



Social Contribution Report 2020





Message from our CEO

Social Contribution Report | 2020



ÓSCAR PIERRE

2020 was an unusual year. We are in the midst of a unique, unprecedented and accelerated change, with the COVID-19 pandemic impacting almost every aspect of our personal and professional lives.

“ Since Glovo was founded in 2015, we have believed in the positive impact we could generate in society.”

Glovo, since its inception in 2014, has been changing the way products are delivered in cities. Our platform now provides an opportunity for local retailers to digitize their operations, with the potential to grow their businesses by connecting with a wide range of new customers. For citizens, it allows them to access a wide variety of goods from their home. And for couriers, it gives them the flexibility to choose the working hours that suit them.

Like all organizations, we were affected by this pandemic. However, we can be proud of what we have done to serve each other by maintaining our activities during the challenging times of the crisis in most countries in which we operate.

The pandemic has allowed us to help our communities by providing access to a variety of essential products in days of hard lockdown, giving away meals and groceries products to those more affected by the pandemic, and in general, closing the distance that COVID-19 imposed on our daily life.

Also, it allowed us to carry out a campaign to support local businesses to reactivate their activity and continue to grow despite the pandemic. This fueled our platform's use, which increased considerably, allowing easy access to new products and services and providing freedom of choice while improving our users' quality of life in difficult times.



Message from our CEO

The company has grown at a rapid rate globally; we now operate in more than 800 cities in 20 countries. We have also taken stock of our social and environmental impact activities. For the first time, we conducted a large scale stakeholder consultation.

More than 15,000 users of the platform gave us their opinion on the importance and level of management of Glovo regarding a series of social, economic and environmental topics. We also defined our vision for the company's future with the entire team: to connect people with endless possibilities by giving them easy access to anything they want in their city, whenever they want.

While mitigating the pandemic's impact has been our priority in 2020, we are conscious that environmental challenges remain, with greenhouse gas emissions warming our climate, destroying biodiversity and resource scarcity threatening our production and consumption systems.

With 80 per cent of our activities dedicated to food delivery, we have a responsibility to promote eco-efficient, circular and inclusive practices within the food industry by facilitating options to manage food waste — which account for more than 8% of greenhouse gases emissions globally — and encourage the use of sustainable packaging in restaurants and supermarkets and facilitating the distribution of leftover food so that the most vulnerable people have access to it.

More than ever, we're convinced that we are responsible for becoming an exemplary company in environmental practices. That is why we reaffirm our commitment to becoming carbon neutral across our entire value chain by the end of 2021, reducing direct and indirect emissions from our operations and our communities and offsetting the remaining emissions to achieve complete neutrality.

Since Glovo was founded in 2015, we have believed in the positive impact we could generate in society. After growing our business and listening to our community, we have identified priority areas where Glovo could significantly impact the future. These priority areas correspond to our four social impact dreams, all of which are associated with very ambitious goals that we are committed to achieving: logistics for all, food for all, a springboard for couriers, and promoting women in technology.



01

**About
Glovo**

02

**Stakeholder
dialogue**

03

**Our
culture**

04

**Corporate
governance**

05

People

06

**Social Impact
Dreams &
Musts**

07

Communities

08

**About the
report**

01

About Glovo

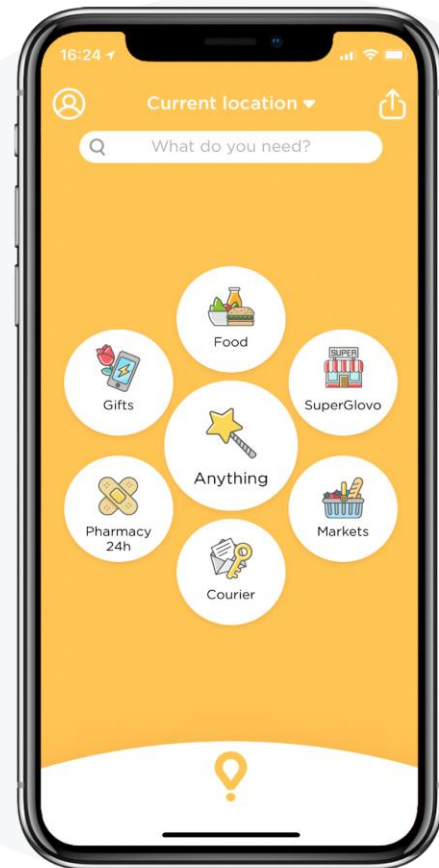




Business Model

Glovo is a technology company whose main activity is developing and managing a technology platform through a mobile application and a website, which allows local stores (called our "partners") to sell their products and services to end-users in the cities Glovo operates.

The delivery of products and services is either used by independent workers accessing the platform through a mobile application or by the partners themselves when they dispose of their own vehicles' fleet.





Revenue streams

Delivery fees paid by the final customer for the transportation of the products. **35.2% of revenues in 2020.**



Commissions paid by partners for the product that the customer purchases in the app, not including the delivery fee. **58.43% of revenues in 2020.**

Sales of groceries products distributed through Glovo's virtual supermarkets ("Micro-fulfillment Centers"). **2.16% of revenues in 2020.**



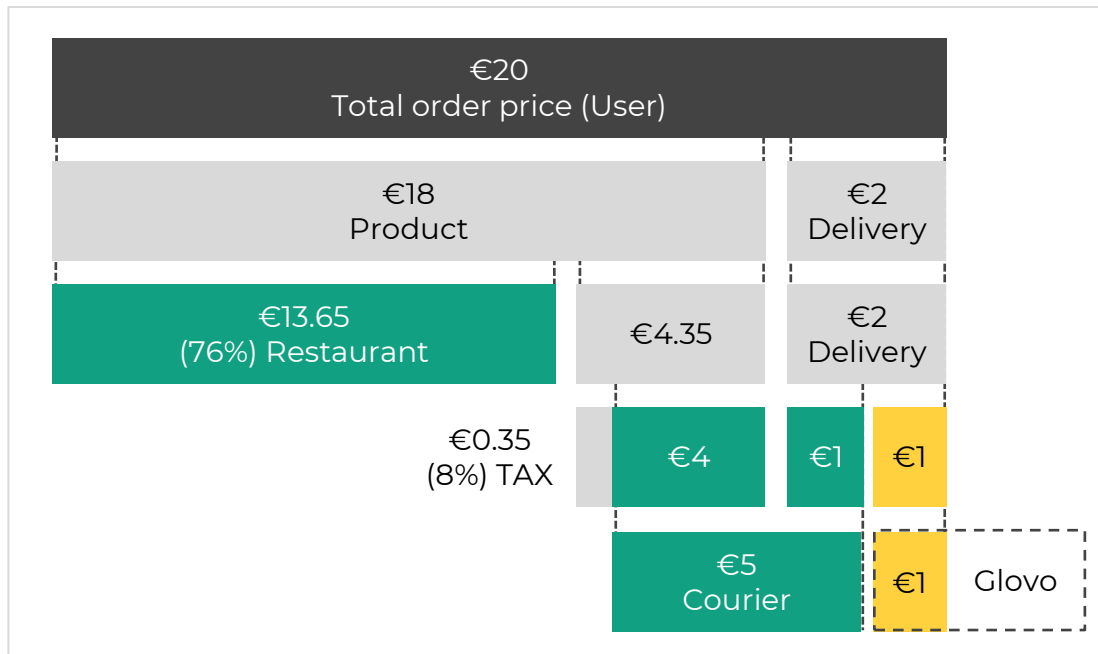
Other revenues, including brand partnerships, marketing services for partners, renting of space to cook ("cookrooms"), sampling actions, virtual franchises, sales of items and equipment to couriers and restaurants. **4.22% of revenues in 2020.**





Glovo's variable costs result from the fees that couriers receive for their services. The courier's compensation fee comprises a fixed fee for each order (which may vary per city), a variable fee per kilometer travelled and a variable fee per minute of waiting time.

As an example, a twenty-euro meal can be broken down into the following components:





About Glovo | Our story

Our story

Glovo was launched in early 2015 by Oscar Pierre and Sacha Michaud. After studying at Georgia Tech and seeing the US's emerging on-demand economy, Oscar returned to his hometown Barcelona to start his company. He met Sacha, an entrepreneur with experience in the technology sector.

Since then, Glovo has launched operations in 29 countries and over 800 cities worldwide. Today, it is the largest on-demand platform founded out of mainland Europe. So far, Glovo has delivered over 190 million orders. More than 1,700 employees work in its global operations.

2020 key figures

403.8M net revenues

29 countries of operations

10.2M active customers

58k active couriers

119k local shops & restaurants

1,710 employees

11 Micro-fulfillment Centers (1 Lisbon, 1 Milan, 4 Madrid, 5 Barcelona)

7 cookrooms under management



2014



Graduation, an entrepreneurial dream, pitching to investors...

2015



Glovo's creation, assembling the first team, fundraising and acquisitions...

2016



Growth, building a marketplace, partnerships...

2017



Challenges, losses, and big risks...

2018



Backpacking, International expansions, Micro-fulfillment Centers & Groceries...

2019



Bottlenecks, competition, wins, sustainability team, Glopi's birth...

2020



Market consolidation, world pandemic, massive growth, social purpose...



About Glovo | Ownership and legal form

Ownership and legal form

Glovoapp23 (the company's legal name) was constituted in September 2014 through a Limited Company. Since then, it has expanded its business in multiple countries by incorporating a legal company in each of them¹.

In September 2020, the operations of Glovo in Latin America were acquired by Delivery Hero in a corporate transaction of about €230 million, including a €60 million performance-based earn-out. The deal covered all eight of the countries in Latin America in which Glovo was operating.

As a result of the transaction, Glovo sold its assets in Argentina, Panama and the Dominican Republic. Its partners and customers adopted the brand Delivery Hero since then. However, in Peru, Ecuador, Costa Rica, Honduras and Guatemala, the organization maintained its branding and continued to operate those businesses until March 2021². This report includes information about subsidiaries operating under Glovo's structure in 2020, particularly those mentioned above, which were out of the consolidated group boundaries by the end of the year.

Following the sale of its operations in Latin America, Glovo has sought to strengthen its presence in its core markets and expand into new markets as it increases its footprint across South West Europe and EEMEA. The organization aims to create profitable market leadership positions where it operates, with many of our countries already operationally profitable. Glovo entered a convertible loan contract of €120 million with Lugard Road Capital and Luxor Capital as a further relevant transaction in 2020. The company is concentrating its efforts on investing in its core markets and consolidating leadership positions.

1. [Appendix 1](#) contains the corporate structure as of December 31st, 2020.

2. All figures disclosed in this report consider Glovo's operations performed until 31st December 2020.



Market presence

Glovo's is headquartered in Barcelona, Spain. It operates in more than 800 cities from 20 different countries in South Western Europe, Eastern Europe, the Middle East and Africa³.



Glovo HQ

190 Pallars Street,
Barcelona, Spain
08005



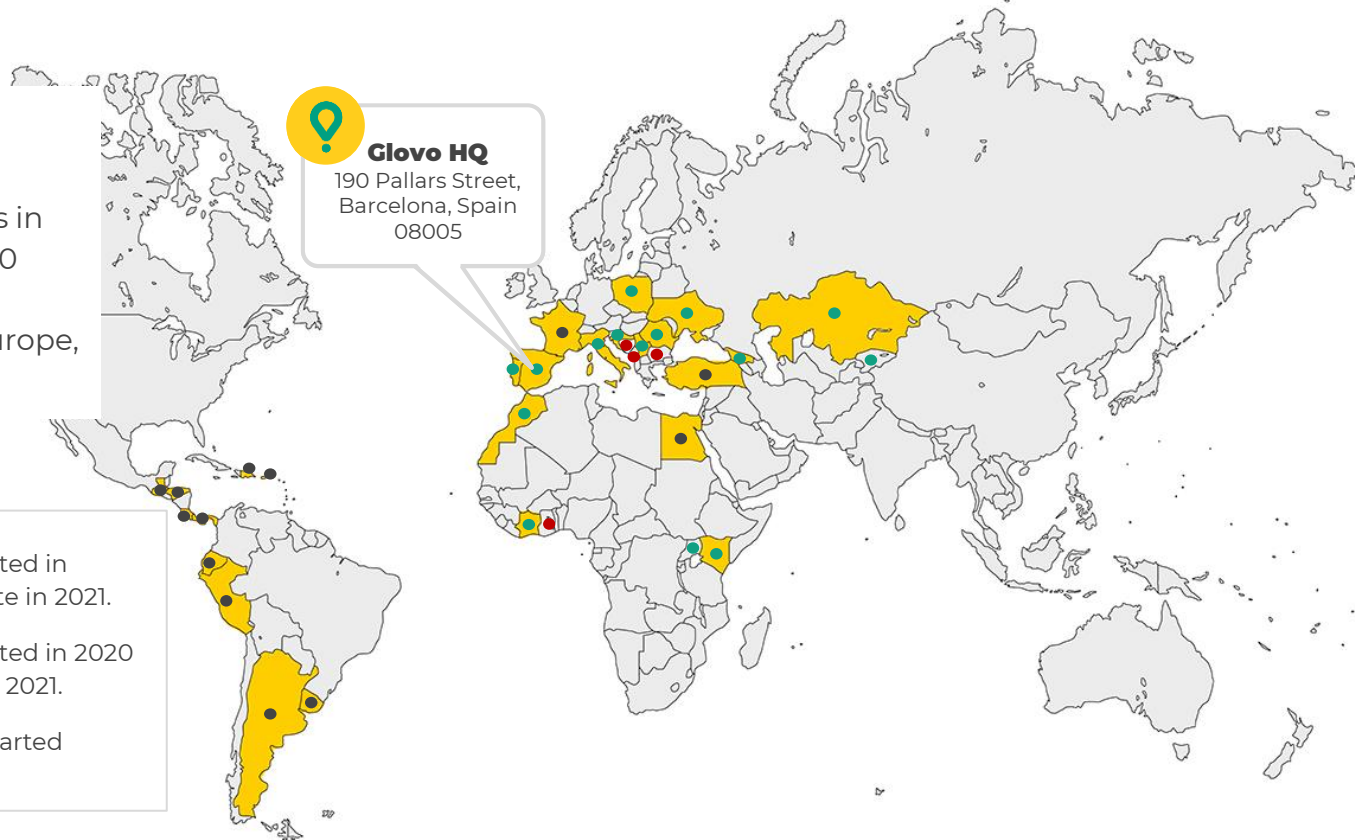
Countries where Glovo operated in 2020 and continues to operate in 2021.



Countries where Glovo operated in 2020 and has ceased operations in 2021.



Countries where Glovo has started operations in 2021.



3. Europe: Spain, Portugal, Italy, Croatia, Bosnia & Herzegovina, Serbia, Montenegro, Bulgaria, Romania, Moldova, Ukraine, Poland, Georgia. Middle East & Africa: Morocco, Ivory Coast, Ghana, Uganda, Kenya, Kyrgyzstan, Kazakhstan.



Value creation process

In 2020 we reviewed several of our company's environmental, social and governance processes. As a result, numerous studies, analyses, and internal policies were set and implemented. The [next diagram](#)⁴ summarizes our sustainability approach from all the organization's perspectives, arranged across two dimensions supporting our vision.

The first dimension looks to create our social license by designing social, environmental and good governance management processes; The second aims to create shared value by positively impacting both our employees and the user ecosystem and their communities.

ECOTIPS: Social Contribution Report | 2020



WITHOUT IMPACTS

ss, rethink your purchases.
nize business travel and
urchase sustainably.

4. Our Social Contribution Report 2020 is arranged across the diagram's contents for easier reading and identification of topics. This content is also aligned with GRI standards and the Spanish Law 11/2018 of non-financial reporting, applicable to our company.



TO GIVE
EVERYONE
EASY ACCESS
TO **ANYTHING**
IN THEIR CITY



OUR SOCIAL LICENSE

Stakeholder dialogue



Our culture

Corporate governance



CREATING SHARED VALUE



People



- Employee wellbeing
- Diversity, inclusion, belonging
- Volunteering
- Employment creation



**Social Impact
Dreams & Musts**



- Eco-impact
- Logistics for all & zero hunger
- Springboard for couriers
- Women in tech



Communities



- Customers' experience
- Couriers' experience
- Partners' experience
- Socio-economic footprint



[Back to index](#)

02

Stakeholder dialogue

At Glovo, we aim to set an ongoing dialogue with all stakeholders, to take their feedback into account into our decision-making process. To do so, we engage with them in different conversations to identify risks and opportunities at the earliest stage.





Stakeholder dialogue

In 2020, we conducted a structured materiality analysis and a

[socioeconomic impact assessment](#).

The project consisted of three phases and started in December 2020 with the following objectives:

- To identify, quantify and monetize the most significant economic, social, and environmental impacts of Glovo's activities.
- To measure the expectations of Glovo's stakeholders through online questionnaires to help understand their expectations and needs.
- To have a clear vision about the relevance of each of the material issues and prioritize them.





First phase

The first phase involved defining Glovo's externalities from different referents at the national and international level, such as the Global Reporting Initiative (GRI) and Sustainability Accounting Standards Board (SASB). The resulting list contains nineteen items described in the next section [“Materiality matrix”](#).

**Second phase**

In the second phase, stakeholders were asked to rate importance and appraise Glovo's management regarding the nineteen items in eight countries: Spain, Kenya, Morocco, Ukraine, Romania, Italy, Portugal and Poland.

The following table shows the stakeholders included in the consultation process and the main results obtained:

Stakeholder	Answers	Most important issues
 Users	7,204	Users consider that the most crucial externality is Couriers' Health and Safety (8.8), followed by externalities linked to their welfare: Users' rights guarantee (8.7), Users' health and safety (8.7) and Service benefits (8.6).
 Partners	293	Partners give high importance to Users' Welfare (Users' Health and Safety, Rights Guarantee and Service Benefits) with a score over 8.4 and Waste (Food Waste Generation, Packaging Waste Generation, Electronic Waste Generation) with a score of 8.4.
 Couriers	8,275	Couriers believe that the most critical externalities are: Employment and wealth creation (8.2) and Service benefits for users (8.2). They consider both topics more relevant than their own Health and safety (7.9).
 Employees	475	Employees give high importance to waste (8.8), Couriers' Health and Safety (8.7), Stability of professional activity (8.5) and Climate Change (8.5).



Third phase

The third stage of the project consisted of measuring in economic terms the most critical topics identified by the stakeholders in the materiality survey: courier health & safety, service benefit for users, employment and wealth creation, waste and stability of professional activity and financial security of professionals. We also estimated Glovo's Impact on Climate Change, considering the importance of this topic for the company.

To calculate this impact, we used the input-output model developed by the economist Leontief who received a Nobel Prize in Economics for his advances in the field, specifically for the development of the input-output method and its application to the most important economic problems.

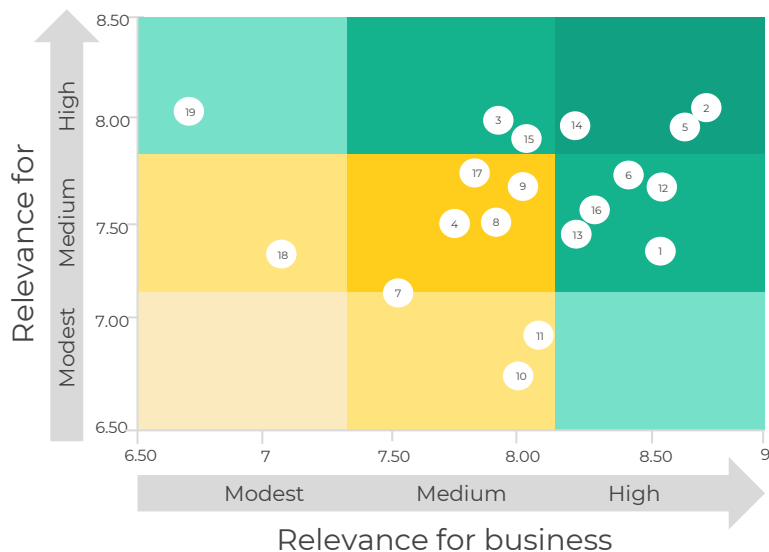
According to the analysis, Glovo generated a **net positive impact of 2.8 billion euros** in 2020. [More information available p.98 of this report.](#)





Materiality matrix

The figure below shows the materiality analysis results as the significance of each of the nineteen externalities assessed according to its relevance for stakeholders and Glovo's management.



Externalities assessed

1. Impact on climate change
2. Waste
3. Resources and raw materials
4. Impact on cities and urban life
5. Couriers' health and safety
6. Service benefits for users
7. Users' health and safety
8. Users' rights guarantee
9. User's inclusion and integration
10. Suppliers' safety, welfare and working conditions
11. Employee welfare
12. Stability of professional activity and financial security of professionals
13. Employment and wealth creation
14. Responsible employment regarding immigration
15. Intellectual capital development regarding professionals and society
16. Diversity, inclusion and improvement of the conditions and quality of life of professionals
17. Promotion of external vocations among women
18. Contribution to local challenges through philanthropic actions
19. Contribution to strengthen public institutions



Ethics Committee

Since 2019 we have an Ethics Committee composed of a small group of independent experts who collaborate with the company to identify and face current and future socio-economic changes and challenges.

The Committee is led by the Public Affairs Team and aims to improve Glovo dialogue with stakeholders and understand external trends that are strategical to the company. The members are the following:

- **Liliana Arroyo**, sociologist, a researcher at the Social Innovation Institute of ESADE. Expert in topics related to data, privacy, algorithms or digital behaviours.
- **Jose Antonio Herce**, PhD in economics with a long experience in organizations like FEDEA, AFI, European Commission, UCM... and broad knowledge in welfare state sustainability, labour markets, technology and pensions.
- **José María Lassalle**, PhD, writer and philosopher. Former State Secretary for Digital Agenda and author of publications related to the socio-economic impact of technology, data, digital humanism and smart cities.
- **Albert Cañigüeral**, multimedia engineer, advisor of international public organizations like European Commission, IDB, Digital Future Society or COTEC. Expert in future of work and platform economy trends. Connector of OuiShare Spain & LATAM. Founder of ConsumoColaborativo.
- **Ana Enrich**, expert in gender and inclusion, social impact, public policies and head of Ashoka Barcelona.



In 2020, the Ethics Committee held five meetings related with:

- Glovo algorithms
- Users' data usage
- Platform work
- Gender and inclusion policies
- Social impact

The Ethics Committee is not part of Glovo's Global Compliance program, and, as a consequence, its recommendations are not reflected in the company's risk management planning. As such, the commitments taken by stakeholders involved in this committee are not subject of any internal controls & procedures by the Compliance team.





[Back to index](#)

03

Our culture

Vanilla is a flavor we don't like at Glovo. Most people like vanilla... and we are okay with things that not everyone likes. As a company, we like to take risks and move fast.





Our culture

We are not vanilla in the way we relate to each other, share feedback and make decisions. We are honest and transparent with each other without compromising on good vibes along the way. As employees explore this culture, we want them to love every step of the experience. Our goal is for them to identify with the core values and for their purpose to be aligned with ours.



**Vanilla is a
flavor we **don't**
like at Glovo.**

Glovo's vision

Glovo was born to transform the way users acquire what they need, making cities more accessible. It is the app that allows you to get the best products in your city in a few minutes. We connect users, businesses and couriers to make that possible.

At Glovo, we want to give everyone easy access to anything in their city, having a sustainable impact on the economy, society and environment: we are a tech-first responsible company. We believe that life is better when you can have what you want when you want it.

Our vision

**TO GIVE
EVERYONE
EASY ACCESS
TO ANYTHING
IN THEIR CITY**



Values, principles and behaviors

Our values represent our history and are naturally evolving with it. They support our vision and reflect what we value the most. They reflect who we are, what guides our decisions and behaviors.

Each of these principles set the behaviours that we incarnate on a day-to-day basis at Glovo. We want to live them to the fullest!



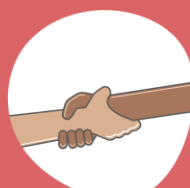
GAS

- We are quick to deliver value
- We are passionate
- We are ambitious



GOOD VIBES

- We are optimistic
- We are not assholes
- We are trust builders



STAY HUMBLE

- We are self-aware
- We are grounded



CARE

- We are user-centered
- We are global citizens



GLOWNERSHIP

- We are glowers



[Back to index](#)

04

Corporate governance



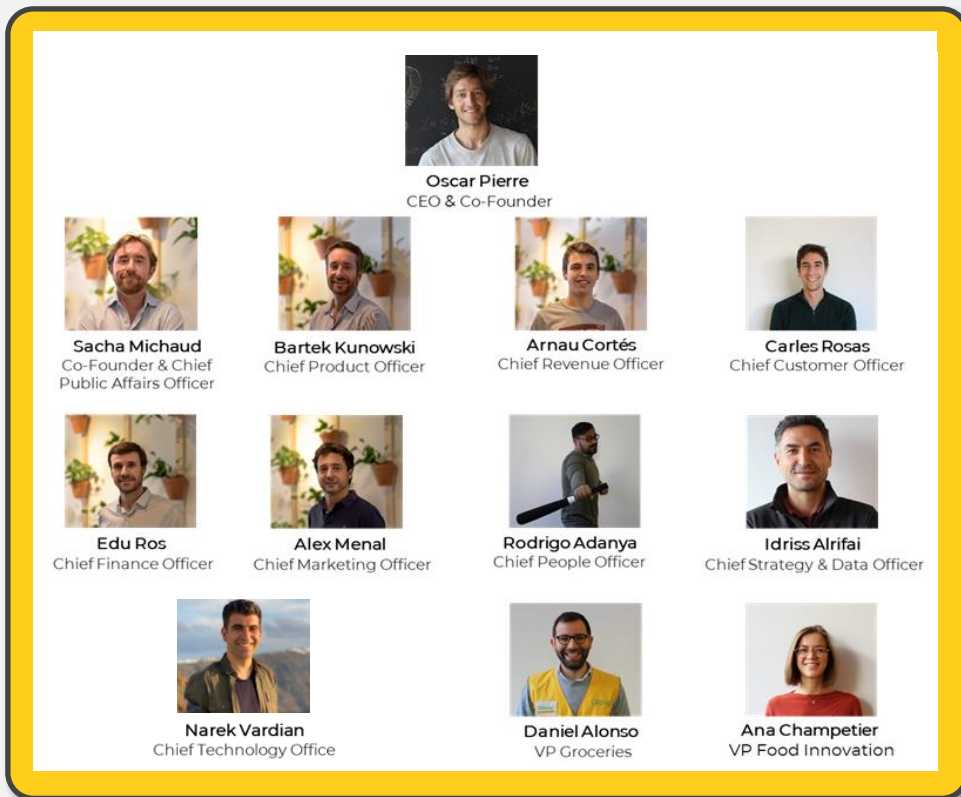


Governance structure

As of December 31, 2020, Glovo's Board of Directors comprises representatives of leading investors, including Cathay Innovation, Saya Capital Gestion and Amrest Holdings.

The Chairman of the Board is Oscar Pierre and Niall Wass chairs as Honorary Chairperson. The positions of the Board of Directors are not remunerated.

Glovo's Management Committee comprises its CEO and Co-Funder Oscar Pierre, co-founder Sacha Michaud and 9 CXOs, two VPs.





Economic impact

Financial performance

The table below shows the profit/loss for the period and the corporate income tax expense/credit recorded in FY2020 by region, expressed in euros⁵:

Region	Corporation tax (€)	Profit / Loss (€ year 2020)
SWE	14,253,786	(97,372,081)
EEMEA	(465,029)	(27,678,449)
LATAM	(9,469,904)	(9,967,038)
Consolidation adjustments	(5,650,024)	83,523,431
Total	(1,331,171)	(51,494,137)

5. [Appendix 3](#) of this Social Contribution Report includes the exchange rates used to convert into euros all figures originally recorded using foreign currencies.





Indirect economic impacts

Glovo generates economic value and produces a strong pull effect in the economy through its value chain and staff.

Based on 2020 data, we conducted an exhaustive [socioeconomic impact analysis](#) that quantifies indirect economic impact using a series of impact models. The following data is excerpted from our impact analysis.

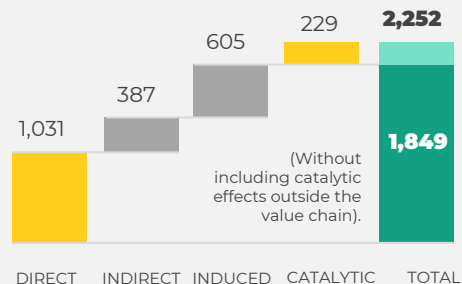
2,252.2 M€ of value added generated by Glovo ecosystem

101,942 jobs supported by Glovo ecosystem

353 M€ of total value added generated by Glovo corporate activity

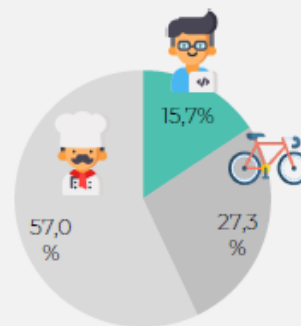
X5.4 additional impact from our partners and couriers

Economic impacts by type (M€)



Own elaboration. Source: Glovo internal data.

Economic value generation by source



CORPORATE

Value added (GVA): **205.5M€**

GVA+catalytic: **351.8M€**

COURIERS

Value added (GVA): **509.7M€**

GVA+catalytic: **622.7M€**

PARTNERS

Value added (GVA): **1,133.9M€**

GVA+catalytic: **1,227.6M€**



Risk assessment and management

We develop our Risk Management Program in accordance with the Global Compliance Program, which aims to identify and assess risks (for example, launching new business verticals) and creating action steps to mitigate these risks.

The objective of the program is to ensure that the entity's risks are coordinated and taken into consideration. The risks are classified: strategic, financial, operational, compliance (including criminal) and reputational.

Risk analysis

In 2020, Glovo conducted a comprehensive risk assessment to identify main risk areas, scenarios, probability and intensity levels. Glovo performed an enterprise and criminal risk management process, which aims to accurately assess the liability of the company's corporate governance management.

Significant risks include health and safety of Glovo users (traffic accidents for couriers, sanitary issues for users), changes in labor models regarding couriers in Glovo's different countries of activities, cyber-attacks and

breaches affecting Glovo's operations and user's data confidentiality, as well as precipitated exit from some of the company's investors.

For each of the risk scenarios identified, a risk owner has been designated in the company. For significant risks, a contingency plan has been developed. In 2021, Glovo is committed to develop and implement the internal controls and improvement points identified in the risk assessment undertaken in 2020.

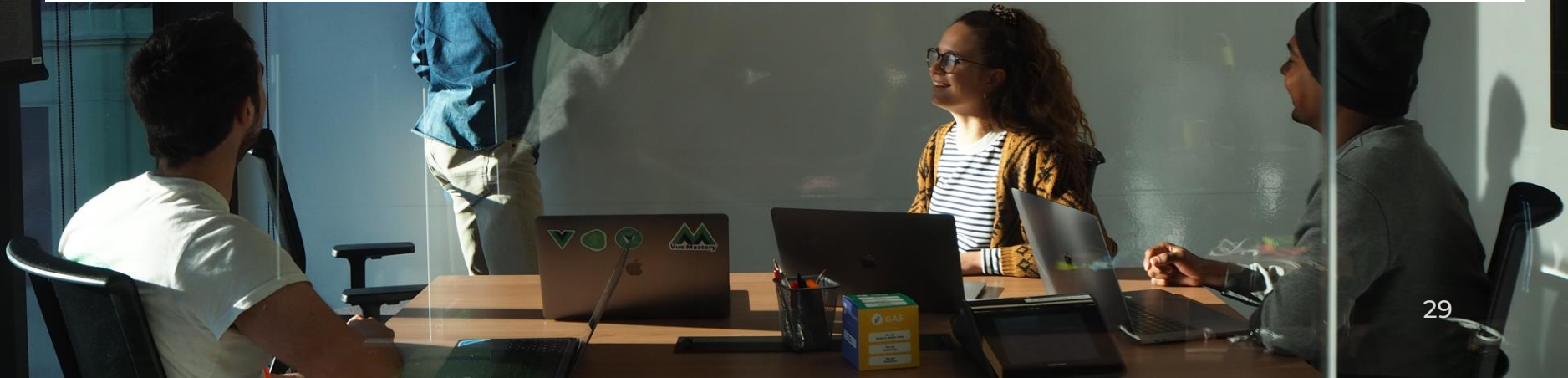


Risk assessment methodology

We aim to detect, analyze, and rank potential threats to our business model and reputation, coming from facts and activities that had a low impact until now but whose potential riskiness is high.

The methodology consists of answering several questions regarding the concept, location, facts, stakeholders involved, scalability, and impact of the risk to obtain a complete assessment.

Based on the results and the ranking, actions will be taken accordingly. The scope of assessed topics is broad, applying to digital tax regulations, food safety, and climate change regulations, among others.





Compliance

Glovo implemented a Compliance Program in 2018 based on three pillars:

1. Corporate Responsibility:

Trust with governments and communities; Respect and promotion of human rights; Non-discrimination and equal opportunities; Philanthropic donations and non-commercial sponsorship; Health & Safety.

2. Business Relationships:

Conflicts of interest; anti-bribery & anti-corruption; Anti-money laundering & combating financial terrorism; Gifts, Entertainment and Hospitality & Competing Fairly.

3. Protection of the Business:

Social media; Confidential information; Data privacy and security; Protecting Glovo assets.

The principal documentation is the Global Code of Ethics and Business Conduct that set the standard practices of the company. It applies to all its subsidiaries and internal stakeholders, i.e., employees and individual contractors (whether temporary or permanent).

Aligning people and promoting ethics and transparency in the organization is the basis for preventing unwanted behavior. For this reason, all internal employees and individuals perform annual compliance training to get to know Glovo's policies in this field.



Glovo's success in the global market is built on **integrity** in its business affairs.

Glovo implemented the Standards of Ethics and Business Conduct for third parties applicable to external organizations with any commercial relationship with the company. This code establishes the guidelines regarding compliance with laws, avoidance of illicit acts, fraud, corruption and bribery, that should guide their conduct during their professional relationship with Glovo's environment.

We strive to prevent situations that may compromise these principles in our dealings with customers, suppliers, governments, and other business associates.

It is our responsibility to review the code and establish a specific communication plan periodically. However, as the company conducts business globally, employers are also subject to countries' laws and regulations. In that case, company policies are supplemented by local policies and procedures. Additionally, we perform regular legal due diligences at the country level.





Gifts, hospitality, and entertainment cannot be accepted either directly or indirectly offered to any employee. Also, our policies do not allow us to provide favors, money, presents or hospitality.

Glovo has a policy and measures implemented against money laundering, terrorism financing or other criminal or fraudulent activities. Also, the company has a whistleblowing channel available to our employees and external interested parties to inform the company of cases of breach of the Code of Ethics.

We provide our employees with continuous training through intranet information, specific training, legal monthly catch-ups with the Glovo subsidiaries' management, and official communications. These sessions are directed towards raising awareness of the team regarding compliance with the law, policies and procedures, including the Global Code of Business Ethics & Conduct and all the compliance programs.



Supply Chain

Glovo's supply chain mainly consists of equipment and items for couriers and partners collaborating with the platform. Around 95% of the items come from China in "Free on Board" conditions (backpacks, clothing, batteries, devices, etc.). The remaining 5% comes from Europe (paper bags, packaging, etc.).

Commitment to sustainable procurement

Glovo is committed to continuously monitoring the social and environmental impacts and improving the sustainability of its procurement practices.

We comply with applicable laws and adhere to internationally recognized environmental, social, and corporate governance standards, expecting our suppliers to do so as well. Glovo is committed to operating responsibly, including how we buy and from whom. We select and assess our suppliers beyond the basis of economic criteria, involving environmental protection, compliance with human rights, labor and social standards, as well as anti-corruption practices. The company has a Sustainable Procurement policy that includes social and environmental criteria.



Social criteria

Glovo applies the Business Social Compliance Initiative (BSCI) methodology to obtain a social and human rights report from its suppliers. BSCI is a supply chain management system that supports companies to drive social compliance and improvements within their global supply chains. It implements the principle of international labor standards protecting workers' rights such as International Labor Organization (ILO) conventions and declarations, the United Nations (UN) Guiding Principles on Business and Human Rights and guidelines for multinational enterprises of the Organization for Economic Co-operation and Development (OECD).



In collaboration with Advance Pathfinder Ltd, we have started to implement the BSCI methodology throughout our supply chain. Advance Pathfinder Ltd. audits our three leading suppliers, and their compliance and improvements will be checked every twelve months. Together with Advance Pathfinder Ltd., we committed to complete the audit procedure and reach 100% of the suppliers by the end of 2021.

Glovo has implemented an obligation in all supplier agreements binding the Glovo's Standards of Ethics and Business Conduct for Third Parties.

In 2021 we aim to improve the compliance and security checks in terms of due diligence and offer training to communicate more about the ethical standards required to collaborate with us.



Environmental criteria

We aim to maximize the use of recycled and recyclable materials from our suppliers of equipment and items for couriers and support them in managing the end-of-life of products. It involves several actions towards our suppliers:

- **Products made from recycled materials:** audits of suppliers' raw material to verify their characteristics. From 2021, we will procure backpacks for couriers made with more than 80% of recycled materials.
- **Glovo Store:** already, 89% of the products sold in the Glovo Store are recyclable or recycled. We aim to reach 100% by the end of 2021.
- **Couriers:** we have started collaborating with NGOs and recycling companies to recycle or upcycle the materials from the backpacks used by couriers once they are returned to us. For instance, we upcycled 100% of used couriers backpacks in Abidjan (Côte d'Ivoire) into schoolbags that will be donated to children.



[Back to index](#)

05

People

At Glovo we strongly believe our people are our greatest asset.





Employee wellbeing statement

We work hard to create the job of your life, and we know that means providing a meaningful talent development framework that promotes career development, competency mapping and internal job moves. Of course, you will be the primary owner and driver of your growth opportunities by seeking feedback and acting upon it, being attentive to and jumping into new challenges that defy and ultimately expand your comfort zone.

WE AIM TO CREATE



An environment where **we can all be ourselves.**



Teams of talented people from a **wide range of backgrounds.**



A place where we can all perform to **the best of our abilities.**



Working in a supportive and flexible environment led by **inclusive and effective leaders.**



A culture where we can **raise ideas and challenge one another in a respectful way** to arrive at the best decisions.



A place where **we understand and respect differences.**



At Glovo, we have the vision to become the **job of a lifetime** for all our employees.

We monitor engagement levels through our GloVoice survey and encourage both leaders and employees to commit to agreeing on action plans and following up on them as a team.

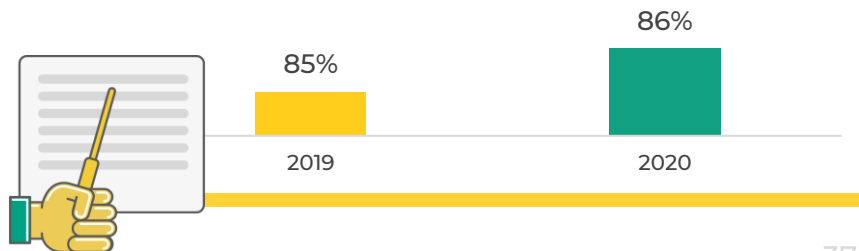
Concretely, this custom engagement survey, which was first launched in 2019, is sent to all employees once a year (plus three shorter "pulses") to gauge:

- Employee's engagement
- Teamwork efficiency
- Support received from the manager
- Overall personal experience

With a very high response rate (85% in 2019 and 86% in 2020), the results of the surveys were as follows (scores out of 100):

GloVoice		
	Dec. 2019	Dec. 2020
Engagement	70	72
My Team	69	76
My Manager	80	73
My Job	66	80

GloVoice Response rate (full survey)





Work organization

Working time

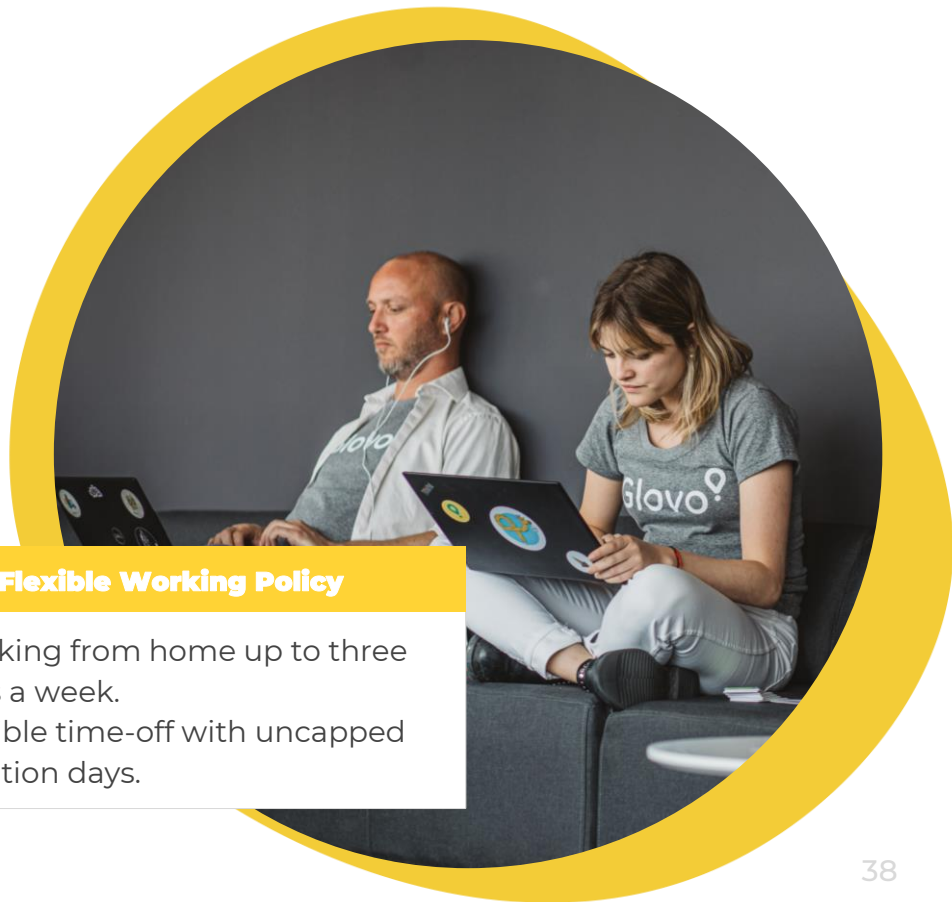
At Glovo, performance is measured based on the results delivered. The value employees create is not the number of hours employees are connected. For this reason, the working policy of Glovo is flexible to empower employees to continue to deliver outstanding results wherever and whenever.

We want employees to feel that Glovo is their second home. That is why we aim to provide an excellent workplace for everyone.



Flexible Working Policy

- Working from home up to three days a week.
- Flexible time-off with uncapped vacation days.





As a consequence of the pandemic at Glovo, we reduced internal traveling by 67% compared with 2019, avoiding 2074 Tn of CO₂eq and saving €1.3M compared with the previous year.

Likewise, teleworking was established for all employees, with particular attention to vulnerable groups. Thanks to working from home, we estimate that we avoided emissions from employees commuting by 329 Tn CO₂eq in 2020 vs. 2019.

After the pandemic, all employees will be able to access the office. However, it is recommended not to exceed 80% of the facilities' capacity, encouraging teleworking. As an additional measure to deal with the pandemic, Glovo qualified under a temporary labour force adjustment plan (ERTE, in its Spanish acronym) for the projects that were suspended. Most of the employees affected by this temporary adjustment were operating with full-time contracts.



Saving Target Results

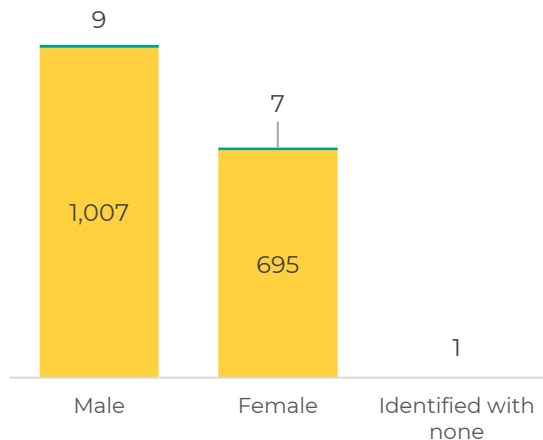
1 st Wave (suspension)	Apr. 10 th May 3 rd	204 employees
2 nd Wave (suspension)	May 4 th Jun. 30 th	148 employees



Most of the employees have full-time contracts at Glovo.

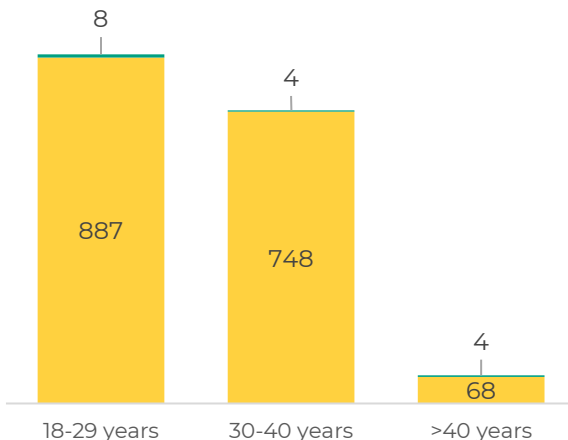
Employees as of 31.12.2020 by gender and working time

■ Full-time ■ Part-time



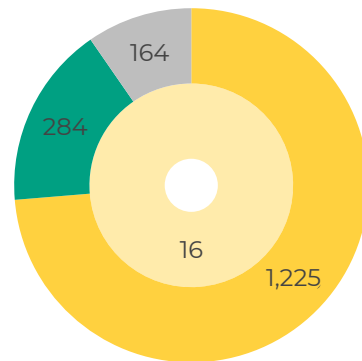
Employees as of 31.12.2020 by age and working time

■ Full-time ■ Part-time



Employees as of 31.12.2020 by job category and working time

■ Staff full-time ■ Managers full-time
■ Senior Manager full-time ■ Staff part-time





Work-life balance

Flexible working facilitates the family conciliation of employees. We have a global standard parental leave policy, a global minimum standard for all of our parents. The new mothers can also take a month of part-time for a phased return to work after maternity leave.



Right to disconnect

Glovo does not have specific internal measures or regulations aimed at its employees' permanent connectivity. Nevertheless, we are conscious that teleworking can have adverse effects on balancing work and personal life. To mitigate this risk, some initiatives were taken by the leadership team in 2020, such as banning meetings at specific times of the day.





Employee compensation

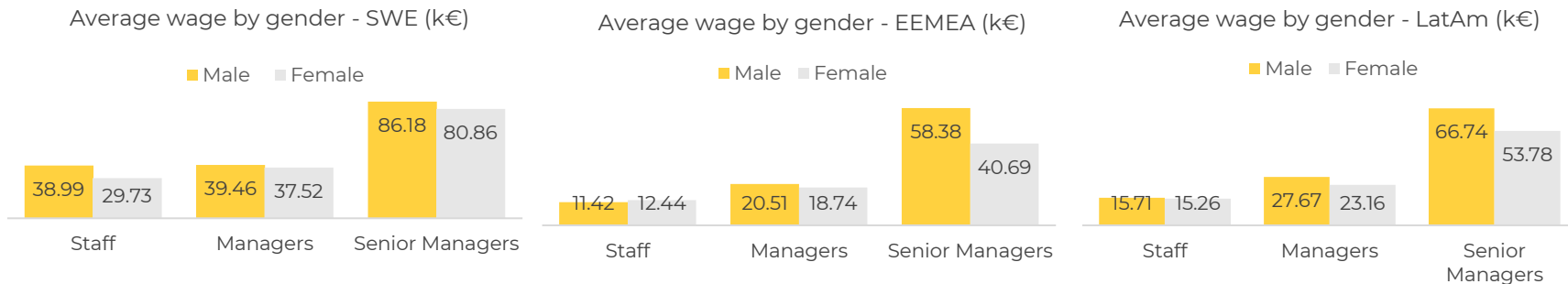
Average wage by region⁶



Remuneration of Executive Managers

As of December 31, 2020, Glovo had fifteen Executive Managers⁷, two women and thirteen men. The average remuneration received in 2020 by male executive managers amounts to €196,961.54⁸. The two female executive managers' average salary is not reported to avoid breaching the Spanish Law on Personal Data Protection.

Average wage by gender and job category



6. The formula used to calculate the average remuneration is: Annual gross salary / Number of people as of 12/31/2020.

7. i.e. C-suite and Regional General Managers.

8. Calculated as full year salaries (including bonus, allowances, indemnities, payment to long-term savings pension systems and any other perception received in 2020) divided by number of male executives employed by Glovo in FY2020.



Occupational health and safety

In all operations, we comply with local laws and regulations regarding health and safety. In Spain and Ukraine (soon in Poland), we count on internal health and safety specialists in coordination with external suppliers. In the rest of the countries, we have the support of external professionals to help us manage all aspects related to health and safety.



Due to the COVID-19 pandemic, measures have been implemented to confront it from the employers' side. At Glovo, we have opted to reduce attendance at workplaces, in those activities where this is possible.

The option of teleworking has been the most effective in reducing the possibility of contagion. When it comes to our own installations like Micro-fulfillment Centers or cookrooms, the taking of temperature and hands' disinfection is required for all professionals entering the premises.





In terms of COVID-19 management, all employees have been informed of the need to report positive COVID-19 cases and close contacts. Health and safety managers have been monitoring, instructing employees and tracking cases until notification of full employee recovery. Travel abroad has been reduced.

However, taking into account current public health legislation, unavoidable business trips have been made and supervised by Health and Safety specialists (especially in terms of COVID-19 tests).

In 2020 in Spain, no occupational diseases were recorded⁹ and accidents were only recorded in two of the group's companies:

- Virtual Brand Solutions Spain, S.L has registered seven accidents, of which five have been with sick leave.
- Glovoapp23, S.L has registered eight accidents, three of which have been with sick leave.



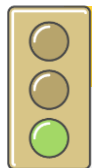
9. In 2020, Spain was the only country where Glovo maintained systematic records on occupational diseases. The entity aims to improve on this point to be able to report such indicator for other countries in future editions.



Training and education

Online modules

As the work dynamics moved to remote-based, we managed to provide virtual learning experiences to employees. We want to continue investing in our people's development. We know we still need to continue working to improve so that everyone grows along with Glovo.



KPIs

1,089 employees have completed at least one online module, 50% more than in 2019.

3,351 courses have been completed, 82% more than in 2019.

Onboarding

We adapted fast to reconvert our face-to-face onboarding to a virtual one, with no negative impact on the new joiner experience, which was highly satisfactory and had full adherence.



KPIs

Overall satisfaction of the remote onboarding across regions: 4.7 (out of 5.0).

584 new joiners attended.



Leadership development

In 2020 we launched training focused on Career Development Planning and Leadership development to offer all necessary tools for our people to continue growing personally and professionally.



KPIs

227 employees trained in Career Development Planning.

76 leaders attended the Leadership Development Program.



Training hours

	Leading@Glovo	Development Planning	Value-Based Leadership
LATAM	860	1,520	400
EMEA		720	400
Spain	660	2,340	2,000
Italy, France and Portugal			
Total hours	1,520	4,580	2,800



Social dialogue and collective bargaining

In Spain, Italy, and Portugal, 100% of the employees are covered by collective bargaining agreements. In the rest of the countries where Glovo operates, the company complies with the general Labour Law regulations. The company always offers different spaces to communicate business status and projects, such as weekly public meetings, Q&As, and quarterly Culture Days. In the EMEA region, there are no trade unions in any of our countries.





Diversity, inclusion, belonging

Diversity, Inclusion and Belonging (DIB) are crucial at Glovo. Besides the fact that it's the right thing to do, it's also good for business; for this reason, diversity is part of the organization's DNA. Every individual contributes to the company's own unique world experiences in the workplace. We value others' diversity and strive to cultivate a diverse and inclusive environment where everyone feels they belong and are empowered to contribute, take risks, and grow. With our new Head of DIB, who started in December 2020, a strategy has been established, focusing on equipping all employees with a diversity perspective to ensure that everyone understands the role of an inclusive and diverse environment.

Diversity

We encourage diversity and ensure everyone has the same opportunities regardless of their gender, ethnicity, disability, nationality, sexual orientation, political or religious beliefs.

We are also committed to ensuring that recruitment procedures are fair, objective, impartial, transparent, and consistently applied. The company will never condone any discriminatory action. No incidents of discrimination were reported in 2020.

Glovo's current initiatives

Executive Team DIB educational conversations. The Executive Team started a 6-week educational journey to learn more about Diversity, Inclusion and Belonging, and become better allies.

Employee resource groups for women and LGBTQ + colleagues.

ERGs are an essential way for employees to stay connected and feel supported within a community of peers with similar backgrounds and experiences.

DIB awareness & education days to help make the organization more diverse and inclusive. Glovo employees are invited to learn and grow through workshops, internal and external talks, and collaborative activities on gender, sexual orientation, race/ethnicity, diverse abilities, and gender identity.

Unconscious bias for new recruiters. Every new recruiter will go through Unconscious Bias training.



Diversity of nationalities

There are 76 nationalities among Glovo employees. The majority are Spanish, Italian, Polish and Argentine, representing 28%, 10%, 9% and 4% of the total staff, respectively.

Gender representation

Our current gender representation at Glovo:

- Women make up 40% of our total workforce.
- Women make up 32% of our leadership.
- Women make up 20.7% of our C-Level team¹⁰.
- Women make up 17% of our technology team.

Moreover, in 2020, 39.47% of our hires in management roles were women resulting in 15 women hired over 38 opening positions.

¹⁰. Include Executive Team and Country General Managers.

Disability

We made some improvements to be adapted to people with disabilities:

- Adapted restrooms on every floor in our headquarter in Barcelona.
- Adapted corridors, spaces, and emergency plans in the building of Pallars 190.
- Minor adaptations: door handles, buttons, signals, etc.

Country	Employees with disabilities	Total employees	% of people with disabilities
Spain	16	1,139	2.00%
Italy	3	119	2.50%
Portugal	1	50	2.00%
Ukraine	2	61	4.00%
Romania	2	52	4.00%
Total	24	1,421	

Table with the only countries mandatory by Law.



Promoting gender equality

Glovo is working on the creation of its Equality Plan together with a dedicated committee in charge of studying and detecting the possible improvements that could be found in the measures that the company is currently applying. The main objectives of the Plan will be:

- Achieve gender equality by promoting, strengthening, and developing full equal treatment and opportunities for women and men in the company environment.
- Promote an organizational culture that is sensitive to gender and disseminates the values of equality that the company applies within its different departments.
- Promote and disseminate an internal and external image of the company committed to equal opportunities.
- Facilitate the reconciliation of personal, family, and work-life balance of the company's workforce by developing co-responsibility policies, etc.

Within the obligation that was imposed by Royal Decrees 901 and 902/2020 of October 13, Glovo - alongside experts in this field - intends to assess thoroughly the real needs of the company in terms of Equality before defining the company's final Equality Plan and publishing it in the following months.





Promoting gender equality

At Glovo, employee salary levels are measured and compared using the "Compa-ratio" concept in terms of compensation levels. The compa-ratio represents an employee's position in the pay band versus the midpoint (where 1.0 is the middle of the pay band). As a global average, the compa-ratios per gender are as follows:

- Female: 0.983
- Male: 0.984

Glovo has adopted the following initiatives to promote equal treatment and opportunities between men and women:

- **LeaderSHE - Mentoring program for women** (24 people and 8 mentors participated). The program consists of creating an environment for women to grow their network, develop their skills and enhance their leadership potential. In addition to this, the program is a safe space for trainees to share personal experiences and knowledge as they navigate their careers at Glovo. To achieve the goals mentioned, group mentoring sessions (one mentor and three trainees) and five Mentee Meet-Ups have been organized, covering Public Speaking, Career Acceleration, Personal Branding, Leadership Styles, Discovery Session Insights, Imposter Syndrome.





- **Guide to promoting inclusive language.** In all communications, Glovo uses inclusive language guidelines to ensure that everyone feels included.
- **Inclusive bathrooms and nursery rooms.** In the HQ in Barcelona, Glovo has a nursery room and inclusive bathrooms installed to support female employees.
- **Half-year pay gap analysis & correction.**
- **Creation of a Gender Inclusion Employee Resource Group.**
- **Diversity hiring campaigns.** Glovo is running targeted campaigns on LinkedIn to attract more women.
- **Diversity hiring targets.** Glovo has gender hiring targets set by the hiring team.





Volunteering

Since 2018, we have created the Glovo Cares program, by which employees can deliver orders themselves to understand the courier experience. For each order delivered by an employee, Glovo has committed to donating 15 euros to non-profit organizations. In 2020, employees delivered 2,412 orders, collecting 36,180 euros for donations. Glovo is committed to contributing to social (diversity, inclusion and belonging), environmental (sustainability), and emergency (humanitarian crisis and natural disaster) causes in a meaningful way.

We want to provide the opportunity to all of us - as a company and as individuals - to come together and impact our communities while contributing to the causes that are most meaningful to each of us.

In 2021, we have launched a brand-new volunteering program to offer Glovo employees different ways to engage with the local community and help make it more inclusive: from now on, we can contribute our time by volunteering on the field, either individually or as part of a team, or volunteer with our skills (remotely, too!).

Also, we can contribute financially by donating or starting a fundraiser. Apart from doing good, volunteering is also about expanding our horizons, learning new perspectives and bringing them back to Glovo.





Respect for human rights

Respect for human rights is one of Glovo's fundamental principles in all the countries and territories where we operate. In that sense, Glovo is a signatory to the United Nations Global Compact and in 2020 it presented its first Progress Report.

The organization is committed to identifying, preventing and mitigating the adverse human rights impacts caused by our business activities. For this reason, we dispose of a Human Rights Policy Statement, which includes the following elements:

- Statement regarding the elimination of discrimination in employment.
- Elimination of forced or compulsory work.
- Abolition of child work.
- Safe and Healthy Working Conditions.
- Due diligence processes.
- Workplace Security.
- Freedom of association and right to collective bargaining.
- Prevention of human rights violation processes.
- Measures to mitigate, manage and repair potential abuses, equal employment opportunities by supporting diversity and inclusion and no toleration towards discrimination or harassment.

Glovo also recognizes that respecting human rights is an ongoing effort; therefore, changing business policies and practices must be evaluated periodically.

In Glovo, we believe that transparency is an essential component of responsible business behaviour. Therefore, efforts have been initiated to understand the business model better and openly communicate the corresponding risks and the actions taken. The goal is to continue increasing transparency as part of efforts to defend human rights.



Responsible employment

Glovo prohibits using all forms of forced labour, including prison labour, indentured labour, bonded labour, military labour, slave labour and any form of human trafficking. We will not tolerate physical punishment or threats of violence or other forms of physical, sexual, psychological or verbal abuse as a discipline or control method.

Glovo also prohibits hiring individuals under the age of 15, or the local legal minimum working age or the compulsory schooling age, whichever is higher.

Younger workers may be employed through company-approved, short-term internships, apprenticeships or work experience programs. Still, they are never allowed to do work that may threaten their health and safety or hinder their education or vocational orientation and training.

Preventing discrimination

Glovo prohibits discrimination or harassment based on age, race, sex, colour, national origin, religion, gender identity, disability, sexual orientation, pregnancy status, or any other status protected by applicable law.

Furthermore, the recruitment, hiring, placement, training, compensation and advancement at Glovo is based on qualifications, skills, experience and performance. We value our employees' diversity and unique contributions and have a long-standing commitment to equal opportunity and intolerance of discrimination and harassment.

Thanks to the established mechanisms, in 2020, there has been no case of violation of human rights.

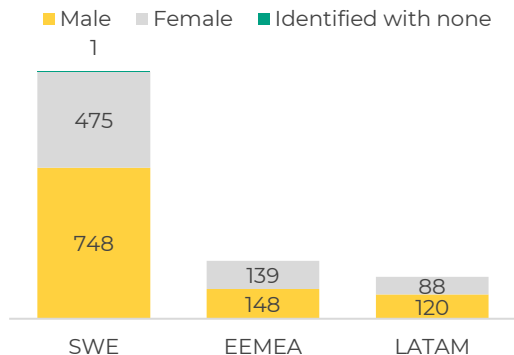


Employment creation

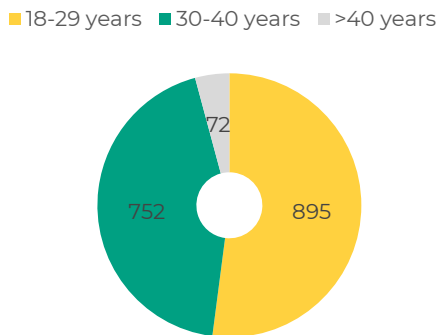
Corporate employment

As of December 31, 2020, Glovo counted 1,710 employees¹¹ in 29 countries.

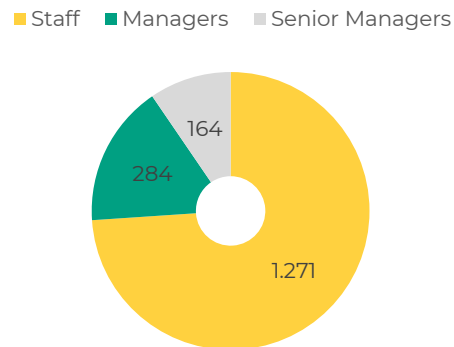
Employees as of 31.12.2020
by region and gender



Employees as of 31.12.2020
by age



Employees as of 31.12.2020
by job category



11. Number of employees counted with the headcount system as of 12/31/2020.

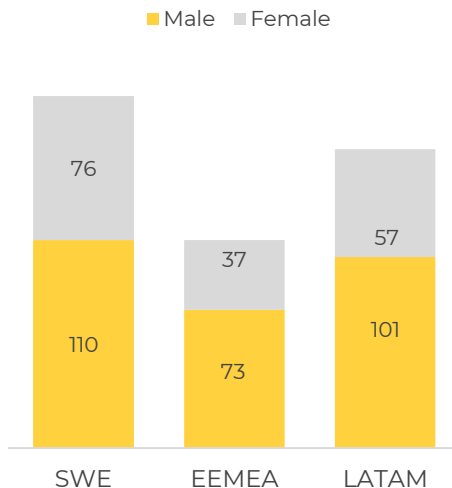


Hires & leaves

Due to changes in the business activity in 2020, Glovo has registered 454 dismissals and 824 new employee hirings. We recruited 43 senior managers in 2020, 33 of whom are European nationals.

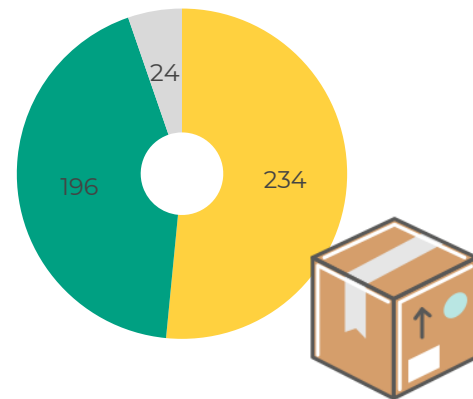
The 454 dismissals made in 2020 affected to people included in the professional category of staff.

Dismissals as of 31.12.2020
by region and gender



Dismissals as of 31.12.2020 by
age

18-29 years 30-40 years >40 years

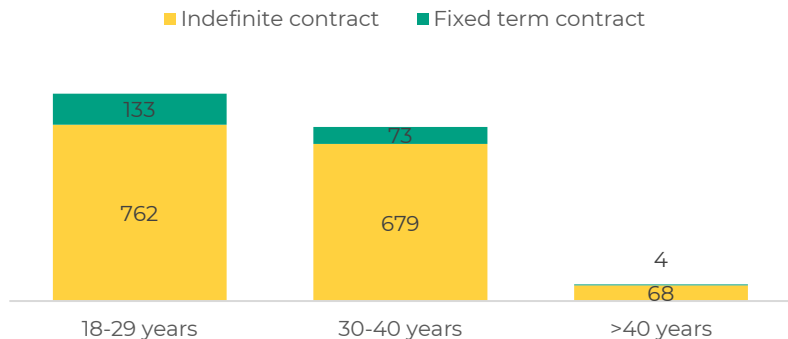




Contract modalities

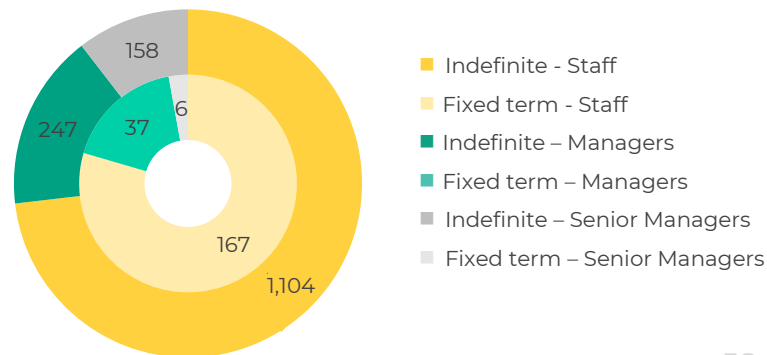
Glovo offers fixed and temporary rate contracts depending on each category's requirements and particular situation. The vast majority of employees have permanent contracts that provide job stability. The following are the modalities of contracts for the year 2020 by gender, age and job category.

Employees as of 31.12.2020 by age and contract modalities



Contract modalities	Male	Female	Identified with none
Indefinite	914	594	1
Fixed term	102	108	0

Employees as of 31.12.2020 by job category and contract modalities



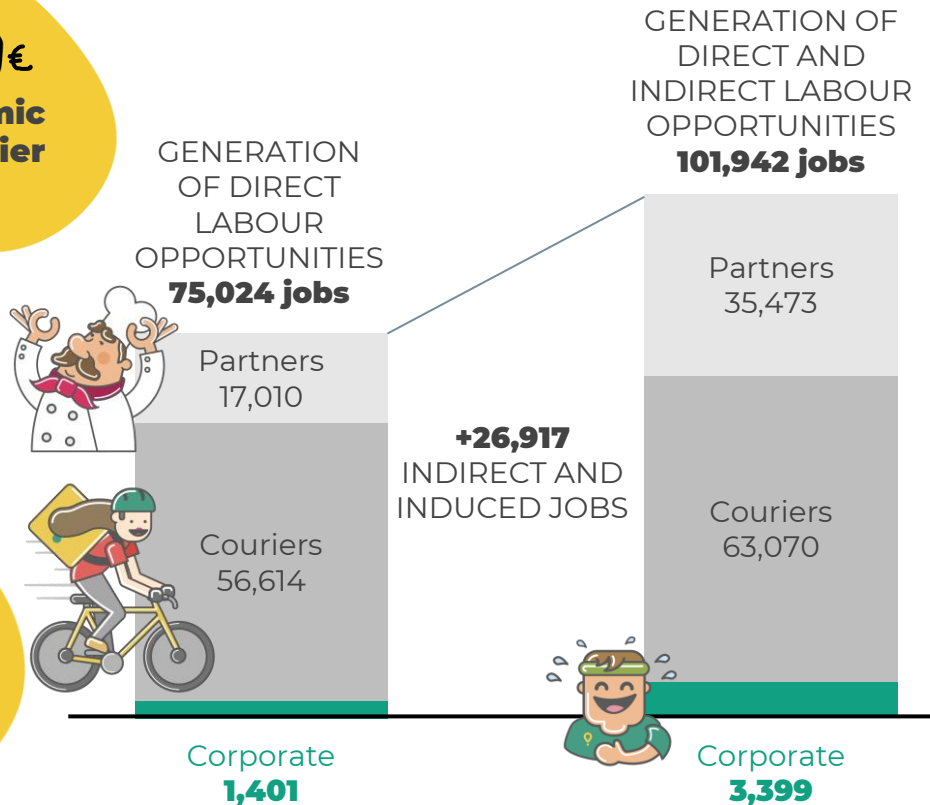


Multiplier effect and impact on the labour market

According to our [socioeconomic impact assessment](#), Glovo has impacted 75,024 people in 2020, including generation of direct labour opportunities from our partners and freelancers from the courier community. We also calculated that our activities generated about 26,918 indirect and induced jobs in our ecosystem.

x2.20€
Economic multiplier

x1.4
PEOPLE IMPACTED
Employment Multiplier





[Back to index](#)

06

Social Impact Dreams & Musts

At Glovo, we believe our core business can generate a positive impact in the world. We have the responsibility to conduct our operations by aligning with the highest social and environmental standards.





In 2020, we identified our Dreams, which are the things we believe we can be the best at in terms of social impact considering our core business.

OUR DREAMS



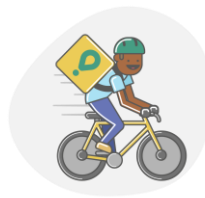
Logistics for all

We aim to make last-mile logistics accessible to NGOs and social entities supporting vulnerable individuals and communities, scaling our social platform Glovo Access to make essential goods available for the most vulnerable collectives.



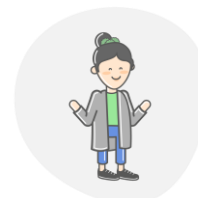
Food for all

We aim to contribute to reducing hunger in our cities by leveraging our network of partners, restaurants, and supermarkets, designing and scaling up different initiatives like facilitating donations of food leftovers from our partners restaurants and supermarkets.



Trampoline for couriers

We aim to ensure that connecting to the platform to offer courier services is a way to access to upskilling and employability opportunities, offering couriers with tools & tips to ease their search for employment like for instance a job board to apply to open positions in partner restaurants, etc.



Women in tech

We aim to impact the next generation of women so that more of them end up pursuing a career in tech, hosting sessions in secondary school classes with female tech role models, doing a two days in-office event, and creating an orientation doc for parents, teachers, students, etc.



We have also identified our Musts, which are the right things to do to align with the highest social and environmental standards.

OUR MUSTS



Culture of impact

We aim at [making Glovo an exemplary company in terms of environmental, social and governance standards](#). Ensuring continuous stakeholder dialogue to consider our community's expectations in our decision-making process, regularly report progress made regarding our social and environmental goals etc.



Eco-impact

We aim [to reduce and compensate for the CO₂ emissions from our entire value chain](#). Offsetting 100% of our delivery emissions through verified compensation projects, selling sustainable packaging to partners at discounted prices, helping them reduce food waste, etc.



Social impact

Our Social Impact Roadmap

In 2020, we identified our Dreams, which are the things for which we believe we can add most value in terms of social impact considering our core business, and our Musts, which are the things we consider to be the necessary to align with the highest social and environmental standards.



NORTH STARS

DREAMS	Logistics for all	Glovo will deliver 100,000 social orders monthly in December 21 (equivalent to delivering one meal to more than 3,000 vulnerable people each day).
	Food for all	
	Trampoline for couriers	Glovo will increase the employability of 2% monthly active couriers .
	Women in tech	Glovo will empower 100 women to pursue a tech career.
MUSTS	Culture of impact	Glovo will comply with the highest social and environmental standards .
	Eco-impact	Glovo will be carbon neutral across its entire value chain.



Our Social Impact team

We built a global social impact team that looks after our Dreams and Musts and strives to execute the actions towards them at the global and regional level. In each country in which we operate, we have a designated social ambassador appointed by the country manager.

Each of the countries selects the Dreams and Musts to which they want to contribute more depending on the local context. The social ambassador has the function of preparing and updating a social impact roadmap each quarter, with objectives and progress indicators for each selected project.





Team involvement

Glovo launched in 2019 the Glovo Citizen Campaign to engage employees in the company's social impact activities. Each year, a call for applications is sent to the entire team, so anyone can suggest ideas about projects co-created with our communities (couriers, partners, customers) to create shared value.

The Board of Glovo Citizens, which is constituted of a selection of leaders across the company's different departments, gathers once a year to vote on the best projects and allocate budget to the winners. Employees participating in the program can dedicate hours from their working time to the execution of this project, with support from the global social impact team.

In 2020, we selected four projects:

- **G-learning:** the creation of a global e-learning platform for couriers to learn new skills and improve their employability.
- **Future of Glovers:** a project in Côte d'Ivoire to facilitate the entry in the labour market of veteran couriers through the organization of job fairs, and training courses.
- **Glovo Freedges:** developing an operational process to dispatch orders cancelled after pick-up (for instance, when the customer is absent or where there is the wrong address) to fridges where anybody can get them for free.
- **Wise@Glovo:** organization by our tech team of activities with girls aged 14-16 years old to inspire them to pursue tech careers.



Eco-impact

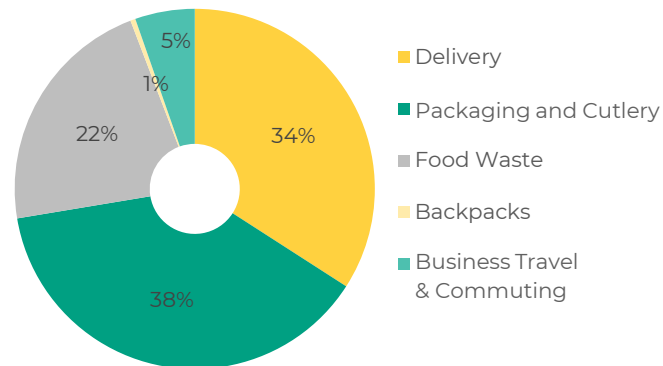
Our carbon profile

At Glovo, we measure our environmental impacts in terms of greenhouse gas equivalent emissions. In 2020, our operations generated an aggregate stock of emissions of 99,626 Tn CO₂eq (carbon dioxide equivalent). The estimate includes the emissions within the organization (offices and operations) and those generated outside corporate borders, such as delivery, waste, and packaging

- **Scope 1** emissions were of 2 Tn CO₂eq only, due to natural gas consumption in some buildings owned by Glovo.

- Regarding **Scope 2**, we have developed a model which allows us to extrapolate our performance in non-LEED offices in Spain to other territories. By estimating average consumption per employee, we use each country's emissions factor to calculate local values. This estimate still requires development to measure emissions at facilities correctly, mainly to detect outliers and set reduction programs. According to our model, our Scope 2 emissions in 2020 were 635 Tn CO₂eq.

- **Scope 3** is our primary source of greenhouse gases. For that reason, it is where we focus more attention in terms of emissions mitigation. In 2020, our Scope 3 emissions totalled 98,989 Tn CO₂eq. We can analyse the sources of these indirect emissions in the following chart.





Mitigation of greenhouse gases emissions

Our approach to GHG mitigation is a combination of programs for reduction, avoidance, and offsetting. The most relevant efforts can be seen below, in line with our most significant scope 3 sources of emissions.

Offset: In 2020, we offset 34,321 Tn CO₂eq emissions from delivery which corresponds to 100% of the emissions of the vehicles used by the couriers through a partnership with Pachama, equivalent to the CO₂ absorption potential of 19,399 trees in the Amazon river basin with a 35 cm diameter trunk and a height of 26 meters.

Reduction: Along the year, we have launched several emission reduction programs:

- 876 Tn CO₂eq were reduced in 2020 through logistics efficiency (bundling of orders to minimize distance travelled by couriers).
- 18.62 Tn CO₂eq were reduced through food waste management by facilitating donations of surplus from our Micro-fulfillment Centers in Spain and some of our partners using Glovo Access to transport them to NGOs.
- 69 Tn CO₂eq were reduced by substituting single-use plastic packaging used by our partners with sustainable packaging.

Avoidance: A significant part of the couriers collaborating with the platform are using bicycles: we consider that 17,536 Tn CO₂eq were avoided in 2020 by this mean of transportation (compared with motorized vehicles)¹². We introduced the possibility for our customers to opt-out of cutlery at checkout of the app. As a consequence of this new feature, more than 28 million orders were delivered without single-use cutlery, which avoided 572.7 Tn CO₂eq. As mentioned before in this report, the reduction of business travel and employee commuting during COVID-19 enabled us to avoid 2,403 Tn CO₂eq during the year.

12. Estimate based on fuel avoidance <<https://carbiketech.com/>>.



Roadmap for 2021

To achieve our goal to decarbonize our entire value chain by the end of 2021, we have set an intermediary target to neutralize 45% of our CO₂ emissions from transportation, food waste and packaging by June 2021. This target will be achieved through three main greenhouse gases emissions mitigation programs:



Keep offsetting 100% of delivery emissions through buying carbon credits from different projects certified by international standards.



Reduce partners' food leftovers by the equivalent of 250,000 monthly orders per month either through the monetization of surplus or the donation of leftovers to NGOs through Glovo Access.



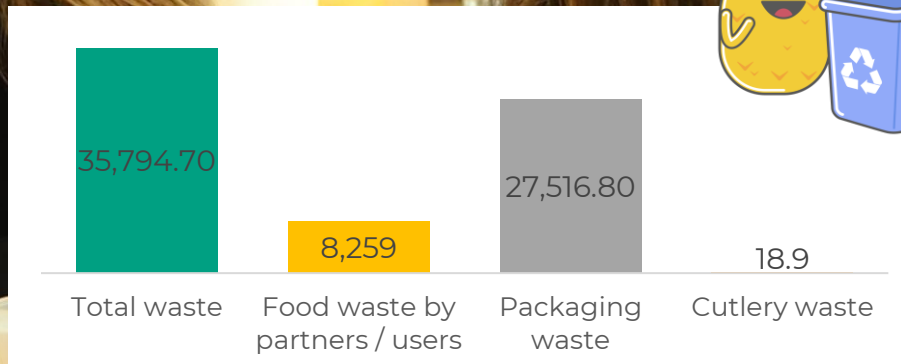
Multiplying by ten the sales of sustainable packaging from our e-commerce Glovo Store and accelerating the transition towards a circular economy in the food industry.



Waste

As a result of our practices (see next section on reducing food waste), we avoided 24.9 Tn of food waste and 495 Tn of packaging waste by incorporating sustainable packaging and avoiding plastic cutlery. Also, our headquarters generated 50 Tn of electronic waste, avoiding 12 Tn by donating computers to NGOs.

In 2020, our operations issued about 36,000 Tn of waste according to the components identified in the diagram. As can be seen, the packaging is the most significant source of contaminant waste, followed by food waste generated for our partners and users.





Reducing food waste

In 2020 we launched four initiatives related to waste management and reduction.

- 1. Food Rescue:** in February, we launched a project to enable our partners to sell their food leftovers at 50% prices during the last hour of their operating times in Barcelona. This project was put on hold due to COVID-19 restrictions and is currently being tested again.
- 2. Glovo Access:** we are using our logistics capacity to collect food leftovers from our partners and distribute them to NGOs in different cities like in Barcelona (through a partnership with Social Fooding), in Madrid (through a partnership with Fundación Altius) and in Abidjan (through a partnership with Foodwise)¹³.
- 3. Donations of food surplus from Micro-fulfillment Centers:** in Spain, we donated 100% of food surplus generated at our cook rooms and Micro-fulfillment Centers to several NGOs such as Nutrición sin Fronteras (BCN).
- 4. Donations of cancelled orders after pick-up:** in different cities, we are re-dispatching the cancelled orders after pick-up to NGOs like in Lisbon (partnership with Re-Food).

¹³. For more details, please refer to the section related to [Logistics for All](#).



Waste management

In 2020, we started to manage the end-of-life of couriers' backpacks in different countries by partnering with upcycling companies like Demano in Barcelona or working with tailors in Côte d'Ivoire.

In 2021 our efforts will contribute to improving waste management at our Sub-Saharan African operations. By the date of this report, we are working with partners to facilitate packaging waste collection in restaurants in association with the start-up Coliba in Abidjan.

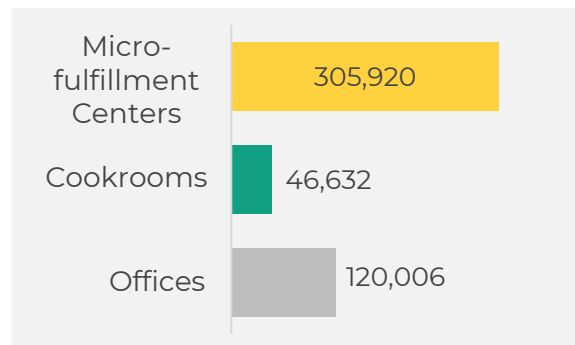
Energy

For this period, our information systems do not allow us to measure electricity consumption at our facilities.

However, our measure for Spain is subject to energy audits and serves as a reference for our carbon emissions model. We expect to count on increased information from the rest of our operations as we deploy our non-financial reporting systems across our operations.



The electricity consumption for Spain in 2021 is as follows, in kWh:



Other energy sources, such as natural gas, are negligible compared to our supply chain's direct energy demands. We have nonetheless included these in our emissions estimate.



Improving operational energy use efficiency

Our headquarters office counts on LEED-Platinum certification. LEED is a standard standing for Leadership in Energy and Environmental Design.

LEED certification guarantees the highest standards of green building facilities operation as the most recognized building rating program. Platinum is the highest LEED certification, which is awarded to the best in class buildings.

In figures, it represents that our office facilities operate in levels of 50 kWh/sqm, our headquarters has an electricity intensity of about 22 kWh/sqm.





Materials and natural resources



Materials

Our processes do not imply a high use of materials. However, certain operations may involve materials' consumption. In particular, we are selling equipment and items to couriers and partners through e-commerce [GlovoStore](#), including packaging. In 2020, we sold 451,030 units of sustainable packaging. They are made from recycled (rPET) or recyclable materials (cellulose, PLA). It should be noticed that 100% of our virtual franchises use sustainable packaging.

Biodiversity

We develop our operations in urban environments. Therefore, our activities do not imply a significant impact on biodiversity. However, our offsetting program has significant co-benefits for biodiversity as we have collaborated with projects located in the Amazon forest like:

- **Brazil Nut Concessions:** a project that prevents deforestation and protects biodiversity on 500,000 acres in the Peruvian Amazon.
- **Jari Pará Project:** a forest conservation project which reduces potential greenhouse gas emissions by protecting a large swath of forest that otherwise would have been destroyed.
- **Peru's Madre de Dios:** a project that seeks to protect the forest's substantial biodiversity and maintain forest carbon stocks substantially above the regional baseline.



Social Impact Dreams & Musts | Logistics for all & Zero hunger

Logistics for all & Zero hunger

During the COVID-19 crisis, we contributed to distributing thousands of essential supplies, meals and groceries products to vulnerable collectives in difficulty because of the pandemic.

This crisis has been a wake-up call for us. We decided to launch Glovo Access, our social platform, to make logistics accessible for all and contribute to reducing hunger in the cities where we operate.

Through the platform, we offer logistics to social entities with a solidarity fee without generating revenues from these orders. We connect social entities with our communities so they can benefit from donations, either monetary (from our customers) or in-kind (for instance, donations of food surplus from restaurants and shops).

Glovo Access disposes of its own [website](#) where detailed information about each project and partnership is provided.

Social Contribution Report | 2020

In 2020, we achieved the following impact:

Results



174,184 solidary deliveries.



795,700€ invested by Glovo and third parties.



57,645€ donated by our users.



Social Impact Dreams & Musts | Logistics for all & Zero hunger

Flagship projects

Some examples of projects we conducted in 2020:

- **Glovo and Zurich** joined forces in #Together&Committed, initiative where more than 1,000 doctors and nurses in Catalonia received meals through our couriers during their hard and long journeys in different public health care centers around the country.
- The **PepsiCo Foundation** has donated funds to Glovo to deliver 14,000 meals to over 26 hospitals in Poland. Glovo couriers were responsible for providing these special orders to medical workers in the biggest Polish cities.
- **Glovo, Kaufland and Vodafone** have created a telephone hotline for the elderly to buy groceries. Kaufland employees and some volunteers pick up the store's orders, and Glovo couriers are delivering them to the homes of elderly people ordering by phone. Kaufland supported the delivery costs of this project during 2020.
- **Maison Kayser and Glovo** joined forces to help the NGO Foodwise in Ivory Coast. The partnership consisted of collecting food leftovers from Maison Kayser and delivering them to NGOs in Abidjan.





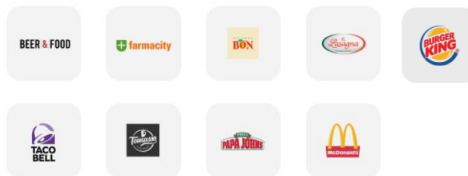
Social Impact Dreams & Musts | Logistics for all & Zero hunger

Roadmap for Glovo Access

Base on the evidence of the impact we can generate through our logistics, we decided to maintain Glovo Access in the longer term and defined the following targets for its development in the future:

- ✓ Reach 100,000 monthly social orders before December 31 through Glovo Access.
- ✓ Reach 10% Glovo orders with a social purpose in three years.

OUR PARTNERS COLLABORATING



ALREADY JOINING FORCES WITH





Social Impact Dreams & Musts | Logistics for all & Zero hunger

Social Contribution Report | 2020

Donations to NGOs

In 2020, Glovo allocated 112,927 euros to social causes. Users donated 54,701 euros through our app¹⁴ and Glovo donated 58,226 euros¹⁵.

DONATIONS BY OUR USERS

as of December 31, 2020
(euros)

39,374	9,600	3,290	2,027	303	37
Spain	Peru	Ecuador	Portugal	Argentina	Kenya

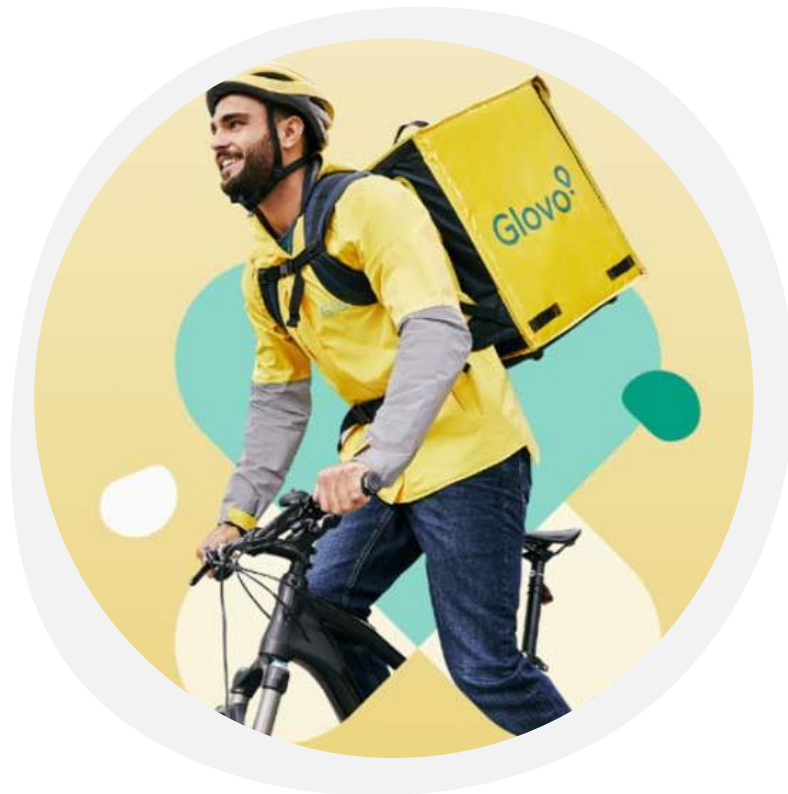
DONATIONS BY GLOVO

as of December 31, 2020
(euros)

33,622	19,678	2,250	2,208	300	168
Argentina	Spain	Ukraine	Italy	Romania	Ivory Coast

^{14.} Details by bank entity of donations by country and the amount are in [Appendix 2](#).

^{15.} Details by bank entity of donations by country and the amount are in [Appendix 2](#).





Social Impact Dreams & Musts | Logistics for all & Zero hunger

Glovo directly financed EUR 230,075 of delivery costs to deliver medical or food products to the vulnerable collective through Glovo Access.

Costs paid by Glovo to deliver social orders during lockdown:

as of December 31, 2020
(euros)



- Spain: Quida (delivery of medical supplies to the elderly), GastroAplausos in Zaragoza (delivery of meals to hospitals) and Municipal police in Barcelona (delivery of meals during the lockdown in Barcelona).
- Kazakhstan: Birgebol (delivery of meals to hospitals).

Social Contribution Report | 2020

Third parties financed EUR 540,712 of delivery costs to deliver essential products to vulnerable collectives through Glovo Access.

Third parties and partners' collaboration:

as of December 31, 2020
(euros)



- Spain: Zurich, Fundación Esplai, DKV, Beer and Food, La Lasagna/Reset and Helados BCN.
- Romania: Kaufland.
- Poland: Pepsico.
- Georgia: Visa and McDonalds.
- Ukraine: Master Card.
- Argentina: Unilever, Tomaso.
- Guatemala: Taco Bell.



Becoming a springboard for couriers

We are aware that being a courier is temporary, a way to generate income rapidly without having specific qualifications.

That is why we believe we have the responsibility to help couriers access more enjoyable and skilled job opportunities after they collaborate with us. From Glovo, we are responsible for acting as a springboard for their insertion into society through upskilling, employability and entrepreneurship programs.

Upskilling programme

- **Migracode:** In Barcelona, we have sponsored three coding boot camps by the NGO Migracode for couriers from all kinds of delivery platforms to become junior web developers. Twenty students graduated from the courses.
- **Language learning App:** We offer couriers connecting to the platform a subscription to the language learning app Busuu. For now, it has been provided in seven countries to a total of 800 couriers.
- In 2021 we will launch a **global e-learning platform** for our community to provide them with introductory courses to learn new skills.





Social Impact Dreams & Musts | Becoming a springboard for couriers

Social Contribution Report | 2020

Employability programme

- **Glovo Pro:** in 2020, we designed a certificate with Glovo statistics that couriers can show to future employers. This program will be rolled out in 2021. In certain countries, we offer couriers advice/courses on "how to create a good CV" and "how to do a good interview".
- **Job Board:** in Italy and Latin America, we launched the Glovo Job Board in 2020 to connect the courier community with partner vacancies, so couriers looking for a job can get in touch with them.

Entrepreneurship programmes

In 2020, we started designing programs to help couriers become entrepreneurs (which will include: development of social skills, awareness of options for financing, coaching, networking, etc.). These programs will be rolled out in 2021.

Any courier who has been connected to the platform (and keeps being connected) and shows interest may have access to some of the tools & informative material offered.





Women in tech

We dream of impacting the next generation of women so that more of them have a career in technology.



To achieve this, we will mainly focus on:

- Generating interest in girls to pursue a career in tech by showing them the benefits of working in a modern tech environment: the flexibility, creativity and most importantly, the ability to impact the world around them significantly.
- Fighting gender stereotypes in society through sensibilization.
- Improving the awareness and knowledge on tech careers that girls and those that actively orientate them in their selection of studies and career path have.

To achieve these goals, we will promote some initiatives such as:

- Talks in high school classes with female technology role models.
- Career Orientation events.
- Organization of events in the Glovo office for young girls to discover what we do.
- Creating an interactive document/infographic that shows the different careers in tech and tech roles (for parents, teachers, and students).
- Identify those girls who are interested in computers and learning tech but do not have the resources to acquire a computer. Give them the old laptops/computers we have in the company that is no longer being used. Connect them to a Glovo female tech employee who will act as a mentor.



[Back to index](#)

07

Communities





Customers

According to the materiality analysis we conducted in January 2020, our customers value most their service benefits, their users' rights as well as their health and safety.

Service benefits

The couriers using our platform transport most of the products with fast urban mobility alternatives such as motorcycles or bicycles. This, coupled with the fact that a hypothetical round-trip is substituted for a one-way trip, causes time efficiencies for society.

For this impact, we have quantified the total time efficiency gains in the community.

Glovo facilitates access to new products and services by improving users' freedom of choice and quality of life. The service of Glovo enhances users' wellbeing due to the stress relief of less planning and not having to go to the partners' premises.

In 2020, we started a project to deliver groceries products from Glovo's own supermarkets ("Micro-fulfillment Centers") in less than 15 minutes in Barcelona. This project will be extended to all countries in 2021.

TIME-SAVINGS FOR USERS



39.1M

Net hours saved

Our estimations reveal that the total positive impact of time savings in users is over 914 million euros. Users avoid travelling an average distance of 9.9km, which is equivalent to a 1-hour trip. However, this effect is balanced by the fact that couriers have to travel a 4.9km one-way trip on average for each order.



Customers' health and safety

Glovo includes several clauses in contracts with partners to guarantee the health and safety of consumers:

- Each partner is obliged to prepare and supply orders exclusively from their kitchens or the kitchens that Glovo makes available to comply with hygiene and health obligations.
- If the partner has its fleet, it must transmit a protocol of excellence regarding the quality and handling of food to the couriers. the products have to be delivered to users in perfect conditions and following the necessary food safety, quality and technical delivery requirements.

- Safety for food transport.
- Food products should never be transported in vehicles that have transported animals, chemicals, or gasoline without first thoroughly cleaning and disinfecting the vehicle.
- During transportation, the courier must protect all food and beverages from dust, foreign objects, chemicals, or other contamination.
- The courier should not store food in direct contact with ice or water. The courier may only use sealed ice packs when necessary, to maintain the proper temperature of the product.
- The courier must transport all food and beverages in equipment designed to maintain proper temperatures (e.g., insulated or insulated bags/boxes, refrigerators, etc.).



Specific measures to deal with COVID-19

- ✓ A new process developed and implemented on the platform guarantees maximum security by eliminating the signature on receipt of an order between the user and the courier to avoid contact.
- ✓ Payment by card is recommended to minimize contacts.
- ✓ A sealed bag system has been established to ensure optimal packaging of orders.
- ✓ the courier must leave the order at the frontdoor of the users' home and keep its distance until the order is collected.

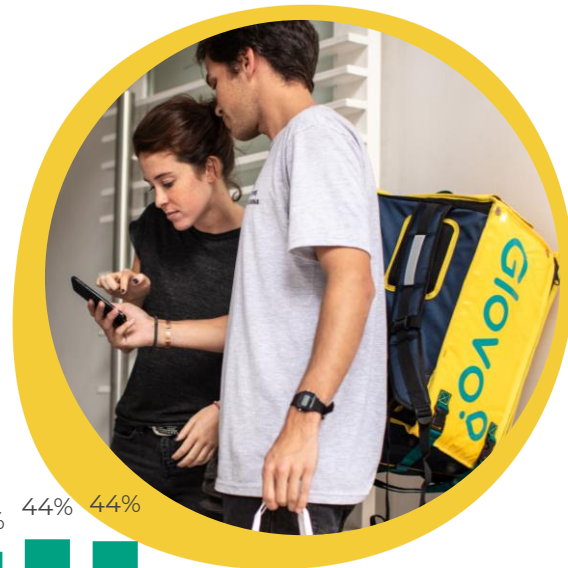
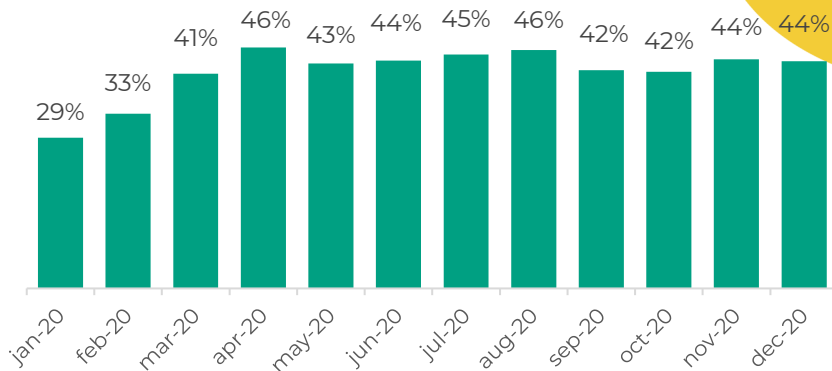


Users' rights

Glovo protects personal privacy and complies with applicable privacy and data protection laws. Glovo data is protected following the appropriate standards against unauthorized access and use and does not reuse personal data for its commercial purposes without prior permission. Glovo stakeholders acknowledge that any use, exchange or retention of personal data must be supported or based on consent or a legitimate and compelling business purpose and strictly under the contractual terms and conditions agreed with Glovo.

Users' satisfaction

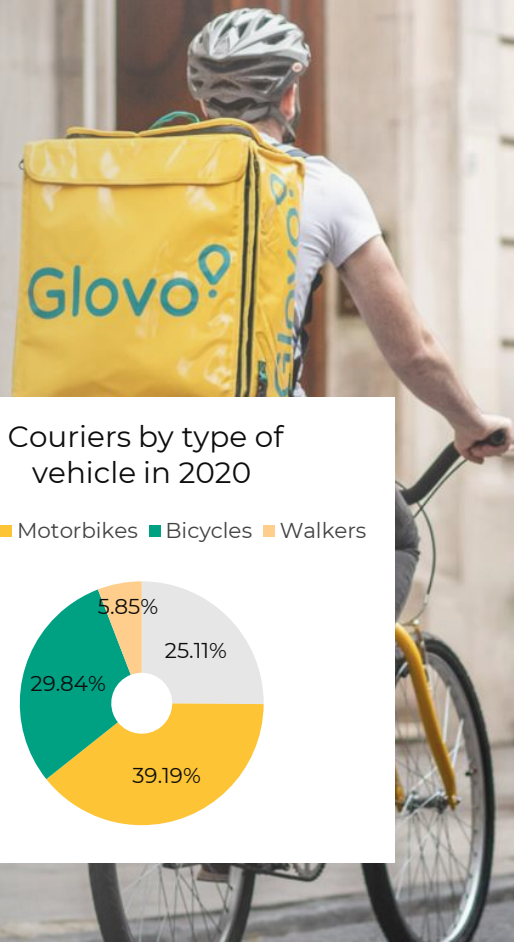
Glovo user satisfaction is excellent. In almost every month of 2020, the Net Promoter Score (NPS) is very close to 50. According to the NPS methodology, which runs from -100 to +100 points, 50 is considered "excellent".





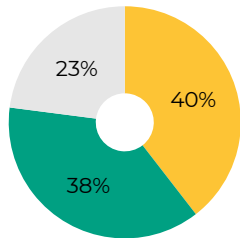
Couriers

Glovo allows thousands of couriers' access to our technology platform to offer their delivery services. In 2020, 69,252 active couriers collaborated with Glovo in 29 different countries located in Europe, Middle East, Africa and Latin America. The total amount allocated by the organization for courier costs in 2020 was 257.24 million euros.



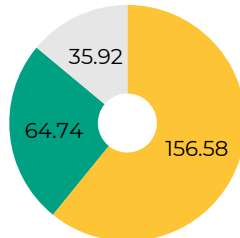
Active couriers by region in 2020

■ SWE ■ EEMEA ■ LatAm



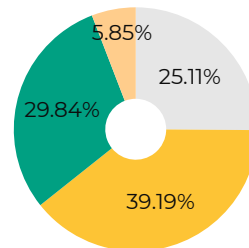
Amount expended by region (M€) in 2020

■ SWE ■ EEMEA ■ LatAm



Couriers by type of vehicle in 2020

■ Cars ■ Motorbikes ■ Bicycles ■ Walkers





Couriers' journey in the platform

Couriers are accompanied from the moment they decide to start collaborating with us and during their journey at Glovo. The different stages during the accompaniment process are explained below:

Glovo as a springboard.

From order 50, the courier has acquired some experience and receives information every week to guide him/her throughout the journey and create links with the whole Glovo community.

End of collaboration. The courier has to send Glovo an email to stop collaborating. Once the email received by the operations team, the profile is changed to "inactive" so the courier will not receive new orders. In case a courier wants to reconnect to the platform, he/she has to write an email, the operations team will verify that all the papers and data are up to date to reactivate the account.



Registration of the courier. The courier must register with an email and a phone number on our [website](#). Once the registration is done, our operations team contacts the courier by email to request a certain number of documents and details necessary to start collaborating.



First steps as a courier and support team. All courier needs are mobile phones with the internet, downloading the app, and counting on a vehicle ready. According to the country, we establish a maximum number of hours that the courier can be connected and offer services for security reasons. During the first 50 orders, the courier will receive different tips via email and surveys to ensure everything is going as expected.





Couriers' experience

Our goal is to provide a smooth experience and make it easy to get a flexible job that enables couriers to earn money and accomplish their goals. To do so, we have an entire team dedicated to the courier's experience. We focus on three main pillars that will be exposed in the following sections: Ensure fair earnings, courier's safety and community.

Ensuring fair earnings for couriers

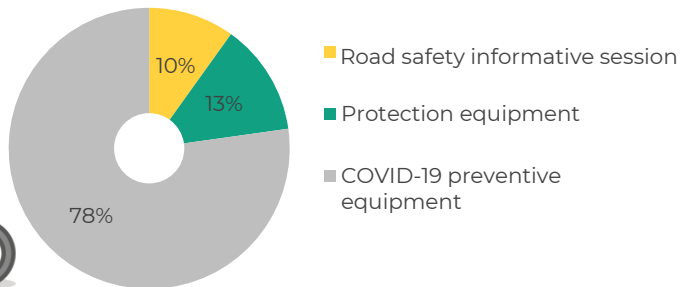
Couriers may have different reasons to start using our technology, but we aim to ensure that they have access to fair earnings while using our platform. We closely track what we call EpH (Earnings per Hour). In 2021 we started a collaboration with Wage Indicator Organization, an expert in Gig economy wages, to ensure that we pay fair earnings in all the countries where we are present. Thanks to Wage Indicator, we have access to data like minimum wages (if there is one in the country), similar jobs, cost of living, courier expenses (vehicle, phone data etc.) or country taxes for all the countries where we operate. With this data and local data gathered on Glovo's side like competitors earnings, we can compare and adjust our earnings targets at a city level and make sure we pay fairly.



Couriers' health and safety

Courier health and safety is also a central preoccupation for Glovo, as it is for our entire community of couriers, partners, and customers, as shown in the results from our materiality analysis. We have been organizing road safety informative sessions with the urban mobility sector's associations and public administration in the past.

Motorcyclists and bicycle riders are vulnerable road users



We also dispose of a worldwide insurance policy that covers couriers in the event of an accident during delivery or during time slots booked to collaborate with the platform. In 2020, we had 1,079 claims for personal accidents of couriers while connected to the platform to deliver their services. Among these accidents, 70% were using motorbikes as vehicle type.

In total, Glovo compensated the equivalent of about 1.6 million euros through its global insurance for personal injuries.

With the onset of the pandemic, an aid fund was implemented by Glovo. This fund provides financial support to couriers infected with COVID-19, equivalent to two weeks of income. This ensures that the courier recovers correctly without financial worries. Between March 2020 and December 2020, the fund has supported more than 550 couriers with more than 160,000 euros in financial aid.

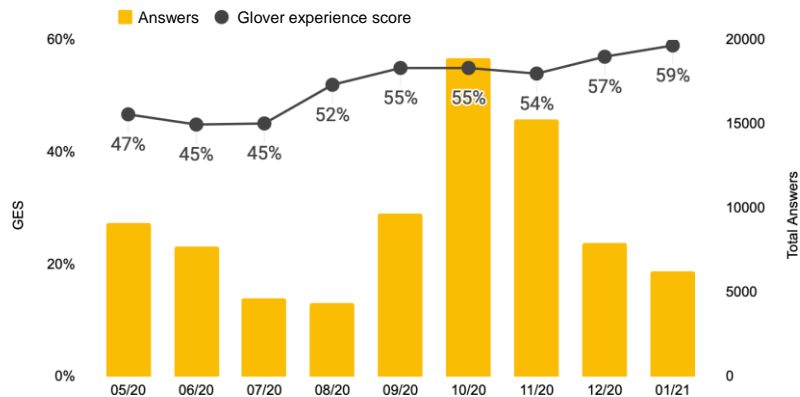


Couriers' community and satisfaction

Communicating with couriers and understanding their key challenges is essential for us. To understand their journey, Glovo has built different tools and spaces to ensure a great experience.

- In 2019 we launched for the first time a qualitative survey sent every two months to all active couriers to rate their overall experience as a courier on a scale of 1-5, 1 being “very dissatisfied” and 5 being “very satisfied” (CSAT methodology). With this survey revisited in 2020, we gathered all the things they appreciate about the application and all the issues that couriers might be having while using our technology. This survey is combined with focus groups held with couriers in most of the cities where we operate biweekly.

Couriers experience score evolution in the last nine months.





- Having transparent information for all the doubts the courier may have is key, and that is why we created a [website](#) for every country, gathering all the information a courier might need in his day to day while using the application. In parallel, we have weekly informative emails sent to all active couriers with news about the application and safety information.
- In the main cities of the countries where our technology is available, we also have created physical user centers. We have more than 35 user centers across the world in which partners and couriers can solve their doubts and obtain information or support in case of need. Having physical support is essential, especially for couriers having, for example, a language barrier, where communication is easier face to face. Due to COVID-19, we have had to adapt our centers to place all the safety measures required per country and limit the support sessions per day.





Commitment to compliance with the legislation

Regulation varies a lot from country to country. So, we adapt to the type of figure that provides for more flexibility. Flexibility is the topic couriers value most since 65% of the couriers mentioned they prefer a flexible model on our latest survey.

On the other hand, new business models such as the on-demand economy usually don't fit in existing regulations, creating what we call frictions; this is the impossibility of completely adapting.

That's why we work together with the governments and the couriers to find innovative solutions that can better fit the activity and benefit all of its ecosystems. Solutions that allow for more protections and benefits. The on-demand economy will be in constant evolution. There's always room for improvement — new ways of looking at a problem and new solutions — and we're a company that always strives to do more where we can.





Partners' experience

2020 has been a very difficult year for many sectors facing the consequences of the COVID-19 pandemics; particularly, the food sector faced a significant backlash due to mandatory closing and schedule restrictions. In that context, the delivery has enabled many shops and restaurants to remain open despite lock-down and other restrictions in many countries.

In May, we registered the highest number of partners registrations on the platform; that is, **more than 9,000 new businesses started to use Glovo** as a selling channel.





Who are our partners?

In 2020, Glovo collaborated with more than 119K partners worldwide by offering them courier services, customer attention, online marketing services, among other solutions to boost their businesses. A milestone for Glovo in 2020 was the month of December when we registered more than 60,000 active partners in the App.

Over the year, 67.20% of partners were businesses from the food and groceries sector. Even if restaurants and food-related businesses are still predominant among Glovo's partners, there is already good share of different goods and services available in our application.

For example, other shops collaborating with Glovo sell books, toys, flowers, clothes, accessories, stationery products, chocolate, cosmetics, among others. As mentioned before, during 2020, Glovo was present in more than 29 countries, Spain being the one where Glovo had the highest number of partners (25,000), followed by Italy (14,000) and Ukraine (9,000).

Region	Number of partners
SWE	38,003
EEMEA	47,507
LATAM	33,932





Local commerce

At a global level, 82.09% of Glovo's partners are SMEs, family businesses, or local shops, representing more than 71,000 physical stores. More than 58,000 SMEs registered in the platform during the year, which is three times more than in 2019 (May and November being the two record months in terms of new registrations). In total, SMEs generated more than 2.6 million orders through the platform and gained 43 million euros net (discounting commissions charged by Glovo).

Initiatives to support local commerce during the pandemics

To support SMEs during the pandemics, Glovo conducted several initiatives in 2020 aiming to reactivate their activity while ensuring respect for health & safety measures. Throughout the year, we helped our partners by offering them tools and Glovo's know-how to deal with the COVID-19 context and make the most of the delivery, including:

- Economic measures to reduce entry costs and facilitate the onboarding of new restaurants and shops in the platform, equivalent to more than 500,000 euros in 2020 (i.e. reduction of commissions and capping at 35% globally, and elimination of our monthly sales fee).
- Launch of the store/pick-up feature to enable final customers to collect their orders in-person in the stores and facilitate health and safety measures related to COVID-19, with fewer queues and less contact.





- **Sanitary material masks one-use and recyclable gloves and hand sanitizer** with a 10% discount.
- **Glovo Local campaign:** partnerships with third parties to subsidize delivery costs for small shops and restaurants. In Spain, VISA invested about 350,000 euros in promotions and delivery fees to reactivate local commerce through a particular category in the app called "Los de Tu Barrio". In other countries, similar initiatives were implemented together with VISA or other partners (more information in the table to the right).

- **Webinars:** in some countries like Italy or Argentina, Glovo held webinars for partners to share insights and tips about how to face the many pandemics' challenges and help them make the most of Glovo.



Campaigns to support local commerce financed by third parties

KZ	Coca-Cola	€25,000	Coca-Cola subsidized platform costs for SMEs.
KZ	VISA local commerce bubble	€15,000	VISA subsidized platform costs for SMEs.
RS	VISA - supporting SMEs	€34,887	VISA financed free deliveries and promo codes for SMEs
GE	Start-up bubble	€43,997	TBC Bank financed free deliveries and promo codes for local start-ups
ES	VISA - supporting Los de Tu Barrio	€350,000	VISA financed free deliveries and promo codes for SMEs
Total		€ 793,880	



Health & safety measures in partners' premises

The health & safety of our ecosystem of users is our priority. With the pandemics, the food and groceries sector have been particularly exposed to COVID-19 risks as being considered essential services.

To protect our partners as well as the couriers, we have created a specific health & safety protocol mitigating contamination risks, including measures like:

- Indicating with a sign the starting point of the waiting queue for couriers to collect orders.
- Making sure the order delivery area is as close as possible to the entry area.
- Whenever possible, delimiting on the ground the safety distances established both between the first courier in line and the collection area, as well as between couriers.
- As always, strictly implementing food safety measures within kitchens, during the preparation of the order, and using gloves and masks.
- Delivering orders in sealed bags.
- Depositing prepared orders in a dedicated area, separated by at least one meter from the rest of the staff's work areas and cleaned and disinfected frequently throughout the day.
- Sanitizing delivery tablets as often as possible (15 minutes recommended).
- During peak hours, dedicating one of the partners' employees to handling the order collection flow and ensuring that contactless collection and proper separation of couriers in the queue is performed optimally.



Measures to facilitate partners' transition toward sustainability

Protecting the environment has become a key preoccupation from our partners and their customers, as highlighted in the materiality analysis' results.

Nevertheless, it often represents an additional cost that is difficult to bear for partners, particularly in the pandemic context. In 2020, we kept offering partners solutions, tips and benefits for facilitating their sustainability efforts, including:

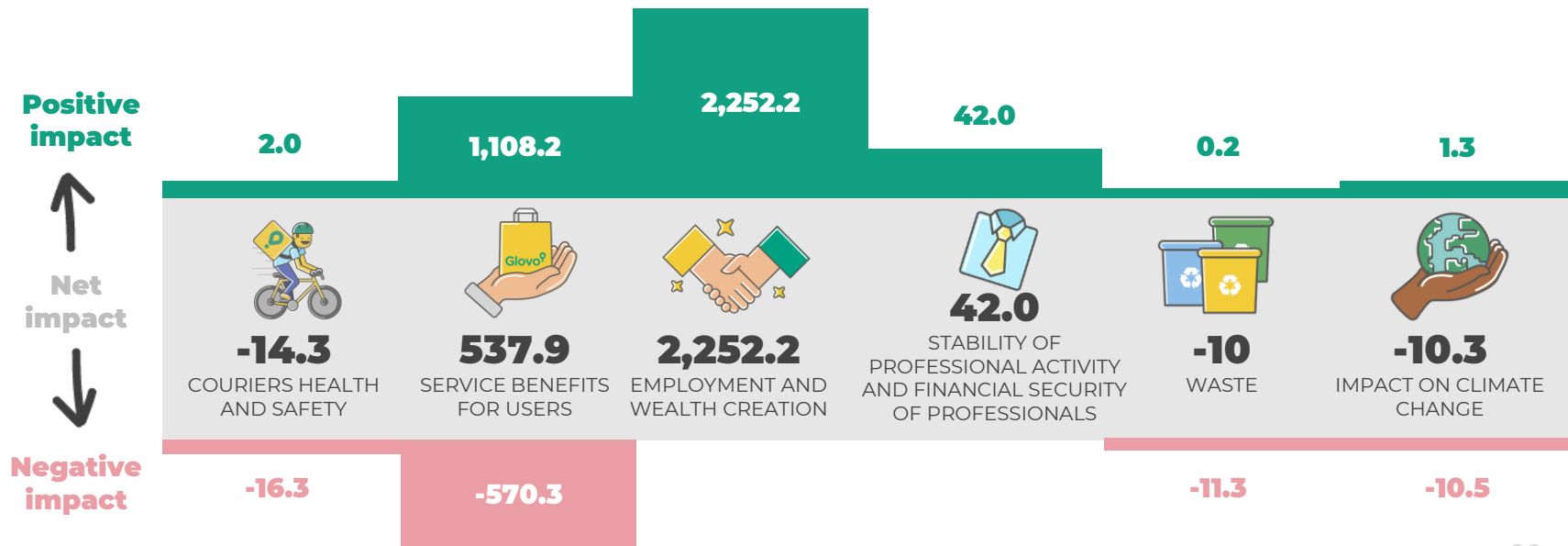
- Selling of sustainable equipment and material from the GlovoStore with a 30% discount (including sustainable packaging, etc.).
- Access to our courier service for free to donate their food surplus to NGOs through Glovo Access.
- Offsetting of 100% of emissions from their sales through delivery without any costs for them.
- Webinars addressing environmental issues, like how to transition towards using sustainable packaging in their operations.





Socio-economic footprint

Our [socioeconomic impact analysis](#) revealed a series of high-level metrics based on econometric models. These models allow us to identify and monetize our footprint and understand the value creation we expose in our stakeholders' community.





2,252 M€

VALUE ADDED

Through the direct, indirect, induced and catalytic effect, Glovo contributes to generate a gross value added of 2.2 billion euros. In Spain, the value added generated ascend to 803.5 million euros.

101,942

JOBS SUPPORTED

Through its direct, indirect, induced and catalytic effect, Glovo ecosystem supports more than 100,000 jobs. In Spain, the platform impacts 18,863 employees.

606.7 M€

TAX REVENUES

Through taxes, fees and social charges, the associated tax contribution associated with Glovo activity amounts to 606.7 million euros. In Spain, tax collection amounts to 251.4 million euros.

>39.1 M

HOURS SAVED

Glovo couriers use an optimal transportation mix for the urban areas and substitute a return trip for one-way trip. The economic value of this time savings amounts to 267 million euros.

170 M

VALUE OF USERS WELL-BEING

The academic literature indicates that the service enhances users' well-being due to the stress relief of less planning and not having to go to the partners spaces.

12%

COURIERS HEALTH & SAFETY RISK MITIGATION

Through road safety training protection equipment and personal accidents insurance provided to couriers.

27,561

TONS OF WASTE AVOIDED

Through reduction of single-use plastics, use of sustainable packaging and donation of food leftovers to third sector entities.

1,537

CO₂ EMISSIONS REDUCED

Through efficient travel routes, cutlery opt-out, recycled or recyclable packaging and responsible management of food waste.



[Back to index](#)

08

About the report

This annual report is part of the consolidated management report and meets the same criteria for approval, deposit and publicity.





About the report | External assurance

The report has been prepared in accordance with the Essential option of the GRI Standards. The report reflects the organization's business activity on sustainability and non-financial information between January 1 and December 31, 2020. In June 2020 Glovo published its first Non-Financial Information Statement that covers the period from January 1 to December 31, 2019.

The contents included have been prepared based on the materiality analysis carried out and the requirements of Law 11/2018, of December 28, 2018, which modifies the Commercial Code, consolidated text of the Capital Companies Law approved by Royal Legislative Decree 1/2010, of July 2, and Law 22/2015, of July 20, on Auditing of Accounts, regarding non-financial information and diversity.

External assurance

Glovo has engaged Crowe for external verification of this report. The verification report is attached to this report. It has been prepared in accordance with the ISAE3000 standard: Assurance Engagements other than the audit or review of historical financial information.





About the report | GRI content index

Social Contribution Report | 2020

GRI Code	Number	Content	Page
GRI102	102-1	Name of the organization	10
GRI102	102-2	Activities, brands, products and services	6-8
GRI102	102-3	Location of headquarters	11
GRI102	102-4	Location of operations	11
GRI102	102-5	Ownership and legal form	10
GRI102	102-6	Markets served	6-7; 11
GRI102	102-7	Scale of the organization	9; 56
GRI102	102-8	Information on employees and other workers *	40
GRI102	102-9	Supply chain	33-34; 86
GRI102	102-10	Significant changes to the organization and its supply chain	10-11
GRI102	102-11	Precautionary Principle or approach	The need to apply the precautionary principle has not been determined, by virtue of the analysis of Glovo's impacts and the aspects covered by this principle.
GRI102	102-12	External initiatives	54; 79
GRI102	102-13	Membership of associations	76
GRI102	102-14	Statement from senior executives and decision maker	2-3
GRI102	102-15	Key impacts, risks, and opportunities	19-20; 28-29; 61; 63-68; 99
GRI102	102-16	Values, principles, standards and norms of behavior	21-23; 30-32; 36; 62
GRI102	102-18	Governance structure	25

GRI Code	Number	Content	Page
GRI102	102-40	List of stakeholder groups	16
GRI102	102-41	Collective bargaining agreements	47
GRI102	102-42	Identifying and selecting stakeholders	15-16
GRI102	102-43	Approach to stakeholder engagement	15
GRI102	102-44	Key topics and concerns raised	16
GRI102	102-45	Entities included in the consolidated financial statements	107
GRI102	102-46	Defining report content and topic Boundaries	12-13; 15-18
GRI102	102-47	List of material topics	18
GRI102	102-48	Restatements of information	NA
GRI102	102-49	Changes in reporting	NA
GRI102	102-50	Reporting period	102
GRI102	102-51	Date of most recent report	102
GRI102	102-52	Reporting cycle	Annual
GRI102	102-53	Contact point for questions regarding the report	For any questions related to the content of this report, Glovo makes the email of the Social Impact department available to the public: socialimpact@glovoapp.com .
GRI102	102-54	Claims of reporting in accordance with GRI Standards	102
GRI102	102-55	GRI content index	103-106
GRI102	102-56	External assurance	102



About the report | GRI content index

Social Contribution Report | 2020

GRI Code	Number	Content	Page
Material aspect: Economic performance			
GRI103	103-1	Explanation of the material topic and its boundary	27
GRI103	103-2	The management approach and its components	27
GRI103	103-3	Evaluation of the management approach	27
GRI201	201-1	Direct economic value generated and distributed	27
GRI201	201-4	Financial assistance received from government	Glovo has not received public subsidies during the period covered by this report.
Material aspect: Indirect economic impacts			
GRI103	103-1	Explanation of the material topic and its boundary	99
GRI103	103-2	The management approach and its components	99
GRI103	103-3	Evaluation of the management approach	99
GRI203	203-2	Significant indirect economic impacts	99-100
Material aspect: Acquisition practices			
GRI103	103-1	Explanation of the material topic and its boundary	33-34
GRI103	103-2	The management approach and its components	33-34
GRI103	103-3	Evaluation of the management approach	33-34
Material aspect: Fight against corruption			
GRI103	103-1	Explanation of the material topic and its boundary	30
GRI103	103-2	The management approach and its components	30
GRI103	103-3	Evaluation of the management approach	30
GRI205	205-2	Communication and training on anti-corruption policies and procedures	30-32
GRI205	205-3	Confirmed incidents of corruption and actions taken	Glovo has not been aware of any confirmed cases of corruption during the period covered by this report.

GRI Code	Number	Content	Page
Material aspect: Materials			
GRI103	103-1	Explanation of the material topic and its boundary	73
GRI103	103-2	The management approach and its components	73
GRI103	103-3	Evaluation of the management approach	73
GRI301	301-2	Recycled input materials used	34
GRI301	301-3	Reclaimed products and their packaging materials	34; 73
Material aspect: Energy			
GRI103	103-1	Explanation of the material topic and its boundary	71
GRI103	103-2	The management approach and its components	71
GRI103	103-3	Evaluation of the management approach	71
GRI302	302-1	Energy consumption within the organization	71-72
Material aspect: Biodiversity			
GRI103	103-1	Explanation of the material topic and its boundary	73
GRI103	103-2	The management approach and its components	73
GRI103	103-3	Evaluation of the management approach	73
GRI304	304-2	Significant impacts of activities, products and services	73
Material aspect: Emissions			
GRI103	103-1	Explanation of the material topic and its boundary	62; 66; 68
GRI103	103-2	The management approach and its components	62; 66; 68
GRI103	103-3	Evaluation of the management approach	62; 66; 68
GRI305	305-1	Direct (Scope 1) GHG emissions	66
GRI305	305-2	Energy indirect (Scope 2) GHG emissions	66
GRI305	305-3	Other indirect (Scope 3) GHG emissions	66
GRI305	305-5	Reduction of GHG emissions	39; 67; 100



About the report | GRI content index

Social Contribution Report | 2020

GRI Code	Number	Content	Page
Material aspect: Waste			
GRI103	103-1	Explanation of the material topic and its boundary	69-71
GRI103	103-2	The management approach and its components	69-71
GRI103	103-3	Evaluation of the management approach	69-71
GRI306	306-2	Waste by type and disposal method	70-71; 100
GRI306	306-3	Significant spills	69
GRI306	306-4	Transport of hazardous waste	34
Material aspect: Environmental assessment of suppliers			
GRI103	103-1	Explanation of the material topic and its boundary	33-34
GRI103	103-2	The management approach and its components	33-34
GRI103	103-3	Evaluation of the management approach	33-34
GRI308	308-1	New suppliers that were screened using environmental criteria	33-34
Material aspect: Employment*			
GRI103	103-1	Explanation of the material topic and its boundary	33-34; 36; 55; 59; 88
GRI103	103-2	The management approach and its components	33-34; 36; 55; 59; 88
GRI103	103-3	Evaluation of the management approach	33-34; 36; 55; 59; 88
GRI401	401-1	New employee hires and employee turnover	57
Material aspect: Worker-company relations			
GRI103	103-1	Explanation of the material topic and its boundary	47
GRI103	103-2	The management approach and its components	47
GRI103	103-3	Evaluation of the management approach	47
Material aspect: Health and safety at work*			
GRI103	103-1	Explanation of the material topic and its boundary	43-44; 89
GRI103	103-2	The management approach and its components	43-44; 89
GRI103	103-3	Evaluation of the management approach	43-44; 89
GRI403	403-2	Hazard identification, risk assessment, and incident investigation	43-44
GRI403	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	89; 97
GRI403	403-9	Work-related injuries	44
GRI403	403-10	Work-related ill health	44

GRI Code	Number	Content	Page
Material aspect: Training and development*			
GRI103	103-1	Explanation of the material topic and its boundary	45; 79-80
GRI103	103-2	The management approach and its components	45; 79-80
GRI103	103-3	Evaluation of the management approach	45; 79-80
GRI404	404-2	Programs for upgrading employee skills and transition assistance programs	46; 79-80
Material aspect: Diversity and equal opportunities			
GRI103	103-1	Explanation of the material topic and its boundary	48; 50-52; 81
GRI103	103-2	The management approach and its components	48; 50-52; 81
GRI103	103-3	Evaluation of the management approach	48; 50-52; 81
GRI405	405-1	Diversity of governance bodies and employees	25; 49; 56
GRI405	405-2	Ratio of basic salary and remuneration of women to men	51
Material aspect: Non-discrimination			
GRI103	103-1	Explanation of the material topic and its boundary	48; 54-55
GRI103	103-2	The management approach and its components	48; 54-55
GRI103	103-3	Evaluation of the management approach	48; 54-55
GRI406	406-1	Incidents of discrimination and corrective actions taken	48
Material aspect: Freedom of association and collective bargaining			
GRI103	103-1	Explanation of the material topic and its boundary	47; 54
GRI103	103-2	The management approach and its components	47; 54
GRI103	103-3	Evaluation of the management approach	47; 54
Material aspect: Child labor			
GRI103	103-1	Explanation of the material topic and its boundary	54
GRI103	103-2	The management approach and its components	54
GRI103	103-3	Evaluation of the management approach	54
Material aspect: Forced or compulsory labor			
GRI103	103-1	Explanation of the material topic and its boundary	55
GRI103	103-2	The management approach and its components	55
GRI103	103-3	Evaluation of the management approach	55



About the report | GRI content index

Social Contribution Report | 2020

GRI Code	Number	Content	Page
Material aspect: Human rights assessment			
GRI103	103-1	Explanation of the material topic and its boundary	54-55
GRI103	103-2	The management approach and its components	54-55
GRI103	103-3	Evaluation of the management approach	54-55
Material aspect: Local communities			
GRI103	103-1	Explanation of the material topic and its boundary	61-62
GRI103	103-2	The management approach and its components	61-62
GRI103	103-3	Evaluation of the management approach	61-62
GRI 413	413-1	Operations with local community engagement, impact assessments, and development programs	61-65; 74-78; 96
Material aspect: Social evaluation of suppliers			
GRI103	103-1	Explanation of the material topic and its boundary	33-34
GRI103	103-2	The management approach and its components	33-34
GRI103	103-3	Evaluation of the management approach	33-34
Material aspect: Health and safety of customers			
GRI103	103-1	Explanation of the material topic and its boundary	95-97
GRI103	103-2	The management approach and its components	95-97
GRI103	103-3	Evaluation of the management approach	95-97
Material aspect: Customer privacy			
GRI103	103-1	Explanation of the material topic and its boundary	85
GRI103	103-2	The management approach and its components	85
GRI103	103-3	Evaluation of the management approach	85

Note: For the indicators related to aspects marked with (*), it should be taken into account that GRI defines workers not only as employees but also, among others, as people who provide services independently.



About the report | Law 11/2018 content index

Social Contribution Report | 2020

	Page / Reference
Basic contents	
Description of the business model	5-11; 21-23
Reference frames used	102
Risks related to NFIS issues	19-20; 28-29
Environmental issues	
Detailed information	62
Pollution	67-68
Circular economy and waste prevention and management	69-71
Sustainable Use of Resources: Water	Not material
Sustainable Use of Resources: Materials	73
Sustainable Use of Resources: Energy	71
Sustainable Use of Resources: Energy Efficiency	72
Climate Change: GHG Emissions	66
Climate Change: Adaptation	67
Climate Change: GHG Emission Goals	68
Protection of biodiversity: Measures	73
Protection of biodiversity: Impacts	73

	Page / Reference
Social and personnel issues	
Employment: Number of employees	56
Employment: Modalities of employment contracts	58
Employment: Number of dismissals	57
Employment: Remuneration	42
Employment: Wage gap	51
Employment: Remuneration of directors and female directors and managers	42
Employment: Disconnection from work	41
Employment: Disability	49
Work organization	38-40
Work organization: Absenteeism	In the period covered by this report, Glovo did not have the necessary information systems to measure this indicator, although it is implementing the permanent improvements to be able to contribute it in future editions.
Work organization: Conciliation	41
Health and Safety: Conditions	43-44
Health and Safety: Accidents and diseases	44
Worker-company relations	47
Training	45-46
Universal accessibility for people with disabilities	49
Equality	48-52



About the report | Law 11/2018 content index

Social Contribution Report | 2020

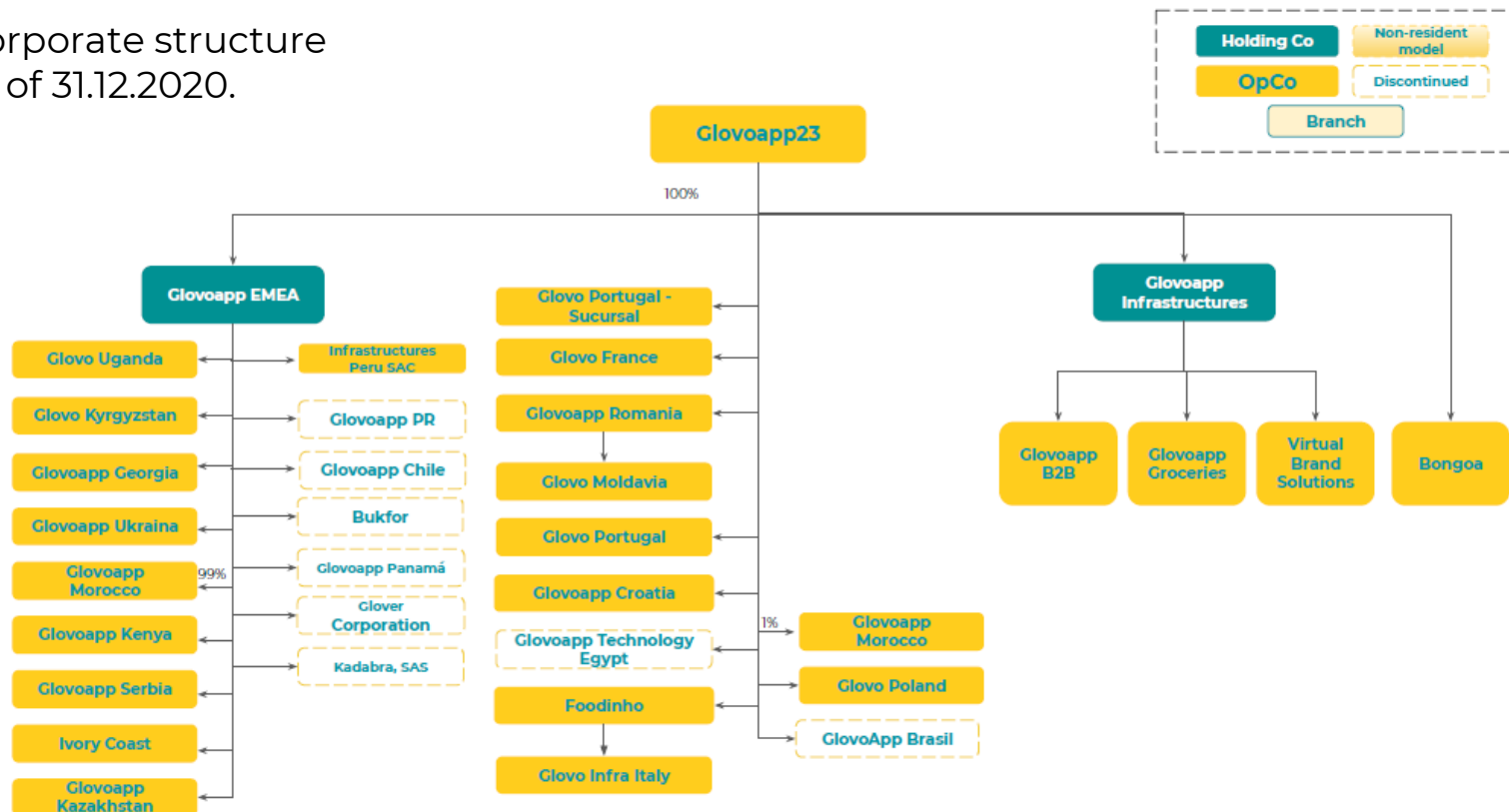
	Page / Reference
Company information	
Commitments to sustainable development	74-76
Outsourcing and supplier companies	33-34; 86
Consumers: Health and Safety	84
Consumers: Complaints	85
Consumers: Tax information	26
Respect for human rights	
Due diligence of human rights	54-55
Risks and measures	54-55
Freedom of association and collective bargaining	54-55
Discrimination in employment	54-55
Forced and child labor	54-55
Fight against corruption and bribery	
Corruption and bribery prevention	30-32
Money laundering prevention	30-32
Contributions to foundations and non-profit entities	77-78



Appendix 1

Corporate structure
as of 31.12.2020.

Social Contribution Report | 2020





Appendix 2

Donations by beneficiary entity.

Donations directly by Glovo			
Project / Beneficiary entity	Country	Total orders delivered	Amount
Social Fooding	Spain	-	1,450.00 €
Nutrición sin Fronteras	Spain	-	5,000.00 €
FSpainBAL	Spain	45	270.00 €
CArgentinaItalyas	Spain	30	180.00 €
Refugiados sin Fronteras	Spain	350	2,100.00 €
Aiudo	Spain	20	120.00 €
Food4HeroSpain	Spain	116	696.00 €
Nanafooders	Spain	40	240.00 €
RemArgentina	Spain	10	60.00 €
Banc dels Aliments	Spain	30	180.00 €
Imagina Mas	Spain	50	300.00 €
Fundacion Ana Bella	Spain	120	720.00 €
CArgentinaItalyas	Italy	104	624.00 €
TodosxTodos	Spain	30	658.49 €
My Alma	Spain	6	36.00 €
UPC	Spain	50	300.00 €
MagiCAMP	Romania	50	300.00 €
Fundació Bargentinaça	Spain	2	18.99 €
Fundación Alex	Spain	150	900.00 €
MirArgentine Otra Vez	Spain	50	300.00 €
Reir	Spain	50	300.00 €
Plan Higia	Spain	2	12.00 €
Save the Children	Spain	95	283.60 €
Fundacion Baila	Spain	5	30.00 €
Mission d'Armour	Ivory Coast	-	168.10 €
Zumbimbi	Italy	16	83.80 €
Save the Children	Spain	97	291.00 €
Unidos 3D	Argentina	10	200.00 €
Banco de Alimentos	Argentina	-	32,766.18 €
SOS Kinderdorf International	Ukraine	-	2,50.00 €
Norte Joven (piloto)	Spain	14	133.05 €
ReySpainMajos	Spain	136	900.00 €
ONCE	Spain	-	27.29 €
Fundació Reir	Spain	-	3,000.00 €
Fundación Valora	Spain	54	1,013.03 €
Fundación Pequeño DSpaineo	Spain	10	60.00 €
AIL - Associazione Italiana contro le leucemie	Italy	156	1,500.00 €
Sonrisas sin cancer	Spain	8	98.87 €
TECHO Argentina	Argentina	-	656.08 €
TOTAL			58,226.48 €

Social Contribution Report | 2020

Donations directly by users		
Beneficiary entity	Country	Amount
Donation Bubble (money raised for Banco de Alimentos. Modulo Sanitario. Pata Pila. Saun. United Through Sports. Techo)	Argentina	303.18 €
UNICEF (micro website for donations)	Spain	3,806.00 €
Donation Bubble (TECHO Perú. Banco de Alimentos. ALINEN . WUF . Tejiendo Sonrisas . Casa de Todos)	Peru	9,660.23 €
Donation Bubble (money raised for Viral Kindness Loresho and Yoga Heart Kenya. Mama to the Rescue. The Hub Karen)	Kenia	37.20 €
Donation Bubble (Casa Ronald McDonald. Caritas. Ahora va por ti. Aldeas infantiles sos ecuador. Amiguitos del Océano. Caminitos de Luz. Fundación Cecilia Rivadeneira. Techo)	Ecuador	3,289.73 €
Donation Bubble (FESBAL. Fundación Ronald McDonalds. Refugiados sin Fronteras. Fundación Altius. Acompartir)	Spain	24,419.00 €
Donation Bubble (Fundação Infantil Ronald McDonalds. Associação Cultural Moinho da Juventude. Just a Change. AMI).	Portugal	2,027.00 €
Solidarity Masterclass (money raised for Fundación Altius)	Spain	9,927.63 €
Solidarity Masterclass (money raised for Banc dels Aliments)	Spain	1,231.00 €
TOTAL		54,700.97 €



Appendix 3

Exchange rates.

Exchange rates applied		
Country	Currency	FX rate December 2020
Argentina	ARS	80,85
BraZil	BRL	6,38
Chile	CLP	876,48
Croatia	HRK	7,54
Egypt	EGP	19,34
Georgia	GEL	3,51
Republic of Peru	PEN	3,99
Ivory Coast	CFA	659,25
Kazakhstan	KZT	472,57
Kenya	KES	121,46
Kyrgystan	KGS	472,57
Moldova	MDL	19,44
Morocco	MAD	10,81
Poland	PLN	4,61
Puerto Rico	USD	1,14
Dominican Republic	DOP	64,39
Panama	USD	1,14
Romania	RON	4,84
Serbia	RSD	117,49
Turkey	TRY	6,58
Uganda	UGX	4.215,57
Ukraine	UAH	30,82
Uruguay	UYU	47,95

Exchange rate for remuneration		
Country	Currency	FX rate February 2021
Argentina	ARS	107.184
Brazil	BRL	65.071
Ivory Coast	CFA	655.957
Chile	CLP	874.31
Colombia	COP	4.235
Costa Rica	CRC	736.35
Croatia	HRK	7.57
Dominican Republic	DOP	701.147
Egypt	EGP	187.996
Georgia	GEL	3.964
Guatemala	GTQ	93.793
Honduras	HNL	291.305
Kazakhstan	KZT	508.23
Kenya	KES	132.45
Moldova	MDL	209.279
Morocco	MAD	108.179
Panama	PAB	12.118
Peru	PEN	44.146
Poland	PLN	4.496
Romania	RON	48.741
Serbia	RSD	117.46
Turkey	TRY	85.283
Uganda	UGX	4,435.92
Ukraine	UAH	337.365
Uruguay	UYU	51.683



Social Contribution Report 2020