

**PRESS RELEASE  
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**LAZADA GROUP RELEASES ANNUAL ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG)  
IMPACT REPORT FOR FINANCIAL YEAR 2023**

*Titled “Enriching Lives, Emerging Stronger”, Lazada’s annual ESG Impact Report reaffirms its commitment to building a sustainable business and creating a positive impact*

**SINGAPORE, 21 AUGUST 2023** – Lazada, a leading eCommerce platform in Southeast Asia, today released its annual Environment, Social, and Governance (ESG) Impact report: Enriching Lives, Emerging Stronger for FY2023. The annual report provides more information on the progress of the company’s commitment to leverage eCommerce as a force for good, based on four core pillars under its ESG framework that were unveiled last year, namely: Empowering Communities, Future-Ready Workforce, Environmental Stewardship, and Effective Governance.

Notably, since the introduction of a baseline carbon inventory to identify key sources of Greenhouse Gas (GHG) emission across Lazada’s operations in 2022, the company has reduced its overall GHG emissions by 10%, compared to the last reporting period.

“For more than a decade, Lazada has been accelerating progress in Southeast Asia through commerce and technology. With our second ESG Impact Report, I am proud to share progress that we have made and am confident that we can achieve even more together,” said James Dong, Chief Executive Officer, Lazada Group. “As we look ahead to the next phase of growth, we are cognizant that sustainability will continue to be our guiding principle. Sustainable development is not only a responsibility, but also an opportunity and commitment to the future. By working together, we can enrich the lives of all participants in the digital economy and build toward a resilient and sustainable future.”

The report highlights many notable achievements and progress of the company’s ESG efforts during the reporting period, including:

- **Empowering Communities:**
  - Positive socio-economic impact: Across its six markets, Lazada continues to provide economic opportunities to more than 1.1 million stakeholders<sup>1</sup> within its ecosystem of sellers, digital commerce enablers, third-party logistics partners and dedicated employees.
  - Provision of services, infrastructure and capacity-building for the empowerment of Southeast Asian communities:
    - Lazada joined the Asia-Pacific Economic Cooperation (APEC 2022) Economic Forum to promote and support initiatives aimed at aiding the digital transformation of micro, small, medium enterprises (MSMEs), where digitalization is crucial to improving the operational flexibility and long-term growth of businesses across Southeast Asia.
    - Lazada Vietnam was recognized by two prestigious Corporate Social Responsibility awards for its efforts to support and uplift the local community: at the Saigon Times

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<sup>1</sup> As of 31 March 2023

Corporate Social Responsibility 2022 Merit Ceremony and by the American Chamber of Commerce Vietnam's Corporate Social Responsibility Recognition Awards

- **Future-Ready Workforce:**
  - A diverse and inclusive work environment for employees: Lazada employs over 32 nationalities across the markets, with women making up 44% of its workforce.
  - A comprehensive learning experience for all: Lazada's in-house digital learning platform, GROW, offers more than 1,000 courses for employees across all markets.
- **Environmental Stewardship:**
  - Lower carbon footprint: Lazada reduced its overall GHG emissions by 10%, compared to the last reporting period.
  - Sustainable logistics initiatives: Lazada Logistics' Transport Access Point (TAP) program in Indonesia avoided more than 20,000 trips and approximately 7 million km equivalent from reduced road transport activities. This is made possible through collaboration with third-party partners to leverage Lazada's trucks to deliver parcels at destination cities when possible, eliminating the need for separate trucks.
- **Effective Governance**
  - Strengthened cybersecurity measures: During the reporting period, Lazada achieved zero substantiated complaints concerning breaches of customer privacy or losses of customer data across its operations.
  - Best practices for intellectual property protection (IPR) and processes: In September 2022, Lazada led the formation of the Southeast Asia ECommerce Anti-Counterfeiting Working Group (SeCA), the first consortium of its kind in the region that is dedicated to share best practices for IPR protection policies, programs, tools and resources offered by platforms to support brands in their efforts to manage and deter IPR-infringing activities.

"Since the publication of our inaugural ESG Impact Report last year, we are heartened to see encouraging results and achievements from many of our initiatives and efforts. This is a clear testament to our commitment and our long-term view of the sustainable development of not only Lazada, but the wider digital commerce industry," said Gladys Chun, General Counsel, Lazada Group. "Addressing ESG issues is not just about doing the right thing. It is also building the necessary foundation for organizations to properly manage risk and opportunities, to enable stronger and resilient businesses in the long run."

Lazada's FY2023 ESG Impact Report is prepared with reference to the Global Reporting Initiative (GRI) Standards 2021<sup>2</sup>.

The full FY2023 ESG Impact Report: Enriching Lives, Emerging Stronger can be found [here](#).

**-ENDS-**

**Editor's Note:**

- Lazada's FY2023 ESG Impact Report details its ESG approach and performance across the Group's operations in six countries – Indonesia, Malaysia, the Philippines, Singapore, Thailand and Vietnam –

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<sup>2</sup> See Editor's Note for more details



and the operations of its subsidiary, RedMart in Singapore for the reporting period of 1 April 2022 to 31 March 2023 (“FY2023”), unless otherwise stated.

- This report also includes data from the prior reporting period of 1 April 2021 to 31 March 2022 (“FY2022”) for comparison where applicable.
- The GRI Standards was selected as it is the most widely adopted global standard among businesses to report on sustainability matters across comparable criteria. A detailed GRI Standards content index is provided at the end of the report (page 36).

### **About Lazada Group**

Lazada Group is Southeast Asia's pioneer eCommerce platform. For the last 11 years, Lazada has been accelerating progress in Indonesia, Malaysia, the Philippines, Singapore, Thailand and Vietnam through commerce and technology. Today, a thriving local ecosystem links about 160 million active users to more than one million actively-selling sellers every month, who are transacting safely and securely via trusted payments channels and Lazada Wallet, receiving parcels through a homegrown logistics network that has become the largest in the region.

With a vision to achieve USD100 billion annual GMV, Lazada aims to serve 300 million shoppers by 2030, and be the best at enabling brands and sellers in digitalizing their businesses.

### **Contact Information:**

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# ENRICHING LIVES EMERGING STRONGER

FY2023 ESG IMPACT REPORT



## Our Priorities

As a leading digital commerce business in the Southeast Asian region, we aim to positively impact the environment, society, and communities we engage with, while also driving innovation and conducting business responsibly.

Our strategy revolves around fostering a stronger and greener economy through responsible business practices, sustainable initiatives, and innovative solutions.



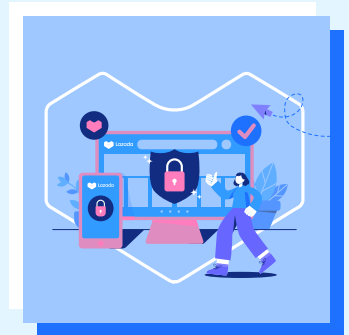
**EMPOWERING  
COMMUNITIES**



**FUTURE-READY  
WORKFORCE**



**ENVIRONMENTAL  
STEWARDSHIP**



**EFFECTIVE  
GOVERNANCE**

## EMPOWERING COMMUNITIES

We endeavor to enrich lives of Southeast Asian communities by providing the necessary jobs, services and capacity-building across our network and support economic development across the region.



Across SE Asia, we continue to provide economic opportunities to more than

# 1.1 MILLION

stakeholders within the digital commerce industry in FY22/23.

## FUTURE-READY WORKFORCE

We continue to enrich the work experience for our employees while developing the skill sets and knowledge of the broader talent pool to stay resilient in a fast-changing world.




More than

# 1,000 COURSES

available for Lazadians on our in-house learning platform GROW.

## ENVIRONMENTAL STEWARDSHIP

We strive to minimize the impact of our operations on the environment in the communities we operate in with strategies that lower our carbon footprint and reduce our material use of natural resources.




# 10%

reduction of overall GHG emissions compared to the last reporting period.

## EFFECTIVE GOVERNANCE

We focus on providing our buyers and sellers a safe and reliable digital environment, supported by effective governance structures that upholds ethical, transparent and responsible business conduct.



# ZERO

substantiated complaints concerning breaches of customer privacy and losses of customer data.

