



Nicholas McGeehan
Co- Director
Fairsquare Projects
133a Rye Lane
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United Kingdom

Dubai, 20 January 2023

Subject: Infinity Workers in Qatar

Dear Mr. McGeehan,

Firstly, we would like to acknowledge the importance of the work done through FairSquare, and express our appreciation for your organization's ongoing efforts and commitment to uphold the rights of expat workers around the world.

We would also like to thank you - once again - for bringing to our attention, through our holding company Delivery Hero, the serious allegations against Infinity Delivery Services and Infinity Limousine, two Qatari logistics providers (hereafter "Infinity entities"), that have mentally and financially affected riders who relied on food delivery and ride-hailing platforms to provide for their families overseas. It is saddening, and it underlines the importance of civil society's existence at grassroots level.

With regards to the alleged wrongdoings, 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 entities, not talabat or DeliveryHero.

It is also important to note that Delivery Hero has a Code of Conduct which applies to all logistic provider companies and provides that all Delivery Hero's suppliers shall observe the applicable legal framework, including working conditions of Riders. In addition, when Delivery Hero's subsidiaries engage with logistics providers, they include in the contractual arrangements clauses that make it clear that Delivery Hero's expectation is that logistic providers will observe the applicable regulations in relation to the Riders placed into our operations, and that Riders' health and safety will also be protected.

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Furthermore, these clauses most of the times reserve the right of Delivery Hero's 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 Delivery Hero's different markets, to become more sophisticated and promote a fair and safe environment for all Riders.

From the moment that Delivery Hero and talabat received your letter on December 16th, our teams have been working continuously to further look into these alleged wrongdoings by Infinity entities and took action closely liaising with all relevant stakeholders, including your organization, connecting regularly through various communication channels, sharing, comparing and discussing any findings with regards to the alleged wrongdoings by Infinity entities (as outlined in detail with specific actions and timeline in the Annex).

Based on preliminary findings, we found that 48 out of 238 Infinity employees who fulfilled orders through talabat's platform, were affected by their employer's wrongdoings.

The talabat team took immediate action, offering support and relief to these affected riders where possible, as well as confronting the logistics provider. However, besides delay of submitting rider salaries through the official Wage Protection System (WPS) which the mentioned companies were fined for by the authorities, we found very limited physical evidence of malpractices by Infinity entities. Talabat terminated its agreement for cause with the Infinity entities based on such delayed payments. We nevertheless proceeded with sending a termination notice to Infinity entities.

The talabat team also launched an additional country wide campaign to raise awareness of Riders' legal rights, amongst other information and also reminding them of all online and offline communication channels where they can flag any mistreatment or malpractice directly with us as well as official channels of the Qatari government. It is important to note that the talabat team regularly uses all its channels to remind riders of their rights and channels - including anonymous channels - at their disposal.

The talabat team officially reported its preliminary findings and understanding of the situation to the Ministry of Labor, which talabat also communicated to you. The talabat team also informed Fairsquare that Qatari authorities requested Fairsquare to directly provide them with all the details and evidence to advance their investigation into the allegations against the logistics providers. In addition, the talabat team also offered to connect

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FairSquare with its local contacts at the International Labor Organisation (ILO) representative in Qatar.

We are appreciative of the open and ongoing collaboration with FairSquare, and of the fact that FairSquare is and has been primarily focused on finding immediate relief and financial support for affected riders in every possible way. We believe that talabat and Delivery Hero have gone above and beyond their responsibility and duty of care to support FairSquare in their efforts, and we are committed to continue to do so.

We can – however – not ignore the fact that FairSquare consciously has solely engaged with talabat and Delivery Hero throughout all this time, despite the talabat team repeatedly proposing that FairSquare inform and engage with local authorities and local ILO representatives. We were informed that FairSquare only reached out to the Qatari authorities on 19 January 2023.

FairSquare also did not and still has not – to our knowledge – reached out to any other relevant stakeholders, i.e. it has not contacted the Infinity entities, nor has FairSquare reached out to any other platforms that Infinity entities currently has contractual relationships with, despite the fact that Infinity entities have over 700 registered employees, of which only 238 have fulfilled orders on the talabat platform.

That being said, talabat and Delivery Hero remain committed to continue the constructive dialogue with all relevant stakeholders with all the resources to our disposal.

Sincerely,

Susanne Stulemeijer

Vice-President, Communications, Public Affairs and Sustainability

talabat

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