SF Intra-city

Stock Code HK.9699

Infographic of

Hangzhou SF Intra-city Industrial Co., Ltd.
FY 2024
Environmental, Social and Governance Report

E
S
G
SHOP
OPEN
FRESH VEGETABLES

Governance

Responsible Governance, Fortifying the Foundation of Sustainable Development

Solidifying Capabilities, Accelerating Governance Excellence

The 1st on-demand delivery enterprise to obtain an independent third-party Assurance Report

Establishing a comprehensive internationally-recognized compliance system management framework

ISO 14001
Environmental Management System

ISO 45001
Occupational Health and Safety Management System

ISO 27001
Information Security Management System

ISO 27701
Privacy Information Management System

Employees' sign up rate of the Letter of Anti-Corruption Commitment

100% for the **5** consecutive years

Attendees of integrity publicity and education activities

over **1.02 million**

Integrity training

over **15,000** hours

Suppliers' sign up rate of the Integrity Agreement

100%

Suppliers' sign up rate of the social responsibility clauses

100%

Striving for Excellence , Gaining Market Recognition

ESG Rating Performance

S&P Global Ratings

S&P Global ESG Score

Up 53% ↑

Top in the industry 25%

Sino-Securities Index ESG Rating

A

Wind ESG

Wind ESG Rating

A

Honor Awards

The ESG Excellence Award and Corporate Governance Excellence Award of 2024 by the Chamber of Hong Kong Listed Companies

The Most Influential Brand of the Year by "2024SRC · HONOUR"

Note: Only a selection of ESG ratings and awards are listed

Environment

Green Development, Practicing Low-Carbon and Environmental Value Chain

Conducting Scope 3 emissions verification for **the First Time**

Scope 1	Scope 2	Scope 3
0 tonnes	**~329.5** tonnes	**~92,606.4** tonnes

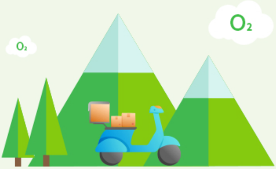
Note: The operation of the company does not directly involve gas fuel consumption or use of motor vehicles, so no emission data are currently available for air pollutants SO_2, NOx or PM

Green Delivery

Annual total delivery distance exceeded **8.25 billion** km. More than **98**% delivery distance used green EV

Green delivery avoided over **2.42 million** tonnes of carbon emissions

Reducing delivery carbon emission intensity by over **20**% per RMB 1 million of revenue



Green Packaging

15,000 new recyclable envelopes were in use, which reduced the use of **750,000** paper envelopes

Reducing packaging materials carbon emission intensity by over **13**% per RMB 1 million of revenue

Green Operation

Promoting e-signature and electronic bidding platforms Reducing the use of paper, which reduced ~ **12** tonnes of carbon emission

Replacing business travel by virtual meetings, reaching a total of over **1.04 million** online meeting attendances

Adding **green environmental protection** as one of the key criteria in supplier selection

Giving priority to partners that meet **national standards for green data centers**, reducing carbon emissions

AI + Unmanned

Collaboration with **multiple leading large model providers**, implementing multi-scenario applications

Launched unmanned delivery vehicles in multiple cities and **operated over a thousand active routes monthly nationwide on average**, enhancing efficiency with unmanned and inteligent technologies

Being selected as **Shenzhen' s first batch of benchmark projects for coordinated pollution and carbon reduction control**

Society

People-Oriented, United with Care to Create the Future Together

Prioritizing Talent, Focusing on Employee Development

>>> Achieve Comprehensive Coverage Across Multi-Tiered Hierarchies, Multi-Stage Career Paths, and Cross-Functional Roles

~ **20,000** employee online training attendances, accumulating **90,000** hours of sessions

Building diversified training platforms，innovative three-level instructor certification system

~**500** trained lecturers

over **800** high-quality courses

Partnered with Riders, Co-Crafting a Thriving Delivery Ecosystem

Annual Active Riders
1 million

Riders with Medium-to-High Level Income
29% ↗

Riders with Monthly Income over RMB 10,000
40% ↗

>>> Enhancing Care and Safeguarding Riders’ Benefits

The first in the industry to introduce “**Grievance Care Allowance**”

Organizing over **10,000** offline riders caring events

Establishing the **Riders Governance Committee** to create a rider-friendly platform

Launching the “**Public Charity Fund**”, covering rider children's education and family assistance, etc

>>> Multi-dimensional Safeguards to Ensure Safety

100% rider safety training coverage

Deployment of ~ **30,000** units of smart helmets

Conducting ~ **2,000** safety trainings with more than **1.2 million** riders attendees

Upgrading the **fatigue warning, abnormal weather notification and voice prompts** to support safe driving

Diversifying Development to Broaden Future Opportunities

Offering over **300** free courses in **10** categories, with over **7.4 million** riders

Offering scholarships and grants to over **400** riders

Leading the Industry, Sharing Social Responsibility Together

"On-demand delivery + last-mile services" included in the rural revitalization strategy, expanding rural logistics network to over **1,300** counties

Providing elderly care services across multiple regions, including meal deliveries and care visits, to optimize the "**30**-minute home-based elderly care service circle"

Participating in formulating standards such as fulfillment capabilities in the on-demand retail industry

WeChat Official Account

WeChat Mini Program