



Impact report

2023

dark mode

ON



What you'll find in it

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dark mode **ON**

Did you know that a completely white screen uses around six times the energy of an entirely black screen on OLED devices?* That's why we've switched to dark mode to share our ESG impacts with you.

*Google, 2018



CEO Message

I founded Glovo with the conviction that it was not only going to be a business that could serve millions of customers and generate profits to its shareholders, but also one that could play an important role for people and the planet. Years later, this principle still lies at the core of the company. It is something that is deeply rooted in Glovo's purpose from the beginning and is also part of our culture. Everyone who works at Glovo should want to make a significant positive impact in their day-to-day work and ensure that Glovo leads sustainable change in our industry everywhere we operate.

We are in an industry that is still developing. There is a significant role that we play in shaping what this business will be like in the future and the legacy we want to build. Challenges such as the impact of climate change on our operations, economic shifts, or technological disruptions like GenAI are some of the topics that drive us to adapt, innovate, and continue to add value to our entire ecosystem of users, businesses, and couriers. And for this reason, we have to come back to our impact and sustainability strategy every year to make sure it's aligned with such realities.

One of the cornerstones of this commitment is the Glovo Impact Fund, which saw €4.6 million invested by the end of 2023. Because we devote a small

percentage of every Glovo order to the fund, the bigger we get, the bigger our investment will be. All our impact initiatives are funded with this investment.

I have traveled to all our Glovo countries to see teams execute fast and efficiently amidst crisis and disasters, leveraging our technology to provide support to those in need. From Ukraine to Morocco, Italy to Slovenia, the team has worked tirelessly to enable in-app features for direct aid such as donations, financial support and waived delivery fees, ensuring that our community receives the urgent assistance they need in times of crisis.

We have kept investing in better rights and social benefits for couriers across markets thanks to our Couriers Pledge. Covering most of the countries where Glovo operates, this initiative has empowered over 28,000 couriers with fair earnings, improved their insurance coverage, and helped them access training opportunities among many other benefits. Not only are we an ally to couriers but also to small businesses. This year, Glovo has supported more than 18,000 local businesses with initiatives that have helped them grow online and make the most of our platform.

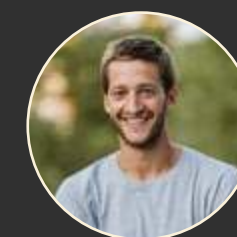
As any business, growing our operations can have a negative impact on the planet. Yet, we are committed to mitigating it to the best of our ability. One of our

main initiatives is to contribute to the electrification of the fleet, aiming to achieve a substantial milestone of 64% of deliveries made using non-combustion vehicles by 2030. As of this year, we have already reached 33%, showing progress on our way to making low-carbon delivery the norm.

This and many other initiatives that you will find in our yearly Impact Report are only possible thanks to more than 4,000 real people from all our teams around the world. Real impact needs real people who are fully engaged in what Glovo does, and believe in tangible results that can only be achieved beyond anyone's comfort zone. Our culture drives this: to build on caring talent that amplifies our impact on millions of people, above and beyond.

Reading through what we have accomplished, it keeps reminding me of the importance of maintaining this positive impact mindset and the need to show accountability. Sustainable change will always be aligned with our values and with our financial success.

Thank you for being part of our positive footprint in this incredible journey.



OSCAR PIERRE
Co-Founder & CEO



About this report



This report has been prepared in accordance with the Global Reporting Initiative Universal Standards 2021. It represents our fourth reporting exercise, detailing the economic, social, and environmental activities related to the sustainability management of the company.

The report covers activities conducted from January 1 to December 31, 2023, across the 25 countries where Glovo operates: Spain, Italy, Portugal, Poland, Andorra, Romania, Morocco, Ivory Coast, Tunisia, Georgia, Ghana, Kenya, Nigeria, Uganda, Kyrgyzstan, Kazakhstan, Armenia, Ukraine, Bosnia & Herzegovina, Bulgaria, Croatia, Moldova, Montenegro, Serbia, and Slovenia.

Throughout this period, the company has not undergone any significant organizational changes affecting comparability. We adhere to an annual reporting periodicity for our non-financial reports, with the previous release corresponding to the 2022 fiscal year.

Any inquiries should be directed at:



socialimpact@glovoapp.com



Stakeholder engagement

We maintain open communication with stakeholders, understanding their expectations and concerns. Through dialogue, we identify the impacts—both actual and potential—on our organization. This proactive approach allows us to prevent and mitigate negative effects while enhancing positive impacts.

STAKEHOLDER	ENGAGEMENT PURPOSE	ENGAGEMENT & DIALOGUE MECHANISMS
CUSTOMERS	Offering the best experience to access anything in their city.	Surveys, focus groups, customer service chat, materiality assessment.
COURIERS	Promoting courier welfare and upskilling opportunities.	Surveys, focus groups, The Pledge communication channels, materiality assessment
PARTNER SHOPS AND RESTAURANTS	Growing and digitizing local businesses for a sustainable and inclusive marketplace.	Surveys, partner experience visits, account managers, partner service chat, materiality assessment.
EMPLOYEES	Building the best place to work.	Engagement surveys, corporate social media accounts, meetings, mailings, noticeboard, ethics notification channel, materiality assessment.
SUPPLIERS	Developing a responsible value chain aligned with our values.	Meetings, materiality assessment.
COMMUNITY NGOs, business organizations, chambers, governmental stakeholders, academia, etc.	Partnering to drive growth and development opportunities to our communities.	Meetings, financial statements, Glovo Access program, materiality assessment.



Materiality Assessment

In accordance with the 2021 Universal Standards of the Global Reporting Initiative, the contents of this report reflect our most significant impacts on the economy, environment, and society.

To identify the material topics for our organization, we draw insights from the materiality exercise conducted in 2022, as detailed in that year's Impact Report.



Material topics

- 1 TECH & INNOVATION**
Design new solutions that give everyone easy access to anything in their city.
- 2 LOCAL IMPACT**
Drive the economic growth of small and medium enterprises.
- 3 DIGITAL INCLUSION**
Promote the knowledge and use of digital tools of our ecosystem in women, small businesses and couriers.
- 4 ETHICS & INTEGRITY**
Guide all our business relationships with honesty, fairness, respect and transparency.
- 5 DIVERSITY & EQUAL OPPORTUNITIES**
Make sure everyone in our workplace has the same opportunities regardless of their gender, ethnicity, disability, nationality, sexual orientation, political or religious beliefs.
- 6 RESPONSIBLE SOURCING**
Purchase sustainable goods and services, promoting a value chain that's responsible for people and the planet.
- 7 WORK CLIMATE & CULTURE**
Create the best place to work, empowering people's talent, creativity and work-life balance.
- 8 CLIMATE ACTION**
Reduce our greenhouse gas emissions and strengthen the resilience of our business to climate change.
- 9 COURIER'S WELLBEING & SAFETY**
Take care of the physical and emotional health of couriers registered in the App and their conditions.
- 10 CYBERSECURITY & DATA PRIVACY**
Ensure and responsibly leverage the secure management of personal data in our solutions.
- 11 ZERO HUNGER**
Enable our technology to help vulnerable communities by reducing hunger and fighting against food waste.
- 12 RESPONSIBLE RESOURCE MANAGEMENT**
Implement programs of renewable and efficient energy, rational use of water and reduction of waste for our offices and other infrastructures.
- 13 PACKAGING & CIRCULAR ECONOMY**
Design circular processes that allow us to reintroduce reusable materials into the production circuit.



Business for good

ABOUT
GLOVO

The city at your fingertips

From the moment Glovo first booted up its app, the mission was clear: we aimed to give everyone easy access to anything in their city. We want to simplify everyone's life and make sure people can make the most of their time, without losing a second. Fast-forward to the present and Glovo has transformed into a pioneering multi-category app, seamlessly connecting users, businesses, and couriers.

Each tap in our on-demand marketplace, which now stretches across 1,500 cities in 25 countries, from the bustling streets of Spain to the vibrant landscapes of Kenya, makes us the go-to platform for food, groceries, pharma, flowers and an array of fast-moving consumer goods.

We are shaping the future of retail by transforming the way users acquire what they need within minutes, making cities more accessible.

We are headquartered in the dynamic city of Barcelona, where the heartbeat of Glovo lies—Yellow Park, our central offices. From engineering to product development, finance to human resources, legal to strategic expertise, we've got it covered. Our global impact is fueled by a decentralized team, with dedicated country squads. Sales, partner operations, courier experience, or finance—each country takes ownership of their Glovo style.





In the snap of a finger

Our business model breaks down into five main verticals to ensure that anyone who wants anything can easily get it.





Our value chain

Our value chain seamlessly delivers goods and services through a 360 ecosystem connecting consumers with vendors via third party couriers. This integrated approach is key to Glovo's success in the competitive on-demand market.

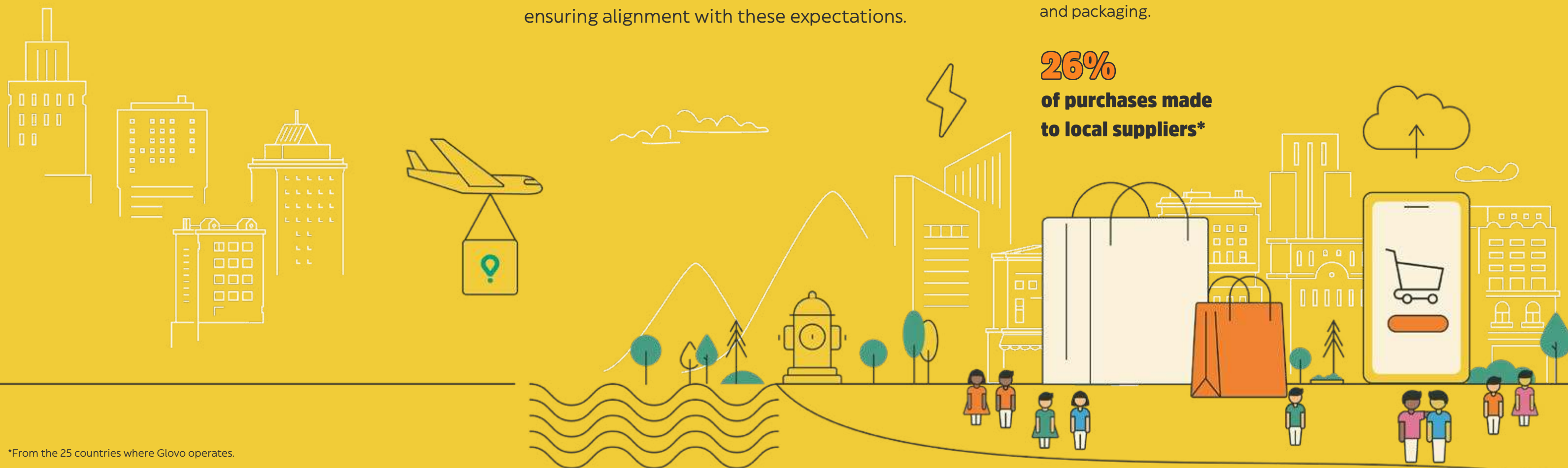
The relationship with stakeholders follows our Glovo Standards of Ethics & Business Conduct for Third Parties. Our Procurement Policy makes sure suppliers respect and comply with all applicable health, safety, environmental, employment and fiscal regulations. At the closing of this report, we were implementing systems and tools to assess supplier compliance, ensuring alignment with these expectations.

1 SUPPLIERS

They encompass both online and physical services. Online services include cloud hosting and software, while physical services involve energy, water, and maintenance. Additionally, it involves marketing and management services like HR consulting, advertising, accounting, auditing, and insurance.

The scope also covers goods supplies, including material such as bags, sustainable packaging, and cutlery for restaurants and equipment for couriers, sold through our Glovo Store. Despite representing a very small segment of our value chain, we are aware of its challenges as this material comes from different points. Glovo's paper bags are sourced from Portugal, while courier material comes mostly from China. For other material, we are boosting efficiency by transitioning to direct shipping to final destinations and using recycled materials for courier items and packaging.

26%
of purchases made
to local suppliers*



*From the 25 countries where Glovo operates.



② OPERATIONS AND PLATFORM MANAGEMENT

The backbone of our business comprises our team, infrastructure, and value proposition. To carry out our operation, we have our own and rented offices, as well as Micro Fulfillment Centers (MFCs) for Super Glovo: our online supermarkets! These warehousing centers in city centers allow us to drive our Q-Commerce segment—the ultra-fast service for groceries and retail. Managing the platform entails a continuous commitment to improving its quality, covering design, features, and performance. We dedicate resources to enhance the user interface, introduce innovative features, and optimize performance, all aimed at providing a seamless and user-friendly experience.

61
offices

91
MFCs



③ BUSINESSES

Glovo is the best digital ally for local businesses—supporting them to reach their full potential online. We partner with restaurants, supermarkets, retail outlets, and pharmacies. Our technology acts as a bridge, connecting these vendors with consumers. For most of the businesses we partner with, Glovo represents a stepping stone into the digital world. We offer several features to help businesses with their online experience: from Customer Support, to data analytics of their orders and performance, and marketing tools to promote their stores and products—among many other features that make the online world easier to navigate.

190,000
shops and
restaurants

90%
are small and
medium enterprises



④ LOGISTICS

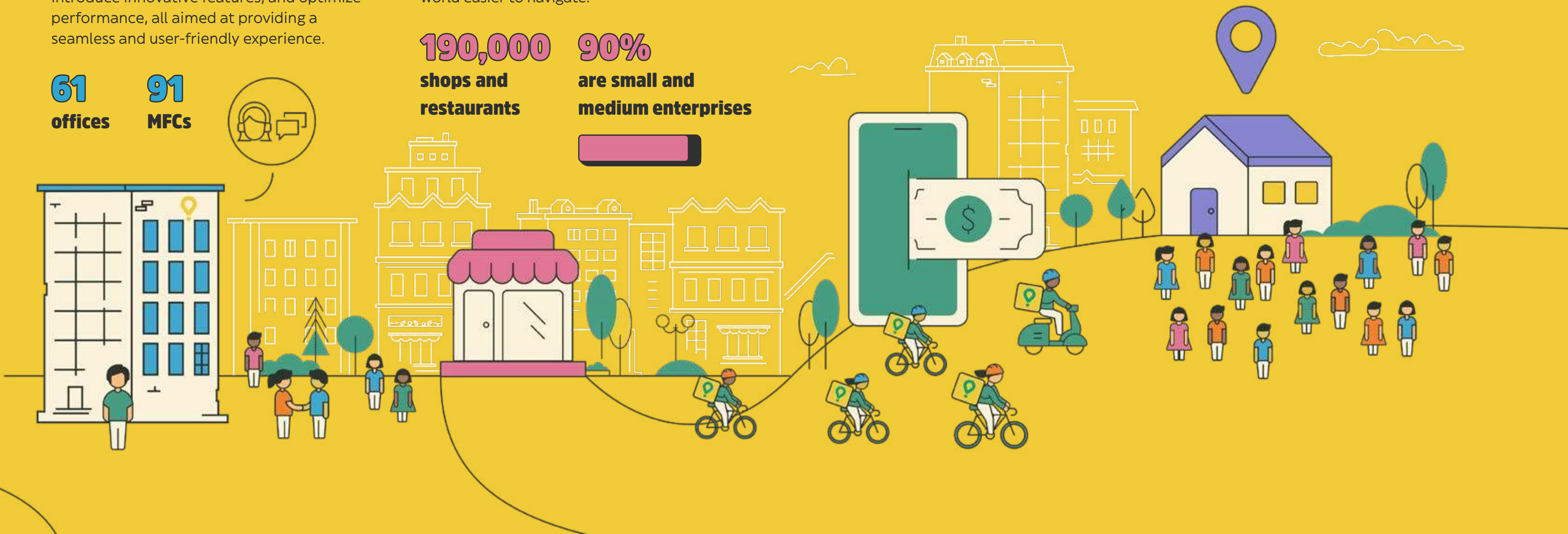
Glovo partners with third-party couriers responsible for delivering items from our partner businesses to end-consumers. Anyone with a smartphone can become a courier and start earning within a matter of hours after signing up. They have full control over their own schedule and decide when they log in and for how long they want to deliver orders. Being a courier helps people who rely on an extra source of income and value flexibility.

60,000
active couriers per month

⑤ CONSUMERS

Generating end-user demand is a key focus for Glovo. We aim to attract and engage consumers, encouraging them to use the platform for their many needs. This involves deploying marketing efforts, offering incentives, and enhancing the overall user experience to establish and maintain a loyal customer base.

+700
million people served in the
markets where we operate





Socio-economic footprint

Whenever someone taps on our app, it triggers a value chain supporting city development. We are committed to making cities more sustainable, inclusive and resilient, and foster economic development.

In running our business we navigate trends that could impact us—global economic shifts, gig economy regulations, and industry consolidation. GenAI adds a technological disruption, altering user behaviors and accelerating platforms' updates.

Our income primarily comes from commercial agreements with our partner businesses and brands we work with. As intermediaries, we charge transaction fees to partners using our app as a marketplace for their goods. We also earn from advertising, brand collaborations, and marketing activities.

As a local player we are fully committed to develop the business ecosystem of the countries we operate in by paying local taxes. Glovo incorporates a legal entity in each jurisdiction, adhering to local tax laws, contributing to the economy's pull effect through our value chain and staff, creating thousands of direct and indirect employment, income and business opportunities.

Q-COMMERCE ON ADVANCE

This business division is making a profound impact in Africa, where grocery delivery services were scarce. Platforms like Glovo have enabled both large and traditional companies to flourish in these markets. African consumers, seeking convenience and time savings, have shown a growing interest in rapid grocery services, making this offering service highly profitable.

The growing gig economy in African countries presents a unique opportunity for farmers. Glovo's local teams collaborate directly with farms in Kenya, Nigeria, Ghana, and Cote d'Ivoire to establish direct distribution channels. This approach eliminates unnecessary links in the chain, ensuring fresh produce availability at affordable prices for consumers and fair margins for farmers sold in our online supermarkets (MFCs).



46%

**increase in grocery
orders since last year**



Glovo Ads helping bigs and smalls

Retail media is a key pillar in our road to growth alongside big and small businesses. As such, we are upscaling our offering for brands to provide best-in-class ad technology with an amazing experience to reach a broader audience.

In 2023 we introduced Brands Ads. With this new feature big brands can connect with millions of consumers throughout their journey within the Glovo app, through targeted advertising campaigns. Our platform offers various advertising options, including sponsored searches and checkout ads, providing brands with a highly effective way to reach their target audience.

With Partner Ads, small and medium-sized shops and restaurants are guided as to the best placement within the app to ensure the highest return on investment. And because many of these businesses don't have dedicated marketing teams, we make it easy to start advertising with any budget on a pay-per-click basis and a self-service way that can be paused at any time to ensure partners always see a positive return on investment.

81,600
partners using
ads in our app
in 2023

We empower big and small businesses to connect with millions through tailored ad campaigns on Glovo's platform.

OPEN, REMODEL, CONTRIBUTE



We also generate a positive impact by opening and remodeling our offices in the cities where we are. On one hand, we create more space to hire local talent for our teams. On the other, we leave installed capacity since the majority of our offices are rentals. To mitigate the environmental impact, we actively seek buildings with green certifications, such as our offices in Warsaw with the BREEAM-outstanding seal and in Bucharest, Milan, and Barcelona with LEED certifications.

In 2023, we initiated a project to increase workstations in response to the new attendance policy, impacting 18 cities.

€3.6 million
invested in offices refurbishment

+28,000 m²
remodeling projects

+2,300
employees impacted



Our support to Ukraine

Our commitment to supporting Ukrainian businesses remains unwavering, even in the face of adversity. We continue to invest in the country, offering new opportunities for users, partners and couriers alike.

We are proud of our Ukrainian team, who have demonstrated resilience and determination in the midst of conflict. Despite facing significant challenges such as shelling, blackouts, and disruptions to partner activities, our Ukrainian office has not only managed to recover to pre-war levels but has also continued to grow.

Our Ukrainian team has been instrumental in implementing new services for users and supporting the development of local partners, particularly SMEs. From online medical consultations to home appliance repairs, Glovo has remained Ukraine's largest multi-category delivery service, collaborating with over 8,000 businesses across 37 cities.

In addition to our operational efforts, we have also been actively engaged in humanitarian support through collaborations with NGOs and facilitating donations through the Glovo app.



€195,000



invested in Impact & Sustainability initiatives through Glovo's Impact Fund aimed at assisting those most affected by the conflict



The 3G's for impact and sustainability

While our business inherently generates positive impact, aspiring to become the #1 impact-driven multi-category app requires us to go above and beyond what's expected of Glovo; all while ensuring the sustainable growth of our business too.

To achieve this, we have created the 3G's—a set of commitments ensuring that Glovo leaves a positive footprint at a social and environmental level. This strategy means that Glovo teams can integrate an impact mindset into their daily work in order to develop a sustainable business model.

Recognizing that sustainability is a challenging journey full of obstacles, we understand that this is an important yet long-distance race in time!

GIVE

We are repurposing our technology to help NGOs achieve their mission.

Glovo Access

Free logistics for NGOs to deliver essential goods.

In-app Donations

Fundraising in times of crisis.



GROW

We are setting new standards to empower our ecosystem.

The Courier's Pledge

Shaping a fairer gig economy for platform workers.

Glovo Local

Helping small local businesses to grow online.

Dib Program

Promoting diversity, inclusion, and belonging to increase women in tech and provide work opportunities for people from vulnerable communities.



GREEN

We are continuously working with our ecosystem to find ways to make the delivery industry greener.

Low Carbon Logistics

Incentivizing the usage of low-carbon vehicles, and green packaging for restaurants.

Sustainable Consumption

Overdriving sales of healthy food, and designing solutions for food waste reduction.





Impact Fund

We believe it is our duty to leverage our core business to address major social and environmental challenges, doing so in a way that makes sense from a business standpoint. To consolidate this commitment and link it to our business performance, we have Glovo's Impact Fund.

Over the past two years, for every order that Glovo delivers to a customer, a small amount of our revenue margin goes to financing impact & sustainability projects. By choosing Glovo, users not only benefit from convenient and fast delivery but also contribute to initiatives with tangible impact.

Impact P&L

We've implemented a Profit and Loss (P&L) dashboard to evaluate the impact of our operations in each country where we operate. This comprehensive tool enables us to monitor our local impact and empower each market to assess its progress. Shared regularly with VPs and Country Managers, the advancement of our Impact P&L serves as a critical business performance metric, ranking countries based on their results and fostering engagement with local leaders.



€4.6 m
**invested
by 2023**

Transparent participation in the industry

We champion good corporate citizenship by actively collaborating with international advocacy organizations, public institutions, policy makers and other social actors dedicated to the fair and sustainable development of our industry.

This transparent engagement allows us to inform about our platform, its developments and our contribution to local economies and communities. In our interactions, we adhere to the highest ethical standards in our Advocacy Code of Conduct and Best Practices.



SPAIN

Adigital , Confederación Española de Asociaciones de Jóvenes Empresarios (CEAJE), EsTech, Foment de Treball, Cercle d'Economia.



PORTUGAL

Startup Lisbon



ITALY

Assodelivery



POLAND

Lewiatan



UKRAINE

UNITED24



MOROCCO

Confédération Générale des Entreprises du Maroc (CGEM)



EU-LEVEL

Delivery Platforms Europe (DPE), European Tech Alliance (EUTA), Allied for Startups, Europe Startup Nations Alliance (ESNA).



GLOBAL LEVEL

Fairwork Foundation, WageIndicator, UN Global Compact, Science Based Targets.



Tech-driven urban revolution

TECH AND
INNOVATION

Leveraging cutting-edge technology and data-driven insights, we propel Glovo's growth to grant effortless access to everything in your city.

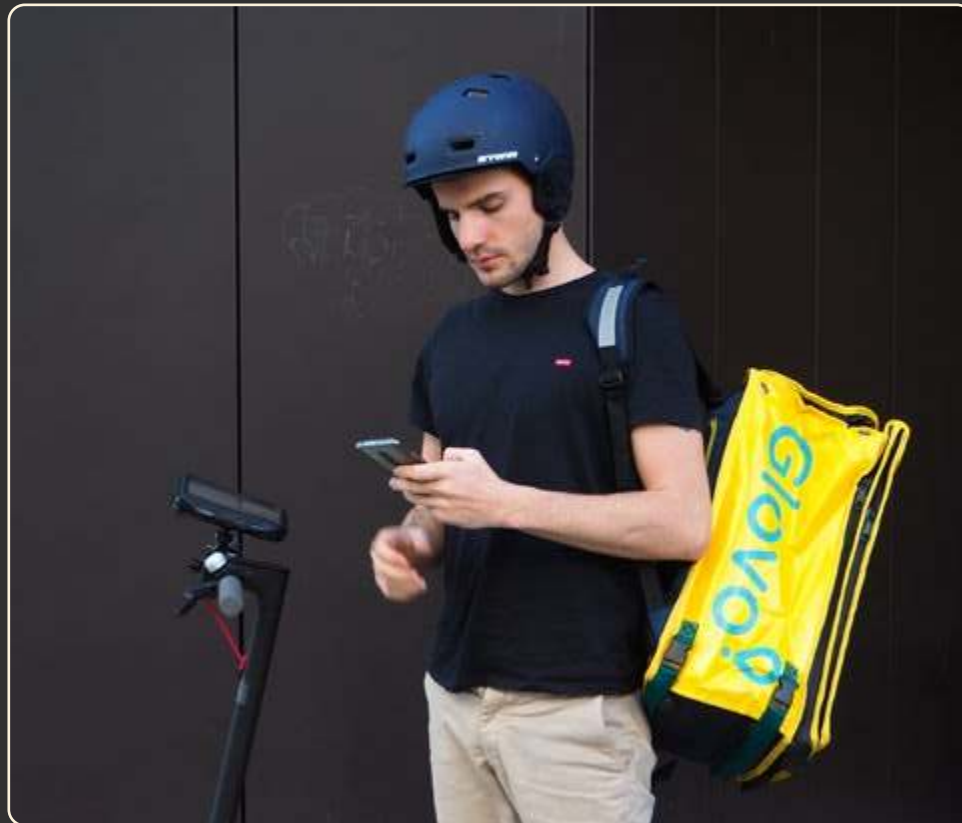
Picture the revolution of automating and refining manual processes in an industry where time and efficiency are key. The masterminds behind our platform—those people designing, updating, and fine-tuning it—are very aware of the impact they are having. These teams are the driving force behind faster deliveries, strategic courier assignments for maximum earnings, more orders for local businesses, and shorter distances to curb carbon emissions, among many other operations.

Data science isn't just a buzzword at Glovo; it's woven into our DNA—from Fintech to Logistics, with machine learning leading the charge. With over 100 models in action, including capacity forecasting and logistics simulation, we're reshaping the game.

How do we turn data into rewarding experiences for businesses, couriers, and users? Our Product team are the strategists and roadmap architects working hand in hand with our Engineering team to bring it all to life.

Technological innovation and creativity are our daily bread. We're on a mission to transform cities into people-centric, inclusive spaces. Our solutions aren't just about development; they're about fostering inclusive, resilient, and sustainable cities. We firmly believe that our technology is more than a tool—it's a catalyst empowering our communities.





We're shaping functionality, aesthetics, and scalability every day so that every product turns out to be a pitch-perfect deliverable.

Here are some of our 2023 technology projects designed to generate positive social and environmental impact:

TIPPING IMPROVEMENTS FOR COURIERS

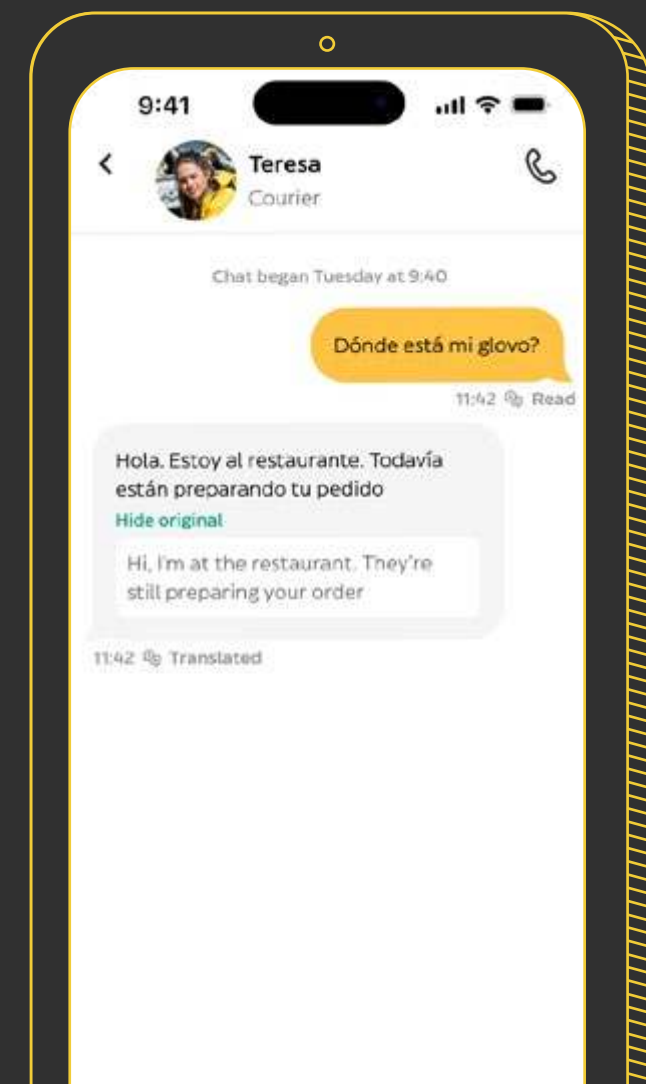
In June, we explored how to further improve the Courier experience. In addition to the fair hourly earnings guaranteed by the Courier's Pledge, tipping is a friction-less way to increase courier earnings. This new feature lets customers tip a percentage of their total order rather than a fixed value and allows them to save their last tip and auto select in every order. Since the implementation of this UX improvement, we've seen an overall increase of over 40% in tips, estimated at more than €9 M increase in tips yearly.

GLOVO ACCESS PLATFORM

We enable NGOs to use Glovo logistics for free through Glovo Access—an initiative that has resulted in millions of social meals delivered and tonnes of food waste saved and redistributed to those most in need. In 2023, we enhanced the platform through which NGOs can request the use of our technology and connect with thousands of couriers ready to deliver, fine-tuning its features to make the user experience easier, smoother, and more impact-oriented.

CHAT TRANSLATION

We understand the importance of customers needing to be able to chat directly with their courier. To resolve this issue, we introduced an all-new feature inside the courier chat where customers and couriers are able to benefit from a translation feature that allows either party to translate their text without having to do it in another app. This new feature includes an informative banner in the chat, allowing users to speak their own language. The recipient can translate the message, and there's also a clickable translation button in the received chat message.





Green on the go

PLANET

Everything a click unveils

In today's fast-paced digital world, each click you make sets off a chain of events affecting the environment. Clicking on that mouthwatering burger initiates a flurry of sizzles and aromas in the restaurant kitchen, inevitably leading to some delicious ingredients going to waste. Ordering it on the app prompts a courier to gear up, emitting CO₂ as they navigate the city to deliver your parcel.

As dedicated as we are to providing easy access to everything our cities offer through our app, we're equally determined to mitigate the environmental impact of our marketplace.

Like other tech companies, we have experienced significant growth over the past few years, and so did our greenhouse gas emissions. It's inevitable: this trend is likely to continue as we keep launching Glovo in new cities, opening office spaces, creating new products and services, and hiring new employees.

We're firm believers that tackling climate change isn't just our responsibility—it's a savvy move for sustaining business and boosting that bottom line. The key? Making climate action the core of our operations and innovation playbook. It's about beefing up the value chain, creating specialized sustainability jobs, and showing climate change is another challenge Glovo wants to combat.





Strategy to change

In alignment with the Paris Agreement, which aims to limit global warming to 1.5°C in comparison with pre-industrial times, we are guided by the Science Based Targets initiative (SBTi) to achieve our climate goals. We have an ambitious timeline in which we want to achieve our targets by 2030. There are exactly five Operational Targets (OTs) that will allow us to decouple business growth from greenhouse gas emissions by that year.

In a business-as-usual scenario, where no carbon emission reduction measures are taken, our projected carbon emissions would be approximately 800,000 tons of CO₂ per year in 2030. But, by successfully reaching our five main OTs, we're striving to cap carbon emissions at less than 500,000 tons of CO₂ per year by 2030.

To address the climate challenge head-on, we have a dedicated Sustainability team, Impact Ambassadors, local executors, and a secured budget to finance these programs: the Impact Fund, which allocates a percentage of our yearly profits into impact projects.

Given that the majority of our greenhouse gas emissions originate within our value chain, and considering we lack direct ownership of assets used in production or last-mile delivery, our commitment is also set on incentivizing the players in our marketplace to have more sustainable business practices.

2030 ENVIRONMENTAL ACTIONS & TARGETS

CLIMATE GOALS	KEY AREAS	OPERATIONAL TARGET
1 Reduce greenhouse gas emissions from our value chain by 42.12%	Route optimization	30% reduction in the distance traveled by couriers.
	Low carbon vehicles	67% of delivery fleet composed of low-carbon vehicles.
	Food Surplus	92% of orders use sustainable packaging.
	Sustainable Packaging	10% of orders from food surplus.
2 Increase the sourcing of renewable electricity to 100% by 2030	Locations' environmental impact	100% of offices and MFCs sourced by renewable energy.



Our Carbon Footprint

To follow our impact and monitor our goals, we measure our carbon footprint and quantify greenhouse gas (GHG) emissions. Since 2019, we have been measuring our direct and indirect CO₂ emissions and have consistently published the results on social media, in our corporate website, newsletters and other public platforms.

Despite Glovo's continuous growth and the subsequent increase in greenhouse gas emissions, our primary focus is on reducing carbon emissions on a per-order basis—often referred to as carbon intensity. Through initiatives like encouraging partner restaurants to phase out single-use plastic packaging, minimizing food surplus generation, or ensuring couriers use bicycles or electric vehicles, we can significantly reduce carbon emissions for each order delivered.

STANDARDS



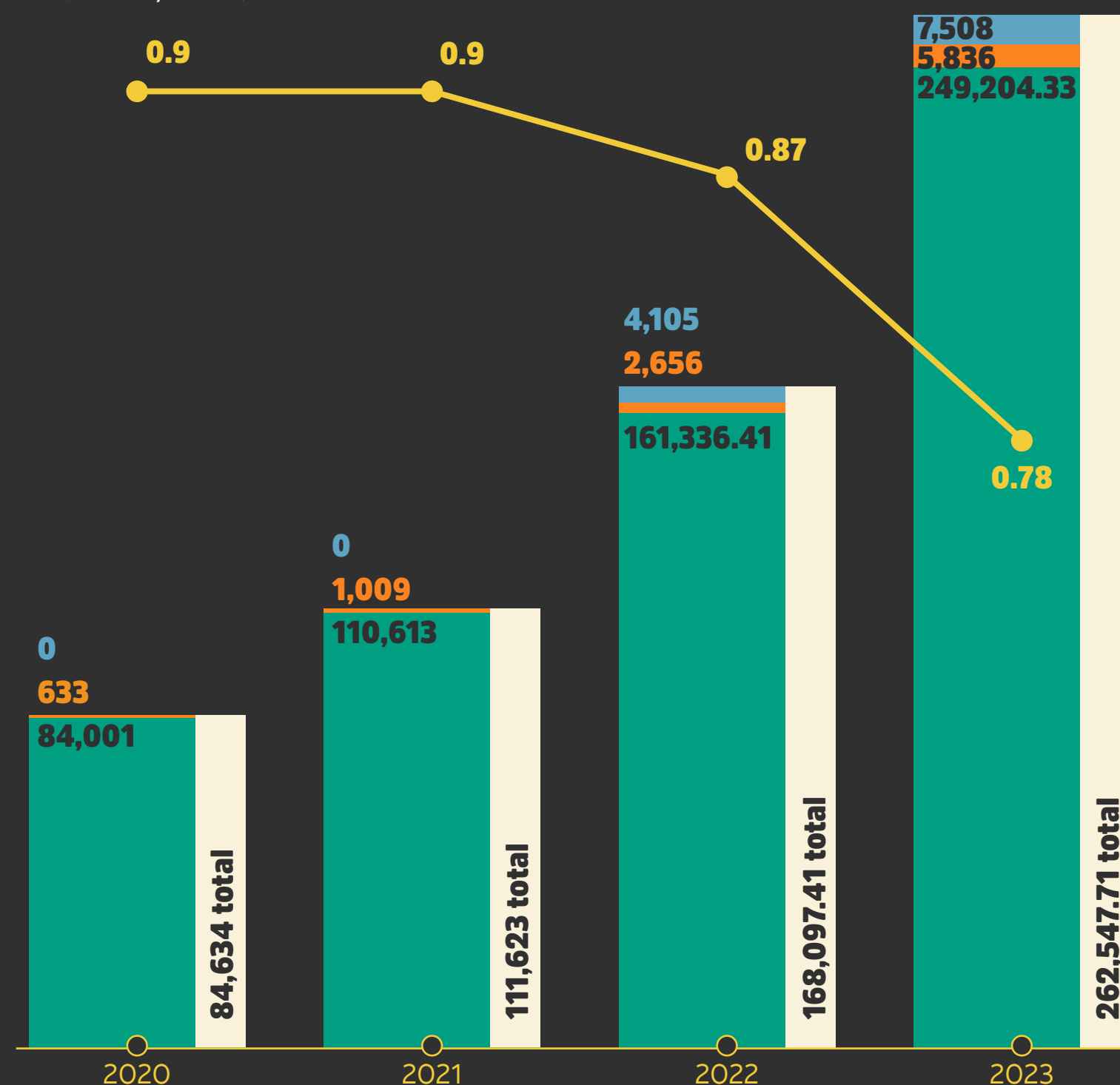
GHG Inventory

● **GHG emissions intensity**
(tCO₂e/order)

● **Scope 1**
(tCO₂e)

● **Scope 2**
(tCO₂e)

● **Scope 3**
(tCO₂e)



SCOPE 1

All direct emissions from Glovo's owned operations, such as company-owned vehicles and buildings.

SCOPE 2

Emissions associated with the electricity used in our operations.

SCOPE 3

Our carbon footprint throughout the entire value chain, encompassing both upstream and downstream emissions from third parties within our marketplace, such as restaurants & shops, couriers, and customers.



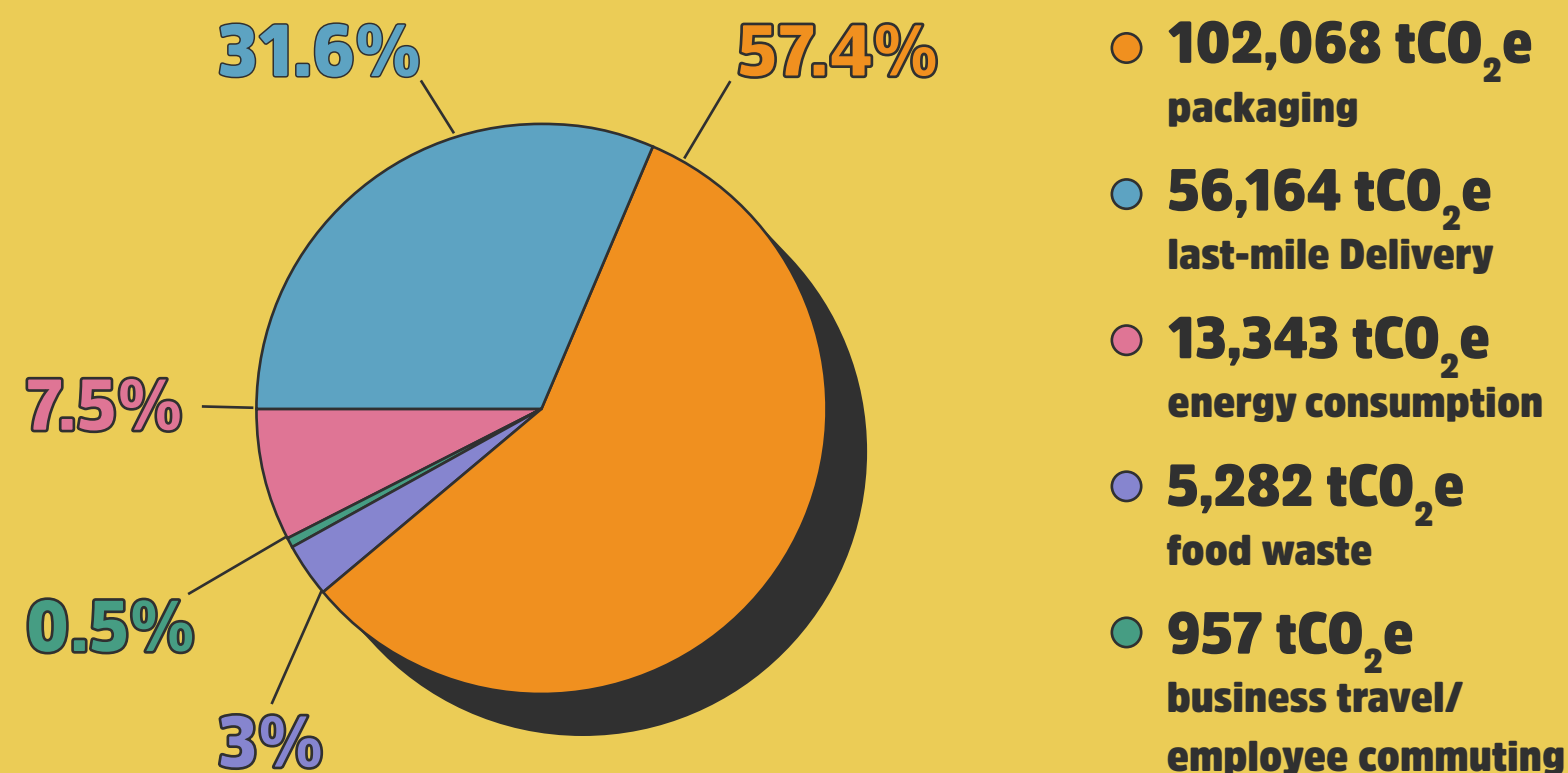
Shrinking our footprint, one order at a time

-10.35%
reduction of carbon intensity per
order vs 2022

-24,683.55
tons of CO₂ reduction of GHG emissions
through mitigation actions

47.17
tCO₂e/employees

CARBON FOOTPRINT BY SOURCE





Making the right move

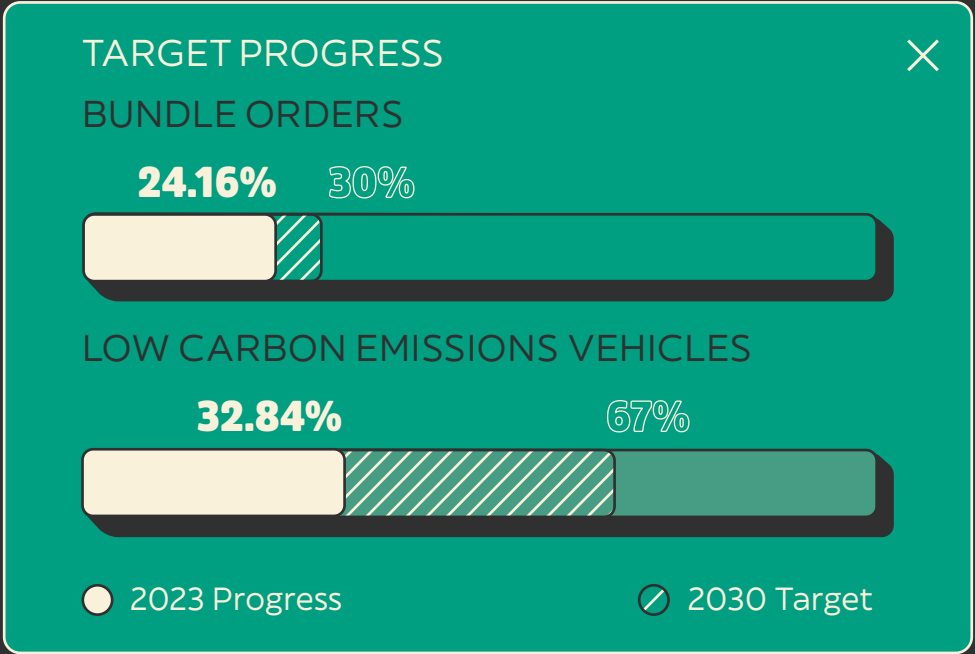
Last-mile delivery currently accounts for 31.6% of our carbon footprint. To tackle this challenge, we're overhauling the technology that links couriers with orders, aiming to slash delivery distances, and forging alliances to champion a low-carbon emissions fleet.

One of our goals? Ensure that 30% of orders undergo optimization to reduce the distance traveled by couriers. We've introduced new features enabling a single courier to handle multiple orders along the same route. The next phase involves generating continuous routes without a fixed start or end, a tactic geared toward the ongoing optimization of courier journeys.



Looking ahead to 2030, another of our targets is for 67% of orders to be delivered by non-combustion vehicles. These can be bicycles or electric vehicles. To make this a reality, we've teamed up with local third-party e-vehicle leasing companies like Zoomo in Spain, Cooltra in Portugal, and Roam in Kenya, and we've headed some pilot tests in Poland, Croatia

and Romania. They are now offering special tariffs for freelance couriers, and it's paying off—in Italy, Kyrgyzstan, and Nigeria, non-combustion vehicles already represent over 40% of our fleets, signaling positive progress.





EVs in motion



KENYA

We collaborated with Roam, an electric vehicle (EV) provider, and M-Kopa, a financing platform, to promote sustainable transport and financial inclusion. Couriers in Kenya can lease electric motorbikes at a subsidized price over 24 months, with M-Kopa providing loans for acquisition.



CROATIA

In 2022, our main logistics partner in the country opted to switch its entire fleet to electric motorbikes. To support this transition, we collaborated closely, ensuring transparency and committing to future business volumes. This decision led to a notable rise in EV deliveries, increasing from 5% in January 2022 to 35% in May 2023.

35%
of orders delivered using EVs



ROMANIA

We teamed up with E-Mobility to trial small electric cars for deliveries. Currently, 49 vehicles operate under a Glovo-subsidized leasing model, coupled with a battery-swapping subscription. The subsidy, starting at 70% in 2023, decreases to 30% by 2024. This pilot aims to evaluate electric car viability for deliveries in Romania, comparing efficiency and operational costs with Internal Combustion Engines (ICE).



49
EVs in
operation



SPAIN

We're transitioning Glovo's fleet of over 300 motorbikes to EVs, dedicated to deliveries from our 28 MFCs across 13 cities. We're making it real with €500,000 from NextGenerationEU Funds, covering 20% of vehicle costs and up to 40% of EV-related investments, such as charging stations and MFC safety measures.

We've also partnered with electric bicycle suppliers to provide affordable leasing or procurement options for freelance couriers. Especially in compact cities like Barcelona, these vehicles offer efficiency comparable to motorbikes, ensuring a stable income while cutting fuel and maintenance costs. In cities with low carbon emission zones, electric bicycles enable couriers to access and deliver within city centers.



800
couriers using
electric vehicles



Food surplus

We want 10% of our orders to serve a social purpose. In the fight against food waste, Glovo has implemented a strategy to rescue products before their expiration date through promotions and donations to NGOs. Within our app, we introduced the Food Rescue category, offering short-dated products at a discount in our online supermarkets (MFCs). Simultaneously, we have Glovo Access, which allows our partner businesses to donate food as well via us.

Thanks to Glovo Access, we have saved 1,482 tons of food, leading to a reduction of 964.3 tons of CO₂ equivalent.

To quantify the environmental impact of food waste, we calculate our food surplus emissions based on the assumption that 1 kg of food waste equals 0.65 kg of CO₂. This emission factor is derived from the CO₂ factor of food waste from ADEME, the French Environment and Energy Management Agency.



Learn more about our food waste initiatives in the:

COMMUNITY
CHAPTER

REDUCING FOOD WASTE AT OUR MFCs



We whipped up some savvy strategies to prevent food waste in our online supermarkets.

1

Stock management

Delist products that are not successful in sales and switch from refrigerated to frozen products—they have a longer shelf-life.

2

Food rescue

Surprise packs with several short-dated products, usually with a 50% discount.

3

Partnerships with Bonapp (Romania) and FoodSi (Poland)

We also partnered with companies that fight food waste by selling surprise packs with short-dated products.

TARGET PROGRESS



ORDERS FROM FOOD SURPLUS

0.2% 10%



● 2023 Progress

🎯 2030 Target



Revamping the packaging game

CIRCULAR
ECONOMY

Packaging is a heavyweight, accounting for a whopping 57.4% of our carbon footprint—it's the largest impact from our operations. That's why we've set our sights on an ambitious goal: deliver 92% of orders with sustainable packaging by 2030.

Back in 2019, we launched the GlovoStore, not just as an e-commerce platform for our partners to embrace responsible business. It's where sustainable packaging is up for grabs at wallet-friendly prices, drawing businesses away from single-use plastic. The sustainable packaging we peddle in the GlovoStore abides by five key principles: Circular economy, recyclability, responsible use of paper, natural plant-based inks, and the strict avoidance of harmful materials.

Zooming into 2023, our mission was to exhaust our existing packaging stock and transition to dropshipping. We're not just talking about advocating for sustainable packaging from our store; we're on a mission to audit partners, gather intel at the product level, and revamp Glovo's entire packaging strategy.

We kicked things off by auditing our top ten partners in Spain, Italy, Portugal, Poland, Romania, and Kenya. This strategic move gave us the lowdown on the packaging in 30% of Glovo's orders. Guess what? Our initial findings show that 25% of orders are already wrapped up in sustainable packaging.

TARGET PROGRESS

ORDERS USING SUSTAINABLE PACKAGING

25.45%

92%



● 2023 Progress

🎯 2030 Target





UNITS OF SUSTAINABLE
PACKAGING SOLD

2,000,000

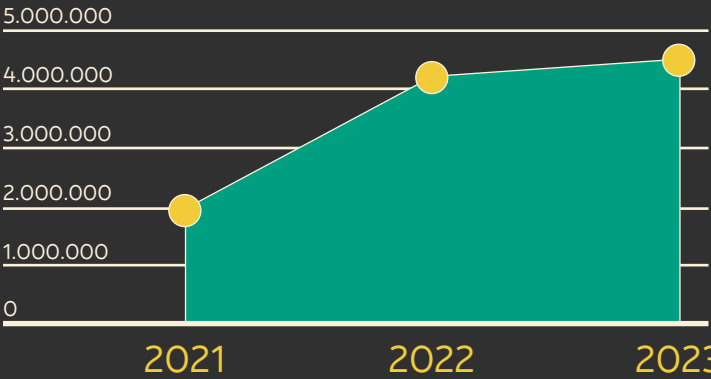
in 2021

4,300,000

in 2022

4,600,000

in 2023



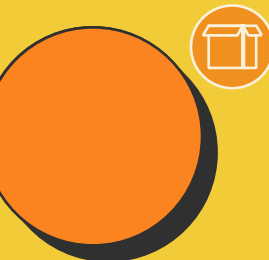
MATERIAL USED

PACKAGING

28,984 kg
Renewable
materials weight

0
Non-renewable
materials weight

28,984 kg
Total weight



100%
recycled
material

SMALL
PAPER BAGS

697,382 kg
Renewable
materials weight

0
Non-renewable
materials weight

697,382 kg
Total weight



100%
recycled
material

MEDIUM
PAPER BAGS

174,748 kg
Renewable
materials weight

74,892 kg
Non-renewable
materials weight

249,640 kg
Total weight



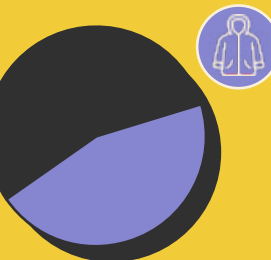
70%
recycled
material

RAIN
JACKETS

2,748 kg
Renewable
materials weight

3,347 kg
Non-renewable
materials weight

6,085 kg
Total weight



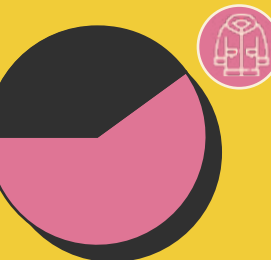
45%
recycled
material

WINTER
COAT

7,870 kg
Renewable
materials weight

5,031 kg
Non-renewable
materials weight

12,902 kg
Total weight



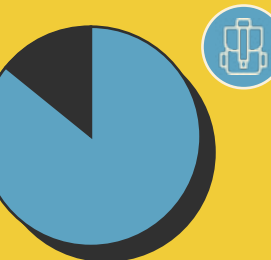
61%
recycled
material

BACKPACKS

104,376 kg
Renewable
materials weight

16,991 kg
Non-renewable
materials weight

121,368 kg
Total weight



86%
recycled
material



Responsible resource management

Our offices and MFCs are also impacted by environmental good practices. This involves transitioning to renewable energy for our operations and reducing waste associated with our business.

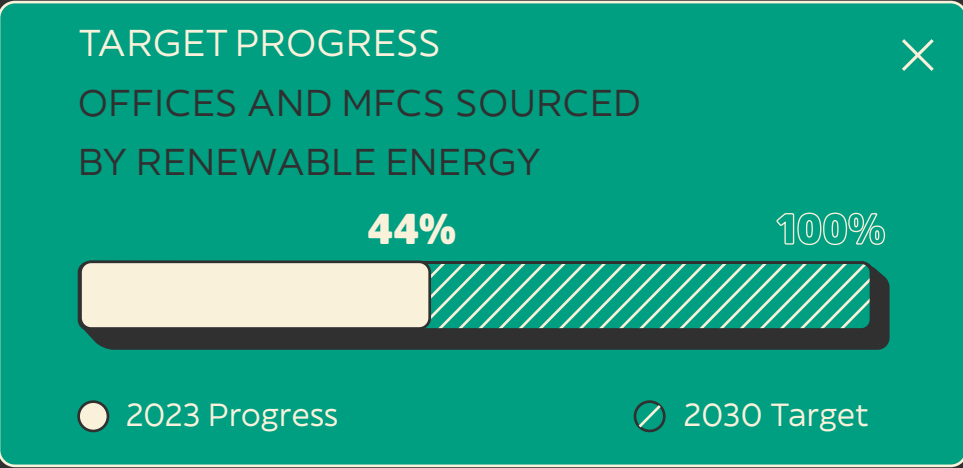
By 2030, our goal is to power 100% of our locations with renewable energy. To achieve this, we are dedicated to increasing the use of clean energy per center, implementing measures to monitor and optimize energy consumption across our various fulfillment centers.

In Spain, all our locations are already operating on 100% renewable energy.

Responsible waste management is also a primary focus at our sites. We've implemented waste reduction and recycling programs throughout our micro-fulfillment centers, and Glovo offices. Through sustainable waste disposal practices, including waste sorting and recycling initiatives, Glovo aims to minimize the environmental impact associated with our operational activities.

As a company without significant industrial processes, our impact on water, light, and noise pollution is minimal, and we adhere to applicable environmental regulations. We are connected to municipal water supply and sanitation networks in the cities where we operate. We are underway to improve our processes for reporting water consumption in our operations.

ENERGY USE	2022	2022
Electricity consumption (kWh)	9,632,636.50	11,617.67 MW
Heating consumption (kWh)	232,465.41	
Energy intensity ratio for the organization (kWh/employee)	2,131.11	2,862.90





Beyond carbon neutrality: Making a tangible difference

During the 2020–2023 period, we procured over 290,000 carbon credits, gradually offsetting the entire carbon footprint of Glovo. This was achieved thanks to our partnerships with emission reduction strategist South Pole and carbon credit marketplace Pachama.

In 2022, we attained carbon neutrality across the entire value chain. This signifies that for every customer order, all greenhouse gas emissions produced throughout the entire process, from store to table, were fully compensated through initiatives such as preserving forests or developing renewable energy projects.

However, our approach to offsetting is undergoing a significant evolution. We're stepping beyond merely offsetting 100% of emissions regardless of cost. Rather than purchasing carbon credits from distant locations, we believe in investing the same budget in local

projects within our countries of operation. Notably, 2024 will mark a significant milestone as it will be the first time we're investing in biodiversity projects.

This approach not only will allow us to mitigate negative impacts from our activities but also maximize positive local outcomes on biodiversity, create employment opportunities for communities, and shield regions from increasing wildfires due to climate change.

We change our offsetting approach to invest in local projects, not only to mitigate our impacts but also to create biodiversity and social value.

We've revamped our offsetting strategy to invest in local projects, not just to mitigate our impacts, but to nurture biodiversity and foster social value creation.





Featured projects

Tierra Pura

SPAIN

We decided to become an investor in a reforestation project in Galicia, Spain. Collaborating with Fundación Tierra Pura, we aim to reforest 203 hectares in the region. This undertaking will not only help to remove excess carbon dioxide from the atmosphere but will also enhance biodiversity, protect natural habitats, strengthen ecosystem resilience to the effects of climate change, and foster socio-economic development within the local community.

203

**hectares in reforestation
in Galicia, Spain.**





Making cities thrive

COMMUNITY

Positive change starts locally

Where there's a city, there's potential—and we're here to turn that potential into thriving, dynamic realities. More than half the world is in city mode, and we're all headed for a whopping 70% by 2050 (UN, 2023). We see cities as epicenters of life, bursting with ideas, commerce, culture, and everything in between. So, why not make them thrive?

As the city reshape and evolves, we believe businesses should lead the change. Glovo wants to shape the next-gen sustainable city models.

Every city we operate in is run by local teams, who steer the ship! We're all about enhancing local life and making cities inclusive, digital, and downright human-friendly. How do we do it? By boosting local businesses, giving couriers the chance to earn an extra income, securing road safety, paying local taxes, and fostering homegrown talent.





Local businesses empowered

LOCAL
IMPACT

Our platform is an open gate to millions of users, giving our partners the power to run their business right from their online store. To help them grow, we're bridging the gap between the virtual and the real world, expanding their customer base through accessing the digital economy.

Glovo is an ally for SMEs and brands alike, unleashing their full potential online.

To become the leading multicategory player in our markets, we've tailored our approach for each. We prioritize the visibility of small, local businesses through various initiatives. This not only benefits

small shops but also generates job opportunities across communities and suppliers throughout our operating countries.

To ensure we're meeting our partners' needs effectively, we rely on The Partner Experience Score (PES). Conducted quarterly, this survey provides valuable insights into their preferences and challenges. With this information at hand, we develop new projects, tools, and enhancements to support the growth of our partners' businesses.

190,000

partners sell their products online through Glovo



90%

are SMEs

15%–20%

additional revenues generated by our partners through Glovo



Glovo Local

In December 2022, we launched Glovo Local to give our partners the digital edge they need. Our focus is clear: become the go-to ally for small local businesses, guiding them into the digital era. We provide comprehensive solutions for selling, managing, and growing online, with three key pillars:



DIGITIZATION

Businesses seamlessly connect with new customers, manage orders, and access various delivery options through the Glovo app.



OPERATIONAL AND GROWTH TOOLS

We offer Local Commerce Campaigns, financing promotions, extra visibility, and menu photoshoots. These tools boost partners' visibility and expand their customer reach through ads and promotions within the Glovo app.



LEARNING & DEVELOPMENT

Responding to partners' interest, we're developing programs covering digital business growth, finance, and restaurant management. Training sessions and learning tools empower partners with insights from successful founders and experts. These sessions have two formats: online and in-person. The online format consists of videos that partners receive when they onboard Glovo and the in-person are tailored made training sessions that vary depending on the country.

Thanks to these trainings in 2023:

40,000

SMEs can access our online Learning and Development tools

300

participants in in-person training sessions

60%

of them improved their business metrics and operations

Small businesses Booster Program

In 2022, we initiated a booster program for SMEs to supercharge their growth, aimed at increasing their online sales and operational metrics. Thanks to the program, this year we have:

18,000

partners impacted

65,0000

additional orders

1,000

cities





The Pledge

2 YEARS

The gig economy is an essential component of urban life, granting people the unique ability to choose where, how, and when they work. Our couriers choose when they connect to our app, allowing anyone to become a courier and earn extra income.

But our value proposition goes beyond that. The Couriers Pledge embodies our commitment to enhancing the social rights and benefits available to all couriers, regardless of employment or work status with us. Developed with the [Fairwork Foundation's](#) guidance, the Pledge established a new set of standards that includes fair hourly earnings, guided by [WageIndicator's](#) data, improvements to insurance coverage and access to learning & development courses, safety training and maintenance provisions.

The Couriers Pledge represents a paradigm shift, setting a new industry standard for a more equitable gig economy—one that prioritizes social rights.

Introduced in 2021, this groundbreaking program aims to create a positive impact globally and inspire others in the industry to adopt similar standards. Almost three years later, The Couriers Pledge has proven successful in boosting courier motivation, retention, and satisfaction, leading to increased weekly earnings. It is built on four core pillars: Fair Earnings, 360° Safety, Equality, and Community.



FAIR EARNINGS



Couriers can expect transparent earnings aligned with local living wages, daily expenses, and consistent collaboration, all supervised by WageIndicator.



360° SAFETY



Our commitment to safety includes assistance with various accidents, third-party liability, easy access to safety items, training, sick leave, and maternity and paternity bonuses.



EQUALITY



We not only listen but also act upon couriers' needs and issues, fostering transparent two-way communication.



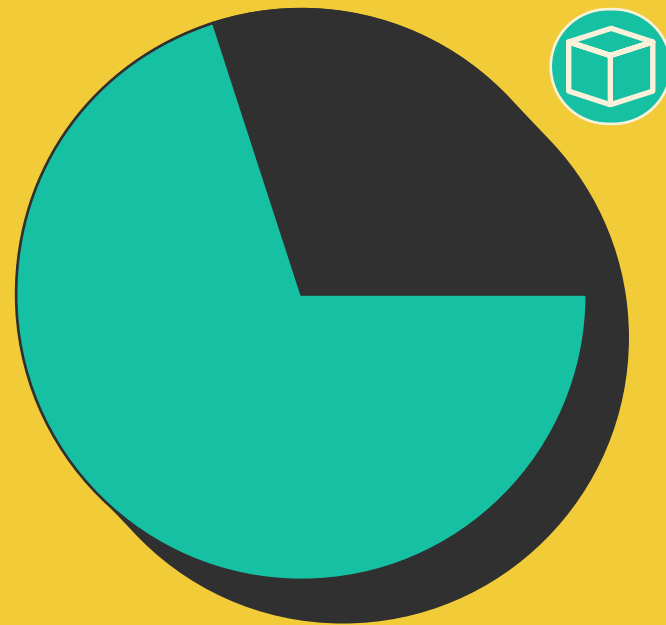
COMMUNITY



We encourage learning opportunities and open dialogue among couriers using our app.



The Pledge coverage



70%

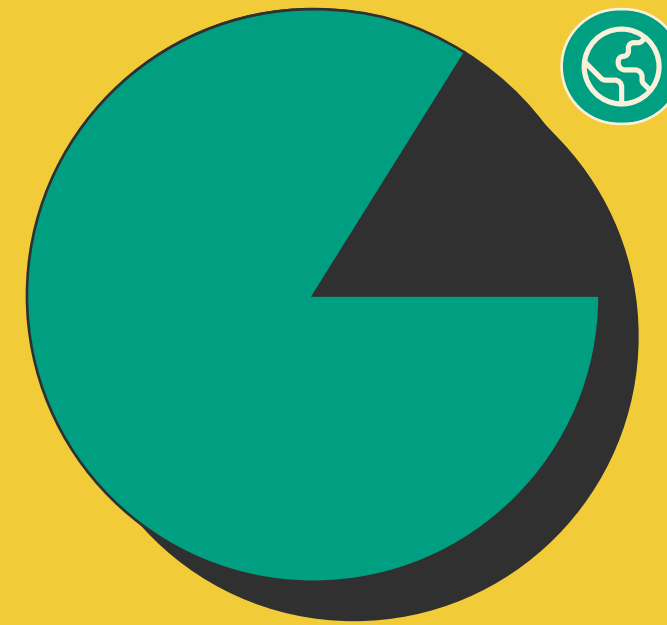
**of couriers that
collaborate with our app**

+40,000

couriers in 2023

+22,000

couriers in 2022



84%

**of the countries
where we operate**

21

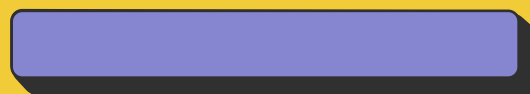
countries in 2023

13

countries in 2022

100%

**couriers have increased their hourly
and weekly earnings in a progressive
way month over month**



+80%

**of couriers say that they are
likely or very likely to continue
working with Glovo**



75%

**of couriers say that Glovo is
their #1 choice among other
apps they collaborate with**



+9,903

**couriers are registered on
the G-Learning platform**





Safety deliveries

We take road safety seriously and strive to provide couriers with the tools they need to stay safe on the road. In 2023 we implemented 68 safety initiatives across all countries.

We offered free online/offline safety sessions for couriers, conducted in collaboration with official partners such as the Federation Internationale de l'Automobile (FIA) in Morocco, the Directorate-General for Traffic (DGT) in Spain, and First Aid partners. These efforts are aimed at reducing traffic incidents and ensuring the safety of couriers.



15%
of couriers in markets with The Couriers Pledge were trained in road safety and first aid awareness.

We offer a range of safety equipment and accessories through our GlovoStore, at very competitive prices. This includes helmets, waterproof jackets and pants,

and thermal expandable backpacks, designed for food storage and transportation. These backpacks not only ensure the safety of our couriers but also make them more visible on the road.

For 2024, we have defined an Accident Reduction Target, aligned with Delivery Hero, with the goal of raising the bar, creating awareness and reinforcing the importance of safety as a core value that permeates throughout the company.

Insurance for all

We've partnered with insurance provider Qover to roll out a Global Insurance Policy, ensuring 100% of our couriers are covered in the unfortunate event of an on-the-ride accident. This insurance encompasses hospitalization, medical expenses, a daily indemnity for up to 30 days if the courier is temporarily unable to ride post-accident, a severance payment for permanent or partial disability, and, in the tragic event of a fatality, indemnities for funeral expenses and support for the courier's family.

But that's not all—we've added extra perks. There's a special maternity/paternity bonus for couriers who become parents, a sickness bonus for those who

need to take a break from the app to recover, and telemedicine services. All these additional benefits come with maternity/paternity payments through a local provider.

Filing an insurance claim or requesting bonuses is now easier through the app. In 2023, we introduced an in-app benefits section, showcasing the various perks couriers enjoy. From day one we track standard insurance metrics and Service Level Agreements data, aiming to provide the best insurance experience for couriers.



+1,200
couriers have claimed and made use of insurance coverage.

They are also safe door-to-door. Our Anti-Discrimination Policy shields couriers from any form of discrimination based on origin, gender, or condition. Through the courier website, they can access a form to file a discrimination complaint. Our local teams take charge, managing incidents, conducting thorough investigations, and equipping couriers with the tools needed to report to the police and antidiscrimination associations.



Riding high on opportunities

DIGITAL
INCLUSION

Fostering an inclusive city means ensuring the prosperity of everyone living there. At our core, we're committed to leveling the playing field, especially for couriers.

We envision the courier role as a temporary trampoline into their future ambitions. Our mission is to act as a catalyst, providing couriers with free courses to nurture new skills, bolster confidence, and ultimately open doors to their own career paths. We joined forces with external partners to offer language courses, financial education training, and entrepreneurship programs.

We're committed to helping couriers succeed in cities that are both inclusive and provide prosperity for everyone.

G-Learning

Glovo's learning and development program for couriers is called G-Learning. This program boasts over 3,500 online courses, covering topics such as entrepreneurship, business management, IT skills, and languages. The goal is to equip couriers with essential skills to propel them forward in their professional endeavors.



+11%
of couriers enrolled
in a course

+20%

of couriers registered
in the platform

54
minutes is the average
time spent on learning
per courier

Languages

Couriers may encounter language barriers when communicating with partners or users. These barriers can lead to isolation and pose challenges to feeling full part of the cities they live in. We are helping them integrate by offering free online language courses.

In 2023, we renewed our partnership with the learning app Busuu and expanded the provision of licenses. To tackle the absence of Ukrainian and Georgian languages, we initiated a new partnership with Preply. This collaboration introduces a unique teaching approach, offering one-on-one classes with native speakers.

+2,500
couriers have actively enrolled
in language learning programs



Financial education

We emphasize the importance of education to equip couriers with the necessary knowledge and skills to navigate their personal finances. We empower couriers to make sound choices, effectively manage their resources, and secure their financial well-being for the long term.

Through strategic partnerships with Microfinanza in Italy and BCR in Romania, we've facilitated avenues for couriers to enhance their financial literacy. Additionally, in Kenya, our collaboration with Tunapanda has yielded a two-day program designed specifically for couriers.

750
couriers took financial courses
in 2023

IT, coding and entrepreneurship

We provide tailored courses for tech enthusiasts. In 2023, we partnered with Sololearn, known for its lightweight content and gamified experience. After a successful pilot phase in five countries over two months, we've expanded this partnership to more countries and couriers, recognizing Sololearn's potential to enhance skill development and engagement.

In select countries across East and Central Asia, we've partnered with Astana Hub to offer couriers access to coding and entrepreneurship courses, including No Code School, Startup Academy, and Freelance School. In Georgia, we're testing a partnership with Skillwill, the country's largest online tech academy, as part of our commitment to innovative collaborations for our couriers' support and opportunities.

+1,200
couriers taking IT and
entrepreneurship courses

Labour insertion opportunities in our MFCs

In Spain, we've established a network of Non-Governmental Organizations (NGOs) actively seeking job or internship placements within companies, with a specific focus on vulnerable populations. This initiative aims to create opportunities for individuals facing socio-economic challenges, mainly—but not only—people from migrant communities.

In 2023, we trained and employed 28 people throughout the year, and continued with 3 permanent hirings thanks to a joint application with Eines per Tothom (Fundación REIR) and Sinergia Team & Training to DUAL FP program.

Additionally, also in 2023, we hosted 95 internships from local entities like Cruz Roja, HogarSí, ICEI or APIP/ACAM for vulnerable people to complete their formative training as Pickers in our micro fulfillment centers in Spain.

These initiatives are very useful for the participants because they have more chances to join or re-enter the labor market, but also for Glovo employees to share time with them and learn from the unique experiences and skills that they have developed to overcome their personal situations.



Byte-sized impact

ZERO
HUNGER

With 80% of our efforts dedicated to the food sector and more than 30% of the food produced being wasted ([UN, 2023](#)), we understand our responsibility to promote environmental and inclusive practices within the industry and beyond.

One of our aims is to provide solutions that effectively manage food waste while benefiting people in the cities. That's also part of our Glovo Access initiative: a last-mile logistics service that opens up our technology to NGOs and public administration, connecting vulnerable individuals with food surplus from our partner businesses, while also reducing food waste and our carbon footprint.



We're on a mission to give a tech-boost to third-sector organizations—digitizing operations, reaching vulnerable people, and tackling food waste and insecurity.

Through the Glovo Access platform, we offer free logistic services to social entities with a solidarity fee to cover operational costs: We've launched many projects that contribute positively to the fight against food insecurity and generally to provide assistance to NGOs and social actors:



SOLIDARY DELIVERY CENTERS (SDCS) IN MADRID AND BARCELONA

We opened two MFCs in collaboration with Altius Foundation where we gather food waste from partner supermarkets and stores, prepare nutritionally balanced food baskets, and send them to the homes of vulnerable people via Glovo Access. The little food waste generated by this activity is also saved through a partnership with Olio that picks it up and distributes it among vulnerable communities that need the support.

FOOD SURPLUS DONATIONS FROM OUR MFCs

We donate food that we can't sell anymore. We only discard items that have expired or present compromised sanitary conditions (rotten, opened packages, etc.).

REDISTRIBUTION OF CANCELED ORDERS AFTER PICK-UP (CAPU)

We launched this initiative to fight food waste triggered by undeliverable food once already cooked and picked-up by the courier. We redirect these wasted orders to facilities where this food can be put to a better use, like orphanages, charities, our courier centers or MFCs.

LAST-MILE AND NEXT-TO-LAST MILE DELIVERY PROJECTS

NGOs and social entities use our technology to use courier services for free for the delivery of groceries, cooked meals or basic supplies to whomever needs them.

In collaboration with local, regional, and national Food Banks and NGOs, Glovo offers logistical support by financing services to rescue surplus food from partners and distribute meals and essential goods to recipients. For instance, our partnership with the Community of Madrid's Social Services involves delivering food to four community kitchens serving

individuals with accessibility limitations via our Glovo Access platform. Due to the initiative's success, the partnership has been extended into 2024, demonstrating our ongoing dedication to addressing the needs of vulnerable populations.

4.1 m
meals delivered on behalf of
NGOs, city councils, charitable
foundations, and social
enterprises

667,000
social orders facilitated

1,800
tonnes of food waste prevented



Turning our app into a force for good

We harness the power of technology for positive change. Through constant innovation within our app and investments in startups with social missions, we leverage our platform to make a tangible difference. Our commitment to social impact extends beyond corporate boundaries, empowering users to participate in acts of kindness with the simple tap of a screen.



In-app donations

In the spirit of making a positive impact, we took a giant leap forward in 2022 by introducing more than 20 donation categories right into our app. We wanted to ensure that our users had a direct and seamless way to contribute to relief and aid efforts in response to crisis situations.

Crisis Relief Support

During humanitarian disasters in any of the countries of operations, Glovo has launched donation campaigns through the app to enable users to donate to selected NGOs. In 2023, we supported regions facing adversity, such as Ukraine, Syria, and Turkey after the earthquakes.

Worldcoo

In May 2023, we acquired Worldcoo, an online tool that facilitates connections between companies and social causes. Its Charity Rounding Up feature serves as a fundraising channel, enabling shoppers to add a few cents to their purchase and make a donation every time they pay with a card at brick-and-mortar stores.





THE RIDE OF YOUR LIFE



TEAM

Crafting our unique flavor

Our culture is built on talent and effort to bring the business to the next level and attract the best-in-class to make that happen.

We expect everyone to be hands-on leaders and tackle challenges with their sleeves rolled up. Our culture embraces diversity in all forms. It is open to collaboration and is fueled by a feedback mindset that prioritizes honesty and transparency.

Every year we keep improving our value proposition to employees. In 2023 we conducted some key upgrades to better mirror our ever growing mixed-flavor culture, drawing inspiration from our cultural values. If you are working at Glovo, you can expect:



CULTURE

We roll with core values that remain steadfast since the beginning of Glovo. Our ways of doing are a combination of collaboration, feedback, and transparency felt in a office first mode workspace.



DEVELOPMENT

It's not just a job; it's a career our employees can own. We are a talent house, where everyone brings their A-game and a high-performance mindset.



IMPACT

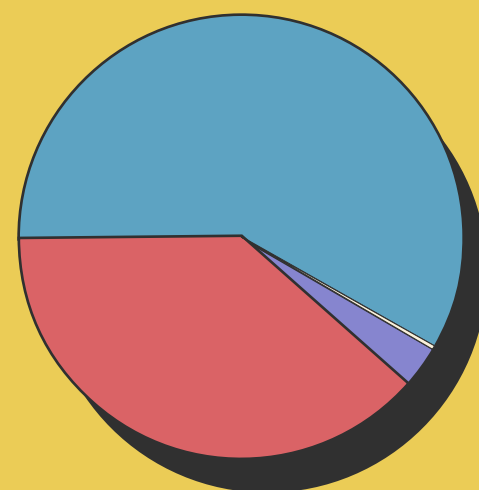
We see Diversity, Inclusion and Belonging as powerful forces driving positive change for our users, partners, and team members. Working at Glovo also means having a positive footprint in our communities and on the environment, driving the business forward.





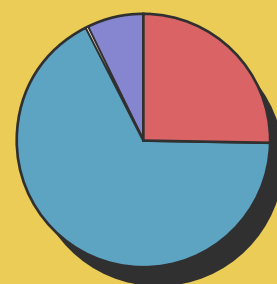
Our team in figures

TOTAL GENDER DISTRIBUTION



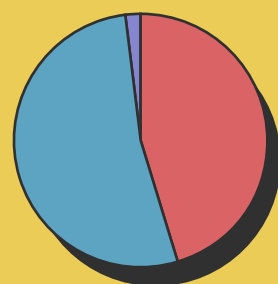
- **1549**
Female
- **2363**
Male
- **3**
Non-binary
- **122**
Prefer not to disclose

STAFF



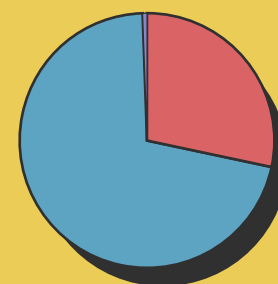
- **269**
- **713**
- **1**
- **76**

MANAGEMENT



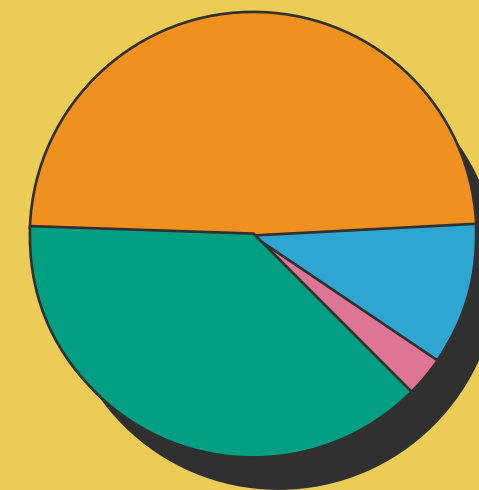
- **1155**
- **1338**
- **2**
- **44**

SENIOR MANAGEMENT



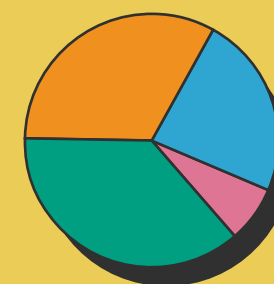
- **125**
- **312**
- **0**
- **2**

TOTAL AGE DISTRIBUTION



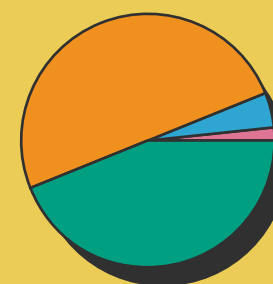
- **1540**
18-29 years old
- **1963**
30-40 years old
- **417**
+40 years old
- **117**
Missing Age Group

STAFF



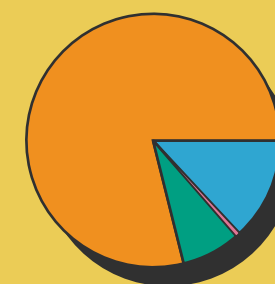
- **391**
- **346**
- **247**
- **75**

MANAGEMENT



- **1116**
- **1270**
- **113**
- **40**

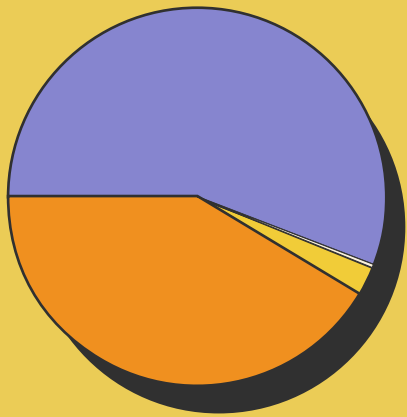
SENIOR MANAGEMENT



- **33**
- **347**
- **57**
- **2**

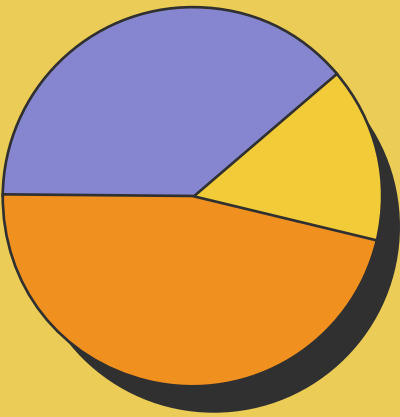


TOTAL PERMANENT FULL-TIME EMPLOYEES



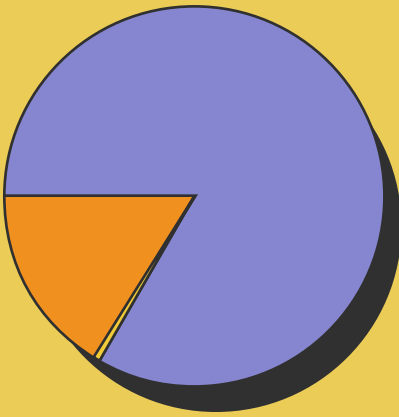
- 1325 Female
- 1780 Male
- 3 Non-binary
- 77 Prefer not to disclose

TOTAL TEMPORARY EMPLOYEES



- 132 Female
- 109 Male
- 0 Non-binary
- 42 Prefer not to disclose

TOTAL PART-TIME EMPLOYEES



- 92 Female
- 470 Male
- 0 Non-binary
- 3 Prefer not to disclose

	SWE ⁽¹⁾	ECA ⁽²⁾	Africa	SEE ⁽³⁾
Female	964	60	97	204
Male	1420	45	137	178
Non-binary	2	0	0	1
Prefer not to disclose	56	3	4	14

	SWE ⁽¹⁾	ECA ⁽²⁾	Africa	SEE ⁽³⁾
Female	19	107	2	4
Male	25	79	4	1
Non-binary	0	0	0	0
Prefer not to disclose	8	34	0	0

	SWE ⁽¹⁾	ECA ⁽²⁾	Africa	SEE ⁽³⁾
Female	90	0	0	2
Male	470	0	0	0
Non-binary	0	0	0	0
Prefer not to disclose	0	3	0	0

1. South Western Europe. 2. East Central Asia. 3. South Eastern Europe.

As of 31/12/23. There's missing information about the contract type of 4 males.



All in a day's work

CULTURE

There's never a boring day at Glovo. We are building a Talent House of high-performing teams and exceptional leaders that is fueled by passion, where we enjoy our sense of urgency and seek ambitious goals. Flexible hours allow us to organize our time as we see fit as long as those challenges are met! This is part of our culture, which has remained authentic since the beginning: filled with candid feedback, tough decisions and care for our people.

Our culture shines when we are together. We believe face-to-face collaboration is essential to bringing our values to life and increasing team achievements.



OFFICE FIRST POLICY



We place trust in our employees to exercise flexibility responsibly. Whether it's deciding when to work, take vacations, or work remotely, we prioritize a balance between individual preferences and team dynamics.

Recognizing that the majority of our goals are achieved collaboratively, we encourage each team member to consider the impact on the team when balancing personal and professional responsibilities. This approach ensures that while individuals have the autonomy to manage their schedules, they also remain mindful of the collective goals and the contributions needed from the team to achieve them.

This working model is established in our Office-first Policy. We provide all the guidelines to optimize ways of working that increase the productivity and well-being of our employees. The Office-first Policy establishes that employees are to come to the office at least three days a week, and they can work abroad for three weeks a year.

The Office-first Policy is available on Glovopedia, and each employee must read it during their onboarding process.



This is how a daily ride looks like at any of our offices. However, as any high-performing team, colleagues are encouraged to stretch beyond their comfort zone whenever they like!



LUNCHTIME

Feeling hungry? Use the Beta Glovo App to choose your favorite meal and let the team know if there are any app bugs! Lunch is the perfect time to share with your peers.

STAND-UP MEETING ON THURSDAYS

This is one of the ways we guarantee social dialogue among the team. We also assure it with:

- Manager or People Partner consultations.
- Performance management.
- Ethics Line.



CHECK EMAILS, ANSWER SLACK AND FINISH THE WORK

A perfect day ends with an empty—at least fully read—inbox and all slack messages answered.

WORK IT OUT

Whether you're into yoga, meditation or the gym, use our fitness perk to start the day fully energized.

MORNING MEETINGS

Start the day fresh with in-person meetings. Clever move: putting all meetings together to live the workday to its fullest.

8-9 AM

9:15 AM - 12:45 PM

1-2 PM

3:30-4:30 PM

4:30-6 PM

9 AM

HELLO!

We have flexible working hours. There's no card punching in or out here—employees are in charge of their time as long as performance shows strong results.

12:45-1 PM

15 MIN CLUB-CHECK

Time for a club check at Abilities! Whether you're seeking solidarity, empowerment, or simply a safe space to express yourself, this ERG has got you covered.

2-3:30 PM

FOCUS TIME

Grab a coffee and tackle that presentation! Our offices are prepared with spaces for you to focus. And if you have any questions or need to check something, your office mates are around the corner. The perks of an office day.

7-8 PM

AFTER OFFICE

Attend one of the many local events such as Movie Night or Women in Tech conferences, or join us in our, now classic, after work drinks.



CULTURE DAYS

Two times a year we have our Culture Days where we recap the business, share learnings and stories, followed by social events in our different offices.



Onboarding

Our cultural initiation kicks off right at onboarding. By immersing new hires in our vibe from day one, we ensure everyone feels welcome and is productive from the get-go. The onboarding journey includes a three-day hybrid deep dive and office tour.

Each team then takes the baton for department-specific onboarding. Within their first month, newbies are able to chat with our CEO, Óscar Pierre, during a virtual meet-and-greet.

We also show new employees what we do on the ground. We ask them to be part of Glovo Cares so they can understand our business from a third-party's perspective: couriers, partners and users.

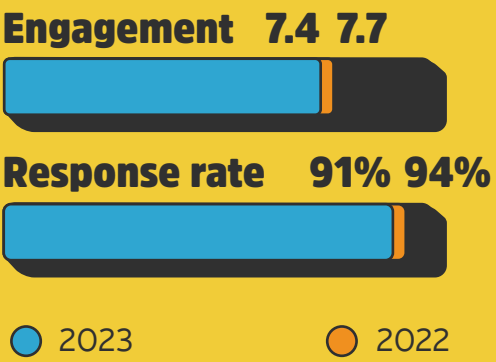
We track new hires and monitor the turnover rate continuously to evaluate the oversight of our processes.

New employees hires	SWE	ECA	AFRICA	SEE	Total
Gender distribution 2023					
Female	275	94	55	58	482
Male	676	69	82	61	888
Non-binary	0	0	0	0	0
Other	152	42	4	16	214
Age distribution 2023					
18-29 years old	483	103	87	59	732
30-40 years old	332	56	49	52	489
+40 years old	138	4	1	8	151
Missing Age Group	150	42	4	16	213

Turnover rate	SWE	ECA	AFRICA	SEE	Total
Gender distribution 2023					
Female	43%	50%	74%	35%	44%
Male	48%	45%	63%	54%	50%
Non-binary	40%	0	0	0	29%
Age distribution 2023					
18-29 years old	52%	47%	63%	39%	51%
30-40 years old	43%	46%	71%	42%	45%
+40 years old	43%	90%	109%	89%	48%

GloVoice

Employee engagement at Glovo is all about understanding roles, fostering growth, building strong connections, and collaborating with purpose. To keep tabs on it, we use GloVoice, our biannual anonymous survey. It's the perfect space for our team to let us know if they're motivated, engaged, and have the right tools to shine. The survey also helps leaders identify strengths and areas for improvement for them and for their teams.





A talent house where perks are poppin'

At Glovo, we are building a Talent House. We aim to foster a high-performance team and be recognized for having the biggest talent density in all countries we operate. And we do it by providing a competitive set of benefits for our team:

- Competitive pay and an enticing equity plan
- Top-notch private health insurance.
- Monthly Glovo credit to spend on our restaurant products, while testing new features.
- Discounted gym memberships
- Well-being via free online therapy and emotional support solutions.
- External learning opportunities.
- Fun office activities, from happy hours to movie nights!
- Specialized Treatment Policy to cover the needs of an employee or a family member when private or public health does not cover treatment.
- Attractive Maternity and Paternity leave package plans.

We fully support our employees' right to join or form a labor union, and they can do so without any fear of retaliation, intimidation, or harassment. If our employees are represented by a legally recognized union, we are dedicated to fostering open and constructive communication with their chosen representatives.



All of our employees are covered by the general Statute of Workers and local labor legislation. In the case of Spain and Italy, where the majority of our workforce is located, 100% of employees are covered mainly by the "State collective agreement for consulting companies, information technologies and market and public opinion studies" and the "State sectoral collective agreement for convenience store chains" among others.



Our families, first

We prioritize our team's well-being, particularly during significant life events like the arrival of a new family member, whether through birth or adoption.

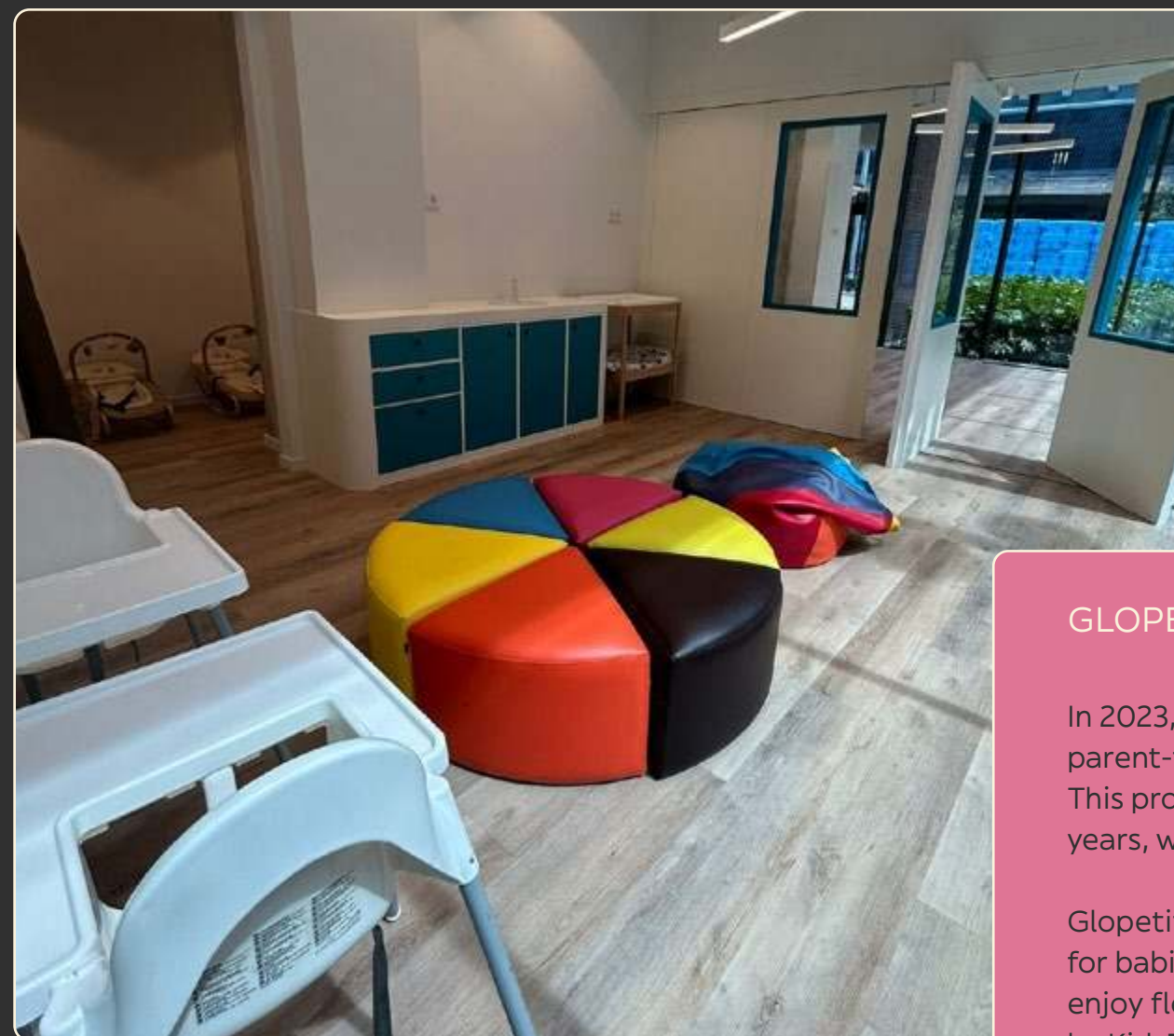
Demonstrating our commitment, we standardized the Minimum parental benefit globally, enhancing it in numerous countries. In regions where local regulations surpass our provisions, we align with the legally mandated benefits. Our benefits cover two key areas:

BIOLOGICAL PARENTS

16 weeks starting on the date of birth + 15 working days of breastfeeding. After 16 weeks, the worker can apply for a 15 working days' paid leave.

PARENTS/GUARDIANS

16 weeks of leave starting from either the date of the judicial decision constituting the adoption, or from the administrative decision of guardianship for the purpose of adoption or fostering.



Our goal is to make the transition back to work easier for new parents by providing them with different tools and our full support. We offer assistance, such as free parking for pregnant people in the Yellow Park in Barcelona, access to childcare services, and financial support for daycare expenses for up to six months.

GLOPETITS



In 2023, we introduced Glopetsits—our exclusive parent-focused benefit at Yellow Park Barcelona! This program caters to infants aged 6 months to 2 years, with a nursery capacity for 20-22 babies.

Glopetsits offers full-time care from 9 am to 5 pm for babies. While pricing remains constant, parents enjoy flexibility with earlier pick-up times. Managed by KidsBB, a trusted third-party organization, Glopetsits boasts a team of three teachers and one Director dedicated to creating a nurturing and stimulating environment for our youngest Glovers.

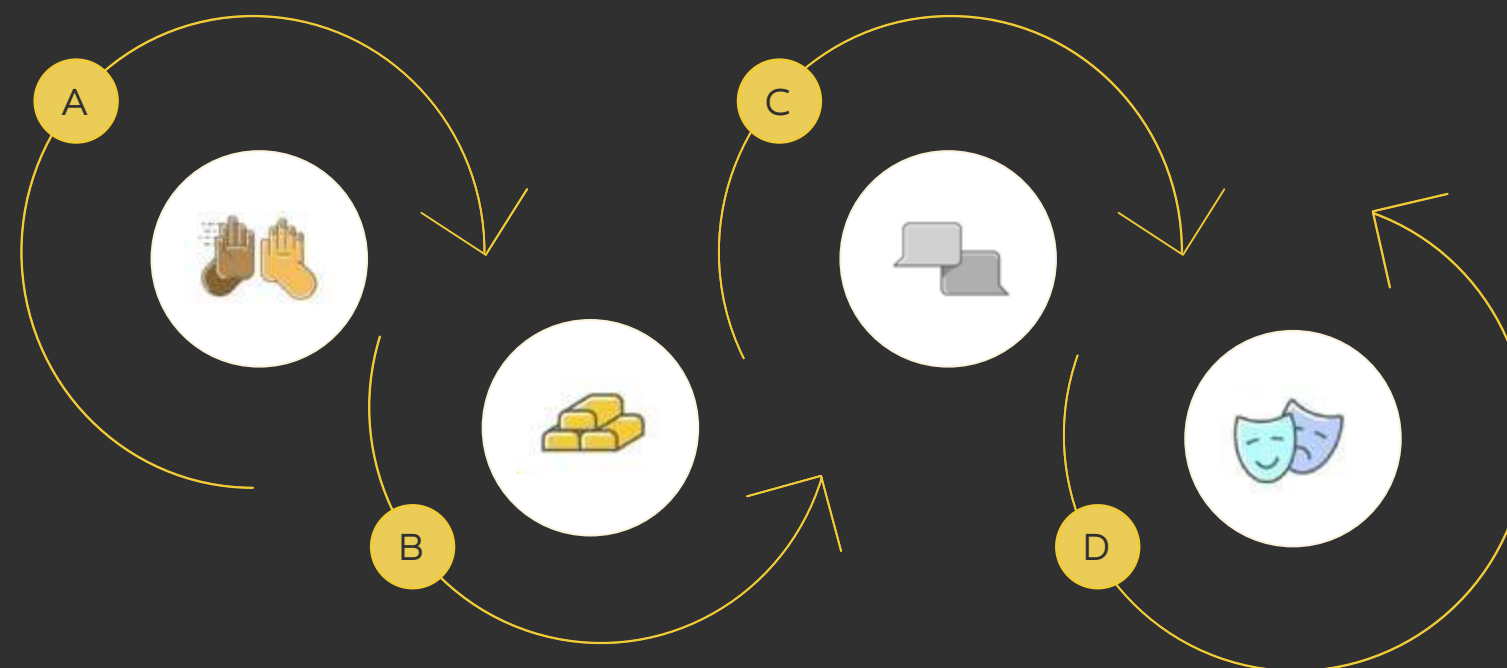


Unlocking potential

DEVELOPMENT

Our dynamic environment encourages non-linear career paths, with employees taking the lead in seeking development opportunities. We embrace a candid and open feedback mindset. We engage in challenging conversations and tough decisions while maintaining a positive atmosphere. We implement a feedback-driven performance evaluation system, supporting continuous improvement and internal applications for fair and transparent career opportunities.

PERFORMANCE MANAGEMENT



AGREE

on the actions, tasks, and projects for employee focus.

BUILD

plans to attain the results and deliverables of assigned tasks.

CHECK-IN

with direct reports to monitor work progress frequently.

DEVELOP/ DISMISS

1. Employees entitled to a performance review need to meet the following criteria: six months of service in the company; salaried workers (fixed term and interns are included in the performance review); not on more than three months of leave during the period under assessment.

EMPLOYEES WHO RECEIVED A REGULAR PERFORMANCE AND CAREER DEVELOPMENT REVIEW

	Employees entitled to performance reviews ⁽¹⁾		Total headcount	
	2022	2023	2022	2023
Gender distribution				
Female	97%	98%	62%	90%
Male	98%	99%	57%	87%
Non-binary	100%	100%	100%	100%
Other	86%	100%	8%	5%
Job category distribution	2022	2023	2022	2023
Staff	98%	98%	50%	19%
Management	95%	99%	82%	87%
Senior Management	98%	98%	84%	88%



Training opportunities

Glovo wants to be the ride of people's lives by challenging them to grow to their full potential in a unique culture.

We champion our people taking ownership of their career paths and development, recognizing that the journey isn't always straightforward. Our environment is designed to encourage growth and possibilities, empowering employees to navigate actively in pursuit of both professional development and personal growth.

We believe that we learn the most by doing, being challenged, and stretching ourselves beyond our comfort zone.

We provide an array of resources and tools for the best development experience. Workday Learning, our digital platform offers over 35,000 resources, including e-learning, virtual modules, videos, podcasts, and articles, covering a diverse range of topics.

Here are our 2023 learning and developing program highlights:

LANGUAGES COURSES

We partnered with a language academy specialized in fun and interactive language classes with a modern and flexible approach, to organize Spanish courses. All permanent employees joining our Glovo Spain Offices or relocating to Spain are eligible to join the program.

LEADING AT GLOVO

Leaders at Glovo play an integral role in ensuring our performance culture thrives. The Leading at Glovo program has been designed with this in mind, with modules that reinforce key leadership skills. Each module focuses on practicing these skills through pre-course e-learning as well as facilitator-led and practical workshops.



GLOBAL LEARNING CALENDAR

A calendar of monthly events and webinars available to everyone. We have connected this to business needs, like Time Management, Generative AI, and more. We want to break down barriers between departments and geos and learn together as one Glovo.



AFRICA ACADEMY

We developed an Academy for the African teams. It was split into two groups, a training program for Managers and another for individual contributors. The main goal was to equip our employees with training to uplift required skills and accelerate their growth within Glovo, as well as develop our internal talent pool so they become the natural successors of our AFR Leaders.

DATA ACADEMY

The Data team created Data Day! An initiative that brings together the entire Data Organization once a month. The goal is to work on the three pillars of the community: networking, learning, and engagement.



TRAINING HOURS	Average Training Hours	Total Training Hours	×
Gender distribution			
Female	5.2	8,100	
Male	3.0	7,117	
Non-binary	2.6	8	
Other	5.1	629	
Job category distribution			
Staff	5.5	11,194	
Management	4.5	2,965	
Senior Management	4.0	1,695	



^GLOVOHOUSE

We treasure talent as Glovo's most precious asset, investing in top performers and fostering innovation through initiatives like Glovo House. This springboard, created for our Alumni, transforms ideas into reality, supporting the entrepreneurial spirit within our community.

Operational experience at Glovo provides an ideal foundation for successful founders. To date, more than 5 startups have emerged from ex-Glovers, with Glovo House aiming to scale up this organic growth. Our pride lies in colleagues becoming successful entrepreneurs, fueled by a desire to boost Glovo's entrepreneurial spirit and foster an innovative ecosystem.

Employees can contribute by simply investing in their favorite startup or offering their know-how as advisors. An internal committee carefully reviews ideas, selecting those worthy of employee funding. The exciting part? Any current or ex-employee in any of the 25 countries where Glovo operates can participate, offering a chance to bring their ideas to life through Glovo House.

37
startups
applied

21
received
mentoring
and support

9
pitched
directly to our
employees

[KNOW MORE](#)





Diversity and inclusion

IMPACT

We aim to be Diversity, Inclusion and Belonging (DIB) role models across the tech industry. We are committed to creating environments, systems, and processes that provide equal opportunities, break biases, and empower our communities.

We want to set new industry standards and lead the way in DIB initiatives and practices.

We strongly believe that the work environment significantly influences and impacts on our team's well-being and productivity. Because of that, making sure our colleagues have the freedom to express themselves, access equal opportunities and thrive will always be our top priority.

We formulated a five-year strategy and conducted gap analyses to identify processes and systems in the employee life cycle that needed optimization for equal opportunity. In 2021, to establish a baseline, we measured the overall inclusion score using feedback from 4,000 employees, achieving a score of 8.5 out of 10. This surpasses the industry average, positioning Glovo in the top 25% of technology companies. We consistently update this score every year.

As part of our DIB initiatives, we've successfully trained 100% of the Executive Team and General Managers in a six-week program covering good DIB practices. This comprehensive program delves into topics such as bias, privilege, systemic inequality, microaggressions, allyship, and leadership shadow.



Additionally, we've provided DIB training for our recruiters, focused on the labor insertion of migrant workers, and established an internship program for refugees. To ensure accuracy, the DIB team worked during 2022/23 in the DIB data dashboard—a tool that allows us to have an accurate picture of our company on gender presentation in leadership, tech teams, retention, promotions, and more.



Equality Plan

A significant milestone in our pursuit of equality is the official endorsement of the Equality Plan across all Glovo entities. This ensures that all employees now operate within the framework of Spain's equality standards, guaranteeing equal opportunities for men and women in the workplace.

Glovo proudly stands as the first company within our industry in Spain to have an Equality Plan applicable to all its entities.

The comprehensive Equality Plan is accessible to every employee, reflecting our commitment to compliance, transparency, and accountability. With four years of dedicated commitment and ongoing actions, Glovo remains steadfast in its journey toward creating an inclusive and equal-opportunity environment for all.

Employee Resource Groups

Employee Resource Groups (ERGs) are instrumental in fostering diversity and inclusivity across our systems, products, processes, and surroundings. We make sure we provide them with comprehensive support and resources to ensure their success.

Behind the scenes, ERGs have their own A-team—Steering Committee, Executive Sponsors, Budget, Project Plans, and Objectives and Key Results (OKRs). The executive sponsors, our CTO, CFO, CPO, and VP of Q-Commerce, ensure ERGs have a say at the C-level, representing their needs.



COLORS OF GLOVO

We aim to make Glovo more inclusive by creating a community of belonging for all races, ethnicities, religions, and languages. We help improve cultural awareness, retention, and product inclusion through resources, events, and advocacy.



GLOW

Driving positive change, we foster an inclusive community, offering resources and initiatives that make Glovo a world-leading workplace for women.



UNIQRNS

Create a welcoming, safe, and authentic space for the LGBTIQ+ community at Glovo, ensuring everyone feels valued. Promote global awareness to strengthen inclusion.



ABILITIES AT GLOVO

Enhance Glovo's accessibility for all by promoting disability awareness and spearheading initiatives to address accessibility challenges.



Anti-Discrimination and Anti-Harassment Policy

We have a culture of zero tolerance for any kind of discrimination or harassment based on age, race, sex, color, nationality, religion, gender identity, disability, sexual orientation, pregnancy status, or any other protected category under applicable laws.

These principles are outlined in our Workplace Anti-Discrimination and Anti-Harassment Policy and are integral to our Global Code of Ethics and Business Conduct. The management of commitments made in this policy is handled by the Compliance team.



Advancing workplace accessibility

As part of our commitment to diversity and inclusion, we recognize the importance of accessibility for our workers and users with disabilities.

We're teaming up with Abilities, our ERG, and the DIB squad to make our offices and app even more accessible. We're partnering with local NGOs and universities to open up opportunities and add some flair to our diverse crew. We're bringing together a scholarship program and specific job postings for people with disabilities.

In 2023, we've also conducted focused training sessions for our recruiters and managers, centered on embracing Diverse Abilities and fostering Inclusive Leadership. These efforts aim to cultivate an inclusive mindset among our leadership team. Our managers underwent comprehensive training to identify and address biases, ensuring a fair and equitable hiring process for all candidates.

12 people with disabilities
in our team



Women in tech

In a world where gender parity remains a significant challenge, particularly in the tech industry, we recognize the urgency to address it. At Glovo, we recognize our ongoing journey toward fostering positive change. We aspire to create a workplace where everyone has equal opportunities to succeed.

We've set ambitious goals and are deeply committed to supporting women and providing them with opportunities to thrive within our organization. Our mission is to break down barriers and create an environment where every individual, regardless of gender, can contribute to our shared success.



38%
women
in workforce



33%
women
in leadership



20%
women
in tech

LeaderSHE

LeaderSHE is our 6-month mentoring program focused on developing skills in our female talents to enhance our internal leadership pipeline. In this mission, we are supported by Positive Work, an external provider of DIB services.

In LeaderSHE, women go through an enriching experience composed of one-on-one mentoring with Glovo's senior management and insightful workshops. We aim to create a safe space and network sessions in which mentees can connect, share experiences, and discuss their learnings and challenges, with a focus on building a community.

With this initiative, we are seeking to bolster and empower our future leaders while concurrently enhancing the representation of women within our talent pipeline. In 2023, our CEO, Oscar Pierre, and CO-Founder, Sacha Michaud, stepped into mentoring roles for the first time, adding their expertise to the LeaderSHE legacy.

+10% vs 2022



33%
new mentors
in 2023



Let the goodness roll!

Our Volunteering Program is our force for good—eight hours per quarter that our team can spend to dedicate their effort to social causes such as homelessness, human rights, and gender equality; environmental efforts like sustainable cities and forest preservation; and emergency causes like disaster relief.

Where can they shine? Teaming up with ERGs, partnering with NGOs and NPOs, and spreading the word on well-being, sustainability, and mindfulness.

But wait, there's more! We've cooked up cool initiatives like Glovo Cares, Pick Cares, and Solidarity Delivery Centers to give people a sneak peek into our business model and how we work.

In October and May there are Global Volunteering Weeks! For one week, all Glovo employees worldwide spend half their day volunteering.



+2,800

Glovo Cares Volunteers
in 2023

25

Glovo Cares
Countries in 2023

+200

Glovo Cares Activities
in 2023



Ethical Glovo

ETHICS & INTEGRITY

Values driving business integrity

Together, we set out to always deliver an amazing experience—fast, easy, and right to our customer's door. To continue achieving our vision, we must manage our business responsibly and continue to earn and keep the trust of everyone relying on our app.

Our values of aiming higher and delivering solutions allow us to drive the industry forward and bring innovation to life.

We apply a set of principles and values that guide how we behave and make decisions as well as how we conduct our business with ethics, integrity, and in compliance with applicable law.



GOOD GOVERNANCE

Adhere to good governance's recommendations and the ethical principles derived from them.



GOOD FAITH

Act with loyalty and honesty, avoiding any fraud or negligence in our actions.



SOCIAL COMMITMENT

Promote cultural actions and participate in social projects.



DIVERSITY AND INCLUSION

Foster equal opportunities for everyone and boost an inclusive and diverse workplace.



INTEGRITY

Develop relationships legitimately and honestly, avoiding undue influence, and properly managing conflicts of interest.



LEGALITY

Comply with current legislation as well as with the principles of The Code of Ethics and internal policies and procedures.



QUALITY

Apply objective professional criteria in all our actions, with the necessary diligence to guarantee excellence.



TRANSPARENCY

Build relationships with business partners and interact with the Public Administration based on the principles of cooperation and transparency, in a truthful, adequate and useful manner.



Governance

The Board of Directors (BoD) structure reflects our association with Delivery Hero (DH), a publicly listed entity. It is composed of two board members from Delivery Hero; Niklas Östberg, Co-Founder and CEO, and Pieter-Jan Vandepitte, COO; and Oscar Pierre, Chairman of the Board, Co-founder of Glovo, and CEO. Oscar Pierre oversees our businesses and leads the strategic coordination of the company. On the management team, he is joined by his co-founder Sacha Michaud and six CXOs.

Glovo's highest governance body and its committees have a formal decision-making structure. The BoD holds formal meetings to deliberate on key decisions and then entrusts the management team with the execution of them. This collaborative approach ensures a comprehensive and well-rounded perspective in the governance processes.

The progress of Glovo's goals and actions is monitored in regular CXO meetings with our CEO. To maintain transparency and keep the BoD informed, we have a periodic reporting mechanism in place. Key updates on compliance, sustainability, and social impact are presented during board meetings. Our CEO reviews the progress of Impact's objectives and key results (OKR).

Decisions on relevant Glovo business matters are consulted with Delivery Hero in alignment with the Material Decision Policy (MDP), ensuring involvement of key stakeholders in the process.

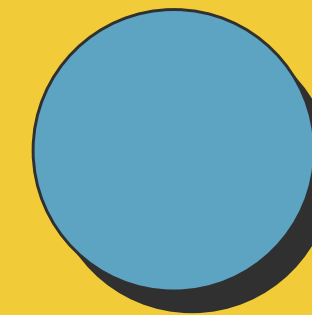
Guaranteeing effective communication of critical concerns with the highest governance body is a priority for us. To maintain a robust line of communication, Glovo teams hold regular meetings with specific Delivery Hero teams to discuss and address common projects and critical concerns.

We align the review and approval of the non-financial report along with the evaluation of the annual accounts, demonstrating a holistic and integrated approach to governance.

BoD members are nominated at the Shareholders' meetings. Nominees' integrity, recognition, prestige, professional competence, and independent judgment, among other criteria, are weighed carefully. As of 2022, as a subsidiary of the Delivery Hero group, Glovo is no longer responsible for the Executive Team's remuneration, which is now handled directly by DH's parent company.

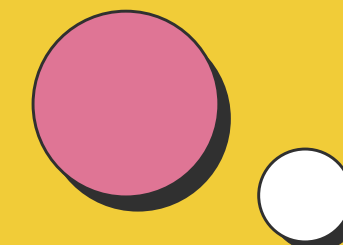
Board of Directors

GENDER DISTRIBUTION



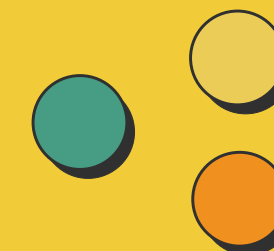
- **100%**
Male
- **0%**
Female
- **0%**
Other

AGE DISTRIBUTION



- **0%**
18-30 years old
- **33.33%**
30-40 years old
- **66.66%**
+40 years old

NATIONALITY



- **33.33%**
Spanish
- **33.33%**
Swedish
- **33.33%**
Belgian



Management team*



OSCAR PIERRE
Co-Founder & CEO



SACHA MICHAUD
Co-Founder & Chief
Global Affairs Officer



CARLES ROSAS
Chief Customer
Officer



EDUARD ROS
Chief Finance Officer



ALEX MENAL
Chief Marketing
Officer



MAURICIO GOMEZ
Chief Strategy and
New Business

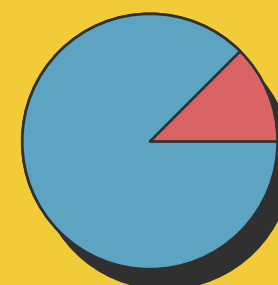


DANIEL ALONSO
VP Q-commerce



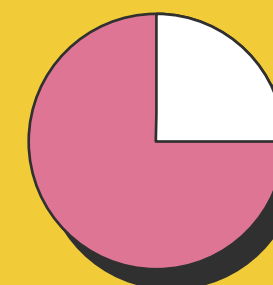
CRISTINA DE LA ROSA
Chief People Officer

GENDER DISTRIBUTION



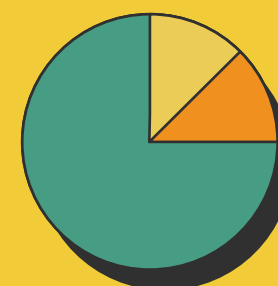
- **87.5%**
Male
- **12.5%**
Female
- **0%**
Other

AGE DISTRIBUTION



- **0%**
18-30 years old
- **75%**
30-40 years old
- **25%**
+40 years old

NATIONALITY



- **75%**
Spanish
- **12.5%**
British
- **12.5%**
Colombian

*As of 31 December, 2023.



Collective knowledge

We're dedicated to advancing the collective knowledge, skills, and experience of the BoD and employees about sustainable development, ethics and regulation. To achieve this, we adopted a multifaceted approach, incorporating various policies, training, and strategic initiatives.

The Compliance Program is a crucial part of our efforts as it ensures that they are well-informed in the regulatory landscape and ethical standards. We place a strong emphasis on Enterprise Risk Management, which provides tools and insights to navigate risks and opportunities in the context of sustainable practices.

Our Sustainability and Social Impact team is tasked with the strategic implementation of activities that contribute to sustainable development goals. By engaging the BoD and CXOs in these initiatives, we ensure that collective knowledge is continually enhanced, fostering a governance framework aligned with the organization's commitment to sustainability.



Compliance Committee

A vital component of our corporate governance is the Compliance Committee, which comprises the General Counsel & Compliance Officer, the Governance Risk & Compliance Director, and the Chief Finance Officer. Possessing independent powers of initiative and control, and reporting directly to the BoD, this committee is responsible for overseeing compliance matters, applying the Code of Ethics and the Risk and Compliance policies. The Compliance Officer and Compliance Committee members are appointed by the BoD.

Conflict of interest

Glovo places a strong emphasis on preventing and mitigating conflicts of interest through well-defined processes overseen by the highest governance body. The BoD plays a pivotal role in this regard, having approved the Code of Ethics and Business Conduct, and the Conflict of Interest Policy. These policies establish guidelines for managing conflicts and promoting transparency. Conflicts are disclosed via the Speak Up channel and evaluated by the Compliance team.



Responsible business conduct

We do business with integrity and fairness, and with respect for local laws and our core Glovo values. The Code of Ethics and Business Conduct is binding for every team member, and translates our corporate values into practical guidelines and advice on making responsible decisions, even in tough situations.

This code is the highest-level instrument in Glovo's regulatory structure, supported by many other company policies. It is meant to prevent situations that may compromise our principles when dealing with couriers, partners, users, governments, and suppliers. Moreover, as we conduct business globally, our employees are also subject to laws and regulations in their countries. To ensure compliance, in certain countries our global policies are complemented by local policies and procedures.

The Code of Ethics and Business Conduct applies to full and part-time employees, contractors, managers, and the members of our CXO. Everyone is expected to know and follow these guidelines and to set an example to others by embodying them.

We also have very specific commitments and strict procedures to prevent corruption and bribery and to fight against money laundering described in our Anti-corruption and Anti-bribery Policy. Glovo did not have any confirmed cases of corruption among its internal employees in 2023.

CODE OF ETHICS AND
BUSINESS CONDUCT





Compliance Policies

We are part of the Delivery Hero Group. To be aligned at the group level, in 2023 we adapted all of our policies. As a result, we have created a new and improved set of guidelines.

Policies and guidelines about Governance, Risk and Compliance (GRC) topics, are defined and implemented by the GRC team. Additional Policies and protocols for internal processes are defined and implemented by each vertical at Glovo. All of them are available on the Intranet.

- Global Code of ethics and Business Conduct
- Third Party Code of Conduct
- Compliance Policy
- Criminal Compliance Policy
- Acceptable usage Policy
- Anti-Bribery and Anti-Corruption Policy
- Gifts, hospitality and entertainment Policy
- Anti money laundering and counter financing of terrorism Policy
- Competition Compliance Policy
- Competition guidelines Protocol for action in the event of an inspection by the competition authorities
- Conflict of interest Policy
- Disciplinary Actions Policy
- Environment and sustainability Policy
- Ethics channel management procedure
- Investigation Procedure
- Human rights Policy
- Implementation and Approval of Policies
- Guidelines and Procedures
- Privacy Policy
- Risk Management Policy
- Global Sanctions Policy
- Social Media Policy
- Structuring document of Glovo's compliance model Policy
- Workplace anti-discrimination, anti-harassment, and anti-mobbing Policy





Human Rights

We're committed to fully respect human rights in every part of our business, whether it's with our suppliers or people using the Glovo app—partners, users, and couriers alike. Our Human Rights Policy makes sure we stay on track.

This policy is a pledge to treat everyone right and a set of principles to guide us in doing so.

We believe in dignity, respect, fairness, and protecting the most vulnerable from abusive working conditions, including child, forced, or other improper labor conditions.

We particularly endorse the Human Rights protected under the following international standards:

- The Universal Declaration of Human Rights.
- The Declaration of the International Labor Organization (ILO) on Fundamental Principles and Rights at Work.
- The United Nations Guiding Principles on Business and Human Rights.
- The OECD Guidelines for Multinational Enterprises.
- The ten principles of the United Nations Global Compact.
- The Convention on the Rights of the Child and its two protocols.
- The German Supply Chain Act (Lieferketten Sorgfaltspflichtgesetz "LkSG"), which applies to Delivery Hero Group and to all its subsidiaries.
- Convention on the elimination of all forms of discrimination against women.

These principles are linked in internal policies and procedures, such as the Code of Ethics and Business Conduct, the Human Rights Policy, the Workplace Anti-Discrimination, Anti-Harassment and Anti-Mobbing Policy, the Gender Equity Plan, the Ethics Channel Management Procedure and the Investigation Procedure.

The working conditions of our employees comply with internationally recognized labor standards, such as the ILO's core labor standards and the laws of the countries in which we operate, including the principles of rejection of forced labor and human trafficking; harassment and discrimination; rejection of child labor; health and safety; workplace security; freedom of association and collective bargaining; working hours, wages, and benefits; and right to strike. In 2023, no cases of Human Rights violations were recorded.



Talk, train, and track

The implementation of ethical practices is overseen by the Compliance Committee and the GRC team. They have the responsibility to enforce policies and guidelines that dictate ethical conduct aligned with our values and interests. They follow a three-part formula: talk, train, and track.



1 TALK

- Our commitment to business ethics, integrity, and transparency is promoted on our [Compliance website](#).
- The Code of Ethics and Business Conduct, the Compliance Policies and Guidelines, the Compliance Playbook, the Crime Prevention Model and the Ethics Channels are available for all employees in the Glovopedia.
- We disseminate information about our compliance efforts using our internal communication channels.
- All employees must complete the Compliance declaration, which states that they commit to comply with our compliance policies and procedures.

100%

of our office employees are reached by our ethics policies, procedures, and training communications

17

communications regarding compliance were sent during 2023

2 TRAIN

- Once a year we perform the Compliance Training Program, mandatory for all Glovo employees, to increase awareness.
- It includes the global criminal compliance program aligned with the regulatory requirements in Spain, Italy and Portugal.

3 TRACK

- Evaluate the risks in Glovo verticals and identify controls to mitigate them
- Define goals for each quarter and the action plan to execute them.
- Implement the Glovo Compliance Program in all group-level.
- Monitor the completion of the Compliance Training Program through Workday.
- Monitor the completion of the Compliance Declaration.
- Investigate cases reported to the Compliance team.
- Annual GRC report to the BoD to outline the main projects addressed and the goals for next period.



SPEAK UP! THE ETHICS CHANNEL

We provide a secure and confidential avenue for employees and stakeholders stakeholders to report any conduct or activity that may go against the Code of Ethics or other policies. Once disclosed, the Compliance team conducts a thorough assessment to ensure that conflicts are appropriately addressed and managed.



glovo.c-etico.es

Externally managed.

Available to employees and third parties.

Allows anonymous communications.



compliance.glovoapp.com

Available to employees and third parties.

Allows anonymous communications.



Delivery Hero Portal

Managed by the Compliance team of Delivery Hero. Available to employees and third parties.



Cybersecurity and data privacy

Glovo has a critical responsibility to safeguard sensitive customer, partner, courier and employee data, including personal and financial details, to prevent serious consequences such as identity theft and financial loss.

Maintaining robust cybersecurity measures is essential not only to uphold user trust and prevent user attrition but also to comply with data protection regulations, like the EU General Data Protection Regulation (GDPR).

Cybersecurity and data privacy are not just about avoiding negative consequences. It's also about enabling positive business outcomes that last over time.

Glovo's Terms & Conditions (T&Cs) are the bedrock of the contract that governs the business relationship between Glovo and the Platform users. They cover service conditions, registration procedures, app functionalities, pricing, promotions, consumer rights, and complaint resolution. To accommodate diverse legal landscapes, tailored T&C versions are crafted to meet the requirements of each jurisdiction.

The Privacy Policy provides transparent information on how we process personal data legally and systematically. It describes how Glovo collects and processes the personal data, the different stakeholders involved in the process as well as our Data Subjects rights. In the reporting period we improved our Privacy Policy to make it clearer, more organized and easier to read.





In 2023, we implemented controls that allowed us to measure the effectiveness of the programs we launched. They involve a systematic approach to assess the efficiency of security protocols, risk management strategies, incident response plans, and the overall cybersecurity posture of Glovo's landscape. This continuous monitoring process has given us insight into the immediate impact of security measures but also allows for ongoing refinement and adaptation to stay ahead of emerging risks

We've also trained our security specialists on Security-Related Risk based on quantification of possible losses. We have taken into account the training and later compliance follow-up of all the security policies by the Glovo team, making sure that everyone is aware of the risks they might be exposed to.

Hence our Security Awareness Program, we provide all employees and couriers with the most important information regarding the basics of IT Security, identification and reporting of possible threads, and phishing exercises among others. This is also part of the Compliance program, where we enforce the reading and recognition of Security Policies based on world-renowned security standards like NIST CSF, PCI DSS, and ISO27000.

Support service

We make it easy for customers, couriers, and partners to connect with our support team. Customers and couriers can access support through the app's chat interface, our official and fastest channel. Partners have a dedicated phone line for live orders.

Thousands of global customer service agents work 24/7 to ensure quick responses, especially during peak hours. After handling a complaint, we send a satisfaction survey. In 2023, we received 47 million support requests from customers, couriers and partners.



85%
live requests
answered in less
than 30 seconds



4.08 / 5
customer satisfaction score





Fair play in the digital marketplace

We've established a set of guidelines to ensure fairness for all members of the Glovo community, including users, businesses, and couriers. Despite being an intermediary platform that doesn't directly sell or transport products, we prioritize comprehensive measures to promote health and safety on our app.

To maintain a secure environment, we regulate the publication, offering, and delivery of specific products through the app that could pose risks to the well-being of users and couriers. A non-exhaustive list of restricted items can be found in our User Terms & Conditions (T&C). In our commitment to preventing fraud and upholding platform integrity, Glovo has the authority to take necessary actions, including suspending accounts of any users engaged in fraudulent activities, misconduct or other violations listed in our T&C.

In our commercial agreements with users of the app—such as businesses and couriers—we've incorporated multiple clauses that outline our expectations of them as members of the Glovo ecosystem:

PARTNERS

Only selling through our app:

- Provide users with all necessary information relating to the products, including an information sheet and allergy information.
- Prepare and supply the orders solely and exclusively from their own kitchens to comply with all public hygiene and health obligations.
- Make diligent use of the app and refrain from directly or indirectly promoting deliveries of products or providing services that are not permitted by the law.

Also delivering with their own fleet through the app:

- Provide their couriers with a protocol of excellence in food quality and handling, so that products are delivered in perfect condition, adhering to food safety, quality, and technical requirements.
- Ensure that couriers who are providing the delivery service have a valid driver's licence; current third-party insurance policy, as well as an insurance policy covering the transport of goods; minimum safety protection gear, and are fully compliant with their tax and social security obligations.

COURIERS

- Take responsibility for all activities performed under their account.
- Are responsible for verifying and complying with the relevant health and safety requirements applicable to different types of goods, for example, those related to pharmaceuticals, alcohol, and tobacco.
- Are the ones responsible for complying with the applicable legislation—e.g., tax, labor, civil, and criminal laws—in the provision of their delivery services.
- Are responsible for using suitable containers and transport methods when transporting food, in compliance with the applicable legislation on this matter.



GRI Content Index



Statement of use

GLOVO has reported in accordance to the GRI Standards for the period January 1-December 31, 2023.

GRI 1 used

GRI 1: Foundation 2021

Applicable GRI Sector Standard(s)

Not applicable.

GRI STANDARD	CONTENT	ANSWER	PAGE
The organization and its reporting practices			
GRI 2: General Disclosures 2021	2-1 Organizational details	Our headquarters are located in St. Llull 108, 08005, Barcelona, Spain.	4
	2-2 Entities included in the organization's sustainability reporting Instaleap Europe, S.L.	Glovoapp23, S.A., Glovoapp Spain Platform, S.L., Glovoapp EMEA, S.L., Glovoapp Groceries, S.L., Glovoapp B2B, S.L., VirtualBrand Solutions, S.L., Bongoa Ibérica 57, S.L., Promotech Digital, S.L., Homeria Open Solutions, S.L., Kitch Unipessoal sucursalen España, Foodinho, Glovo Infrastructure Services Italy, Social Food, Social Food Bari, Socialfood, Glovo Portugal Unipessoal,Fonte - Negócios Online, Glovo Infrastructure Portugal, Kitch Unipessoal, Restaurant Partner Polska, Glovo InfrastructurePoland, Glovoapp Morocco, Glovo Infrastructure Services, Glovoapp Cote d'Ivoire, Glovoapp Tunisia, Glovoapp Georgia,Glovoapp Ghana Limited, Glovoapp Kenya, Glovo Infrastructure Services Kenya, Glovoapp Nigeria Limited, Glovo Uganda,Glovo KG, Glovoapp Kazakhstan, Glovo Infrastruktura Kazakhstan, Glovo LLC, Glovoapp Ukraine, GlovoProm Ukraine,Glovoapp d.o.o. Sarajevo, Glovoapp Drustvo sa ogranicenim odgovornoscu, Podruznica, Banja Luka (Branch, Sarajevo,Bosnia),Donesi d.o.o. Banja Luka (B&H), Bulgaria, Glovoapp Technology d.o.o. (HR), Glovo Infrastructure d.o.o. (HR), GlovoappMOL,GlovoappRO, Glovo Infrastructure Services RO, Donesi d.o.o. Podgorica, Glovo Montenegro, Glovoapp Technology d.o.o.Beograd-Stari Grad, GLOVOAPP TECHNOLOGY DOO BEOGRAD OGRANAK NS NOVI SAD, GLOVOAPP TECHNOLOGY DOOBEOGRAD OGRANAK GLOVER CENTAR, Glovo Infrastructure RSB d.o.o. Beograd-Stari Grad, Plotun d.o.o. Krusevac, PLOTUNDOO KRUŠEVAC OGRANAK BEOGRAD, PLORUN DOO KRLOTUN UŠEVAC OGRANAK, Glovoapp Sl, Glovoapp S.L.U	
	2-3 Reporting period, frequency and contact point		4
	2-4 Restatements of information		4
	2-5 External assurance		4
Activities and workers			
GRI 2: General Disclosures 2021	2-6 Activities, value chain and other business relationships		7-10
	2-7 Employees		42-43
	2-8 Workers who are not employees	During the reporting, we did not have sufficient information to answer this datapoint.	

GRI STANDARD	CONTENT	ANSWER	PAGE
Governance			
GRI 2: General Disclosures 2021	2-9 Governance structure and composition		59-61
	2-10 Nomination and selection of the highest governance body		59
	2-11 Chair of the highest governance body		59
	2-12 Role of the highest governance body in overseeing the management of impacts		59
	2-13 Delegation of responsibility for managing impacts		59
	2-14 Role of the highest governance body in sustainability reporting		59
	2-15 Conflicts of interest		61
	2-16 Communication of critical concerns	The number and nature of critical concerns constitute sensitive-competitive information that we do not disclose.	59
	2-17 Collective knowledge of the highest governance body		61
	2-18 Evaluation of the performance of the highest governance body		59
	2-19 Remuneration policies		59
	2-20 Process to determine remuneration		59
	2-21 Annual total compensation ratio	The annual total compensation ratio is sensitive-competitive information that we do not disclose.	



GRI STANDARD	CONTENT	ANSWER	PAGE
Strategy, policies and practices			
GRI 2: General Disclosures 2021	2-22 Statement on sustainable development strategy		3
	2-23 Policy commitments		62-64
	2-24 Embedding policy commitments		62, 65
	2-25 Processes to remediate negative impacts		62, 65
	2-26 Mechanisms for seeking advice and raising concerns		66
	2-27 Compliance with laws and regulations	The number of significant instances of non-compliance with laws and regulations is sensitive-competitive information that we do not disclose.	
	2-28 Membership associations		15
Stakeholder engagement			
GRI 2: General Disclosures 2021	2-29 Approach to stakeholder engagement		5
	2-30 Collective bargaining agreements		47
MATERIAL TOPICS			
GRI 3: Material topics 2021	3-1. Process to determine material topics		6
	3-2 List of material topics		6
MATERIAL TOPIC: COURIERS WELLBEING AND SAFETY			
GRI 3: Material topics 2021	3-3 Management of material topic		33-35

GRI STANDARD	CONTENT	ANSWER	PAGE
MATERIAL TOPIC: ZERO HUNGER			
GRI 3: Material topics 2021	3-3 Management of material topic		24, 38-40
MATERIAL TOPIC: DIGITAL INCLUSION			
GRI 3: Material topics 2021	3-3 Management of material topic		36-37
MATERIAL TOPIC: LOCAL IMPACT			
GRI 3: Material topics 2021	3-3 Management of material topic		30-32
GRI 413: Local communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs		30-40
	413-2 Operations with significant actual and potential negative impacts on local communities	We did not measure this indicator during the reporting period.	
GRI 203: Indirect economic impact 2016	203-1 Infrastructure investments and services supported		12
	203-2 Significant indirect economic impacts		11-12, 30
MATERIAL TOPIC: WORK CLIMATE AND CULTURE			
GRI 3: Material topics 2021	3-3 Management of material topic		41, 44-52

GRI STANDARD	CONTENT	ANSWER	PAGE																																																																										
GRI 401: Employment 2016	401-1 New employee hires and employee turnover		46																																																																										
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees		47																																																																										
	401-3 Parental leave	<table><tr><th>PARENTAL LEAVE</th><th>2022</th><th>2023</th></tr><tr><td colspan="3">Employees entitled to parental leave</td></tr><tr><td>Female</td><td>92</td><td>42</td></tr><tr><td>Male</td><td>78</td><td>43</td></tr><tr><td>Other</td><td>0</td><td>0</td></tr><tr><td colspan="3">Employees that took parental leave</td></tr><tr><td>Female</td><td>92</td><td>42</td></tr><tr><td>Male</td><td>78</td><td>43</td></tr><tr><td>Other</td><td>0</td><td>0</td></tr><tr><td colspan="3">Employees that returned to work after parental leave ended</td></tr><tr><td>Female</td><td>58</td><td>21</td></tr><tr><td>Male</td><td>71</td><td>37</td></tr><tr><td>Other</td><td>0</td><td>n/a</td></tr><tr><td colspan="3">Employees that are still in parental leave</td></tr><tr><td>Female</td><td>34</td><td>17</td></tr><tr><td>Male</td><td>7</td><td>2</td></tr><tr><td>Other</td><td>0</td><td>n/a</td></tr><tr><td colspan="3">Employees that returned to work after parental leave ended that were still employed 12 months after their return to work</td></tr><tr><td>Female</td><td>67</td><td>7</td></tr><tr><td>Male</td><td>58</td><td>9</td></tr><tr><td>Other</td><td>0</td><td>n/a</td></tr><tr><td colspan="3">Retention rates of employees that took lo parental leave</td></tr><tr><td>Female</td><td>85%</td><td>83.33%</td></tr><tr><td>Male</td><td>77%</td><td>78.57%</td></tr><tr><td>Other</td><td>n/a</td><td>n/a</td></tr></table>	PARENTAL LEAVE	2022	2023	Employees entitled to parental leave			Female	92	42	Male	78	43	Other	0	0	Employees that took parental leave			Female	92	42	Male	78	43	Other	0	0	Employees that returned to work after parental leave ended			Female	58	21	Male	71	37	Other	0	n/a	Employees that are still in parental leave			Female	34	17	Male	7	2	Other	0	n/a	Employees that returned to work after parental leave ended that were still employed 12 months after their return to work			Female	67	7	Male	58	9	Other	0	n/a	Retention rates of employees that took lo parental leave			Female	85%	83.33%	Male	77%	78.57%	Other	n/a	n/a
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GRI STANDARD	CONTENT	ANSWER	PAGE
GRI 404: Training and education 2016	404-1 Average hours of training per year per employee		50
	404-2 Programs for upgrading employee skills and transition assistance programs		46, 50-52
	404-3 Percentage of employees receiving regular performance and career development reviews		49
MATERIAL TOPIC: DIVERSITY AND EQUAL OPPORTUNITIES			
GRI 3: Material topics 2021	3-3 Management of material topic		53-56
GRI 405: Diversity and equal opportunity 2016	405-1 Diversity of governance bodies and employees		42, 59-60
	405-2 Ratio of basic salary and remuneration of women to men	The ratio of basic salary and remuneration of women to men is sensitive-competitive information that we do not disclose.	
GRI 406: No discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	In 2023, we recorded a case of discrimination for which a remediation plan was implemented, with results reviewed through the company's internal management process. The case was closed during the reporting period.	
MATERIAL TOPIC: CLIMATE ACTION			
GRI 3: Material topics 2021	3-3 Management of material topic		18-21

GRI STANDARD	CONTENT	ANSWER	PAGE
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions		20
	305-2 Energy indirect (Scope 2) GHG emissions		20
	305-3 Other indirect (Scope 3) GHG emissions		20
	305-4 GHG emissions intensity		20
	305-5 Reduction of GHG emissions		20-21
	305-6 Emissions of ozone-depleting substances (ODS)	During the reporting period, we did not include these types of emissions in the carbon footprint measurement.	
	305-7 Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	During the reporting period, we did not include these types of emissions in the carbon footprint measurement.	
MATERIAL TOPIC: RESPONSIBLE RESOURCE MANAGEMENT			
GRI 3: Material topics 2021	3-3 Management of material topic		27
GRI 302: Energy 2016	302-1 Energy consumption within the organization		27
	302-2 Energy consumption outside of the organization	During the reporting period, we did not consume energy outside the organization.	
	302-3 Energy intensity		27
	302-4 Reduction of energy consumption		27
	302-5 Reduction in energy requirements of products and services	During the reporting period, we did not implement initiatives that reduce energy requirements of our services	
MATERIAL TOPIC: PACKAGING & CIRCULAR ECONOMY			
GRI 3: Material topics 2021	3-3 Management of material topic		25-26



GRI STANDARD	CONTENT	ANSWER	PAGE
GRI 301: Materials 2016	301-1 Materials used by weight or volume		25-26
	301-2 Recycled input materials used		25-26
	301-3 Reclaimed products and their packaging materials	During the reporting period, we did not undertake any of our own packaging recovery initiatives.	
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts		27
	306-2 Management of significant waste-related impacts		27
	306-3 Waste generated	During the reporting period, we did not measure this indicator.	
	306-4 Waste diverted from disposal	During the reporting period, we did not measure this indicator.	
	306-5 Waste directed to disposal	During the reporting period, we did not measure this indicator.	
MATERIAL TOPIC: TECH AND INNOVATION			
GRI 3: Material topics 2021	3-3 Management of material topic		16-17
GRI 417: Marketing and labeling 2016	417-1 Requirements for product and service information and labeling		67, 69
	417-2 Incidents of non-compliance concerning product and service information and labeling		68
	417-3 Incidents of non-compliance concerning marketing communications		68
MATERIAL TOPIC: CIBERSECURITY AND DATA PRIVACY			
GRI 3: Material topics 2021	3-3 Management of material topic		67-69
GRI 418: Customer privacy 2016	418-1: Substantiated complaints concerning breaches of customer privacy and losses of customer data	In 2023, we didn't have any sanction nor privacy infringement, or privacy leak that required notification to authorities.	

GRI STANDARD	CONTENT	ANSWER	PAGE
MATERIAL TOPIC: RESPONSIBLE SOURCING			
GRI 3: Material topics 2021	3-3 Management of material topic		9, 26
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers		9
GRI 308: Supplier environmental assesment 2016	308-1 New suppliers that were screened using environmental criteria	During the reporting period, we did not evaluate new suppliers using environmental screening criteria.	
	308-2 Negative environmental impacts in the supply chain and actions taken	The impact of the supply chain is studied in the scope-3 measurement of the Environmental Footprint.	
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	We have not identified suppliers with a significant risk of child labor cases during the period.	
GRI 409: Forced or compulsory labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	We have not identified suppliers with a significant risk of forced or mandatory labor cases during the period.	
GRI 414: Suplier Social Assesment 2016	414-1 New suppliers that were screened using social criteria	During the reporting period, we did not evaluate new suppliers using social selection criteria.	
	414-2 Negative social impacts in the supply chain and actions taken	During the reporting period, we did not assess negative supply chain impacts.	
MATERIAL TOPIC: ETHICS AND INTEGRITY			
GRI 3: Material topics 2021	3-3 Management of material topic		58-69
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption		62
	205-2 Communication and training about anti-corruption policies and procedures	During the reporting period we did not conduct specific anti-corruption training.	
	205-3 Confirmed incidents of corruption and actions taken		62

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