



Materiality Matrix Analysis

2021

Methodology

Goals and timeline for the materiality analysis



Goals

- Make sure our business and social impact strategy are in line with the priorities and preoccupations of our stakeholders
- Align with ESG standards & regulatory requirement from the Spanish Law on non-financial reporting by consulting our stakeholders to evaluate social, environmental and economic priorities for Glovo.
- Support Glovo's decision-making & strategy development process.







Timeline

- Creation of our catalog of material issues based on referentials like GRI, SDGs, etc.
- Design of a survey to assess importance and management level* of all material issues
- Sending of the survey to our community of stakeholders (employees, users, partners, couriers)
- Consolidation of the results within a materiality matrix
- Analysis of results per group of stakeholders and per country
- Presentation of preliminary results to ESG Committee
- Review of the materiality matrix by the Executive team and actualization of final results
- Calculation of the socio-economic footprint based on the results
- Inclusion of the materiality matrix in the sustainability report

**management level refers to how well Glovo is managing each issue*

Who have we consulted in Glovo's community?

		Answers	Total sample	% of answers (response rate)
	Users	7.204	550.000	1,3%
	Partners	293	25.419	1,2%
	Couriers	8.275	35.876	23,1%
	Employees	475	1.864	26,4%

8 countries*

18/01/21 – 29/01/21



*countries w/ highest number of customers and/or representative of our geographical implementation

Materiality matrix method

VARIABLE "IMPORTANCE",
ONLY TAKING INTO ACCOUNT
EXTERNAL STAKEHOLDERS
(COURIERS, PARTNERS AND
USERS)



VARIABLE "IMPORTANCE", ONLY TAKING INTO
ACCOUNT **INTERNAL STAKEHOLDERS** (GLOVO'S
EMPLOYEES)

Analysis of externalities importance

Which of the following aspects do you consider to be the most important and, therefore, those in which Glovo should focus on?

Analysis by stakeholder:

$$X = \frac{X_1 + X_2 + X_3 + \dots + X_n}{N}$$

X = Total importance for stakeholder "x" for externality "x"
 X_n = Importance for stakeholder "x" in "x" country, for externality "x"
 N = number of countries (8)

Analysis by country*:

$$X = \frac{X_1 + X_2 + X_3 + \dots + X_n}{N}$$

X = Total importance for country "x" for externality "x"
 X_n = Importance for stakeholder "x", for externality "x"
 N = number of stakeholders (3)

EXAMPLE 1 (Importance of 2 externalities for Couriers)

	SPAIN	ITALY	KENIA	MOROCCO	POLAND	ROMANIA	UCRANIA	PORTUGAL	TOTAL
SERVICE BENEFITS FOR USERS	8,21	7,73	8,5	7,7	8,47	8,13	8,17	8,5	8,18
INTELLECTUAL CAPITAL DEVELOPMENT REGARDING PROFESSIONALS* AND SOCIETY	7,81	7,41	6,67	7,52	8,04	7,94	7,53	8,01	7,62

EXAMPLE 2 (Importance of 2 externalities in Spain)

	couriers	partners	users	TOTAL EXTERNAL STK
SERVICE BENEFITS FOR USERS	8,21	8,08	8,38	8,22
INTELLECTUAL CAPITAL DEVELOPMENT REGARDING PROFESSIONALS* AND SOCIETY	7,81	7,5	7,71	7,67

Total importance for all partners + total importance for all couriers + total importance for all users + total importance for all employees

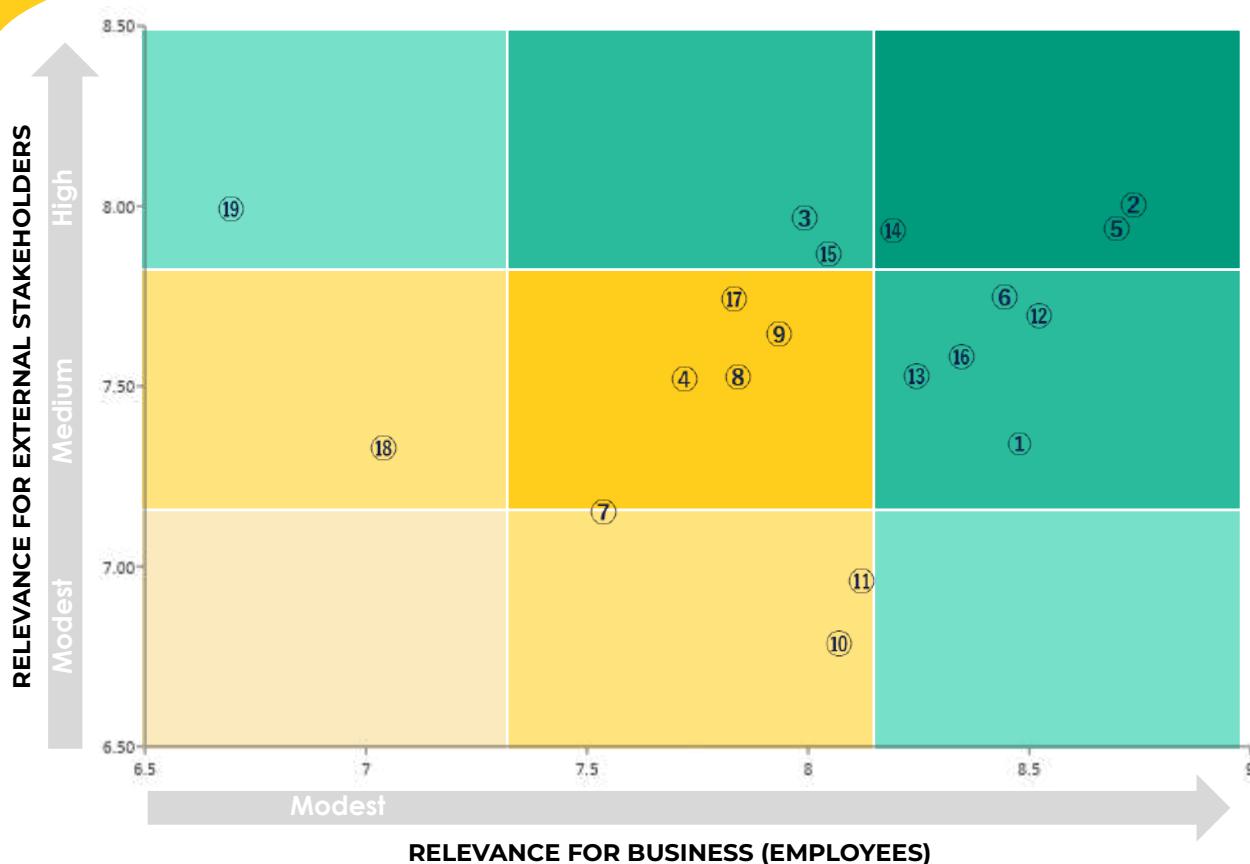
Global analysis :

Total number of stakeholders (4)

(*): In this case we have only considered 3 groups, as employees don't answer the questions by country, but globally

Global Results

Aggregated analysis: Materiality matrix



RELEVANT EXTERNALITIES

- 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 EMPLOYEES' 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 STRONG PUBLIC INSTITUTIONS

(*) Matrix elaborated on a scale of 6,5 to 8,5 and 9, since all the scores awarded oscillate between these values.



Main conclusions (1) - Relevance for stakeholders and business

The results of the materiality analysis are **globally in line with our current business and impact strategy.**



PRIORITIES *(issues highly relevant for Glovo's entire community)*

- Waste
- Courier Health and Safety



REPUTATIONAL IMPORTANCE *(issues highly relevant for Glovo's external stakeholders and medium for employees)*

- Responsible employment regarding immigration
- Resources and raw materials
- Intellectual development regarding professionals and society



DIFFERENTIATION OPPORTUNITIES *(issues highly relevant for employees and medium for our external stakeholders)*

- Impact on climate change
- Service benefits for users
- Stability of professional activity and financial security of professional
- Employment and wealth creation
- Diversity, inclusion and improvement of the conditions and quality of life of professionals

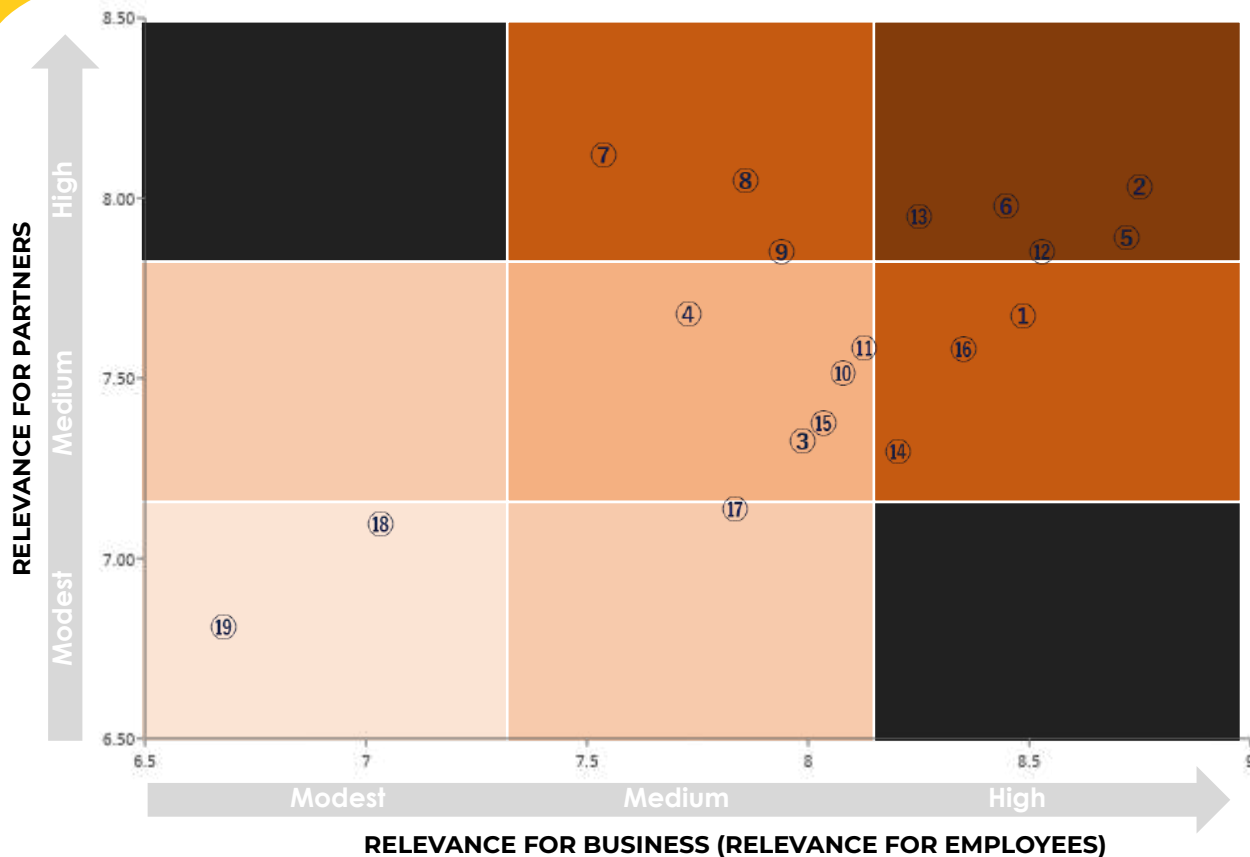


ENABLERS *(issues medium relevant for Glovo's external stakeholders and for employees)*

- Impact on cities and urban life
- Users' rights guarantee
- Users' inclusion and integration
- Promotion of external vocations among women

Stakeholder analysis

MATRIX: RELEVANCE FOR PARTNERS VS RELEVANCE FOR EMPLOYEES

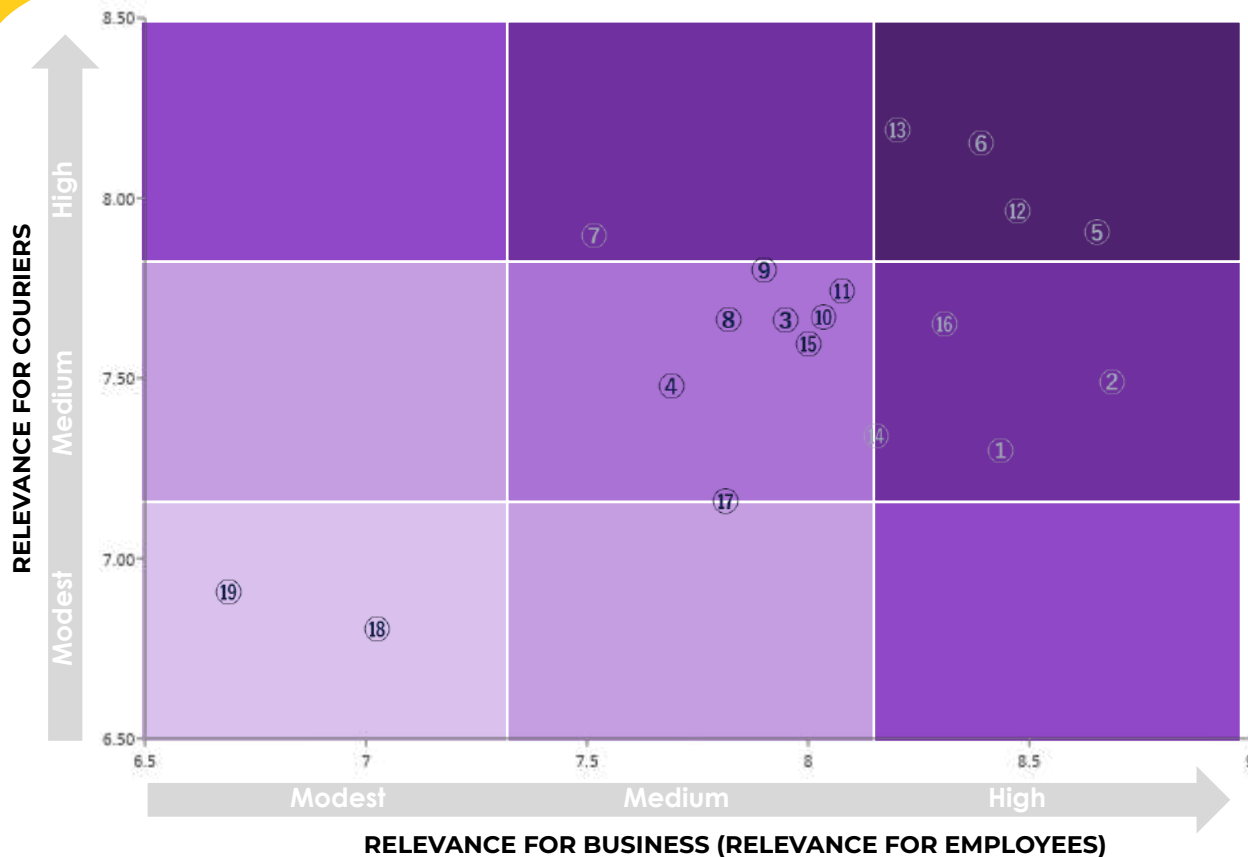


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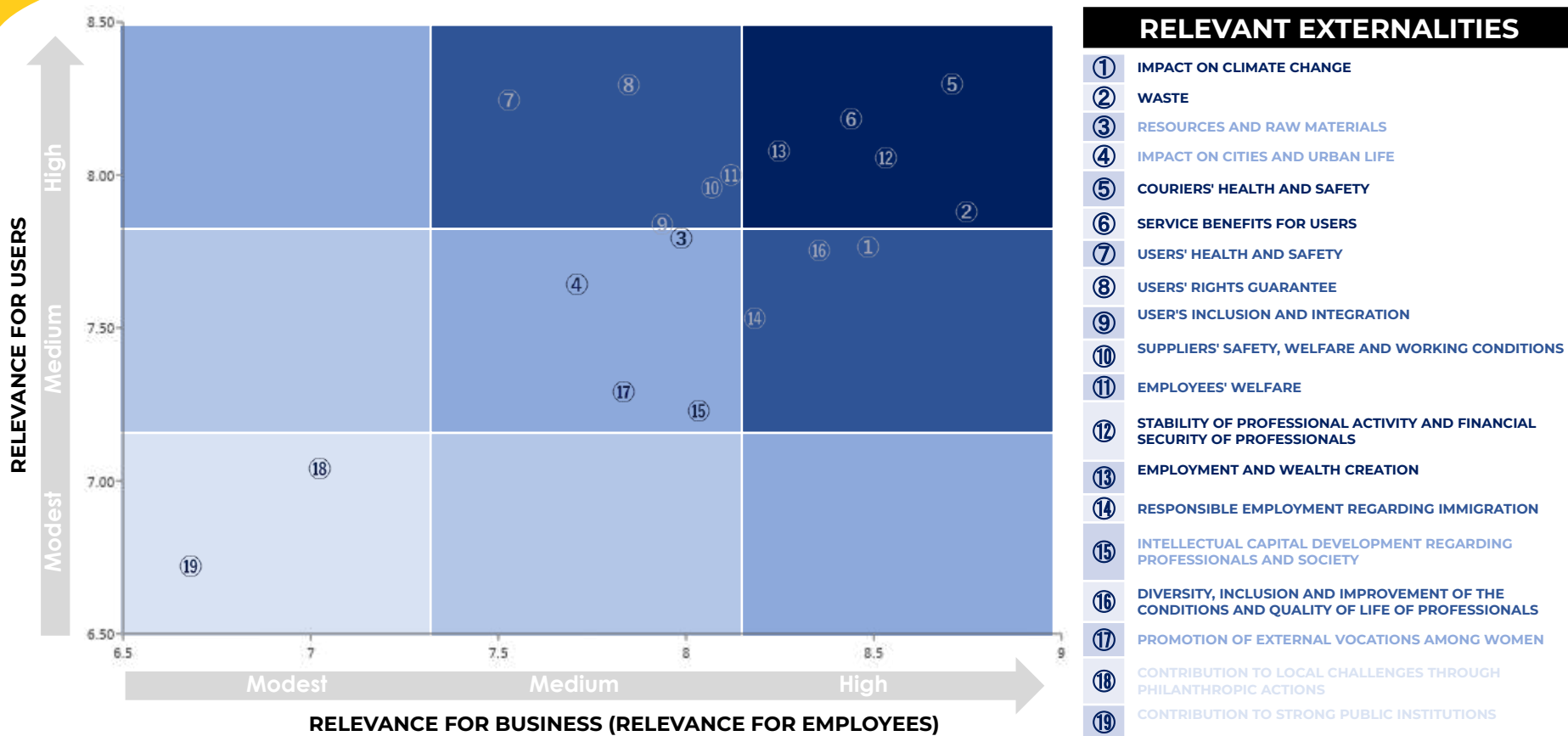
MATRIX: RELEVANCE FOR COURIERS VS RELEVANCE FOR EMPLOYEES



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MATRIX: RELEVANCE FOR USERS VS RELEVANCE FOR EMPLOYEES



(*) Matrix elaborated on a scale of 6,5 to 8,5 and 9, since all the scores awarded oscillate between these values.