ESG Factsheet

Delivering a more sustainable future

> " Becoming more sustainable is an important part of Delivery Hero's ambition to build a company that future generations can be proud of. We steer our global climate action in a sincere, ambitious, and transparent way in order to actively combat climate change. We want to set an example in the tech industry and deliver a more sustainable future for our customers around the world. "
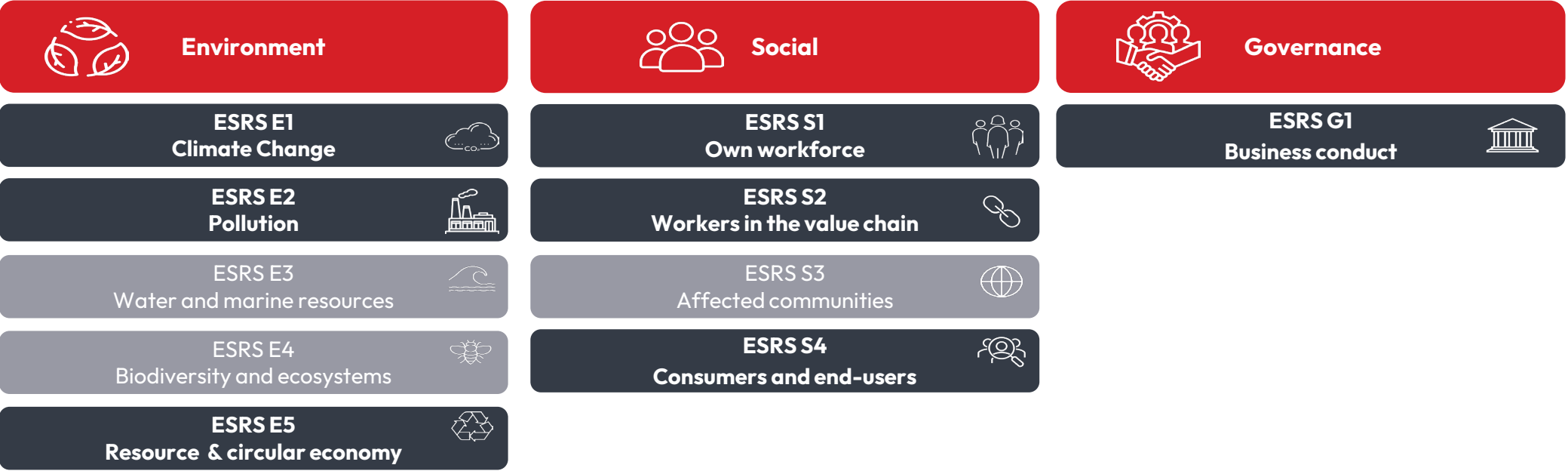
**Niklas Östberg,
CEO and Co-Founder of Delivery Hero**

Materiality driving strategic focus

Our **sustainability approach and our non-financial reporting** are built around the topics that we identified as relevant to our business. We identified several material topics that are the outcome of a comprehensive **double materiality assessment (DMA)** following the European Sustainability Reporting Standards (ESRS), and clustered into **three pillars:**

Environment	Social	Governance
ESRS E1 Climate Change	**ESRS S1** Own workforce	**ESRS G1** Business conduct
ESRS E2 Pollution	**ESRS S2** Workers in the value chain	
ESRS E3 Water and marine resources	ESRS S3 Affected communities	
ESRS E4 Biodiversity and ecosystems	**ESRS S4** Consumers and end-users	
ESRS E5 Resource & circular economy		

● Applicable to Delivery Hero

● Not-Applicable to Delivery Hero

Our strategic priorities

CLIMATE ACTION

Reducing carbon emissions in line with science-based targets

GOVERNANCE

Elevate non-financial reporting & cybersecurity

RIDER & WORKER WELFARE

Supporting rider welfare with focus on rider safety

SOCIAL IMPACT

Leveraging our ecosystem to fight food insecurity

We want to **foster enduring economic, social and environmental conditions** for **present and future generations**

ESG targets embedded in Management Board compensation

- In 2024, Delivery Hero continued to uphold the Management Board's accountability for Environmental, Social, and Governance (ESG) topics by including ESG targets as part of the variable **Management Board compensation**.

- These targets are tied to three of our material topics – **electrification of deliveries, rider safety, and cyber security** and are translated into internal KPIs, which are integrated at both the brand and market levels.

- Our ESG targets strategically guide us by establishing **measurable milestones** that integrate sustainability into core operations, **fostering long-term value creation**

Environment Target	Social Target	Governance Target
% increase of own delivery orders completed by EVs by end of 2024 in select markets	**% reduction in rider accident rates** against 2023 baseline	Achieving **top 3 BitSight cyber risk rating** within peer group by the end of 2024
Target: 15%	Target: 7%	Target: 3rd Place
Result: approx 30%	**Result: approx 8%**	**Result: 2nd Place**

Key ESG Achievements 2024

Environment

B

rating on the climate change questionnaire from CDP, thereby outperforming the industry average

20

global markets leading on piloting and scaling Electric Vehicles (EVs)

Social

Empowering local economies by creating job opportunities for **>850,000** riders

8% rider accident reduction rate

29% women in leadership roles

Governance

3 ESG related KPIs in place for Management Board's Short-term incentive (STI) plan

2 nd highest BitSight cyber risk rating within peer group

We embed **sustainability at our core**, aligning with global benchmarks such as the SDGs and SBTi. We engage with leading sustainability ratings for **responsible growth** and to unlock **opportunities for a better future**.

CDP

UN GLOBAL COMPACT
United Nations
Global Compact

SCIENCE BASED TARGETS

SUSTAINABLE DEVELOPMENT GOALS

S&P Global Ratings

FTSE RUSSELL
An LSEG Business

MORNINGSTAR | SUSTAINALYTICS

MSCI

ISS ESG

Environmental: minimizing the environmental impact of our business

Climate & Environment

Scope 3 makes up ~98% of our footprint, our **focus is on key hotspots** like low-emission deliveries, sustainable packaging, and smarter Dmart sourcing

Promoting sustainable deliveries by scaling EV and battery-swapping use, improving access, reducing costs, and expanding rider-focused charging infrastructure

Plastic waste reduction is driven by **prevention, reuse, and sustainable materials**, through initiatives like cutlery opt-outs, reusable containers, and recycled packaging

At Delivery Hero, we're **reducing food waste** and improving food access through smart operations, technology, partnerships, and community-driven initiatives

Emissions in 2024[1]

4,438,271
Total Carbon Footprint (tCO$_2$e)

46,880
Scope 1 emissions (tCO$_2$e)

65,648
Scope 2 emissions (tCO$_2$e)

4,325,743
Scope 3 emissions (tCO$_2$e)

Climate Strategy

Our science-based targets, verified by the **Science-Based Targets initiative (SBTi)**, are the core of our **Climate Action Plan**. By 2032 we are committed to:

- **Reducing absolute Scope 1 and Scope 2 GHG emissions by 50.4%**, from a 2022 base year

- **Reducing Scope 3 GHG emissions by 58.1% per million euros of gross profit**, from a 2022 base year

1. Data is provided on a global basis. Scope 1 (direct emissions from heating, air conditioning installations and the company's vehicle fleet), Scope 2 (indirect emissions from the generation of electricity, steam, heat or cooling purchased from external energy providers) and Scope 3 (includes the remainder of indirect emissions not covered in Scope 2; such as emissions from purchased goods and services, waste from operations, business travel, upstream and downstream transportation, and distribution).

Social: creating positive working opportunities globally

Own Workforce

~70
Countries (Global presence)

>42,000
Employees (worldwide)

- We provide a range of employee benefits including **individual corporate pension schemes, the Employee Share Purchase Plan (ESPP)**, tailored parental support or an employee assistance program

- We remain committed to making Delivery Hero an inclusive workplace, where everyone truly feels a sense of belonging

- Our D&I strategy is focused on **increasing representation, enhancing equitable structures, and promoting inclusive behavior**

- We foster inclusive leadership through targeted programs like **"Women in Leadership"**, a six-month initiative offering executive coaching, expert workshops, and peer learning for professional growth

- We offer a **Tech Grad program** for software and data engineering graduates consisting of four elements: learning, leadership meet-ups, experiences, and the Delivery Hero connection

Rider Welfare

>850,000[1]
Riders
(Global presence)

8%
Rider accident reduction rate[2]

- Our brands globally integrate fair compensation as a key component of their unique value propositions

- Globally, our brands prioritize **fair rider compensation**, benchmarking pay against local minimum and living wages for transparent and equitable earnings

- We are deeply committed to preventing accidents and ensuring rider safety by launching several initiatives and prevention mechanisms, like **telematics, safety training, safety campaign weeks, first-aid classes, and driving school sessions**, both in person and online to ensure a bigger outreach.

1. In December 2024, more than 850,000 riders made at least one delivery across the group worldwide.
2. A year-over-year (YoY) achievement of percentage reduction in rider accident of DH global operations based on 2023 baseline.

Governance: safeguarding fair business conduct and data protection

Responsible Governance and Ethics

Delivery Hero's Business Ethics Policies are applied globally across all Delivery Hero entities, including subsidiaries and affiliates, and cover activities under the company's control.

We encourage employees to share their thoughts, feedback, and any concerns they may have through our **Speak up portal**, empowering them to take an active role in shaping our workplace.

We have a **comprehensive Code of Conduct** that sets clear expectations for behavior across all teams. It is **binding for all employees of Delivery Hero SE and its controlled Group companies** within the relevant legal frameworks.

2nd
highest BitSight cyber risk rating[1]

Our **Anti-Corruption and Anti-Bribery Policy** requires employees to exercise vigilance in interactions with public officials and third-party vendors, avoiding any exertion of undue influence.
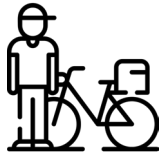
All suppliers are expected to adhere to **Delivery Hero's Third Party Code of Conduct (TPCoC)**, which mirrors the principles outlined in our internal Code of Conduct. The code covers critical domains, such as **anti-bribery, anti-corruption, and human rights**.

1. BitSight cyber risk rating within peer group by the end of 2024.

Selection of our Group's ESG initiatives

Woowa's Green Class and the Sustainable Restaurant Certificate

Benefits restaurant owners by equipping them with environmental knowledge for sustainable operations. For riders, we focus on safety and sustainability, supporting the adoption of electric vehicles during the training programs with the Baemin Rider School.

Glovo expanded its EV initiatives across multiple markets in 2024

Resulting in one out of seven orders being completed using an EV. In Romania, the number of EVs increased to 100 e-cars and e-motorbikes by using a subsidized leasing model with a battery-swapping subscription, building on a partnership with E-Mobility Rentals, a fast-growing sustainable mobility network based in Bucharest.

Foodpanda Hong Kong continued its reusable packaging program

Foodpanda Hong Kong, in partnership with the World Wide Fund for Nature (WWF) champions a closed-loop reusable packaging program, allowing customers to return containers via designated subway station collection machines. Woowa runs a similar reusable container service in South Korea, where customers can select a reusable container when placing an order.

Fighting food waste and feeding communities

Through different NGOs and partnerships, our brands were able to facilitate the donation of approx. 15m meals in 2024, an increase of over 50% compared to 2023. Our brands continued to partner with the UN World Food Programme's fundraising platform ShareTheMeal, donating over 2.2m meals. We have leveraged technology across our brands through API integrations, dedicated microsites, and virtual charities designed to look like restaurants within our apps, making it easier for users to contribute seamlessly to the cause.