



Sustainability Report *2025*

Contents

CEO Message	01	Greening Every Move	12	Building Sustainable Cities and Communities	48	Committing to Sustainable Governance	78
● CEO Message	01	● Our Environmental Commitment	13	Growing with the Community under Digital Transformation	49	● Upholding Platform Responsibility and Business Practices	79
Overview	02	● Tackling Climate Change	15	● Empowering SMEs through Technology	52	● Protecting Information Security and Data Privacy	83
● About Lalamove	03	● Accelerating the Transition to Electric Vehicles	20	Youth Empowerment	55	Appendix	87
● About this Report	04	● Leveraging Technology for Emission Reduction	24	● Nurturing Future Tech Talents	56	● Performance Data	88
● 2025 Highlights	05	● Sustainable Operations	27	● Unlocking Youth Potential in the Community	59	● GRI Content Index	89
● List of Awards	06	Creating a Culture of Safety and Vibrant Gig Ecosystem	31	Deliver Care	61	● Feedback	93
Our ESG Approach	07	● Commitment to Drivers	32	● Disaster Relief	62		
● Sustainability Governance	08	● Driver Care and Empowerment	35	● Children Support	64		
● Stakeholder Engagement	09	● Driver Engagement	41	● Social Care	66		
● Materiality Assessment	10	● Safety Mechanism	43	● Community Engagement	68		
● Our ESG Strategy	11	● Promoting a Culture of Safety	46	Staff Engagement and Inclusiveness	69		
		● Strengthening Trust Through Protection Measures	47	● A Diversified and Inclusive Workplace	70		
				● Talent Management	72		
				● Employee Well-being & Development	74		

CEO Message

In 2025, Lalamove reached a significant milestone by integrating data-driven insights into our strategic decision-making for our sustainability agenda. Throughout the year, our focus was on progressing from commitment to informed action, utilizing enhanced reporting frameworks and risk assessment methodologies to strengthen our operational strategy and market positioning. As a leading technology-empowered logistics platform, we recognize that our progress is fundamentally rooted in our platform's unique reach and agility, enabling us to care for our communities, support our driver partners, and enhance platform safety for all users.

We have made a significant leap in our governance in 2025 through the integration of the double materiality approach in assessing materiality. This shift allows us to gain deeper insights into our external impacts on communities while identifying the specific financial factors critical to our long-term growth and resilience. Furthermore, we have strengthened our climate-related risk and opportunity assessments. This rigorous evaluation enables us to develop targeted mitigation measures against both extreme weather events and chronic climate shifts, ensuring our global logistics service network remains robust and reliable.

Environmental responsibility remains inseparable from our pursuit of operational excellence. In 2025, we successfully fulfilled our three core short-term environmental goals: diverting waste from landfills, disposing of hazardous waste safely, and promoting paperless operations. We

remain dedicated to introducing further green initiatives that foster a more eco-friendly and resource-efficient business.

A key pillar of our decarbonization strategy is the acceleration of green freight. In the Chinese Mainland, over 60% of our orders were fulfilled by new energy vehicles ("NEVs"), surpassing our environmental target set for 2028, with our van segment leading the way at 67%. Beyond our own operations, we continue to advance Scope 3 emission reduction by optimizing our proprietary mapping technology, which helps to minimize empty miles, and by increasing transparency in platform emission monitoring. These technological innovations enable us to reduce the carbon intensity of our entire ecosystem while enhancing operational efficiency of our driver partners.

Lalamove remains steadfast in fostering a culture of safety and care. In 2025, we maintained a 99.9% injury-free operation rate across all markets. We continue to advance our platform safety protocols and road safety initiatives through rigorous training and the deployment of proprietary technology designed to protect both our driver partners and customers. In the communities where we operate, our commitment is most clearly demonstrated through the Deliver Care initiative, which has strengthened community resilience by enabling rapid disaster response and supporting dedicated social programs.

Last but not least, as a technology platform, trust is the cornerstone of our marketplace. We

acquired the ISO 27701 certification, upholding our privacy information management system to high international standards of data protection for every user in our platform ecosystem.

Our progress in 2025 demonstrates a transparent and authentic record of our company's green transition journey. As Lalamove continues to grow, we remain committed to investing in research and development to deliver sustainable value to our shareholders, partners, and the global communities we serve.

Shing Chow
Founder & CEO
of Lalamove



Overview



About Lalamove

Deliver Faster: 24/7 On-Demand Delivery Platform

Founded in the Hong Kong Special Administrative Region of the People's Republic of China ("Hong Kong") in 2013, Lalamove¹ is an on-demand delivery platform born with a mission to empower communities by making delivery fast, simple and affordable. Powered by technology, we seamlessly connect people, vehicles, freight, and roads, facilitating the movement of essential items and benefiting local communities. Now, our operations have expanded to over 400 cities across 14 major markets worldwide.

Over the years, we have built a platform addressing all major logistics needs in intra- and inter-city freight transactions, while providing diversified logistics services and value-added services. Driven by our commitment to creating positive impact, we are dedicated to providing reliable and efficient services that benefit our driver partners, merchants, users, and the communities we serve.

¹ Operating in the Chinese Mainland under the brand name "Huolala"

Our Services



Intra-city Delivery



Inter-city Delivery



Corporate Logistics Solutions



House Moving Service

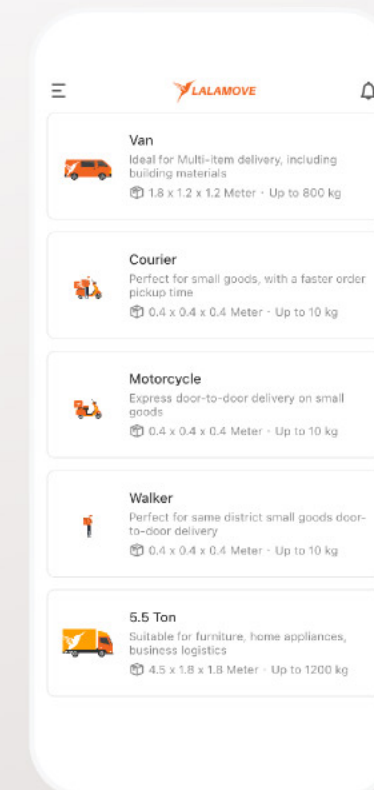


Less-than-truckload (LTL) Shipping

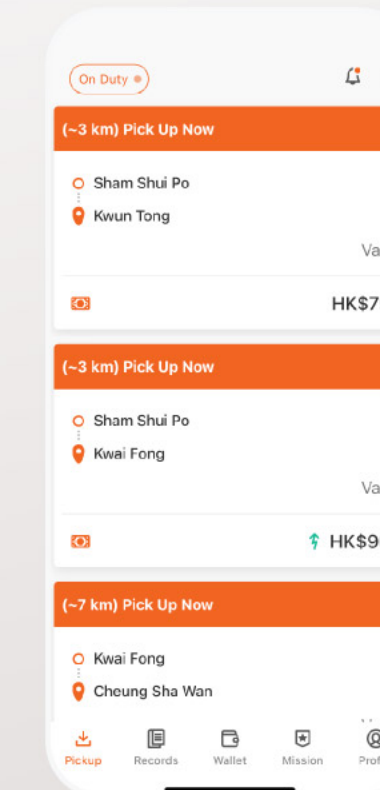


Vehicle Sales, Leasing & Aftermarket Services

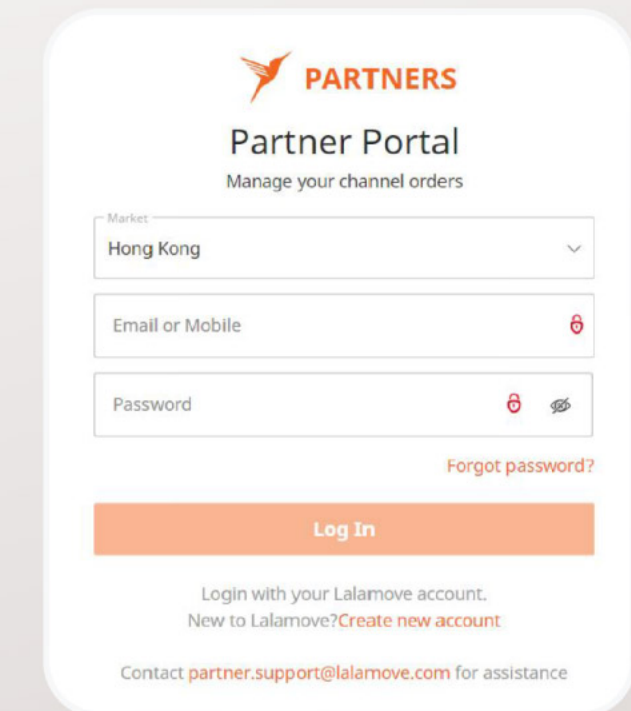
Our Platforms



Platform for Our Consumers



Platform for Our Driver Partners



Platform for Our Merchants

About this Report

Lalamove ("We" or "the Company") is pleased to present our Sustainability Report 2025 ("the Report"), detailing the Company's latest Environmental, Social, and Governance ("ESG") developments.

Reporting Period

The Lalamove Sustainability Report 2025 covers the period from 1 January 2025 to 31 December 2025 (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 our material sustainability issues in alignment with international standards, including the *Global Reporting Initiative Sustainability Reporting Standards ("GRI Standards")*, and the United Nations Sustainable Development Goals ("SDGs"). Our effort to match the SDGs demonstrates our commitment to contribute to the long-term prosperity of the society and the planet. For the index of GRI-related disclosures, please refer to the appendix.

We also prepare our voluntary climate disclosures with reference to relevant climate requirements in the *Environmental, Social and Governance Reporting Code* developed by The Stock Exchange of Hong Kong Limited ("HKEX"), which aligns with the International Sustainability Standards Board's ("ISSB") *IFRS S2 Climate-related Disclosures ("IFRS S2")*.

Reporting Boundary

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

Release Style of the Report

This report is published in English and Traditional Chinese. In case of inconsistencies, the English version shall prevail. Certain images in this report were generated using artificial intelligence tools for illustrative purposes only and do not depict real persons, assets or events.

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.



2025 Highlights

2025 : Deepening Our Sustainability Commitment Through Data-Driven Insights

In 2025, Lalamove continued to refine its sustainability approach by further integrating data-driven insights into strategic decision-making. Through the adoption of enhanced reporting frameworks and risk assessment methodologies, we strengthened the empirical foundation of our reporting and deepened our understanding of our evolving role within the global ecosystem.

Our progress is rooted in our platform's unique reach and mobility—caring for the communities through Deliver Care, protecting the safety of our driver partners, and safeguarding the data privacy of all platform users. Through transparent monitoring of our impacts, we remain dedicated to consistently implementing our promises toward a more resilient future. The following highlights reflect our commitment to a future where sustainable growth and operational excellence are inseparable.



Sustainability Governance

Adopted the double materiality approach in assessing materiality to gain deeper insights into community impacts and the financial factors with material impact on business growth and resilience.



Deliver Care

Strengthened community resilience through rapid disaster response and social outreach, including dedicated elderly care initiatives and festive workshops for local communities.



Tackling Climate Change

Conducted our first qualitative scenario analysis to strengthen climate-related risk and opportunity assessments and develop targeted mitigation measures against extreme weather events and chronic climate shifts.



Operation Safety

Maintained a 99.9% injury-free operation rate across all markets while advancing platform safety protocols and road safety initiatives through enhanced driver training and proprietary technology.



Environmental Commitment

Fulfilled our three 2025 environmental goals comprising waste diversion, safe hazardous waste disposal, and paperless operations.



Information Security

Acquired the ISO 27701 certification, aligning our privacy information management system with globally recognized standards of data protection.



Green Freight

Reached over 60% NEV order fulfillment rate in the Chinese Mainland, surpassing our environmental target set for 2028, with our van segment leading the way at 67%. We also advanced Scope 3 reduction by optimizing routes for delivery to minimize empty miles and enhancing transparency in platform emission monitoring.

List of Awards

Market	Name of the Award & Event	Award/Event Organizer
Chinese Mainland	2025 Pilot Employer Award	GHR
Chinese Mainland	2025 Guangdong Extraordinary Employer of the Year	Liepin
Chinese Mainland	2025 China Human Resources Sirius Award— Excellence in HR AI Practice	Moka, Beijing Institute for General Artificial Intelligence, HRflag
Chinese Mainland	Best Industry-Academia Collaboration Partner	Shenzhen Finance Institute, The Chinese University of Hong Kong, Shenzhen
Chinese Mainland	2025 GoldenKey Practices Excellent SDG Solution	China Sustainability Tribune
Chinese Mainland	Selected as the 2025 annual contracted public welfare project for "Warm Journey: Career Development and Protection Action for Truck and Taxi Drivers"	All-China Federation of Trade Unions
Chinese Mainland	2025 For Good Awards—Top 15 in Annual ESG Sustainability	CYZONE, NextValue, China Impact Investing Network
Hong Kong	Hong Kong Sustainable Development Innovation and Technology Awards 2025—Excellent Award in Green Transportation Innovation and Technology	World Institute of Sustainable Development Planners
Hong Kong	Privacy-Friendly Awards 2025—Gold Award	Office of the Privacy Commissioner for Personal Data
Hong Kong	Belt and Road Environmental Leadership Recognition Award	The Federation of Hong Kong Industries
Hong Kong	Standard Chartered Corporate Achievement Awards 2025 InnoTech Corporate Category—Outstanding Award	Standard Chartered
Indonesia	The Bisnis Indonesia Logistics Awards— Consumer's Choice for Moving Services Provider	Bisnis Indonesia Group
Malaysia	Putra Aria Brand Awards—Gold	Association of Accredited Advertising Agents Malaysia

Our ESG Approach



Sustainability Governance

Effective sustainability governance is integral to the Company's long-term success. As illustrated in the diagram, Lalamove's ESG governance structure indicates clear roles and responsibilities across all levels of the Company, ensuring that sustainability considerations are integrated into every stage of business strategy planning and operations.



ESG Global Steering Committee

Comprising senior executives from major functional teams, the ESG Global Steering Committee acts as the Company's primary cross-departmental oversight body for corporate sustainability. It reviews the composition of this governance body annually to ensure effective representation of all aspects of the Company's operations. The committee facilitates the integration of ESG considerations into our long-term strategic planning, embedding sustainability within our core business model to enhance resilience. Its mandate includes overseeing company-wide ESG management, driving the implementation of key initiatives across all markets, and periodically reviewing our policies to align with evolving global best practices. Furthermore, the committee maintains high standards of transparency by monitoring ESG performance and conducting rigorous reviews of our public sustainability reporting.

ESG Team, Market Representatives and Functional Teams

Under the guidance of the ESG Global Steering Committee, representatives from the Sustainability Team and relevant functional areas constitute our operational ESG team. In coordination with market representatives and functional business lines, this team is responsible for the tactical execution of our sustainability strategy. This collaborative framework translates high-level sustainability goals into tangible outcomes by operationalizing ESG projects and conducting regular materiality assessments to prioritize emerging concerns. The team also serves as a central hub for fostering a culture of sustainability, coordinating internal initiatives to heighten development awareness across our global market teams. Acting on recommendations from the ESG Global Steering Committee, these teams address localized sustainability challenges while identifying opportunities to improve our operational impact in every region we serve. To maintain accountability, the ESG team report regular progress to their respective management leads within the ESG Global Steering Committee.

Stakeholder Engagement

At Lalamove, we prioritize open communication and continuous engagement with our stakeholders as a fundamental component of our sustainability framework. We believe that fostering strong relationships and maintaining transparent dialogue are critical to building trust, driving sustainable value creation, and ensuring the long-term resilience of our global logistics platform. To facilitate more meaningful interactions, we utilize a diverse range of online and offline channels tailored to the specific needs and interests of our key stakeholder groups, transforming their expectations into informed action. All stakeholder input informs our ESG strategy and overall ESG management processes.

Refining our ESG practices requires a proactive approach to stakeholder feedback. In 2025, we evolved our strategy to integrate these diverse perspectives into our materiality approach. This allows us to understand further our impacts on people and the planet. By collaborating with our stakeholders to share best practices and explore innovative approaches to sustainability, Lalamove remains committed to building a transparent and people-centric logistics ecosystem.

Key Stakeholder Groups	Engagement Platforms	Key Concerns	Our Approaches
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"> • Users' service and experience • Delivery quality and mobile app design • Green transport features • Data Privacy 	<ul style="list-style-type: none"> • Maintain a secure marketplace by achieving international standards for data protection, exemplified by ISO certification. • Increase the availability of green delivery options by accelerating the transition to the adoption of new energy vehicles by driver partners. • Leverage technology to reduce the carbon intensity of the platform.
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"> • Drivers' experience such as flexibility and autonomy • Delivery service and mobile app design • Health and safety 	<ul style="list-style-type: none"> • Advance road safety protocols through the deployment of proprietary technology and training modules. • Increase operational efficiency and earning potential by improving order matching efficiency and transparency. • Maintain a people-centric gig ecosystem by consistently monitoring and acting on feedback gathered through diversified feedback channels.
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"> • Maintain regular internal communication channels to keep our employees informed of corporate developments and foster a shared sense of purpose. • Recruit and cultivate talents locally across markets to bring diverse cultural perspectives to our global operations.
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"> • Participate in administrative guidance meetings to maintain strict alignment with evolving labor protection, data security, and fair competition standards.
Investors	<ul style="list-style-type: none"> • Information disclosure • Investor meeting • On-site and online research 	<ul style="list-style-type: none"> • Corporate governance • Risk management • Compliance operation 	<ul style="list-style-type: none"> • Utilize a double materiality framework to provide deeper insights into external community impacts alongside financial factors essential for long-term business resilience. • Enhance transparency in performance monitoring and risk assessment under a data driven and evidence based approach.
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"> • Deploy rapid disaster response protocols and initiate dedicated social outreach initiatives. • Engage with the public media and community groups proactively to foster our commitment to sustainability.

Materiality Assessment

Lalamove conducts materiality assessment to identify and prioritize ESG issues most relevant to our business and stakeholders. These assessments guide us in directing resources toward areas that deliver the greatest sustainability impact.

Since 2023, we have ranked issues according to their significance to both stakeholders and the business. In 2025, we introduced the double materiality approach, which prioritizes issues based on their financial implications for the Company as well as their impact on the environment and communities. This refined methodology enables us to align with global best practices in reporting and gain deeper insights into the critical factors that underpin our long-term business continuity.

With the revamped assessment methodology, 21 material issues were identified as material to our business, the environment, and the community across all operations within Lalamove, with issues encompassing platform safety, risk management and data security being the highest priorities for this reporting cycle. The following section details our materiality assessment process and the prioritized ESG issues list in the matrix thereof.

The Four-Step Assessment Process

1 Identify

Our initial identification of relevant ESG issues is informed by the *Sustainability Accounting Standards Board ("SASB") Standards* for "Internet Media & Services" and "Road Transportation", which correspond to sectors aligned with our business model, as well as by the *European Sustainability Reporting Standards ("ESRS")*. We then integrate insights from industry trends, macro-policy developments, and stakeholder feedback collected through multiple channels to consolidate a comprehensive list of ESG issues with potential material impact.

2 Validate and Evaluate

We discuss and validate the prioritization of these topics with relevant stakeholders as identified in the "Stakeholder Engagement" section across engagement channels to ensure an accurate reflection of their concerns based on first-hand input. The list of ESG issues may be adjusted according to stakeholder's feedback. Guided by the European Financial Reporting Advisory Group ("EFRAG") framework, we applied the double materiality approach to evaluate each topic and support stakeholders in assessing impact materiality—considering the scale, irremediability, and likelihood of impacts on the environment and society—and financial materiality—evaluating the magnitude and likelihood of financial factors critical to long-term business growth.

3 Report

The finalized materiality prioritization is reviewed and endorsed by the ESG Global Steering Committee. This governance process ensures management visibility over material ESG issues and facilitates the integration of sustainability considerations into the highest levels of decision-making.

4 Integrate


The key material issues identified are then embedded into our sustainability strategy and goals. This alignment ensures that our ESG initiatives reflect stakeholder expectations while addressing the most critical sustainability challenges impacting our business, the environment and the wider industry.



Our ESG Strategy

Lalamove's commitment to sustainable development is rooted in our mission to empower communities. We strive to create positive environmental and social impact through responsible operations and proactive sustainability initiatives. Our ESG strategy is built on four key sustainability pillars, namely to protect the environment, nurture a sustainable gig ecosystem, support community growth, and strengthen governance practices.


Each key sustainability pillar is aligned with the global sustainability agenda under the SDGs and guided by stakeholder-centric materiality, ensuring that our actions remain both relevant and impactful. We implement our ESG strategy with a mindset of pragmatic innovation—leveraging our strengths as a pioneer of technology platform to transform sustainability commitments into concrete actions. By embedding sustainability into every aspect of our operations, we not only enhance our competitiveness but also enable long-term success for the communities we serve.



Greening Every Move

We are committed to combating climate change by promoting NEV adoption, reducing carbon emissions and managing resource consumption. Guided by our *Environmental Policy*, we harness smart technology to integrate sustainable practices across our operations, ensuring that innovation and responsibility go hand in hand to build a greener future. We also leverage smart technology to optimize routing and reduce the carbon footprint of freight deliveries.

- Our Environmental Commitment
- Tackling Climate Change
- Accelerating the Transition to Electric Vehicles
- Leveraging Technology for Emission Reduction
- Sustainable Operations




Creating a Culture of Safety and Vibrant Gig Ecosystem

We aim to foster an inclusive and safe gig ecosystem, empowering driver partners to grow and succeed alongside the communities they serve. To achieve this, we place the highest priority on the safety and well-being of both driver partners and users through driver care, driver engagement, and operational safety initiatives. We actively monitor and act on feedback gathered through diversified channels.

- Commitment to Drivers
- Driver Care and Empowerment
- Safety Mechanism
- Promoting a Culture of Safety
- Strengthening Trust Through Protection Measures




Building Sustainable Cities and Communities

We aim to catalyze social inclusion and economic resilience by supporting the backbone of the local economy, specifically to foster the growth of small and medium enterprises ("SMEs"), youth, our employees, and the wider community. We actively initiate social care and development programs in times of need, while continually strengthening our platform capabilities to empower community stakeholders.

- Growing with the Community under Digital Transformation
- Youth Empowerment
- Deliver Care
- Staff Engagement and Inclusiveness




Committing to Sustainable Governance

We ensure long-term business resilience through a robust governance framework built on transparency and ethical conduct. Our robust sustainability governance framework ensures transparency and accountability across our operations, encompassing ethical business practices, compliance with applicable laws and regulations, and the prioritization of data privacy and security to foster stakeholder trust.

- Upholding Platform Responsibility and Business Practices
- Protecting Information Security and Data Privacy



Greening Every Move

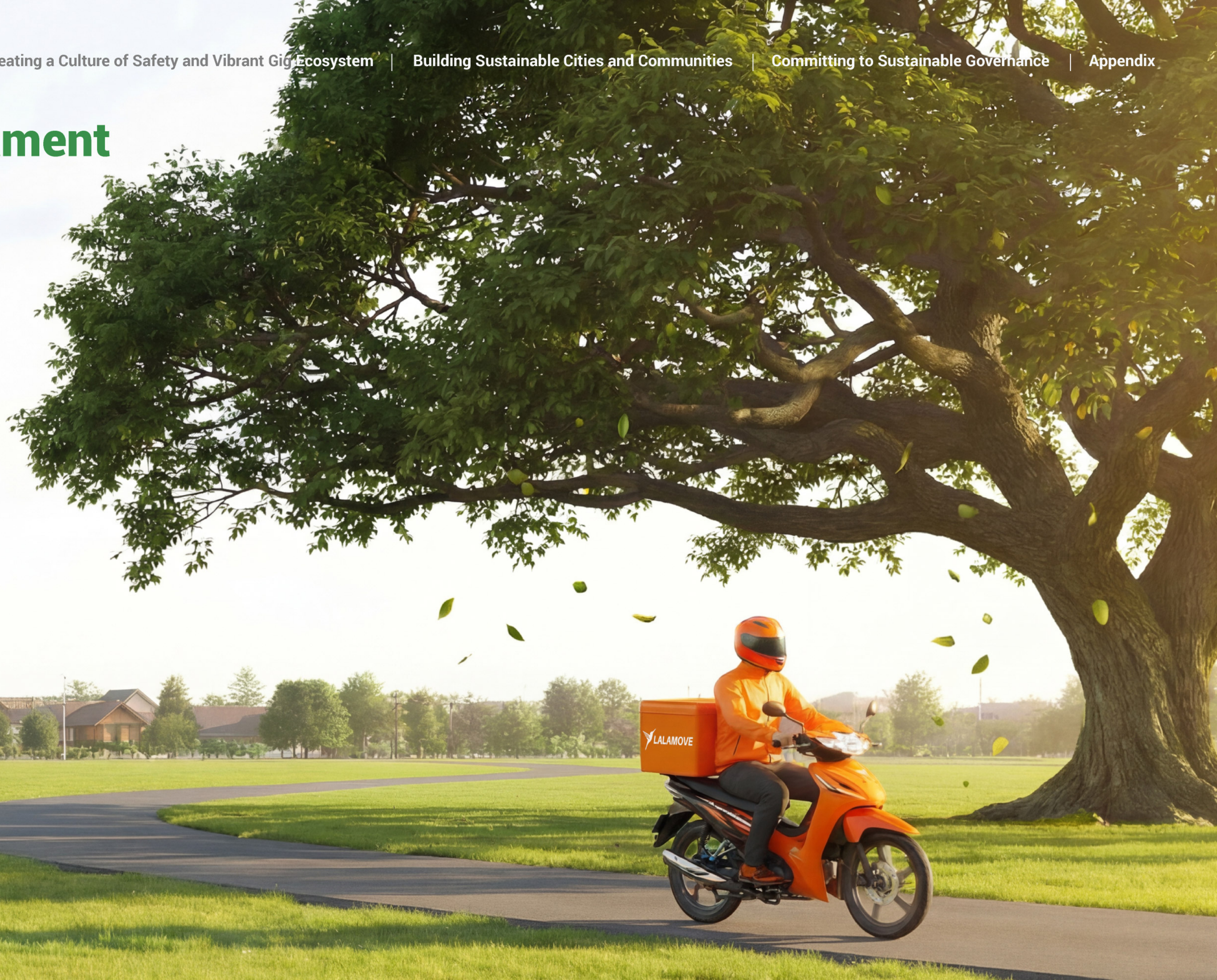


Our Environmental Commitment



Target 17.16: Enhance the Global Partnership for Sustainable Development, complemented by multi-stakeholder partnerships that mobilize and share knowledge, expertise, technology and financial resources, to support the achievement of the Sustainable Development Goals in all countries, in particular developing countries.

Our Focus Area: We actively collaborate with our multi-stakeholder network to achieve our environmental goals and contribute to a greener environment.



Moving from Pledges to Actions

Lalamove demonstrates a steadfast commitment to environmental protection by integrating low-carbon policies and strategies into our operations. Beyond compliance, we pursue the environmental goals we set in 2023 and focus on key environmental aspects that we have major environmental impacts. We aim to minimize our environmental footprints and usher in a new era of green logistics.

With our global presence, we engaged employees across our operating markets to actively contribute toward achieving our forward-looking carbon reduction targets. Since 2024, we have initiated active dialogue with our overseas markets to scale up our environmental data reporting capabilities. Through a robust, data-driven framework, we comprehensively benchmark our 2025 environmental performance, identifying both strengths and areas for improvement. This underscores our dedication to data transparency. Looking ahead, we remain committed to tracking our metrics to advance our sustainability roadmap.

In 2025, we further optimized our digital data collection framework by scaling our automated data verification capabilities. Lalamove will continue to refine our data collection method in order to minimize manual processing and significantly enhance the precision and granularity of our carbon emission tracking.

	Our Environmental Goals	Progress	Our Actions in 2025
<p>Short term</p> <p>↓</p> <p>Long term</p>	<p>Reducing Waste</p> <p>In 2025, 30% of waste will be diverted away from landfill in our office operations</p> <p>In 2025, hazardous waste (e.g. toner cartridges, ink cartridges, used batteries) will be 100% disposed of harmlessly by qualified suppliers</p>	Achieved	<ul style="list-style-type: none"> Lalamove is dedicated to promoting the concept of circularity in our offices. We engage our staff across the globe to implement the 3Rs strategy: reducing waste at source, and ensuring materials are reused and recycled when waste is produced. Since 2024, we have been engaging our overseas markets to implement waste management practices. We remain committed to reducing waste across our global operations. In 2023, Lalamove piloted a recycling scheme at our Functional Office in Hong Kong and has since expanded these practices to our overseas operations in the following years. In 2025, more than 75 kg of materials have been recycled in our Functional Office in Hong Kong. We will continue promoting our recycling program along our global offices and further improve our recycling capabilities in the future. Lalamove ensured all our hazardous waste are disposed of harmlessly through qualified suppliers. We ensured that our disposal practices comply with all applicable laws and regulations in local markets, and we obtained records from suppliers to guarantee 100% of our hazardous waste are treated properly before disposal.
	<p>Going Paperless</p> <p>In 2025, Lalamove will go paperless in our operation (recycled paper is excluded from the calculation)</p>	Achieved	<ul style="list-style-type: none"> Lalamove is committed to achieving paperless operations. Across our operations, only mandatory documents that require hard copies will be printed, and double-sided printing is strongly encouraged. We recycle paper whenever possible, including confidential documents that are securely shredded before recycling. Lalamove utilizes electronic request and approval processes via our working platforms to minimize paper consumption, and adopt online administrative systems to further reduce unnecessary paper usage.
	<p>Promoting Greener Platform Vehicles</p> <p>In 2028, 50% of our fulfilled orders in the Chinese Mainland will be completed by new energy vehicles.</p> <p>Increase proportion of new energy vehicles on our platform in the long term</p>	<p>Achieved</p> <p>In Progress</p>	<ul style="list-style-type: none"> Lalamove continued our collaboration with leading automakers in the Chinese Mainland in 2025, providing more than 50 types of vehicles for our driver partners, ensuring the NEV models meet their needs and expectations. We released our first branded Duola commercial electric van in 2025, providing driver partners with an additional EV option. We collaborated with companies along the NEV supply chain to support our driver partners in their transition to NEVs. In 2025, we partnered with charging providers to provide over 1,750,000 EV chargers in around 340 cities in the Chinese Mainland. In 2025, over 60% of our orders in the Chinese Mainland are fulfilled by NEVs, surpassing our target set for 2028. We also actively seek collaboration between EV providers globally. In the Chinese Mainland, 99% of our vehicle leased and 97% of our vehicle sales are NEVs. We aim to encourage and support our driver partners in their transition to NEVs, while integrating the EV supply chain into our platform operations. In Brazil, we offered exclusive benefits for driver partners choosing EVs through our collaboration scheme. More than 500 driver partners joined the scheme, and we will continue to increase the proportion of NEVs on our platform through diverse channels.
	<p>Transitioning to Net Zero</p> <p>Achieve net zero target by 2040 across our Scope 1 and 2 emissions</p>	In Progress	<ul style="list-style-type: none"> Lalamove actively seeks opportunities to reduce our Scope 1 and Scope 2 emissions. We select office locations with sufficient natural light and lower electricity consumption through delamping. Reminders are posted in meeting rooms to remind our staff to switch off lighting and air-conditioning systems when not in use. Since 2023, we have established an in-house, data-driven GHG emissions management system to ensure data transparency and accountability. We continue to track and analyze our carbon emissions data across the globe through concrete data visualization and quantification. We remain focused on identifying emission hotspots and refining our decarbonization strategies with a data-driven approach.



Tackling Climate Change

As a leading on-demand delivery platform, we acknowledge our responsibility to mitigate the impacts of climate change and are committed to advancing sustainable practices across the logistics sector. This section outlines our approach to identifying, assessing, and managing climate-related risks and opportunities, prepared with reference to the climate-related disclosure requirements under the HKEX *Environmental, Social and Governance Reporting Code* and the IFRS S2 recommendations. We strive to harness the strengths of our platform to seize opportunities arising from the transition to a low-carbon economy and to help communities adapt to the impacts of climate-related risks, fostering a more sustainable future for the logistics industry and beyond.



Target 13.1: Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries.

Target 13.3: Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.

Our Focus Area: Manage climate-related risks and opportunities through a dedicated governance system and actively engages in climate conversations.



Governance

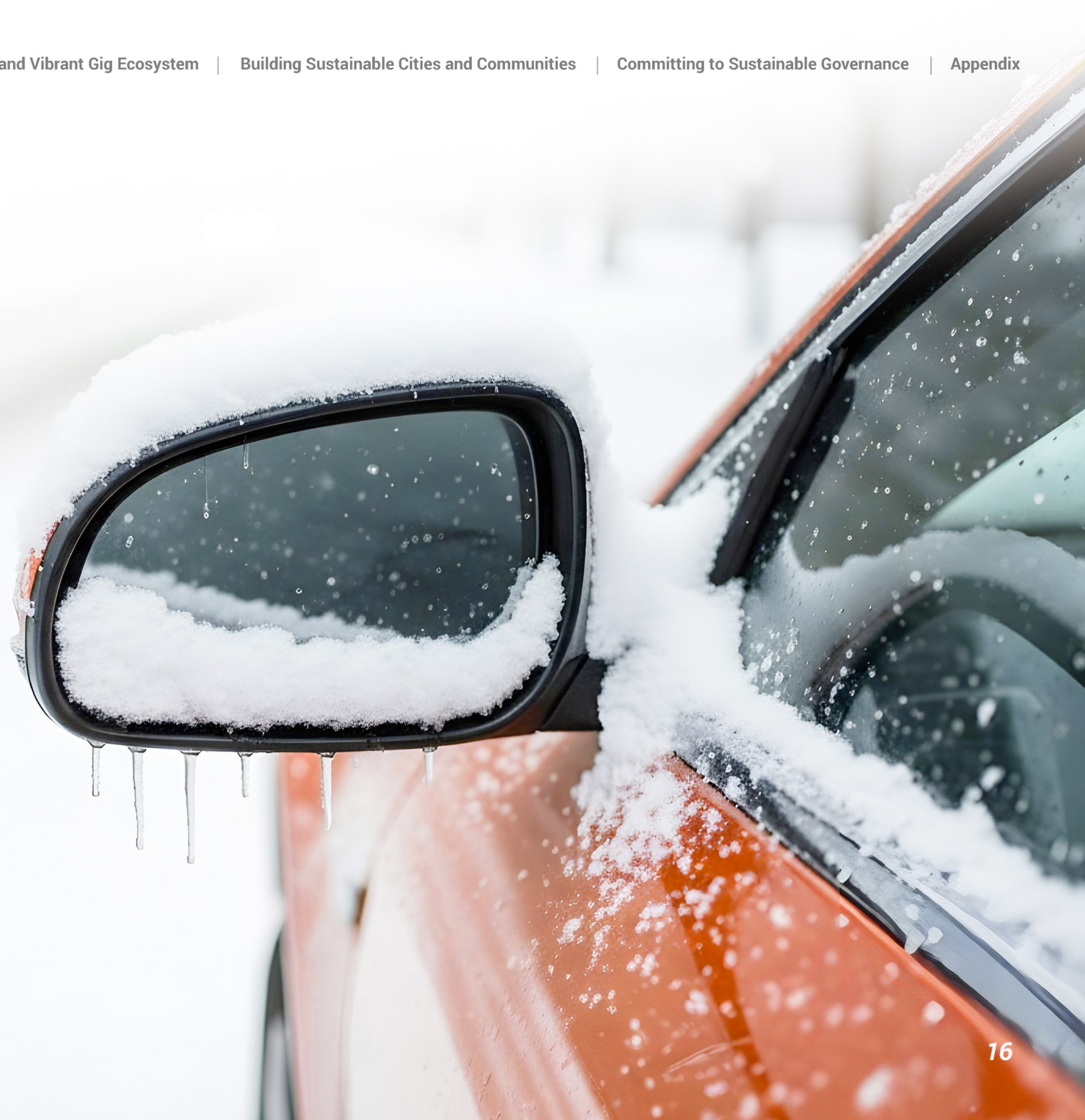
Lalamove's climate-related risk and opportunity governance framework is fully integrated into the Company's broader ESG governance structure. Results of climate risk and opportunity assessments are reported annually to the ESG Global Steering Committee, which is chaired by the CEO.

The management's visibility over climate-related risks and opportunities enables the integration of climate impacts into strategic planning and major investment decisions. Material climate-related risks and opportunities management is embedded within the enterprise risk management process to ensure close alignment between climate considerations and business planning. A holistic view of the climate-related risks and opportunities further supports effective review of our climate commitments and overall sustainability strategy.

To actively oversee the setting and monitoring of the Company's climate targets and performance, the ESG team tracks environmental performance data against our defined sustainability goals – specifically regarding NEV adoption and emission reductions – and reports progress to leadership on a regular basis.

The ESG Global Steering Committee members maintain the appropriate skills and competencies to oversee climate-related strategies by integrating continuous knowledge acquisition directly into our governance rhythm. Rather than relying on static training modules, we equip our leadership with up-to-date intelligence through market briefings delivered by ESG teams and other functional teams, which cover evolving regulatory landscapes and material climate risks relevant to our operations.

For more information on senior management's oversight in leading and steering our climate strategies and actions, please refer to the section on "Sustainability Governance".



Strategy

Lalamove's climate response strategy was designed with a view to offer a holistic evaluation of the Company's climate-related risks and opportunities across operational horizons and climate scenarios. In evaluating these risks and opportunities, we adopt time horizons that are consistent with our business planning cycles to ensure alignment with strategic and operational decision-making.

Time Horizon	Year	Rationale
Short-term	Now-2030	Aligning with our immediate operational planning and business cycle
Medium-term	2030-2040	Aligning with our climate target to achieve net-zero by 2040 across scope 1 and 2 emissions
Long-term	2040-2060	Aligning with the Chinese Mainland's decarbonization roadmap to achieve carbon neutrality and establish a low-carbon and circular economy by 2060

In light of the complexity and unpredictability of climate-induced impacts, we have introduced a qualitative scenario analysis into our climate-related risk and opportunity assessment for the first time in the current reporting period. The scenario analysis covers all material aspects of our operations, which is in line with the scope of disclosure of this report. Two sets of climate scenarios from widely recognized standards that align with the latest international agreement on climate change were selected for the analysis:

Physical Risks and Opportunities

Two Shared Socioeconomic Pathways ("SSP") from the United Nations Intergovernmental Panel on Climate Change ("IPCC") Sixth Assessment Report ("AR6") were selected to simulate long-term climate and socioeconomic development trajectories and the physical risks and opportunities thereof.

Scenario Type	Scenario Selected	Scenario Description
Low-emission scenario	SSP 1-2.6	This scenario represents an ambitious pathway where global warming is limited to well below 2°C, driven by strong international cooperation and sustainable development.
High-emission scenario	SSP 5-8.5	This scenario reflects a high-emission pathway driven by continued reliance on fossil fuels and a lack of substantial mitigation actions, resulting in significant global warming and an exacerbated occurrence of severe extreme weather events.

Transition Risks and Opportunities

Two decarbonization pathways developed by the International Energy Agency ("IEA") were selected to simulate energy system transformation, policy measures, technology adoption and market shifts and the transition risk and opportunity impacts invoked.

Scenario Type	Scenario Selected	Scenario Description
Low-emission scenario	Net Zero by 2050 (NZE)	This scenario reflects the best-case 1.5°C-aligned pathway, consistent with the Paris Agreement, characterized by rapid decarbonization through aggressive climate policies, substantial investment, and technological advancement.
High-emission scenario	Stated Policies Scenario (STEPS)	This scenario reflects the impact of currently implemented and firmly announced policies. It is a current trajectory benchmark to assess transition risks and opportunities under a path of gradual, pragmatic policy evolution.

The table below sets out details of climate-related risks and opportunities that may impact our business we identified through our quantitative and qualitative assessment. Mitigation and adaptation strategies have been formulated and implemented to address each identified impact. Climate considerations have been incorporated into our operational planning, enabling us to build the necessary capacity to adapt our business strategy and model across all climate scenarios. Given the uncertainty surrounding climate policies, technological advancements, and market maturity, our assessment of the Company's climate resilience is based on current business projections and climate strategies for the reporting period. Looking ahead, we will regularly update our climate-related risk and opportunity assessments and continue to refine our response measures according to the latest development landscape.



Overview of Significant Climate-related Risks and Opportunities

Classification under TCFD	Risk Factor/ Opportunity Signal	Description	Potentially Impacted Markets	Relevant Climate Scenarios	Time Horizon	Potential Business Impacts	Mitigation and Adaptation Responses
Physical Risks							
Acute Risk	Increasing occurrence and severity of extreme weather events	The occurrence and severity of extreme weather events, such as typhoons and intense precipitation, are expected to increase, posing higher risks of flooding, particularly in low-lying regions with limited infrastructural resilience.	Markets in Asia	All scenarios - impacts are greater in high-emission scenario	Short/ Medium/ Long Term	<ul style="list-style-type: none"> Lowered service fulfillment, delivery delays and potential damage to goods due to road disruptions, adversely affecting our service quality and customer satisfaction. Loss of revenue due to service disruptions Higher safety risks for driver partners to drive under unfavorable weather conditions. 	<ul style="list-style-type: none"> Safety Protocols: Standardized procedures for handling extreme weather are in place. Safety and protection measures are regularly reviewed and strengthened to address the increasing hazards posed by extreme weather. Alert and Communication: Implemented driver communication guidelines to raise road safety awareness under extreme weather conditions. Introduced in-app weather alerts to notify driver partners working under abnormal heat.
Chronic Risk	Rising temperature and extreme heat	Global warming increases average air temperatures, and is expected to continue increasing the intensity, frequency and duration of extreme heat waves.	All markets, in particular for markets in Southeast Asia and LATAM	All scenarios - impacts are greater in high-emission scenario	Medium/ Long Term	<ul style="list-style-type: none"> Higher operational costs due to increased insurance premiums, potential delays and the need for more frequent health and safety measures. Lower productivity on high temperature days. High safety risks for driver partners experiencing heat strokes while delivering in outdoor areas. 	<ul style="list-style-type: none"> Data-Driven Operational Analysis: Conducted event-based, weather-induced business impact analysis to identify business patterns during extreme event periods and to explore proactive operational mitigation measures. Driver Care: Offer access to rest areas and driver hubs to distribute protective equipment and cool drinks to drivers.
Transition Risks							
Policy & Legal Risk	Regulatory pressure on climate change	Many geographic markets where we operate have committed to achieving carbon neutrality or net-zero emissions by 2050, or within a similar timeframe.	All markets, in particular for the Chinese Mainland, Hong Kong, and Vietnam	We assume proactive climate policies are more likely in a low-emission scenario	Medium/ Long Term	<ul style="list-style-type: none"> Increased operational costs or potential additional investments required to remain compliant with climate disclosure regulations. Service-level disruptions during the phase-out of high-emission vehicles. 	<ul style="list-style-type: none"> Policy monitoring: Monitor and track the latest climate-related disclosure standards and policy developments to manage climate risks and identify opportunities. Enhanced Governance: Strengthen climate governance by ensuring emission data integrity and integrating climate-related risk and opportunity planning. EV Transition: Continue supporting driver partners in their transition to new-energy vehicles Green Operations: Launch green office campaigns to improve internal energy management practices and raise employee awareness of energy conservation.
Technology Risk	Transition to lower-emission technology	The development and application of lower-emission technologies such as the transition to EVs and the advancement of emission-reducing platform capabilities require additional resources.	All markets, in particular for the Chinese Mainland and Hong Kong	We assume the costs of transitioning to lower-emission technology is higher in a high-emission scenario	Medium/ Long Term	<ul style="list-style-type: none"> Increased research and development costs to support green technology application. Increased total cost of ownership in emerging markets may deter driver adoption of EVs, requiring more platform incentives to maintain driver liquidity. 	<ul style="list-style-type: none"> EV Ecosystem: Leverage our platform network to build an interconnected ecosystem that reduces transition costs for all stakeholders and accelerates adoption, including collaborating with EV manufacturers and EV charging solution providers to secure subsidies and exclusive rates, reducing upfront and operational costs for driver partners. Phased Market Rollout: Focus our efforts on markets with clear policy direction, available government funding and subsidies, and established EV infrastructure to optimize resource allocation.
Market Risk	Shift in customer preferences	Increasing public concern about climate change may shift customer preferences toward green logistics solutions.	Markets with stronger momentum on green transition such as the Chinese Mainland, and Middle Eastern markets	We assume that momentum for green transition is stronger in a low-emission scenario	Medium/ Long Term	<ul style="list-style-type: none"> Potential loss in market share due to shifting consumer preferences and increased competition from green logistics providers Potential reduction in success rate in bidding for new commercial contracts where sustainability performance is a weighted selection criterion. 	<ul style="list-style-type: none"> EV Transition: Continue supporting driver partners in their transition to new-energy vehicles by developing a platform EV ecosystem. Data Transparency: Explore to transform our data capabilities to provide more granular, auditable carbon emission data per delivery service.
Reputation Risk	Increasing stakeholder concern on climate action	Increasing public concern about climate change may shift customer preferences toward green logistics solutions and lead to criticism of our carbon-reduction efforts if they fall short of expectations.	All markets	We assume that public sentiment on climate activism is stronger in a low-emission scenario	Medium/ Long Term	<ul style="list-style-type: none"> Increased cost of capital and limit access to financing instruments due to perceived weak sustainability performance. Eroded corporate branding due to failure to demonstrate climate action and authentic corporate purpose in promoting sustainability 	<ul style="list-style-type: none"> Proactive Communication: Disclose our progress and achievements in carbon and energy reduction with high transparency. Stakeholder Engagement: Engage proactively with stakeholders, including driver partners, customers, and local governments, to understand their concerns and co-develop solutions. Brand Alignment: Ensure that all marketing and branding materials accurately reflect our climate actions to avoid greenwashing.

Overview of Significant Climate-related Risks and Opportunities

Classification under TCFD	Risk Factor/ Opportunity Signal	Description	Potentially Impacted Markets	Relevant Climate Scenarios	Time Horizon	Potential Business Impacts	Mitigation and Adaptation Responses
Opportunities							
Products & Services	New market opportunities through low-carbon products and solutions	As attention to climate change and environmental protection grows, platform users are increasingly seeking eco-friendly logistics solutions and products. This trend creates opportunities to capitalize by offering a wider range of green logistics options.	Markets with stronger demand for low-carbon services such as the Chinese Mainland, Hong Kong, and Singapore	We expect higher market potential in a low-emission scenario	Short/ Medium/ Long Term	<ul style="list-style-type: none"> Reduce Scope 3 carbon footprint with the transition to EV and other green solutions. Enhanced brand image as a sustainable logistics platform, allowing us to capture a larger market share and achieve revenue growth. Diversify revenue streams from adding low-carbon products and services 	<ul style="list-style-type: none"> EV Transition: Collaborate with EV manufacturers to support our drivers in vehicle transition at a lower cost. Competitive Differentiation: Strengthen our market positioning as the preferred delivery partner by actively promoting and supporting environmentally and socially responsible logistics solutions.

Risk Management

Lalamove has implemented an all-rounded climate risks and opportunities management approach that is managed by the ESG team and overseen by the ESG Global Steering Committee. Compared to the previous year, our assessment of climate-related risks and opportunities has been enhanced through more granular evaluations extending from company level to market level, the incorporation of insights from climate scenario analysis, and strengthened oversight under our sustainability governance reporting mechanism.

Climate-related risks and opportunities are identified at market level in alignment with the categories defined by Task Force on Climate-related Financial Disclosures ("TCFD"), drawing on insights from stakeholder engagement, peer benchmarking, and climate scenario analysis. We consider broad input parameters from external credible sources and internal business teams to carry out in-depth horizon scanning.

Physical risks and opportunities: Historical data and projected climate variables were collated from globally recognized meteorological datasets, international disaster databases, and the latest scientific climate models that aligned with IPCC standards. These data were supplemented with local market insights to evaluate our exposure to extreme weather conditions.

Transition risks and opportunities: Market signals associated with a shift towards a low-carbon economy were identified through our operational team's industry expertise and analysis of our business performance metrics.

Markets and functional teams participate in the assessment of climate-related risks and opportunities. All identified risks and opportunities are evaluated and prioritized based on their likelihood and magnitude of the potential impact, using a standardized scoring methodology to ensure consistency across the organization. The overall impact score reflects both the financial and brand value implications of each risk and opportunity, and also the time horizon over which they are expected to materialize.

Results of the assessment are subsequently reported to the ESG Global Steering Committee to ensure that climate mitigation and adaptation are integrated into broader business strategic planning and operational decision-making. Material climate-related risks and opportunities are then incorporated into the enterprise risk management framework to enable ongoing monitoring and proactive action.

Metrics and Targets

We quantify our greenhouse gas emissions in accordance with the *GHG Protocol Corporate Accounting and Reporting Standard*. To increase transparency of our climate impact, we have disclosed our Scope 1, 2, and 3 GHG emissions annually since 2023. We have been enhancing the granularity of our emission metrics, in particular, by tracking the carbon intensity of our delivery orders, to gauge the effectiveness of our effort in decoupling business growth from environmental impact. Progress against these key metrics and our decarbonization initiatives is reported to the ESG Global Steering Committee on an annual basis. Moving forward, we will explore additional metrics to monitor material risks more closely, and disclose our progress according to industry best practices and global standards in sustainability reporting.

Accelerating the Transition to Electric Vehicles

Vehicle emissions from our driver partners during order fulfillment represent the most significant component of carbon footprint at Lalamove. Recognizing this impact, we are actively driving the decarbonization of our platform by facilitating a comprehensive electric vehicle ("EV") ecosystem. Through close collaboration with key stakeholders across the value chain, including vehicle resellers, leasing partners, charging infrastructure providers, and insurance firms, we aim to lower the barriers to entry for our driver partners to switch to NEVs, creating a supportive and economically viable pathway for their transition to zero-emission mobility.



Target 7.2: Increase substantially the share of renewable energy in the global energy mix.

Our Focus Area: Promote the adoption of new energy vehicles across all markets in operations.





Leading the EV industry in the Chinese Mainland

As a leading technology-based logistics platform, we recognize that the majority of our carbon footprint stems from Scope 3 emissions of our driver partners. We view the transition to NEVs not just as a compliance requirement, but a critical driver of our sustainable growth journey. Throughout the years, we have actively promoted the adoption of EVs by lowering barrier-to-entry costs for our driver partners. In 2025, this strategy delivered measurable results: over 60% of our orders were fulfilled by NEVs in the Chinese Mainland, and our collaborative charging network expanded to cover around 182,000 charging stations, with more than 1,750,000 EV chargers across 340 cities. We actively continue to expand our charging network to provide comprehensive geographic coverage for our driver partners, enhancing proximity and convenience to EV charging facilities, thereby increasing their willingness to adopt EVs.

	2023	2024	2025
Van orders fulfilled by new energy vehicles (%)	≈50%	≈60%	≈67%
Vehicle sales that are new energy vehicles (%)	≈94%	≈97%	≈99%
Vehicles leased that are new energy vehicles (%)	≈100%	≈100%	≈100%
Number of EV chargers for driver partners	670,000	1,320,000	1,750,000
Number of cities with discounted charging services	327	330	340

Supporting Driver Partners in EV Transition

Lalamove actively engages our driver partners in the transition to EVs. We offer more favorable leasing and sales options for our driver partners to trade-in their existing vehicles, as well as favorable privileges to incentivize driver partners to adopt EVs, including discounts on lease prices to support diverse groups of driver partners, such as veterans and returning customers.

EV Rental Scheme in Sao Paulo – Meeting the New Demands of Urban Mobility

Lalamove Brazil partnered with Yalla, a local vehicle rental company, to provide electric vehicle rental options for our driver partners in Sao Paulo. The collaboration offered EVs with fast charging and integrated safety technologies including telemetry and tracking devices, along with exclusive benefits such as reduced fees and monthly incentives. Through this collaboration, we aimed to make our platform more accessible by enabling interested driver partners to rent cars directly through Yalla. We also target to accelerate the adoption of EVs and provide a cleaner and more sustainable solution in urban logistics, enhancing logistics efficiency while reducing our carbon footprint.



Partnerships with Automakers

Lalamove recognizes the adoption of EV is critical in driving sustainability in freight logistics. We collaborated with leading automakers in the Chinese Mainland and are dedicated to the transition to EVs within the community. In 2025, we continued our partnership with Changan Auto (“長安跨越”), Farizon Auto (“遠程商用車”), Chery Auto (“奇瑞商用車”), Ruichi Auto (“瑞馳汽車”) and Wuling Motors (“五菱新能源”) etc. to provide more than 50 types of vehicles for our driver partners, ensuring that choices meeting their standards and preferences are available. We promote environmental excellence in the logistics sector by engaging with the supply chain, enabling us to better understand market expectations for EVs and to offer best-fit EV options for our driver partners.



Our EV: Duola Commercial Van

Huolala, in collaboration with Changan Auto, launched its first co-branded electric delivery vehicle, the "Duola Commercial Van" in July 2025, a model purpose-built for freight logistics. Upholding our corporate mission of "making deliveries easier", we aim to enhance the efficiency of the entire logistics ecosystem by driving the efficiency, electrification, and intelligent safety of commercial vehicles. Our goal is to provide an elevated delivery experience and enhanced order matching solutions for our driver partners.

The van boasts over 500 proprietary features, with more than 120 patent applications. Leveraging our comprehensive development capabilities—ranging from vehicle styling, interior and exterior design, body and chassis engineering, to performance optimization, intelligent connectivity, vehicle safety, and the integration of core EV components (battery, motor, and electric control systems)—we create a smarter, safer, and more cost-efficient transportation tool for logistic solutions service providers.

Five Key Design Features Tailored for Freight Logistics

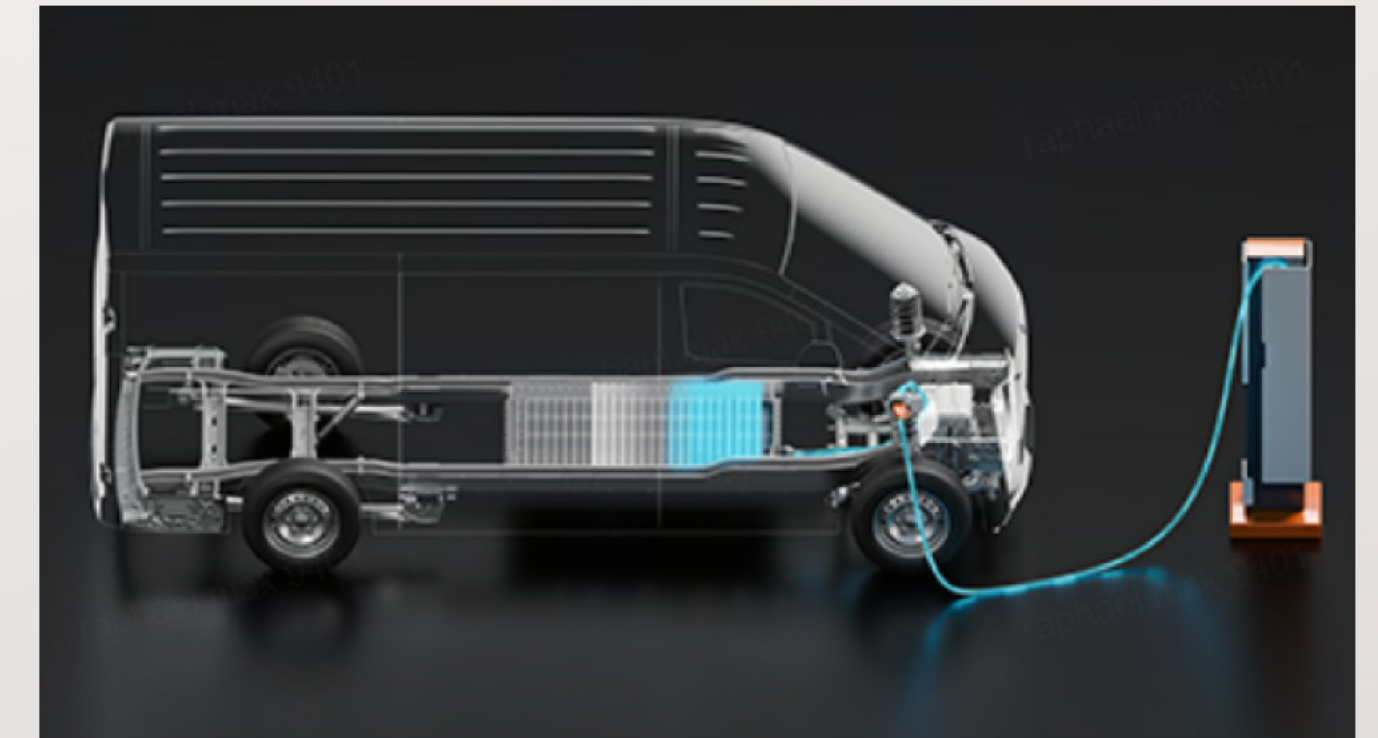
To address the specific operation needs of our driver partners, the Duola Commercial Van incorporates five core design features: a sizable cargo area, a spacious three-seated cabin, wide door openings, supercharging capability, and high load capacity. It offers a cargo volume of 7.8 cubic meters, providing significantly more storage than standard commercial vans, while supporting a payload of 1.47 metric tons to maximize freight efficiency for our driver partners. The widened seats and door openings are designed to enhance comfort and convenience during daily delivery operations. Powered by a high-capacity battery, the vehicle achieves a range of over 300 km. When combined with a lightweight high-strength steel frame, the van effectively minimizes carbon emissions during deliveries, accelerating our transition towards green logistics.

Safety and Quality Assurance

Safety is one of our major priorities when designing the Duola Commercial Van. It underwent over 300 automotive extreme environment testing items with approximately 1,000,000 km, including extreme temperature tests, high altitude tests, user simulation tests and etc. to ensure road safety. The vehicle's battery has obtained five star rating from the "China Electric Vehicles Fire Safety Index" ("C-EVFI") from China Merchants Group. At the same time, we prioritize the health and safety of our employees in the performance of their duties. We have established behavioral management guidelines for our automotive operations staff and have been continuously strengthening safety awareness through regular safety training and emergency response drills.

Supporting Driver Partners to Drive Green Logistics

To provide timely solutions to driver partners' inquiries when using the Duola Commercial Van, we offer 24/7 customer support and a dedicated 1-on-1 online service concierge to resolve any operational queries. We also offer comprehensive hardware maintenance, where repairs are conducted by professionally qualified technicians using only original or equivalent high-quality parts for replacements. Regarding charging infrastructure, we continuously strengthen collaborations with local EV charging service providers to offer preferential charging schemes to our driver partners. We are committed to strengthening incentives for driver partners to transition to NEVs, thereby mitigating inconveniences caused by infrastructure gaps. By increasing the adoption rate of NEVs on our platform, we are accelerating the move towards a greener logistics ecosystem.



Leveraging Technology for Emission Reduction

Lalamove is committed to integrating green technology solutions into our core daily operations. Leveraging the synergies of deep learning, AI and big data, we are able to maximize operational efficiency while driving sustainable growth. We endeavour to transform the logistics landscape, ensuring that every kilometer driven is purposeful, productive, and optimized to minimize our environmental footprint.



Target 9.4: Upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency and greater adoption of clean and environmentally sound technologies and industrial processes, with all countries taking action in accordance with their respective capabilities.

Our Focus Area: Utilize Artificial Intelligence (AI), big data, and other technological applications to enhance logistics efficiency and reduce greenhouse gas emissions.



Efficient Order-matching and Resource Optimization

Lalamove leverages AI technologies and big data analytics capabilities to develop a market-leading order matching system. With the massive data accumulated from transactions on our platform, our algorithm analyzes factors such as vehicle capacity, traffic conditions, and real-time freight demand and recommend best-fit orders to our driver partners. Through the efficient order-matching mechanism, our driver partners typically can respond to an order within approximately 20 seconds for intra-city services, and can normally arrive at the pick-up location in around seven and a half minutes. For long-haul routes, our real-time matching system provides return order options to minimize empty miles, lowering carbon emissions per unit of freight and optimizing resource efficiency. These system features significantly reduce carbon emissions and unnecessary fuel consumption associated with drivers' empty mileage.

To further utilize the delivery capabilities on the road, we are offering pooling delivery options on our platform. Users may select option with a lower price when not under time constraints, while drivers can stack compatible orders with similar routes and fulfilled them with multiple stops. This feature effectively optimizes vehicle utilization to meet different stakeholders' needs, and significantly reduces the total vehicle-kilometers required to fulfill our volume, directly lowering the carbon intensity per shipment while improving earnings for our driver partners.

Tailor-made Routing and Mapping

Our "Anxinla" ("安心拉"), an intelligent transportation IoT system in Huolala, being the mature cornerstone of our safety infrastructure, also serves as a critical tool for facilitation of environmental efficiency. While originally deployed to safeguard driver partners and cargo through a three-camera monitoring array, the system effectively functions as a distributed sensor network for real-time road conditions. By processing live visual data from thousands of vehicles, the system's built-in algorithms identify heavy traffic congestion and road anomalies. As the first company in the Chinese Mainland to implement a large-scale three-camera IoT system, we aim to reduce unnecessary carbon emissions, roadside pollution, and fuel consumption, creating a safer and more sustainable logistics ecosystem.

Apart from optimizing the active route, we are committed to the reduction of empty mileage that plagues logistics efficiency. Leveraging our geospatial capabilities and in collaboration with third-party digital map service providers, we have developed digital maps specifically used in freight logistics. This map includes freight-specific points of interest ("POIs"), such as gas and service stations, and other crucial traffic information, including road restrictions and road blocks. It also pinpoints freight-specific destinations which differ from traditional maps, including loading and unloading locations through integration of big data and deep learning. Our system calculates and suggests the nearest parking locations and most efficient routes for delivery, reducing the time and distance traveled in detours. By converting empty leg return freights into productive delivery runs and guiding driver partners away from low-demand zones, we maximize the utility of every liter of fuel, ensuring that emissions are generated exclusively for productive commerce rather than vehicle repositioning. In the Chinese Mainland, we reduced more than 510,000,000 km in delivery travel distance, and around 80,000 metric tons of carbon emissions were saved during 2025.



Data-driven Carbon Visibility

We operate on the principle that what gets measured, gets managed. We continue to enhance our data capabilities to provide granular visibility into our Scope 3 emissions. By enhancing our precision in distance-based data logging, we have established a robust foundation for carbon accounting that tracks the exact environmental footprint of our operations. This data-driven clarity allows us to identify high-emission hotspots within our network and strategically deploy NEV incentives to the specific regions and routes where they will yield higher decarbonization impact.

Hong Kong Sustainable Development Innovation and Technology Awards 2025—Excellent Award

It is our honor to receive the Excellent Award in Green Transportation Innovation and Technology at the Hong Kong Sustainable Development Innovation and Technology Awards 2025 organized by the World Institute of Sustainable Development Planners ("WISDP"). This recognition acknowledges our dedication to driving green logistics through innovative platform technology. For over a decade, we have upheld the belief that technology can significantly enhance efficiency in logistics, while simultaneously minimizing environmental impact. We will continue to leverage technology and data to innovate, positively impact our community and environment, and promote sustainable development through strong partnerships and innovative solutions.



Standard Chartered Corporate Achievement Awards 2025—Outstanding Award

It is our pleasure to receive the Outstanding Award in the InnoTech Corporate Category at the Standard Chartered Corporate Achievement Awards 2025, organized by Standard Chartered Bank in partnership with South China Morning Post. The award recognizes our commitment to delivering transformative user experiences through continuous innovation and cutting-edge technology initiatives. We remain committed to innovating with purpose, embracing technology, and shaping the future of smart logistics to deliver value across global communities.



Sustainable Operations

Lalamove is dedicated to minimizing the ecological footprint of our physical operations through a comprehensive Green Office strategy that translates our sustainability commitment into daily action. We actively cultivate a culture of environmental stewardship by empowering our employees through multi-channel communications, including policy memos, on-site notices, and our annual Green Office e-Newsletter. This proactive approach is underpinned by rigorous resource management and strict compliance with all applicable environmental laws—covering emissions, water usage, and waste disposal—across every market in which we operate.



11 SUSTAINABLE CITIES AND COMMUNITIES

Target 11.6: Reduce the adverse per capita environmental impact of cities, including by paying special attention to air quality and municipal and other waste management.

Our Focus Area: Implement green office initiatives and foster environmental education.



WASTE REDUCTION

Set up recycling facilities globally to align with local best practices and divert waste from landfills.



ENERGY EFFICIENCY

Maximize natural light utilization in our operation offices and promote "switch-off" policies for idle air-conditioning and electronic devices across all operating markets.



WATER CONSERVATION

Pursue micro-optimizations to preserve water resources, such as reducing water flow duration by ~44% per use in Brazil.



STAFF AWARENESS

Drive behavioral change through internal communication, including the annual Green Office e-Newsletter to keep sustainability top-of-mind for employees.



GREEN CULTURE IN ACTION

By gifting reusable utensil sets to our employees in Singapore as a work anniversary gift, we actively encourage our staff to embed eco-conscious habits into our office culture.

Waste Management and Circular Economy

Lalamove recognizes that effective waste management is essential for mitigating the burden on landfills and minimizing resource extraction. We are committed to implementing comprehensive waste management practices across our global markets. At our Functional Office in Hong Kong, we facilitated waste reduction at source through staff engagement and activities. In 2025, we have set up recycling facilities in our offices according to local best practices, and encourage our employees to conduct waste separation and recycling by utilizing signages at waste disposal stations. To further foster a zero-waste culture, we focus on eliminating single-use items. Apart from gifting reusable utensil sets, we also provide reusable mugs and water refilling stations in all offices. Furthermore, we maintain rigorous oversight of hazardous waste; electronic waste, toner cartridges, and used batteries are strictly handled by qualified licensed suppliers to ensure safe and compliant disposal.

Lunch & Learn – Rethinking Food Waste in Hong Kong

In June 2025, our Functional Office in Hong Kong organized a Lunch & Learn session dedicated to food waste management. We invited the Founder and CEO of a local company providing food-waste-to-energy solutions to share insights into Hong Kong’s waste landscape and industry innovations. This session strengthened our employees’ understanding of the issue and fostered a stronger commitment to responsible consumption practices in the office.



Turning Food Waste into Hope in Malaysia

Lalamove Malaysia partnered with Green Hero, a local social enterprise, to tackle the dual challenge of food waste and hunger. By integrating our on-demand logistics network with their rescue operations, we facilitate the rapid collection of surplus edible food from events, bakeries, and businesses. Our driver partners completed deliveries in a timely manner that ensures perishable items remain fresh for redistribution to NGOs or resale at accessible prices. This collaboration not only diverts edible resources from landfills but also creates a scalable logistics model that supports food security in our communities.



E-waste Recycling Support in Brazil

For the second consecutive year, Lalamove Brazil partnered with Circulare to promote the proper disposal of large household electronic appliances. From June to July 2025, we offered free pickup for broken or unused large electronic appliances to ensure they were being handled properly, aiming to divert at least 3 metric tons of heavy equipment (over 30 kilograms) to environmentally sound processing facilities. This initiative underscores our ongoing commitment to the circular economy by actively facilitating the sustainable management of electronic waste.



Operational Efficiency and Resource Stewardship

We continuously optimize our resource consumption through targeted, localized interventions and rigorous oversight.

Energy Saving

To achieve our target of net-zero in Scope 1 and 2 emissions by 2040, we prioritize energy efficiency as a cornerstone of our operational strategy. We prioritize office premises that feature comprehensive energy management systems and abundant natural lighting. Beyond infrastructure, we minimize our daily consumption by procuring appliances with Grade 1 energy labels and maintaining a robust cleaning and maintenance schedule for air-conditioning and lighting systems. To ensure these technical measures translate into behavioral change, we actively foster an energy-conscious culture through visible reminders and clear "switch-off" protocols across our global markets.

Water Conservation

Responsible water management is essential in ensuring access to clean freshwater and sanitation. Although our business does not heavily rely on water consumption, Lalamove is committed to prioritizing conservation and efficient use of this vital resource, and ensuring that our operations comply with applicable local water laws and regulations. We show our commitment to sustainable water management through office selection and collaboration with property management team. The premises of our Functional Office in Hong Kong have obtained the Quality Water Supply Scheme for Buildings - Fresh Water (Management System) Gold certificate, ensuring quality water supply in the building.

Materials & Data Centers

We champion the principles of the circular economy by actively seeking regenerative alternatives across our operations. In our offices, we enforce a "digital-first" workflow to minimize paper usage, supported by double-sided printing policies and recycling mandates. When physical resources are necessary, we insist on sustainable origins; for instance, in our Functional Office in Hong Kong, we exclusively procure PEFC-certified paper, a standard we encourage across all global markets. We also encourage our teams to source products with sustainable certification across different operating markets, demonstrating our global commitment in protecting resources from exploitation. Meanwhile, as our data storage demands grow, we mitigate our digital footprint by partnering exclusively with data center service providers who share our environmental vision. We rigorously monitor these vendors' energy performance to actively manage the Scope 3 emissions associated with our digital infrastructure.

Belt and Road Environmental Leadership Recognition Award

We received the Belt and Road Environmental Leadership Award once again at the BOCHK Corporate Low-Carbon Environmental Leadership Awards, organized by the Federation of Hong Kong Industries ("FHKI"). This recognition highlights our efforts in leveraging big data and AI technologies to manage our carbon footprint. Using our in-house data-driven greenhouse gas emissions management system, we enhance transparency and accountability as we work towards lowering our carbon footprint in Belt and Road markets.



Creating a Culture of Safety and Vibrant Gig Ecosystem



Commitment to Drivers

Lalamove recognizes that driver partners are the backbone of our daily operations. Our vision is to build an inclusive and thriving platform economy that not only protects driver partners' basic rights, but also empowers them to succeed. To achieve this, we continuously enhance our driver partner rights protection mechanism and optimize platform services surrounding our core commitments to platform users. By doing so, we ensure that every driver partner feels valued and is equipped to thrive in the dynamic and evolving ecosystem. We are committed to upholding five key pillars to achieve a win-win partnership with our driver partners.



Target 5.1: End all forms of discrimination against all women and girls everywhere.



Target 8.5: Achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value.



Target 10.2: Empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.

Our Focus Area:

- Empower driver partners from diverse backgrounds.
- Promote an inclusive working environment for women.





Flexibility

We offer driver partners the flexibility to choose their own working hours and driving routes, allowing them to balance work with personal commitments.

Transparency

We have taken a wide range of measures to ensure that our driver partners are fairly compensated for their services and that compensation policies are transparent and clearly communicated to them.

Autonomy

Our driver partners have the freedom to decide which orders they accept and how they manage their deliveries, giving them a sense of ownership over their work. We recognize and reward top-performing drivers.

Opportunity & Empowerment

We provide drivers with opportunities for skills development, financial support, and access to resources that enable them to grow professionally and personally.

Safety & Welfare

We are dedicated to supporting our drivers' well-being by providing financial assistance, promoting their health, actively seeking their feedback, and fostering an inclusive platform for drivers from all backgrounds.

Flexible Order-taking Mechanism

Our flexible order-taking mechanism empowers driver partners with full autonomy to manage their platform careers as entrepreneurs. Orders are dispatched in real time throughout the day, and driver partners are given full autonomy in selecting suitable orders they prefer to complete.

Leveraging technology, we help driver partners to complete more orders with ease and maximize their earning potential through efficient order matching. At the same time, our system actively safeguards fairness by monitoring and prohibiting illegal order-bidding behaviors, such as the use of scripts or bots, that violate our terms of service and undermine the interests of the driver community. We remain committed to optimizing our platform algorithms to gatekeep fairness in the order-taking mechanism.

We are honored to be able to support local communities and uplift our driver partners' families by creating earning opportunities under the flexible working model:

“

Wearing my college uniform by day and taking orders by night, I used my earnings to pay tuition, proving that dreams can be achieved through sheer grit.

Jozel Opena
A student, father and driver partner in the Philippines

”



“

Working with Lalamove provides me with daily income that is sufficient for my family's expenses. Compared to my previous full-time job, now, I have more control over my time and can spend more quality moments with my loved ones.

Ms. Kanyanat
A driver partner in Thailand

”



“

After my wife suffered a stroke six months ago, I turned to Lalamove to earn additional income to cover her medical expenses. The platform's flexible work model and lack of strict quotas allowed me to earn a living while still being able to take care of my wife.

Mr. Sy
A driver partner in Vietnam

”



Enhancing Platform Transparency

Lalamove is committed to creating a transparent and equitable platform ecosystem where both driver partners and users can thrive. To uphold this vision, a series of measures were introduced to reinforce platform social responsibility and safeguard the well-being of the community. In 2025, Huolala launched ten driver rights protection measures, including introducing additional service fees during peak seasons, strengthening the mechanism for chasing order fee payables, and optimizing the commission structure—all aimed at safeguarding driver partners' earning potential through the platform. In addition, Huolala launched its algorithm transparency initiatives to strengthen trust among stakeholders, ensuring that order distribution, and commission mechanisms are fair, consistent, and aligned with regulatory expectations.

Driver Care and Empowerment

Our platform's success goes hand in hand with the well-being of our driver partners. We foster their well-being and long-term success through financial empowerment, welfare and health promotion, as well as driver community care programs and support systems. Apart from assisting driver partners to make ends meet, these concerted efforts strengthen the resilience of our shared ecosystem, advancing equitable opportunities and social inclusion across the communities we serve.



Driving Financial Empowerment and Personal Growth

Huolala's Driver Learning Platform

We provide our driver partners with diversified, multi-channel professional training, covering core areas such as platform rules, service standards, traffic regulations, and emergency safety protocols, empowering them to autonomously enhance their service quality. Since the launch of our online "Driver Classroom" in 2019, we have introduced approximately 3,000 courses, attracting a cumulative number of attendees of over 620 million. This initiative bolsters the professional capabilities of our driver partners and contributes to the long-term talent development of the logistics industry. Furthermore, we provide offline training for newly joined driver partners at over 400 service centers across the Chinese Mainland. The curriculum encompasses the platform's mission, role responsibilities, health and safety, vocational injury prevention techniques, and daily vehicle maintenance.

In October 2025, Huolala hosted the 6th Shenzhen Huolala Driver Vocational Skills Competition. Held under the joint guidance of multiple municipal departments in Shenzhen, nearly 50 outstanding platform drivers competed to showcase their professional skills and safety literacy. This year's competition focused on core freight operational competencies, featuring five key assessment modules—including pre-trip preparation, reverse docking, and parallel parking—to comprehensively evaluate drivers' safe driving and professional operational standards. After intense competition, 10 drivers emerged as award recipients. Having been held for six consecutive years, the competition promotes driver partners upskilling and facilitates communication between the government, the Company, and driver partners, and continuously elevate the overall skill level of the industry.

Supporting Aspiring "Driverpreneurs" in Indonesia

Lalamove Indonesia hosted the "Driverpreneur" appreciation event to honor our driver partners and support their career development. Driver partners were invited to share their journeys through videos, showcasing innovative ideas and future development plans. From these submissions, five outstanding contestants were selected to receive a total business capital fund of IDR 250 million, with evaluations conducted by judges from the Indonesian Ministry of Micro, Small, and Medium Enterprises ("MSMEs"). The event also featured insightful seminars led by representatives of the Ministry of MSMEs, the CEO of a corporate client Torch and a successful driver partner who has built a thriving business of his own. Their inspiring stories reinforced the belief that our driver partners are not only delivering goods but also paving the way for entrepreneurial success, contributing to both their communities and the broader economy.



Promoting Driver Welfare and Health

Driver Insurance and Earnings Protection

A platform-wide insurance scheme is also being rolled out to driver partners in Lalamove global markets. Taking Huolala as an example, by 2025, this initiative had expanded to cover 17 cities, including Beijing and Shanghai. Since 2022, the platform has invested over RMB 198 million, providing coverage for a cumulative total of 1.03 billion orders. Furthermore, through the "Anxinyun" ("安心运") Driver Rights Protection Program, Huolala has optimized key product features such as quick pay, payment recovery assistance, and user governance. We have bolstered our governance efforts against behaviors that disrupt the platform ecosystem, striving to create a healthier and more equitable operating environment. To further mitigate income risks, the platform provides subsidies and advance payments for driver partners in instances where users default on payment, become unreachable, or cancel orders without notice.

Caring for Driver Partners' Well-being

Recognizing that truck drivers face elevated health risks due to long driving hours and irregular lifestyles, we are dedicated to safeguarding the physical well-being of our driver partners. In 2025, Huolala established a dedicated team to oversee driver health protection. Under this strengthened governance framework, we have pioneered a new health management model for platform workers. These initiatives encourage driver partners to integrate health management into their daily lives. From identifying chronic risks through on-site screenings to achieving weight-loss goals via wellness programs, these outcomes fully demonstrate the platform's commitment to driver well-being.

Driver Health Center

In June 2025, Huolala released the industry's first Intra-city Freight Driver Health Report during our Driver Health Launch Event. The report highlighted that lower back pain, cervical spine issues, and gastrointestinal disorders are the most common health challenges faced by driver partners. In response, Huolala partnered with the Shenzhen Prevention and Treatment Center for Occupational Diseases to establish the industry's first "Driver Health Center." This center implements a systematic tracking and intervention mechanism. Through occupational health literacy surveys and health check-ups, we are building comprehensive driver health profiles. By combining these profiles with group assessment results, we actively identify potential risks and provide specific driver groups with tailored, scientifically grounded health advice and support.



Driver's Homes

Huolala has established "Driver's Homes" across the country, covering 14 cities. These facilities provide driver partners with a cozy space to recharge, featuring rest zones and shower facilities. This initiative ensures that driver partners can continue their journey in optimal condition after adequate rest.



Driver Health Corners

Since November 2025, Huolala has set up "Driver Health Corners" in over 400 offline stores nationwide. Each location is equipped with height, weight, and blood pressure measurement facilities, where trained staff provide free health screenings for visiting drivers. Concurrently, the platform launched an online health risk assessment system to track and manage potential risks. For driver partners with irregular test results, store staff provide professional medical guidance, followed by regular check-ins from Huolala Health Specialists. To date, the program has assisted over 100,000 driver partners in completing blood pressure and BMI measurements. Furthermore, the initiative includes health education campaigns and blood pressure check-in activities to continuously strengthen the occupational health defense line for our platform drivers.



Health Knowledge Courses

Huolala continues to elevate driver partners' health awareness through diverse educational channels. In 2025, we released 43 issues of our Health Knowledge Courses, focusing on high-concern topics such as lumbar/cervical spine care and gastrointestinal health. These courses are delivered through various formats, including articles, videos, and online-to-offline activities, attracting over 1.01 million participants per month. We also introduced weekly health livestreams in late 2025, attracting over 30,000 average viewers per month. In December 2025, Huolala held its inaugural offline "Health Seminar" in Kunming. We invited local drivers suffering from hypertension to discuss blood pressure management with cardiovascular experts from top-tier hospitals and distributed free blood pressure monitors to attendees.



Driver Health Exercises

To support the prevention of occupational diseases, Huolala collaborated with the Shenzhen Prevention and Treatment Center for Occupational Diseases to develop two sets of "Driver Health Exercises". These exercises are designed to help drivers prevent common occupational issues affecting the cervical and lumbar spine. In 2025, over 1.31 million driver partners participated in these exercises, gaining positive health benefits.



Mental Health Charity Hotline

In January 2025, the Beijing Huolala Public Welfare Foundation, in partnership with the China Association of Social Workers, launched a "Mental Health Charity Hotline" for driver partners. Providing 24/7 free psychological counseling services, the hotline received over 620 calls throughout 2025, including nearly 400 from driver partners and their families. We aim to effectively alleviate the stress and mental burden on our driver partners through this timely support.

Lalamove Thailand Celebrates Mother's Day with Free Health Check-ups for Female Driver Partners

At Lalamove Thailand, we celebrated Mother's Day by prioritizing the health and well-being of our female driver partners. In partnership with the Zendai Foundation, we organized a free health check-up event for 100 women, offering assessments including diabetes and hypertension screenings, blood tests, and mental health evaluations. Through this initiative, we recognize and honor the hard work of our female driver partners and mothers.



Care for Drivers' Families

Driver Care Fund in Huolala

The Driver Care Fund is dedicated to providing critical assistance to driver partners facing financial hardship due to serious illness or natural disasters. Eligible driver partners can apply for aid directly through our online platform. Since its inception, the Fund has provided vital support to over 100 driver partners and their families grappling with unforeseen emergencies. During the 2025 Dragon Boat Festival, the Fund distributed festive gift boxes to driver partners battling severe illnesses, extending our care and solidarity to them and their families. Meanwhile, we launched the "Cloud Blessings" digital campaign, enabling the wider driver community to send virtual well-wishes to peers facing critical health challenges. This initiative successfully fostered a spirit of solidarity and mutual support within our platform community.

"Warm Sun Program" in Huolala

In May 2025, the Beijing Huolala Public Welfare Foundation partnered with the Shenzhen One Foundation to launch the "Warm Sun Program". This initiative is dedicated to providing comprehensive growth support to the children of driver partners whose families are facing financial hardship due to the death or injury of the primary breadwinner. The program establishes a three-tiered support framework comprising "Financial Aid, Resource Support, and Emotional Connection". This holistic approach is designed to not only foster the healthy development of these children but also effectively alleviate the financial and emotional burden on their families. Key components of the support package include "Growth Grants", "Growth Kits", and educational study tours. To date, the program has extended vital care and support to 7 driver partners' families.

Festive Celebrations with Driver Partner Families in Vietnam

At Lalamove Vietnam, we hosted the "Mid-Autumn Festival Gathering: Celebrating with Lalamove" to extend love and care to the families of our driver partners. The event was warmly received, featuring lively games, interactive quizzes, and vibrant dance performances. Families were especially delighted to meet traditional Mid-Autumn characters such as Chú Cuội and Chị Hằng, while exciting lucky draws added to the festive atmosphere with fantastic prizes.

"Forging Ahead" Driver Support Program Receives Multiple Recognitions

In 2025, the Beijing Huolala Public Welfare Foundation's "Forging Ahead" ("大道向前") Driver Support Program achieved outstanding recognition for its impact on social responsibility. The initiative was selected as a "2024 China Philanthropy Annual Record" project at the 9th China Philanthropy Conference organized by *Public Welfare Times*, and was further recognized as a 2025 contracted project under the "Warm Journey · Career Development and Protection for Truck Drivers and Ride-hailing Drivers cum Truck Driver Protection" initiative ("暖途·货车司机、出租汽车司机职业发展与保障行动暨货车司机护航专项行动"), fully affirming the program's impact.



Driver Engagement

Lalamove is dedicated to maintaining close communication with our driver partners to address their needs and support the sustainable development of our platform ecosystem. Through our online and offline dual feedback mechanism, we ensure that all driver partners' voices are valued. At the same time, we strive to let their stories of dedication and excellence known through recognition programs and campaigns. The platform goes beyond livelihood, becoming a community where driver partners celebrate their identity with pride.

Hearing from our Driver Partners

We engage driver partners of all genders, age groups, races, and educational or career backgrounds through various channels to ensure their voices are heard and that our platform prioritizes their welfare and needs. In 2025, Huolala organized 64 national driver roundtable meetings across the Chinese Mainland. These sessions served as a vital bridge for communication between driver partners and the platform, effectively identifying user pain points to foster a better working environment and optimize the broader service ecosystem. Complementing these offline engagements, Huolala has operated an online "Driver Community" since 2021. This digital platform strengthens interactions both among drivers and between drivers and the platform, enabling us to collect feedback more effectively and promote driver welfare initiatives. As of December 2025, the community has attracted a cumulative total of nearly 4.6 million driver partners, with over 1.1 million monthly active participants.



Recognizing Driver Excellence

The vital role of logistics carriers in sustaining the daily functioning of society is often overlooked. At Lalamove, we deeply value our dedicated driver partners for their unwavering efforts in serving their local communities. We honor their professionalism and commitment through a series of recognition programs implemented across our global markets.

Huolala in the Chinese Mainland

The driver honor program (“平凡之光” 榮譽計劃) recognized 43 driver partners for their outstanding professionalism and service excellence. Additionally, a newly established “Anti-Fraud Pioneer” award commended 100 driver partners who actively participated in anti-fraud efforts, setting an industry benchmark for integrity. These recognitions are also displayed as driver recognition tags inside the platform app, allowing users to acknowledge and appreciate our partners’ achievements.

Lalamove Brazil

We launched the Driver Partner Appreciation Week in honor of Brazil’s National Driver’s Day and Motorcyclist’s Day. During the week, driver partners in São Paulo with exceptional performance were rewarded with exclusive prizes, including televisions, smartphones, and Lalamove gift kits, as a token of appreciation for their dedication and impact.

Honoring our “Everyday Heros Behind the Wheel”

Lalamove launched the “Heroes Behind the Wheel” campaign, dedicated to highlighting the inspiring journeys of our driver partners. This heartfelt initiative honors driver partners’ remarkable contributions to their families and communities by presenting their inspiring stories with creative media. In Lalamove Philippines, five exceptional driver partners’ stories were adopted into short films, vividly portraying their journeys of supporting their families and uplifting their communities. The initiative culminated in an exciting film festival themed “Search for the Next Lalamove Hero”, where drivers experienced the thrill of a red carpet premiere alongside their beloved families. With the launch of this campaign, we express our deepest gratitude to our driver partners for the vital role they play every day, and we invite the community to pay tributes to these heroes who keep our lives moving, one delivery at a time. We are proud to have driver partners on the platform who always go above and beyond to provide exceptional service to our customers and offer mutual support within the driver community.

Lalamove Japan

Lalamove Japan team celebrated its first anniversary by hosting the “Lalamove Appreciation Festival” in Tokyo. The event brought together the driver partner community through a series of engaging activities, including lucky draws, refreshments from food trucks, and opportunities for fellow driver partners to connect with one another.

Lalamove Mexico

The local team hosted a celebration to honor our driver partners as part of the “Heroes of Deliveries” campaign. During the event, we expressed heartfelt gratitude towards driver partners for their dedication, hard work, and commitment through prizes such as televisions, speakers, and smartphones.



“ I delivered vital documents needed for a patient’s operation. To me, being a Lalamove driver partner is another way of serving.”

Michell Shane Culang
A former soldier and driver partner in the Philippines

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Safety Mechanism

Safety is a core priority across all phases of our operations. Our Safety Management System safeguards driver partners and customers through rigorous risk assessment, incident reporting, and continuous improvement. Leveraging AI and data analytics, we strengthen protocols to ensure regulatory compliance and alignment with industry best practices. This commitment fosters trust, reduces incident rates, and enhances emergency preparedness across all services.



Target 3.6: Halve the number of global deaths and injuries from road traffic accidents.

Our Focus Area: Prioritizing driver and user safety through a safety management system.

Optimizing Our Safety Management

Driver partners and users in all markets are supported on the road by a holistic safety management system. At the Functional Department level and local market levels, our dedicated safety teams take a proactive role in gatekeeping platform user safety. Our local teams maintain frequent communication with relevant authorities to ensure our platform upholds the highest standard of road safety management under local regulations. Standard Operating Procedures have been established providing clear guidelines for both drivers and support staff amid public safety emergencies.

1. Preventive Measures:

We closely monitor and assess all potential road safety risks to provide driver partners with optimized route suggestions and updated traffic condition alerts. Regular meetings are held to review the platform's safety performance and make necessary adjustments.

2. Proactive Support:

In the event of a road accident, our standard operating procedures outlines clear emergency handling guidelines for both driver partners and support teams. We support driver partners throughout their journey to recovery, including assisting with injury insurance claims.

3. Review and Enhancement Mechanisms:

Our Safety Incident Management Platform ("SIMP") keeps track of all road accident cases to ensure timely follow-up actions. In 2025, SIMP was enhanced with automated case assignment features, further scaling up our incident response capabilities. We employ a robust internal assessment mechanism to evaluate the root causes of safety incidents, identify areas for improvement, and take immediate action to address relevant issues. We maintain open communication with platform users to gather feedback and continuously improve our safety management procedures.



End-to-end Safety Management System

We strive to safeguard our driver partners and users at every stage of their journey through end-to-end safety controls and platform features. Our safety team continuously evaluate safety risks across the platform, implement preventive measures to reduce potential incidents, and monitor key indicators to strengthen the impact of our initiatives.



Driver Partner Onboarding

Safety measures begin before driver partners get on road.



Background Verification
Prior to onboarding a new carrier to our platform, we run a robust process of background and qualification screening. Driver partners are required to submit their identity document and vehicle details for verification, and complete a face-to-face verification at one of our offline stores.

Anxinla ("安心拉") - Three-camera IoT System
The Huolala system leverages AI to process data from real-time vehicle positioning and route tracking, as well as audio and video recording from both inside and outside vehicles. The intelligent features analyze traffic conditions, driver partner status, and cargo abnormalities, enabling the early detection of safety hazards, potential cargo damage, and vehicle maintenance needs.

Access to Customer Support
Driver partners and users can contact our customer support team through a designated hotline whenever assistance is required. Our platform also possesses the capability for instant safety case reporting to our safety team, emergency contacts, and local authorities. All potential safety threats are promptly investigated by local safety and customer experience teams.

Post-order
We establish two-way feedback channels between platform and driver partners, and between driver partners, merchants and ride users, to continuously enhance safety standards and improve platform services.

Post-order Feedbacking
Driver partners and platform users can rate and share feedback on their experience anytime after an order is completed. This two-way feedback mechanism helps all platform users co-create safer experiences and enables us to identify areas of concern for service improvements.

Onboarding Training
Driver partners are required to complete and pass an online safety training before they can take orders via our platform. This equips driver partners with the necessary knowledge to protect their own safety on the road and that of other road users.

Insurance Protection
Platform-wide insurance is rolled out in Lalamove global markets. Additionally, all driver partners in Huolala are required to obtain automobile liability insurance, providing protection for personal injury and property damage in the event of road traffic accidents.

Order Taking
Our platform technology helps driver partners and platform users complete their journeys safely.

Safety Check Alert for Unusual Stay
Our platform has build the capability to detect unusual stops real-time during an order. If a potential safety risk is flagged, we proactively reach out to users and driver partners to ensure safety of all parties.

Facial Recognition
Driver partners are required to complete facial recognition scans regularly to ensure that only registered individuals who meet our minimum onboarding requirements and have completed the relevant safety training are allowed to serve on the platform.

In-app Weather Condition Alerts
We began rolling out safety reminders triggered by extreme weather conditions in select global markets to help driver partners stay alert and plan ahead for unfavorable weather.

In-app Wellbeing Reminders
In Huolala, driver partners receive wellbeing reminders after extended hours of order taking to encourage adequate rest, reinforcing a safety-first culture and promoting safer journeys.

Promoting a Culture of Safety

We continuously promote safety awareness and protective measures through online and offline training, interactive new media communication, and recognition schemes. In close partnership with government authorities, we foster a strong safety culture among drivers, merchants, and users, ensuring that safety remains a top priority.

The 24th National "Safety Production Month" in the Chinese Mainland

Huolala's 5th National "Safety Production Month" was successfully held in 2025. In Sichuan, our team co-hosted a Virtual Safety Public Livestreaming Seminar ("雲端安全公開課直播") with the Sichuan Public Security Department Traffic Management Bureau ("四川省公安廳交通管理總隊") at the Sichuan Traffic Safety Educational Base. The live seminar adopted an experiential teaching approach, where driver partners were engaged in immersive simulations, that combined "immersive experiences, scenario-based teaching, and real-time interaction", which has successfully engaged over 100,000 driver partners with this new model for traffic safety education. More than 1,000 safety care gifts, including transport trolleys, safety ropes, summer care package, fire extinguishers and etc., were distributed through lucky draws to driver partners who participated in interactive safety quizzes and made safety promises to encourage ongoing participation in safety initiatives. A series of safety training initiatives were launched in other provinces concurrently through online and offline channels, ranging from safety training, emergency drills, to the driver safety reward and recognition scheme, led by regulatory bodies including the traffic police, transportation, and emergency response departments. In addition, a road safety awareness training program and safety certification were launched through the driver learning space within the driver-end platform application. More than 1 million driver partners enhanced their safety awareness through the program.



Driver Safety Workshop in Vietnam

In Vietnam, our team organized a safe driving workshop in collaboration with the Police Academy. Driver partners were educated on the latest traffic laws and regulations to raise awareness of road safety. The workshop also offered a platform for driver partners to seek advice on safe driving best practices directly from police officers. This interactive session reinforces the safety-first culture among driver partners and our operational teams.



Yellow May Safety Training in Brazil

In support of the Maio Amarelo ("Yellow May") campaign in Brazil, which is an activity aimed at garnering road safety awareness, Lalamove Brazil implemented a series of initiatives to promote road safety and responsible driving. Actions included targeted in-app and push notifications, driver training workshops, and public awareness activities developed in partnership with ONSV, an organization focused on promoting road safety in Brazil. The program engaged drivers through safety messages, training sessions, and interactive activities, while also reaching the wider public through street-level education and distribution of informational materials. These efforts reinforced Lalamove's commitment to community safety, awareness, and sustainable mobility practices.

Strengthening Trust Through Protection Measures

Amid the growing prevalence of online fraudulent activities that threaten both data privacy and driver partners' earnings, we remain committed to working closely with government authorities to raise awareness among platform users about digital scams. We have continuously invested in platform capabilities that combat fraudulent usage through technology. Our goal is to build a service platform that is not only safe and secure but also reliable, empowering driver partners and customers to operate with confidence in the digital environment.

Driver Anti-Fraud Training in Vietnam

To strengthen the protection of driver partners against the growing threat of online fraud, Lalamove Vietnam organized a risk-prevention sharing session. The event brought together experts from Police Academy ("People's Police College II") and the Ho Chi Minh City Department of Science and Technology, who provided valuable insights into the latest fraud schemes and digital security challenges. Through interactive discussions and practical examples, the session aimed to raise awareness among driver partners, equipping them with the knowledge to identify common scam tactics, avoid potential risks, and safeguard both their personal information and safety.



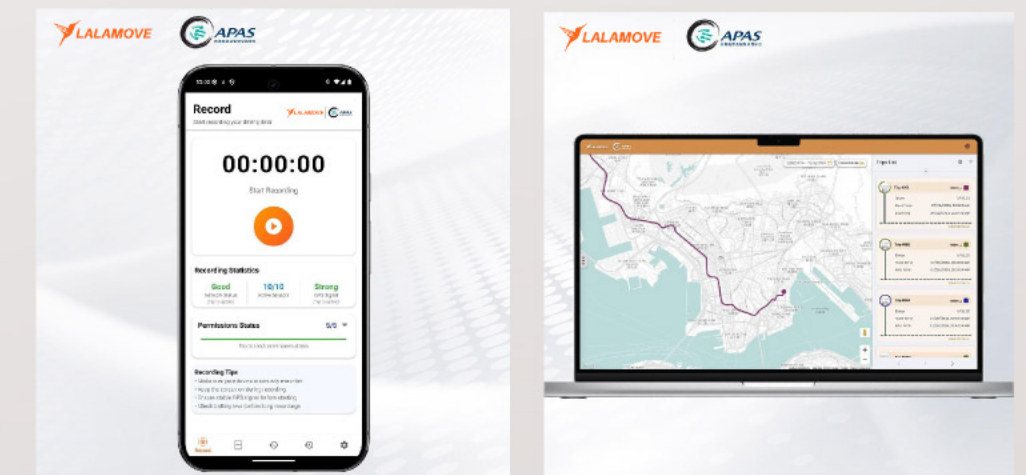
Promoting Safer Journeys via Platform Technology

AI-Driven Driving Behavior Prediction System

Lalamove has partnered with the Hong Kong Productivity Council ("HKPC") and its Centre of Advanced Power and Autonomous Systems ("APAS") to launch an AI-Driven Driving Behavior Prediction System in Hong Kong. Developed with the support of the Innovation and Technology Fund ("ITF"), this cutting-edge system under our Safety Incident Management Platform combines machine learning, sensor technology, and cloud computing to:

- Detect high-risk behaviors such as harsh acceleration, sudden braking, frequent lane switching, and mobile phone usage while driving
- Analyze driving data in real time
- Consolidate risk insights into management dashboards and reports
- Deliver driver scoring to promote safe driving habits

This collaboration sets a replicable safety framework for Lalamove's operations across markets in Asia, Latin America, and EMEA—showcasing how public-private partnerships can harness innovation and technology to create smarter, safer and more sustainable transport solutions for the community.



Huolala AI Incident Prevention and Control System

In Huolala, we continue to reinforce measures to crack down on the dangerous or illegal freight deliveries that pose threats to public safety. Our AI Incident Prevention and Control System oversees the end-to-end delivery cycle from order placement, order taking, user communication, order routing and delivery, to order completion. The in-house developed algorithm makes use of image recognition, speech recognition, and natural language models to identify and automatically cancel orders involving the transport of dangerous goods, freight overloading, or the illegal carriage of passengers. Orders involving dangerous or illegal freight deliveries have been detected and cancelled every day. Affected users are notified and receive a corresponding safety reminder to promote safety awareness at the user end. When driver partners cancel orders verified to be against platform rules, our intelligent responsibility assessment mechanism ensures their driver service scores are not penalized for making responsible and safety-centric decisions. Since the implementation of the AI Incident Prevention and Control System, the number of dangerous or illegal freight delivery orders has been reduced significantly by 30%.

Building Sustainable Cities and Communities



Growing with the Community under Digital Transformation

Lalamove is committed to advancing operational performance and sustainability by adopting cutting-edge digital solutions that improve logistics efficiency. These innovations lower costs while reducing our environmental impact through optimized resource use and decreased fuel consumption. By integrating digital technologies, we reinforce our dedication to sustainable practices and our responsibility to generate positive outcomes for both the economy and the environment.



Target 9.3: Increase the access of small-scale industrial and other enterprises, in particular in developing countries, to financial services, including affordable credit, and their integration into value chains and markets.

Our Focus Area: Address the logistics needs of SMEs by connecting them with customers and suppliers more effectively via platform technology.



Delivering Inclusive User Experiences Through Technology

As we expand our global footprint to empower more communities through transformative logistics experiences, our platform design must cater to users from diverse cultures and adapt to varying operational environments. To this end, our tech team have been utilizing the Pioneer System to enable efficient platform scale-up and seamless service integration into new markets. The system adapts to local market practices and regulatory requirements, including language preferences, time zones, currency and tax systems, and data compliance standards, and automatically constructs the appropriate user interface and backend technology infrastructure to meet local operational needs. Currently, the Pioneer System has already consolidated relevant information from cities worldwide, establishing a comprehensive database to support future market expansion. Leveraging this highly scalable technology solution, Lalamove can expand efficiently while focusing resources to better support driver partners and users.

Huolala AI Responsibility Assessment System

Driver partners may encounter unexpected road emergencies or freight safety considerations that necessitate order cancellations for justifiable causes. To ensure the causes and service responsibilities of order cancellation cases are fairly assessed and assigned, Huolala has launched an AI Responsibility Assessment System. Each order cancellation automatically triggers an AI-powered responsibility assessment process, through which the system integrates a wide range of order-specific data to determine the key responsible party for an incident. Driver partners will not be liable for any service score penalties unless significant faults are identified with sufficient fact-based evidence. With this enhanced assessment mechanism, driver partners are incentivized to prioritize safe and compliant freight journeys, thereby safeguarding their personal well-being.



AWS Summit Hong Kong 2025

Innovative applications of generative AI are among the building blocks of our competitive platform technology. Our Vice President, Engineering from Functional Office, Sean Jiang, shared insights into generative AI innovations on the Lalamove platform at the AWS Summit Hong Kong 2025. Sean highlighted how generative AI has enhanced operational efficiency and improve user experience in Lalamove, with massive potential to unlock more transformative use cases in the logistics sector.



Knowledge Sharing in Hong Kong's Tech Community

Our tech team at the Functional Office collaborated with Codeaholics, a software developer community in Hong Kong, to host a knowledge-sharing event. Two representatives from our Data Engineering team took the stage to share insights on building a scalable, cost-effective and cloud-native streaming platform at Lalamove. The inspiring event highlighted the spirit of knowledge sharing, collaboration, and continuous learning in driving innovation and advancing the digital industry.



World Internet Conference Asia-Pacific Summit

The World Internet Conference Asia-Pacific Summit brought together international and local leaders and innovators across diverse sectors, including our Chief Operating Officer, Paul Loo, to discuss how technology can drive a smarter and more integrated future. Lalamove's global success exemplifies the concept of "digital-real integration", a model that leverages the digital economy to deliver tangible impact through the physical economy. Reflecting on Lalamove's journey over the past decade, we emphasized the importance of harnessing innovation to create a sustainable ecosystem connecting SMEs, driver partners, and delivery platforms—a win-win "logistics triangle" where all stakeholders can thrive. Advancing logistics digitization and fostering regional industrial and technological growth through technology would continue serve as our priorities.



"Consumer's Choice Moving Services" in Indonesia

We are delighted to announce that Lalamove Indonesia has been awarded the "Consumer's Choice for Moving Services Provider" at the annual Bisnis Indonesia Logistics Award for the second consecutive year in 2025. This year's award theme, "Logistics Transformation Towards an Advanced Indonesia", resonates strongly with Lalamove's vision. The recognition underscores the trust and loyalty of our valued users in Indonesia, reflecting our dedication to delivering transformative delivery experiences that empower communities and drive progress.



Empowering SMEs through Technology

Lalamove is dedicated to supporting small and medium-sized enterprises (SMEs) and local enterprises, driving economic growth within our community through innovative logistics solutions. With a majority of our overseas users being SMEs, our AI-powered platform enables them to lower logistics costs, achieve efficient deliveries, and enhance overall operational performance. By applying "glocal" growth strategies and leveraging advanced technology, we build strong partnerships that empower SMEs to succeed in dynamic international markets, fostering regional trade connectivity and sustainable economic development.



Optimizing Logistics Efficiency and Security

SMEs have been supported by a customized application interface, which allows business owners to manage and track multiple order simultaneously during peak seasons. We continue to innovate our service offerings to better support SMEs along their entrepreneurial journeys.

Goods Protection Promises

Logistics reliability is particularly important for SMEs, which often have limited personnel to manage operational challenges and a greater need to minimize financial losses. In Lalamove Philippines, we have strengthened our commitment to reliable deliveries by launching the Goods Protection Promises ("GPP") insurance program, offering coverage of up to PHP 8 million from the moment items are picked up until they are delivered to the drop-off location. The standard GPP program provides up to PHP 29,500 protection for all orders placed through a Lalamove Business Account, with no additional registration processes or fees. Two add-on paid program are also available for businesses seeking higher coverage, giving companies of all sizes confidence and peace of mind when delivering through our platform. Incorporating GPP into SMEs' operations not only secures timely delivery of packages but also reinforces their commitment to quality service. Business owners can rest assured that their goods will reach their destination safely, thereby helping maintain customer satisfaction and drive business growth.

Multi-Stop Delivery Solutions

In Lalamove Thailand, we have diversified our delivery options to include multi-location drop-off services supporting up to 20 delivery points in a single order, as well as express long-haul deliveries across provinces. In particular, Chonburi, a major economic, trade, and industrial center of Thailand with rising demand for freight services, our user-centric offerings has gained widespread adoption. Local business owners responded positively, resulting in approximately 200% year-on-year growth in the number of users. This satisfactory performance highlights our strong capability to understand local market needs while integrating global best practices into localized services.

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While at Lalamove, I met many Lalamove customers who are business people in the catering and F&B fields, and from there I also promoted my chicken restaurant. Not only did I get additional income but also connections between fellow SMEs. Since joining Lalamove, my business revenue has increased by 50%.

Mr Ridwansyah
A driver partner in Indonesia

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Journey of Growing with SMEs World-wide at ALMAC 2025

At the Asian Logistics, Maritime and Aviation Conference ("ALMAC") 2025, our Chief Operating Officer, Paul Loo, joined the Hong Kong Shippers' Council in the panel discussion titled "New Businesses in New Markets", where he highlighted the key strategies behind Lalamove's international expansion and our role in helping SMEs to succeed at every stage of their growth. This includes creating value for businesses and economies worldwide by offering flexible, affordable, and efficient delivery solutions that allow SMEs to stay competitive.



Fostering Growth through Knowledge and Connectivity

Lalamove Thailand co-organized the "Talk and Tour Pattaya-Chonburi" SME empowerment event in collaboration with Torpenguin, a local business management information media to provide a platform for over 100 SMEs to enhance their business capabilities, expand their networks, and explore new growth opportunities. Business experts offered guidance on management, marketing, and financial planning, while also connecting entrepreneurs with potential partners who could contribute to greater business success. To further support participants, we provided special gifts and exclusive discounts for using the Lalamove app, helping SMEs to strengthen their operations and drive sustainable growth.



Promoting Community Spirit and Diversity

By offering efficient and affordable delivery solutions to local SMEs, we contribute to a more sustainable development in local communities for all stakeholders.

Lalamove Philippines supported the Sinulog Festival in Cebu as the official logistics partner of Sinulog Foundation Inc. By providing local partners with seamless delivery solutions, we ensured that the festival's logistics ran smoothly, facilitating the transport of stage equipment, decorations, and supplies for the Grand Parade and various trade fairs showcasing local products. Our diverse range of services, including same-day deliveries and multiple vehicle options, enabled the foundation to focus on creating a memorable event without the stress of logistical challenges. The Sinulog Festival is a vital celebration for local entrepreneurs to highlight their rich cultural heritage, our support ensured that they could proudly showcase their products and services to share the joy with all participants.

During Women's Month in the Philippines, the local team partnered with Common Room to support over 300 local women crafters and women-led brands housed in its collaborative space. We are proud to play a part in celebrating women's creativity, resilience, and entrepreneurial spirit by providing them with the logistical support they need to grow and thrive. By enabling greater employment opportunities for women, we contribute to building a more inclusive community for all.



Youth Empowerment

Lalamove is committed to investing in youth, who will become the future leaders. We actively engage in development initiatives that equip the next generation with the skills, tools, and guidance needed to unlock boundless opportunities and confidently shape their own unique paths.



Target 10.2: Empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.

Our Focus Area: Dedicated to nurturing the potential of young talents and children.



Nurturing Future Tech Talents

Lalamove believes that the innovation of youth is a vital driving force behind the logistics technology revolution, shaping the future of sustainable and inclusive industry growth. We provide young talent with platforms to gain exposure to the tech and platform industry, practice entrepreneurship, and develop global awareness, preparing them to thrive in an increasingly digital and interconnected world.



Cultivating Potential through Global Exposure and Mentorship

Scheme of Corporate Summer Internship on the Mainland and Overseas 2025

We are delighted to continue our collaboration with the Home and Youth Affairs Bureau of the HKSAR Government through the Scheme on Corporate Summer Internship on the Mainland and Overseas 2025. This initiative aims to empower Hong Kong undergraduate students by providing valuable local and overseas internship opportunities. Our three interns completed an enriching 6-week program in our Hong Kong, Shenzhen, and Manila offices. They gained hands-on experience by contributing to our Product and Marketing initiatives and managing cross-cultural market operations. This early exposure to real-world business challenges broadens their horizons and prepares these young talents for the career challenges ahead.



2025 Shenzhen Internship Programme for Hong Kong, Macau, and Taiwan Region Students

As a technology platform company from Hong Kong and expanded into greater China area, we believe in the boundless potential that the Greater Bay Area offers to both businesses and the next generation of talents. Huolala participated in the "2025 Shenzhen Internet and Information Technology Enterprises Internship Programme for Hong Kong, Macau, and Taiwan Region University Students", supporting future innovators and entrepreneurs in seizing future opportunities of this dynamic region. In July 2025, students from the program visited Huolala's Shenzhen offices in Futian District, where they learnt about the "Internet + Freight" logistics business model and engaged in discussions with industry experts.



Strive and Rise Programme

In Hong Kong, we are proud to continue to support the HKSAR Government's Strive and Rise Programme for the third consecutive year. Lalamove volunteers were paired up with students from underprivileged families to be their life mentors throughout the year. Through a series of enriching activities and small group meetups, our volunteer mentors shared their personal stories and guided students through their life challenges.

Fueling Innovation and Entrepreneurship

Participation at the Hult Prize Bangladesh National Grand Finals

Lalamove supported rising young entrepreneurs from Bangladesh in the Hult Prize competition 2025 National Grand Finals hosted by the University of Fashion and Technology. The Hult Prize provides a platform for aspiring entrepreneurs to showcase their innovative solutions for pressing global issues under the 17 United Nation's SDGs. Our Managing Director of Lalamove Bangladesh, Andi Rizki, joined the panel of judges and evaluated passionate idea pitches from 6 outstanding teams. A two-day National Entrepreneurship Expo was also held featuring 35 entrepreneurial ventures and products from 13 universities.



Hong Kong Office Visit by Aspiring Master Students

In Hong Kong, we welcomed 40 master students from the Business School of the University of Hong Kong to our Functional Office. They had the opportunity to interact with experienced team members who helped build the business from day one, and learn from their first-hand experience managing a global digital platform business. Students discovered how innovative business ideas materialize and were inspired to leverage innovation and technology and realize their dreams and ambitions. As a digital delivery platform, we want to empower future talents from diverse backgrounds to nurture a digital mindset and embrace innovation and technology in their respective careers.



Stanford University Summer Visit to Huolala

We were honored to welcome a delegation of 30 faculty members and students from Stanford University for their summer session to our Shenzhen office at Huolala. The visiting group represented diverse academic fields, including Economics, Computer Science, Mathematics, and Biology, with half of the students visiting China for the first time. The visit featured a deep-dive sharing session on how our technology is reshaping the industry, followed by a candid discussion on entrepreneurship with our Co-founder. The delegation also visited our "Driver's Home" for an interactive vehicle sticker application session, allowing them to experience our corporate culture and frontline operations firsthand.



Unlocking Youth Potential in the Community

We extend support to the children of our driver partners by offering scholarships and engaging learning programs that open doors to growth and help them pursue their aspirations. Through hands-on experiences and dedicated mentorship, we strive to empower young people to explore their interests, build valuable skills, and unlock their full potential.



Seminar on Caring for Children of New Employment Groups

In December 2025, our Foundation in Huolala has collaborated with the China Philanthropy Times and the Social Work Department of the CPC Beijing Fengtai District Committee, to convene the "New Industry · Synergizing Forces · Journey for Children" seminar. The event aimed to build a multi-party collaborative platform to explore sustainable pathways for addressing the challenges related to caring for the children of new employment groups. The seminar was attended by representatives and leaders from over 20 governmental authorities and mass organizations, including the All-China Federation of Trade Unions ("ACFTU") and the National Working Committee of the Chinese Young Pioneers, and representatives from approximately 30 charitable organizations, enterprises, and universities—such as the Chinese Red Cross Foundation, the Central University of Finance and Economics, and Taobao Flash Sales. During the event, Huolala joined forces with government departments, social organizations, and research institutions to officially launch the "Network of Actors for Caring for Children of New Employment Groups" ("新就業群體子女關懷行動者網絡"). Furthermore, a cooperation agreement was signed with the Social Work Committee of Fengtai District to launch the "Huolala · New FENG Station." This initiative marks a significant milestone, elevating care services from independent corporate actions to a collaborative ecosystem co-constructed by multiple stakeholders.

"Front Orange Program" ("前橙計劃")

For the third consecutive year, Huolala has implemented the "Front Orange Program" to support the growth and development of driver partners' children. This initiative promotes educational equity through financial aid and academic support, while organizing various parent-child activities to strengthen family bonds for driver partners and their children aged between 6 to 22.

The "Outstanding Talent Scholarship" under the Front Orange Program aims to provide financial assistance for undergraduate education to children from underprivileged driver partner families, ensuring they have access to quality education and the opportunity to unleash their full potential. In 2025, a total of 88 outstanding youths from 25 provinces, municipalities, and autonomous regions across the country were awarded scholarships, marking a two-fold increase in beneficiaries compared to the previous year.

Additionally, the Front Orange Program collaborated with renowned cultural institutions—such as the Capital Museum and Shenzhen Museum—to host the "2025 Lafeng Youth—Cultural and Museum Study Camp" in Beijing, Shenzhen, Chengdu, and Xi An. We were honored to invite Mr. Zhang Peng, Deputy Director of the National Working Committee of the Chinese Young Pioneers and a prominent advocate for youth museum education, to serve as the program's ambassador. Nearly 200 driver partners and their children participated in a total of five sessions of parent-child study, enriching the children's cultural knowledge and supporting their holistic development. This initiative also raised public awareness regarding the well-being of platform workers' families, fostering a more inclusive and supportive community environment.

Igniting Creativity of Children in Thailand

Building on the success of our "Move It Forward" initiative, Lalamove Thailand launched its second annual event in collaboration with Paramount Pictures for the Sonic Speed Delivery campaign. The event invited over 50 children of our driver partners to showcase their artistic talents in a creative coloring contest. To celebrate their imagination and support their development, these young artists were awarded scholarships and souvenirs.





deliver care

Lalamove is committed to building sustainable communities and creating positive impact beyond our platform. In 2025, our "Deliver Care" initiative continued to expand its reach across four key focus areas: Disaster Relief, Child Support, Social Care, and Community Engagement. We maintain close collaboration with local government agencies and non-profit organizations to provide timely assistance to those in need, ensuring that our efforts deliver meaningful support and foster resilience within communities.



Target 1.5: Build the resilience of the poor and those in vulnerable situations and reduce their exposure and vulnerability to climate-related extreme events and other economic, social and environmental shocks and disasters.



Target 11.5: Significantly reduce the number of deaths and the number of people affected and substantially decrease the direct economic losses relative to global gross domestic product caused by disasters, including water-related disasters, with a focus on protecting the poor and people in vulnerable situations.

Our Focus Area:

- Empower impoverished communities to achieve self-reliance and sustainable development.
- Leverage our logistics capabilities to assist communities affected by natural disasters.

Disaster Relief

In times of crisis, logistics becomes a lifeline. We are committed to leveraging our agile network to bridge the gap between emergency aid and the communities that need it most. Beyond immediate response, we prioritize long-term recovery by empowering local NGOs and government bodies with the transportation resources necessary to rebuild livelihoods.

Hong Kong: Tai Po Fire Relief Efforts

In November 2025, a devastating fire in Tai Po left many families displaced. Lalamove Hong Kong swiftly mobilized resources to provide logistics support for emergency supply deliveries, assisting with temporary sheltering and relocation efforts. Immediately following the incident, an emergency support hotline and a designated order sponsor code were established to facilitate urgent deliveries by individual users in the district. We also supported government-led relocation efforts coordinated by the Home and Youth Affairs Bureau, assisting residents with the delivery of furniture and essential goods from the housing estate to their new accommodations. Overall, we have fulfilled over 300 delivery orders, with delivery costs fully covered by the platform. To provide continuous assistance, Lalamove/ Huolala donated HKD 6 million to the Hong Kong government's "Support Fund for Wang Fuk Court in Tai Po", contributing to long-term support for affected families.



The Philippines: Earthquake Responses

Lalamove Philippines extended its support by providing humanitarian aid and logistic assistance to communities affected by the Northern Cebu earthquakes. To help those impacted, we partnered with three non-profit organizations, the Cebu People's Action Center, the Philippine Red Cross, and Kaabag Mandaue, to deliver aid to the Local Government Units of Bogo City, Tuburan, and San Remigio. Several Lalamove trucks and motorcycles transported essential goods such as blankets, sleeping mats, bottled water, food packs, and medical supplies to the affected areas.



Vietnam: Post-flood School Support

Following a serious flood that struck Nghệ An, Tuyên Quang, and Thừa Thiên Huế in November 2025, Lalamove Vietnam partnered with the Hope Foundation to deliver clothes, bookshelves, and essential supplies to flood-affected schools in the region. These efforts assisted children in promptly resuming their studies and continue their education in a safe and supportive environment. We also worked with the Vietnam Fatherland Front Committee of Ho Chi Minh City, a social welfare authority, to deliver relief supplies to affected districts.



Thailand: Earthquake Relief Efforts with Essential Donations

Lalamove Thailand is dedicated to supporting communities during the challenging recovery from the earthquake that struck multiple provinces in Thailand. Our team donated vital medical supplies, including adult diapers, absorbent pads, and wet wipes, to Rajavithi Hospital to aid patients in their recovery. In addition, we provided sponsored delivery services for essential items such as clothing and food supplies. Together, we strive to uplift those affected and demonstrate our solidarity through meaningful action.



The Chinese Mainland: Flooding Relief

Beijing city, Hebei and Gansu provinces suffered from serious floods in July 2025, resulting in casualties and brought huge impacts on the daily lives of residents. Huolala responded quickly to support the rescue team and NGOs by sponsoring logistic support for essential items delivery. A total of 77 batches of essential items were delivered, including over 500 thousands pieces of emergency necessities, medical supplies and rebuild materials, benefiting over 200 thousand victims.



Meanwhile, Huolala launched the "Orange Light Partner" welfare supporting network, including "Orange Light Actions" as the sub-project foundation, to support the Rongjiang communities affected by flooding in June 2025. By providing "logistics caring coupons" to affected enterprises through "Tencent digital caring platform", we assist the resume of normal business activities of enterprises, and accelerating the recovery afterwards.



Children Support

Lalamove believes that geography and circumstance should never limit a child's potential. In 2025, we focused our philanthropic efforts on bridging the gap for vulnerable youth—delivering not just essential resources, but also hope and happiness. From remote villages to city centers, we leverage our logistics network to ensure that every child feels the support of their community.

Delivering Care to Children in Rural Villages

Huolala launched the "6659 Charity Action" ("6659 公益行动") to enhance the well-being of rural children and their families in Guizhou. Started in Guangxi in January 2025, with the "Yangshuo 36km Charity Trail Challenge", Huolala partnered with business partners in sports challenges to raise funds for the villagers. To multiply the collective impact, for every dollar donated by enterprises, Huolala and the Beijing Huolala Public Welfare Foundation matched the contribution by three times the amount. A total of 54 rural children received "Warm Care Packs" funded by the event, containing clothing, footwear, stationery, and educational game sets, bringing warmth and care to the children. In December 2025, another "Yangshuo 36/58 km Charity Trail Challenge" has been organized again to raise fund for 10 village schools in Yangshuo, with 57 business partners joining the challenge. 20 sets of sports equipment, including sports gears, training tools and training clothes, were delivered to 9,800 children, actively supporting the development of rural education and sports.

This innovative charity platform demonstrates the seamless integration of social care and healthy living, ensuring mutual benefits for both participants and beneficiaries. By engaging corporate partners and Huolala team members in meaningful sports challenges, the program not only provides critical support to vulnerable families but also advocates for a healthy lifestyle, fostering teamwork and community spirit. In this way, charitable giving is transformed into a shared experience of health, joy, and unity, empowering all participants with a sense of strength and well-being.



Delivering Care in the Season of Giving

During Christmas, our team in Brazil partnered with Projeto Lar, a non-profit organization dedicated to protecting the rights of underprivileged children and teenagers, to host a special celebration. In the spirit of giving, a Lalamove van arrived filled with presents, and Santa Claus surprised children living in sheltered homes with 140 toys. Beyond the festivities, the platform also donated more than 2,000 personal hygiene items to support the institution's daily operations. The children's joy reaffirms our mission to strengthen communities by delivering what truly matters to those in need.

Meanwhile, our Singapore team partnered with Gladiolus Place, a non-profit residential children's home for vulnerable teenage girls at risk of abuse and neglect, to help create a safe space where young residents can heal and thrive. We delivered household essentials to enhance daily comfort and led interactive skill-sharing sessions, such as a press-on nail tutorial, to build connections and spark creativity. We also invited our users to donate LalaPoints through the Lalamove Rewards program. Every contribution helps provide vital resources to brighten these girls' futures.



Spreading Joy to Pediatric Patients During Tết Festival

In 2025, Lalamove Vietnam partnered with the Hope Foundation to bring joy to children facing serious health challenges at Bệnh viện Nhi Đồng 2, a children's hospital in Ho Chi Minh City. Special Tết gift packs were distributed to 200 courageous children battling cancer, while 400 other young patients enjoyed festive games and food stalls, allowing them to experience the spirit of the season. Through these small acts of care, we hope to uplift their spirits and provide encouragement as they continue their challenging journeys of recovery.



Social Care

At Lalamove, we believe that logistics can be a powerful driver of social inclusion. We are dedicated to uplifting the most vulnerable members of our society. We actively collaborate with community partners to bridge the gap for the underserved—whether through elderly care support, or assisting marginalized families.

ElderCare on the MOVE

As the global aging population continues to grow, addressing challenges faced by elderly individuals, such as social isolation and access to essential support, has become increasingly important. With a mission to bring smiles and support to elderly communities, we launched the ElderCare on the MOVE campaign, extending care to seniors in Hong Kong, Manila, Jakarta, Kuala Lumpur, Bangkok, and Singapore. Through this initiative, we facilitated the delivery of senior care items to six partnered eldercare facilities and NGOs, strengthening their efforts to enhance the well-being of residents.

To further enhance our efforts, we enable our Lalamove users to show support for the elder communities by registering as members of Lalamove Rewards and donating their accumulated LalaPoints with each completed order. These contributions directly sustain the operations of six partnered eldercare facilities across the region, reinforcing our commitment to creating a positive impact on society.

In Manila, our volunteer team celebrated Valentine's Day with the elderly community at Kanlungan ni Maria, sharing heartfelt performances and thoughtful gifts to bring joy and companionship to the residents.



In Jakarta during Ramadan, our volunteer team visited the Pusaka 41 Nursing Home in Jakarta and shared the Iftar meal with the elders, creating moments of warmth, connection, and joy.



In Hong Kong, Lalamove partnered with Tiantian Daibu, a rehabilitation supplies store dedicated to refurbishing secondhand wheelchairs for those in need. The refurbished wheelchairs were donated to the Hong Kong Christian Service and the Christian Family Service Centre.



Empowering Indigenous Communities in Malaysia

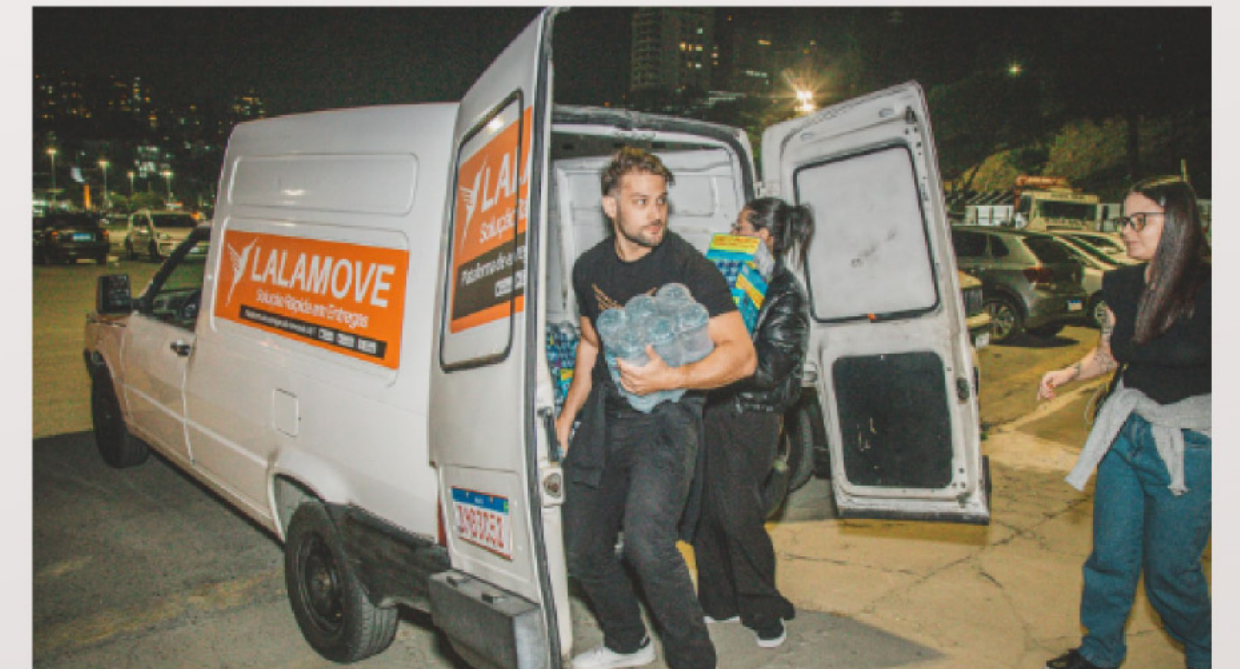
The Orang Asli community in Malaysia has long struggled with systemic poverty and limited access to public assistance. Lalamove Malaysia collaborated with the Kachara Soup Kitchen Society in their Food and School Mission initiative to deliver essential food and school supplies to indigenous communities in need. Our team mobilized 10 large trucks to transport supplies, easing families' financial burden and supporting them toward a brighter future. This reflects our platform's commitment to being a dependable community partner, always ready to lend a helping hand where it matters most.

Rural Revitalization in the Chinese Mainland

Beijing Huolala Public Welfare Foundation continues to leverage its influence and professional expertise to promote rural revitalization and improve the living standards of the underprivileged. In July 2025, the Foundation provides living support to impoverished families in Rangtang County, Sichuan, assisting them to overcome their difficulties and regain confidence, rebuilding stability in their daily lives. In September 2025, the Foundation initiated a donation event in Pu'an County, Guizhou, supporting the local teenage football league. These initiatives reinforce Huolala's commitments on empowering the social community, not only for short-term reliefs but also ensuring long-term growth and development.

Caring for the Homeless in Brazil

During the Volunteer Day on 28 August 2025, Lalamove Brazil continued our partnership with Entrega por SP to support homeless communities in São Paulo. Together, we transported more than 6,000 donated items, including hygiene kits, water bottles, clothing, and blankets, and assisted in the distribution of supplies. Our driver partners also engaged in meaningful conversations with homeless individuals, offering companionship and reinforcing the impact of the initiative.



Community Engagement

Our commitment to social engagement is defined by action. We focused on fostering harmony by celebrating unity through art, connecting people by delivering love, and saving lives by giving back through donation.

Celebrating Unity through Art and Culture

In the spirit of unity following Malaysia's National Day, Lalamove Malaysia proudly launched the "Kita Move Bersama" campaign, which translates to "We Move Together". The campaign pays tribute to the everyday heroes of Malaysia who keep the city moving, from our driver partners and SMEs, to the local creators who tell our nation's stories through their art. Central to this campaign is the artwork of local illustrator Yellobanana, which captures the essence of our driver partners as they navigate city streets and small towns, delivering parcels and transporting passengers through all weather. Iconic Malaysian landmarks and national symbols are woven into the design, showcasing the diversity and spirit that define Malaysia. Limited-edition tote bags, t-shirts and Montigo bottles featuring the vibrant art design were made available to users through the platform. Throughout Merdeka month, we also rolled out loyalty campaigns rewarding users for every order with prizes including merchandise and e-vouchers from popular brands. This collaboration with local creators reflects the heart of what we do at Lalamove: moving people, goods, and ideas, while fostering deeper connections within the community.



Delivering Love on Valentine's Day

Lalamove Thailand is excited to celebrate love and connection with our "Lalalove by Lalamove – Delivering Love, No Loneliness This Valentine's Day" campaign. We hosted a special event at Centerpoint Siam Square where visitors enjoyed complimentary rose giveaways and participated in a DIY phone strap workshop, creating personalized gifts that expressed their feelings for loved ones. The overwhelmingly positive response highlighted the importance of fostering social connection and demonstrated our commitment to strengthening community bonds and promoting emotional well-being.



Giving Back to the Community through Blood Donation

Lalamove Philippines partnered with the Red Cross to host a meaningful blood donation event at our Manila office. The initiative reflects our strong commitment to community service and underscores the life-saving difference that collective action can make. By encouraging employees to participate, the event provided vital blood supplies for patients in need and reinforced our role in fostering a culture of compassion and social responsibility.



Huolala Joined "Sustainable Social Value Ecosystem" ("可持續社會價值生態圈")

In September 2025, Huolala joined the "2025 Corporate Philanthropy Ecosystem Development Conference" ("2025 企業公益生態發展大會"), and officially joined as a member of the "Sustainable Social Value Ecosystem" initiated by Tencent, Yili and Lenovo. Guided by the vision of "Co-creating Value, Sharing a Better Future" and a mission centered on "Co-creation, Mutual Benefit, and Sharing," the alliance is dedicated to advancing sustainable economic, social, and environmental development across China and the globe. Moving forward, Huolala is committed to deepening its exploration of sustainable corporate philanthropy, seeking innovative models to effectively address pressing social challenges.

Staff Engagement and Inclusiveness

At Lalamove, our people are the heart of our success and the driving force behind our competitive edge. We embrace a people-first philosophy, fostering equality, inclusiveness, and respect for every individual. Through continuous enhancement of our talent recruitment, compensation, and welfare, we are dedicated to building a healthy and supportive workplace that protects and promotes the physical and mental well-being of our employees.



Target 8.5: Achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value.



Target 10.2: Empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.

Our Focus Area:

- Establish diverse talent recruitment channels and promote equal opportunities for development.
- Embrace cultural diversity and provide well-being support for employees.



A Diversified and Inclusive Workplace

A diverse and inclusive workplace cultivates creativity and empathy, driving user-centric product innovations that are central to our competitive value proposition. As we expand our global footprint, we build teams with local talent from diverse cultural backgrounds to better serve communities and tailor our service offerings to meet local needs. We are steadfast in our commitment to fostering a fair and inclusive work environment where diversity can truly flourish.

“
 Around **9,000** employees from
 over **39** nationalities across
14 major markets worldwide
 ”

Promoting Diversity and Inclusion

Our company policies prohibit any form of discrimination based on age, gender, sexual orientation, marital status, race, nationality, religion, or disability in all engagements with both external stakeholders and employees. All employees adhere to a zero-tolerance policy towards any form of discrimination or harassment in workplace. Standard procedures for incident reporting and investigation are in place, designed to ensure anonymity, maintain confidentiality, and provide protection against potential retaliation. During the reporting period, no incidents of non-compliance with laws or regulations related to discrimination were identified that had a significant impact on the Company.

We also design our office environments to cater to employees' individual needs. For example, our offices include nursing-friendly facilities to support female employees as they transition back to work after giving birth. These facilities provide comfort, privacy, and convenience, helping new mothers balance their professional responsibilities with personal well-being.

Industry Collaboration to Advance Racial Equality in Brazil

As racial equality becomes a central focus of Brazilian public policy through affirmative action and anti-discrimination frameworks, Lalamove is proud to reaffirm its support for this national agenda as a member of Amobitec, a technology platform industry association. Through Amobitec's strategic partnership with the Ministry of Racial Equality, we leverage the significant reach of our platform to amplify public interest messages and support policies aimed at combating racism. By delivering critical institutional content to our extensive network of users and driver partners through our application, Lalamove joins hands with the industry to promote equal opportunities and strengthen the collective fight against racial discrimination.



Celebrating our Diversified Culture

Lalamove celebrates diverse cultures and fosters an inclusive workplace where everyone feels valued and respected. We promote cross-cultural awareness and integration through actively participating in local festivities, such as Festa Junina celebrations in Lalamove Brazil, Eid Mubarak celebrations in Lalamove Indonesia, and Mid-autumn festival celebrations across various Asia markets.



In March 2025, we celebrated International Women's Day by presenting thoughtful gifts to our female colleagues across a few markets. In our Istanbul office, we extended support to women in the wider community through KEDV, the Foundation for the Support of Women's Work, a non-profit organization dedicated to empowering low-income women to overcome poverty and inequality. The special gifts were handmade by women from earthquake-affected households, providing them with opportunities to generate income and rebuild their livelihoods.

Talent Management

We place strong emphasis on the employee experience at every stage of the career lifecycle, ensuring that our business is sustained by a robust pipeline of talent who share our vision of empowering communities through transformative logistics solutions.

Talent Attraction

We uphold a fair and transparent hiring process that complies with all relevant local regulations and make decisions based on a holistic evaluation of candidates' qualifications. We firmly believe in equal treatment for all individuals, regardless of age, gender, race, religion, disability, sexual orientation, marital status, or nationality. Our goal is to create an inclusive workplace where everyone feels valued and empowered to thrive. Our talent attraction and recruitment strategies are continuously reviewed and aligned with the business strategic priorities and operational needs. We place equal emphasis on attracting exceptional experienced professionals and creating meaningful career development opportunities for graduates, ensuring a strong and diverse pipeline of future talent.

Attracting Professionals

- Establishing a diverse recruitment network that spans mainstream platforms, social media, and industry channels.
- Encouraging internal transfer opportunities, fostering cross-functional talents essential for effective business management.

Empowering Future Talent

- Engaging with aspiring university graduates at campus career fairs across global markets.
- Providing early career opportunities for high caliber talents through the Lalamove Global Trainee Program.
- Supporting secondary and tertiary students through career coaching.

"Job Match for Better Working Life" Sharing Session in Thailand

Our People Team in Lalamove Thailand led a knowledge-sharing session at Panyapiwat Institute of Management on the topic "Job Match for Better Working Life". In this interactive session, the team shared real-world experiences working in a digital platform business, and connected with students who may be interested in exploring a career in the information and technology field. The team also shared practical tips and advice on approaching employment opportunities and transitioning smoothly from academia to the workplace.



Huolala Honored as Global Human Resources ("GHR") Pilot Employer

Huolala's commitment to talent development has garnered significant recognition from various recruitment platforms. Notably, we were named the "2025 Pilot Employer" by the GHR Think Tank. This prestigious award validates our strategic approach to talent management and organizational culture, highlighting our role as an industry benchmark in integrating human capital with technological innovation to drive corporate growth. Moving forward, we remain dedicated to fostering the mutual growth and evolution of individuals, the enterprise, and society as a whole.



Employee Benefits

To foster a rewarding and fulfilling career experience, we offer competitive compensation and benefits alongside extensive career development opportunities. We fully comply with local regulatory requirements regarding minimum wage and other remuneration standards, while striving to provide benefits that exceed these benchmarks.

Our pay scales are regularly reviewed to ensure that the remuneration packages we offer remain competitive against industry standards, enabling us to attract and retain top-tier talent. We share successes with employees through performance-based incentives. All full-time employees are entitled to a comprehensive benefits package, including health insurance, retirement plans, paid time off, maternity and paternity leaves and flexible working arrangements.

We are dedicated to maintaining a supportive and inclusive workplace for all. We apply the same responsible approach to temporary and part-time staff, providing them with fair, equitable, and compliant benefits regardless of employment duration.

Career Development

Our career development strategy is designed to drive organizational excellence and long-term employee growth:

- 1. Merit-Based Advancement:** Career progression is driven by a dual-evaluation of individual performance and business requirements, ensuring that talent development remains aligned with organizational needs.
- 2. Internal Talent Marketplace:** We prioritize internal mobility by providing all employees with visibility and access to company-wide vacancies. This "Talent-First" approach fosters a culture of continuous growth and long-term career sustainability.

All full-time employees participate in an annual performance review that celebrates individual achievements, aligns objectives, and identifies areas for growth. Through this process, they receive comprehensive feedback from supervisors, peers, and subordinates, helping to shape future development plans and learning priorities. Supported by an internal supervision mechanism, the review ensures that feedback is constructive, objective, and fair. Through this structured approach, we provide our workforce with a clear and progressive professional trajectory.



Employee Well-being & Development

Employee Health and Well-being

We strive to provide a safe and healthy work environment for employees in all markets, supporting their well-being from body to mind. This is achieved through people-centric office designs, physical and mental health support initiatives, and employee well-being activities.

Safeguarding Physical Health

Most of our employees engage in office work that requires long hours of digital device usage. To enhance comfort and prevent physical strain, we provide ergonomic office equipment such as monitor stands, footrests, and chairs with lumbar support. Our offices also include rest areas where employees can take breaks and recharge.

Meanwhile, we offer a range of physical health protection initiatives, such as health check-ups, health-related seminars, and workshops across our global offices to promote employee well-being. For example, during Health and Wellness Week in the Manila office, our employees had the opportunity to consult pharmacists and ophthalmologists for health advice, relax with office massage sessions, and enjoy healthy snacks and personal care products. The annual flu vaccination was also conducted to ensure our teams were protected during the flu season.

In the Mexico office, our team hosted a nutrition workshop led by a professional nutritionist, paired with a healthy team lunch. Employees could enjoy delicious, nutritious meals together while strengthening bonds through our shared commitment to health.



Promoting Mental Health and Healthy Lifestyle

We are committed to supporting employees' mental health to foster holistic well-being through access to professional support and various mental wellness activities.

At Huolala, we respond to the national focus on mental health by launching a nationwide public welfare psychological assistance hotline, providing employees with official, professional, and free counseling services. Employees can also access the "Mind Station" ("心晴驛站") internal webpage dedicated to employee mental health care, where they can find professional resources such as self-assessment tools, mental health courses, and meditation guides. In addition, Huolala organizes a series of "Health Care Month" activities in Beijing, Shanghai, and Shenzhen, promoting employee mental well-being through diverse formats such as health seminars, community fairs, and music therapy salons.

In Lalamove Philippines, a mental wellness talk on resilience provided employees with tools and knowledge to safeguard their mental health amid challenging situations. In our Manila office, a watercolor art session was held to empower employees to express themselves creatively. This fun and accessible activity offered a way to unlock the inner artist while providing the incredible benefits of stress relief, emotional expression, and enhanced well-being. It encouraged the team to let their imagination bloom and experience the uplifting joy of self-expression through color and brushstrokes.

We encourage employees to maintain an active lifestyle while balancing work responsibilities. We organize a wide variety of sports activities, such as vertical marathons, cross country relays, basketball and badminton competitions, sports classes, and employee matches. These activities not only enhance teamwork among employees but also improve their physical well-being.



Employees' Growth and Development

We empower employees to realize their full potential through a wide range of professional skills and leadership training. These programs are closely aligned with our business priorities and tailored to support employees at different stages of their careers.

#Leadership Development

Training for Emerging Managers

Training emerging managers is a key initiative in building a sustainable leadership pipeline. Through a blended learning model that combines online and offline training with practical exercises, we systematically enhance emerging leaders' management and collaboration capabilities. At the same time, we introduce external experts and contextual learning programs, and establish cross-departmental rotation mechanisms to accelerate the growth of high-potential talent. This initiative not only reserves critical strength for the organization but also provides solid support for the Company's long-term governance and talent strategy.



#Early Careers Empowerment

"New Momentum" ("新動力") Graduate Development Program

The "New Momentum" Graduate Development Program focuses on long-term talent supply and organizational vitality, aiming to systematically cultivate new forces aligned with the Company's growth. Through a four-in-one development model of "cultural immersion, skills refinement, project-based practice, and mentorship guidance", the program helps graduates recruited from campuses quickly transition into their roles and create value, injecting energy into corporate innovation and sustainable development.



Technology Upskilling

Huolala "π Classroom" Internal Training

As a training initiative for sustainable technical capabilities, the "π Classroom" focuses on knowledge sharing about cutting-edge technologies. In 2025, Huolala strengthened the development of its internal instructor team, with new instructors accounting for 81%, driving the systematic accumulation of technical experience. Training content concentrated on key technology areas such as AI innovations, big data, and software architecture. In 2025, 41 courses were held, reaching nearly 6,000 participants, with AI-themed courses rising to 32% of all courses. This continuous effort has stimulated the R&D team's innovation momentum and provided strong support for the platform's long-term technological competitiveness.

Tech Knowledge Exchange in Functional Office

We actively engage external experts to keep our employees abreast of the latest market trends. A key highlight was our collaboration with AWS for a Lunch & Learn session at the Functional Office in Hong Kong. The event provided deep insights into Generative AI technologies, sparking productive discussions on how our teams can integrate these cutting-edge tools into our daily operations to accelerate work efficiency and business growth.



Staff Engagement

Lalamove prioritizes employee communication and engagement to align individual development with company objectives, enhance team cohesion, and drive collective innovation. We cultivate an open and transparent communication environment through channels such as townhall meetings, functional update meetings and newsletters to facilitate information transparency and encourage ideas exchange.

Culture of Open Communication

Every month, employees at the Functional Office in Hong Kong gather to hear directly from our senior management team on the Company's strategic development direction and operational performance updates, with the rest of the global markets joining online. Employees are encouraged to submit questions and share suggestions on any aspects of our operations, which are addressed and followed-up by the senior management team.

In addition to global updates, local teams host quarterly market townhalls to enhance employee participation in operational reviews and strategic planning. These sessions incorporate team-building elements to foster collaboration across functions. For example, our townhall in Lalamove Philippines adopted the theme "Lala Kiddie", inspired by classic Filipino children's birthday parties. The vibrant atmosphere encouraged open discussion and strengthened employee connections, creating an engaging platform for teamwork and collaboration.



Promoting Cross-functional Understanding

In addition to strategic and operational performance updates, functional-themed sharing sessions are conducted every month to broaden employees' holistic understanding of our operations. These sessions provide valuable insights into different business functions, enabling employees to stay informed about company developments, integrate diverse perspectives into daily decision-making, and generate innovative ideas that create company-wide impacts. By fostering cross-functional knowledge exchange, these monthly sharing not only strengthen alignment with the Company's strategic priorities but also encourage collaboration across functions. Employees are empowered to co-create solutions that enhance efficiency, drive innovation, and reinforce our competitive edge in the global marketplace.

Team Building Activities

To strengthen collaboration across markets and functions, our employees engage in team-building activities that deepen bonds and build mutual trust. In the United Arab Emirates, our teams stepped away from routine for an indoor skydiving session at iFly Dubai, where many floated mid-air for the first time, turning nervous laughs and tumbles into confident dives and reminding us of what we can achieve when we support one another and stay committed.

The Indonesian team also hosted a one-day outing across our Jakarta, Central Java, and Surabaya offices, giving everyone the chance to step outside of work, enjoy fresh air, and bond together. With games, activities, and plenty of laughter, the event strengthened connections, built team spirit, and reinforced that our employees stand united, no matter which location we call home.

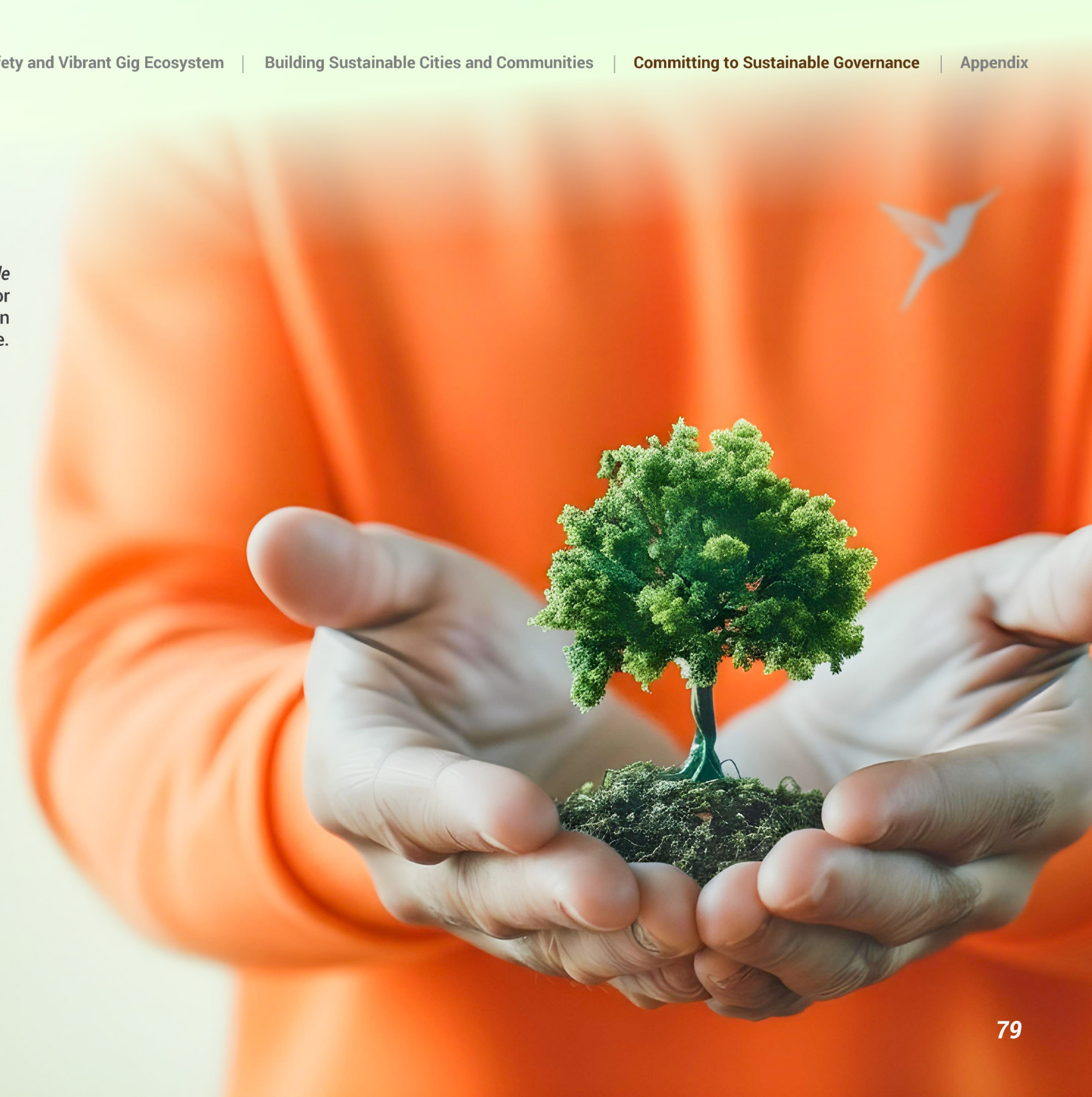


Committing to Sustainable Governance



Upholding Platform Responsibility and Business Practices

Lalamove is committed to reliability, trust, and integrity in all aspects of its operations. The *Code of Conduct* forms the foundation of our governance framework, establishing clear standards for responsible business conduct. To uphold these principles, we maintain a multi-layered supervision system and provide regular internal training to foster a transparent and accountable governance.



Target 5.1: End all forms of discrimination against all women and girls everywhere.

Target 5.2: Eliminate all forms of violence against all women and girls in the public and private spheres, including trafficking and sexual and other types of exploitation.

Target 16.5: Substantially reduce corruption and bribery in all their forms



Our Focus Area:

- Enforce internal regulations strictly prohibiting child labor, forced labor, and any form of discrimination.
- Maintain strict internal risk management, monitoring, and reporting mechanisms to prevent corruption and bribery.

Adhering to Business Ethics

Business ethics is a core value and the cornerstone of our commitment to a sustainable future for our investors, platform users, suppliers, and employees. Internally, we establish three lines of defense with joint accountability to safeguard compliance across six core dimensions of business ethics.

Three Lines of Defense

First Line of Defense

Employees

Employees are our first line of defense against unethical business practices by adhering to high standards of business ethics and proactively reporting suspected cases of non-compliance.

Second Line of Defense

Risk Management Teams

Our Legal and Compliance, Finance, Information Security, Safety and Anti-fraud teams provide assurance to the senior management that risk is being managed effectively. It manages the risks to which the Company is subject and is responsible for the design, implementation and monitoring of the relevant risk management processes and internal control systems.

Third Line of Defense

Senior Management

At the management level, our senior executives oversee the implementation, review, and enhancement of internal compliance processes to reinforce the control environment and ensure the effectiveness of control mechanisms across our organization.

Six Pillars of Business Ethics

Legal and Regulatory Compliance

Legal compliance is the fundamental prerequisite for all strategic planning and operations. We observe strict compliance with applicable laws and regulations in all markets where we operate.

Anti-Corruption

We take a zero-tolerance approach to bribery, corruption, extortion and fraud and is committed to conducting our business ethically and with integrity, in compliance with the laws and regulations that govern our business in various markets.

Anti-Competitive Behavior

We are dedicated to fostering fair competition and promoting healthy development of the industry. We proactively incorporate fair competition and anti-trust considerations into our business strategies and platform technology.

Data Security and Privacy

As a digital platform business, we manage and process a large amount of data. The security of this data is critical to our business competitiveness and to protecting users' personal privacy. We place the utmost importance on safeguarding data security and upholding users' data privacy rights.

Intellectual Property Rights

Our business success stems from our competitive proprietary technology and we place heavy focus on our intellectual property protection. Our material intellectual property portfolio consists of trademarks, patents, website domain names, and mobile application copyrights.

Ethical Employment

We observe strict compliance with internationally recognized human rights standards, prohibiting child labor, forced labor, and any form of discrimination based on race, religion, gender, nationality, age, or ethnicity. Our commitment extends to all our business and community partners.

We maintain a robust internal control mechanism to embed high standards of business ethics and compliance into every aspect of our daily operations. Comprehensive policies and measures enable us to promptly identify and address potential compliance issues, thereby minimizing risks to business operations. We actively engage with local authorities, industry associations, and professional organizations to ensure that all policies remain aligned with the latest regulatory changes and industry best practices. As a result of our extensive internal control and compliance efforts, we are pleased to report no significant instances of non-compliance with laws and regulations during the reporting period.

Enterprise Risk Assessment and Auditing

We regularly conduct internal audits to monitor critical commercial and operational processes across all functions. During our risk assessments, we evaluate emerging and residual risks, creating plans focused on the key threats to the Company. We report these findings to the senior management to ensure they have an up-to-date view of operational risks. By considering enterprise risks during strategic planning, we are able to proactively implement preventive measures against high-impact events. Additionally, we have established risk-monitoring thresholds to identify potential non-compliance at an early stage, ensuring any irregularities are investigated and reported immediately.

Anti-corruption

All employees have signed and agreed to the *Code of Conduct*, which outlines the ethical and behavioral standards we expect of them. Employees are responsible for complying with applicable anti-bribery, anti-corruption, and anti-money laundering laws, as well as adhering to internal control processes such as the gift and hospitality notification procedures. In Huolala, our anti-bribery system has obtained ISO 37001 certification, showcasing our high standards on preventing, monitoring and handling bribery behaviors, in adherence to international guidelines. We also provide ongoing integrity education for employees at all levels, including onboarding awareness training, annual integrity refreshers with compulsory quizzes and self-declarations, violation case broadcasts, and targeted retraining. These initiatives promote ethical practices and foster a culture of integrity. We remain dedicated to upholding these standards to ensure a workplace free from corrupt practices and related legal consequences.

Whistleblowing

Lalamove maintains confidential channels for reporting irregularities, violations, or suspected wrongdoing, including dedicated emails and telephone hotlines. These procedures ensure the protection of whistle-blowers and investigators, offering anonymity where requested and strictly prohibiting any form of retaliation. For instance, our dedicated Integrity Center (the "Center") in Huolala is authorized to conduct independent investigations. Department and regional heads are required to report any identified irregularities to the Center, which has the authority to access relevant records and conduct interviews during the inquiry process. All investigation findings are reviewed by the relevant management, People and Administration Team to determine appropriate follow-up and disciplinary actions, ensuring a transparent and accountable governance framework.

Anti-competition

We are committed to fostering fair competition for both driver partners and users. To reinforce this commitment, Huolala established the Algorithm Enhancement Committee ("the Committee") in 2025. The Committee brings together management leaders from core technology and operational functions to regularly review platform algorithms, ensuring that the rights of platform users are safeguarded. To incorporate diverse perspectives, the Committee gathers input from driver partner meetings, customer service hotlines, and driver communities. The Committee has introduced Huolala's first *Anti-competition Compliance Management Protocol*, which sets out clear guidelines on unacceptable anti-trust behaviors and establishes internal procedures for handling violations. Meanwhile, Huolala officially launched an anti-competition training plan, focusing on anti-competition laws in the Chinese Mainland. This training focuses on positions with high risks, assisted with in-depth analyzing case studies and scenarios. All staff are required to take an assessment after training. In 2025, 100% passing rate has been recorded for our training staff. This initiative effectively raises the anti-competition awareness of all staff, strengthening the long-term trust of our stakeholders.

Intellectual Property Protection

All key employees have signed employment agreements containing confidentiality, intellectual property, and non-competition provisions, designed to safeguard our proprietary technology that is fundamental to the platform's competitiveness.

"Algorithms for Good, Safeguarding Rights" Symposium

Huolala strives to take the lead in raising awareness and setting industry standards by organizing the "Algorithms for Good, Safeguarding Rights" symposium in May 2025 in Beijing, the first algorithm-focused seminar in the Chinese Mainland freight industry. Government agencies, trade union representatives, experts and scholars, as well as industry associations and company representatives including the China Federation of Logistics & Purchasing and RoadGo, gathered at the event. Discussions centered on promoting the positive use of algorithms, establishing diverse co-governance mechanisms.

Supply Chain Management

We require all business and community partners to uphold responsible practices in business ethics, labor rights, data privacy, and environmental protection, in full compliance with applicable laws and regulations. Compliance checks are therefore integrated throughout the supplier selection, onboarding, and performance evaluation processes. In addition, material suppliers must undergo due diligence to assess potential conflicts of interest involving clients and related parties, labor and operational practices, and more. Suppliers violating compliance requirements may be permanently barred from future partnerships. Spot checks and ongoing due diligence are conducted for existing suppliers to ensure continuous compliance. Furthermore, we prioritize collaboration with suppliers that demonstrate a strong commitment to environmental protection and climate action, reinforcing our shared responsibility to build a sustainable and transparent business ecosystem.

Seamless User Experience and Complaint Handling

Lalamove strives to deliver quality user experiences by facilitating responsible platform user behavior and adopting a user-centric development approach. Our user policies define mutually acceptable behavior for both driver partners and users. In the event of a suspected violation of user policies, platform users may submit inquiries or complaints directly through our mobile application or customer service hotline, where our dedicated team promptly investigates cases with the support of AI-powered tools and provides assistance in dispute resolution. Clear protocols for dispute escalation, responsibility assessment, and disciplinary consequences ensure transparency and fairness.

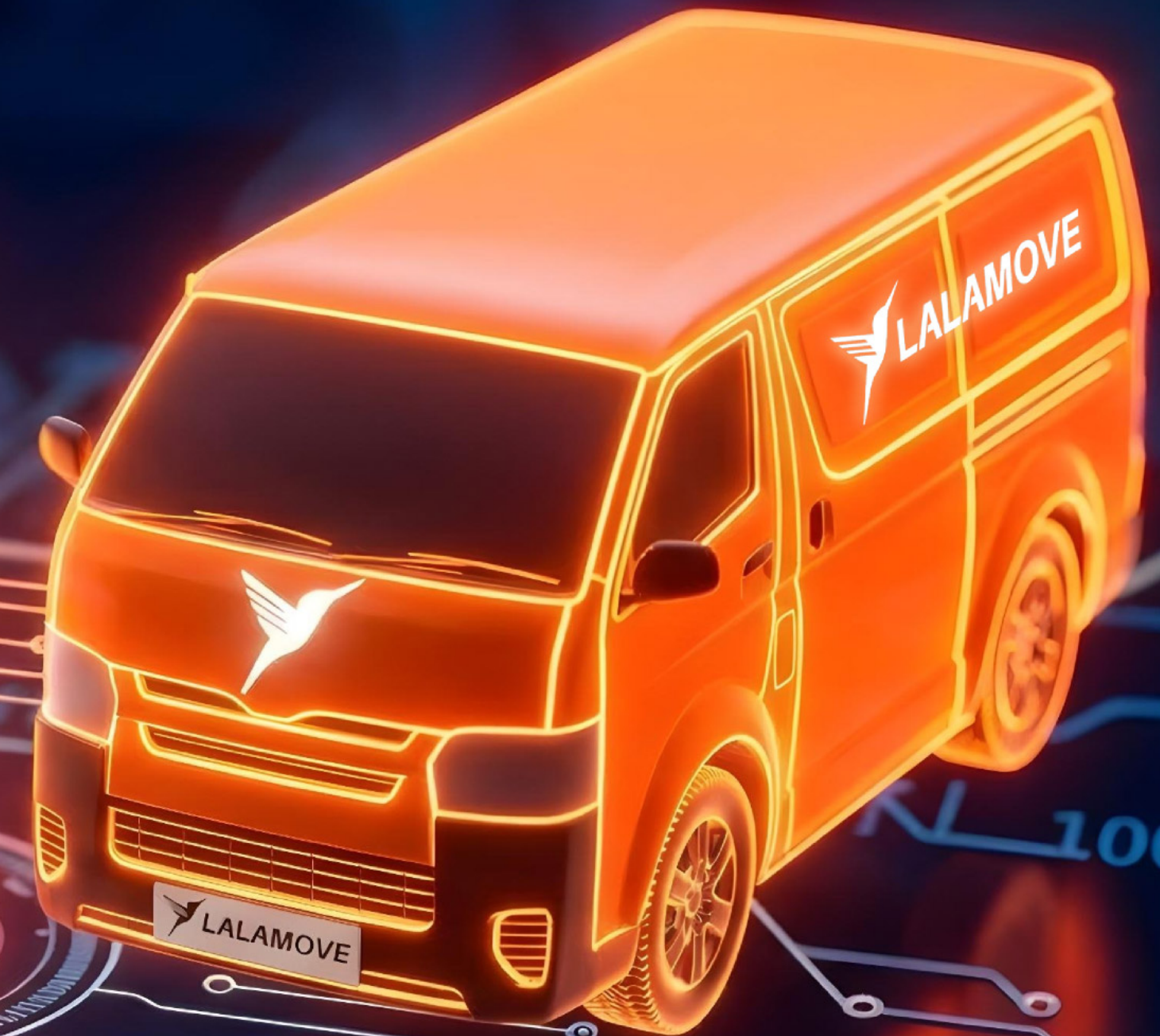
Huolala Supplier Integrity Advocacy Conference

To further enhance integrity-based collaboration with our partners and collectively foster a healthy and transparent business environment, Huolala's Integrity Center hosted the "Clean Exchange, Building an Integrity Ecosystem Together" Supplier Integrity Advocacy Conference in January 2025. Representatives from numerous renowned enterprises, including Alibaba Cloud, Tencent Cloud, Huawei Cloud, Baidu, and Ctrip, gathered to discuss the philosophy of ethical cooperation. During the conference, Huolala presented its comprehensive integrity management framework and shared practical measures and experiences in implementing ethical partnerships. The event also commended 31 partner organizations for their proactive cooperation in building an integrity-focused ecosystem, awarding them the "Integrity Co-construction Honor Award" in recognition of their steadfast efforts to uphold corporate integrity culture and promote a healthy business environment. Looking ahead, Huolala remains committed to working with its partners to drive an ethical and transparent commercial ecosystem, contributing to the healthy and sustainable development of the industry.



Protecting Information Security and Data Privacy

Lalamove strictly complies with data security and privacy regulations across all markets in which we operate. A dedicated information security team designs company-wide policies, reinforced by a structured review process to ensure ongoing compliance. Established protocols also facilitate effective communication with regulatory authorities. Collectively, these measures form a robust framework for information security governance, protecting both company and user data.



Information Management System

Lalamove has established a holistic information security management system that covers all stakeholders in our value chain, including customers, driver partners, employees and suppliers. The system is underscored by a comprehensive set of data policies, providing clear guidance on aspects such as information access controls, data storage, handling and transmission protocols, data breach responses and third-party data security requirements. A dedicated team of data security specialists oversees the implementation of such data security policies and monitors progress. All internal- and external-facing policies and procedures are regularly updated in response to evolving industry standards, regulatory requirements and cybersecurity threats.

In 2025, our *Information Security Policy*, *Information Security Manual*, and *Data Privacy Policy* were updated to reflect our latest approach to information security management in compliance with international standards. In particular, a guideline on AI usage was introduced to promote the responsible use of generative AI tools, ensuring data security and operational integrity. Employees who violate data privacy or security policies are subject to disciplinary action under incident management measures, with severe breaches potentially resulting in termination of employment.

Our robust data management systems adhere to the highest global standards in data protection. Our core operations have acquired ISO 27001:2022 Information Security Management Systems and ISO 27701:2019 Privacy Information Management Systems certifications, underscoring our strong capability in managing cybersecurity and data privacy risks. In addition, Huolala has obtained the Two-Star Label for Personal Information Protection Impact Assessment, further affirming our commitment to safeguarding users' personal data. Under our effective data management mechanism, we are pleased to report that there were no substantial data security breaches and complaints made by third-parties or regulators in this reporting period.

Data Security Framework

We employ multi-layered internal controls and advanced technologies to safeguard corporate and user data.

1. Cybersecurity Infrastructure

In 2025, a series of improvements were made to our data security measures to enhance our defensive layers over physical, network, host, and application data security.

Infrastructure Level

At the infrastructure security level, our robust application and infrastructure security measures enable operation teams to prevent, identify and respond to information security threats swiftly. The system identifies server and network risks and provides traceability analysis for further security risk mitigation. The transmission of sensitive user data on our infrastructure is closely monitored, and automatic alerts will be raised in a timely manner when abnormality is detected.

Application Level

We employ the Security Development Lifecycle approach to proactively identify cybersecurity-related vulnerabilities and risks, and to manage vulnerability fixes during the development process of our apps and systems. We engage third-party cybersecurity companies to conduct regular penetration tests to detect weaknesses in our system and evaluate its security. If a security loophole is identified, we will take prompt actions to mitigate any hidden threats that may undermine the security of our system.

Endpoint

In 2025, the data loss prevention module was upgraded alongside the enforcement of access controls and mandatory installation of anti-virus software, firewalls, intrusion detection systems, and Zero Trust Network Access across all endpoints. This initiative aims to strengthen our security framework by enforcing granular access controls, and mitigating risks associated with unauthorized access, data breaches, and data exfiltration.

Data Handling

In 2025, we upgraded our user data classification system and procedures, and enhanced centralized employee access management for our major business and operational systems. We also maintained strict policies on internal file sharing permissions, sensitive data encryption and strong password requirements.

2. Personal Data Protection

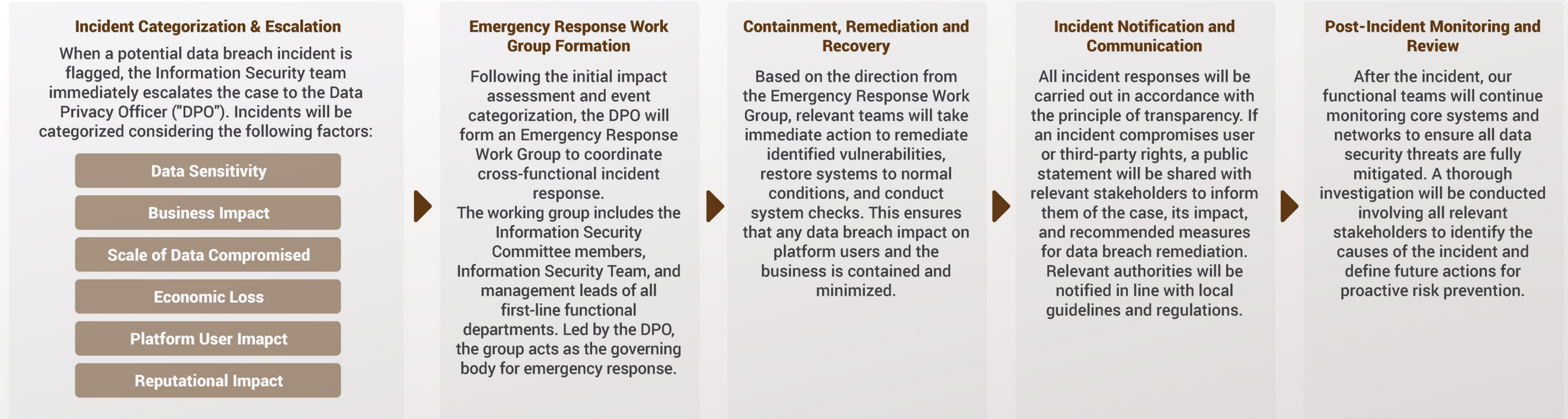
We proactively safeguard user privacy by implementing clear protocols for data collection, access, use, and retention in accordance with local regulations. Role-based access controls ensure that only authorized personnel can view or edit sensitive information, with permissions clearly defined for each role. Personal data is anonymized and encrypted during both storage and transmission, ensuring that private information is accessible only when necessary. In line with our commitment to transparency, the nature and use of collected data are communicated to users through our *Privacy Policy*, which is regularly updated to reflect changes in data usage and management practices.

3. Third-party Due Diligence

In addition to signing Non-Disclosure Agreements and Data Processing Agreements with vendors, we maintain a comprehensive vendor list that supports regular evaluations of their performance, compliance, and alignment with our security standards. These ongoing assessments enable us to closely monitor each vendor's practices and ensure accountability across the supply chain. Supplier security reviews are conducted on a regular basis to confirm that data protection measures are properly implemented and consistently upheld, reinforcing our commitment to safeguarding sensitive information and reducing third-party risks.

Incident Response

Our comprehensive internal control and compliance efforts help prevent data breaches, as well as complaints from third parties or regulators. To strengthen this oversight, the *Risk Register and Treatment Plan* were updated to reflect the latest assessments of data-related operational risks. In the event of a breach, our *Incident Management Policy and Data Breach Management Standard Policy* guide internal response, ensuring that containment and recovery, reporting and documentation, and ongoing review are carried out in an orderly manner.



Gold Award for Privacy Excellence in Hong Kong

Lalamove received the Gold Award at the 2025 Privacy-Friendly Awards organized by the Office of the Privacy Commissioner for Personal Data in Hong Kong. The theme of the Award this year, "Safeguarding Data Security: Marching towards a New Digital Era", aptly highlights the significance of data security as technology becomes increasingly entwined with the well-being of the community. This recognition affirms Lalamove's efforts in putting data privacy at the core of our operations, and reinforces our users' trust towards Lalamove as a secure and reliable logistics partner.



Education on Cybersecurity Awareness

Lalamove places strong emphasis on employee cybersecurity awareness as a critical pillar of its data protection framework. We deliver training and resources that equip teams with the skills to recognize and counter potential threats, fostering a security-first culture where employees actively safeguard sensitive information and maintain a secure environment.

Internal and Third-party training

The Information Security team regularly organizes training sessions for employees to raise awareness of personal account, operational data, and network security in our day-to-day operations. In addition, we invite third-party trainers to share the latest market and regulatory trends in data security. In July 2025, we organized a Lunch & Learn session on General Data Protection Regulation ("GDPR") compliance at the Functional Office in Hong Kong. Together with our professional guest speaker specializing in data privacy law, we explored the key principles of GDPR and examined the complexities of applying its standards through real-world case studies. The session enhanced our teams' understanding of data privacy compliance while providing practical insights on embedding these elements into application and system design.



In Huolala, a personal data protection upskilling program was organized for data privacy teams to strengthen internal capabilities and improve security measures.



Phishing Simulation and Training

Regular phishing simulations are conducted to help employees stay alert to underlying cybersecurity threats and the latest cyberattack tactics. These are supplemented with targeted awareness training based on employees' responses to simulated attacks. Results of phishing simulations reflect an improvement in our teams' overall data privacy and security awareness. In addition, reports of cyberattacks or phishing attempts are communicated to all employees to bring attention to particular high-risk events.

InfoSec Newsletter

The Information Security team publishes regular newsletters in global markets to keep our employees informed of major cyberattack incidents and global data privacy law enforcement trends, ensuring all employees are aware of the criticality of gatekeeping high data privacy and security standards. The newsletters also provide insights into industry best practices and practical tips on cybersecurity and privacy to be applied to our daily operations.

Information Security Awareness Month

The annual Information Security Awareness Month was organized in Lalamove and Huolala to foster a strong culture of data privacy and security. As part of the initiative, a mandatory quiz was launched across all teams to reinforce employees' knowledge of information security and privacy. In the Huolala Shenzhen office, employees engaged in interactive activities that integrated security awareness training into fun games. Additionally, a data breach drill was conducted at our Functional Office in Hong Kong to enhance cross-functional awareness and strengthen preparedness against potential data security threats.

Reward and Recognition

Huolala launched the 2025 Recognition Scheme ("劍蘭花獎") to honor business teams that demonstrated outstanding contributions to information security and data privacy initiatives within their operations. The award serves as a benchmark of excellence for other functional teams, encouraging greater awareness and the integration of data security considerations into daily practices.

"Cybersecurity for the People, Cybersecurity by the People" Campaign in Huolala

During the 2025 National Cybersecurity Awareness Week in the Chinese Mainland, Huolala was the sole enterprise to collaborate with the Shenzhen Municipal Cyberspace Affairs Commission to launch an awareness campaign on the theme "Cybersecurity for the People, Cybersecurity by the People." The campaign featured offline activities to raise cybersecurity awareness among driver partners and users, including the launch of a co-branded vehicle sticker. In addition, experts provided specialized training for employees on data and network security, strengthening both internal and external protection awareness.

Appendix



Performance Data

Environmental Performance

1 January 2025 to 31 December 2025

Environmental Performance	Unit	Total
Energy		
Total Energy Consumption	kWh	12,243,100
Emissions		
Total GHG Emission (Scope 2 and 3 emission)	Metric tons CO ₂ e	2,873,077
Scope 1	Metric tons CO ₂ e	Given that operational emissions are primarily derived from the vehicle Scope 3 emissions of platform driver partners, Lalamove's assessment determined Scope 1 stationary combustions and fugitive emissions to be immaterial.
Scope 2	Metric tons CO ₂ e	9,765 ¹
Scope 3, (Category 1 - Car stickers)	Metric tons CO ₂ e	5,862 ²
Scope 3, (Category 1 - Cloud services)	Metric tons CO ₂ e	1,537 ³
Scope 3, (Category 5 - Waste)	Metric tons CO ₂ e	106 ⁴
Scope 3, (Category 6 - Business travel)	Metric tons CO ₂ e	4,991 ⁵
Scope 3, (Category 11 - Platform vehicles)	Metric tons CO ₂ e	2,850,817 ⁶
Waste		
Non-Hazardous Waste	Metric tons	213
Hazardous Waste	Metric tons	0.58 ⁷

1. Calculation uses a location-based method. Carbon emissions of Huolala are estimated using actual data of district offices as the basis of extrapolation. The calculation is based on the emission factor from the sources mentioned in each area: the Chinese Mainland: National Climate Centre (2026). Baseline Emission Factors for 2024 Emission Reduction Projects in China's Regional Power Grids; Hong Kong: CLP Power Hong Kong Ltd. CLP Sustainability Report 2024; Japan: Ministry of the Environment and Ministry of Economy, Trade and Industry (2025). Emission Factors by Electric Utility 2025; Other global markets: Institute for Global Environmental Strategies (2025). List of Grid Emission Factors Version 11.6
2. Includes carbon emissions in procurement of car stickers for driver partners in all operating markets. The calculation uses the average-data method, emission factor source: Department for Energy Security and Net Zero (2025), Conversion factors 2025: condensed set, UK Government.
3. Includes carbon emissions of data centers in all operating markets. Carbon emissions data is directly retrieved from suppliers.
4. Carbon emissions are estimated using actual data from main offices as the basis of extrapolation. The calculation uses a weight-based method, emission factor source: Department for Energy Security and Net Zero (2025), Conversion factors 2025: condensed set, UK Government.
5. Includes carbon emissions data for business flight, land transport and hotel stays in all operating markets retrieved from Egencia, Trip.Biz, Gaode, UBTrip and Xiaola Chuxing platforms. The calculations for flights and land transport uses a distance-based method where hotel stays uses an overnight-based method, emission factor source: Department for Energy Security and Net Zero (2025), Conversion factors 2025: condensed set, UK Government.
6. Includes carbon emissions from the platform services of our driver partners in all operating markets. The calculation uses the average-data method, emission factor source: Department for Energy Security and Net Zero (2025), Conversion factors 2025: condensed set, UK Government. While absolute vehicle emissions increased in tandem with business expansion, we recorded an 11% year-on-year decrease in carbon emission intensity per kilometer, which reflects our continued progress in platform decarbonization and operational efficiency.
7. The amount of hazardous waste Lalamove produced in the reporting period is insignificant, all hazardous waste was collected by qualified suppliers and dispose.

Driver Partners' Safety

1 January 2025 to 31 December 2025

Driver Partners' Safety	
Injury-free operation rate	99.9%

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	
2-2 Entities included in the organization’s sustainability reporting	About this Report	
2-3 Reporting period, frequency and contact point		
2-4 Restatements of information		There has 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	
2-8 Workers who are not employees	Creating a Safety Culture and Vibrant Gig Ecosystem	Even though driver partners are not our employees, we treat them as our significant business partners in driving our platform success. We have our driver commitment and care initiatives introduced in the report.
3. Governance		
2-9 Governance structure and composition	Sustainability Governance	
2-12 Role of the highest governance body in overseeing the management of impacts	Sustainability Governance, Tackling Climate Change	
2-13 Delegation of responsibility for managing impacts		
2-14 Role of the highest governance body in sustainability reporting		
2-16 Communication of critical concerns		
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		
2-25 Processes to remediate negative impacts		
2-26 Mechanisms for seeking advice and raising concerns		
2-27 Compliance with laws and regulations		

GRI Standards	Reporting Location	Notes
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 3: Material Topics 2021		
GRI 3: Material Topics 2021		
3-1 Process to determine material topics	Materiality Assessment	
3-2 List of material topics		
3-3 Management of material topics		
GRI 200: Economic Standard Series		
GRI 201: Economic Performance 2016		
201-2 Financial implications and other risks and opportunities due to climate change	Tackling Climate Change	
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		
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	Upholding Platform Responsibility and Business Practices	None of the Company's businesses is involved with legal actions for anti-competitive behavior. Our Antitrust guidance notes set out the Dos and Don't 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		

GRI Standards	Reporting Location	Notes	
GRI 303: Water and Effluents 2018			
303-1 Interactions with water as a shared resource	Sustainable Operations		
GRI 305: Emissions 2016			
305-1 Direct (Scope 1) GHG emissions	Performance Data		
305-2 Energy indirect (Scope 2) GHG emissions			
305-3 Other indirect (Scope 3) GHG emissions			
GRI 306: Waste 2020			
306-1 Waste generation and significant waste-related impacts	Sustainable Operations		
306-2 Management of significant waste-related impacts			
306-3 Waste generated	Performance Data		
306-5 Waste directed to disposal			
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			
GRI 403: Occupational Health and Safety 2018			
403-1 Occupational health and safety management system	Safety Mechanism, 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	
403-2 Hazard identification, risk assessment, and incident investigation			
403-3 Occupational health services	Employee Well-being & Development		
403-4 Worker participation, consultation, and communication on occupational health and safety	Driver Engagement, Employee Well-being & Development		
403-5 Worker training on occupational health and safety	Driver Care and Empowerment, Promoting a Culture of Safety, Employee Well-being & Development		
403-6 Promotion of worker health			
403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships			
403-8 Workers covered by an occupational health and safety management system	Safety Mechanism, Employee Well-being & Development		
403-9 Work-related injuries			The fatality and injury rate are considered insignificant as our employee activities cover office work only, hence no data was disclosed.
403-10 Work-related ill health			

GRI Standards	Reporting Location	Notes
GRI 404: Training and Education 2016		
404-2 Programs for upgrading employee skills and transition assistance programs	Staff Engagement and Inclusiveness	
404-3 Percentage of employees receiving regular performance and career development reviews		
GRI 405: Diversity and Equal Opportunity		
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	A Diversified and Inclusive Workplace	During the reporting period, there were no confirmed incidents of non-compliance with the laws or regulations related to discrimination that had a significant impact on the Company.
GRI 408: Child Labor 2016		
408-1 Operations and suppliers at significant risk for incidents of child labor		During the reporting period, no incidents of child labor were identified.
GRI 409: Forced or Compulsory Labor 2016		
409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor		During the reporting period, no incidents of forced labor were identified.
GRI 411: Rights of Indigenous Peoples 2016		
411-1 Incidents of violations involving rights of indigenous peoples		During the reporting period, no violations of rights of indigenous peoples were identified.
GRI 413: Local Communities 2016		
413-1 Operations with local community engagement, impact assessments, and development programs	Unlocking Youth Potential in the Community, Growing with the Community under Digital Transformation, 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 Security	

Feedback

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

If you have any questions or feedback, please contact our ESG team at

sustainability@lalamove.com