



# SUSTAINABILITY REPORT 2022

---

Driving Sustainability to  
Deliver Success

# CONTENTS

**CEO MESSAGE**-----03

**ABOUT LALAMOVE**-----04

**OUR SUSTAINABILITY APPROACH**-----05

Stakeholders Engagement  
Materiality Assessment  
Our Strategies and Highlights

**GREENING EVERY MOVE**-----08

Actualizing Sharing Economy  
Promoting Adoption of Electric Vehicles  
Using Technology to Reduce Emissions

**CREATING A SAFETY CULTURE AND VIBRANT GIG ECONOMY**-----13

Enhancing Driver Partners Welfare and Benefits  
Safety Mechanism

**BUILDING SUSTAINABLE CITIES AND COMMUNITIES**-----19

Digital Inclusion  
Youth Empowerment  
Deliver Care  
Staff Engagement and Inclusiveness

**COMMITTING TO SUSTAINABLE GOVERNANCE**-----27

Sustainability Governance  
Corporate Ethics  
Data Privacy and Cybersecurity

**FEEDBACK**-----32





# CEO Message

As Lalamove enters into its 10th anniversary of operation, I am delighted to publish the inaugural sustainability report. Committed to incorporating environmental, social and governance considerations into our daily operations and long-term planning for the future, this report not only represents a new step forward in our sustainability efforts, but also lays the foundation for strengthening our communication with stakeholders.

It is our mission to keep our finger on the pulse of society and to connect people to move things that matter. Since its establishment in 2013, Lalamove has been using technology and data to improve the logistics ecosystem, providing a one-stop logistics solution to support businesses of all sizes according to their business needs whilst enabling our driver partners to work flexibly. This is made possible by our platform that is open all year round to provide a wide range of logistics services. Stakeholder input and participation is therefore vital to us, and we look forward to maintaining a sustainable win-win-win relationship amongst the three. Over the past year, we have developed a sustainability strategy and framework, focusing on four pillars, namely "Greening every move", "Creating a culture of safety and vibrant gig economy", "Building sustainable cities and communities" and "Committing to sustainable governance". Our strategy is aligned with the United Nations Sustainable Development Goals and is being implemented in every city where we operate.

As a technology logistics company, safety is always our primary concern and Lalamove has established a comprehensive safety mechanism to maintain a transparent dialogue with our driver partners

and take measures to prevent and respond to any safety incidents encountered during deliveries. At the same time, we have established safety indicators to regularly monitor the safety performance of our operations.

In terms of green transport, Lalamove has continued to optimize the accuracy of its programs in matching drivers and proposed routes, with the aim of reducing carbon emissions from drivers waiting or avoiding them from taking wrong turns, making the whole operation, and the logistics industry as a whole, more efficient. To better manage carbon emissions in our supply chain, we are promoting the transition into green driving, in Mainland China, nearly 50% of van orders are fulfilled by new energy vehicles, with some cities reaching over 70%. We strongly encourage driver partners to adopt new energy vehicles.

In early 2022, during the outbreak of the epidemic, Lalamove responded promptly to the needs of the community in Hong Kong by providing support to affected SMEs and social welfare organisations through the "Deliver Care" program, which delivered more than 150,000 pieces of epidemic prevention materials directly to more than 76,000 people in need. In other markets, we have also provided assistance to support local communities and turn crises into opportunities.

We welcome your feedback on Lalamove's sustainability performance to help us with "Driving Sustainability to Deliver Success"!



**Shing Chow**  
Founder & CEO



## About Lalamove

### Deliver faster and safer with Lalamove

Founded in Hong Kong in 2013, Lalamove\* is a technology-enabled logistics platform that makes on-demand and same-day delivery possible for everyone at the touch of a button. Committed to empowering local communities by making deliveries fast and simple, we have made steady strides around the globe and evolved into a one-stop logistic solutions provider catering to different needs such as intracity delivery, intercity delivery, corporate logistics solutions, house moving service, less-than-truckload (LTL) shipping, and vehicle sales and leasing and aftermarket services.

Currently, Lalamove is available in over 11 markets and 40 cities across Asia and Latin America, as well as in over 350 cities in Mainland China, and we are still scaling up.

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

## Our Services



**Corporate Logistics  
Solutions**



**House Moving  
Service**



**Less-than-truckload  
(LTL) Shipping**



**Vehicle Sales,  
Leasing & Aftermarket  
Services**

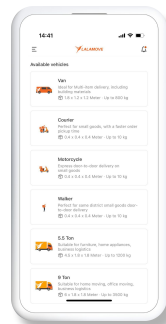


**Intracity  
Delivery**

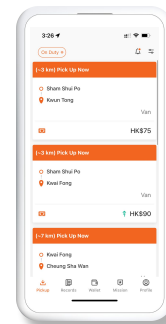


**Intercity  
Delivery**

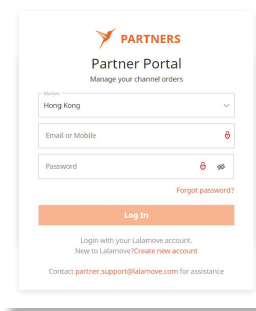
## Our Platforms



**Platform for  
Our Consumers**



**Platform for  
Our Driver Partners**















**Platform for  
Our Merchants**



## Stakeholders Engagement

As an emerging technology platform, Lalamove attaches importance to enabling different stakeholders to understand our business, direction and thinking. At the same time, understanding the expectations of different stakeholders helps us formulate sustainable development strategies. We use a variety of feedback and communication channels to understand the views of key stakeholders who have a significant impact on or are close to our business. The following is a summary of how we engage with our stakeholders:

Key Stakeholder Groups	Engagement Platforms	Key concerns	Our approach
<b>Platform Users</b>	<ul style="list-style-type: none"> <li>•Focus groups</li> <li>•User Hotline</li> <li>•Mobile app</li> <li>•Users satisfaction surveys</li> <li>•Website / social media</li> <li>•Newsletter</li> </ul>	<ul style="list-style-type: none"> <li>•Users' service and experience</li> <li>•Delivery quality and mobile app design</li> <li>•Green transport features</li> </ul>	 Greening Every Move  Creative a Culture of Safety and Vibrant Gig Ecosystem
<b>Driver Partners</b>	<ul style="list-style-type: none"> <li>•Driver surveys</li> <li>•Social Gathering</li> <li>•Mobile app</li> <li>•Newsletter</li> <li>•Driver Partners Hotline</li> <li>•Focus groups</li> <li>•Website / social media</li> </ul>	<ul style="list-style-type: none"> <li>•Drivers' experience such as flexibility and autonomy</li> <li>•Delivery service and mobile app design</li> <li>•Health, safety and COVID-19 protection</li> </ul>	 Greening Every Move  Creative a Culture of Safety and Vibrant Gig Ecosystem
<b>Employees</b>	<ul style="list-style-type: none"> <li>•Monthly Townhalls</li> <li>•Formal and informal team meetings</li> <li>•Internal social gathering</li> <li>•Internal communication system</li> <li>•Conferences and training</li> </ul>	<ul style="list-style-type: none"> <li>•Salary and benefits</li> <li>•Career development and training</li> <li>•Health, safety and COVID-19 protection</li> <li>•Employee volunteerism</li> </ul>	 Building sustainable cities and communities  Committing to Sustainable Governance
<b>Government &amp; Regulators</b>	<ul style="list-style-type: none"> <li>•Panel discussions and roundtables</li> <li>•Interviews</li> <li>•Letter/ email correspondence</li> <li>•Meetings</li> </ul>	<ul style="list-style-type: none"> <li>•Legal compliance</li> <li>•Commitments to decarbonization</li> <li>•Local technology talent development</li> <li>•Contribution to the local community</li> </ul>	 Greening Every Move  Creative a Culture of Safety and Vibrant Gig Ecosystem  Building sustainable cities and communities
<b>Media &amp; Public</b>	<ul style="list-style-type: none"> <li>•Meetings</li> <li>•Interviews</li> <li>•Responses to media enquiries</li> <li>•Press releases</li> <li>•Press briefings</li> </ul>	<ul style="list-style-type: none"> <li>•Commitments to sustainability</li> <li>•Community engagement</li> </ul>	 Greening Every Move  Creative a Culture of Safety and Vibrant Gig Ecosystem  Building sustainable cities and communities

## Materiality Assessment



### Identify

By engaging with various stakeholders, we have identified the most important sustainability issues.



### Prioritize

Ranking the importance and priorities of each material sustainability issue based on stakeholder feedback.



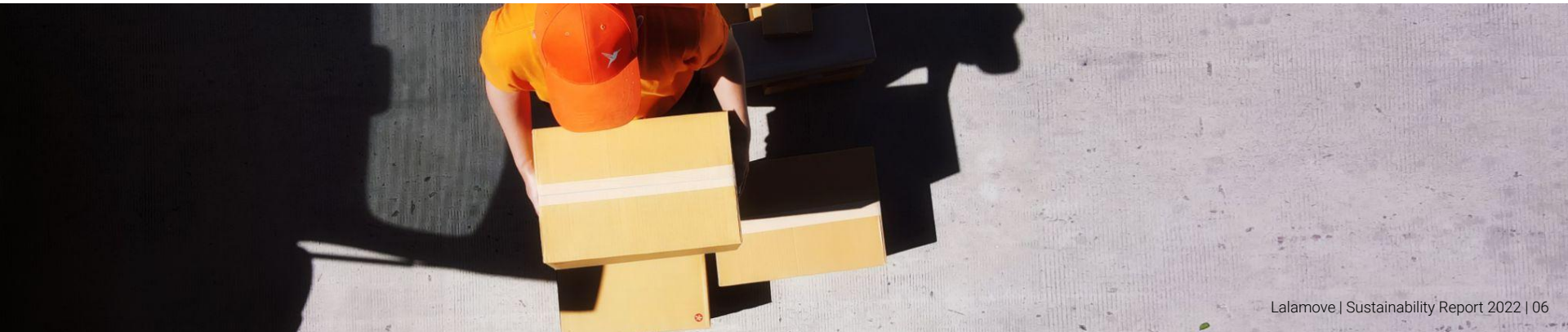
### Validate

Discuss and validate the prioritization of topics with senior management.



### Integrate

Key issues are integrated into our Sustainability Strategy and Sustainability Reports to ensure alignment with stakeholder expectations and sustainability trends.



## Our Strategies & Highlights

Lalamove has always placed a strong emphasis on corporate sustainability and continues to integrate sustainability thinking into corporate decision-making and platform operations, working together to reduce our carbon footprint, with the goal of helping to mitigate environmental and social issues such as climate change and creating a sustainable society.

Our strategy is aligned with the United Nations Sustainable Development Goals (UN SDGs). Our work focuses on four main areas, including "greening every move", "creating a culture of safety and vibrant gig economy", "building sustainable cities and communities" and "committing to sustainable governance".





# Greening Every Move

Since its establishment, Lalamove has always believed in using technology to enhance efficiency and make deliveries fast and simple. Our aim of creating a logistics platform is not only to enable deliveries at fingertips, but also to help small and medium-sized enterprises reduce logistics costs, create a circular ecological chain in logistics, and reduce the impact on the environment.



## Actualizing Sharing Economy

There is no denying that climate change is one of the major risks we face today. As the pioneer logistics platform, we understand that the platform could contribute to addressing climate change.

Lalamove has been actively promoting Internet technology, strengthening data computing, improving resource efficiency and reducing negative impact on the environment.

By actualizing the sharing economy, Lalamove is making a positive impact on the environment in three ways:



### Improving resource efficiency

Sharing economy can accelerate the transition to a resource-efficient and sustainable economy. By providing an online matching platform where gig drivers in society can join freely, Lalamove uses data technology to rearrange idle resources to **improve the utilization rate and efficiency of delivery vehicles**.

At the same time, vehicles and roads are used in a more efficient manner such that there is **less likely to be traffic congestion** and thus the impact on the environment will be kept at a minimal level.



### Reducing unnecessary cars on the road

Sharing economy makes it faster and easier for people to access delivery vehicles at the touch of a button. Leveraging internet technology, Lalamove builds a delivery platform that is "**convenient, high-tech and reliable**" where individuals and SMEs can gain access to a wide fleet of suitable delivery vehicles at anytime to anywhere.

Thus, there is less of a need for SMEs to purchase their own vehicles and therefore allowing them to maintain **a minimal level of carbon footprint** even as they scale.



### Spearheading transition to low-carbon logistics

Sharing economies in the delivery sector can help minimize fuel consumption. Delivery platforms can play a role to **raise social awareness of low-carbon logistics** and promote more energy-efficient and environmental-friendly vehicles.

As a digital platform facilitating fast and easy deliveries, we actively support the transition to low-carbon deliveries by **promoting new energy vehicles**, including electric and hybrid vehicles, to our driver partners.

## Promoting Adoption of EV

Vehicle emissions resulting from every trip that our platform drivers made are one of the most significant sources of carbon emissions in our supply chain. As a global company, we recognize the important role and mission of corporations in reducing carbon emissions and addressing climate risks.

To better manage carbon emissions in our supply chain, we are taking a three-pronged approach to promote the transition into green driving and encourage the adoption of electric vehicles.



In mainland China,

**~100%** of the vehicles leased from Lalamove are new energy vehicles\*



**> 70%** of Lalamove's vehicle sales are new energy vehicles

**~50%** of Lalamove's van orders are fulfilled by new energy vehicles\*\*



We partner with **40+** vehicle resellers, distributors, and leasing partners to provide new energy vehicles



## Provide green logistics solutions

As a delivery platform with a large network of drivers and users, providing low-carbon logistics solutions to enterprises from all walks of life and building a low-carbon logistics ecosystem is an important strategy in our carbon reduction efforts, and Lalamove has actively established **partnerships with new energy commercial vehicle brands, manufacturers and resellers** to provide drivers with a variety of options to lease or purchase electric vehicles.

In mainland China, we partner with 40+ vehicle resellers and distributors, including industry-leading commercial vehicle brands such as Kerry, Geely, and Ruiqi, as well as DST, a new energy vehicle leasing service platform.

As we continue our efforts to provide driver partners with electric vehicle options, we believe the proportion of new energy vehicles on our platform will continue to increase.



\* data from January to July 2022

\*\*data in December 2022



## Promoting Adoption of EV



In mainland China, we partner with **12** leading EV charging partners in China such as State Grid, EV link, TELD, and Star Charge\*



**270+**

cities with discounted charging services by Lalamove\*



**450,000+**

charging stations for our driver partners\*

\* data updated in December 2022

### Support driver partners for a smooth transition to electric vehicles

We understand that driver partners highly value the support they receive when choosing to adopt electric vehicles, so we are actively working with financial institutions, insurance companies and aftermarket providers to enhance smooth transition support for driver partners.

To make **EV leasing and purchasing** more accessible to our driver partners, we have partnered with financial institutions and leasing companies to reduce drivers' borrowing costs and offer affordable monthly payments. We have also negotiated special discounts and savings on insurance and vehicle maintenance services for our driver partners. As a result, more and more of our driver partners are switching to new energy vehicles through our lease or purchase programs.

We have also been working with 12 leading **EV charging companies** in China to provide convenient and affordable charging solutions in high traffic density areas, industrial parks, and neighborhoods where commercial drivers tend to operate or live in.

### Raise awareness of electric vehicle use among driver partners and users

In the long run, it is important for the public to understand the importance of carbon reduction and to enhance their knowledge and understanding of EV technology in order to reduce emissions in general.

In mainland China, Lalamove has been actively sharing the latest policies and information on new energy vehicles through various channels such as **Wechat, Weibo, Douyin, and official website** to address drivers' concerns about switching to EVs.

We seek every opportunity to communicate and engage with our driver partners to raise their awareness of the ease of use, low cost, and environmental features of EVs through various channels, believing that raising awareness will help drive the transition to low-carbon transportation.



## Using Technology to Reduce Emissions

We are harnessing the power of technology to bring a greener future. We seek to adopt cutting-edge technologies such as deep learning, artificial intelligence (AI), and big data in our operations to ensure a sustainable business.



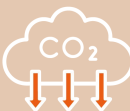
### Efficient order-matching mechanism

Leveraging the internet, big data, and artificial intelligence, we developed the "Intelligent Brain" system to optimize the algorithm of matching orders and vehicles. The real-time intelligent allocation of vehicles of various models significantly reduces drivers' idle running distance as they no longer need to drive around to look for errands.



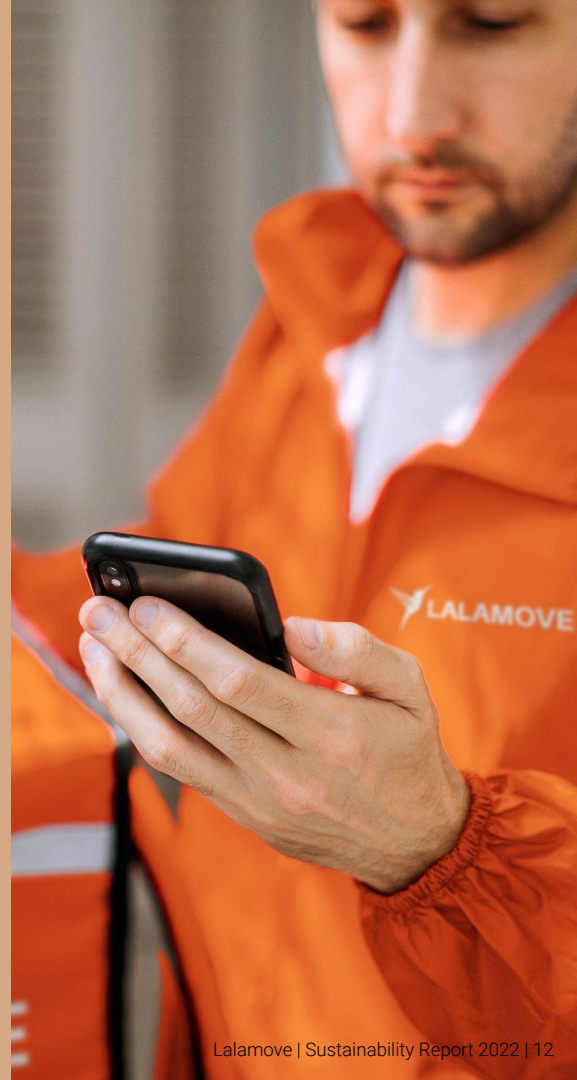
### Tailor-made map for logistics

As we highly value efficiency in our services, we are actively developing our own map tailor-made for logistics. Integrating traditional mapping technologies with big data and deep learning, our app recommends the most time- and distance-efficient delivery routes and therefore reduces overall carbon emissions.



### Minimise deadhead miles

In the traditional logistics industry, long-haul delivery usually entails unnecessary carbon emission and fuel consumption as the vehicle is often empty during the return trip. To tackle this issue, we provide drivers with the option of return order so that the empty running rate will be reduced, thereby lowering the carbon emission per unit of cargo.



# Creating a Safety Culture and Vibrant Gig Ecosystem

Drivers are our important partners, and Lalamove has been building a platform in which driver partners may make a living or get extra income while working safely and happily. In due recognition of the well-being of our driver partners, we have implemented five pillars to safeguard the things that our drivers hold dear while promoting a healthy platform economy.





## Enhance Driver Partners' Welfare and Benefits

01

### Flexibility

Flexibility is the most valued aspect of being a driver with Lalamove according to our driver survey. Lalamove Driver Partners can enjoy the freedom of determining how, when, and where they work. We let our driver partners decide which orders to take based on criteria such as the timing or the pick-up location, so that they can have full control of their time and activities. Compared to the traditional 9-5 work, working on Lalamove platform allows driver partners with varying backgrounds to be self-entrepreneurs themselves and have flexible work schedules that can cater to their personal needs and their family's while earning. Apart from working on drivers' favorable schedule, what also attracts them to Lalamove is the flexibility in our order-taking system. With the high volume of orders, drivers can freely match orders according to their preferences and strategies. As such, some part-time drivers might earn a very satisfactory amount of money by designing an appropriate order-taking strategy.



*"Because I think I was looking for something that is not tie up, not much commitment. And also **flexibility is there**, that you can take as and when you can stop. Because I still got a small business to run."*

a Singapore driver\*



*"Lalamove has more flexibility than other logistics companies, **I can control my own time.**"*

a Singapore driver\*



### Hear our drivers' voice

To get to know more about our supportive driver partners and gain more insights from them towards our platform services, we conducted a driver survey across 9 markets with over 24,500 responses (active drivers in the last three months) during May 2022. It allows us to identify the drivers' needs in order to build better products and improve our platform services in the future.

### 3 Key Highlights of the Report

**1/** Over half of the drivers like our flexible working hours and the freedom they enjoy on our platform.

**2/** Our "take what you want" order allocation mechanism is working for over half of our drivers. 75% of them are satisfied or don't have any preference towards our current approach.

**3/** App usability rating reaches 4.09/5

LALAMOVE 2022

Getting to know (better)  
Lalamove drivers  
What you need to know



Driver Representation Report | By the Group

## Enhance Driver Partners' Welfare and Benefits



02

### Autonomy

As a delivery platform, we highly value the autonomy and the freedom of self-entrepreneurship that gig economy can bring to our driver partners. Unlike traditional employees, drivers could make their own choices of job commitment, by replacing a full-time job with flexible gig work. As Lalamove drivers, they could enjoy little workplace supervision and a high degree of control of their work. They would not be hindered by traditional office interruptions like staff meetings and progress reviews. Instead, they can go online and offline freely on our platform. Moreover, given the flexibility of our platform, our driver partners can freely choose to be solely online on Lalamove or on multiple platforms simultaneously. There are no constraints on their work choices, and they can act on their own values and interests.



*"You always has your boss, your superior, asking you for the revenue target, forcing you to do this and that. In Lalamove, it is your own time and own target. So I think **it's quite flexible**. It's quite good."*

a Singapore driver\*



03

### Opportunity & Empowerment

With the growth of platform economy, we want to help people with in-demand skills and capabilities to gain access to various opportunities. Our platform offers equal and accessible work opportunities to people from all walks of life, which enables them to overcome the barriers in labor market participation. In mainland China, we have offered work opportunities to over **4,400,000 driver partners**, recruited over **900,000 new drivers** during the pandemic times. For those who are often excluded from the job market, including the disadvantaged group and minorities without advanced skills and academic backgrounds, they could still register as our drivers easily online given our simple on-board procedures. In late 2018, the Huolala platform officially launched the **"Huolala Driver Care Fund"**. This year the cumulative investment has exceeded **RMB 1 million**, and a total of 41 drivers on the platform who have family difficulties caused by disasters or illnesses have been assisted.



*"My current salary is not enough, **additional income from Lalamove helps to buy diapers for my kids and send some money to my parents.**"*

an Indonesia driver\*



## Enhance Driver Partners' Welfare and Benefits

04

### Transparency

We strive to ensure the transparency of available orders and pricing to our driver partners. We communicate on all matters relating to our community guidelines, reward and quality improvement mechanism, and data privacy policies openly. We also regularly invite and welcome feedback from our drivers to facilitate two-way communication between drivers and the platform. As driver partners are our significant business partners, we are always eager to understand their concerns and make our platform accountable for addressing them.



***"I can choose the order I want to take."***  
an Indonesia driver\*



***"Thanks to Lalamove employees for their efforts to improve and solve the problem, I believe that in the future drivers will use the platform better and more equality."***

a Malaysia driver\*

05

### Safety & Welfare

It is important for our delivery partners to have a peace of mind while getting things moving on the road. As such, we got our driver partners protected by offering insurance coverage to drivers who encounter an accident in any order trip. To promote safety awareness in the driver community, we have partnered with Red Cross in Hong Kong in organizing first-aid training courses for our drivers to learn how to react in emergencies. Apart from reducing delivery risks on the road, we have been delivering care to our driver partners in Huolala. We have set up "Drivers' Home" to offer a place for drivers to take a rest by enjoying beverages and leisure facilities amid the long haul trips and during times with bad weather. To maintain a friendly and close relationship with our driver partners, we also initiate some caring campaigns to deliver meal boxes and daily necessities to show our care and support to them.

In the meantime, we want to enrich our driver partners' lives by offering them exclusive welfare and benefits which could allow them to maximize their earnings and save on everyday expenses. In the Philippines, we launched the Panalomove Driver Rewards program with new partnerships to provide more benefits in 24/7 healthcare services, easy access to financial and loan assistance, and fuel discounts etc. To show our gratitude to driver partners, we offer mission bonuses for completing orders and being a highly rated driver. In the Philippines, we organized a PartnerJuanFunDay on 17 June 2022 to award drivers who performed outstandingly from November 2021 until April 2022 under the Star Drivers Reward Program. There were nearly 10,000+ viewers who joined us in the Lalamove Virtual Star Drivers Recognition in sharing the joy together.

# Safety Mechanism

## Safety Oversight and KPI

Safety is always the top priority. **In 2022, Lalamove's operation across its markets achieved a 99.9% injury-free operation rate.** It is of paramount importance to ensure that every delivery is safe for everyone. Throughout the years, we have made continuous investments in our policies and products to enhance road safety. We have an established and comprehensive safety mechanism in place which maintains **transparent conversations with our driver partners** and actions taken to prevent and react to safety incidents during delivery. We have set **safety KPI to regularly monitor the safety performance of our operations.** Based on the insights from the safety KPI, we would implement different safety measures to improve our operation safety continuously.

## Lalamove Safety Principles and Guidelines

We are committed to making safety integral to everything that we do at Lalamove— every day, in every operation, across every market. To this end, we have established a set of safety principles and guidelines.

**Healthy and Safe Workplace** - We provide a safe and healthy environment for our people. We would ensure the safety and health of all when they are at work.

**Operational Safety** - While our platform is fulfilling 24/7 delivery needs, ensuring the safety of our delivery partners in every experience with us is our top priority. Whether a walker, rider or a driver, for anyone who uses Lalamove, their safety drives us.

**Emergency Response and Incident Handling** - We are always prepared to respond to emergencies and incidents that could impact our platform services.





## Safety Mechanism

### Enhance Safety Awareness

To enhance drivers' safety awareness, we would promote safety messages in our drivers' community through our app and social media channels.

Throughout the whole work-cycle of our driver partners, from onboarding to their day-to-day order taking on our app, we are keen on keeping up the safety education and training for our driver partners.

We are also actively collaborating with local authorities who are responsible for road safety to create a safety culture in our driver community.

### Incidents Handling Procedures

We had our Safety Incidents Handling Procedures in place to handle the safety incidents in any of our markets in a rapid and effective manner.

To ensure the right follow-up actions are being taken, we have comprehensive reporting and escalation processes in place to monitor and manage the risks involved. In-app live chat and phone-in channels are available for our driver partners so that communications can be connected instantly.

We have set out high level safety directions to handle investigations of critical safety incidents that happen in our markets in operation.

Going forward, leveraging telematics data, we will have the capability to measure a set of indicators for unsafe driving. In this respect, our drivers would be able to deliver safely and happily on our platform.



# Building Sustainable Cities and Communities

Lalamove is committed to digital inclusion, youth empowerment, community care, and staff inclusion. We actively participate in and organize various community projects, and collaborate with government, academic institutions, and local organizations to bring positive impact to the community through our network, skills, and resources.



## Digital Inclusion

As a smart technology platform, we value the potential social significance that our technology could bring to our surrounding ones. We want to enhance digital inclusion in our serving communities by reducing and eliminating significant structural barriers to accessing and using technology. By leveraging our self-developed smart delivery technology through integration of application programming interface (API), we seek to empower our merchant-partners to bring their business online and thrive in the digital economy by offering quality technical support as well as self-sufficiency in arranging last mile delivery to their end customers, which also contributes to the growth of e-commerce in the long run.

## Case study



*"After participating in Lalamove's "Support Our SMEs" campaign, which predominantly focused on its offline café business pre-pandemic, there is a 15% increase in online coffee beans sales."*

**Rias Coffee Roastery Lab,  
from Hong Kong**



*"Lalamove empowers my business significantly. If there was no Lalamove, Angie's Tempeh would not be as successful as it is today. Although on-demand delivery is expensive, especially to small business owners like myself, I can rest assured knowing that the delivery is carried out professionally because there is real-time GPS tracking and generally the drivers on Lalamove are very nice. I use Lalamove for all kinds of tasks that require a courier. Overall Lalamove is time-saving and an essential part of my business."*

**Angie's Tempeh,  
an F&B company  
in Singapore**



*"With the integration of the Lalamove API, the order process or delivery scheduling through the IT's Buah e-commerce website becomes easier and faster. Previously, the ordering process itself took up to 2 hours for 20 orders. Now, the delivery process only takes less than 1 hour with the same amount of orders. There has been an increase in the efficiency of the delivery process by up to 100%. The API integration has fostered the efficiency of fresh juice delivery process."*

**IT's Buah,  
a healthy drink brand  
in Indonesia**





Building Sustainable Cities & Communities

## Youth Empowerment

### Cultivating Future Talents

At Lalamove, we want to empower our young talents to make informed choices in their career development and enjoy their adventure in the thriving technology sector. Over the years, we have been offering internships, placements, and graduate opportunities to current students and recent graduates. Our Global Trainee (GT) Program is a global rotational program, where GTs get the opportunity to work and gain experience across our different markets and business functions, so as to nurture them as our future leaders of the company and the industry.

### Grooming Tech Talents

We also have a Tech Graduate Program and other internship programs designed to develop and nurture world-class tech talents. Our young people could gain the opportunity to work alongside our data engineering, business intelligence and backend technical support teams to solve multiple real business cases and challenges. At times, our inhouse professionals would serve as mentors to encourage more knowledge exchanges among our trainees and interns.





# Youth Empowerment

## Our Support to Government & Community Projects

### Nurturing Youth Entrepreneurship

We love to share our Lalamove story with youngsters who are interested in joining the Innovation and Technology Sector. As one of the series of celebrating the 25th Anniversary of the establishment of the Hong Kong Special Administrative Region, our CEO, Mr Shing Chow attended the inauguration ceremony of the Hong Kong InnoX Academy on 12 July 2022. Along with other guest speakers, they had an inspiring discussion on the cultivation of innovation and technology talents in the Greater Bay Area.

Photo Source: Hong Kong InnoX Academy



### Strive and Rise Programme

This year, we are honored to join the Strive and Rise Programme led by The Chief Secretary for Administration in Hong Kong, which is a tripartite collaboration between the Government, the business sector and the community. More than 10 Lalamove employees volunteered to be the mentors of Secondary One to Secondary Three students from underprivileged families.

By sharing what Lalamove employees believe, we hope to hold hands with the mentees to explore more possibilities for personal development together.

Photo Source: The Government of the HKSAR Press Release



### Sponsoring local basketball team

We are eager to get closer with energetic youngsters in the community. This year, we are honored to participate and sponsor one of the teams in "WELL DUNK!" basketball program that offers teenagers from grassroots youth communities an opportunity to develop their spirit of endurance and sportsmanship organized by the InspiringHK Sports Foundation.

The Lalamove-sponsored Jat Min Turbo team just kick started their very first match earlier in 2022. It was a really fun game and we were happy to gather all the passionate ones in the game.

In mid-2022, Lalamove was honored to be invited to join the "WELLDUNK!" Charity Corporate 3x3 Basketball Tournament.



## Deliver Care

With **"Strengthen Community"** and **"Create Opportunity"** as our two Corporate Social Responsibility (CSR) pillars, we aim to empower local communities to deliver positive change through our Deliver Care initiatives.

Deliver Care is an initiative in partnerships with local non-governmental organizations (NGOs) and organizations to support local small-and-medium enterprises (SMEs) and people from all walks of life in the communities through fast fulfilment of delivery needs. We believe that when we work together, we can build a better future in the local communities that we serve.

In 2022, COVID has posed unprecedented challenges to the world. Knowing that many people and communities suffered from strict domestic containment measures and economic slowdown, Lalamove holds on to our belief to give prompt responses to turn these risks into opportunities. As a leading smart on-demand delivery platform across global regions, we have been utilizing our resources and technology to relieve SMEs and the public citizens from the inconvenience brought by various social distancing controls.



More details could be found on our website:  
<https://www.lalamove.com/en-hk/deliver-care>



# Deliver Care

## Supporting Hong Kong's Road to Recovery

partnered with

200+

NGOs

delivered

150,000+

supplies

benefited

76,000+

households

supported

170+

SMEs

### Households

With the **genuine support from over 100 driver partners**, our platform has helped to deliver multiple rapid test kits, surgical masks and daily necessities, which were in short supply in the city during the time.

Seeing a surge in demand for COVID testing equipment, Lalamove has **donated 10,000 sets of rapid testing kits** to various non-profit organizations that have then distributed them to grassroot families and workers, hoping to lessen their burdens in searching for precaution items.

We have **joined hands with different government departments** to deliver health kits, Personal Protective Equipment (PPE) to the households of Covid positive individuals and their family members.

### SMEs

Local businesses in Hong Kong were placed under pressure from the pandemic outbreak earlier in 2022. As a local leading delivery platform, we took 10 days to organized the **"Support Our SMEs" initiative** to respond quickly to the needs of SMEs and allow them to enjoy exclusive free-of-charge promotion opportunities. The initiative aims to not only offer local SMEs a platform to promote their products and offer exclusive discounts, but also to leverage Lalamove's services in delivering products to stay at home customers.

The campaign has supported SMEs to explore new business opportunities amid the pandemic and grow their business via Lalamove's reliable and fast delivery services.



### the Elderly

As we noticed that many elderly citizens ran short of food supplies as they were left no choice but to stay safe at home due to COVID restrictions, we **teamed up with Food Angel** as their delivery partner in their cross-district food delivery program. Our driver partners directly delivered food packages filled with meals, fresh vegetables and dried goods to our elderly communities' doorstep.



## Staff Engagement and Inclusiveness

We believe that a diversified and inclusive team would strongly support our journey of continued business expansion and foster a workplace culture where everyone is dedicated to and able to share success together.

### Co-create a diverse and inclusive workspace

Lalamove values our people and actively promotes diversity in our workspace so that we can attract and retain the best global talents.

### Our team defines who we are

We have a diverse group of individuals with 10,000+ employees worldwide from 30+ nationalities.

### A place for tech talents to call home

As a growing tech platform, we have been expanding our tech and product teams in parallel with our business growth. Currently, we have 200+ technical professionals coming from 20+ nationalities at our functional office.



## How do we engage with our people?

### Lalanews



All employees would be updated monthly on the key events taking place in the company, including business initiatives, cultural activities and market landscapes around the world.

### CEO letters



Our CEO would share his monthly insights on a wide range of topics. The messages delivered are inspiring and encouraging to motivate our people to work hard and play hard in the meantime.

### Work anniversaries



We also celebrate work anniversaries of our people who have been working along with the Lalamove team for year(s) in the monthly townhalls.

### Townhalls



The management team interacts with our employees and listen to their opinions proactively. During the monthly townhalls, our CEO and the management team would share their views and respond to questions raised by employees. Lalamove has been communicating with our employees closely and providing support in various aspects so that the teams can perform at their best.





# Staff Engagement and Inclusiveness

## Highlights [#lifeatlalamove](#)

### Festive Celebrations - We share joy and love together!

This year nearer to Mother's day, our People teams across different markets organized various celebrations. The **Philippines** team did a simple photo contest sharing photos of their mothers with a caption answering why they lala-love their moms. Winners got a cake Lalamoved to their mothers from our team. Our team in **Brazil** launched a Mother's Day engagement action where we partnered with "Filhos no Currículo", a Brazilian consulting firm, to offer our working mothers a development path.

### Team Outing - Collaboration is the key to our business success.

The **Indonesia** market team was excited to organize their company outing event in Jarkata for 2 days in mid-2022. Liliyana Natsir, who is the world champion of badminton, was also invited to give a sharing session to the Indonesia team. It was fun to gather everyone together to build stronger connections with one another. More importantly, it was a relaxing time for our people to get fully recharged for the next challenges.

### #lunchandlearn - Enjoy a fruitful learning session during lunchtime!

On 15 November 2022, our People team organized a hand-drip coffee workshop for our staff at functional office in **Hong Kong**. It is in collaboration with one of our SME clients, Rias Coffee Roastery Lab. During the workshop, our people used our 9th Anniversary coffee-making set to enjoy a hands-on experience and learn about hand-drip coffee brewing techniques. We also tasted and compared coffee from different origins and roasted levels of coffee beans in the tasting session to give us an extra kick to tackle our day.



# Committing to Sustainable Governance

Lalamove strongly believes that our business development is based on stable and solid governance. We will continue to monitor and ensure the sustainability and resilience of our business in the future. By putting the right mindset into action, we would create greater values for societies and bring the world closer together.



# Sustainability Governance

**Sustainability is a top priority for our management team.** They are responsible for maintaining effective governance and overseeing ESG issues, as well as assessing and managing significant environmental and social risks.

The management team is fully responsible for corporate sustainability strategies and objectives, as well as ESG and climate-related risks and opportunities. They also oversee the integration of climate related factors into risk management and daily business management processes, and the progress of addressing climate-related targets.

Our management team plays a key role in overseeing the company's climate related issues, including:



Determine and monitor policies and mechanisms for climate related issues, so as to ensure that adequate resources are available and policies are implemented in an efficient and effective manner.



Evaluate, manage and monitor climate related subjects to provide analysis, recommendations and updates.



Monitor different data, including environmental data, on an effective data management system.



Manage the cost and resources (e.g. staff and technology) which are necessary to be allocated to identify, mitigate, manage and monitor climate related issues.



Coordinate between different functional departments to facilitate effective collaboration.

## Corporate Ethics

### Enable a culture of ethical and responsible decision-making

Lalamove upholds integrity in every aspect so as to make sure all of our practices comply with the legal, regulatory as well as internal standards.

We maintain a robust management approach and implement clear and strict policies for monitoring day-to-day operational practices. We strive to always identify any potential risks and base our business decisions in compliance with the local laws.

### Empowering our people to play a proactive role in protecting our business

Employees can seek guidance and report suspicious misconduct anonymously through our internal communication channels and via their respective functional heads. All cases are handled with fairness.

Lalamove adopts zero-tolerance towards any form of misconduct and commits to the highest norms of business ethics. We have articulated a suite of compliance policies and procedures in our Code of Conduct, policies include:





# Data Privacy and Cybersecurity

## Keeping data safe is vital to our platform business

With different newly announced legal requirements across countries, the global attention towards cybersecurity has risen to an unprecedented level. As a leading tech company, we strive to uphold high standards in safeguarding the information that our stakeholders (including platform users, corporate users, driver partners, employees) share with us.

To ensure everyone feels confident in using our platform services, we have strong data privacy and cyber security policies in place.



## Data Protection

We follow the principles of "**user authorization, minimum usage and full protection**" to set out our data security protection standards. We recognize the importance of data lifecycle management from data entry to data destruction. We carry out scenario-based management to address the threats and risks of data availability, integrity and confidentiality.

Meanwhile, we have been constantly improving our **internal classification and grading system of sensitive data**. All sensitive data would be protected by field-level encryption. Sensitive API interface parameters are governed to ensure that data is safe and reliable during circulation.

## Cyber Risk Management

To address cybersecurity risks, we conduct **regular information security and data vulnerability assessments**. To meet up with the latest international standards, we have possessed related **certifications**, including ISO 27701 Privacy Information Management System and ISO27001 on information security management.

We operate robust application and infrastructure **security controls** which are designed to prevent, identify and respond to information security threats. A **standard operation procedure** has been established for coping with any potential hacking/ data leakage incidents.

At the terminal security level, by deploying **terminal data loss prevention (DLP) products**, our system is able to identify terminal risks and provide traceability analysis for security risk mitigation. We have been continuously monitoring the flow of sensitive user data on terminals and creating alerts in a timely manner whenever abnormal behavior is detected.

## Data Privacy and Cybersecurity

### Data Privacy

Our privacy policy is formulated in accordance with the following **principles**: consistent authority and responsibility, clear purpose, choice of consent, minimum necessary, ensuring security, subject participation, as well as openness and transparency.

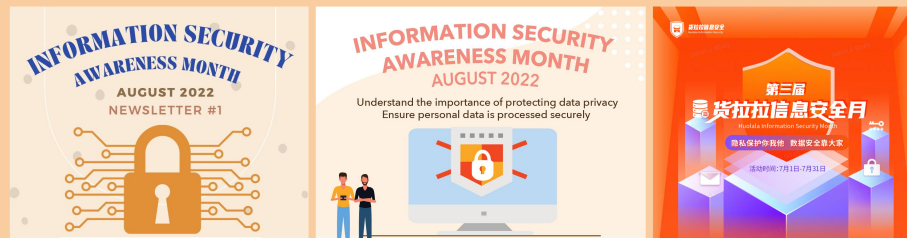
For our platform users and driver partners, they must give explicit consent to our privacy policy prior to joining our platform. Our **Privacy Policy Statement** details our commitment to safeguarding users' data privacy and ensuring compliance with the **Personal Data Privacy Ordinance** across markets we operate.

For our people, we have "**Employee Privacy Notice**" posted on the staff intranet. This Notice explains what personal information we collect from employees, what we use that information for, and who we share, transfer and disclose that information to. It also sets out the rights in relation to employees' information and the contact person for further information or queries.

### Employee's Data Security Awareness

Our InfoSecurity Team organized **information security awareness month** in August 2022 to educate Lalamove's employees about the importance of data privacy and the ways to process personal data securely. During the month, a variety of educational activities were held including releasing InfoSecurity Newsletter and data privacy quiz/ game, so that employees could learn good personal data handling practice in the workplace.

On a regular basis, **phishing drills** were held to enhance employees' awareness of avoiding information leakage. They are reminded to check carefully on the email content and the sender's email domain before disclosing sensitive information externally.





## FEEDBACK

Feedback from our diverse set of stakeholders is crucial for us to continue improving on our ESG performance.

If you have any questions, comments or feedback please contact our ESG team at [sustainability@lalamove.com](mailto:sustainability@lalamove.com)



 **LALAMOVE**