

Glovo!

IN OUR WORDS



IN OUR WORDS

This is how the world looks to us, in our words. These are our truths. We hope it helps people understand why we do what we do.

The on-demand economy should guarantee freedom and social rights

ON-DEMAND PLATFORM ECONOMY

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Companies succeed when they have a positive impact

SOCIAL IMPACT

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The future of local businesses is digital

DIGITAL GROWTH

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Being local has the biggest impact

LOCAL CARE

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Relationships are the heartbeat of our culture

FUTURE OF WORK

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People need to know the algorithms that impact their lives

ALGORITHMS

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The right workplace welcomes social equality

DIVERSITY, INCLUSION & BELONGING

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IN OUR WORDS

Being local has the biggest impact

LOCAL CARE

Having a positive impact on local communities means understanding what matters to them. That is why our focus is on enhancing the lives of people in their cities, rather than just being another global corporation.

*Our teams develop tools to address the needs and adapt to the conditions of daily life in every city we work in. Did you know that **in Kenya we have a specific bubble in our app for water gallons and butane bottles?***

Other ways in which we aim to have a positive impact on local communities include: hiring local talent, paying local taxes, improving road-safety, aligning couriers' wages to local living standards and digitizing local commerce, to name a few.

*To “give everyone easy access to anything in their city” is only possible when we **understand and address people’s needs in ways that are meaningful to them** where they live.*



IN OUR WORDS

The on-demand economy should guarantee freedom and social rights

ON-DEMAND PLATFORM ECONOMY

The choice of where, how and when to work is a unique aspect of our industry. However, it should not jeopardize anyone's social rights.

We take pride in being the first to advocate for this through [The Couriers Pledge](#), upgrading social rights in the on-demand platform economy.

As a responsible, tech-first company, **Glovo is proactive both through dialogue and action:** adapting our business where needed, engaging with public representatives and speaking to anyone who wants to sit at the table and drive that change.

We are committed to **protecting and guaranteeing fair standards** for anyone regardless of employment or work status.



IN OUR WORDS

Relationships are the heartbeat of our culture

FUTURE OF WORK

The pandemic forced us to quickly adapt to working remotely. At Glovo, we believe that our culture is best fostered when we are together in the same room.

*When WFH (Working From Home) became the norm, a blurry line between work and personal life challenged people's well-being and teams' productivity. At Glovo we believe in **frequent personal interaction in the office, combined with online flexibility**.*

*We believe that a strong culture is built on personal relationships; it allows our teams to work faster and more creatively, while also having the chance to connect on a personal level. **Working face-to-face creates a sense of community** that is the foundation of our [Life at Glovo](#) culture.*



IN OUR WORDS

Companies succeed when they have a **positive impact**

SOCIAL IMPACT

Balancing profitability with social purpose is not easy. But caring about our impact is in Glovo's DNA. We firmly believe “caring” is the only way for today's companies to leave a positive footprint.

*The Glovo platform has a positive impact. **Our technology is a facilitator that empowers our communities in cities.** However, we can always do more.*

Today we are already carbon neutral. By 2030, we will reduce our carbon footprint by 42,12%. We are at the beginning of the journey to support our partners with their move to more sustainable packaging and environmental best practices.

We also leverage our technology to support local NGOs in reducing hunger and food waste in their communities through [Glovo Access](#). Our platform should not only be an easy and flexible way for couriers to access income, but also a trampoline for them to access new opportunities once they have come to the end of their journey with Glovo.

*We are aware **there is still a long way to go**: not only within Glovo itself but within the ecosystem and communities that we have a direct impact on.*



IN OUR WORDS

People need to **know** the **algorithms** that impact their lives

ALGORITHMS

Algorithms have a direct effect on people's lives and their income. While they are designed to optimize processes and inform business decisions, we believe that their impact on people makes it important to be transparent about them.

Can you imagine the importance of automating and optimizing manual processes in a sector where time and efficiency are paramount?

Our algorithms are essential to deliver faster orders, assign orders to couriers, ensure shops and restaurants get more orders, and shorten distances to reduce carbon emissions, among many other things. While it's easy to understand why algorithms are critical for business success, the reality today is that most companies opt not to disclose these details.

*At Glovo we are choosing to **move towards being more transparent**. We take the responsibility of gathering and leveraging individuals' data very seriously and aspire to be transparent about what we are doing.*

IN OUR WORDS

The future of local businesses is digital

DIGITAL GROWTH

If local shops and restaurants are to succeed long-term, they must take a big leap to join the digital economy. Glovo is here to support them on their journey. We want to create a healthy marketplace in which growth is a shared goal and a common opportunity for all.

*Did you know that nearly half of the businesses on Glovo didn't sell anything online before using our platform? **Glovo is closing the gap between the online and offline worlds** with a low barrier entry platform; a trampoline for easy market access and increased earning opportunities.*

When local shops and restaurants learn to adapt to the online world, not only do they benefit, but it also has a positive social and economic impact in their communities.

*That is why we are supporting them with digital capabilities and business know-how that **helps them be autonomous and competitive** at the same time.*



IN OUR WORDS

The right workplace welcomes **social** **equality**

DIVERSITY, INCLUSION AND BELONGING

Barcelona-born and globally-grown, we embrace the challenges that come with our commitment to building a workplace that welcomes and celebrates everyone.

At the heart of what we think is an amazing culture, there are people from diverse backgrounds: they enrich our teams with their unique ways of seeing the world.

*As a result of having more than **80 nationalities** and a **multitude of perspectives in-house**, we are able to be more creative in designing products, services, solutions and, ultimately, in how we work together.*

When we say we care about diversity, we mean it. We have started by proactively moving the needle with having more women in tech and leadership roles, funding a wide variety of Employee Resource Groups and conducting regular surveys to continuously identify ways to improve.

We are committed to social equality, and together we are creating a place where everyone will love working.



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