



sea

connecting the dots

SOCIAL IMPACT REPORT 2021

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01

**Message from
our CEO**

Message from our CEO

Dear Sea partners, customers and sailors in Thailand,

In 2021, we continued to adapt to the new normal and responded to constant changes. Thailand is facing severe social and economic effects from the Covid-19 pandemic such as a rapid shift to social distancing, an urgent need for public health, and loss of jobs and income.

We believe that by supporting all stakeholders in our ecosystem, we'll be able to embrace change, adapt quickly and thrive sustainably. This mission is as important as the way we do business. Therefore we made a commitment to deliver services responding to unmet needs, and to use our expertise to generate social value to our community.

Garena, our digital entertainment service, provides entertainment access for Thai gamers, advocating eSports to professional leagues and harnessing gaming strength and networks to enhance digital skills for teachers and students.

Shopee, our e-commerce platform, allows the customers to shop a variety of products. We also use our expertise to enhance e-commerce entrepreneurial skills for SMEs, community, youth and the public.

Sea Money, our digital financial service, offers convenience for all financial transactions; as well as alternative sources of funds.

During the unprecedented Covid-19 situation, we have worked across the public and private sectors and maximized our expertise and resources to tackle those challenges. We are optimistic that we can build a better and stronger future together.

Maneerut Anulomsombat
CEO of Sea (Thailand)



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**Company
introduction**



Sea Limited



Sea is a leading global consumer internet company founded in Singapore in 2009. Our mission is to better the lives of consumers and enhance small businesses with technology.

We operate three core businesses known as Garena, Shopee, and SeaMoney, respectively. Garena is a leading global online games developer and publisher. Shopee is the largest pan-regional e-commerce platform in Southeast Asia and Taiwan. SeaMoney is a leading digital payments and financial services provider in Southeast Asia. Sea Limited is listed on the NYSE under the symbol SE.

Our business overview



Garena is a leading online games developer and publisher with a global footprint across more than 130 markets and a pioneering force of eSports in Greater Southeast Asia, aiming to create strong and sustainable gaming and eSports ecosystem. Examples of games operated in Thailand by Garena include RoV (Arena of Valor), Free Fire, FIFA Online 4, and Call of Duty® Mobile



Shopee, a leading e-Commerce platform in Southeast Asia and Taiwan, offers an easy, secure, and engaging experience that is enjoyed by millions of people daily. The platform offers a wide product assortment, supported by integrated payments and logistics, as well as popular entertainment features tailored for each market. Shopee is also determined to help brands and entrepreneurs succeed in the disruptive era with e-commerce.



SeaMoney, one of the fastest-growing digital financial services (DFS) networks in Southeast Asia, offers services include e-wallet services, payment processing, and related digital financial services and products that leverage the large user base, wealth of high-quality data, strong on-platform demand, and operational efficiency across Sea Limited's ecosystem.

03

**Sustainable
Development Goals**

Sustainable Development Goals

Our business is built on the mission to better the lives of consumers and small businesses through technology. Inspired by the potential of technology, we strive to utilize our expertise and partnerships to build Thailand as a Digital Nation, making a difference to the lives of the communities we serve. We use our platform to build scalable businesses in Thailand, and support human capital development responding to a digital market. This year, we continue to support healthcare workers and SMEs to tackle Covid-19. This shapes our four priority areas:

- Disaster relief - Covid-19
- Digital education
- Careers in digital economy and creative Industries
- Employee well-being and empowerment

As a leading digital platform company, we strive to build a sustainable future, bettering people's lives with technology, and align our goals with the UN Sustainable Development Goals in 5 areas.



Good health and well-being



Quality education



Decent work and economic growth



Reduced inequalities



Partnerships for the goals

04

**Impact at a
glance 2021**

Impact at a glance 2021

Disaster relief - Covid-19

THB 62.4 M

committed in grants, technology and other support to Covid-19 relief.



450,000 people benefited from the shopping credits via ShopeePay.



1.3 million sellers accessed Shopee online courses for upskilling.*



2,000 Oxygen cylinders donated to the hospitals and field hospitals nation-wide.

Digital education

4.18 million learners

accessed digital skills training and resources under the 10 in 10 initiative.



95% of youth agreed that they acquired new skills.



100% of the seniors agreed that they acquired new skills.



2.7 times SMEs orders increased from joining DOTS training programme.

Career for digital and creative economy

128 million views

Arena of Valor World Cup (AWC) 2021



1.12 million views

Garena Academy website

Employee well-being and empowerment

Employees health and well-being during Covid-19



Vaccination
worked with public & private sectors for vaccination access.



Equipment and electricity
supported work-from-home equipment and electricity bills for employees.



Transportation expenses
supported traveling expenses when employees required to go to the office.



Hospital and treatment
provided Covid-19 kits and liaised with hospitals to access treatment for employees who tested positive.



Medical insurance
covered RT-PCR testing and mental health for employees.



Thai labor Management Excellence Award 2021

Employees empowerment



3,500+ courses

provided in partnership with Coursera for employees upskilling.

26,000+ people

benefitted from corporate sharing with the public.

05

Social impact

Disaster relief Covid-19



Disaster relief - Covid-19

In 2021, Covid-19 deteriorated Thailand's healthcare system and economy immensely. In response to the urgent crisis, we worked with our partners bringing in expertise to protect public health and support economic recovery.

Protecting public health

Thailand faced a shortage of medical equipment, beds and access to vaccinations amid Covid-19. Numbers of vulnerable communities were at home isolated, with limited support. We worked with hospitals, foundations and non-profit organizations to support those on the front lines.

Supporting medical equipment

We worked with global suppliers to source 2,000 oxygen cylinders, providing to the Ministry of Public Health which then deliver to the field hospitals and hospitals in Thailand. We also provided repurposed shipping containers for medical unit to two field hospitals in the deep south of Thailand. Additionally, we worked with Children Hospital Foundation to support the purchase of ventilators for children. We also leveraged our e-commerce platform to help them raise funds to the wider consumers.



Accessing Covid-19 vaccines



In partnerships with public and private sectors in Nakhon Si Thammarat, Surat Thani and Krabi, we developed a registration system via Shopee; our e-commerce platform, providing access to Covid-19 vaccines. We encourage people to get vaccinated by providing 400,000 complimentary insurance which covered any allergic reactions to Covid-19 vaccines. Additionally, we provided funds to support ChulaCOV19 - Covid-19 vaccines developed by Thai researchers, to sustainably protect Thais from Covid-19.

Providing foodboxes for community



During Work From Home, we worked with Chulalongkorn University Alumni Association and partners turning employees' meals to foodboxes for highly populated communities who need to self-quarantine to help reduce the spread of COVID-19 in Thailand.

Supporting economic recovery

Besides protecting public health, we scaled up our support across the ecosystem to alleviate expense burdens, promoting economic recovery through several campaigns.

Reducing expenses and the cost of living

Under #ShopeeTogether campaign, Shopee and ShopeePay provided special coupons and monetary credits through our platform to reduce cost of living burdens -essential products and bills, amid Covid-19. Approximately 450,000 people accessed and benefitted from this support.



Fundraising for charity

Together with our partners, we maximized all functions; e-donation and live-streaming with celebrities, to raise funds to support more than 30 nonprofit organizations who advocated and aggregated on the response to social causes, including Covid-19. A sample of activities include 'Box of Unity' consisting of necessary kits, 11 baht donated for every purchase from participating brands and a charity concert. A total amount of THB 2.6 million was fundraised through this campaign.



Providing digital skills and tools for SMEs


We work with public and private sectors to enhance intensive e-commerce entrepreneurial skills and financial literacy for SMEs, providing them with the tools they need to continue operating business online. Our team also continue to provide knowledge and marketing tools through our famous online learning classes; Shopee University and Seller Education Hub. In 2021, more than 1.3 million learners accessed online training and resources*.



Impact in numbers Disaster relief - Covid-19



2,000 oxygen cylinders delivered to hospitals nation-wide



450,000 people benefited from #ShopeeTogether special coupons to reduce the cost of living



11,200 foodboxes provided to highly-populated communities



1.3 million people accessed Shopee online courses*

*The number of reach includes Shopee sellers in Southeast Asia countries and Taiwan

Digital education



Digital education

We continue to provide digital skills under the 10 in 10 initiative; training 10 digital talents in 10 years. This year, we worked with our partners providing training under the 'e-commerce' for all thematic area to support people to survive and thrive during the pandemic.

Enhancing digital entrepreneurial skills for youth

Sea and Equitable Education Fund (EEF) organized training programs for the students aiming to enhance e-commerce entrepreneurial and employability skills. The students who participated in these programs had an opportunity to join e-commerce masterclass and applied their learning into action by operating their online shops on Shopee. On average, 96% of participants agreed that they acquired new skills. Through these programs, the students were able to generate income close to THB 1 million for their communities.



Incubating SMEs and new entrepreneurs



Sea signed an agreement with the Department of Digital Economy Promotion Agency (depa) to accelerate Thailand's digital competitiveness. Under this collaboration, Sea in partnership with depa, Stock Exchange of Thailand and Office of Small and Medium Enterprise Promotion (OSMEP) organized the Digital Opportunities for Talents (DOTs) project, aiming to enhance digital skills for the new generation and increase understanding and confidence for SMEs to apply digital skills to grow their business. There were 1,000 candidates and shortlisted down to 50 candidates (25 teams). All shops which participated in the program gained 3.1 times growth, orders increased 2.7 times and visitors increased 2.2 times on Shopee. The total amount of sales is THB 2.6 million throughout 7 weeks of the project.

Digital upskilling for the seniors



Sea in partnership with Young Happy introduced e-commerce entrepreneurial training for the senior citizens aiming to have technology improve the quality of life, generating income after retirement. The training was catered exclusively for the seniors, yet practically covering all aspects to onboard a shop on Shopee - preparation, branding, managing your shop and marketing tools. From this training, there were 35 shops run by seniors on Shopee and 100% of participants agreed that they attained new skills from this program.

Case story : crafting e-commerce at 50 something



Suthasinee Sapvong or Bee; the retired Thai traditional dance teacher who is passionate about OTOP local crafts, loved decorating leperonia weaved bags. She turned her passion into a new career after retirement by selling crafted bags at OTOP events to keep her active and healthy.

Yet, Covid-19 social distance prevented her from joining the regular OTOP events. This not only caused loneliness but also overstocking which cost 30,000 THB for excess inventory. Therefore, she was interested in e-commerce and joined the senior e-commerce entrepreneurial online training.

"I understand more about e-commerce systems, managing stock, accounting system. I also got compliments from the students who saw my products on Shopee. I got a couple of orders during the first few weeks and I'm so happy about it. For the seniors, age is not the limit. You can learn new things, adapt yourself to understand and become a friend with your kids. You can now do everything online only opening up your mind."

Watch more stories and support the senior products : <https://bit.ly/3tUTgsw>

Impact in numbers Digital education



4.18 million people accessed digital training and resources under the 10 in 10 initiative



THB 1.5 million was committed to support 25 youth to complete a Bachelor degree under Sea Scholarship program.



95% of youth participating in programs in partnership with Equitable Education Fund (EEF) agreed that they acquired new skills.



100% of the seniors agreed that they acquired new digital skills by attending the training program



2.7 times orders increased from the SMEs participating in Digital Opportunities for Talents (DOTs) program.

Career for digital economy and creative industries



Career for digital economy and creative industries

Garena together with partners promoted future careers to drive the digital economy and creative industries through several activities such as Garena Academy project - unveiling the world of gaming and eSports, digital and creative skills training and eSports players upskilling programs.

Illuminating gaming and eSports careers - Garena Academy

Garena Academy program aims to provide career insights in gaming and the eSports industry for gaming enthusiasts and educational sectors. The contents and activities are developed and delivered by the expert to support learning and raise inspiration . In 2021, we delivered workshops for approximately 700 people and 95% of participants agreed that they gained new knowledge and skills from the workshop. Additionally, there are 1.12 million views on Garena Academy website since inception.

Becoming professional eSports player

Arena of Valor World Cup (AWC) 2021 featured the first time global collaboration with the Ministry of Tourism and Sports of Thailand (MOTS) and the Sports Authority of Thailand (SAT). This was a significant step toward the eSports industry receiving government recognition in Thailand. The competition composed talented teams from 9 countries; Brazil, Indonesia, Japan, South Korea, China, Vietnam, Malaysia, Singapore and Thailand. The competition reached 128 million views and DTAC x Talon (DTN) Thailand won for the first time.

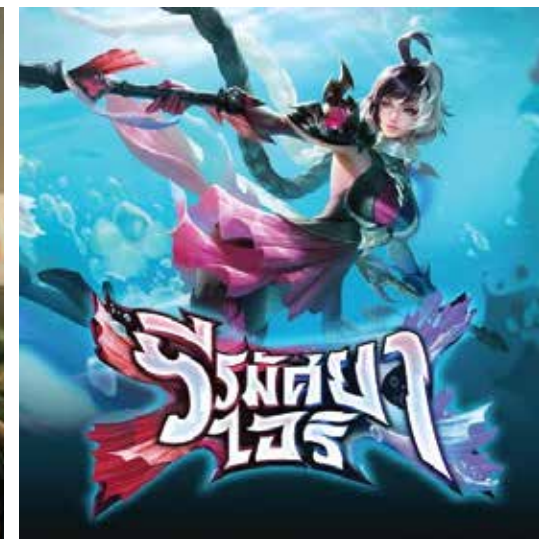


Upskilling eSports players - SAT Esports Academy



Together with the Ministry of Tourism and Sports of Thailand (MOTS) and the Sports Authority of Thailand (SAT), we introduced SAT eSports Academy to upskill amateur players to become professional eSports players. The candidates had an opportunity to enhance their skills and competed in Road to AIC 2021 to become the representative of Thailand joining Arena of Valor International Championship 2021 (AIC 2021), paving their way to international competition.

Creating Skins, expanding Thailand's soft power globally



In partnership with The Ministry of Higher Education, Science, Research and Innovation, we organized RoV design contest 2021 under the concept "Predator of Siam". The competition aimed to promote design and creativity, harnessing our network and platforms to promote Thai culture through gaming skins. The 2021 winner was "The Siamese Betta Queen, Airi" which will be officially launched on Arena of Valor (RoV) in 2022.

Testimonial - Garena Academy 2021



“Garena Academy really widened my horizon. I know more about the career I've never imagined through the experience of the experts. The potential of the industry is tremendous, and it offered career opportunities for us. I was inspired by listening to the experts, motivating me to explore more about careers in gaming and eSports. I am personally interested in eSports, so Garena Academy really motivated me to improve myself to fulfill this career opportunity.”

Anuwat Nakvichit

Matthayom 5, Plukpanya School, Phuket

“The highlight of this workshop is seeing new aspects of gaming which I've never thought of. It is not all about eSports players but many possible opportunities for different interest. By joining this workshop, it's not only helped me to guide students but also to communicate with the parents to understand and support their children as well.”



Chawanant Thassanabhum

Suansriwittaya School, Chumphon

Impact in numbers Career for digital economy and creative industries

128
million views

Arena of Valor World Cup (AWC) 2021 which featured the first time global collaboration with the Ministry of Tourism and Sports of Thailand (MOTS) and the Sports Authority of Thailand (SAT).

Dtac x Talon (DTN) from Thailand championed Arena of Valor World Cup (AWC) 2021 for the first time



1.12 million views
Garena Academy website

Employee well-being and empowerment



Employee well-being and empowerment

Making a difference in the world could not happen without a team who are passionate and dedicated to innovate new things to society. Therefore, we foster a safe workplace for everyone to fulfill their ambitions and embrace diversity and inclusion.

Protecting employees health and safety

Employees' health and safety is our top priority. We instructed our employees to fully work from home during Covid-19. For any employees who tested positive, we helped coordinate with the hospital to ensure that they had access to the proper treatment. Mental health is additionally included in employees' insurance package to help relief stress during the pandemic. We also reserved Covid-19 vaccines for our employees and family members.

While working from home, we provided resources for our employees to set up the most productive work station at home, including internet access. We also provided special financial credits in ShopeePay to reduce living costs for our employees. We integrated online and offline activities to ensure Employees' mental health and well-being.

Empowering employees

In partnership with Coursera, we provide training programs for our employees to unlock their potentials. There are more than 3,500 courses for the employees to choose based on their interests, fostering life-long learning for the future.



Inclusive employment



We are working with Steps social enterprise providing scholarships and inclusive employment for people with learning differences. Through this partnership, we organized several activities to provide an inclusive knowledge sharing space for both parties. In addition, we are supporting funds to the Department of Empowerment of Persons with Disabilities to promote inclusive employment.

Corporate sharing



We are committed to building university and private sector engagement by providing knowledge and expertise. For example, co-developing curriculum 'TU100 Digitalized by Shopee Bootcamp' with Thammasat Business School, supporting Chulalongkorn International Business Case Competition 2021, delivering lectures at Dhurakij Pundit University. Our executives also regularly provided public lectures regarding trends in technology industries, leadership and management with the next generation to inform public and private sectors. In 2021, we reached more than 26,000 people.

Testimonial - Steps Social Enterprise

"I like sorting documents. I feel like I get to practice more skills and concentration. Sometimes, I found some challenges like finding unusual documents and wrongly delivered documents. I must be conscientious to keep up with the system and recheck for Shopee to use the documents for real. I feel proud of myself. Shopee has a lot of campaigns. My family also shops online. I see Shopee Express on the street and I know the brand and I am proud of it."

Mr. Kritin Kosalpraphai (Kenny), Graduate from Sea x Steps Vocational Training Program (Scholarship 2020), Autism, is one of the trainees working at Steps Business Service Center. He's been working for Shopee digitized documents. Last year, Kenny and his colleagues helped digitizing and sorting for more than 110,000 documents.



Impact in numbers Employee wellbeing and empowerment



7,000+ permanent employees were supported to access necessary treatment and vaccination during Covid-19



26,000+ people benefitted from corporate sharing with the public.



3,500+ courses provided in partnership with Coursera for employees professional development.

