

Alibaba Group at a Glance

Company Overview

Founded in 1999, Alibaba Group enables businesses to transform the way they market, sell and operate and improve their efficiencies. We provide the technology infrastructure and marketing reach to help merchants, brands, retailers and other businesses to leverage the power of new technology to engage with their users and customers and operate in a more efficient way. We also empower enterprises with our leading cloud infrastructure and services and enhanced work collaboration capabilities to facilitate their digital transformation and to support the growth of their businesses.

Our businesses are comprised of China commerce, international commerce, local consumer services, Cainiao, cloud, digital media and entertainment, and innovation initiatives and others. An ecosystem has developed around our platforms and businesses that consists of consumers, merchants, brands, retailers, third-party service providers, strategic alliance partners and other businesses.

GMV transacted in the Alibaba Ecosystem was RMB8,317 billion for fiscal year 2022, which included GMV generated from our China consumer-facing businesses, as well as GMV generated from our international commerce retail business. For fiscal year 2022, we served approximately 1.31 billion annual active consumers through our global consumer-facing businesses in the Alibaba Ecosystem, including over 1 billion in China and 305 million consumers outside China. We also serve millions of enterprises through our cloud business.

The Alibaba Ecosystem



Mission

Alibaba's mission is to make it easy to do business anywhere. Our founders started our company to champion small businesses, in the belief that the Internet would level the playing field by enabling small enterprises to leverage innovation and technology to grow and compete more effectively in domestic and global economies.

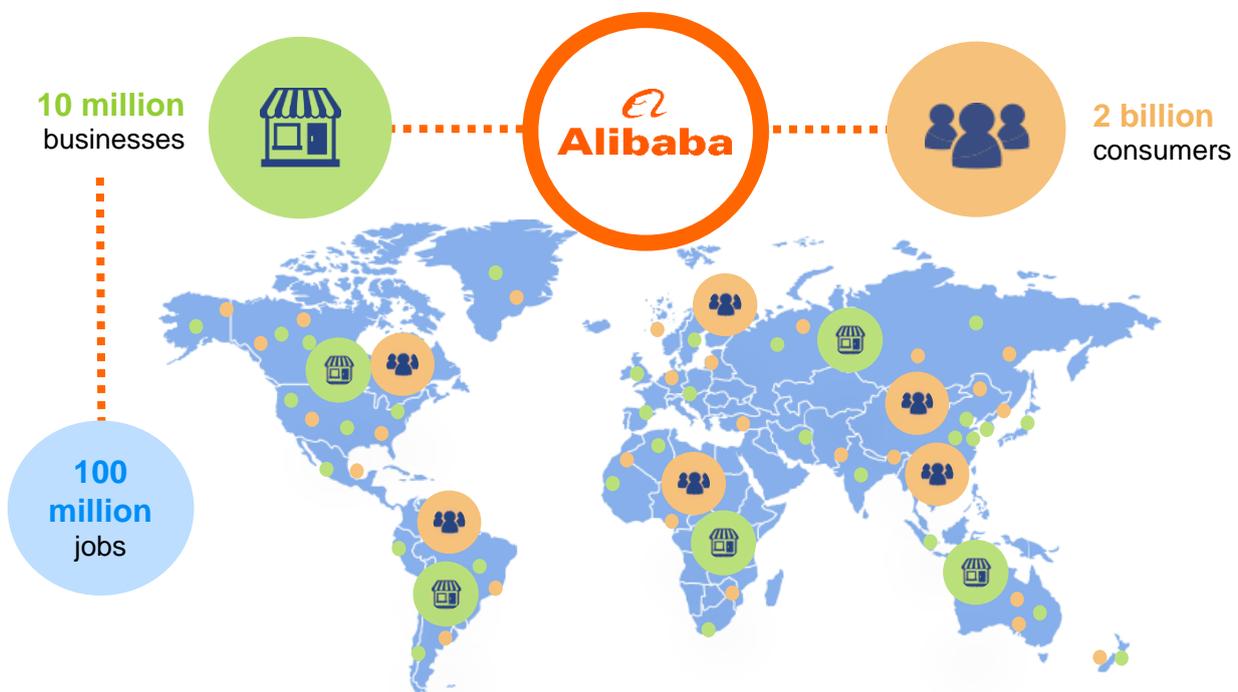
Vision

We do not pursue size or power; we aspire to be a good company that will last for 102 years. We aim to build the future infrastructure of commerce. We envision that our customers will meet, work and live at Alibaba.

As we continue to expand our businesses from commerce to local consumer services, logistics, cloud, digital media and entertainment, among other sectors, Alibaba has evolved into an ecosystem that is unique, energetic and innovative. We have set **medium-term goals for fiscal year 2024**: continue to expand our globalization efforts, serve more than 1 billion consumers through our China consumer business, and facilitate more than RMB10 trillion of annual consumption on our platforms.

We believe the goals for fiscal year 2024 put us closer to achieving our **vision for fiscal year 2036**: to serve 2 billion global consumers, enable 10 million businesses to be profitable and create 100 million jobs.

Alibaba's Vision for Fiscal Year 2036



Values

Our values are the backbone of our company culture and guiding principles for doing the right thing for our customers and stakeholders.

1. Customers first, employees second, shareholders third

This reflects our choice of what's important in the order of priority. Only by creating sustained customer value can employees grow and shareholders achieve long-term benefit.

2. Trust makes everything simple

Trust is both the most-precious and fragile thing in the world. The story of Alibaba is a story of building and cherishing trust. Complexity begets complexity, and simplicity breeds simplicity. Aliren are straightforward – what you see is what you get. With trust, there is no second-guessing or suspicion, and the result is simplicity and efficiency.

3. Change is the only constant

Whether you change or not, the world is changing, our customers are changing, and the competitive landscape is changing. We must face change with respect and humility. Otherwise, we will fail to see it, fail to respect it, fail to understand it and fail to catch up with it. Whether you change yourself or create change, both are the best kinds of change. Embracing change is the most unique part of our DNA.

4. Today's best performance is tomorrow's baseline

In Alibaba's most-challenging times, this spirit has helped us overcome difficulties and survive. In bad times, we know how to motivate ourselves; in good times, we dare to set "dream targets" (stretch goals). Face the future, or we regress. We must shoot for the moon, challenge ourselves, motivate ourselves and exceed ourselves.

5. If not now, when? If not me, who?

This was a tagline in Alibaba's first job advertisement and became our first proverb. It is not a question, but a call of duty. This proverb symbolizes the sense of ownership that each Aliren must possess.

6. Live seriously, work happily

Work is now, life is forever. What you do in your job is up to you, but you have responsibility to the ones who love you. Enjoy work as you enjoy life; treat life seriously as you do work. If you live with purpose, you will find reward. You make Alibaba different and make your loved ones proud. Everyone has his or her own view of work and life; we respect each person's choice. Whether you live by this value depends on how you live your life.

Responsible Technology, Sustainable Future

On December 17, 2021, we announced a pledge to achieve carbon neutrality in our own operations by 2030 and introduced a Scope 3+ target, a pioneering initiative aiming to facilitate 1.5 gigatons of decarbonization across our business ecosystem by 2035.

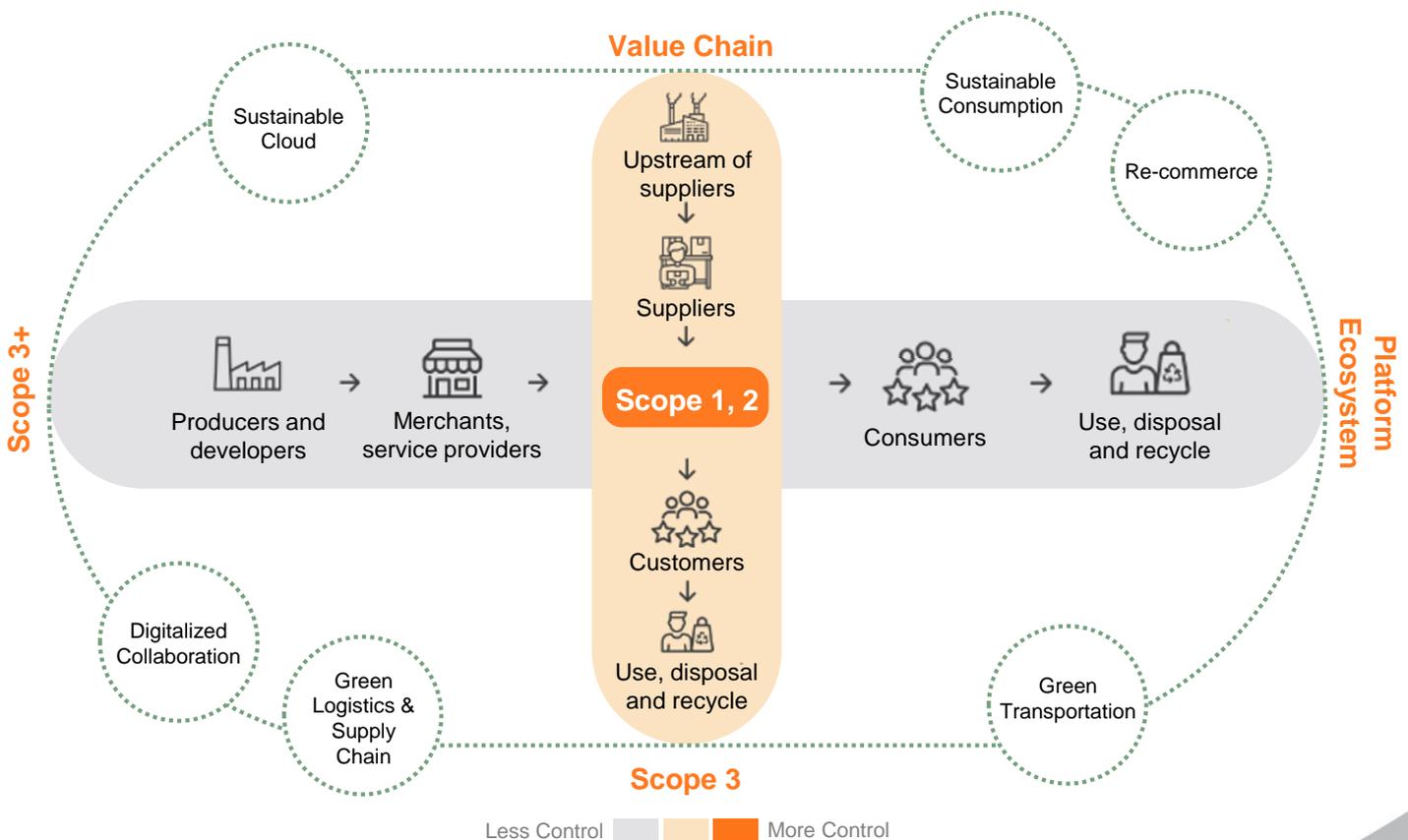
Our ESG strategy is predicated on our mission to be a good company that will live for 102 years and it is the vital foundation for Alibaba’s future development. We aim not only to help consumers raise their quality of life, but also to aid enterprises—especially small and medium enterprises—in achieving sustained development while helping to reduce global carbon emissions. The realization of this goal is based on the three pillars of “technological innovation, energy transition, and multi-stakeholderism.”

Goals and Commitments

Decarbonizing Alibaba: By 2030, we will achieve carbon neutrality in our own operations.

Greening our value chains: By 2030, we will collaborate with value chain partners to cut emission intensity by 50% compared to 2020. Alibaba Cloud will achieve Scope 3 carbon neutrality during the same period.

Enabling low-carbon circular digital ecosystems: Beyond our own operations and direct value chains, we pledge to leverage our digital platforms to encourage even broader participation by stakeholders affected by our efforts. By 2035, we will facilitate a reduction of 1.5 gigatons of GHG emission with the Alibaba digital ecosystem.



Alibaba's 23-year Journey

Alibaba Group was founded in 1999 by 18 individuals of different backgrounds, led by a former English teacher from Hangzhou, China – Jack Ma. With the passion and desire to champion small businesses, our founders strongly believed the Internet would be the key driving force to level the playing field for all, by enabling small enterprises to leverage innovation and technology to grow and compete more effectively in domestic and global economies.

1999	<ul style="list-style-type: none"> Alibaba was founded in Jack Ma's apartment in Hangzhou, China. B2B e-commerce platforms Alibaba.com and 1688.com were launched.
2001	<ul style="list-style-type: none"> Alibaba defined its mission and established a corporate value system composed of nine values.
2003	<ul style="list-style-type: none"> Alibaba established Taobao and maintained business operations during the SARS epidemic.
2004	<ul style="list-style-type: none"> Alibaba announced a new corporate value system composed of six values.
2005	<ul style="list-style-type: none"> Alibaba organized the first AliDay on May 10 to commemorate the Ali spirit Alibaba employees displayed during the 2003 SARS epidemic.
2007	<ul style="list-style-type: none"> Alibaba's monetization platform Alimama was launched.
2008	<ul style="list-style-type: none"> Tmall, a third-party commerce platform for brands and retailers, was launched to complement Taobao.
2009	<ul style="list-style-type: none"> Alibaba Cloud, Alibaba's cloud computing business, was established. Alibaba held the first 11.11 Global Shopping Festival.
2010	<ul style="list-style-type: none"> One of Alibaba's global consumer marketplaces, AliExpress, was launched. The Alibaba Partnership was established to ensure the sustainability of Alibaba's mission, vision and values. The Mobile Taobao App was launched.
2011	<ul style="list-style-type: none"> Alibaba established the Alibaba Foundation, which is dedicated to social causes and focuses on supporting environmental protection in China.
2012	<ul style="list-style-type: none"> The combined GMV of Taobao and Tmall surpassed RMB1 trillion in the first 11 months of 2012.
2013	<ul style="list-style-type: none"> Alibaba established Cainiao together with its business partners. Alibaba launched its "all-in mobile" strategy.
2014	<ul style="list-style-type: none"> Alibaba listed on the New York Stock Exchange.
2015	<ul style="list-style-type: none"> Alibaba launched DingTalk, a digital collaboration workplace.
2016	<ul style="list-style-type: none"> The first Freshippo store was launched, marking the debut of Alibaba's proprietary grocery retail chain, as part of the New Retail initiatives. Alibaba generated more than RMB3 trillion in fiscal year 2016 GMV on its China retail marketplaces and became the largest retail commerce company in the world in terms of GMV on the basis of publicly available comparable transaction value data. Alibaba acquired a controlling stake in both Youku, a leading online video platform in China, and Lazada, a leading e-commerce platform in Southeast Asia. G20 leaders endorsed the concept of an Electronic World Trade Platform (eWTP) initiative envisioned by Jack Ma.

- 2017**

 - Alibaba and the International Olympic Committee announced their long-term partnership through 2028.
 - Alibaba DAMO Academy, a global research program in cutting-edge technology, was established.
 - The first overseas e-hub under the eWTP initiative was established in Malaysia.
- 2018**

 - Alibaba acquired Ele.me, a leading on-demand delivery and local services platform in China.
 - Alibaba established the open research platform Luohan Academy.
 - Alibaba announced its commitment to help import US\$200 billion worth of goods into China from more than 120 countries over five years.
- 2019**

 - Alibaba reaffirmed its mission statement, sharpened its vision and announced an upgrade of its six values as it celebrated the 20th anniversary of its founding.
 - Daniel Zhang succeeded Jack Ma as Chairman of the board of directors of Alibaba Group.
 - Alibaba received a 33% equity stake in Ant Group.
 - Alibaba listed on the Main Board of the Hong Kong Stock Exchange, becoming the first Chinese Internet company dual-listed on the New York Stock Exchange and the Hong Kong Stock Exchange.
- 2020**

 - Alibaba officially launched Taobao Deals, a dedicated e-commerce app featuring factory-direct deals and custom-made products.
 - GMV transacted in the Alibaba Ecosystem surpassed US\$1 trillion for fiscal year 2020.
 - Alibaba launched the “2020 Spring Thunder” initiatives to help SMEs explore opportunities amid the COVID-19 pandemic.
 - Alibaba revealed the New Manufacturing model of its “Five New” strategy for the first time with the unveiling of Xunxi Digital Factory.
 - Through the Apollo Project, Lazada adopted a new logistics system that better integrates Lazada’s logistics capabilities with its e-commerce business.
 - Alibaba invested approximately US\$3.6 billion and increased its stake to approximately 67% in Sun Art, a leading hypermarket operator in China, to accelerate its New Retail strategy.
 - Taobao Deals surpassed 100 million in annual active consumers.
- 2021**

 - Alibaba offered DingTalk’s solutions to Alibaba Cloud’s enterprise customers, providing them with enhanced work collaboration capabilities and easy access to Alibaba Cloud’s analytics and AI capabilities to further facilitate their digital transformation.
 - Alibaba was awarded the “National Advanced Collective in Poverty Alleviation” in China.
 - Taobao and Tmall introduced various merchant support measures such as the opening of business operation centers, fund deposit concessions, and the free offer of selected analytical and marketing tools to improve merchants’ operational efficiency.
 - Alibaba introduced a series of relief measures to provide ongoing support to merchants on Taobao and Tmall.
 - Taobao Deals announced and completed a brand upgrade with a focus on value-for-money, simplicity, local authenticity and quality assurance.
 - Leveraging solutions driven by Alibaba Cloud’s technology, Alibaba partnered with Olympic Broadcasting Services to deliver cloud-based services to Rights-Holding Broadcasters for the first time during the Olympics Games Tokyo 2020.
 - Alibaba rebranded its community marketplace business to Taocaicai.
 - Alibaba Cloud unveiled its new in-house processor named “Yitian 710.”
 - Alibaba announced a pledge to achieve carbon neutrality in its own operations by 2030 and introduced a Scope 3+ target, which aimed to facilitate 1.5 gigatons of decarbonization across its business ecosystem by 2035.

2022

- The Olympic Winter Games Beijing 2022 successfully migrated its core games technology services to Alibaba Cloud.
- The combined annual active consumers of Alibaba's consumer-facing businesses in China reached a historic milestone of over 1 billion.
- Alibaba joined Low Carbon Patent Pledge (LCPP), an international platform that encouraged sharing patents for low carbon technologies, to accelerate adoption of green technology and foster collaborative innovation by making nine key patents for green data center technology available for free to external parties.