



DIB Report

2021

At Glovo, we are on a mission to **give everyone easy access to anything in their city**. To achieve our ambitious mission, we need to make sure that working at Glovo is for **everyone**. This can only happen if we take a hard look at ourselves and have a clear understanding of what different people need to learn, grow, contribute and thrive. By doing this, we can create environments, systems and processes and products that work for everyone, and not just for some.

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At Glovo the topic of **Diversity, Inclusion and Belonging (DIB)** has always been there from the start. When Oscar Pierre and Sacha Michaud founded Glovo, one of the core values they set for Glovo is **CARE**, which is about *"uplifting our people and planet"*.

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- We celebrate diversity in all its forms and create an inclusive work environment
- We make choices that positively impact our communities and the environment
- We give feedback to show we care about others and teams' growth

When new hires join Glovo, often they share it's re-confirmed daily that our value CARE is not just a sign on the wall, but one that is lived everyday by our colleagues at Glovo. Even though the topic of DIB has always been there from the start, we acknowledge we can and must do better. Therefore many steps were taken to act on our values that come so naturally to us, with a concrete plan, milestones and measures.

The first important step taken was to hire a dedicated DIB team, The Global Head of DIB and Global DIB Project Manager, to make sure being inclusive is our default.

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Progress on DIB can **only happen** when there is full-time focus, when resources are available and when every single person across the organization, especially the C-level, feels responsible for driving an inclusive culture while keeping a diversity lens in their execution.

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Foreword

So, why are we creating this report and what will it cover?

At Glovo, we believe in full transparency and we want to be held accountable for the commitments we've made to drive progress. After 1 year of full-time focus on DIB, we want you all to know where we are, what is going well and what not. This is our first external and internal DIB report, and we've decided that every year, in Q1, we will reflect on the progress made.

01 High level strategy & actions taken in 2021

- + PEOPLE
- + SYSTEMIC
- + EXTERNAL

02 2022 - Initiatives

- + PEOPLE
- + SYSTEMIC
- + EXTERNAL

03 Annex I and II

- + OVERALL GENDER SPLIT AT GLOVO
- + WOMEN IN LEADERSHIP
- + WOMEN IN MANAGEMENT
- + WOMEN IN TECH
- + SEXUAL ORIENTATION
- + GENDER IDENTITY
- + RACE/ETHNICITY
- + DIVERSE ABILITIES

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High level strategy & focus areas

To achieve our commitments, our Diversity, Inclusion and Belonging strategy is centered around 3 pillars:
People, Systemic and External.

People

This pillar is focused on collectively fostering our inclusive culture for all our people by equipping all colleagues with a diversity lens to help drive change, enabling all our teammates by engaging and listening to understand their needs.

01 Training the Executive Team

05 Launch of Diversity Slack Groups

02 Training different targeted groups

06 Targeted Talent Interventions

03 Building Employee Resource Groups

07 Inclusion Portal

04 Awareness events & activities

08 DIB Survey by Peakon

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The following initiatives have been kicked-off:
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01

Training our Executive Team and General Managers “The DIB exploration journey”

We started with a 6 week training program to take the Executive Team and General Managers on a "DIB exploration journey" to learn more about bias, privilege, systemic inequality, microaggressions, allyship and leadership shadow.

The Executive Team said:

“““

If we really want to drive change and show we take DIB seriously, we need to commit our time to be fully educated on the topic.

Therefore the goal of the “DIB exploration journey” was to make sure all our top leaders become allies for the work.

As a closing, the Global Head of DIB and the Executive Team designed the **3 - 5 year strategy** together including setting representation goals.



We trained **100%** of the Executive Team and General Manager population



02

Training to different targeted groups within Glovo

We started delivering training to those people that have the biggest impact on our culture and the ability to influence processes, systems and the environment in a positive way. Our Leaders/Managers, our People Department and our New hires.

+ ALL OUR NEW HIRES

From the moment people join us, they should be fully immersed in our inclusive culture. DIB training is now part of our mandatory 3 day global onboarding.



In total we trained **over 600 new hires** (75% + of our new hires population) in 1 year.

+ OUR MANAGERS

We don't believe in DIB being an “add on”, it's a topic that needs to be integrated in everything that we do. A 3 hour DIB module is now of our Leading @ Glovo training for all managers.



In total we trained **over 200 managers** (25% of our manager population) in 1 year

+ OUR PEOPLE TEAMS

The People Department, has an important role to play in creating inclusive systems, processes and environments. Therefore we started training our Recruiters, People Partners as they work closely with hiring managers and managers in the business.



In total we trained **over 50 colleagues in the People Department** (33% + of our population) in 1 year.



The learning outcomes our DIB trainings are:

- Define the difference between diversity and inclusion
- Detect inequalities and non-inclusive behaviors in a workplace and generate solutions to address them
- Recognize your own privileges and extend them to those of minoritized groups
- Reflect on your own biases when interacting with your team and hypothesize ways to mitigate them
- Create a safe space within the team where everyone feels included and comfortable
- Reflect on behaviors to increase your own allyship at Glovo

03

Building our Employee Resource Groups



Employee Resource Groups (ERGs) are voluntary, employee-led groups that serve as a resource for members and organizations by fostering a diverse, inclusive workplace aligned with organizational mission, values, goals, business practices, and objectives.

At Glovo we see ERGs as the voice of our employees, who help us understand how we can create systems, processes and environments that work for all our unique people. ERGs are crucial in driving change and therefore we provide them with the resources and support they need to be successful.

We've built the following ERGs including an official Steering Committee, Executive Sponsors, Budget, Project plans and OKRs.

+ WHY EXECUTIVE SPONSORSHIP?

Executive sponsors make sure the ERGs have a voice representing their needs at the C-Level. Next to this they help the ERGs by providing connections to their network in the organisation, long-term strategy advice and coaching to the ERG Steering Committee.



Abilities at Glovo aims to make Glovo more accessible to everyone by promoting disability awareness and by leading initiatives to tackle the accessibility issues. Was launched only in December 2021 and already has **100 members**.

Objective 1: Raise awareness about diverse abilities of Glovo's team, customers and community

Objective 2: Build the foundation for Glovo to have accessible products and internal tools

Objective 3: Create a safe environment for all to raise concerns



Exec. Sponsor & strong Ally of Abilities at Glovo:
Eduard Ros - CFO



Colours of Glovo aims to be a force of change towards the mosaic of race, culture and ethnicity within our community by fostering a safe and inclusive space as well as providing the adequate resources and tools to empower underrepresented groups. Colours of Glovo was launched in October 2021 and already has **213 members**.

Objective 1: Accelerate ethnic diversity and representation at Glovo

Objective 2: Raise awareness about various racial and ethnical backgrounds at Glovo

Objective 3: Foster a supportive community



Exec. Sponsor of Colours at Glovo:
Kevin Hawkins - *Global UX Director*



GloW aims to be a driver of positive change by fostering a safe and inclusive community, providing resources and facilitating initiatives to help further develop talent and career opportunities, resulting in Glovo being a world leading startup for women to work at. GloWs membership base has grown from 200 to 422 **(111%)**.

Objective 1: Raise visibility and awareness on gender equality issues

Objective 2: Help women of Glovo advance

Objective 3: Create a safe and supportive community



Exec. Sponsor & strong Ally of GloW:
Narek Verdian - *CTO*



Uniqorns aims to make everyone in the LGBTIQ+ community at Glovo feel welcome, safe, authentic and valued, as well as to strengthen inclusion by raising awareness globally. Uniqorns membership base has grown in one year from 130 to 297 **(128%)**.

Objective 1: Educate Glovo on LGBTQ+ realities and allyship

Objective 2: Create an engaged and supportive community of members and allies

Objective 3: Facilitate a space to make impact externally (e.g. via volunteering)



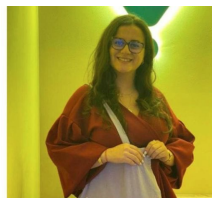
Exec. Sponsor & strong Ally of Uniqorns:
Daniel Alonso - *VP of Q-Commerce*

04

Awareness events and activities

Many awareness events and activities are organized all year long to continue to learn and grow together. From lunch & learns, to keynote speaker sessions, to culture days to DIB global days like Pride, Coming out Day, IDAHOT, Trans Day of Remembrance, Int. Women's Week, Disability Week, Colours of Glovo Week.

The events we celebrate internally are selected purposefully to match the most important globally recognized days. Some highlights:



International Women's Week (IWD) during this week we celebrate women's positive impact on the world and recognize the progress we've made towards gender equality. It's also a key moment for us to reflect on what still needs to be done to ensure everyone, regardless of gender, is empowered to reach their full potential and live freely and equally.

The program consisted of:

- **Internal and external keynote sessions**, by women and allies. Topics were covered like "Being the only person in the room", "Systemic gender bias" and "Allyship".
- **Round tables** to discuss Glovo's current inclusion for women and improvement points.
- **Exchange of book, movie and podcast tips** to continue education after IWD. Some examples are the book "Invisible Women", the movie "Hidden Figures" and the podcast "Why Women Stopped Coding".

Finally, we encouraged all colleagues to go Riding for a Cause. In this volunteering program colleagues can deliver orders as if they are couriers. For every order they deliver 15 euros will be donated to a good cause. During International Women's Week we were riding for UN Women.



PRIDE month during PRIDE we also had a strong speaker program with both internal and external speakers. Topics like Micro-agressions, Coming out as transgender person and Allyship were covered.

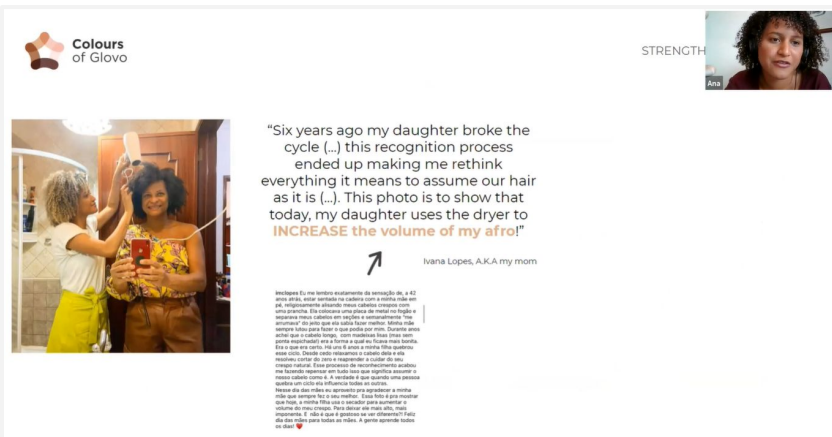
We invited [John Amaechi](#) to join our talks, to talk about building an inclusive culture and the importance of leaders in the journey.



During PRIDE, for the first time ever, we added the PRIDE flag to our Glove App, to take a stance and show our customers and partners that we stand side-by-side with the LGBTQ+ community.



Read more about our stance in the section External.

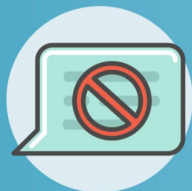




Abilities at Glovo Week was the launch of this ERG in the last month of the year, during the International Day of Persons with Disabilities.

The main goal of the week was to increase awareness of different abilities and it was done by

- **Hosting a speaker series session**, featuring internal and external speakers with diverse abilities like Dyslexia, Autism and Social Anxiety
- **Daily Life activities** for people to complete to better understand the experience of someone with a diverse ability.



Think of a sentence. Now you must let someone know the sentence **without writing, speaking or using any letters** of the alphabet. E.g. "I want a croissant".



Put a video on Youtube, **turn off the audio**, try to read the lips when someone is speaking.

Tip: Social influencers tend to speak facing the camera, this might help you read their lips better + In your mother tongue will be easier



05

Launch of Diversity specific Slack groups



We launched 6 Diversity and Inclusion specific Slack groups that our colleagues can join to educate themselves on the topic of DIB, stand side-by-side and drive action together.

Groups and participation:



Marta 10:17 AM

What a great campaign for the breakthebias theme of iwd22

image.png



#diversity-and-inclusion
419 members

#erg-abilities-at-glovo
234 members

#erg-colours-of-glovo
114 members

#erg-glow-community
496 members

#erg-unicorns
319 members

#accessibility
72 members

06

Targeted Talent interventions

What is fair, is not equal. Due to the systemic barriers in our society and workplaces certain minoritized groups have a disadvantage when it comes to accessing opportunities. We need to take positive actions to bring those groups up to a similar level of opportunity. Those barriers come due to bias and stereotypes who provide certain people with more and others with less privilege. Therefore we designed targeted talent interventions to make sure we're lifting people to equal levels of opportunity.



FEMALE DATA INTERNSHIP PROGRAM - PILOT

We launched a pilot for the first Female Data Internship Program. This is a 6 month program where we hire women out of Data Bootcamps. During the program the Interns would become a true member of the team, with many hands-on projects, but we also provided a support system by connecting them to a mentor for support. Next to this, we built a training program for them to optimize knowledge on SQL, Python, Data Visualization, Data Communication and Product Understanding. After the 6 months, there is the potential to be offered a full-time position as a Data Analyst.



In total, **5 women** got selected to participate in the first pilot.

+ L1 FEMALE ENGINEERING PROGRAM

As part of our diverse hiring strategy we've hired **11 junior female engineers** coming from Bootcamps, just out of University or internships.



We knew there was work to be done to help close the gender gap in our tech team at Glovo, so, we decided to design a recruitment process to hire junior female engineers out of Bootcamps, University and internships. During the program they also got offered mentoring, self-paced learning, and group learning.

+ LEADERSHE

LeaderSHE is a mentoring program with the goal to accelerate women to the next level in their career to strengthen our pipeline of women in Leadership at Glovo. The program started as a pilot in the local HQ in Barcelona, and due to its success rates it's now a global program with **65 mentees (3.6 % of our women at Glovo)** and 50 mentors from 25 countries and all departments..



Women don't need to be fixed, but they need to get lifted to a similar level of opportunity. That's why with LeaderSHE they are exposed to mentoring, training, networking and peer support groups, to help them get ready for the next step in their career.

In the cohort of 2021, out of 55 women, **20 (36%)** got promoted and **5 (9%)** got a lateral move.

07

Inclusion Portal

We created a one-stop-shop for inclusion learning materials and updates, the Inclusion Portal. This Inclusion Portal is part of our internal Glovopedia (the one and only source of truth for all Glovo information) and colleagues are referred to the Portal to **educate themselves and find resources related to DIB** that fit their needs.

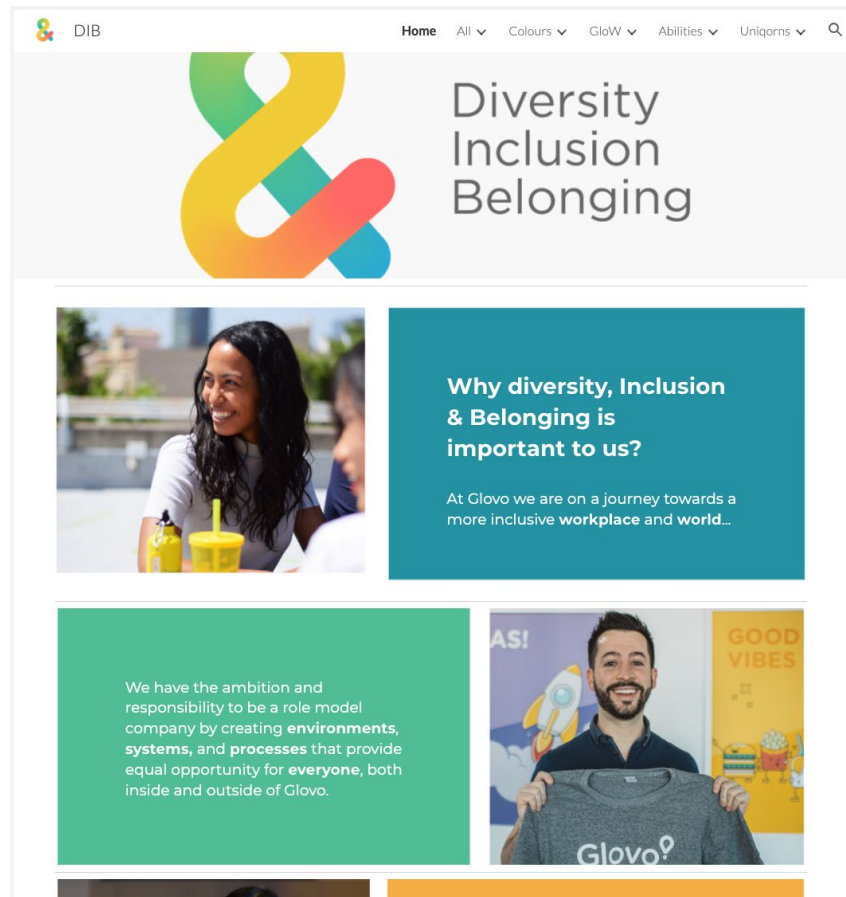
In the portal the following sections are available: Glovo Stories, Self Learning, Initiatives and Employee Resource Groups.



We also have a section for local chapters, so colleagues from other countries can apply to localize the international strategy to their local reality.



On average, the Inclusion Portal has **300 unique views a month.**



08

DIB survey by Peakon

Understanding the experience of our people is crucial to make progress in the right direction. Therefore, we launched our first DIB survey via Peakon to understand the reality of different groups at Glovo related to their feeling of inclusion*.

In the questionnaire, which will come back yearly, we ask 15 questions related to Diversity, Inclusion and Discrimination. In a GDPR compliant way we are also able to ask demographic questions which will enable us to spot any potential differences based on people's demographic characteristics.

The information collected was used to create the 2022 strategy, which is available in the section "2022- Initiatives"

Overall our colleagues give Glovo a:

8.5 / 10



0.3 points above the Technology Benchmark (8.2) of Peakon.

This makes us end up in the **top 25% of companies** in Technology, but we want to be better than that.



Our goal is to end up in the top 5% of companies which means we would at least reach 8.8 out of 10.



*See Annex I for additional details in the specific experiences

Systemic

This pillar is focused on reviewing and re-building our systems, processes and policies to foster fairness and track data to prove impact.

01 Our values part of performance reviews

02 Gap Analysis

03 DIB recruitment Team

04 Inclusive Policies, Standards and Benefits

05 Inclusive Hiring Process

06 An inclusive physical working environment

07 Performance, Promotion and Salary reminders

Our society and therefore our workplaces have many systemic barriers for those from minoritized groups. Those barriers make some people have disadvantages or are left out by default.

At Glovo we're pro-actively analyzing those barriers and correcting where necessary. What is fair is not equal. We cannot assume that everyone benefits from the same opportunities or moves through systems in the same way. We need to give different people different support mechanisms to lift them up to an equal level of opportunity. This means we need to treat them equitably. The ultimate goal is to remove all systemic barriers for minoritized groups so no more extra support is needed to have equal access to opportunities.

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The following initiatives have been kicked-off:

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01

Our values being part of the performance review

At Glovo we have 6 core values:



The values are part of our performance review process which means every colleague receives feedback on how they are living our core values. There is also a self-assessment people should take every 6 months to rate themselves on each value in the performance review. The values **Care** and **Good Vibes** are related to driving a culture of Diversity & Inclusion.

CARE



- We celebrate diversity in all its forms and create an inclusive work environment
- We make choices that positively impact our communities and the environment
- We give feedback to show we care about others and teams' growth

GOOD VIBES



- We create a positive and fun work environment, even when we're under pressure
- We don't tolerate genius jerks
- We communicate with transparency, sharing what we can as soon as we can

By having Diversity & Inclusion as part of our core values, we expect our colleagues to **drive inclusive behavior** on a daily basis.

02

Gap analysis

We mapped out the Employee Life Cycle and performed a high level gap analysis to take a hard look at our current People (HR) processes. Based on this we've built a DIB Steering Committee across different teams in the People Department to make sure each team has a dedicated person who can adjust the changes needed.



Two examples are:

1. **Reviewing all our current policies** to make them inclusive for all e.g. our parental leave policy to make biological and non-biological parents have equal leave time.
2. Optimizing the hiring process by installing **data tracking tool** to understand where different people are dropping off in the pipeline. This data will help us understand if we are hiring more people, year over year, from marginalized groups yes or no.

03

DIB recruitment Team

We hired a dedicated DIB Tech Recruitment Team to focus mainly on attracting women talent in Tech, in order to **mitigate the gender and diverse gap** that we currently have across Tech in Glovo.

The team was fully onboarded at the beginning of Q4 last year and consists of 3 recruiters, 1 sourcer and 1 lead.

Q4; 40 Women in Tech hires (**22% of total Tech hires**)

Q1; 31 Women in Tech hires (**26% of total Tech hires**)

The team is focused on sourcing and attracting candidates with diverse backgrounds and bringing them into the pipeline of specific Tech roles. They do this by targeted sourcing, building and leveraging partnerships and attending recruitment events.



Next to this, the team is focused on optimizing our recruitment systems and processes to make them more fair and inclusive.

04

Inclusive Policies, Standards and Benefits

+ SPECIALIZED TREATMENT BENEFIT

This Benefit aims to cover the needs of an employee or an employee's legal family member in terms of specialized treatment needs. The Benefit applies when private or public health does not cover the treatment.



The scope of the Specialized medical or physiological treatment(s) not only include physical illness and complex psychological conditions, but also fertility and/or surrogacy treatments, as well as gender transition processes, among others.

We've built an internal review committee who reviews all requests coming in for the Benefit. This committee allocates the money, 50% - 100 % of the treatment, to our colleagues. Last year we were able to support **10 colleagues or their family members** via the Benefit with treatments related to Fertility, Autism, Speech arrears, Cancer.

+ INCLUSIVE COMMUNICATION POLICY



We are aware that to have an inclusive workplace, we need to be mindful of the words we use. **Words have the power to include or exclude people.**

Therefore we created global communication guidelines that our Internal Communication Team are taking as a standard when writing Global Communication to our colleagues. The guidelines are also referred to when we educate our internal and external keynote speakers for our company events.

+ INCLUSIVE DESIGN / PICTURE CATALOG

The visuals we use on our product and our presentations are important to **show representation** of our colleagues. Last year we ran a project together with the design team to make sure our pictures, emoji and other design materials represent our colleagues. We also amended the graphics of our core company values to make sure they celebrate our diversity.



+ INCLUSIVE EVENT GUIDELINES

Events should be for everyone, but we also know **not everyone likes the same things**. Therefore we created global event guidelines to make sure our events, big and small, are accommodating the needs of our different people.

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Important elements in our inclusive event guidelines:

- Representation matters, so when we organize panel discussions or other speaking events, we make sure we have diverse representation on stage
- Normalizing pronouns by adding them to our speaker introductions at events or gatherings
- Locations with inclusive bathrooms
- Non-alcohol drinks
- Different food cuisines including vegetarian, vegan and gluten free
- Events with quiet spaces / chill area's / game zones
- Form to gather accommodation needs



05

Inclusive hiring process



We've taken steps to make our hiring process **fairer for all**.

+ RECRUITMENT TRAINING

We've trained our recruiters on the topic of DIB and especially on Bias to help them understand how Biases impact decision making. We've also equipped them with knowledge to challenge hiring managers to build more diverse teams.



Being aware of your biases

Unconsciously, people look for people who are similar to them whether it's through hobbies, previous jobs, where they graduated from, or other similar background information. **Everyone has their own bias whether we realize it or not.**

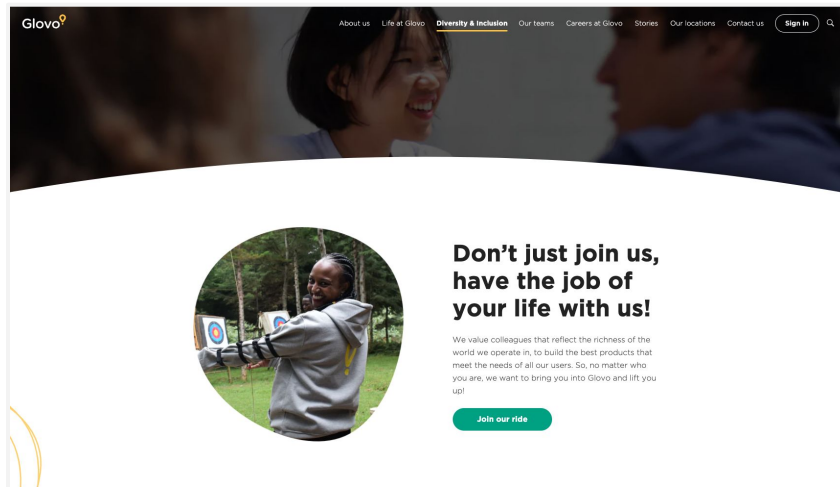
Read [our guide](#) (Biases Prevention when Hiring) to make sure you are aware of the biases that can creep into our recruitment processes.

+ DIB NARRATIVE AND INITIATIVES ON NEW CAREER SITE

Together with the Internal Communications & Employer Brand Team we renewed the [career site](#) of Glovo. There is now a dedicated section related to Diversity & Inclusion where new hires can read more about our stance, commitments and initiatives.

You will also be able to read many stories from our employees who are part of our ERGs.

Go check it out and get to know us better!



+ JOB DESCRIPTIONS



We've adapted our job descriptions to make them more inclusive and we added the pronouns (they/she/he) to the job postings.

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In all the Job descriptions we've added the following elements to encourage all people to apply:

- "We believe that diversity adds incredible value to our teams, our products, and our culture. We know that the best ideas and solutions come by bringing together people from all over the world and by fostering a culture of inclusion where everyone feels heard and has the chance to make a real impact. It's because of this that we are **committed to providing equal opportunities** to talent from all backgrounds."
- "In your application, please feel free to note which **pronouns** you use (For example: she/her/hers, he/him/his, they/them/theirs, etc)."
- "We are always looking for the best candidates, so if you think you would be a good fit even if you don't meet 100% of the requirements we would love to hear from you!"



Related to bullit 3, research shows that men apply when they meet 60% of the requirements and women when they meet 100%. That's why we think it's important to **encourage everyone to apply** even when they don't meet all the requirements.

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+ MAKING THE HIRING PROCESS MORE ACCESSIBLE

We've set up a recruitment process to attract more people with diverse abilities and to accommodate their needs in the process. We've:

- Organized a training for our Recruitment Team via Prevent Foundation to make them aware of different accessibility tools to make the process more accessible.
- Added a question to our application process to ask for people's special accommodation needs.
- Created a guideline to adapt the process based on someone's special accommodation needs.

06

An inclusive physical work environment

We created inclusive office standards for our physical workspaces. When new offices open in the future, those new standards will be applied.



Our global HeadQuarters is setting the standard for our other offices with the following elements:



- Inclusive bathrooms for all;
- Prayer rooms for people to pray, meditate or be in silence;
- Quiet working rooms for those who need to work in silence;



- Baby room, for parents to change or feed their baby or for mothers to pump;
- Sanitary products for those who may need them.

07

Performance, Promotion and Salary Review reminders for managers

Reminders are an important technique to support **behavioral change** and ultimately help Glovo to strengthen our culture of inclusion.

By reminding our managers at crucial moments in the Employee Life Cycle of biases and fair decision making, we give them a mental push that helps them improve the quality of their actions.

Example of reminder:



Our Philosophy

The Philosophy behind our Salary Review is to reward for performance

- **Salary aligned to the value an employee brings to Glovo:** the higher the performance and experience the higher the salary.
- **Annual Review once a year:** we look at the whole population eligible once per year and consider an increase when relevant and according to Performance and positioning in the band.
- **High Performers should be paid equally** irrespective of gender, age, nationality, skin color, religion or sexual orientation.

Our external presence

This pillar is focused on our projects and participation in other initiatives beyond our day-to-day.

01 Our Women in Tech program

02 PRIDE

03 Volunteering - Glovo Cares

04 Project for hearing impaired couriers

05 Partnerships

06 Labour insertion program

01

Women in Tech program

Our Women in Tech program is all about encouraging & **empowering girls and women to pursue a career in tech.**

How?

- Increasing awareness at conferences, events and schools
- Implementing education and internship opportunities
- Collaborating with companies to redirect talent that cannot be hired at Glovo

Last year we:

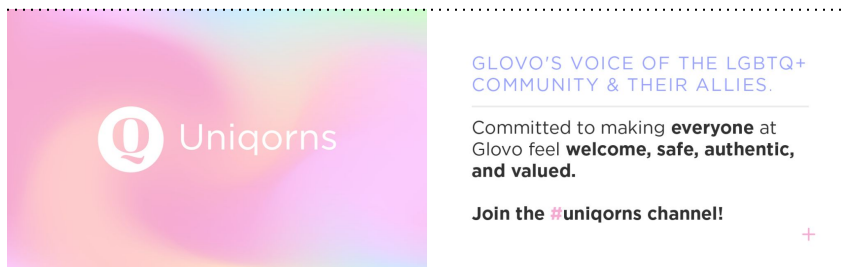
- Hosted **10 high school sessions for 250 teenagers.** Women in Tech at Glovo talked about their careers and jobs to encourage girls to consider a career in Tech.
- Organized a bootcamp for **36 girls** in partnership with code.org
- Invited **22 girls** for 2 days of inspiring talks and activities organized by **35+ volunteers** from the Glovo team.
- Organized **2 focus groups with 10 girls** to understand the reasons why they are not choosing Tech careers.
- Created awareness campaigns for parents to encourage their daughters to pursue a career in Tech. We reached over **1.000 people online.**



02

PRIDE

During PRIDE we raised awareness for the LGBTQ+ community via our product. By adding the rainbow flag to our app we want to show the world that we stand side-by-side with the LGBTQ+ community. **Especially in the countries where there is polarization related to LGBTQ+ rights**, like Poland, it's important for Glovo to take a stance and to use our brand to influence change.



03

Volunteering - Glovo Cares

What started as a small project back in 2018 became a part of who we are.

Apart from doing good, volunteering is also about expanding our horizons, learning new perspectives and bringing these experiences back to Glovo. Let's get started!



Glovo Cares embodies each and all of our values and it gives us the opportunity to come together and make an impact in our communities while contributing to the causes that are most meaningful to each of us.

The program has 3 main pillars:

Social | Environmental | Emergency Response



Alaya

Via our partnership with **Alaya**, colleagues will find the different ways in which they can engage with the local community and help make it more inclusive.

There are different ways to Care (aka to volunteer) at Glovo:

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Field volunteering - Refers to an organization / NGO needs in human resources. Volunteers come to help directly on-site e.g. Refugee shelter, AIDS awareness.



Riding for a cause - Our internal field volunteering activity where all employees can deliver orders as if they are couriers. This internal initiative gives the opportunity to all Glovo employees to get to know Glovo from the ground while contributing to a social cause, since for each order that an employee delivers voluntarily, Glovo donates 15€ to a local NGO.



Skills volunteering - Refers to one or more volunteer-s that provide their professional expertise to an organization / NGO. This can be in person or remote.



Goods collection - Consists of donating good quality items, such as clothing, furniture, electrical goods, food... to nonprofits.



Donations & Fundraising - Making donations or raising funds to specific projects for a variety of causes directly on the platform or share it with your network so they can support you!





The impact we made together in 1 year

RIDING FOR A CAUSE

'Riding for a cause' is our internal volunteering initiative, through which Glovo employees are able to obtain a better understanding of our business and contribute to local non-profits with financial contributions. In this initiative, Glovo donates **15€ per delivered order**.

These are the results achieved in 1 year:

1,147  2,031  8  25 

4,420  66,300 

 N° of participants

 N° of hours

 Non-profits impacted

 N° of engaged countries

 N° of orders delivered

 Collected funds in €

VOLUNTEERING ACTIVITIES


Here you can find the results achieved together throughout this year by participating in our 'Global Volunteering Weeks' and other volunteering activities, during which we have offered our **time** and **skills** to help local non-profits around the globe:

718  2,907 

180+  20 

 N° of participants

 N° of hours

 Non-profits impacted

 N° of engaged countries

TOTAL VOLUNTEERING INSIGHTS

The volunteering program at Glovo, also known as **Glovo Cares**, is **present in our culture since 2018**, when the first internal activity was launched globally: 'Riding for a Cause'.

In March 2021, we expanded Glovo Cares with the objective of providing the opportunity to our colleagues to come together and make an impact in our communities.


Below is the total impact of the program in 1 year:

1,865  4,938 

200+  25 

 N° of participants

 N° of hours

 Non-profits impacted

 N° of engaged countries



04

Project for hearing impaired couriers - Pilot

The team in Ukraine started an amazing pilot for our hearing impaired couriers. They noticed the crew of hearing impaired couriers was growing and therefore, we committed to making our onboarding and delivery process inclusive for them by working together with a **software that adds sign language to videos**.

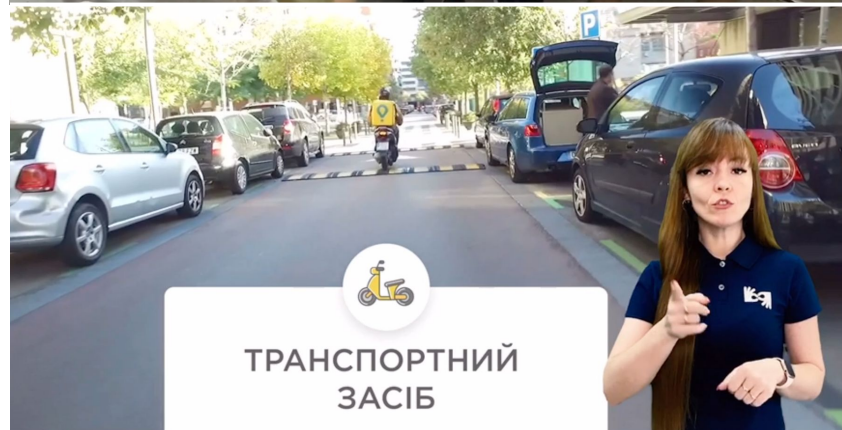


With this project we are the first delivery company in the ECA region to implement an inclusive project for hearing impaired couriers.

We hope that our onboarding process will encourage more hearing impaired people to become couriers for us. Currently we have 426 (1.7%) hearing impaired couriers working for us in Ukraine.



Due to the success of the project in Ukraine, we've decided to scale this software to different countries across our regions.



05

Partnerships

The goal of our partnerships is to attract diverse talent and to bring more DIB knowledge internally via organisations like [myGwork](#), [DisJob](#), [Prevent](#) and [Migracode](#).



Migracode: In Barcelona we sponsored three coding boot camps for couriers from all kinds of delivery platforms to become junior web developers. Twenty students graduated from the courses.



myGwork: Our recruitment participated in their hiring fair. The recruitment team is also using their job board to find candidates. Finally, the Global Head of DIB and DIB Project Manager participated in several panels, discussions and articles.



DisJob: Our recruitment team works with DisJob to receive resumes from applicants with diverse abilities.



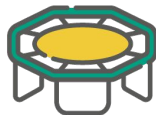
Prevent: Is building a 3 session training program for Glovo to understand better how we can hire and retain talent with diverse abilities.

06

Labor Insertion program for vulnerable individuals - Pilot



With this program, Glovo aims to support and facilitate the labor insertion of vulnerable individuals in condition/risk of social exclusion by offering them working training (theoretical courses + non-working internships) as employees in our Micro Fulfillment Centers (MFCs) in order to grow their ability to obtain job opportunities (foremost, in our MFCs) and, hence, achieve social inclusion.



We believe that working as an employee in a MFC could be the **starting point** for their social inclusion and we should make sure the participants remain a certain time in their job & have access to training/upskilling/mentoring to give them a **trampoline to accelerate to a next step in their life**.

The pilot has been developed in collaboration with the Barcelona based foundations [Fundación Altius](#), [Fundación Mercè Fontanilles](#) and [Barcelona Actua](#) who have helped with

1. The selection of the best-fitting candidates
2. Providing training/mentoring to the participants together with Glovo
3. Offering legal aid to its beneficiaries and Glovo

In total we were able to include **23 vulnerable people** in the first pilot of whom **7 are still successfully working** for us and there's a plan to hire **5 more within the next months** with the opening of two more Micro Fulfillment Centers.



The background of the slide is a light lavender color, decorated with various purple geometric shapes. These include circles of different sizes, arcs, and irregular, brush-stroke-like shapes. The shapes are scattered across the entire page, creating a modern and abstract pattern.

2022 - Initiatives

All the work that we've been investing in 2021, we will continue to run and optimize. We'll continue our strong DIB efforts to have even more progress being made compared to last year.

People

We continue to collectively foster our inclusive culture for all our people.

01 Launching new, and scaling our existing, ERGs

02 Targeted talent interventions

03 The Global Ambassador Program

04 Intercultural competence and skills

01

Launching new, and scaling our existing, ERGs

In 2022 we will strengthen and accelerate the work of our existing ERGs but we will also focus on **launching new ERGs** where we see the biggest needs.



For example, via our surveys, it became very clear that we need to support our **Non-binary, Queer and Black** colleagues better. Therefore, together with our ERGs, we're exploring different ways on how we can launch activities, support mechanisms and educational materials that meet the needs of the community.



Via our yearly engagement survey we also became aware that we need to do better for **parents** at Glovo. Therefore, in 2022, we will run focus groups to understand the needs of our parents better and we will build an ERG to make sure actions will be taken.



Next to launching new ERGs, the focus will also be on **scaling** our existing ERGs with local chapters in different countries. We need to be more proximate to the needs of our colleagues depending on the location, therefore, launching local chapters is an important next step in our ERG journey.

02

Targeted talent interventions

+ DIVERSE ABILITY TALENT - PILOT

We are aware that we have a lack of representation of colleagues with diverse abilities. Next to this, there is a gap in knowledge amongst our people on **how to support colleagues best with a diverse ability**.



We are currently building a diverse ability talent program, to attract 20+ colleagues with diverse neurological and/or physical abilities.

We will select 20 managers to be part of this pilot in Barcelona HQ. The pilot will be split up in 3 different phases:

First phase



In the first phase, managers will do a morning of **volunteering work** with people with diverse abilities outside of Glovo, after the volunteering work they will come back together and share their experiences and learnings. Together as a group we will discuss how the different talents could be attracted and set up for success in roles at Glovo.

Second phase



In the second phase, managers will get **training** via Prevent Foundation to feel equipped and confident on how to build an inclusive and supportive environment in their team for people with diverse abilities.

Third phase



In the third phase, the Talent Acquisition team will join the session and share resumes of people with diverse abilities with the managers which we have selected via DisJob, Prevent Foundation and Adecco Foundation. The managers will **review the resumes and find a match** for the people for roles in their team.

Final step



The Talent Acquisition team will schedule interviews for the managers and candidates to make sure the goal of hiring talent for the **20+** roles is successfully achieved.

+ REFUGEE TALENT INTERNSHIP - PILOT

We have the ambition to create greater job opportunities for refugees through an internship program centered around **building and developing their craft skills and commercial awareness**.



Total time of 6 months, in which the first half of the internship will be focused around craft training and in the second half, the interns will work on a specific project. Throughout the timeframe, the interns will be matched with a Mentor.

While there is a focus on building their technical skills, we will take the opportunity to help them build their soft skills and commercial awareness with activities such as Q&A's with business leaders and self directed learning.

After the program, we hope to hire at least **50%** of the interns in a full time position. Those who will not be hired by Glovo, we will work with our recruitment team to **support the interns with applications, CVs and interviews**. Recruiters can use the Glovo Volunteering hours (8 hours a quarter) to support the refugees with training.

03

The Global Ambassador Program

Our Glovo Culture where Social Impact, Inclusion and Volunteering are central to who we are, needs to be protected, celebrated and fostered in every office around the world. Therefore, we officially launch the **Glovo Global Ambassador Network**, a joint initiative between the Social Impact, Volunteering and Culture Teams.



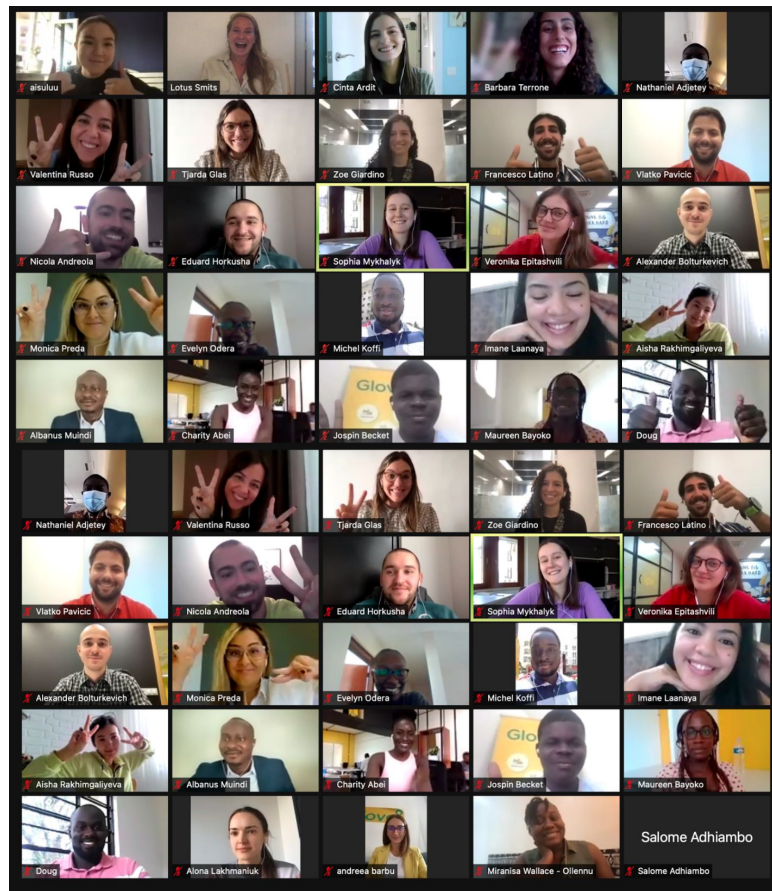
Our Ambassadors will contribute to all global objectives and connect the dots to the local offices. They will be a vital asset in **fostering our Glovo culture** while having a **positive impact** on their local communities.



We've selected over 30 Ambassadors from 15+ countries.

The Ambassadors are able to spend a dedicated % of their time to fulfill this role (it's not on top of their workload!) and to work towards global and local OKRs to boost Glovo's inclusive culture, volunteering and/or to achieve our social impact goals.

Ambassadors will be recognized and rewarded through exciting learning opportunities and by participating in the yearly global summit in Barcelona.



04

Intercultural competence & skills



The more global we become, the more important cultural context becomes. Showing up with **respect** to different cultural norms is not only part of our key company values, it's also healthy for our business growth.

Educating ourselves and understanding cultural norms, can lead to attracting local top talent, creating more engaged teams, being respected by local partners/governments and winning with business results.

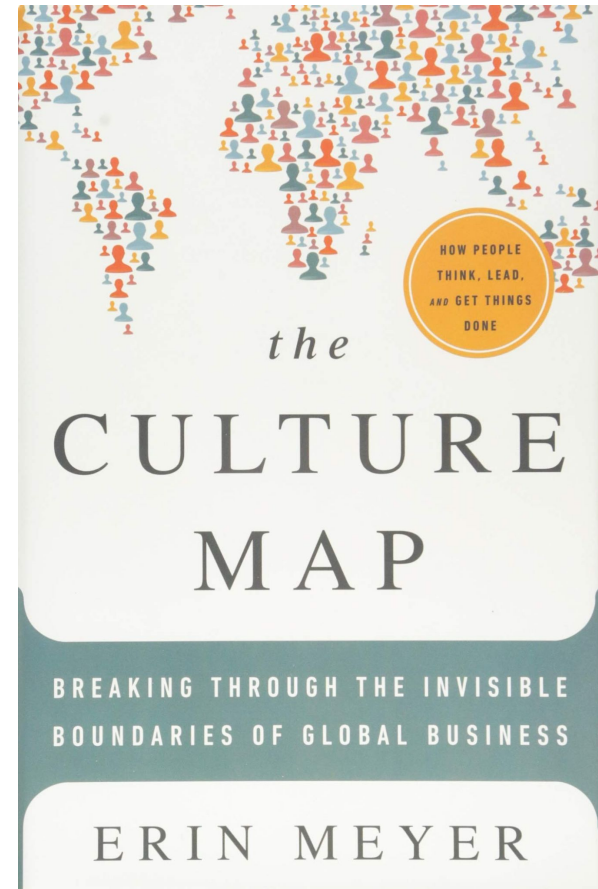
.....

This year, in collaboration with several departments and knowledge via **'The Culture Map'**, we will build a Cultural Competency & Skills training focused on our talent relocating to different countries/offices to take on leadership positions.

.....



Moving - or travelling to a country being fully informed on the cultural norms, will help gain trust, respect and credibility from local peers.



Systemic

We continue to review and re-build our systems, processes and policies to foster fairness and track data to prove impact. Besides all the foundational work that has happened in 2021, that we'll continue to invest in, more initiatives will be kicked-off in 2022.

01 Gap analysis

02 Leadership skills development
framework

03 Physical spaces

01

Gap analysis

As shared in the section of 2021, last year we mapped out the Employee Life Cycle and performed a high level gap analysis to review our current People (HR) processes on bias and equal opportunity. Based on this we've built a DIB Steering Committee across different teams in the People Department to make sure each team has a dedicated person who can adjust the changes needed.



In 2022, we have the goal to **close the gaps identified** in the Gap Analysis to make sure our processes from attraction to exit have been amended with a diversity lens.

Some important examples of teams reviewing their systems and processes:

+ TALENT ACQUISITION



Greenhouse Diversity Demographic tracker

We are currently installing the Diversity Demographic extension of GreenHouse to make sure our applicants can share, voluntarily, their Demographic data with us. In an anonymous way, our team will be able to track what talent we attract and how far they get in our process.



Diverse ability accessible hiring process

We will be implementing a questionnaire for people with diverse abilities to help us understand how we can accommodate their needs better during the hiring process. Via this questionnaire they can self-ID.



Interview panels and questions

We will be reviewing the current set up of interview panels to make sure there is diverse representation. It's important that people with diverse backgrounds and characteristics have the opportunity to assess candidates, as different people see different things.

+ PROMOTION PROCESS IN ENGINEERING



We have decided to look at how we can make the Promotion process in Engineering more inclusive because the process starts with **auto-nomination** and we've have noticed that certain profiles typically put themselves forward for promotion in a more confident and assertive manner while others tend to worry about this auto-nomination process, avoid to do so or wait until their manager really convinces them that they are ready.



We have noticed, for example, that the number of female promotions in the past was very low compared to males. Also, we typically see certain personality types (for example extroverts) being recognised for their social/self-marketing skills while others ("silent" leaders/top performers) aren't seen on the same level.



We have also received feedback about the Promotion pack itself, that certain people find this a **stressful experience** as they are having to "prove" that they are deserving all over again.

An important start has been recognizing the gaps in this process to make sure we can start improving the different steps. We still have lots of work to do and we want to make sure that talent is recognised regardless of the person's characteristics and that we have a process which everyone finds as rewarding, stress-free, fair and attainable as possible.

To face this exciting challenge, we have put together a working group of Engineering Managers, People Partners, members of ERGs and colleagues from the DIB team to take a look at everything related to promotion in Engineering.



Once we have a proposal we will pilot the approach and hope to extend our learnings and best practice to the whole of Glovo.

02

Leadership skills development framework

Due to the importance of leaders as role models for inclusion, the Learning & Development team is currently building a leadership skills / competency framework with one of the key skills becoming **Allyship**.



We expect leaders at different levels of the organization to attract a Diverse Team and to create an Inclusive work environment.

03

Physical spaces

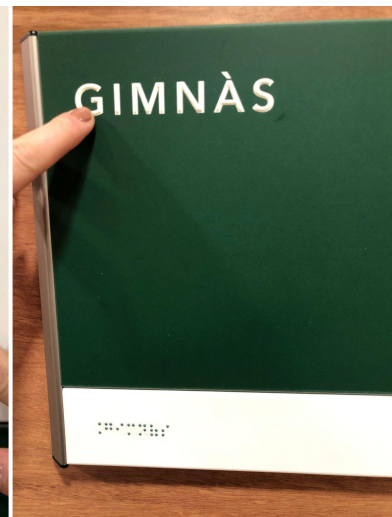
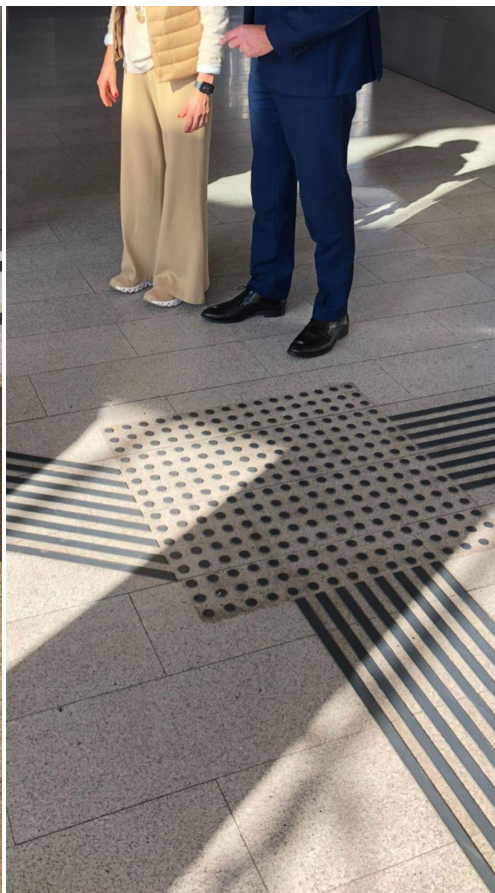
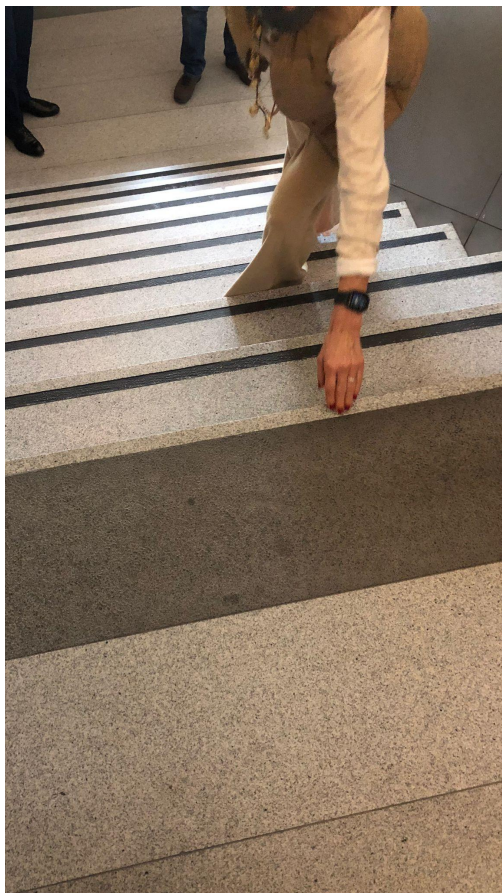
We keep continuing our efforts to create inclusive offices for everyone. The Global Real Estate Team will be opening several new offices in the upcoming year, and Inclusive Design is an element of each project.



With the new HQ Campus, we're setting a new standard at Glovo of what inclusive office design should look like for all our offices in the future.

As an example, in our new HQ Campus in Barcelona we will:

- Open a **nursery** for children between 6 months and 3 years to meet the needs of our parents by having their little-ones closely. We will also have a **baby room** for mothers to pump, for parents to give the bottle or mothers to give breastfeeding.
- Start a collaboration with the **ONCE Foundation**. ONCE's mission is to contribute to the full social inclusion of people with disabilities, helping to make effective the principle of equal opportunities and non-discrimination. ONCE will be our key partner in the design to make our new offices, which fit 3000 colleagues, fully accessible for people with disabilities.
- Have **pet-friendly** areas to make sure those with pets can bring them to the office with them. Research shows that pets have a tremendous positive effect on people's well-being levels so bringing them to the office is a great benefit.
- Have **inclusive bathrooms** on each floor, to make sure inclusive bathrooms are the new standard and not seen as "extra".



Our external presence

We continue to equip (future) colleagues, customers and partners to live and breathe our DIB values.

01 Women in Tech program

02 Taking a stance externally

03 Collaboration with other Tech Companies

04 New partnerships

05 Volunteering

01

Women in Tech program

The lack of women in tech is strongly connected to biases, and at Glovo, we are determined to break them by giving them access to technology through awareness, education and actions to facilitate their integration into the labor market.



We want to have a 25% representation of Women in Tech by 2025, and to achieve this, during this year:

- We are giving our women working in tech a seat on the table in events, communication campaigns, and conferences where they can be role models for **300 girls and women** who don't choose tech careers because they don't feel capable of succeeding in them.
- We will facilitate **Bootcamps for 230 women** who do not have a technical background but want to pursue a career in tech. These Bootcamps will train them to work in junior positions in data, engineering, and product.
- We are organizing internship programs so the best **20 participants** of the professional Bootcamps can join Glovo and start developing their careers in tech.
- We will arrange office visits with schools so that **300 teenagers** between 14 and 18 can see firsthand how to work in a tech company, be inspired by female role models, and break stereotypes about how an engineer should look like.
- We will sponsor **500 scholarships for teenagers** from 14-18 so they can have a first approach to digital skills and maybe in the future consider pursuing a career path in tech.

02

Taking a stance externally

+ UKRAINE



Since the beginning of the military invasion in Ukraine, we have taken a strong stance and offered ongoing **support to our employees, couriers and partners.**

Their safety has been and remains to be paramount. Which is why we've supported, and are still supporting, those who wanted to leave the country, and provided a range of valuable support to those who stay. We will continue to monitor events closely to adapt our service and put new measures in place.



Supporting

our

employees:

- Accommodation, transport support and compensation for those who decided to leave the country.
- All-in-one psychological support via 24/7 online wellbeing platform iFeel and dedicated group sessions.
- 3 months' advance payment of salaries to provide employees with economic means for this emergency situation immediately.

- Food packs for employees and those in need are prepared from Glovo's micro-fulfillment centers (MFCs) and Cook Rooms.
- The creation of the Glovo Employee Solidarity Fund (employee-to-employee) to support our employees and their families via the migranodearena.org crowdfunding platform. Any donation made in support will be matched by Glovo.
- Employees can renounce their monthly complimentary promo codes to donate to the Glovo Employee Solidarity Fund.
- Organization of employee-to-employee support, with those who want to offer transport, accommodation, contact information, etc. Last week, 150 Glovo employees did so and 15 people have received support.
- Using our [Glovo Cares volunteering program](#) – for every order delivered by Glovo employees through the month of March, Glovo will donate €15 to [Red Cross Ukraine](#). This has resulted in over €15,000 for Red Cross Ukraine so far, resulting from nearly 700 orders across 14 countries.



Supporting couriers and partners:

- Glovo is working to relocate those couriers who want to move from one city to another within Ukraine and in neighboring countries wherever possible, to continue providing service and earning money through the app.
- Glovo has increased earnings for all active couriers, with many volunteering to help the people of Ukraine. They will all be paid for their incredible efforts, providing needed income at this time.
- Partners' commission is waived on Glovo orders while delivery fees paid by customers will be donated to a local NGO, [Come Back Alive](#), which looks to support Ukrainian society.
- Deliveries from pharmacies are free of charge.



SUPPORT UKRAINE



Worldwide support and donations

Outside of the country, we know there are many people who want to help the plight of those in Ukraine. That is why we're making it easier for Glovo users to show their support, and to make a difference. We have announced evolved initiatives and financial support to help employees, couriers and partners, as well as Ukrainian refugees and civilians.

- Glovo has activated an in-app bubble within individual countries, where users can donate directly to the selected local NGOs. This is currently live in Ukraine, Georgia, Moldova, Romania, Italy and all in partnership with the [Red Cross](#) and [UNHCR](#). With plans to activate this service in other countries – Spain, Bulgaria, Montenegro, Croatia and Portugal.
- The Glovo platform is being used as an essential logistics service for the Ukrainian population, and support is offered to NGOs through [Glovo Access](#). Glovo will be committing €500k to support humanitarian efforts for NGOs, couriers and partners in Ukraine and assistance to refugees.



- In neighboring countries (Poland, Romania, Bulgaria, Croatia), we are reaching out to municipalities and NGOs to offer our logistics to support refugees.
- Couriers who have left Ukraine will be provided with solidarity baskets that include essential items such as food, SIM cards, etc.
- We will continue to dedicate our office spaces across Europe to the collection of goods that include food, medicines and funds for those in Ukraine. So far, this has led to over €20,000 worth of economic or in-kind donations.



An ongoing effort

As much as we wish it were otherwise, unfortunately the impact and consequences of this devastating humanitarian crisis will be long-lasting. But through support and by listening, we can continue to help the most vulnerable and the ones who need it the most.



We care and we will continue doing what we can to extend our support.

+ PRIDE

During PRIDE 2022 we will continue our efforts to make our product (the app) **celebrate the LGBTQ+ community**. Especially in those where there is polarization related to LGBTQ+ rights, like Poland and other eastern European countries.



We will also organize a “courier parade” where couriers can join our own Glovo Pride Parade by going through the city with rainbow branded decorations.

03

Collaboration with other Tech Companies

We are **building bridges** with other Tech Companies to join forces together in the fight for equality. We're reaching out to their ERGs, Diversity Leads and Recruitment teams to make sure progress can be made faster.



When it comes to diversity work, everyone is willing to share their good case practices, because in the end we're all working towards the same goal: having more fairness in the world.

04

New partnerships

We will be expanding the number of partnerships to support minoritized groups, such as the LGBTQ+ community, people with disabilities or refugees, with the foundations and non-profit organizations that know how we can better support them. We want to give equal opportunity to all, including the ones who are

05

Volunteering



1 year after having launched the volunteering program at Glovo on a global scale, our top priority is making a greater impact externally by supporting social, environment and emergency response causes.

In 2022, we will have a key focus in our global volunteering approach to connect our activities to our diverse demographic groups at Glovo. Together with the ERGs we will encourage our colleagues to participate in volunteering activities that are most meaningful to the.


Examples of volunteering activities that we will focus on:

- **Women empowerment**, by helping NGOs who focus on women safety and education;
- **LGBTQ+ rights**, by helping Transgender teenagers with daily support e.g. finances, applying jobs, interview training
- **Racial/Ethnical equality**, by volunteering in refugee communities and mentoring them to find job opportunities.

Next to this we will keep on building an engaged community of local volunteering ambassadors as it's key to achieve the volunteering goals for 2022 in all local countries, as well as connecting volunteering with the “moments that matter” for Glovo employees (onboarding, team buildings & other events).




A cognitive session with children who struggle with mental health.

The background of the slide is a light orange color, decorated with various darker orange geometric shapes. These include circles of different sizes, thick curved lines (arcs), and rectangular strips, some of which have a slightly textured or hand-drawn appearance. The shapes are scattered across the slide, framing the central text area.

These are the most important examples of how we will accelerate our initiatives for 2022. We're very excited for what the rest of the year will bring and to keep you posted on our progress.

At Glovo there is never a dull moment, so probably all our plans created for 2022 will change, pivot or accelerate to an even more ambitious level. That's what makes Glovo such a great and vibrant place to work!

The background is a light teal color, decorated with various teal geometric shapes. These include circles of different sizes, arcs, and rectangular blocks. Some of the shapes have a slightly distressed or hand-painted texture. The shapes are scattered across the entire frame, creating a playful and modern aesthetic.

A place with the heart in the
right place, with many
people that truly **CARE.**



Thanks!

DIB Team



ANNEX I

2021- Our current representation

Our Data shows that we still have many steps to take to achieve a fully diverse and inclusive Glovo. With the foundation built in 2021 and our commitments for 2022, we are moving the needle in the right direction, one step at a time.

This year's data is the benchmark to start tracking and reporting on our progress year over year.



It's important to note that for gender we have access to 100% of the data via our HRM system but for sexual orientation, race/ethnicity and diverse neurological or physical abilities data can only be gathered if it's voluntarily shared.

.....



83 % of our colleagues shared these demographics with us, so the data we're sharing in this report is representative of **only that group**.

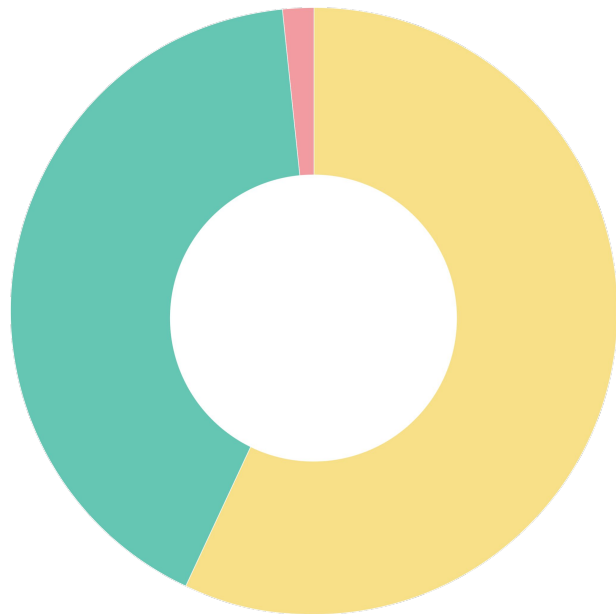
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We've included **voluntary questions** in our yearly engagement and DIB survey for people to self-identify in an anonymous way. In this way we can understand our representation to a certain extent.

Every half year, we will be able to track progress on our representation via the self-identification option in our global employee engagement / DIB survey.



+ OVERALL GENDER SPLIT AT GLOVO

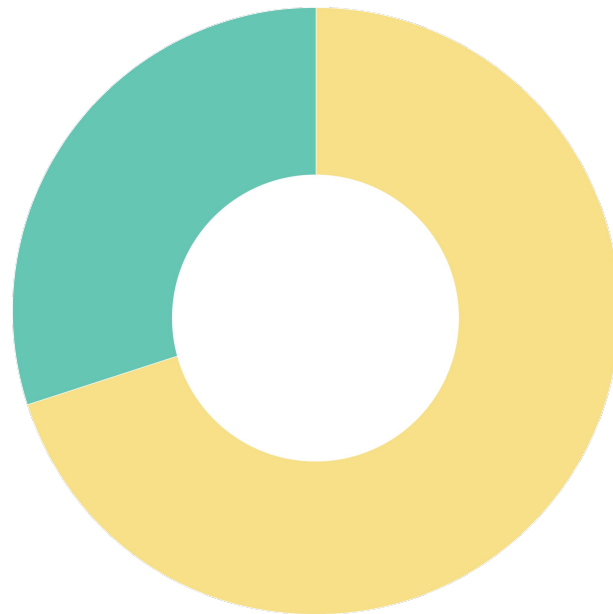


0.4% Non-binary

41.4% Female

58.2% Male

+ WOMEN IN LEADERSHIP



30% Female

70% Male

Definition of Leadership: Those who are Level 13+ and managing a team: Heads Of, Associate Directors, Directors, Senior Directors, VP's (= C-Suite).

+ WOMEN IN MANAGEMENT

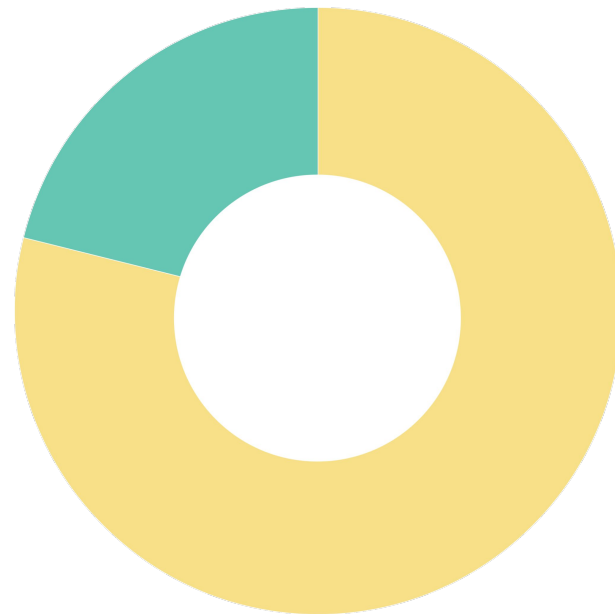


40% Female

60% Male

Definition of Management: Those with 1 or more direct reports.

+ WOMEN IN TECH

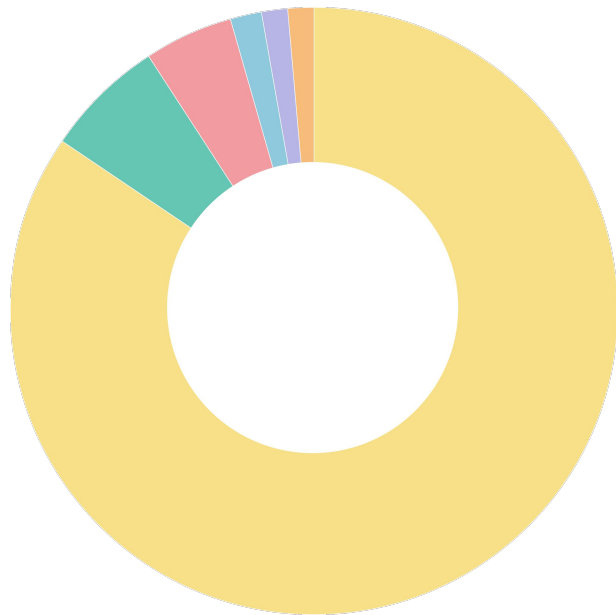


21% Female

79% Male

Definition of Tech: Those who are in Data, Engineering or Product teams.

+ SEXUAL ORIENTATION



0.3% Asexual

0.3% Queer

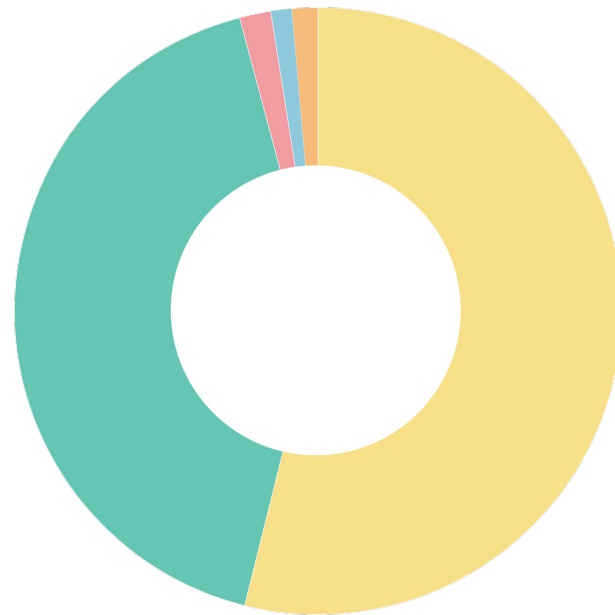
0.6% Pansexual

3.9% Bisexual

5.2% Homosexual

89.7% Heterosexual

+ GENDER IDENTITY



0.3% Queer

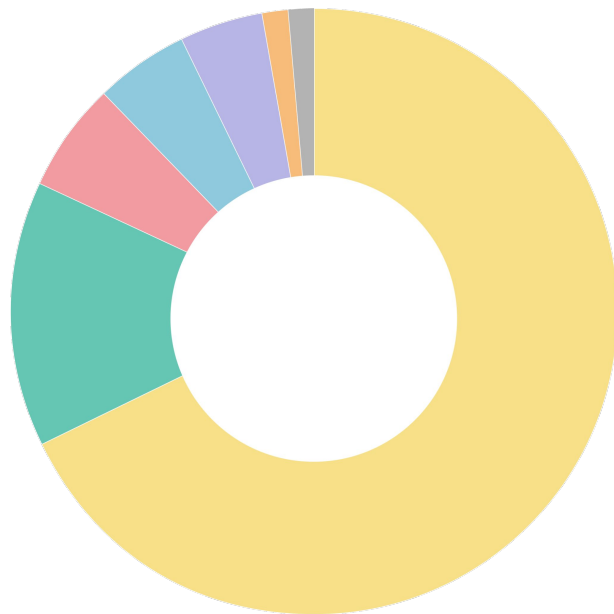
0.2% Intersex

0.4% Non-binary

42% Female

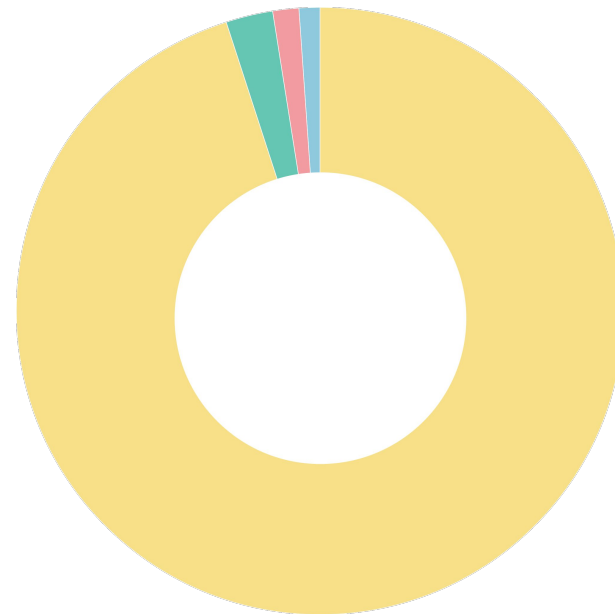
57.1% Male

+ RACE/ETHNICITY



0.25% Indigenous **4%** Asian **74.05%** White
0.5% Multiracial **5%** Black
3.2% Middle Eastern **13%** Latin

+ DIVERSE ABILITIES



1.0% Both **95%** No disability disclosed
1.5% Physical
2.5% Neurological



ANNEX II

DIB Experience Data

+ GENDER IDENTITY

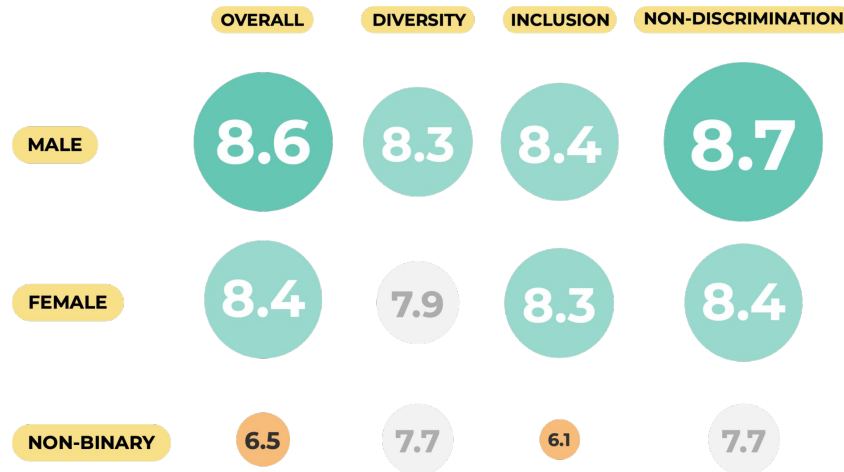
When we zoom into the experience of colleagues with different genders at Glovo, we find that there's a slight difference between Men and Women of **0.2 - 0.4 points**, depending on the construct. For Non-Binary* we see a significantly lower experience, of **2.1 - 2.3 points**.

It's crucial to better understand the experience of our Non-binary colleagues at Glovo and work together with our ERG Uniqorns to create a safe space for our colleagues to express their concerns so we understand better how we can support them to have an inclusive experience.



More about this later in the section 2022 - Initiatives.

* Important to note on our non-binary colleagues, due to anonymity we can not zoom-in further into the data. Therefore, we don't know, out of the 8 people who identify as Non-Binary, if there are 1 or 2 people with a bad experience who are skewing the overall score down or if all Non-Binary people at Glovo rate the Diversity & Inclusion questions below average. More conversations need to happen to understand their experiences and point of view.



+ SEXUAL ORIENTATION

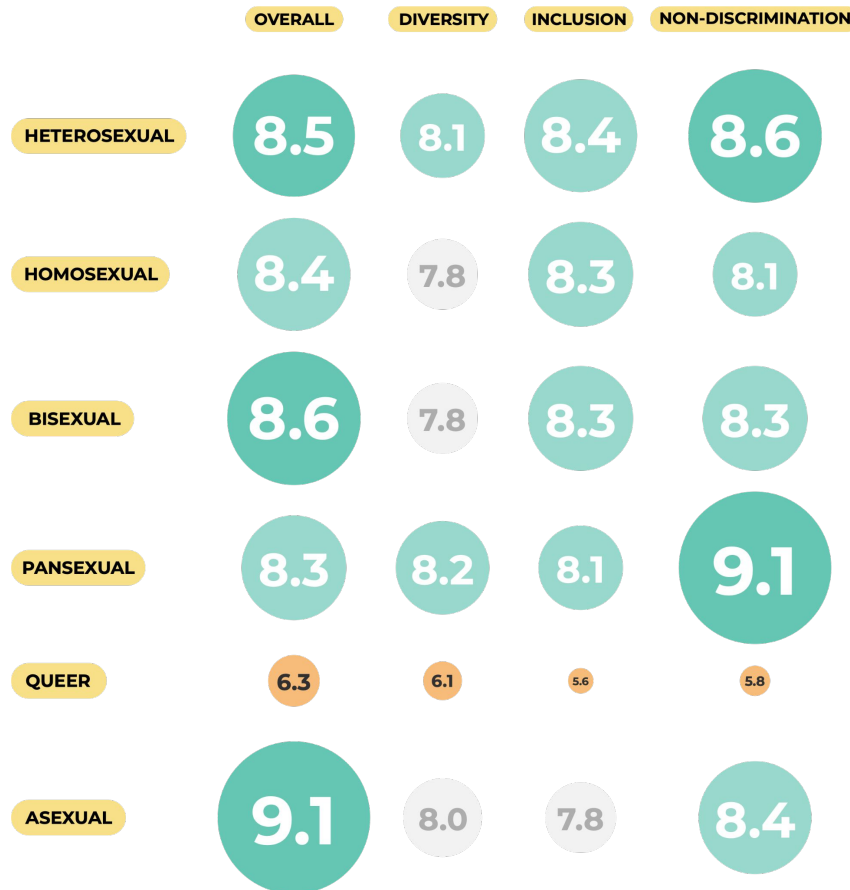
When we zoom into the experience of colleagues with different sexual orientations, we find that there's slight differences in experience between Heterosexual, Homosexual, Bisexual, Pansexual and Asexual colleagues. For Queer* colleagues we see a significant lower experience, of **2.1 - 2.8 points**.

Similar to our Non-binary colleagues, it's concerning to see our Queer colleagues don't have the experience at Glovo that we aim to provide them. Therefore, we will work closely with our ERG Unqirons to host round tables, launch a survey and create awareness moments purely focused to create a more inclusive experience for our Queer employees.



More about this later in the section 2022 - Initiatives.

* Important to note on our Queer colleagues, due to anonymity we can not zoom-in further into the data. Therefore, we don't know, out of the 7 people who identify as Queer, if there is 1 person with a very bad experience who is skewing the overall score down or if all Queer people at Glovo rate the Diversity & Inclusion questions below average. More conversations need to happen to understand their experiences and point of view.



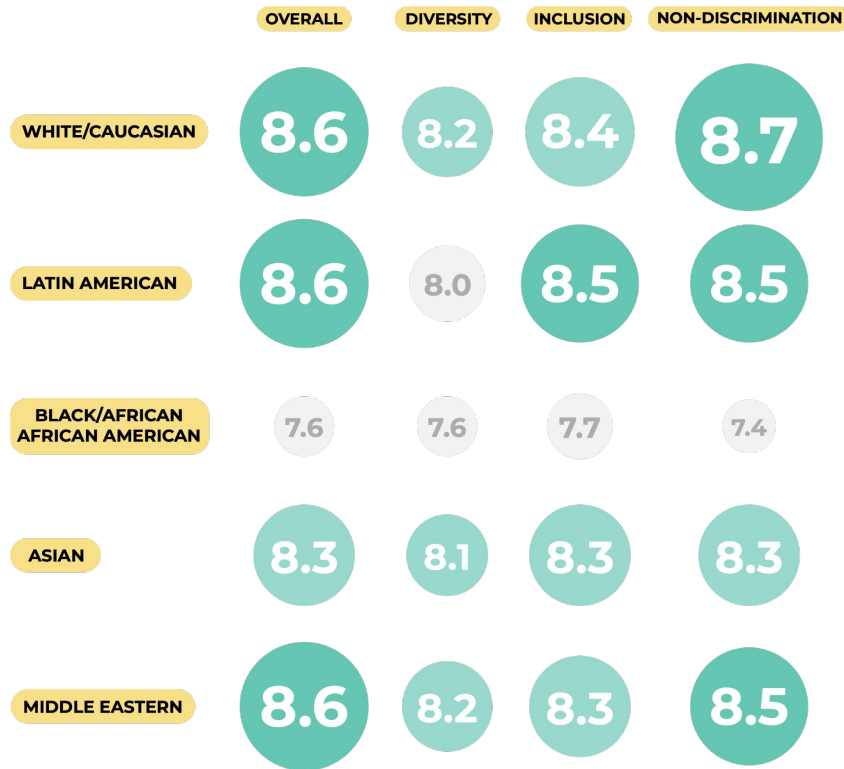
+ RACE/ETHNICITY

When we zoom into the experience of colleagues with different racial and ethnical backgrounds, we find that there's slight differences in how diverse & inclusive White, Latin American and Middle Eastern colleagues perceive Glovo **(8.6)** compared to Asian people **(8.3)**. Black people rate Glovo 1.0 point lower **(7.6)** when it comes to its Diversity and Inclusion.

Based on the data of the survey, one of our main focus points for 2022 will be to increase the experience of our Black colleagues. We need to make sure, together with recruitment, that we have a stronger representation of Black talent in HQ and in global & local Leadership positions. We will also focus on creating more support and awareness sessions with our recently launched ERG 'Colours of Glovo'.



More about this later in the section 2022 - Initiatives.



+ DIVERSE ABILITIES

When we zoom into the experience of colleagues with diverse abilities, we find that there's slight differences in how Diverse & Inclusive colleagues with a Neurological (8.0), Physical (8.0) or both Neurological and Physical disability (7.6) perceive Glovo compared to those without a disability.

Due to the slight difference in experience between colleagues with and without a disability, it's clear that we will continue to focus on educating our Managers on the topic of creating a workplace that works for people diverse abilities. Also, as mentioned, we launched the ERG Abilities at Glovo at the end of 2021, in 2022 we will accelerate the work with them to create focus groups, support materials and awareness sessions.



More about this later in the section 2022 - Initiatives.

