

LAZADA'S ESG IMPACT REPORT FY2024:

ACCELERATING INNOVATION, ANCHORING RESILIENCE

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.



EMPOWERING COMMUNITIES

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

AI applications to empower buyers such as “**Ask the Buyers**” feature or OpenAI ChatGPT-powered chatbot, **LazzieChat***

**Available in Indonesia, the Philippines and Singapore.*



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.

Launched the **1st ESG training module** for employees, to provide a foundational understanding of ESG principles.

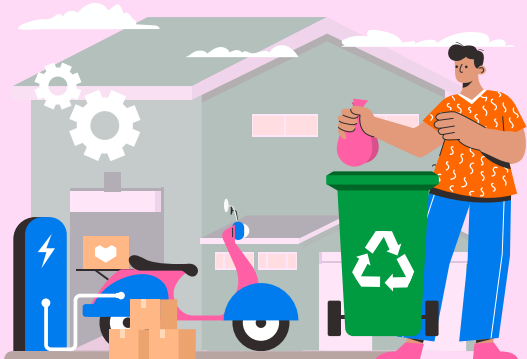


ENVIRONMENTAL STEWARDSHIP

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.

40% of overall GHG emissions were reduced, compared to the last reporting period*

**Based on a more accurate activity-based carbon accounting methodology.*



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.

100% employee training completion rate for Code of Business Conduct and Anti-Bribery and Corruption Policy.

