

# Environmental, Social & Governance (ESG)

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

This involves taking responsibility for our business's impact, mitigating it by reducing our climate footprint, and contributing to long-term solutions that are aligned with our core values.

By engaging responsibly with our people and environment, and conducting business in a forward-thinking and caring manner, 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 2023, our CSR & Sustainability efforts, in collaboration with other regional and central teams, primarily focused on Climate Action, which encompasses carbon measurement and reduction as well as sustainable packaging.

#### Climate Action

In 2023, we reached a significant milestone with the validation of our 2032 Climate Action targets by the [Science Based Targets Initiative](#), providing a clear roadmap for reducing Delivery Hero's carbon footprint. As prescribed by the Greenhouse Gas (GHG) Protocol, we consider emissions within three different scopes: 1, 2, and 3.

To achieve our ambitious climate targets, at Delivery Hero we will prioritize transitioning to renewable energy in our buildings, expanding zero-emissions deliveries and promoting the transition to electric vehicles, and increasing the use of sustainable packaging by our restaurant partners. We are also working on plans to decrease supply chain emissions associated with Dmart products.

#### Greenhouse gas emissions\*

**37,082**

Scope 1 emissions (tCO2e)

**68,014**

Scope 2 emissions (tCO2e)

**5,414,797**

Scope 3 emissions (tCO2e)

**5,519,893**

Total Carbon Footprint (tCO2e)

\* Data deviates from the assured 2023 non-financial report, as estimated figures were updated to reflect actual data for FY2023.



#### Sustainable Packaging

At Delivery Hero, we aim to support sustainable solutions and leverage local perspectives to drive effective initiatives.

In 2023, our Spanish subsidiary Glovo subsidized the cost of sustainable packaging for vendors through its Impact Fund, making the transition more affordable and seamless. Another example is the Baemin app's integration of "No disposable cutlery, please" and "No side dish, please" features, which help reduce waste and save costs for vendors.

## Section 2

### Rider and Worker Welfare

At Delivery Hero we aim to help our employees achieve their highest potential. 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.

**~3 M**

active rider contracts across the world by the end of 2023 via a freelance model, third party providers, or being directly employed.



**+800 K**

riders made at least one delivery across the group worldwide in December 2023

#### Rider Safety & Fair Pay

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

##### Rider safety data

Key to advancing our rider safety goals is the collection of data. This allows us to maximize the visibility of our global rider safety performance and use dashboards to provide transparency on rider accidents worldwide. Only with accurate data can we measure the effectiveness of our safety measures and policies, and make changes that allow us to reduce our accident rates.

In 2023, our target was to reduce the accident rate per 1 million deliveries by 2 % compared to 2022, when the rate was 44.39 accidents per 1 million deliveries. With 31.03 reported accidents in 2023, we exceeded our target and consequently reduced the accident rate per 1 million deliveries by 30%.

##### Rider Fair Pay

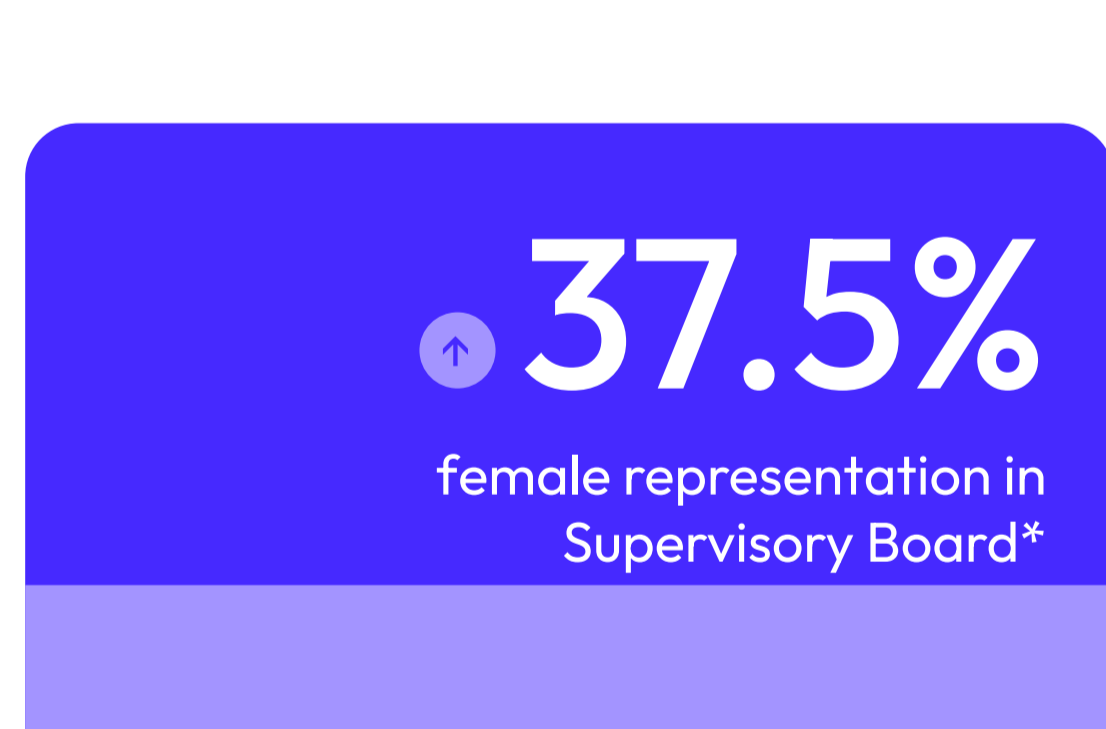
In 2023, as part of the Fair Pay Initiative, a dashboard was created at our Central Headquarters and piloted with our Foodpanda brand. In the meantime, brands already track rider fair pay for their markets, including launching dashboards and earnings governance frameworks. Brands are able to track earnings per hour and ensure pay does not fall below a certain threshold using a common benchmark like Wage indicator in addition to working with Worker Union groups when applicable.

#### 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.

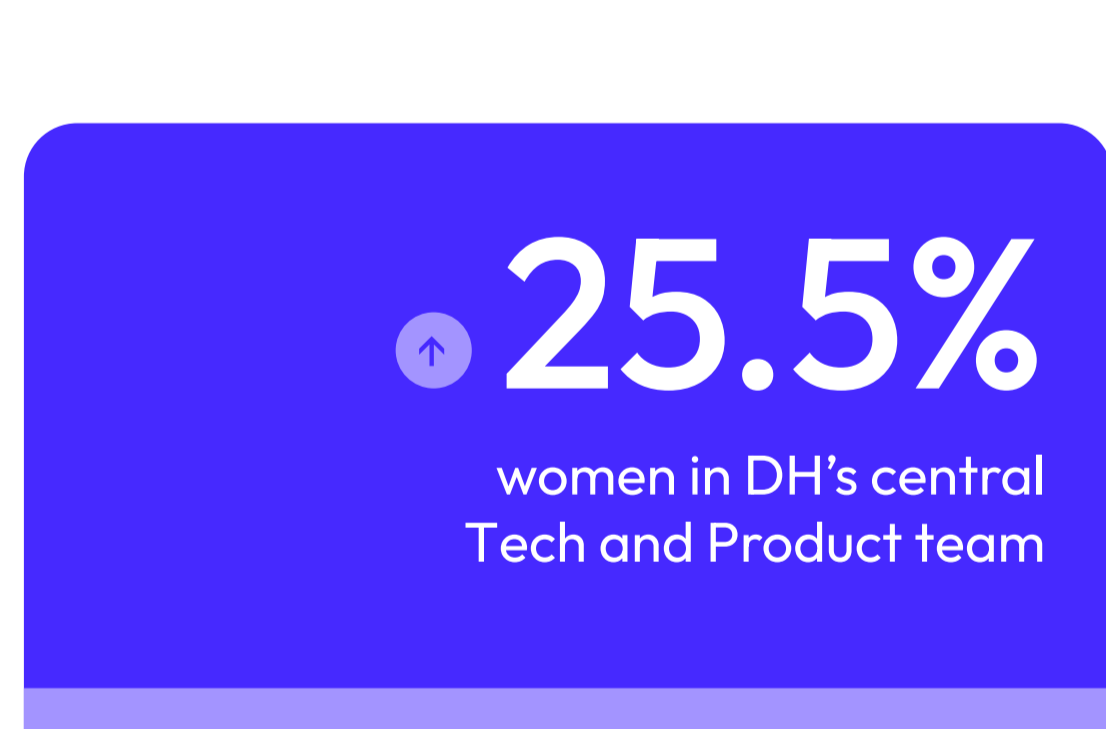


D&I advisory board (DAB) in place



**37.5%**

female representation in Supervisory Board\*



**25.5%**

women in DH's central Tech and Product team

\* With the election of the new Supervisory Board at the Company's Annual General Meeting in June 2024, female representation has increased from 33.3% to 37.5%.

#### Human Rights

We are committed to promoting and encouraging human rights to be respected by our third parties. We adhere to the core values defined in our Code of Conduct and Third Party Code of Conduct and promote responsible business practices along the value chain.

## Section 3

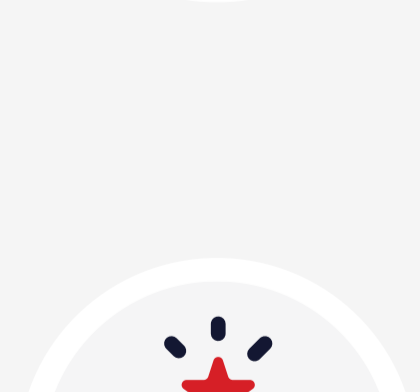
### Governance

Our Governance, Risk and Compliance (GRC) team is responsible for strengthening our ethical principles and compliant behavior, and addressing uncertainties faced by the organization. We strive to create awareness among our employees that compliance of our codes of conducts is always in the best interest of our Company and our stakeholders.



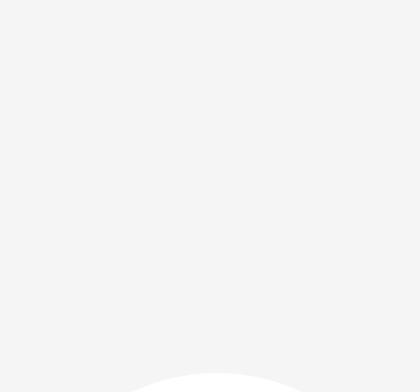
#### Code of Conduct

Binding for all our employees, our Group-wide [Code of Conduct](#) provides guidance for their decision-making and defines the standards of conduct within the Delivery Hero Group.



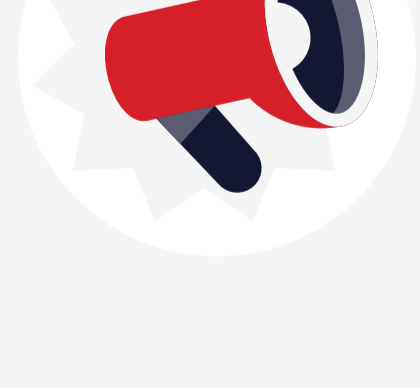
#### Third Party Code of Conduct

Our [Third Party Code of Conduct](#) aim is to promote responsible business practices along the value chain. It is based on principles established by the United Nations Guiding Principles on Business and Human Rights, and the International Labor Organization's Declaration on Fundamental Principles and Rights at Work.



#### Speak Up Portal

We offer all employees as well as our customers, suppliers and other business partners a secure whistleblower [Speak Up Portal](#) for providing information on possible severe compliance violations.



#### Data Privacy

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



#### ESG Compensation Targets

In 2023, Delivery Hero continued to uphold the Management Board's accountability, Social and Governance (ESG) topics by providing an ESG bonus as part of variable Management Board compensation. Please read our [2023 Compensation Report](#) for further information.

## Section 4

### Additional information

#### Non-Financial Reporting

[Non-Financial Report for the Group 2023](#) limited assurance conducted by KPMG.

#### Reporting Standards

GRI Core, SASB, TCFD

#### ESG Rating Overview\*

MSCI	A
CDP	B

\*As of July 2024

#### Other Links

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