

COMMUNITY GUIDELINES

WHAT IS ASKGLOVO?

AskGlovo is Glovo's main tool to be open with external audiences. It enables anyone to ask any question about the company: we pledge to **answer and publish all questions within 5 working days**. This channel is available to everyone through our corporate website at www.askglovo.com.

HOW DOES IT WORK?

1. Contact form

Questions are to be submitted via a contact form. Basic contact information of the person sending the questions is requested in order to: (1) confirm the receipt of the question and (2) send them or point them to the answer.

2. Public vs. Anonymous questions

All questions and answers are published on AskGlovo with the name provided by the user, unless the person indicates they want their question to be published anonymously.

3. Submit the question

Questions are organized by topics. New topics can emerge per requests and questions received. The text box to submit questions is open and unlimited in characters.

4. Glovo answers

For all new questions, Glovo will provide an answer. The questions that have been previously asked will be redirected to the relevant answers. **New questions will be provided with an answer within 5 working days.**

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- Questions can be asked in any language. All answers will be published in English.
- Press questions or petitions should not be submitted through this channel so these are to be redirected to global or local press teams.
- Glovo refrains from answering questions that are submitted using offensive language.
- Glovo refrains from answering questions out of the thematic scope of AskGlovo or regarding to:
 - a. confidential information
 - b. trade secrets
 - c. sensitive information or data about the company, employees, partners, couriers and users
 - d. personal data or information protected under the General Data Protection Regulation
 - e. data disclosing competency matters
 - f. any other information or data considered as relevant to protect business interests

When a question is not related to a topic within AskGlovo's thematic scope, Glovo will notify the sender of the proper channel to raise the issue.

THEMATIC SCOPE

Glovo's global transparency initiatives aim to better explain the company to the external public and provide clarity on Glovo's business model, vision and impact. The thematic scope of AskGlovo is reflective of this.

Questions and answers placed in AskGlovo can fall under the following categories (not exhaustive):

- The company
- Technology
- Social and environmental impact
- Partners, couriers, users
- About the app
- Delivery and other services
- Careers at Glovo
- Industry trends

DO'S AND DON'TS

● Please do:

- **Search** for your question before submitting a new one: chances are someone might have posed the same question.
- Use **respectful language**: we will not answer questions that use inappropriate wording.
- **Be creative** with your questions: we want to start a conversation ;-)
- Submit follow-up questions: you can post **as many questions as you want**.

● Please don't:

- Post **personal information**: remember that we will publish all questions, so everyone will see this information.
- Send **advertisements, spam** content or **repetitive messages** or **links**.
- Use **insulting/offensive language**.
- Ask questions **out of the scope** of this initiative or beyond the aforementioned topics.