

Environmental, Social & Governance (ESG)



We want to contribute to stable economic, social and environmental conditions for present and future generations.

This means taking responsibility for the impact of our business, mitigating this impact by reducing our footprint, and contributing to long-term solutions that are aligned with our core values.

By engaging responsibly with our people and our environment, and doing business in a way that is both forward-thinking and caring, we contribute to sustainable development. Ultimately, we want to do our part to make the UN Sustainable Development Goals (SDGs) a reality, and we believe that this focus will make our company more successful, not only today, but for many years to come.

Section 1

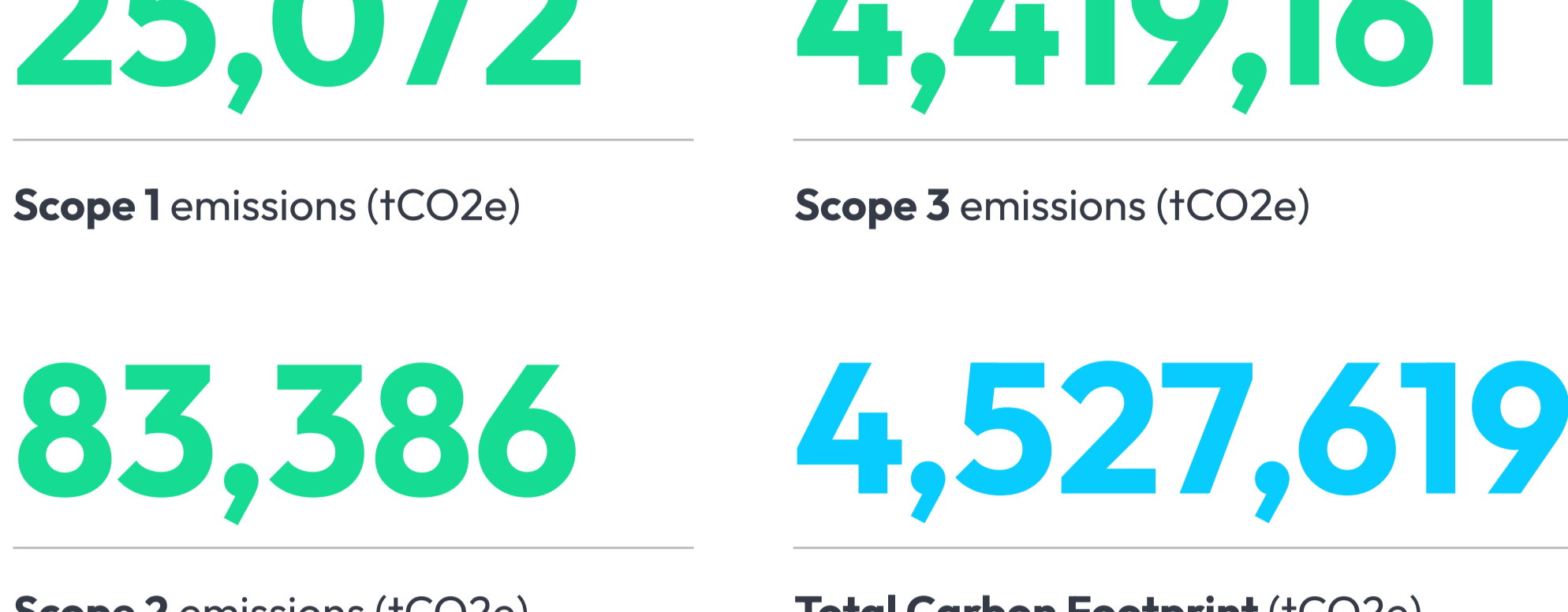
Environment

In 2022, we primarily focused our efforts on the topics of greenhouse gas and sustainable packaging, as these are our business activities that have the biggest impact on the environment. We developed our new global climate action strategy focused on carbon reduction in line with science-based targets and operationalized our sustainable packaging program based on the initial pilot.

Climate Action

Delivery Hero has committed to setting science-based climate targets which will be published on the [SBTi website](#) upon validation. As prescribed by the Greenhouse Gas (GHG) Protocol, we consider emissions within three different scopes.

Greenhouse gas emissions*



Sustainable Packaging

At Delivery Hero, we want to contribute to sustainable solutions. Our approach in 2022 was to offer our restaurant partners alternatives to conventional packaging.



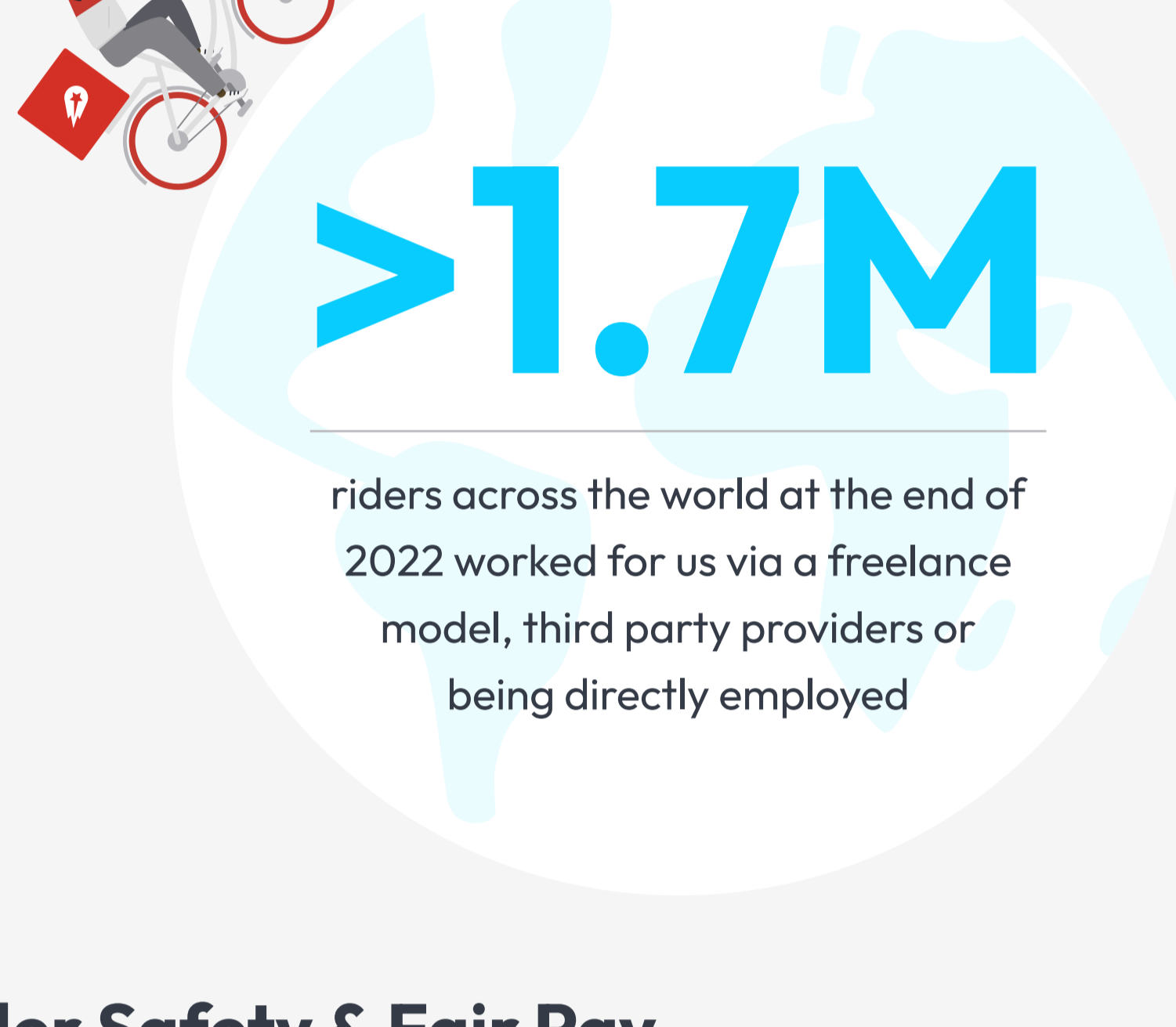
Section 2

Workforce

At Delivery Hero, we highly value our workers and recognize the importance of upholding human rights. Therefore, we focus our efforts on areas where we can have the most impact, including ensuring the health and safety of our riders and promoting diversity, inclusion, and respect for human rights.

Riders

Riders are the core of our business and it is our responsibility to provide them with safe and equitable working conditions across all regions. Always delivering an amazing experience is a vision we can only achieve with the help of our rider communities around the world.



Rider Safety & Fair Pay

We support our people and the rider community to conduct their activities safely.

Rider safety data

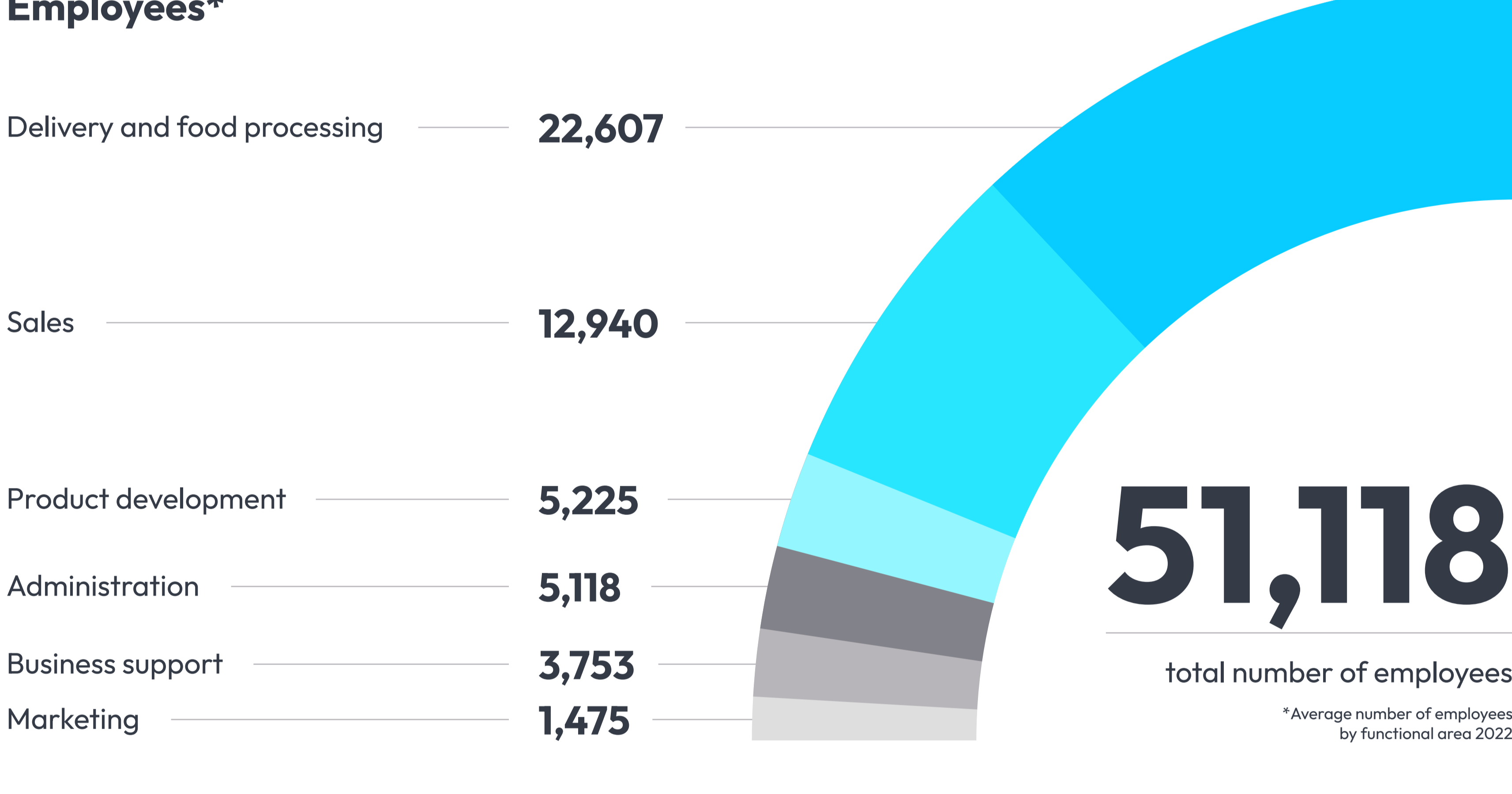
Out of all our global markets that were part of the DH Group at the end of 2021, 100% had been trained to use the rider safety data collection tool in 2022, and 98% reported on rider safety data for 2022.

Rider Fair Pay

In 2022, we continued to work on our Fair Pay Initiative, a project focused on comparing rider pay data to external parameters such as the minimum wage and living wage across the regions in which we operate.

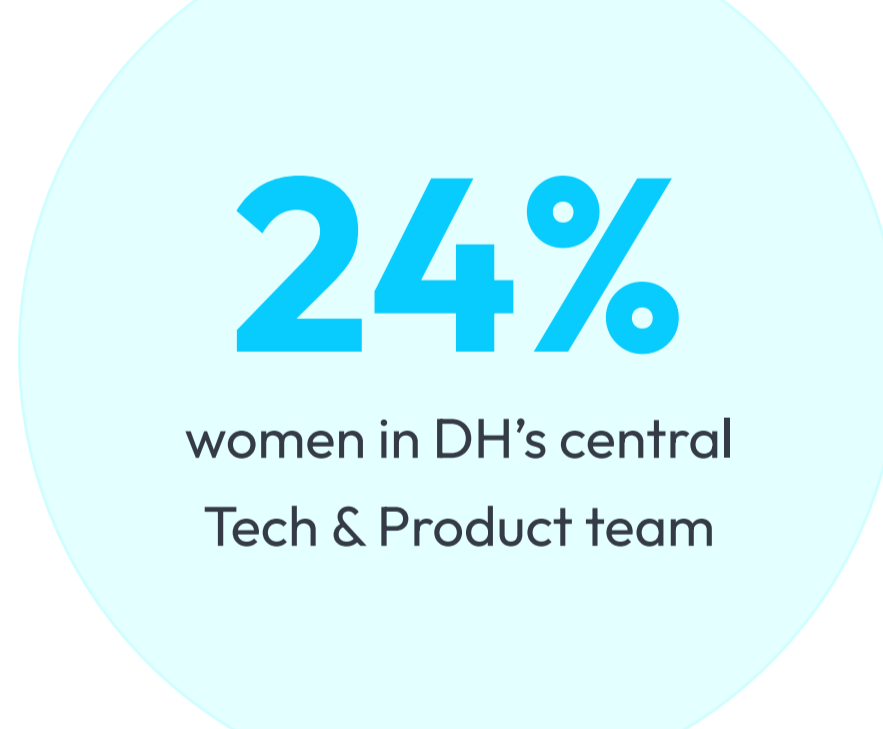
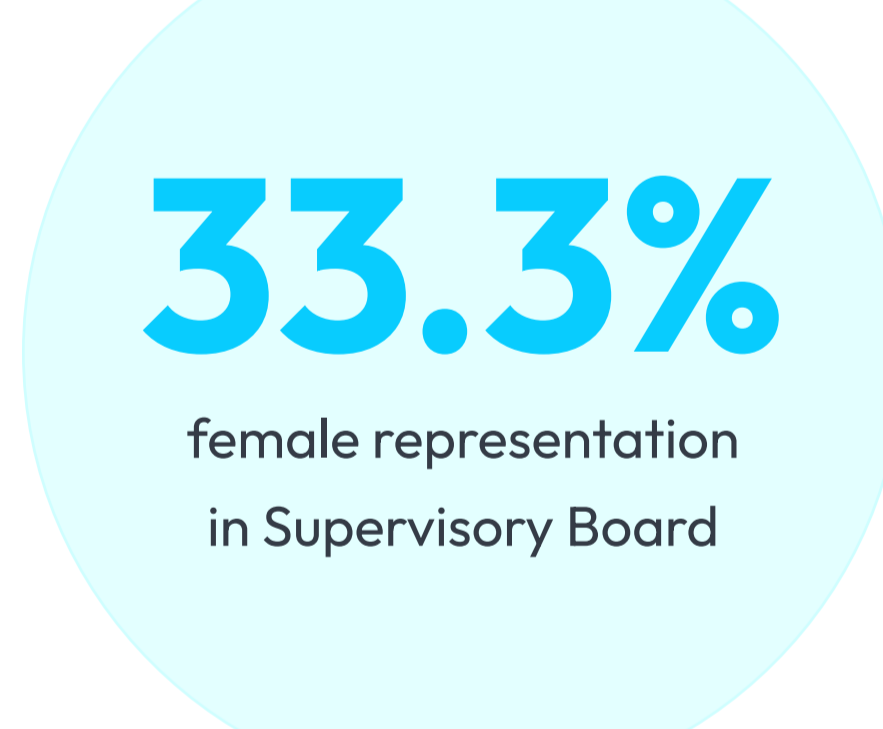


Employees*



Diversity and Inclusion

At Delivery Hero, diversity and inclusion are deeply ingrained in our company culture and values. Together, they fuel creativity and contribute to a sustainable, thriving business. It is individual experiences, unique mindsets, and new ways of looking at a challenge that drives innovation and creativity.



Human Rights

We are committed to promoting and encouraging human rights to be respected by our third parties, adhering to the core values defined in our Code of Conduct.

[New Human Rights Policy published in 2023](#)

Section 3

Governance

Our Governance, Risk and Compliance (GRC) team is responsible for strengthening our ethical principles and compliant behavior and addressing uncertainties faced by the organization.

Code of Conduct
Documented business practices in Delivery Hero's global [Code of Conduct](#).

Third Party Code of Conduct
Launch of global [Third Party Code of Conduct](#) to promote responsible business practices along the value chain.

Whistleblower platform
Internal and external anonymous [whistleblower platform](#).

Data Privacy
We are compliant with international standard privacy frameworks (NIST, NYMITY, SDM, UK ICO requirements).

ESG Compensation Targets
In the financial year 2022, for the first time an annual bonus (STI, Short Term Incentive) for the Management Board has been defined based exclusively on the achievement of Environmental, Social and Governance (ESG) targets. Please read our [2022 Compensation Report](#) for further information.



Section 4

Additional information

Non-Financial Reporting
[Non-Financial Report for the Group 2022](#), limited assurance conducted by KPMG.

Reporting Standards
GRI Core, SASB, TCFD

ESG Rating Overview*

MSCI A
CDP B

*As of July 2023

Other Links

Delivery Hero [Sustainability website](#)
Delivery Hero [Diversity & Inclusion website](#)
Delivery Hero's [UN Global Compact profile](#)

