

We understand your interest regarding Grab Philippines' decision to sanction certain delivery-partners in the wake of the recent assembly and would like to provide clarity and context to our actions, which have been guided by our commitment to fairness, safety, and regulatory compliance.

At Grab, we operate under a set of carefully constructed Driver Guidelines, which are in alignment with our Terms and Conditions. These guidelines encompass various aspects, including safety, fraud prevention, and service quality, to name a few. Our adherence to these guidelines reflects our commitment to our users and drivers and complies with the regulations and standards set by the Philippine government.

These guidelines, along with the corresponding sanctions for any violations, were clearly communicated to all our delivery-partners as part of their onboarding process. This process includes mandatory training, ensuring every partner is well informed about our policies, the expectations set forth, and the potential consequences of any violations.

In recent times, certain actions have come to our attention that have led to sanctions on a number of delivery-partners. It is important to clarify the reasons behind these actions.

- We have unfortunately observed instances where some individuals have resorted to threatening and harassing Grab staff and external parties at the Grab Partner Center. We take such behavior seriously as it goes against our shared principles of professionalism and mutual respect.
- Our platform is a vital service for our community, including drivers, passengers, and merchants. And we remain committed to providing a seamless and reliable service to all. There have been cases where individuals engaged in fraudulent activities, including the creation of fake bookings. Such actions impact the experience of consumers, merchants, and legitimate delivery-partners.
- It is crucial to maintain transparency and accuracy. Unfortunately, there have been instances where false information has been disseminated by some individuals, potentially affecting Grab's reputation. We want to clarify that the new earnings model has not resulted in a drop in earnings; in fact, [earnings have remained stable or slightly increased according to our delivery-partners](#).

In the context of the recent assembly, our decision to implement sanctions was not taken lightly or indiscriminately. We believe in a fair and just process. Every partner subject to potential sanctions is allowed to present their side of the story through written statements and discussions. This process ensures a comprehensive and fair review, and only after due process do we arrive at a decision, which is then communicated clearly to the concerned partner, including the specific provisions of the Driver Guidelines they have violated.

Grab Philippines remains committed to upholding the highest standards of service, safety, and integrity. Our actions, though difficult, are necessary to maintain the integrity and reliability of our platform, upon which countless Filipinos depend for their daily necessities and livelihoods. We deeply value our partners and the trust of our users, and it is in balancing these priorities that we make decisions aligned with our guidelines and the broader interest of our community.