

Response to Business & Human Rights Resource Centre
March 2023

DeliveryHero and talabat are committed to operating responsibly, including in how we source and whom we work with. We evaluate and select our suppliers beyond the basis of economic criteria. To ensure this commitment extends to our suppliers, we have a supplier [Code of Conduct](#) in place.

In addition to Delivery Hero 's (DH) Code of Conduct, the contractual arrangements between DH subsidiaries and its logistics providers include clauses that clearly state our expectation that logistic providers shall observe all applicable regulations in relation to the riders, and that riders' health and safety is protected.

Furthermore, these clauses reserve the right of DH subsidiaries to audit and monitor compliance by logistics providers, and to terminate the collaboration if the logistics provider is unobservant of riders' rights. All logistics provider contracts are iterated on an ongoing basis in DH's different markets, to become more sophisticated and promote a fair and safe environment for all riders.

In addition, it is our duty of care to ensure there is a fair and safe environment for all riders. What this means is putting in place the right processes and tools to detect, acknowledge, investigate and address any incidents or wrongdoings within our ecosystem at the earliest. In terms of tools, we have created many (online and offline) channels for riders to raise any concerns they may have, including a whistleblower hotline. In terms of processes, apart from spot checks and audits, we also work closely with all relevant stakeholders (i.e. governments, the ILO, NGOs) on an ongoing basis to detect and flag any rider related issues that may arise, with the aim to resolve these in a structural and sustainable way.

We will not shy away from terminating our relationship with a logistics provider and take further measures if appropriate if we find that the logistics provider breaches our Code of Conduct and doesn't respond to requests to resolve any wrongdoings. However, if such a rare situation occurs, we will do the utmost to ensure that riders employed by this logistics provider are able to change employers to ensure they can continue to rely on our platform to provide for their families.

With regards to the alleged wrongdoings raised by FairSquare, it is important to reiterate that these alleged claims made by Infinity employees of withholding earnings and retaliations for speaking up, were made against Infinity Delivery Services and Infinity

Limousine, two Qatari logistics providers (hereafter "Infinity entities"), not talabat or DeliveryHero.

Upon learning about the matter -same day- the teams on the ground launched a full fledged investigation, involving relevant authorities, as well as responding to and keeping FairSquare informed on findings and progress (Response to FairSquare in PdF). This resulted in terminating the relationship with Infinity entities, and coordinating with relevant stakeholders to support affected riders.