to make timely responses.



Xu Ziyang

CEO, ZTE Corporation

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