



SUSTAINABILITY REPORT 2023



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CEO Message

In 2023 we celebrated Lalamove's 10th Anniversary. As we look forward to the beginning of another decade of achievements, I am delighted to share our latest annual sustainability report. This year's report, a pioneering effort for Lalamove, undertakes substantial data collection in Environmental, Social, and Governance ("ESG") and addresses our principal ESG matters in line with the Global Reporting Initiative ("GRI") Standards. Adhering to this globally acknowledged ESG reporting standard, this report not only embodies our steadfast commitment to ESG values but also highlights our resolve to improve stakeholder communication.

We stay in tune with societal shifts and bridge connections that move things that matter, especially with a "glocal" and human-centric approach to sustainability. Since 2013, we have been harnessing the power of technology and data to revolutionize the logistics ecosystem, offering efficient delivery services to individuals and businesses of all sizes, while providing our driver partners with the flexibility they need. Our platform, accessible 24/7, offers a diverse array of delivery services. We deeply value the insights and involvement of our stakeholders and are committed to nurturing a sustainable, mutually beneficial logistic ecosystem.

In 2023, we continue to make significant strides in implementing our sustainability strategy. We put great emphasis in leveraging our platform technology to reduce carbon emissions, building a safe and vibrant gig economy, and engaging with our communities under sustainable governance. Our strategy, in line with the United Nations Sustainable Development Goals ("UN SDGs"), is being executed across all cities where we operate.

Throughout the year, we achieved some key milestones in our commitment to sustainability. We are thrilled to share that over 50% of van orders in 2023 are fulfilled by new energy vehicles on Huolala in Mainland China. Meanwhile, 100% of our rental business is new energy vehicles in order to promote greener deliveries. This is part of our broader net zero transition plan, which we are excited to reveal for the first time. Our goal is to achieve net zero by 2040 across Scope 1 & 2, as well as committing to having 50% of fulfilled orders in Mainland China completed by new energy vehicles under Scope 3 by 2028. We also marked our adoption of the Environmental Policy, further solidifying our commitment to decarbonization.

Beyond environmental initiatives, we have extended our support to our drivers' families. We launched an educational financial assistance program for drivers' children in the Philippines, demonstrating our dedication to the well-being of our driver partners. In terms of operation safety, we have maintained an injury-free operation rate of 99.9% in our deliveries. We are also pleased to share that our sustainability endeavors have received recognition from several social care awards in 2023, affirming our unwavering commitment to creating shared value within the communities we are a part of.

Our long-term success relies on the commitments and dedication of our engagement with our stakeholders in the communities, we invite your feedback on Lalamove's sustainability performance as we continue our journey of "Driving Sustainability to Deliver Success". Your insights are crucial in helping us shape a more sustainable future.

Shing Chow
Founder & CEO



Overview

Deliver faster and safer with Lalamove

Founded in Hong Kong in 2013, Lalamove ^[1] is an on-demand delivery platform born with a mission to empower communities by making delivery fast, simple and affordable. At the click of a button, individuals, small businesses and corporations can access a wide fleet of delivery vehicles operated by professional driver partners. Powered by technology, Lalamove seamlessly connects people, vehicles, freights and roads, moving things that matter and bringing benefits to local communities.

Currently, we have operations in over 400 cities across 11 global markets, and we are still scaling up.

Through our 24/7 on-demand delivery platform, we are connecting users and drivers around the world to move things that matter. We will continue our efforts in fostering a healthy and tech-driven ecosystem that brings positive impact for our driver partners, merchants, users and the communities we serve.

OUR SERVICES



Intra-city Delivery



Inter-city Delivery



Corporate Logistics Solutions



House Moving Service



Less-than-truckload (LTL) Shipping

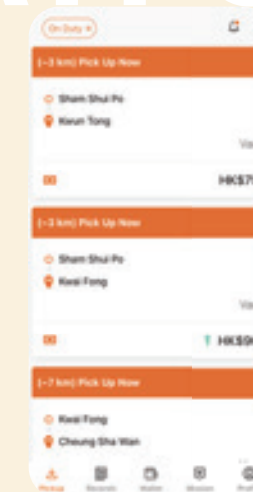


Vehicle Sales, Leasing & Aftermarket Services

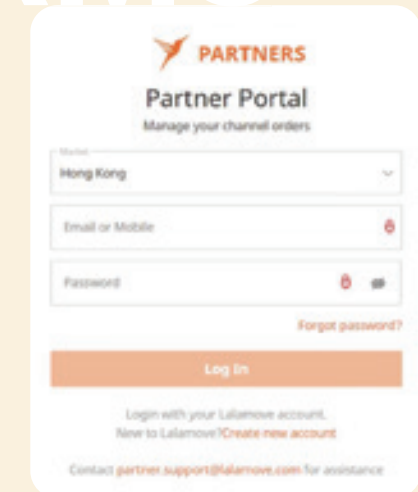
OUR PLATFORMS



Consumers



Driver Partners



Merchants

^[1] operating in Mainland China under the brand name "Huolala"

About this Report

Reporting Period

The Lalamove Sustainability Report 2023 covers the period from 1 February 2023 to 31 January 2024 (the "reporting period"). Our Sustainability Reports are published online on an annual basis.

Reporting Standards

While Lalamove is not a listed entity, we voluntarily disclose information in accordance with the GRI Standards 2021. The appendix outlines where you can find information relating to relevant GRI disclosures.

In this Report, we have matched the UN SDGs with our efforts to demonstrate how we have contributed to the long-term prosperity of people and the planet.

Reporting Boundary

Unless specifically stated otherwise, the scope of this report covers all aspects of Lalamove operations in all regions.

Contact Information

We value the views of our stakeholders, if you wish to provide any comments or suggestions, please contact us at sustainability@lalamove.com.

The Sustainability Report is available in both English and Chinese for readers' reference.



2023 Highlights

Reflecting on a fruitful 2023 in sustainability

Lalamove recognizes the importance of ESG policies, processes, and systems in contributing to sustainable and responsible business practices. We believe success is rooted in our long-term commitment to making positive impacts on our carriers, merchants, employees, their families and our communities. We have dedicated to building our ESG work to integrate sustainability into every aspect of our platform. Through these pillars, we aim to extend the benefits of our ecosystem to the wider society.



Transition to Electric Vehicles (EVs)

We expanded our EV fleet, with over 50% of van orders in 2023 being fulfilled by new energy vehicles on Huolala in Mainland China.



Driver Well-being

We provide access to healthcare and delivery support for our driver partners. Furthermore, we extend our support to the drivers' families by launching an educational financial assistance program for platform drivers' children in the Philippines in 2023.



Operation Safety

Our injury-free operation rate is maintained at 99.9% across markets.



Environmental Target

We reveal our first net zero transition plan, aiming to achieve net zero by 2040 across Scope 1 & 2 emissions and committing 50% of fulfilled orders in Mainland China will be completed by new energy vehicles under our Scope 3 emission by 2028.



Deliver Care

We won several social care awards which recognize our dedication to creating shared value in our serving communities.



Data Security

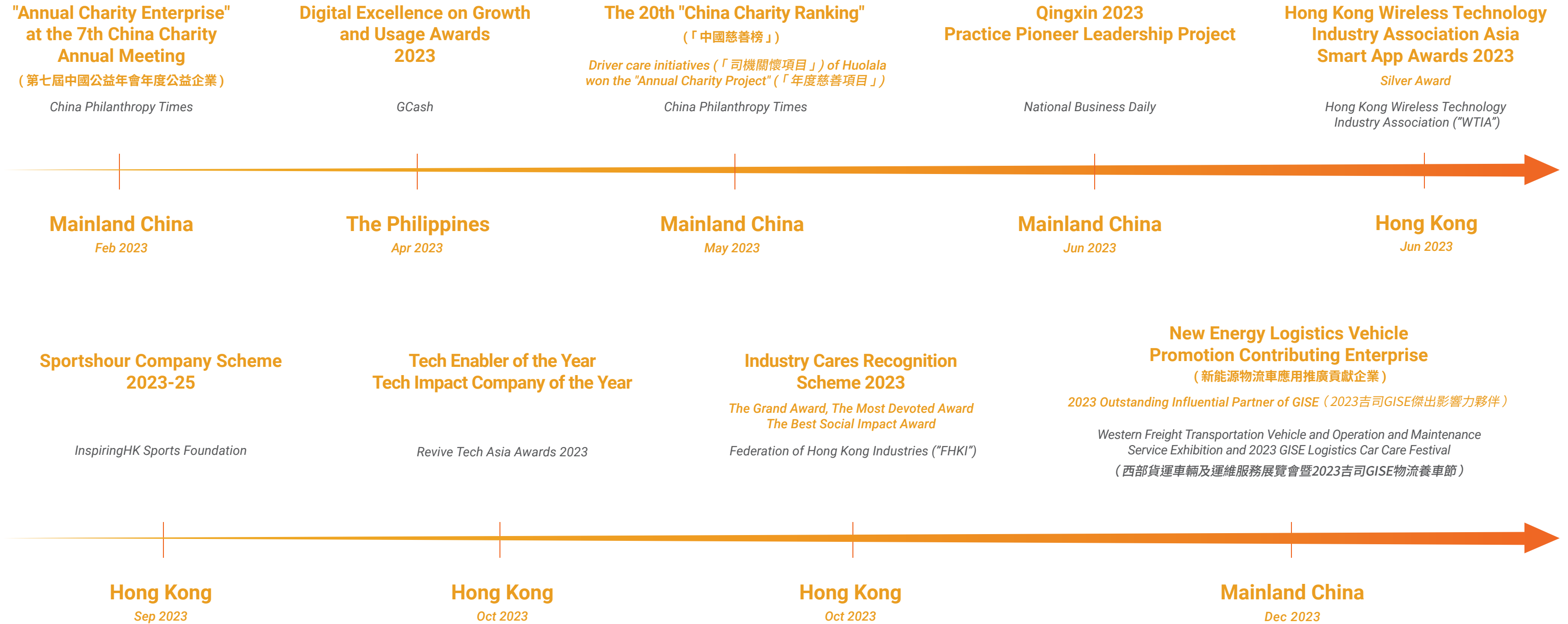
We have kick-started our pursuit of ISO 27701 certification for advanced data protection measures to ensure user privacy, maintaining the highest standards of data security on our platform.



Green Finance

We successfully signed a green and sustainability-linked loan from HSBC, the first of its kind in the industry.

List of Awards



Our ESG Approach



Sustainability Governance

The business world today requires market players to adopt a predictive and proactive risk prevention approach - identifying risks early and solving problems as they emerge. At Lalamove, we are always prepared to adapt to market changes, turning risk into opportunities by developing viable and fit-for-purpose strategies. Strong corporate governance is essential both to the delivery of our corporate purposes and the maintenance of a culture of business integrity. To this end, we have our ESG governance in place to oversee and implement our ESG strategies.

The integration of our corporate sustainability strategies and objectives is under the oversight of our senior management. This top-level involvement ensures that ESG considerations are embedded into our long-term vision, guiding our decisions and actions to align with our commitment to a sustainable future. To ensure the meticulous execution of our ESG initiatives, our ESG team is entrusted with day-to-day management of ESG matters across all markets in operations. The team works collaboratively across departments, providing insights, implementing strategies, and monitoring progress to drive positive ESG outcomes. We manage ESG-related risks effectively and maintain constant communication and good relationships with multiple stakeholders including regulators, investors, driver partners, users and the public.















Stakeholder Engagement

Proactive Engagement

Our journey towards sustainability is best achieved through partnerships and meaningful engagement with our diverse stakeholders. As we move forward, we are committed to deepening our stakeholder engagement efforts. Our commitment to stakeholder engagement is driven by valuing the significance of their perspectives and concerns in shaping our ESG strategies.

Listening and Adapting

Our stakeholder engagement approach is multifaceted. We actively seek input from a wide range of stakeholders, through surveys, town hall meetings, and dedicated feedback channels, which enable open and transparent communication. Such a communication approach ensures that we remain agile in addressing stakeholder issues and aligning our goals with their expectations.

Key Stakeholder Groups	Engagement Platforms	Key Concerns	Our Approach
Platform Users	<ul style="list-style-type: none"> Focus groups User hotline Mobile app Users satisfaction surveys Website / social media Newsletter 	<ul style="list-style-type: none"> User's service and experience Delivery quality and mobile app design Green transport features 	<ul style="list-style-type: none">  Greening Every Move  Creating a Culture of Safety and Vibrant Gig Ecosystem
Driver Partners	<ul style="list-style-type: none"> Driver surveys Social gathering Mobile app Newsletter Driver partners hotline Focus groups Website / social media 	<ul style="list-style-type: none"> Driver's experience such as flexibility and autonomy Delivery service and mobile app design Health and safety 	<ul style="list-style-type: none">  Greening Every Move  Creating a Culture of Safety and Vibrant Gig Ecosystem
Employees	<ul style="list-style-type: none"> Monthly Townhalls Formal and informal team meetings Internal social gathering Internal communication system Conferences and training 	<ul style="list-style-type: none"> Salary and benefits Career development and training Health and safety Employee volunteerism 	<ul style="list-style-type: none">  Building Sustainable Cities and Communities  Committing to Sustainable Governance
Government & Regulators	<ul style="list-style-type: none"> Panel discussions and roundtables Interviews Letter/ email correspondence Meetings 	<ul style="list-style-type: none"> Legal compliance Commitments to decarbonization Local technology talent development Contribution to the local community 	<ul style="list-style-type: none">  Greening Every Move  Creating a Culture of Safety and Vibrant Gig Ecosystem  Building Sustainable Cities and Communities
Media & Public	<ul style="list-style-type: none"> Meetings Interviews Responses to media enquiries Press releases Press briefings 	<ul style="list-style-type: none"> Commitments to sustainability Community engagement 	<ul style="list-style-type: none">  Greening Every Move  Creating a Culture of Safety and Vibrant Gig Ecosystem  Building Sustainable Cities and Communities

Materiality Assessment

1

Identify

Our materiality assessment has taken both internal and external perspectives into considerations. Internally, we engage cross-functional teams to identify and evaluate potential issues that could impact our business and stakeholders. Externally, we have adopted the advice from investors, industry peers, platform users, driver partners and local communities to gain a more holistic understanding of the broader societal and environmental context.

2

Prioritize

In our assessment, we examine the actual and potential impacts of every material topic. We also adopt a focused approach to prioritize the identified impacts and issues. The process allows us to allocate resources more effectively by evaluating the severity of the impacts and aligning with our global sustainability approach.

3

Validate

We discuss and validate the prioritization of topics with senior management.

4

Integrate

Key issues are integrated into our sustainability strategy and sustainability reports to ensure alignment with stakeholder expectations and sustainability trends.

Our materiality assessment results are presented in the following matrix.



Our Environmental Commitment

As a technology-empowered delivery platform, we always endeavor to integrate sustainable practices into our operations and make our daily operations greener. Lalamove has made significant strides towards achieving our environmental goals by establishing our first set of sustainability targets and Lalamove Environmental Policy in 2023. These targets are developed taking reference to international best practices such as ISO 14001:2015 Environmental Management System.

Developing a low carbon logistics platform is a challenging yet essential journey that we are committed to undertaking. We believe that every small action counts, benefiting not only our business but also our customers and the cities in which we operate. To begin this journey, using 2023 as a benchmark, we have established long-term, as well as medium and short-term goals that will allow us to significantly reduce carbon dioxide ("CO₂") and other greenhouse gas ("GHG") emissions as we prepare for a more environmentally friendly future.

Short-term

Platform Vehicles

In 2028, 50% of our fulfilled orders in Mainland China will be completed by new energy vehicles

Waste

- In 2025, 30% of waste will be diverted away from landfill in our office operation
- In 2025, hazardous waste (e.g. toner cartridges, ink cartridges, used batteries) will be 100% disposed of harmlessly by qualified suppliers

Paperless Operation

In 2025, Lalamove will go paperless in our operation (recycled paper is excluded from the calculation)

Medium-term

Electricity

Achieve net zero target by 2040 across our Scope 1 and 2 emissions

Long-term

Electric Vehicles

Increase proportion of new energy vehicles on our platform



Long-Term Targets

We have embarked on a transformative journey towards our environmental targets, extending all the way to 2050. In line with this ambition, we are working to offer more EV options to carriers. Our aim is to increase the proportion of new energy vehicles on our platform. By adopting sustainable transportation options, we strive to reduce carbon emissions in our operations and contribute to a cleaner and more environmentally friendly future for the logistics sector.

Medium & Short-term Targets

To demonstrate our commitment to our environmental goals and drive meaningful change in the near term, we have established medium and short-term targets.

Scope 1 and Scope 2

Based on our evaluation, Lalamove has determined that Scope 1 emissions, which include stationary combustions and fugitive emissions in our operations, are immaterial. The emissions from the given source are negligible when compared to the GHG emissions produced by the vehicles used on our platform that are owned and/ or controlled by our driver partners, which fall under Scope 3 emissions. We have identified purchased electricity as a significant contributor to indirect GHG emissions.

Scope 3

Lalamove acknowledges the importance of addressing emissions throughout our value chain (Scope 3) and is committed to implementing measures that minimize our environmental impacts.

Platform Vehicles

As platform vehicles are responsible for the majority of Lalamove's carbon emissions (Scope 3), we have set an ambitious target to increase the proportion of new energy vehicles used to fulfill orders in Mainland China to 50% by 2028, using 2023 as a benchmark. In addition to increasing the proportion of new energy vehicles, Lalamove also employs green technology to optimize the utilization and efficiency of delivery vehicles by real-locating idle resources. This approach enables more efficient use of vehicles and roads, reducing traffic congestion and minimizing environmental impacts. For instance, our real-time matching system greatly reduces drivers' idle running time and empty miles. Additionally, our AI-powered navigation solution optimizes route planning, resulting in time and resource savings and consequently reducing carbon emissions per delivery. We will encourage our driver partners to adopt new energy vehicles to reduce carbon emissions from our delivery operations and support the transition to a more sustainable logistics operation.

Waste Diversion and Hazardous Waste Disposal

At Lalamove functional office in Hong Kong, we are committed to diverting 30% of solid waste away from landfills by 2025, using 2023 as a benchmark. To ensure the safe disposal of hazardous waste, such as toner cartridges, ink cartridges, and used batteries, Lalamove works with qualified collectors or recyclers who will dispose of the hazardous waste safely. These commitments minimize potential environmental risks and promote responsible waste management practices.

Paperless Operation

As part of our digital transformation efforts, we have set a target to go completely paperless by 2025. We will achieve this by implementing digital documentation, electronic communication, and efficient data management systems. Our goal is to reduce paper waste and promote a more sustainable and efficient workflow in Lalamove's operations.

These medium and short-term targets are vital steps towards achieving our long-term sustainability goals. We acknowledge the significance of ongoing improvement and will consistently monitor our progress, identify areas for further enhancement, and involve stakeholders to drive a positive environmental impact.



Our ESG Strategy

At Lalamove, our sustainability approach revolves around a set of robust policy commitments that guide our actions across our business functions. These commitments outline our dedication to environmental protection, social responsibility, and strong governance practices, reflecting our commitment to delivering value not only to our shareholders but also to our internal and external stakeholders.

Our ESG strategy is guided by a comprehensive framework that reflects our commitment to embedding ESG considerations into every facet of our daily operations. Our work focuses on four main areas, including "greening every move", "creating a culture of safety and vibrant gig ecosystem", "building sustainable cities and communities" and "committing to sustainable governance". We embrace a robust communication mechanism that encourages all stakeholders, from employees to platform users and partners, to actively seek advice, raise concerns, and provide feedback regarding our ESG practices. This open dialogue ensures that we are continuously improving and adapting our ESG strategies to address emerging challenges and opportunities. In the diagram below, we have mapped our four main focus areas to the most relevant UN SDGs and highlighted the key impacts we are making to contribute to their achievements.

Furthermore, our management approach is centered on recognizing the business and social values. We firmly believe that by integrating sustainability into our platform operations, we are not only minimizing risks associated with environmental and social impacts but also creating new avenues for innovation and growth in our society. Our commitment to ESG is considered as a strategic business decision that enhances our competitiveness, strengthens stakeholder trust, and positions us for long-term success in an evolving platform economy landscape.



Greening Every Move



Managing and Reducing Carbon Emissions

As a digital platform facilitating deliveries, we are aware that one of the most material environmental issues for our operations is carbon emission. At Lalamove, we are committed to prioritizing carbon emission management and reduction as part of our sustainability efforts.

To manage the environmental impacts of our platform, Lalamove measures and monitors our GHG emissions on a regular basis since 2023. We have been following a data-driven approach and developed our in-house GHG emission management system to track our carbon footprints.

A robust GHG emission management system enables us to effectively monitor, analyze, and ultimately integrate emission reduction measures across all aspects of our operations. With real-time data and insights, we will identify opportunities to reduce emissions, optimize energy usage, and implement sustainable practices. We believe that by tracking and reporting our GHG footprints, we will not only hold ourselves accountable and strive for improvement, but also contribute to a greener future.



Accelerating the Transition to Electric Vehicles

In 2023, we have achieved the followings in Mainland China:

>50% of van orders are fulfilled by new energy vehicles.



As at November 2023,

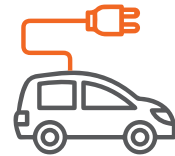
>97% of vehicle sales business and **100%** of rental business are new energy vehicles.

99% year-on-year growth in sales of new energy trucks

Quanzhou and Haikou have achieved

100% delivery by new energy trucks.

year-on-year industry growth of approximately **27%**



>45% of new energy vehicles in Shenzhen, Guangzhou, Foshan and other cities

>80% of new energy trucks in Haikou, Sanya and other metropolitan cities.



Cooperated to provide **670,000** EV chargers, covering **55,000** new energy charging stations and provide charging discounts for our driver partners in **327** cities.

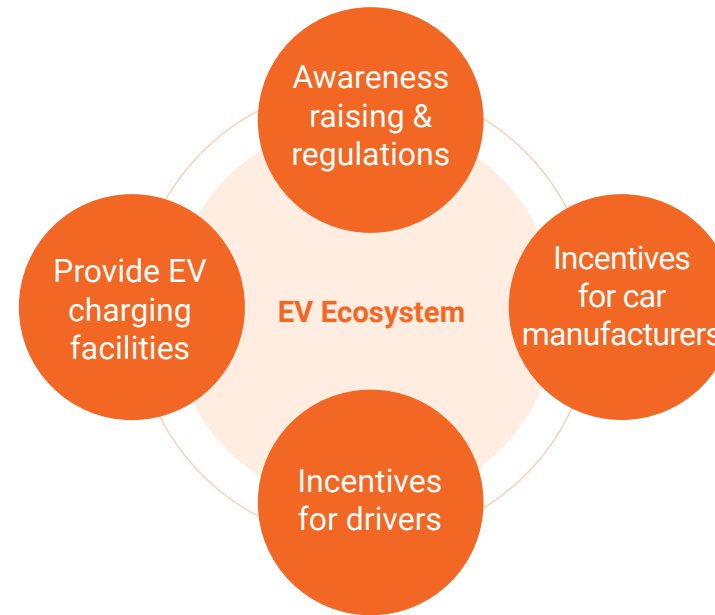
Leading the EV industry in Mainland China

Lalamove recognizes the importance of promoting EVs among our driver partners as the bulk of our GHG emission is Scope 3, stemming from the vehicles on our platform. We actively build partnerships with automakers and industry players to drive the growth of EVs across the region. We are proud to see the increasing proportion of new energy vehicles in our fleet. In 2023, over 50% of van orders were fulfilled by new energy vehicles on Huolala in Mainland China. Over 97% of the vehicle sales business is in new energy vehicles, while 100% of the rental business is in new energy vehicles. There is a 99% year-on-year growth in sales of new energy trucks (year-on-year industry growth of approximately 27%). Among them, Quanzhou and Haikou have achieved 100% delivery of new energy trucks for two years, and three cities, namely Dongguan, Foshan and Zhongshan, will have over 98% of new energy vehicles delivered by 2023. The proportion of platforms using new energy vehicles continues to increase, with Shenzhen, Guangzhou, Foshan and other cities driving more than 45% of new energy vehicles. In Haikou, Sanya and other metropolitan cities, more than 80% of trucks are new energy trucks, becoming cities with regular use of new energy logistics vehicles. By accelerating the adoption of EVs, we aim to significantly reduce our carbon emissions and green every mile we move.



Establish EV Ecosystem through expanding partnerships

Since 2022, we have been actively promoting green logistics, especially new energy vehicles in Mainland China. By integrating ESG concepts with our operation, we aim to improve our impacts on the environment through our products, services, and management. We believe that new energy vehicles can serve as a carrier to convey the concept of low carbon and environmentally friendly transport to our driver partners and society.



Partnership with car manufacturers

We have expanded our partnerships with leading automakers in the industry to provide a wider range of vehicle types. In 2023, we deepened our partnership with renowned automakers such as Wuling Motors (五菱), Karry Auto (開瑞), Ruichi Auto (瑞馳), Shineray Auto (鑫源), Geely Auto (吉利), Changan Auto (長安) and Dongfeng Motor (東風) to meet the growing demand for electric and hybrid vehicles. These partnerships enable us to stay at the forefront of the industry, ensuring that our driver partners have access to over 40 types of new energy vehicles.

Incentives for driver partners

To facilitate new energy vehicle rentals for our driver partners, we have collaborated with financial institutions and leasing companies to provide affordable monthly payment options. Additionally, we offer our driver partners exclusive discounts on insurance and vehicle maintenance services. As a result, an increasing number of our driver partners are transitioning to new energy vehicles through our lease or purchase programs.

Provide EV charging facilities and raise awareness of EV use

In the meantime, we have collaborated with 12 industry-leading charging companies and other charging stations nationwide to expand access to EV charging and provide more benefits for our driver partners. By 2023, we have cooperated to expand our charging network to cover over 55,000 new energy charging stations in Mainland China, including 670,000 EV chargers and provide charging discounts for our driver partners in 327 cities. In Mainland China, Huolala actively shares the latest policies and information on new energy vehicles through various channels such as WeChat (微信), Weibo (微博), Douyin (抖音), and our official website. This helps to address fellow drivers's concerns about replacing their vehicles. We will continue to expand partnerships with different networks to support the growth of green mobility and establish a comprehensive EV ecosystem.

One Move Forward for EV Adoption in Hong Kong

We are excited to be partnering with Cornerstone Technologies Holdings Limited in Hong Kong to offer a one-stop electric van rental solution, a low-barrier path for drivers to get a taste of the benefits that come with e-van adoption. The pilot program is a step further in our sustainability efforts to accelerate the adoption of EVs in the logistics industry.

Lalamove shared at Cornerstone's event the challenges our driver partners have in mind when considering the switch to e-vehicles and how Cornerstone and Lalamove are working hand-in-hand to debunk these myths by providing hassle-free and cost-effective rental, parking and charging solutions along with onboarding perks for interested drivers.

Together with partners in the EV and logistics ecosystem, we hope to "green every mile we move".



Huolala won the "Qingxin 2023 Practice Pioneer Leadership Project"

In June 2023, Lalamove was awarded the "Qingxin 2023 Practice Pioneer Leadership Project" ("清馨2023實踐先鋒引領力項目") in the ESG awards event organized by National Business Daily (《每日經濟新聞》) and under the guidance of China Environment Chamber of Commerce ("全國工商聯環境商會") for its active promotion of new energy vehicles to support the carbon peaking and carbon neutrality goals.

As a leading platform in the logistics industry, we recognize the pressing need to address environmental issues and reduce our carbon footprint. We have been actively promoting green logistics and strive to ensure that every mile of our platform vehicles can achieve "zero emission". This in turn further reduces the costs of delivery and can foster a healthy development of low-carbon logistics.

Huolala won the "New Energy Logistics Vehicle Promotion Contributing Enterprise" award



The first "Western Freight Transportation Vehicle and Operation and Maintenance Service Exhibition and 2023 GISE Logistics Car Care Festival" ("西部貨運車輛及運維服務展覽會暨2023吉司GISE物流養車節") was held in Chengdu from 1 to 3 December 2023, and Huolala was awarded the "New Energy Logistics Vehicle Promotion Contributing Enterprise" ("新能源物流車應用推廣貢獻企業大獎") and "2023 Outstanding Influential Partner of GISE" ("吉司傑出影響力夥伴2023").

With the theme of "Buy Good Vehicles, Use Good Vehicles, Maintain Good Vehicles", the conference was organized by the China Federation of Logistics and Purchasing ("CFLP") and brought together representatives from government authorities, industry associations, logistics and transport enterprises, original equipment manufacturers, parts suppliers, freight transport platforms, fleets of trucks, truck drivers, finance and insurance, as well as truck repair and maintenance.

In an all-round, three-dimensional exhibition to display new products of freight vehicles at the same time, the establishment of a number of thematic forums, by 50 representatives of logistics, new energy, truck aftermarket, fuel efficiency and environmental protection and other related areas of well-known experts, head of the enterprises and other guests to bring the most cutting-edge speeches and sharing.

Lalamove Signs First Green and Sustainability-linked Loan with HSBC

Lalamove has signed its first green loan and sustainability-linked loan with HSBC in 2023, making it the first company in the technology logistics sector to receive both loans at the same time. Proceeds from the loan will be used as working capital to support Lalamove's ongoing sustainability efforts to reduce the environmental impacts of its business operations and promote green transport.

Lalamove will contribute to the promotion of green transport in accordance with the three sustainability performance indicators under the ESG-related domains, including the proportion of four-wheeled electric and hybrid vehicles, the platform's operational safety indicators, and carbon emission intensity. The indicators have been independently advised by Sustainalytics, an international ESG rating agency.

According to the report, our goal of reducing the carbon intensity of our Mainland China platform Huolala by 5% per annum is ambitious and the related key performance indicators ("KPIs") are strong. The Group's ability to reduce carbon intensity is due to our ongoing efforts and initiatives to encourage drivers to switch from traditional diesel or petrol vehicles to EVs.

Leveraging Technology for Emission Reduction

At Lalamove, we leverage cutting-edge green technology solutions to promote sustainability and minimize our environmental impacts. We understand the significance of implementing innovative methods, including deep learning, artificial intelligence (AI) and big data, to improve operational efficiency and encourage sustainable practices across our operations.

Efficient order-matching mechanism

Lalamove has developed a market-leading AI pricing and order matching mechanism, as well as scheduling algorithms, by using data accumulated from huge amounts of transactions on our platform. Our advanced AI platform technology, powered by big data analytics, enables us to assign orders to the most suitable drivers, considering factors such as vehicle capacity, traffic conditions, and real-time freight demand. Drivers can usually respond **within 15 seconds** after customers submitting an order. For same-city orders, they can typically arrive at the pickup location **within five minutes**. By optimizing the matching process, we greatly reduce drivers' empty mileage, avoiding unnecessary fuel consumption and emissions. This approach not only enhances operational efficiency but also minimizes environmental impacts by maximizing the utilization of available resources.



Leveraging Internet of Things (IoT) Technology

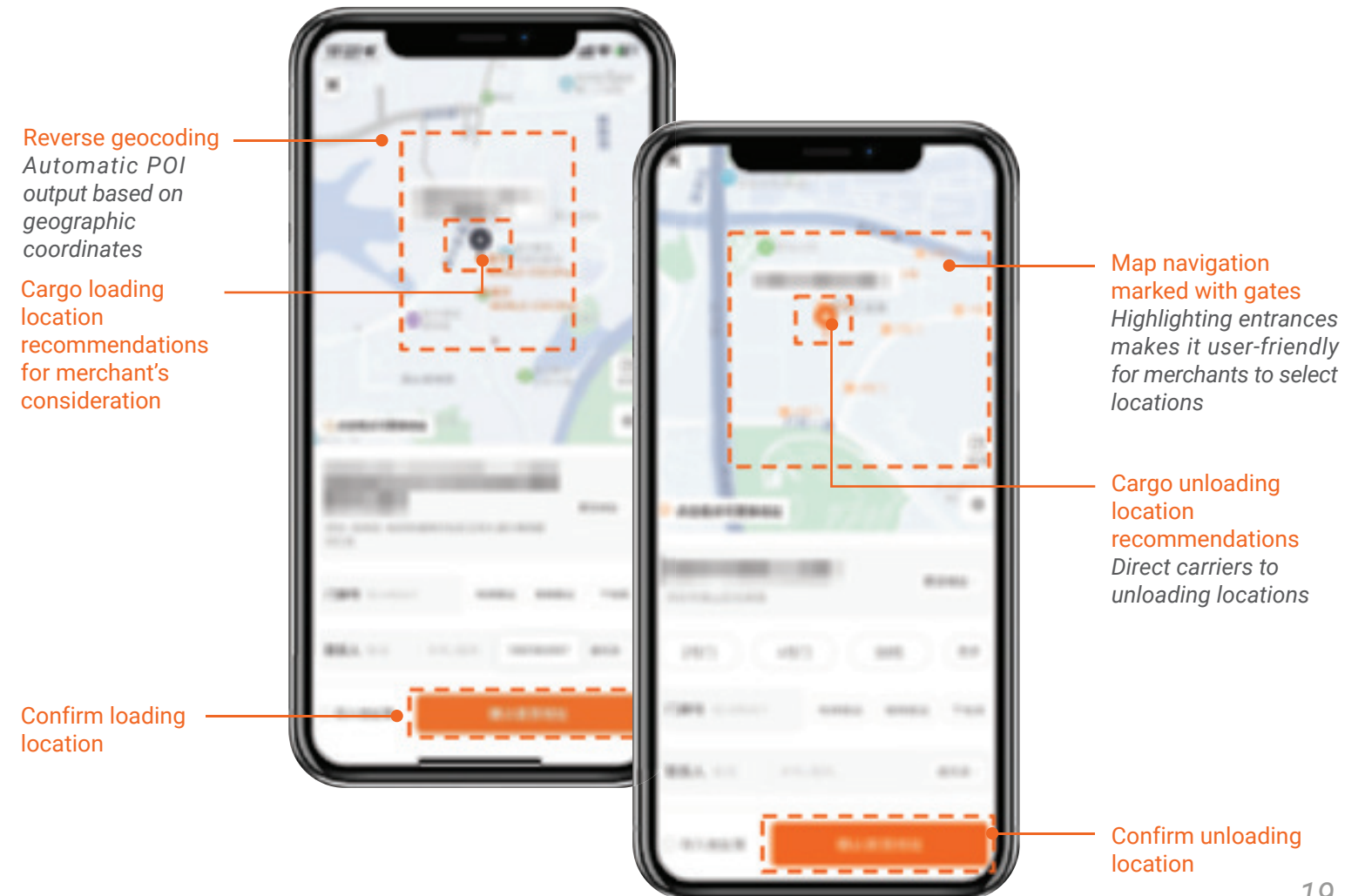
Lalamove utilizes Internet of Things ("IoT") technology and introduced the intelligent transportation IoT system called "Anxinla" ("安心拉") in March 2021. Anxinla enhances safety, transparency, and operational efficiency for both merchants and carriers by incorporating various features. These include audio and video recording inside and outside vehicles, real-time vehicle positioning and route tracking, alarm systems, voice prompts, and built-in algorithms. Anxinla's unique three-camera design provides real-time information on road conditions, carrier status, and cargo abnormalities. Lalamove is the first company in China to implement a large-scale three-camera IoT system for freight transportation. With this intelligent transportation IoT system, Lalamove enables the creation of a safer and more sustainable transportation ecosystem.

Three-camera System



Tailor-made map for logistics

We are proud to be the first digital logistics platform in Mainland China to use AI-powered digital map in collaboration with qualified third-party digital map service providers optimized for freight operations. Digital maps used in freight transportation require a higher level of accuracy and reliability and more road-freight specific points-of-interest ("POIs") (i.e., specific locations on a digital map which may be of interest to a user, such as gas and service stations) and other traffic information (e.g., road restrictions and blocks). As freight goods must be carefully managed from origin to destination and loaded/ unloaded at specific locations. By integrating traditional mapping technologies with big data and deep learning, our app recommends the most time- and distance-efficient delivery routes, reducing overall carbon emissions.



Sustainable Operations

Lalamove demonstrates its commitment to green operations by complying with applicable environmental laws and regulations in every market it operates. Through establishing Environmental Policy, sustainability approaches are integrated into corporate decision-making and business operations, ensuring that environmental considerations are always taken into account. Lalamove actively engages with stakeholders to identify and address sustainability issues, with the goal of reducing carbon footprint resulting from our operations. Lalamove is committed to monitoring environmental issues and adhering to sustainability standards. We continuously enhance our resilience by adopting innovative practices and technologies.



Energy Saving and Emission Reduction

In line with our commitment to energy saving and emission reduction to mitigate our environmental impact, Lalamove actively monitors energy performance data and integrates energy efficiency considerations into our day-to-day operations. We leverage innovative technologies to improve energy efficiency and reduce carbon emissions, aligning our operations with our sustainability goals.

As a responsible tenant at our functional office in Hong Kong, we have pledged to maintain an average indoor temperature of 24-26 degrees Celsius during the summer months of June to September in 2024. This optimizes cooling efficiency and reduces unnecessary energy usage, resulting in lower emissions associated with air conditioning.

In addition to temperature control, we prioritize energy conservation at Lalamove by switching off electrical appliances and systems when not in use, including lights, computers, and other equipment throughout our office. We circulate internal memos to staff to encourage environmentally friendly practices.

By promoting a culture of energy consciousness among our employees, we actively contribute to reducing energy waste and associated emissions. Additionally, procuring energy-efficient appliances is a key aspect of our emission reduction strategy. Lalamove prioritizes the procurement of electrical appliances with Grade 1 energy labels, ensuring they meet high energy efficiency standards. Choosing energy-efficient appliances not only reduces our environmental impacts but also drives market demand for sustainable products.

Additionally, Lalamove actively encourages employees to embrace digital documentation, electronic communication, and efficient data management systems to further reduce emissions and achieve a paperless office. Our goal is to reduce paper consumption and associated emissions from paper production by eliminating unnecessary printing and photocopying. We prioritize electronic communication and approval processes to minimize the need for printed materials and physical signatures. By leveraging technology platforms and digital workflows, we enable efficient and secure communication, eliminating the need for paper-based correspondence and reducing our carbon footprint.

Waste Management

Lalamove is committed to implementing effective waste management practices that prioritize environmental sustainability and compliance with relevant regulations. Lalamove has undertaken several initiatives to minimize waste generation, promote recycling and ensure the safe disposal of hazardous materials.

At the functional office in Hong Kong, we have met the requirements of the Programme on Source Separation of Commercial and Industrial Waste. This program ensures that waste generated by our operations is properly classified and separated, facilitating efficient recycling and reducing the amount of waste sent for disposal. We have also placed three-color recycling bins throughout our facilities. These bins allow our employees to separate recyclable materials such as paper, plastics and metals at source, diverting them from landfills and promoting a circular economy.

In addition, Lalamove works closely with qualified collectors and recyclers to dispose hazardous waste safely, including toner cartridges, ink cartridges and used batteries. We prioritize partnerships with reputable companies that adhere to strict environmental standards to ensure the proper treatment and recycling of these materials. Furthermore, joining hands with our property management company, we participate in and support the Rechargeable Battery Recycling Programme by providing designated collection points for used batteries. In this way, we contribute to the responsible management of hazardous waste, preventing potential environmental damage.

Water Management

At Lalamove, we understand the significance of responsible water management in our commitment to environmental sustainability. Our environmental policy ensures compliance with all water-related regulations in our operating markets, prioritizing conservation and efficient use of this vital resource.

One of our primary focuses is ensuring that all employees at our sites have access to safe water, sanitation, and hygiene. We acknowledge the importance of providing clean and accessible water to our staff which promotes their well-being and supports a healthy work environment. At the functional office in Hong Kong, the majority of the water supply facilities are provided and managed by the property management company that meets the standards of the Quality Water Supply Scheme for Buildings - Fresh Water (Management System) (Gold). This certification demonstrates our practice of maintaining high standards of water management to ensure the quality and reliability of our water supply systems.

To further improve our water conservation efforts, we prioritize the implementation of water-efficient equipment and practices across all our operations. We consistently evaluate our water usage and implement measures to reduce consumption by utilizing water-saving devices and awareness campaigns. We encourage all employees to develop the habit of conserving water.

Materials and Natural Resources

At Lalamove, we are committed to the principles of circular economy and promoting sustainable packaging practices. We recognize the environmental impacts of packaging materials and encourage our staff, users, and suppliers to adopt innovative and environmentally responsible packaging solutions. Our business prioritizes promoting sustainability practices and efficient use of natural resources. We recognize their vital role in achieving long-term environmental sustainability.

To fulfill our commitment, we strive to reduce waste and optimize material usage throughout our operations. We encourage stakeholders to consider packaging alternatives that prioritize recyclability, reusability, and the use of renewable or recycled materials. By engaging our staff, users, and suppliers, we aim to create a culture of environmental responsibility and raise awareness about sustainable packaging practices.

Environmental Management of Data Center

While Lalamove does not directly own data centers, we partnered with data center providers who prioritize energy efficiency, employ sustainable technologies, and adhere to relevant ESG standards. This helps us reduce the environmental impacts of our data center operations. We regularly evaluate our partnerships and seek ways to enhance their environmental management practices, promoting a more eco-friendly and sustainable digital infrastructure for our operations.



Creating a Culture of Safety and Vibrant Gig Ecosystem



Commitment to Drivers

We recognized the fundamental role played by our driver partners in our daily operations. It is our will to foster inclusivity and vibrancy in the platform economy. Our commitment approach is to uphold the five pillars in order to achieve a win-win partnership with our driver partners. Our drivers are empowered with flexible and transparent earning opportunities and free control over their work schedules. Drivers can always make an informed choice according to their preferences on our platform.



Flexibility



Autonomy



Opportunity & Empowerment



Transparency



Safety & Welfare

Hear from Our Drivers



Driver partners appreciate the flexible job opportunities provided by Lalamove.

In mid-2023, we conducted our Annual Driver Survey across 10 markets with a total of 18,511 responses received.

While income is the main motivation when joining Lalamove, drivers are also considering work that allows flexibility, enjoyable driving. We help our drivers connect with the customers, allowing them to choose the orders based on their preferences and schedules. In some markets, drivers also appreciate the app's easy use and customer service responsiveness.

Top 2 factors for drivers to join Lalamove:

57% Get side income

57% Enjoy work that allows flexibility



*I am very grateful to Lalamove because this was **my source of income when I lost my job** and came back here to the Philippines. It is a big help for me and my family. My wife and I deliver together and I am happy because we have been in a long-distance relationship for almost 30 years, so I am very thankful that I found a job where we can be together.*

A Driver Partner in Lalamove Philippines ^[1]



***Lalamove is an important platform in my daily life.** When I joined, I was impressed with the dynamics and freedom offered to the drivers. I recommended it to many friends and was satisfied with the initial results. Today, I have a significant number of favorite clients that I am proud to have acquired, and they even call me before dispatches so that I can accept the offers and serve them, with trust and responsibility being the main factors.*

A Driver Partner in Lalamove Brazil ^[1]



^[1] Extracted from Driver Survey Report 2023

Women Empowerment

Our Female Drivers shine with Lalamove



We take pride in our diverse community of driver partners, including the amazing women who contribute to our platform. We are committed to creating an inclusive environment that welcomes individuals from all walks of life. It is inspiring to see the increasing number of female drivers actively engaging in our platform in recent years. In the latest Huolala's Female Truck Driver Engagement Report, there is a significant increase in female drivers in Mainland China from around 20,000 in 2022 to almost 50,000 monthly active female drivers in 2023. In addition, according to the report, nearly 30% of female drivers on Huolala in Mainland China were born after 1990, reflecting the increased proportion of young women participating in the platform's workforce and demonstrating the empowerment and opportunities Lalamove offers women in the labor market.

Shining a Spotlight on Our Female Drivers

Throughout 2023, we took chances to give shoutouts to our supportive female drivers and celebrate their success together in the community.

Empowering women earning opportunities during economic hard times

Juliana Jorimi, 2nd year at Lalamove Singapore, found a sense of empowerment working as a delivery driver to provide for her kids. She expressed that her time at Lalamove has not only allowed her to be a dedicated mother but also helped meet her family's financial needs.



As a single mom, Lalamove gives me the flexibility to earn while spending quality time with my son and support his future.

Juliana Jorimi
A Driver Partner in Lalamove Singapore

Big Shoutouts on International Women's Day

The biggest impact Lalamove has left on my life has been professional growth. It has improved my personal life and simplified my housework, allowing me to develop myself as a person, as a professional and as a woman. Plus I can devote time to studies, family, or any other activities I like.

Sury Sadai Ortega Gutiérrez
A Driver Partner in Lalamove Mexico City



"Lady Bossing" - A family bonding day in the Philippines

We want to give credit to our hardworking and amazing mothers on the road. As such, we organized a bonding day for our female drivers to enjoy a fun day with their kids in May 2023.



Whatever it is that men can do, women can do, too.

Jovylyn Kablingue
A Driver Partner in Lalamove Philippines



Lalamove is a game-changer to our family. My earnings in Lalamove help me in augmenting our budget at home.

Joy Bell Jalandoni
A Driver Partner in Lalamove Philippines

Driver Care Initiatives

Financial Empowerment

We value the importance of empowering our drivers to build their financial stability in times of disasters, the educational needs of children and to improve their quality of living.

Educational Support for drivers' children in the Philippines

Successful Awarding for 100 Driver Beneficiaries

In the Philippines, we have launched the "BiyahEdukasyon" initiative, offering educational financial assistance to 100 driver partners' children, providing grants of up to PhP 20,000 for the upcoming academic terms from senior high school to college, covering various educational expenses, including tuition fees, school supplies, miscellaneous costs and even day-to-day expenses. The program is open to driver partners in Luzon, Greater Metro Manila, and Cebu. Through this program, we want to show gratitude to our drivers and uplift the lives of their loved ones.

On 22 November 2023, 100 driver partners were awarded in the "BiyahEdukasyon" Awarding event. The event was a great success alongside with the support from government representatives and the media. We ended on a high note with happy and grateful driver partners alongside their kids and family members. We believe in empowering our driver partners and their families with education for personal and career growth, and we are honored to contribute to their educational journey for a brighter future.

PAG - IBIG partnership in the Philippines

Meanwhile, our market team in the Philippines has partnered with Pag-IBIG Fund to empower our drivers in reaching financial stability and homeownership. The memorandum of agreement allows drivers to gain access to many benefits and services including high-yield savings, housing loans, and the Pag-IBIG Loyalty Card Plus. This partnership underscores Lalamove's commitment to driver empowerment and community support, aligning with our broader efforts to enhance the welfare and benefits of drivers.

Talent Scholarship for drivers' children in Huolala

In 2023, Huolala responded through the charity foundation to launch the "Front Orange Program" ("前橙計劃") talent scholarship. This scholarship was awarded to drivers' children who excelled in the 2023 Chinese College Entrance Examination. Additionally, we organized a group of driver's children to participate in the "Huolala Talent Summer Camp" ("貨拉拉優才夏令營") in Shenzhen and Hong Kong in January 2024. This camp aimed to broaden their horizons and inspire their educational and career aspirations.

Driver Care Fund in Huolala

Since the launch of the "Driver Care Fund" in Huolala in November 2018, it has assisted and recognized multiple drivers who faced major difficulties. Particularly, the latest Driver Care Fund V2.0 has been revised to increase the application threshold, so that we can expand the beneficiary scope.



Driver's Well-being

Not only do we proactively promote health and well-being in our driver community, but also include our drivers' families on the road in celebrating drivers' support of our platform.

The Philippines - New Driver Partner Center

Apart from the designated rest areas in high density driver zones in the cities of the Mainland China, we are thrilled to have the grand opening of our new driver partner center in Manila in 2023. In the opening ceremony, we invited some of our supportive drivers to celebrate with us and shared the center's new features and services that would help us to provide exceptional services in our everyday driver operations.



Huolala - Driver Health Month

To further promote health knowledge to our drivers, Huolala designated September as the "Driver Health Month". Additionally, the "Worry-Free Plan" was launched as a driver welfare project which aims to improve drivers' health. One of the items we add to our onboarding gift pack is a massager to relieve the muscles of our drivers during their driving days. During the initial phase of the plan, we have already gifted out 5000 gift packs in 23 cities, including Zhejiang Taizhou, Jiangsu Xuzhou, and Fujian Zhangzhou.



The Philippines and Hong Kong - Driver Appreciation and Celebration

The Heroes who Inspire their Children

In the Philippines, we seized the opportunity during the Day of Valour to organize a driver appreciation day for our driver partners and their kids to enjoy a bonding day. It was partnered with Toys"R"Us, MemoExpress, and Unioil.



In Hong Kong, we organized a BBQ feast in April 2023 for our amazing driver partners and their families, and we distributed gifts to our driver partners and their children to celebrate Children's Day as well.



Vietnam - "Happy and Smile" Restaurant (A Social Meal Project)

Delivering thousands of delicious and warm meals

In Vietnam, our team has accompanied the Lotus Charity Foundation to bring "Happy & Smile Rice Restaurant" to thousands of disadvantaged people and driver partners in HCMC and Hanoi. During the event period, all drivers can come and enjoy a decent full lunch at a low price. We wish to add health and smiles to our driver partners so that they can be ready for long journeys during the day. Additionally, our team has been continuously supporting the transportation of materials and food to shelters via all types of vehicles available on our platform. Together through social partnerships, we want to extend our support to everyone in the community.

Capacity Building

We are committed to the holistic growth of our drivers, not only in their delivery responsibilities but also in their personal and professional development. To support this, we organize vehicle maintenance workshops and offer upskilling courses to ensure that our drivers have the tools and knowledge to thrive in all aspects of their lives.

Vehicle Maintenance Workshop in Malaysia

As we understand that keeping vehicles in good condition is essential for our drivers to make deliveries, we want to take a step further to give them essential knowledge of vehicle maintenance. Earlier in 2023 in Kuala Lumpur, our local team organized a vehicle maintenance workshop for our delivery partners and the public, sharing some useful knowledge and tips from fuel refilling to maintenance. We are delighted to observe that participants have been able to derive valuable insights from this workshop.

Free Upskilling Courses with International College in Malaysia

Creating Pathways to Success with Free Upskilling Courses

At Lalamove, we are constantly on the lookout for upskilling opportunities to empower our drivers to excel in their careers. In 2023, we are delighted to partner with International College of Sports and Management ("ICMS") in Malaysia to offer free academic courses, including topics such as Customer Service, Digital Marketing and more, with each course catering to 50 Lalamove driver partners. Meanwhile, ICMS students can earn additional income while studying, by becoming Lalamove driver partners and receive a free Modernas Kriss motorcycle. We firmly believe that such upskilling opportunities we offer will serve as the foundation for social mobility and foster the development of a healthy and vibrant platform economy.



We grow with our drivers: turning wheels into professional success

We are proud to witness one of our driver partners' successful stories in the Philippines. Rainer Salvador has become one of our drivers since 2021. Because of our flexible work nature, Salvador was able to have full control of his time to pursue his other life goals. Having been a working student for several years, Salvador has successfully finished his bachelor's degree at Bataan Peninsula State University in 2023.

In recognition of our unwavering commitment to driver care, we have been honored with several prestigious awards that acknowledge our dedication to our efforts in Mainland China.



"Annual Charity Project"

In May 2023, we were honored with the title of "Annual Charity Project" with our driver care initiatives across Mainland China cities under the 20th "China Charity Ranking" guided by the Ministry of Civil Affairs of the People's Republic of China and organized by the China Philanthropy Times.

"Orange Sunshine" Assistance Project

Aiming to provide welfare services to truck drivers, China Seafarers' Construction Union, China Federation of Logistics and Purchasing, China Road Transport Association, China Transportation Association, and China Workers' Development Foundation have initiated the "Warm Journey - Truck Driver Career Development and Protection Action", its launching ceremony was held in Beijing in August 2023. During the event, our "Orange Sunshine" Assistance Project was selected as the annual contracted project.



Operation Safety

Our unwavering commitment to safety is demonstrated through our comprehensive safety measures and collaborative efforts, both internally and externally. We have established a robust operational safety mechanism that begins with our dedicated safety task forces in our markets. The safety teams routinely monitor and assess potential risks, optimizing route settings, and issuing reminders to our drivers about road restrictions and traffic alerts. These measures aim to ensure safety and minimize the incidence of accidents and injuries on the road across all markets we serve.

In the event of an accident, our driver partners are provided with comprehensive guidance on the necessary steps to take, including information about compensation coverage. This is facilitated through our issue-ticket system, which meticulously records incident cases, creating a robust solution mechanism that spans from issue initiation to resolution and evaluation.

Internally, we foster a culture of safety through cross-functional partnerships. Our teams work cohesively on safety initiatives, leveraging their collective expertise and efforts to uphold the highest safety standards. Regular meetings are convened to review safety performance and implement necessary adjustments.

Externally, we maintain open communication channels with our drivers, valuing their insights and experiences as vital contributions to enhancing our safety protocols. To ensure transparency and prompt action, we conduct timely internal reporting, allowing our senior management to stay informed about incident rate trends and instruct appropriate preventive measures when necessary.

During the reporting period, Lalamove's operation across its markets achieved a 99.9% injury-free operation rate. We have succeeded in maintaining the number of incidents involving minor, serious and fatal injuries at less than or equal to one for every 1 million km across all markets which we operate, a target which our platform has achieved since 2020.



Safety Initiatives

Beyond our comprehensive safety mechanism, we are dedicated to fostering a culture of safety within our driver community. We provide our registered drivers with several types of training. All newly registered drivers are required to undergo a series of onboarding training sessions, including standard of services, driver policies, traffic rules and safety standards for emergency responses. Regularly, we disseminate notifications via our driver mobile application, serving as a constant reminder for drivers to adhere to local laws and platform guidelines. This approach underscores our commitment to promoting safety and compliance at all times.



Red Cross x HKPF Driver Safety Training in Hong Kong

In Hong Kong, we are delighted to collaborate with the Hong Kong Red Cross and the Hong Kong Police Force to offer a first aid and road safety training to our driver partners in February 2023. The event served as a rewarding opportunity for drivers to enhance their understanding of emergency road responses and heighten their awareness of potential fraud scenarios.



Motorcycle Riding Academy in the Philippines

Alongside our educational initiatives for van and truck drivers, we are equally committed to safeguarding our two-wheeler riders. In September 2023, our team in the Philippines joined forces with the "Metropolitan Manila Development Authority" ("MMDA") to launch the Motorcycle Riding Academy in Pasig City. This academy is dedicated to providing our riders with free training on the correct and safe operation of motorcycles. Our ultimate aim is to equip our riders with the essential knowledge and skills for safe riding, fostering a long-term commitment to road safety.

National Safety Promotion Month in Huolala

In order to better educate our platform drivers and company employees about safety and enhance safety awareness, Huolala cooperated with the 22nd National "Safety Production Month" in June 2023. Centered around the theme "Everyone Talks About Safety and Responds to Emergencies", we launched a series of safety promotion activities via both online and offline channels. We hosted two safety-themed live broadcasts, where for the first time, our safety team interacted online with drivers through Huolala's live video broadcasts, explaining safety knowledge and incident response techniques. The live broadcasts attracted a total of 170,000 driver participants, with an interaction rate that reached 58%. In addition to online safety knowledge promotion activities, Huolala also cooperated with local government departments in various places to carry out offline safety training activities. In Changsha, we organized a traffic emergency drill, where our Changsha branch participated as a co-organizer, and Huolala drivers participated in traffic accident emergency rescue, cargo transfer, hazardous material leakage disposal, and traffic accident scene handling. In Wuxi, we cooperated with local government departments to hold a seminar for drivers, covering topics such as safety management responsibilities, interpretation of safety regulations, and knowledge of common types of fraud and prevention strategies.



Building Sustainable Cities and Communities



Growing with the Community under Digital Transformation

The acceleration of digitalization continues to bring new opportunities to the global market. As a technology-driven platform company, We firmly believe in the importance of data density and technological maturity for market growth. Taking advantage of our technological capacity to drive digitalization, we empower small and medium enterprises (SMEs) and the community to thrive in the new digital economy by equipping them with the right digital tools to scale up their businesses and development.

Towards Digital Platform Excellence

Lalamove has always been leveraging our unique technology to connect people, vehicles, freight and roads. We continue to move things that matter in bringing the best digital platform experience to our users.

- In June 2023, in the "Asia Smart App Awards 2023" hosted by the Hong Kong Wireless Technology Industry Association, we have won the silver award for our app's user-friendly interface and commitment to delivering fast, simple and affordable delivery services to our global users.
- Whilst in the Philippines, our app has received the "Digital Excellence on Growth and Usage Awards 2023" organized by GCash, a leading fintech company in the Philippines through its accessible and convenient digital wallet app. For years, Lalamove and GCash have been strong partners in making cashless transactions more accessible to Filipino users and driver partners. We are honored to be recognized as one of the outstanding brands that drive growth and usage through partnerships.



Enhancing Logistics Efficiency with Digital Tools

Same Day Delivery

As we continuously seek to offer a seamless digital platform for last-mile logistics services, we have been dedicating efforts to offering more flexible delivery options in response to the ever-changing market trends and demands. We observed that flexible but speedy delivery options are the top preferences for consumers when they decide to make online purchases. As such, we have launched "Same Day Delivery" services in some of our major markets, such as Hong Kong and Cebu.

In Hong Kong, we teamed up with corporates and online retailers to offer "Same Day Delivery" services to consumers. It is a more economical delivery options which could help SMEs and e-commerce businesses become key differentiators to meet consumers' demands while also saving costs. One of our corporate partners is Carousell Group, in which we offer exclusive delivery promotions for Carousell merchants to deliver heavy and bulky items like home appliances.



Empowering SMEs through Federated Learning Technology

On the way to power up our SMEs, we are thrilled to have an exciting partnership with Standard Chartered Bank in Hong Kong, leveraging "Federated Learning" technology provided by Hong Kong Applied Science and Technology Research Institute ("ASTRI"). This collaboration aims to empower SMEs by matching them with suitable financial products and services based on their behavioral patterns on our platform. The technology uses machine learning to analyze encrypted alternative data, enabling our corporate users to access bank loans more easily by pre-analyzing their financial data. This initiative is particularly significant given the financial challenges faced by SMEs, such as irregular income streams and difficulties in accessing credit. By harnessing financial technology, this collaborative initiative can offer innovative tools to help SMEs better manage their finances and plan for the future. It is also set to significantly influence the financial landscape in the digital platform economy. At Lalamove, SME empowerment is always a key focus to us so this project aligns with our mission to enhance the accessibility of financial products for our SME clients through seamless and secured matching algorithms. In the future, we are committed to addressing the challenges faced by SMEs, and we hope to grow faster and further with our corporate clients by supercharging their growth and expansion.



Our COO, Paul Loo, sat down with fellow speakers from Standard Chartered Bank, Ant Group, and Gobi Partners at Hong Kong FinTech Week and spoke on how a technology company like Lalamove can harness the power of Hong Kong's robust fintech ecosystem.

Youth Empowerment

At Lalamove, we believe in the power of youth and their ability to shape a better future. Through internships and various engagement channels, we want to unleash the potential of the next generation, providing them with the tools, guidance, and opportunities they need to thrive.

Nurturing Future Tech Talents

Hong Kong - Scheme of Corporate Summer Internship on the Mainland and Overseas 2023

Tech talents are our invaluable human assets in driving platform operation success at Lalamove. That is why we make great investments in developing future young leaders to fuel innovation together. In the summer of 2023, we are glad to have participated in the Scheme on Corporate Summer Internship on the Mainland and Overseas, organized by the Home and Youth Affairs Bureau of the HKSAR Government. It is a good opportunity to demonstrate the impacts brought by a private-public partnership in youth empowerment. We are delighted to have accompanied a few of our interns to experience a rewarding 6-week internship program in our offices in Hong Kong, Shenzhen and Manila. Throughout this period, our interns gained hands-on experience by collaborating with our exceptional business teams in product development, marketing and driver operations.



Campus Recruitment and Global Trainee Program

Nurturing young talent is also our key commitment, and we are always keen to build strong relationships with students. In 2023, Lalamove's talent acquisition team has been actively engaging with leading universities in some of the major markets. We have participated in career fairs, providing us with the opportunity to interact with students directly, understand their thoughts and interests, and share the exciting work opportunities we offer across various functions within our diverse and inclusive team. In Hong Kong, we are delighted to participate in the Hong Kong University of Science and Technology Career Mosaic and The Hong Kong Polytechnic University Career Fair and meet and invite ambitious graduating students to join our Global Trainee Program. Our Global Trainee Program nurtures young talents, guiding them to excel and grow alongside industry experts. Through rotations in Lalamove's markets in China and overseas, they collaborate with global talents, positively impacting local logistics projects. We remain committed to engaging with young talents worldwide, gaining insights into their future vision, and fostering them as industry leaders of tomorrow.

Tech Career Sharing in SEA Markets

In mid-2023, we were honored to receive an invitation from the Hong Kong Science and Technology Parks Corporation ("HKSTP") to participate in a 4-day immersive "HKSTP Innovation Mixer". This event provided us with the opportunity to engage with enthusiastic talents from Singapore and Malaysia in person. Our Vice President People and Managing Director SE Asia, Patrick Yu, joined other business leaders in a fireside chat during the Tech Talent Ignite events and shared valuable insights and tips to local talents on advancing their careers with dynamic companies. The occasion facilitated meaningful connections with talent acquisition experts and esteemed professors from leading universities in the region, fostering discussions on the future of talent development in SEA. We eagerly look forward to participating in more events and engagement activities in the near future.

Mira Sari, one of our Global Trainees joining us in 2023 shares her thoughts on the Global Trainee Program:

“ I was immediately enchanted by the vibrant blend of cultures within the office. The diverse backgrounds, languages, and perspectives created a tapestry of unity. Lalamove's unwavering commitment to its core values and standards of excellence was palpable, fostering an inspiring and empowering atmosphere. ”

Mira Sari
Global Trainee



Unlocking Youth Potential in the Community

Strive and Rise Programme

Unleashing Potentials via Mentorships

Lalamove remains steadfast in our commitment to youth development in the community, as demonstrated by our consecutive two-year active involvement in the Strive and Rise Program, a student mentorship program initiated by the HKSAR government in 2022 and 2023. Our volunteers are paired up with student mentees, sharing their life experiences and empowering students to build self-confidence and persistence in pursuing their personal goals. To provide the mentees with a deeper understanding of our business operations and the success of a tech unicorn company born and grow in Hong Kong, we organized an office visit. This visit allowed the students to witness firsthand the power of collaboration and synergy within our organization and encouraging participating students to explore their interests and strengths during the visits. In a noteworthy achievement, our Product Director, Howard Law, was featured in public media interviews in 2023, sharing his journey in forming a strong bond with his mentee fuelled by their passion for tech, robots and writing program codes. The duo proved that mentoring extends beyond sharing knowledge and expertise. We are glad to see Howard received the Active Participation Award at the graduation ceremony in November 2023 acknowledging his exceptional commitment to the program and his exemplification of company's commitment to inspiring and empowering young innovators.

Unlocking Youth Creativity for Independence Day

Boosting Student Creativity

Recognizing that creativity is the driving force behind innovation, we actively seek opportunities to foster this vital skill among young students in our communities. In Lalamove Malaysia, we partnered with the Vocational Training Opportunity Centre ("VTOC") of the Young Women Christian Association Kuala Lumpur ("YWCA KL") to celebrate Malaysia's Cultural Heritage in the Merdeka Campaign. In July 2023, we organized a batik shirt design competition for VTOC students aged 17-24. This competition provided a platform for students to interpret and express their ideas based on a real client brief, allowing them to create their own unique designs for the project. This initiative not only promoted creativity and cultural appreciation among the youth but also provided them with a practical experience of working on a real-world project, thereby preparing them for future professional endeavors.



Deliver Care

Disaster Relief

In 2023, we proactively responded to events of public health emergencies and natural disasters.



Brazil Responses

Earlier in 2023, the North Coast of São Paulo region in Brazil was strongly affected by heavy rain and floods, forcing hundreds of people to leave their homes. Lalamove promptly joined forces with a local non-profit organization Central Única das Favelas ("CUFA") to deliver care to the flood victims by supporting the deliveries of 55 metric tons of donations of food and supplies to the affected areas. In addition to deliveries, we also made voucher donations to people who intend to deliver food and materials to the affected areas. Meanwhile, we provided our delivery service to support the São Paulo State Government in the disaster relief operation.

Relief Support from Huolala

In August 2023, severe flood disasters struck places in Beijing and Hebei, faced with a shortage of transport capacity and long logistics time under extreme weather conditions. Huolala responded through the charity foundation and quickly cooperated with the Beijing Yuenmeng Foundation to respond to disaster relief work, providing free delivery services to deliver relief supplies to disaster-stricken areas. Upon arrival, our staff in Huolala joined hands with our driver partners to unload and distribute the supplies together.

In December 2023, following the occurrence of the Jishishan earthquake in Gansu Province, Huolala promptly responded through the One Foundation in Shenzhen, to procure and donate disaster relief supplies including warmth boxes, cotton tents, grain, and smokeless coal to the earthquake-affected areas. These supplies benefited 3,732 individuals across 6 towns and 13 administrative villages in Jishishan County, Linxia Prefecture, Gansu Province. Additionally, The Huolala team actively supported the emergency command center by swiftly deploying corporate resources for disaster relief logistics.

Children Support

We show our support and share happiness with the children.

Sponsoring "Strength 2000" Project in Vietnam

During the beginning of the new school year 2023-24, our Vietnam team partnered with the "Nuôi Em" ("Nurturing Children") foundation through the "Sức Mạnh 2000" ("Strength 2000") initiative to provide educational opportunities to children in the remote highland areas of Vietnam. By sponsoring the delivery costs for the foundation, we are supporting the organization's work in building schools for highland children and granting more education opportunities. We also encourage our community to support this meaningful cause together - Lalamove Rewards Members in Vietnam can choose to donate their LalaPoints to build a better future for the children in Vietnam.



Sharing the Happiness of Ramadan with children in Indonesia and Malaysia

During Ramadan, we were happy to celebrate the festival of victory and happiness with children to exchange smiles and happiness. In Indonesia, we worked with a local non-governmental organization ("NGO"), BAZNAS to distribute basic necessities and school supplies for children's educational needs. Meanwhile, in Malaysia, we partnered with the local radio station, Sinar FM, to spend a memorable day with children in an orphanage filled with fun activities and interactive games. We also delivered necessities and gifts to complete their Eid celebration.

Delivering Necessities to Children on Children's Day

On the Children's Day in Mexico City, we are proud to have planned 13 routes to distribute 15 metric tons of supplies to a local NGO, Comedor Santa Maria. We believe that every child deserves happiness and love, and we are pleased to have the opportunity to contribute to this happiness. By supporting Comedor Santa Maria, we're helping to ensure that these children have access to the basic necessities they need to thrive.

Huolala Charity Run

The Huolala team mobilized nearly a hundred of our employees to participate in a 58-kilometer charity run. With everyone's support, we joined hands with the One Foundation in February 2023, and in cooperation with local civil affairs departments, we went to the villages in Miyun District, Beijing to deliver packages to the children in need there. The packages included cotton clothes, cotton shoes, hats, scarves, backpacks, etc., for meeting the children's daily necessary needs.

In January 2024, The Huolala team integrated its corporate sports culture with philanthropic principles and launched the "Hi Run New Energy Public Welfare Program" ("Hi跑公益新能源計劃"). Under this program, for every accumulated 1 kilometer of exercise distance by employees, the company donates CNY 1 to the corporate foundation. This initiative not only shapes the company's culture and fosters employee cohesion from a social responsibility perspective, but also contributes to creating sustainable social value.



Elderly Care

Malaysia - Care for Senior Citizens on Parents' Day

In conjunction with Parents Day in July 2023, our Lalamove Malaysia team organized heartwarming events at care facilities for senior citizens in Rumah Charis Old Folks Home in Puchong and Pusat Jagaan Impian Syimah in Johor. The program witnessed generous donations from Lalamove's business clients and gathered numerous health supplies for conducting free health checkups for the elderly.



Community Engagement

Making a Paw-fect Move Globally to Support Pets in Need

We are excited to kick off our first global Deliver Care campaign "Make a Pawfect Move" to rally support from our teams and communities from Asia to Latin America for the meaningful cause of animal welfare since 2023. Globally we have partnered with 10 non-profit animal welfare organizations and pet shelters on the Lalamove Rewards platform to encourage our members to support the cause by donating their LalaPoints. Our colleagues in different markets also rolled up their sleeves and dedicated their time to volunteer at local animal shelters, support pet adoption days and generously donate essential pet supplies, with the goal to better the lives of rescued pets.

Lalamove x Home for Homeless Dog Adoption Days

In Hong Kong, we co-hosted two adoption days with "Home for Homeless Dog". From October to November 2023, we partnered with one of the cafes at West Kowloon Harbourfront and turned the cafe into a Lalamove-themed pet-friendly cafe. Visitors can enjoy exclusive offers on Lalamove Rewards and support our SME merchants!



Feeding Vietnam with Lalamove Smiles

We partnered with the Lotus Charity Foundation to support their Smile Cafeterias project in Vietnam, a meaningful initiative that provides low-cost meals to those in need. Not only did this partnership allow us to support a fantastic cause by providing free delivery for the cafeterias' activities across the city, it also helped to bring more business to our driver partners. We are thrilled to be able to give back to the community while also creating opportunities for those who rely on Lalamove for their livelihoods.

Re-distribution of Food Cans with Food Angel Hong Kong

The escalating issue of food waste has increasingly become a significant concern for our environment. We are delighted to have the opportunity to team up with Food Angel, a non-profit organization that emphasizes the importance of valuing food in Hong Kong for their "Canstruction Exhibition", which aimed to raise awareness about the pressing issue of food waste. In a bid to support this noble cause, we sponsored by our delivery service to redistribute over 35,000 food cans to various organizations across Hong Kong after the event. Faced with the challenge of delivering this vast quantity of food cans to multiple charity partners, Food Angel leveraged our extensive fleet of vehicles and multi-stop services to meet their large-scale delivery needs. This project underscores our shared commitment to making conscious choices that value every meal and prevent food waste.



Community Recognition

"Industry Cares Recognition Scheme"

In 2023, we are honored to receive a few awards under the "Industry Cares Recognition Scheme" 2023 organized by the Federation of Hong Kong Industries ("FHKI"), including "The Grand Award", "The Most Devoted Award" and "The Best Social Impact Award". They are the important recognitions of our dedication in the past year to creating shared value through our corporate social responsibility projects in Hong Kong. We are truly grateful for the generous support rendered by our driver partners and our employees for co-creating impacts through the "Deliver Care" initiative during the challenging times of the pandemic and other youth empowerment initiatives.

"Annual Charity Enterprise"

On the other hand, Huolala in Mainland China markets, through its continuous dedication and outstanding performance in corporate social responsibility and charitable activities, has been honored as the "Annual Charity Enterprise" at the 7th China Charity Annual Meeting. The event was organized by the China Philanthropy Times, with support from other foundations. Looking back at 2022, Huolala has demonstrated its role as a socially responsible company in areas such as epidemic prevention, environmental protection, driver care, and road safety.



Staff Engagement and Inclusiveness

A Diversified and Inclusive Workplace

Our Workforce at a Glance

Lalamove values people and actively promotes diversity and equal opportunities in our workplace. The diversity of Lalamove's employees is our significant advantage and highlights our commitment to inclusiveness. In the markets where we operate, acquiring local talent across all levels and positions remains our top priority. This approach furthers our advantage in understanding each market deeply, with no limitations on language, culture and local business landscape.

Over **10,000** employees
from over **30** nationalities
across markets

Diversity and Equal Opportunities

Aligning our people to share Lalamove's mission, vision and core values is key in defining our culture, and to move forward as one unified team. We are committed to empowering our people to succeed, by promoting a fair and supportive work environment. In our daily work practices, we respect and appreciate one another's diverse perspectives and experiences.

Any form of discrimination at Lalamove is prohibited, and our people are required to comply with our zero-tolerance approach to discrimination and harassment. We take a stringent approach to this topic by regularly raising awareness through employee engagement, communications and providing training opportunities to our people on building a discrimination and harassment-free workplace. The training opportunities reinforce our policies and the importance of treating others with respect and dignity, as well as equip them with knowledge of identifying and addressing potential issues effectively. Reporting procedures are implemented and employees are ensured that they can report incidences, guaranteeing anonymity, confidentiality and free from retaliation.

During the reporting period, we did not record any incidents of discrimination, but, we remain vigilant and are prepared to take immediate action should any such incidents arise in the future.



Talent Management

#OneLalamove

Our people are our most important assets. The spirit of #OneLalamove will serve as an enduring source of motivation, fostering a collaborative and cohesive work environment.

Talent Attraction

We plan ahead of our staff recruitment strategies every year according to the development needs of our business priorities and changes in the talent market. We uphold a fair and transparent hiring and selection process that complies with all relevant local regulations. Our decisions regarding candidate selection are based on an overall assessment of the candidate's qualifications for the position.

Employee Benefits

We support our people from different backgrounds and different stages of life. We believe that each individual has the right to be equally treated regardless of their age, gender, race, religion, disability, sexual orientation, marital status or nationality.

We are dedicated to fostering a rewarding and fulfilling career experience for our people through offering competitive compensation and benefits as well as opportunities for promotions and exposure to working in a global environment. We offer compensation packages and performance-based incentives that are aligned with industry standards aiming to attract and retain top talent. Our benefits package includes a range of offerings that address the diverse needs of our employees such as health insurance, retirement plans, paid time off, flexible work arrangement, training resources and employee well-being activities.

We fully comply with local legal requirements with respect to minimum wage and other remuneration requirements. We strive to ensure that we provide competitive benefits to our people that meet or even exceed the local legal standards. We monitor our pay scales carefully and review our wages and benefits regularly to ensure that our remuneration package is always attractive and competitive to retain the best talents in our company.

For temporary and part-time staff, we are committed to taking a responsible employment approach to ensure that our benefits offered to non full-time employees are responsible and fair to meet the local employment regulations.

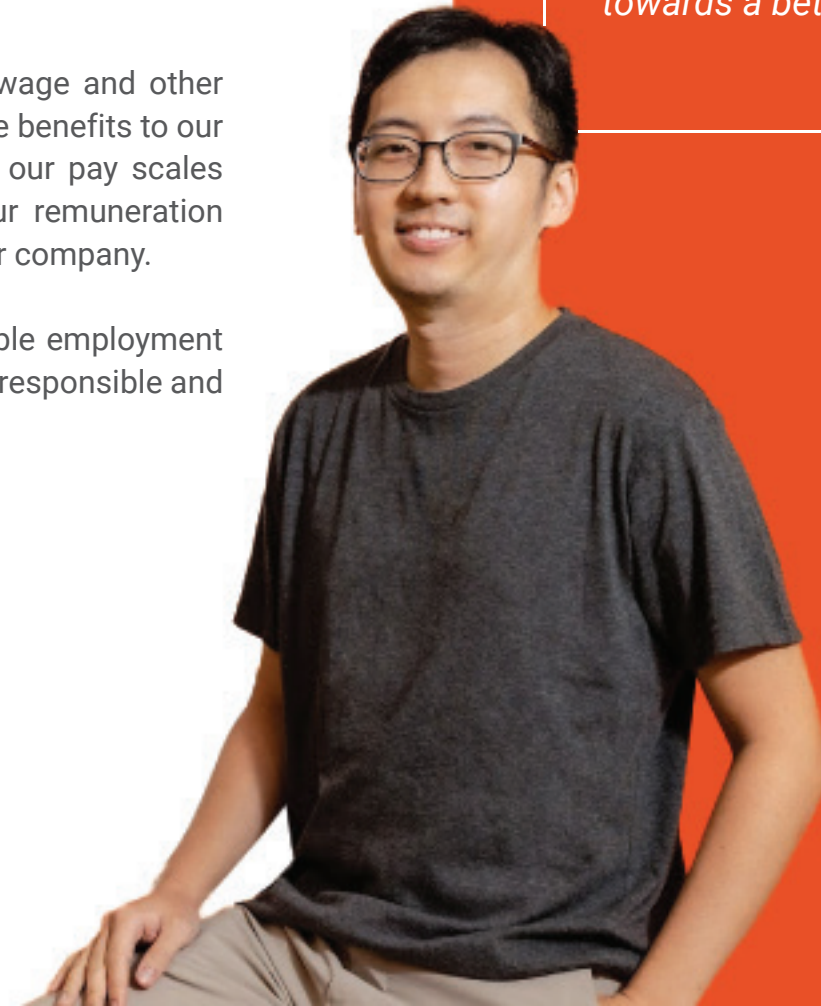
Honoring Our People's Milestones!



As the Company celebrates its 10th anniversary, it also coincides with my 10th anniversary with the organization. During this decade, we have significantly changed people's lives. We have made substantial progress, and the future will bring challenges and opportunities. Our dedication and hard work will propel us towards a better future.



Alex Fok
Director of Engineer
10 years at Lalamove
functional office in
Hong Kong



Employee Well-being & Development

We ensure a safe and secure workplace for all employees. We do not operate any production facilities, hence our employees are not subject to significant workplace safety or environmental risks. Nevertheless, we place great importance on workplace safety. This includes providing employees with ergonomic office equipment such as monitor stands, footrests, and chairs with lumbar support. Our goal is to protect employees from occupational injuries while enhancing their overall work experience.

In addition, we established an emergency handling process to respond to employee safety accidents properly. Along with our fire and operational safety guidelines, we conduct fire safety training drills in our offices so as to reduce the possibility of injury, accidents and enhance employees' safety awareness. The fire drill was held in November 2023. We continued to update and implement practical occupational health and safety risk management methods under actual workplace scenarios.



Employees' Well-being

We prioritize the well-being of our people and are dedicated to taking proactive steps to create a supportive and nurturing work environment that promotes their overall health and wellness.

Hong Kong - Yoga Workshop

In July 2023, we invited a yoga instructor to host a workshop in our office in Hong Kong. We want our team to enjoy the benefits of yoga by reducing stress and improving concentration, and getting to spend some time relaxing in between the work day.



Ho Chi Minh City (HCMC) - Sports Day

Our HCMC team in Vietnam organized a Sports Day where the whole team could showcase their skills and bond over a friendly mini-soccer game. As the team collaborated to score goals, we strengthened our connections and also emphasized the importance of taking breaks to maintain an active and healthy lifestyle.



Hong Kong - SportsHour Company Scheme Recognition 2023-25

We are honored to be recognized by the SportsHour Company Scheme 2023-25, highlighting our commitment to promoting a healthy lifestyle and supporting local sports and youth development.



Employees' Growth and Development



Personal Growth at Lalamove

“

At Lalamove, I developed leadership skills. It is crucial to embrace agility and Lalamove's core values as teams and businesses expand. Through an adaptive management style and navigating disruptions, a more agile team can overcome challenges and reach the greatest business success.

”

While our people are the fundamental driving force for our platform growth, not only do we fully respect their rights and interests, we are also committed to co-create a friendly and healthy learning environment for professional growth. We established a self-initiated training practice to empower our employees to take ownership of their learning journey and pursue opportunities for their professional qualifications development.

Our training is performance and skill-oriented. We offer a wide range of blended and targeted learning opportunities which are in support of our group strategic priorities. Employees are encouraged to discuss and identify their learning needs and goals with their managers and take the initiative to seek out relevant training opportunities through resources such as learning platforms, mentorship opportunities, and guidance from internal subject matter experts. All of the on-the-job experiences, knowledge-sharing sessions (lunch&learn) and different collaborative projects are the occasions for our people to network and exchange knowledge with one another.

Meanwhile, we provide feedback through annual performance reviews and continue to improve our performance review procedures to help our people with career capacity building based on their business functions and positions. The review is conducted in an objective and fair manner. During the review process, we have an internal supervision mechanism for making suggestions or giving feedback on discovered opportunities and areas of improvement.



Aldea Muhammad
Driver Operations Manager
Lalamove Indonesia

Staff Engagement

We prioritize the well-being of our people. We set up a variety of internal channels to have routine communications with our people, including emails, messages, calls and townhall meetings for the team to give us feedback at any time they desire. Apart from these, we also have a variety of activities throughout the year to engage with our people



Festive Celebration

Lalamove loves to celebrate all cultures and traditions with our diversified workforce around the globe.

Easter Celebration: Eggcellent Adventure

Our people celebrated Easter in Hong Kong and Brazil by "Egg Hunt" in the office and tasting some sweet treats by sharing chocolate eggs and healthy cold-pressed juice.

Father's Day & Mother's Day Appreciation

Showing our appreciation and love to the dedicated parents at Lalamove - we have given out surprise gift boxes and flowers to honor these incredible mums and dads in our company.

Celebrating International Women's Day

Empowering women and creating a more diverse and inclusive workplace benefits everyone. Lalamove is proud to support and encourage our female employees to reach their full potential. Our people in Bangladesh, Mexico and Vietnam celebrated International Women's Day by participating in a march, hosting a tea party and sending gifts and delicious treats to our female colleagues to show appreciation for all they do.



Team Building

At Lalamove, great teamwork creates a better workplace. We're glad to see our people coming together to strengthen our bonds and work towards our shared goal: To empower our local communities by making deliveries fast and simple!



Building a "marshmallow tower" to develop trust and synergy in Vietnam



Quality bonding time at a party room playing board games in Hong Kong

Committing to Sustainable Governance



Upholding Platform Responsibility and Business Practices

We prioritize reliability, trustworthiness, and integrity in our business practices. Our commitment to responsible practices and effective risk management allows us to promptly address any issues that arise in response to market trends and demands. Our Code of Conduct ("the Code") serves as the foundation of our approach to good governance, providing clear guidance on how we conduct business at all times. All employees have acknowledged and signed the Code, and are expected to take personal responsibility for observing the highest standards of integrity and conduct, and to report any violations. To ensure employees are well aware of and adhere to ethical expectations, we conducted an annual quiz to refresh their understanding of the Code in September 2023 at our functional department level. This serves as a reminder for our employees to maintain the highest standard of business ethics in our global operations.



Risk Management

We have a comprehensive risk management approach in place to ensure that we have the frameworks across our functional teams to tackle relevant risks. Our senior management team retains ultimate responsibility for the oversight of the company's risk management activities. For ESG-related risks, we categorize them based on the nature of the risk to our operations.



Legal and Compliance

All of our functional and market teams are responsible for implementing processes and controls to reduce the risk of corruption and ensure compliance with all relevant local laws and regulations. Over the reporting period, we did not receive any significant monetary fines or significant non-monetary sanctions for non-compliance with applicable laws and regulations.



Anti-competitive Behavior

Our management approach towards anti-competitive behaviors is grounded in transparency, fair competition, and adherence to all relevant antitrust and competition laws. We have established clear reporting channels for any potential concerns, ensuring swift and appropriate action in line with our commitment to fair business practices. Over the reporting period, there have been no instances of legal actions taken against Lalamove for anti-competitive behavior, anti-trust, or monopoly practices.



Intellectual Property Rights

Our employees are responsible for protecting the intellectual property rights of our organization across all aspects of our operations as well as respecting the intellectual property rights of others. Also, we conduct regular assessments to identify, categorize, and evaluate all intellectual property assets, including patents, trademarks, and copyrights. We have implemented relevant cybersecurity measures to protect our digital assets, software code, and proprietary databases.



Labor Standards

To protect employees' legitimate rights and prevent child labor and forced labor, we fully abide by relevant labor laws in respective markets. We will take immediate and decisive actions should any instances of child/forced labor be identified. During the reporting period, there were no incidents of child/forced labor identified.



Anti-Corruption/ Whistleblowing

We maintain a stringent framework to safeguard against illegal practices such as corruption and fraud. Our practices include the implementation of thorough internal controls to ensure all employees are informed about ethical and legal standards. We have a zero-tolerance policy for any form of illegal activity and encourage a culture of reporting any suspicious behavior through our whistleblower mechanism. In Huolala, we held a staff awareness program on anti-corruption in 2023 to enhance employees' understanding of the potential risks of corruption in the workplace.

For the whistleblowing mechanism, we provide channels for every stakeholder, including employees, platform users, driver partners and suppliers to raise concerns about any violation of the Code or any other behavior that falls short of the business ethics demanded by the company. All allegations would be assessed and investigated in detail. Employees found related to fraud or bribery cases would be penalized or dismissed.



Supply Chain Management

We hold ourselves and our suppliers accountable for conducting business responsibly and ethically with regard to human rights, diversity as well as environmental and social impacts. Our human rights policy the Code applies to all employees, which outlines our expectations towards recognized human rights protection. We expect our suppliers, as well as our business and community partners, to adopt similar practices. We maintain a vigilant eye on collective bargaining, child, and forced labor risks within our supply chain. Through meticulous scrutiny, we exercise due diligence with our suppliers to promote responsible sourcing and promote health and safety among our suppliers.



Seamless Customer Experience and Complaint Handling

At Lalamove, we always strive to meet user expectations and earn their trust by adhering to high standards of customer experience throughout their entire user journey on our platform. We have put in place policies to promote transparency in communications with customers. We offer chat, voice call and email to our users and drivers, and our respective customer service team uniformly collects customer feedback.

We have consistent guidelines for handling all forms of complaints. Users can learn about the channels for submitting complaints through our websites and app. We have dedicated teams to conduct investigation and handle issues within an acceptable timeframe.

Protecting Information Security and Data Privacy

As a tech-savvy company, protecting data privacy is the foundation for our platform operation. We put it in a critical position by establishing a complete information security management system. We are committed to protecting the data privacy and security of our drivers and customers. With our global footprint, we have developed a series of data security policies adapted to the local requirements relating to data availability, integrity and confidentiality.

Cybersecurity

Protecting the confidentiality, integrity, and availability of sensitive information is a top priority. As part of our commitment to information security, we have implemented a robust mechanism to safeguard our data and ensure the privacy of our stakeholders. Our data protection and privacy policies are designed to meet regulatory requirements and industry best practices. We continuously monitor and enhance our security mechanisms to adapt to evolving threats and industry best practices. Our policies encompass the following key components:



Third-Party Risk Assessment

We conduct thorough assessments of our third-party vendors and partners to evaluate their data protection practices and ensure they align with our stringent security standards. Before engaging in any business relationship, we require these third parties to sign a Non-Disclosure Agreement ("NDA") and a Data Processing Agreement ("DPA") with us. These agreements outline the expectations and responsibilities regarding data protection, confidentiality, and compliance.

Internal Penetration Testing

To proactively identify vulnerabilities and potential weaknesses in our systems, we regularly conduct internal penetration testing. This involves simulating real-world attacks to assess the effectiveness of our security controls and infrastructure. Through these tests, we identify and address any vulnerabilities promptly, ensuring the ongoing security of our systems and data.

Data Loss Prevention ("DLP") Software

We have implemented a robust DLP software that leverages advanced software solutions. The system monitors and protects sensitive data from unauthorized access, leakage, or loss. It includes features such as data encryption, access controls, and real-time monitoring to prevent data breaches and ensure the confidentiality of our information.

Anti-virus Software

To mitigate the risk of malware and other malicious threats, we utilize industry-leading anti-virus software across our systems and networks. This software is regularly updated to defend against emerging threats, and it actively scans files and attachments for malware. By employing this software, we minimize the risk of malware infections and protect the integrity of our data.

Implementation and Monitoring

Our information security mechanism is implemented through a combination of technical controls, policies, and ongoing monitoring. We have dedicated teams responsible for overseeing and enforcing our data protection and privacy policies. These teams conduct regular audits, assessments, and reviews to verify compliance, identify areas for improvement, and ensure the effectiveness of our security measures.

Training

We provide comprehensive training and awareness programs to educate our employees about the importance of information security and their roles in protecting sensitive data. Through these efforts, we foster a culture of security awareness and maintain a high level of vigilance across the organization.

Data Protection

We recognize the importance of data privacy protection in today's digital landscape. As part of our commitment to safeguarding the confidentiality, integrity, and availability of sensitive information, we are continuously improving our information security mechanism. We are pleased to share our new initiative in data privacy protection, specifically the kick-start of ISO 27701 certification in 2023 as well as other measures which reinforce our commitment to safeguarding personal data and upholding privacy rights.

ISO 27701 is a privacy extension to the internationally recognized ISO 27001 standard for information security management systems. By pursuing ISO 27701 certification, we demonstrate our dedication to protecting personal data and enhancing our privacy management framework. This certification provides numerous benefits, including:

Enhanced Data Privacy

ISO 27701 certification ensures that we have implemented robust controls and processes to protect personal data in accordance with applicable privacy laws and regulations. It demonstrates our commitment to respecting individual privacy rights and maintaining the confidentiality, integrity, and availability of personal information.

Compliance with Global Standards

ISO 27701 aligns with globally recognized privacy frameworks, such as the General Data Protection Regulation ("GDPR"). Achieving this certification showcases our adherence to international privacy standards, instilling confidence in our customers and stakeholders regarding our commitment to data privacy protection.

Risk Management and Continuous Improvement

ISO 27701 requires an ongoing commitment to risk management and continuous improvement of privacy practices. By incorporating privacy risk assessments, incident response protocols, and regular performance evaluations, we ensure that our privacy management framework remains effective and adaptive to changing threats and regulatory requirements.

Protecting the security and privacy of our stakeholders' data is of utmost importance. As part of our commitment to transparency and accountability, we are pleased to report zero data security breaches and no related complaints made by third-parties or regulators. We remain committed to maintaining the highest standards of data protection and will continue to invest in our information security infrastructure to ensure the ongoing security and privacy of our stakeholders' data.

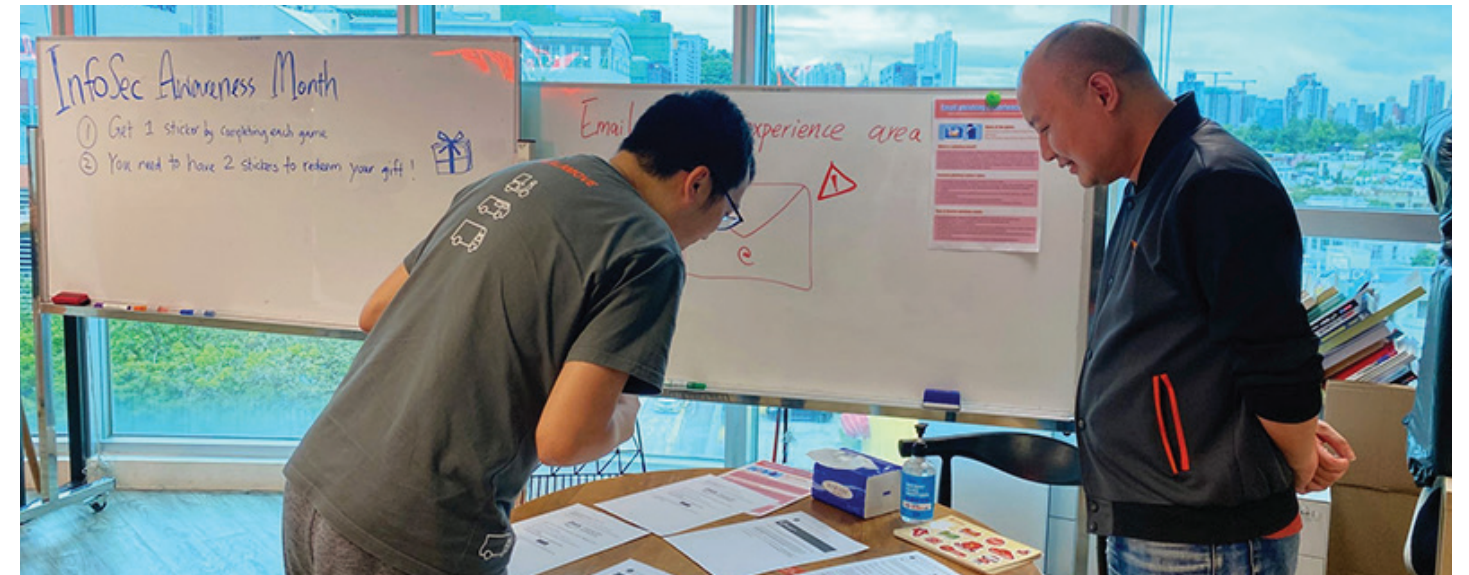
Employee Awareness

We recognize that employees play a crucial role in maintaining the security of our data. As part of our commitment to information security, we have developed a comprehensive approach to educate and raise awareness among our staff members. We organized a series of activities during the information security awareness month in Hong Kong and across our Mainland China offices. Through our approach of distributing newsletters, conducting quizzes, providing third-party training, and conducting phishing tests, we ensure that our staff members are well-informed and equipped to actively contribute to our information security efforts. By fostering a culture of security awareness and continuous learning, we strengthen the overall resilience of our organization and mitigate the risks associated with data breaches.



Newsletters

To foster a culture of security awareness, we will provide regular newsletters to all staff members. These newsletters will serve as a valuable resource to introduce the latest information security news from around the world. They will cover topics such as emerging threats, best practices for data protection, and practical tips on how to prevent attacks. By sharing this information, we aim to empower our employees with the knowledge they need to make informed decisions and actively contribute to our overall security efforts.



Quizzes

To assess and reinforce the understanding of our employees regarding data security, we will conduct regular quizzes. These quizzes will cover topics discussed in the newsletters, as well as other relevant security-related subjects. By engaging our employees in interactive quizzes, we can evaluate their awareness levels and identify any knowledge gaps. This process serves as a reminder of the importance of data security and encourages continuous learning and improvement.



3

Third-Party Training

Recognizing the importance of specialized expertise in information security, we invite third-party experts to provide training sessions exclusively for our information security staff members. These training sessions will address advanced topics and emerging trends in the field of information security. In 2023, we are pleased to have invited external legal professionals from Pinsent Masons to share insights on the latest trends of data privacy with our Hong Kong staff. By leveraging the knowledge and experience of these experts, we aim to enhance the skills of our information security team, allowing them to stay up-to-date with the latest threats and countermeasures.



4

Phishing Tests

To further strengthen our employees' ability to identify and respond to potential phishing attacks, we will conduct periodic phishing tests. These tests involve simulated phishing emails sent to our staff members to evaluate their awareness and adherence to security protocols. By simulating real-world scenarios, we can identify areas that may require additional training or reinforcement. These tests provide valuable insights into potential vulnerabilities and help us tailor our training programs to address specific needs.

Appendix



Performance Data

Environmental

1 February 2023 to 31 January 2024

Environmental Performance	Unit	Total
Energy		
Total Energy Consumption	kWh	16,556,138
Emissions		
Total GHG Emission (Scope 2 and 3 emission)	Metric tons CO ₂ e	2,235,280
Scope 1	Metric tons CO ₂ e	Scope 1 emissions were assessed to be immaterial as stationary combustions and fugitive emissions in Lalamove's operations are insignificant relative to vehicle emissions. Vehicles used on Lalamove's platform are owned and/or controlled by our driver partners, and are considered Scope 3 emissions.
Scope 2	Metric tons CO ₂ e	13,237 ^[1]
Scope 3 (Category 1 - Car stickers)	Metric tons CO ₂ e	5,732 ^[2]
Scope 3 (Category 1 - Cloud services)	Metric tons CO ₂ e	1,606 ^[3]
Scope 3 (Category 6 - Business travel)	Metric tons CO ₂ e	5,255 ^[4]
Scope 3 (Category 11 - Platform vehicles)	Metric tons CO ₂ e	2,209,450

^[1] Carbon emissions of Huolala are estimated using actual data from district offices as the basis of extrapolation. The calculation is based on the emission factor from the sources mentioned in each area:

Mainland China: National Climate Centre. *Baseline Emission Factors for 2021 Emission Reduction Projects in China's Regional Power Grids*

Hong Kong: CLP Power Hong Kong Ltd. *CLP Sustainability Report 2023*

Bangladesh, Brazil, Indonesia, Malaysia, Philippines, Singapore, Thailand and Vietnam: *Institute for Global Environmental Strategies (2023). List of Grid Emission Factors Version 11.3*

^[2] Car stickers are composed of PVC and paper.

^[3] Carbon emissions data is directly retrieved from suppliers.

^[4] Includes only data retrieved from Egencia, CTrip and Gaode platforms.

Driver Partners' Safety

1 February 2023 to 31 January 2024

Injury-free operation rate	99.9%
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GRI Content Index

This content index is according to the GRI standard.

GRI Standards	Reporting Location	Notes
GRI 2: General Disclosures 2021		
1. The organization and its reporting practices		
2-1 Organizational details	About Lalamove	
2-3 Reporting period, frequency and contact point	About this Report	
2-4 Restatements of information		There have been no restatement of information.
2. Activities and workers		
2-6 Activities, value chain and other business relationships	About Lalamove	
2-7 Employees	Staff Engagement and Inclusiveness, Performance Data	
2-8 Workers who are not employees	Creating a Culture of Safety and Vibrant Gig Ecosystem	Even though driver partners are not our employees, we treat them as our significant business partners in driving the platform success. We have our driver commitment and initiatives introduced in the report.
3. Governance		
2-9 Governance structure and composition	Sustainability Governance	
2-21 Annual total compensation ratio		Confidentiality constraints: Lalamove considers information regarding employee compensation to be confidential.
4. Strategy, policies and practices		
2-22 Statement on sustainable development strategy	CEO Message, Our ESG Strategy	
2-23 Policy commitments	Upholding Platform Responsibility and Business Practices	Issues related to human rights are addressed through various topic-specific policies including with respect to health and safety, equal opportunity, privacy and human resources.
2-24 Embedding policy commitments	Upholding Platform Responsibility and Business Practices	
2-25 Processes to remediate negative impacts	Upholding Platform Responsibility and Business Practices	
2-26 Mechanisms for seeking advice and raising concerns	Upholding Platform Responsibility and Business Practices	
2-27 Compliance with laws and regulations	Upholding Platform Responsibility and Business Practices	
5. Stakeholder engagement		
2-29 Approach to stakeholder engagement	Stakeholder Engagement	
2-30 Collective bargaining agreements		No operation was identified in which the right to exercise freedom of association and collective bargaining was violated or at significant risk.

GRI Standards	Reporting Location	Notes
GRI 3: Material Topics 2021		
3-1 Process to determine material topics	Materiality Assessment	
3-2 List of material topics	Materiality Assessment	
3-3 Management of material topics	Materiality Assessment	
GRI 200: Economic Standard Series		
GRI 204: Procurement Practices		
204-1 Proportion of spending on local suppliers	Upholding Platform Responsibility and Business Practices	
GRI 205: Anti-corruption 2016		
205-1 Operations assessed for risks related to corruption	Upholding Platform Responsibility and Business Practices	
205-2 Communication and training about anti-corruption policies and procedures	Upholding Platform Responsibility and Business Practices	
205-3 Confirmed incidents of corruption and actions taken		Instances of non-compliance were thoroughly investigated and resolved, with appropriate corrective actions taken. We remain committed to maintaining the highest standards of significant issues related to illegal practices within the company.
GRI 206: Anti-competitive Behavior 2016		
206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices		None of the businesses is involved with legal actions for anti-competitive behavior. Our Antitrust guidance notes sets out the Dos and Don'ts for complying with antitrust law and providing basic guidance when meeting with (direct or indirect) competitors.
GRI 301: Materials 2016		
301-1 Materials used by weight or volume	Performance Data	
GRI 302: Energy 2016		
302-1 Energy consumption within the organization	Performance Data	
302-2 Energy consumption outside of the organization	Performance Data	
302-4 Reduction of energy consumption		The data presented in this report commences from the year 2023. Future reports will encompass a broader time frame as more data becomes available.
GRI 303: Water and Effluents 2018		
303-1 Interactions with water as a shared resource	Sustainable Operations	

GRI Standards	Reporting Location	Notes
GRI 305: Emissions 2016		
305-1 Direct (Scope 1) GHG emissions	Performance Data	Scope 1 emissions were assessed to be immaterial as stationary combustions and fugitive emissions in Lalamove's operations are insignificant relative to vehicle emissions. Vehicles used on Lalamove's platform are owned and/or controlled by our driver-partners, and are considered Scope 3 emissions.
GRI 305: Emissions 2016		
305-2 Energy indirect (Scope 2) GHG emissions	Performance Data	
305-3 Other indirect (Scope 3) GHG emissions	Performance Data	
305-5 Reduction of GHG emissions		The data presented in this report commences from the year 2023. Future reports will encompass a broader time frame as more data becomes available.
GRI 306: Waste 2020		
306-1 Waste generation and significant waste-related impacts	Sustainable Operations	
306-2 Management of significant waste-related impacts	Sustainable Operations	
GRI 401: Employment 2016		
401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Talent Management	
401-3 Parental leave	Talent Management	
GRI 403: Occupational Health and Safety 2018		
403-1 Occupational health and safety management system	Employee Well-being & Development	
403-2 Hazard identification, risk assessment, and incident investigation	Employee Well-being & Development	
403-3 Occupational health services	Employee Well-being & Development	
403-4 Worker participation, consultation, and communication on occupational health and safety	Employee Well-being & Development	
403-5 Worker training on occupational health and safety	Safety Initiatives, Employee Well-being & Development	Even though driver partners are not our employees, we have our safety initiatives in place to enhance their safety awareness and health.
403-6 Promotion of worker health	Employee Well-being & Development	
403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Employee Well-being & Development	
403-8 Workers covered by an occupational health and safety management system	Employee Well-being & Development	

GRI Standards	Reporting Location	Notes
GRI 403: Occupational Health and Safety 2018		
403-9 Work-related injuries		The fatality and injury rate are considered insignificant as our employees activities cover office work only, hence no data was disclosed.
403-10 Work-related ill health		
GRI 404: Training and Education 2016		
404-2 Programs for upgrading employee skills and transition assistance programs	Employee Well-being & Development	
404-3 Percentage of employees receiving regular performance and career development reviews	Employee Well-being & Development	
GRI 405: Diversity and Equal Opportunity 2016		
405-1 Diversity of governance bodies and employees	A Diversified and Inclusive Workplace	
GRI 406: Non-discrimination 2016		
406-1 Incidents of discrimination and corrective actions taken		There is no confirmed incident of discrimination in this reporting period.
GRI 408: Child Labor 2016		
408-1 Operations and suppliers at significant risk for incidents of child labor		There is no risk of child labor occurring within our organisation.
GRI 409: Forced or Compulsory Labour 2016		
409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor		There is no risk of forced labor occurring within our organisation.
GRI 411: Rights of Indigenous Peoples 2016		
411-1 Incidents of violations involving rights of indigenous peoples		There is no risk of violations involving rights of indigenous people occurring within our company.
GRI 413: Local Communities 2016		
413-1 Operations with local community engagement, impact assessments, and development programs	Unlocking Youth Potential in the Community, Deliver Care	
GRI 416: Customer Health and Safety 2016		
416-1 Assessment of the health and safety impacts of product and service categories	Upholding Platform Responsibility and Business Practices	We assess the health and safety impacts of all of our business verticals on our platform users, which are managed through our risk management and responsible business practices.
GRI 418: Customer Privacy 2016		
418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Protecting Information Security and Data Privacy	



Feedback

Feedback from our diverse set of stakeholders is crucial for ensuring our continuous improvement in ESG performance.

If you have any questions, comments or feedback, please contact our ESG team at sustainability@lalamove.com

