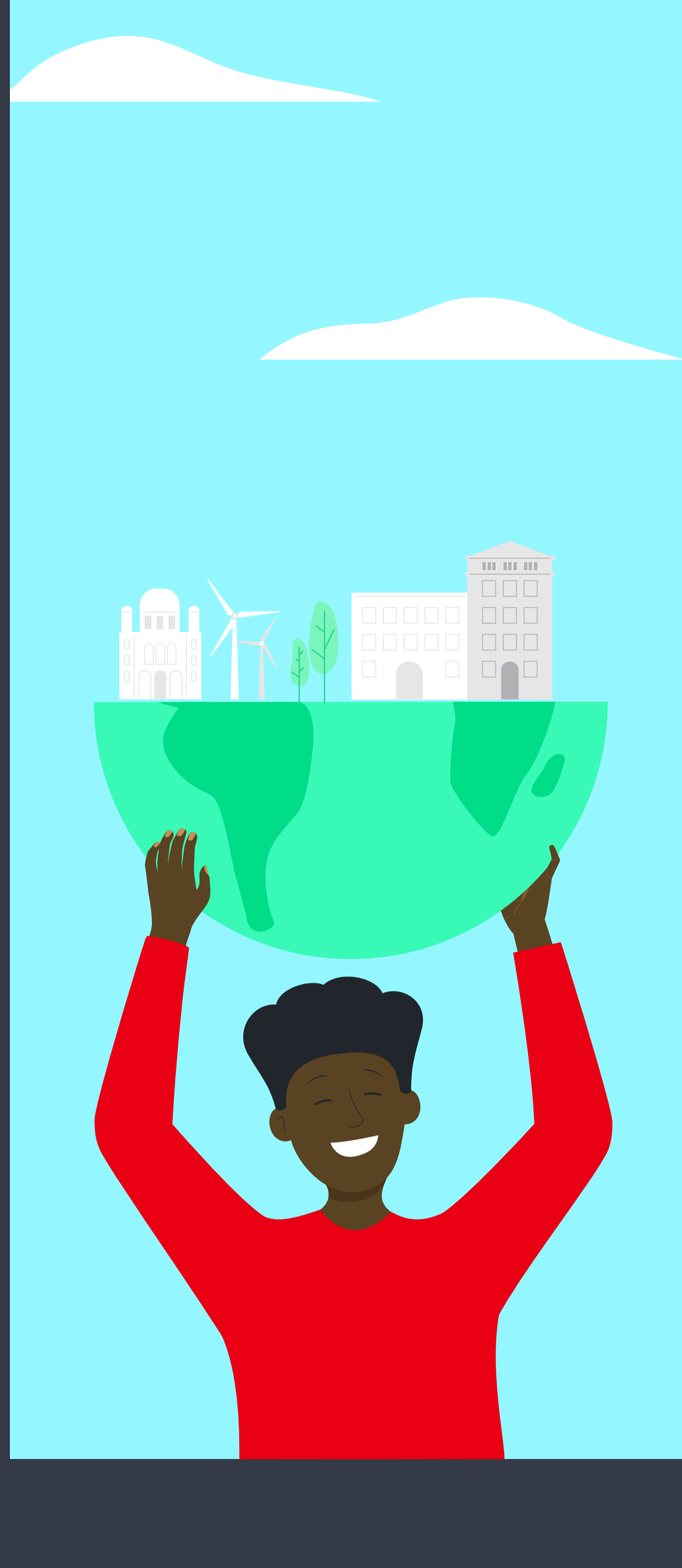




# Environment, Social and Governance (ESG)



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

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

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

## Environment

Our sustainability efforts set out climate action as one of our priorities, with a focus on reducing our carbon footprint. In 2021, we focused mainly on the topics of greenhouse gas and sustainable packaging, as these are our business activities that have the biggest impact on the environment.

### Climate Action

In 2021, we expanded the scope of our carbon data collection and reported global emission data for the first time. As prescribed by the Greenhouse Gas (GHG) Protocol, we consider emissions within three different scopes.


### GREENHOUSE GAS EMISSIONS 2021\*

Scope 1 emissions	3,867 tCO <sub>2</sub> e
Scope 2 emissions	55,909 tCO <sub>2</sub> e
Scope 3 emissions	3,581,145 tCO <sub>2</sub> e
<b>Total Carbon Footprint</b>	<b>3,640,922 tCO<sub>2</sub>e</b>

\*Data deviates from assured non-financial report, as total carbon footprint calculation was finalized in Q2 2022.

### Sustainable Packaging

At Delivery Hero, we want to contribute to sustainable solutions and offer our restaurant partners alternatives to conventional packaging.



**2.8** million units of sustainable packaging were deployed by the end of 2021.



**7** markets are piloting the roll out of 100% plant-based and PFAs free packaging units.

## Workforce

### Riders

Riders are at the core of our business and it is our responsibility to provide the best possible environment for them across all regions. Always delivering an amazing experience is a vision we can only achieve with the help of the fleets of riders around the world.



#### Number of riders


More than 1.4 million active riders across the world at the end of 2021 are working via a freelance model, third party providers or being directly employed.

#### Global Rider Program

Our Global Rider Program (GRP) aims to continuously enhance rider welfare throughout our global ecosystem, addressing topics such as riders' working environment, rider safety, rider fair pay, rider engagement, and rider technology.

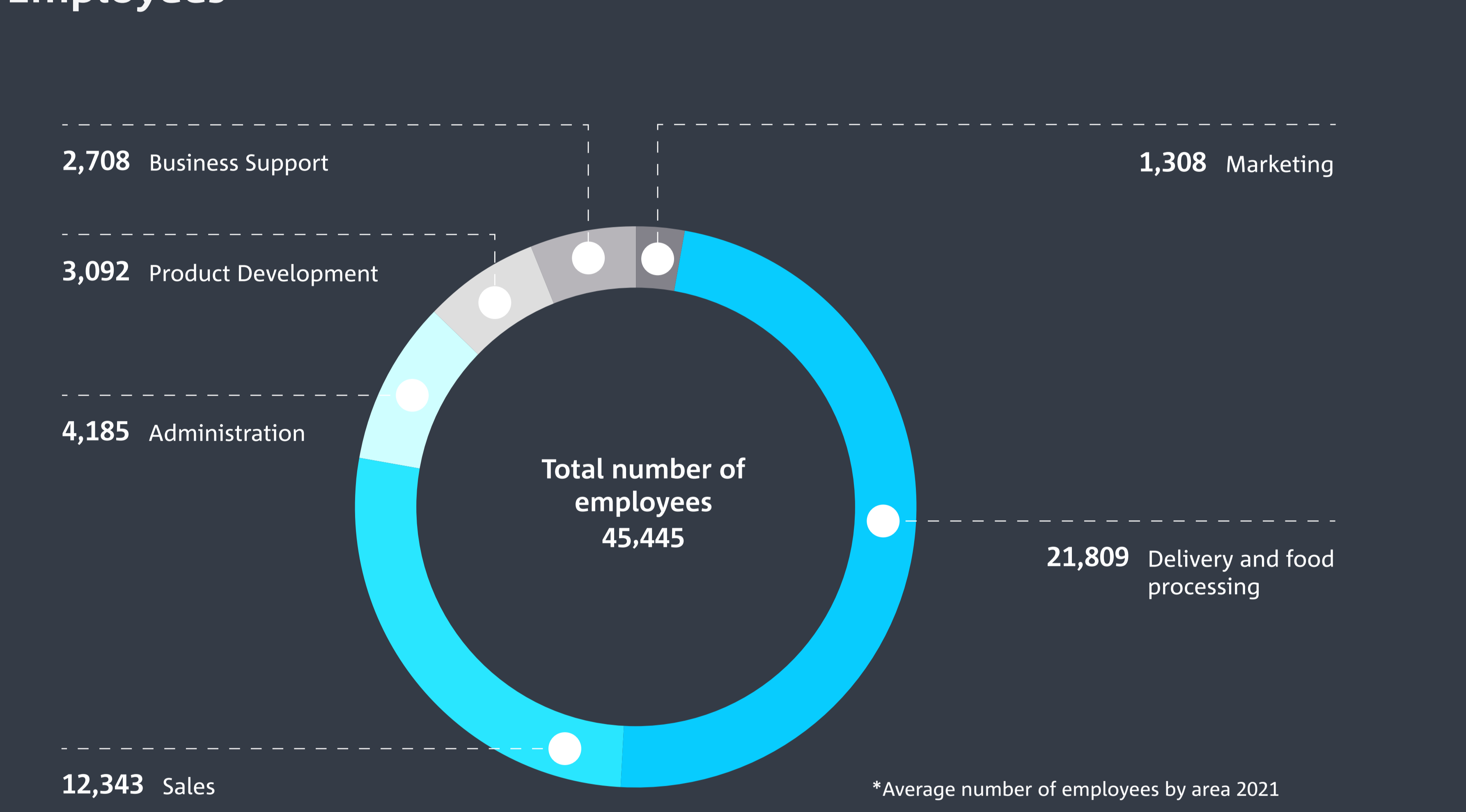
### Rider Safety

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



- Covid rider fund**  
€3 million Covid-support fund for riders.
- Safety program and data collection**  
Creation of global data collection processes for a more systematic process to report accidents and fatalities.

### Employees\*



### Diversity and Inclusion


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

- Establishment of D&I advisory board (DAB)
- Female representation in Supervisory Board
- Diversity and Inclusion Report 2020-2021

## Governance

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

- Code of Conduct**  
Documented business practices in global Code of Conduct.
- Supplier Code of Conduct**  
Continuous roll-out of global Supplier Code of Conduct to promote responsible business practices along the value chain.
- Whistleblower Hotline**  
Internal and external anonymous whistleblower hotline



### Data Privacy

We are compliant with international standard privacy frameworks (AICPA, NIST, NYMITY, PH 9.860.1, SDM).

### ESG Compensation Targets

As of financial year 2022, Delivery Hero seeks to increase accountability for ESG topics of the Management Board through ESG compensation targets.

## Additional Information

### Non-Financial Reporting

Non-financial Report for the group 2021, limited assurance conducted by KPMG.

#### Reporting Standards

GRI Core, SASB, TCFD

### ESG Rating Overview\*

MSCI	A
CDP	B
S&P ESG	28
Sustainalytics	23.9

\*As of August 2022

### Other Links

[Sustainability Website](#)