

# Glovo on Living Wages

And other challenges

March 2021

Glovo?



Brief Intro - Glovo / GX

**Part 1: Challenges (15')**

Fair earnings & Wage Indicator

A global perspective

Listen to couriers

Health & Safety

Benefits

**Part 2: Q&A (15')**

**GLOVO's VISION:**

**TO GIVE  
EVERYONE  
EASY ACCESS  
TO ANYTHING  
IN THEIR CITY**



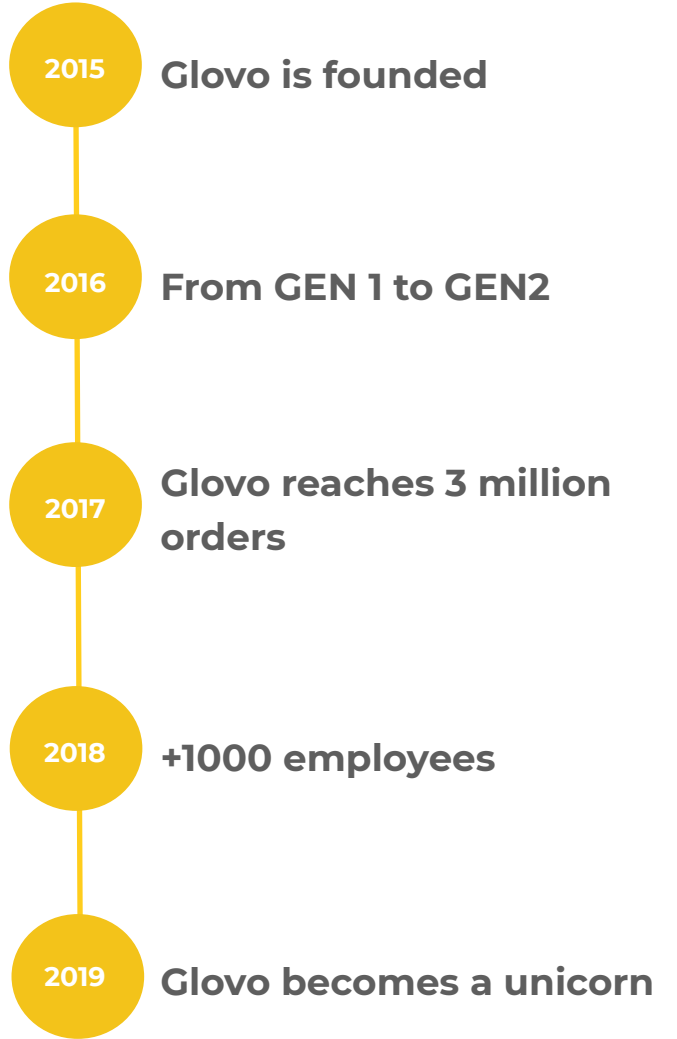
**OSCAR**

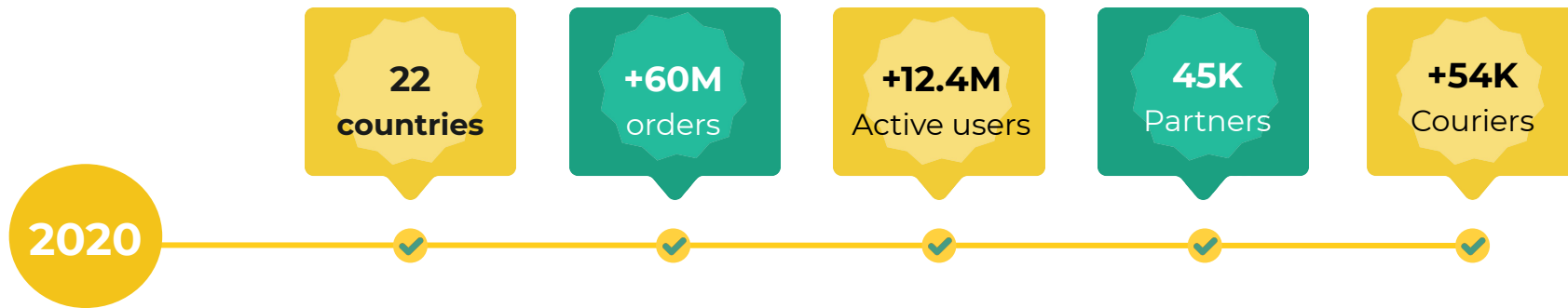
*Aerospace engineer from Barcelona that had an idea.*



**SACHA**

*Entrepreneur with large experience in the tech sector.*





Glovo is one of the **five benchmark Spanish startups** created in 2015

Glovo is the **second spanish startup** valued as a **unicorn**.



























# Brief Intro: Glover Experience Team

22 people



+ 54.000 couriers

 Bosnia →	 България →	 Côte d'Ivoire →
 Costa Rica →	 Ecuador →	 España →
 Georgia →	 Ghana →	 Guatemala →
 Honduras →	 Hrvatska →	 Italia →
 Kenya →	 Kyrgyzstan →	 Қазақстан →
 المغرب →	 Moldova →	 Montenegro →
 Perú →	 Polska →	 Portugal →
 România →	 Srbija →	 Україна →



## Main Goals

Make sure about fair conditions



Recommended EpH, < 20 h/week

Be an ambassador of the courier's voice



GES, Committees, Focus groups

Ensure excellent experience



4 tech teams, web of glovers, support



Goal of the session

Let's work together!!





# Challenge 1: Fair Earnings



## Recommended EpH



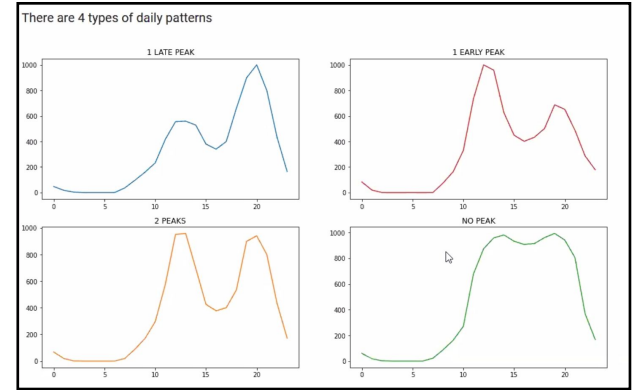
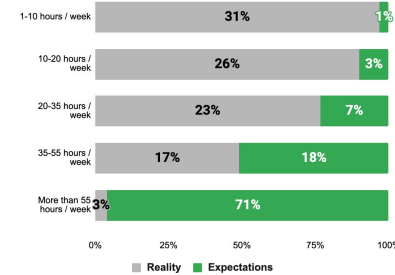
- Minimum Wage
- Living Wage
- Similar jobs / Competitors
- Courier expenses
  
- Vehicle Type
- Region/ City

## Recommended EpW



### Reality and Expectations

Hours / week distribution in August vs Answers from the Glover Persona survey





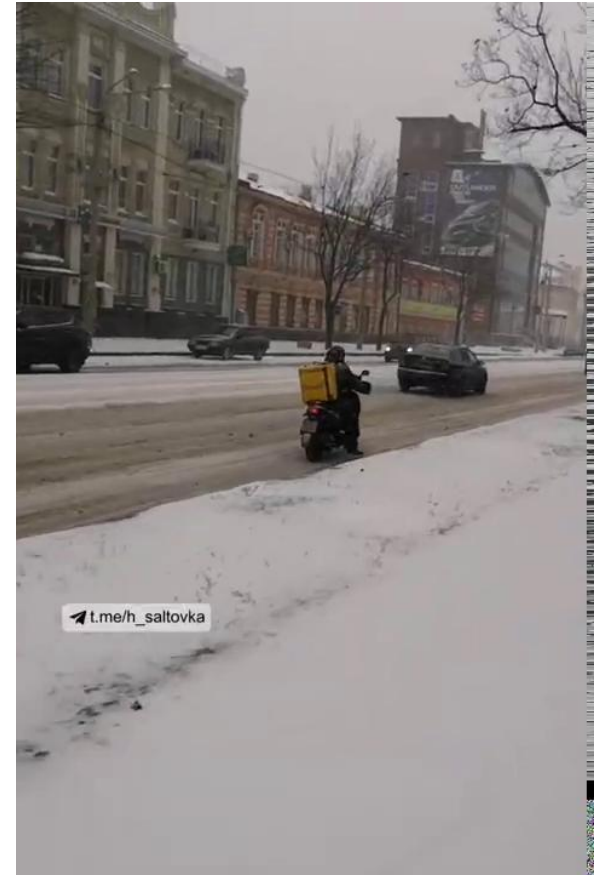
📍 Challenge 2: A global perspective





## Challenge 2: A global perspective

- Cold countries (UA, KZ, HR, PL) → Change from bikes to cars

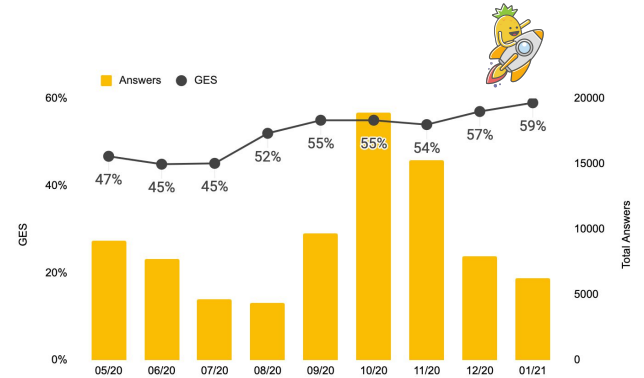




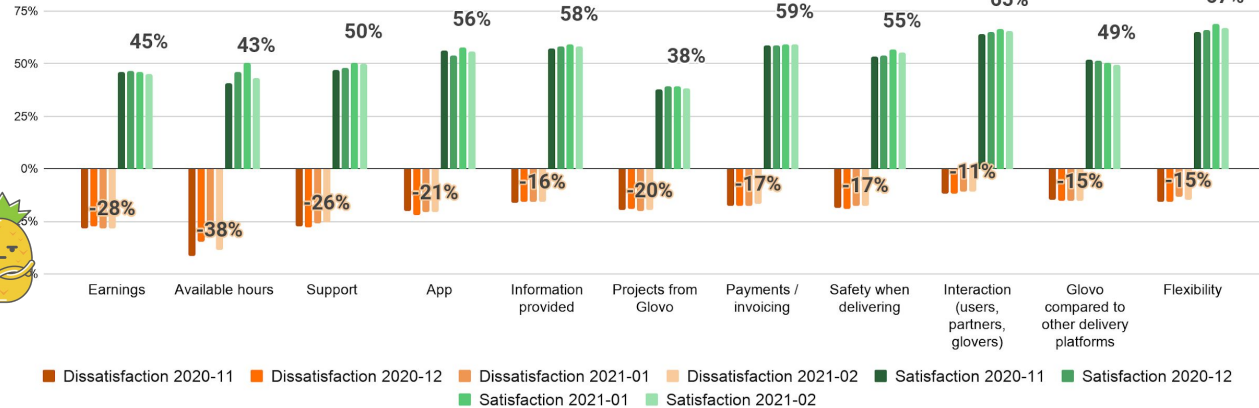
# Challenge 3: Listen to couriers

## GES

- Couriers Experience Score
- 25% fleet monthly basis



GLOBAL Satisfaction & Dissatisfaction by GX topic





## Challenge 3: Listen to couriers

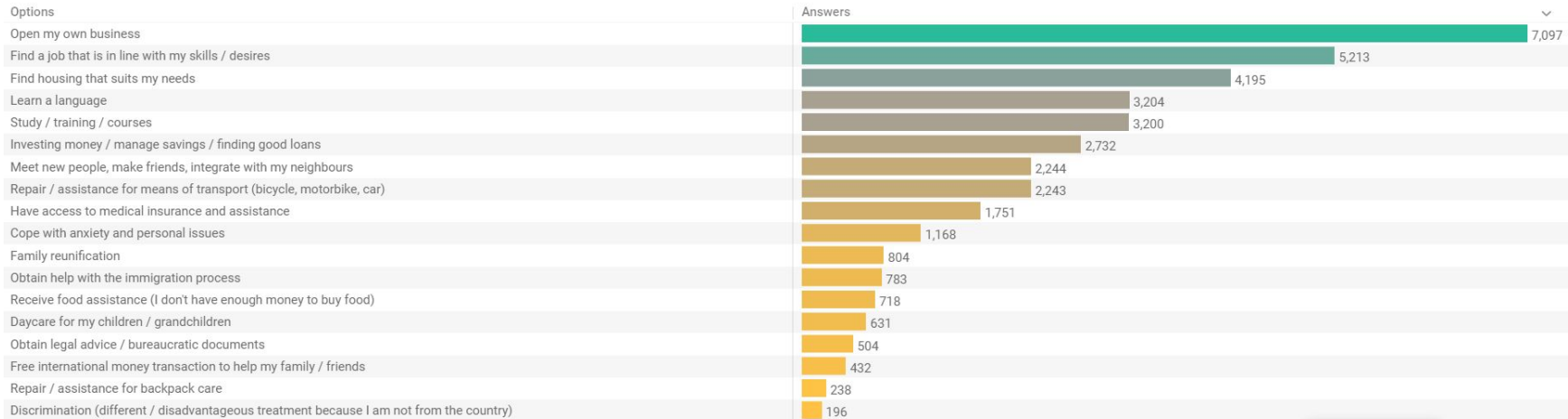
### Other surveys

- Glover Persona

18,982

Number of answers

### What are the 3 main challenges you would like to solve in your life?



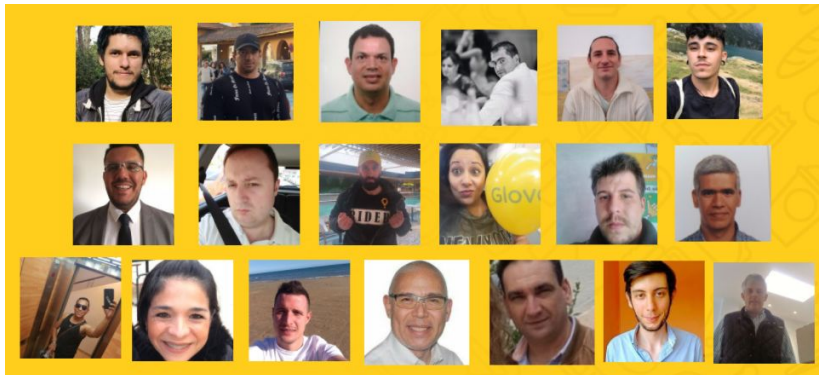




## Challenge 3: Listen to couriers

### Face to face

- Associations
- Committees
- Focus Groups
- User Centers
- Beta-testers Glover app



Committee Spain

Focus Group Kenya



User center Morocco





## Challenge 4: Health and Safety

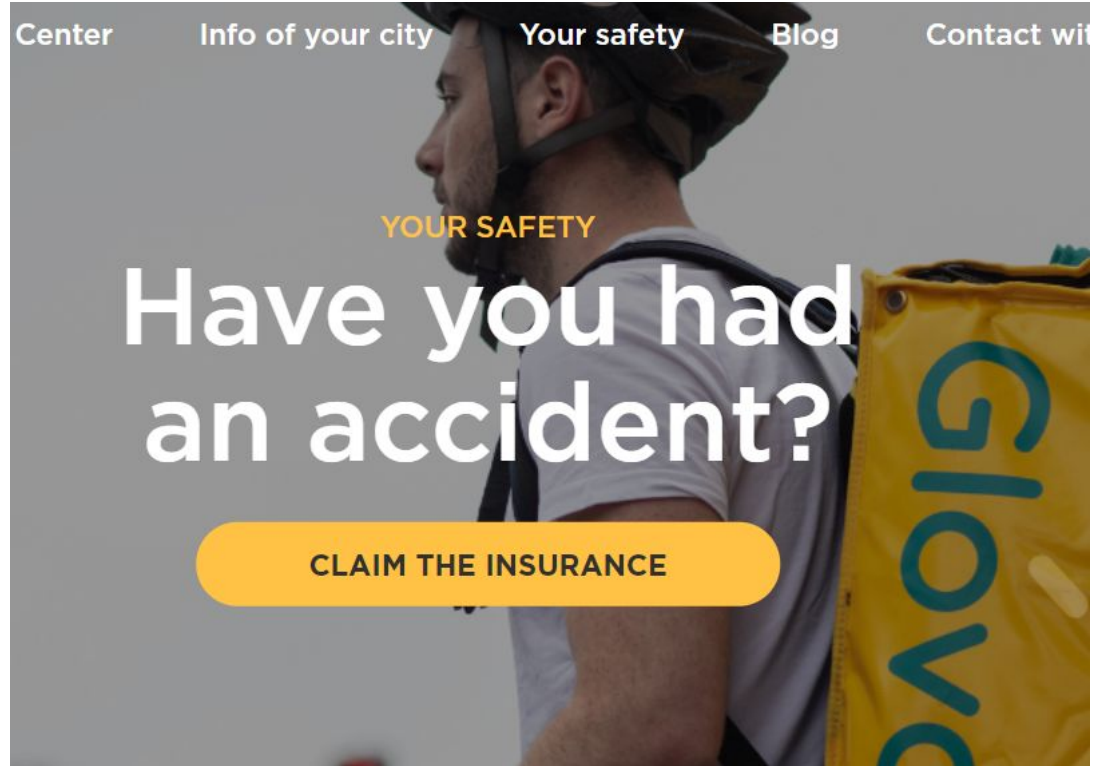
### Insurance

#### Basics

- Personal Accidents
- 3d Party Liability

#### Extras

- Sickness Leave
- Maternity/ Paternity
- Urgent Payment





## Challenge 4: Health and Safety

### Safety

- Social security (IT vs KE)
- Limit maximum hours connection
- Safety Events
- Safety Kits: COVID
- Dangerous streets
- SOS Button
- Collaboration with Police



LA VANGUARDIA

## Policía Municipal y Glovo llegan a un acuerdo para prevenir delitos utilizando la app o su sistema de reparto

• La Policía Municipal de Madrid ha llegado a un acuerdo con la app Glovo para la prevención de cualquier delito que pudiera cometer un tercero utilizando la aplicación o a través de su sistema de reparto; una

## Safety Event Côte d'Ivoire

**Sécurité Des Glovers: La Filiale Ivoirienne Dote Ses Collaborateurs Livreurs D'une Nouvelle Police D'assurance**



## Safety Event Romania





## Challenge 5: Benefits

Glover Persona → [Glovo](#) +

### Glovo+ Romania



EDUCATION - CONSULTANTA FINANCIARA - ALBA IULIA

#### Consultanta financiara

Vine un moment in viata fiecaruia dintre noi cand avem nevoie de...



VEHICULE - TOP AUTO SERVICE - BUCUREȘTI

#### Top Smart Auto

Top Smart Auto, un service auto din Bucuresti, vine catre tine o...



VEHICULE - IDEAL VISAR SERVICE - BUCUREȘTI

#### Reducere la Ideal Visar Service

Beneficiază de oferta specială oferită de către Ideal Visar Service. Beneficiază de...



VEHICULE - REVIZIA BICICLETEI - BUCUREȘTI

#### Reducere la Revizia Bicicletei

Beneficiază de oferta specială oferită de către Revizia Bicicletei. Repară-ți bicicleta și...



BUSINESS - REGNET - ROMANIA

#### REGnet - înființare PFA

Regnet, o platformă autorizată în înființări și modificări online de firme și...



VEHICULE - AUTONOM - ALBA IULIA

#### Reducere la Autonom (Închiriere autoturism)

Beneficiaza de oferta speciala in cadrul centrelor Autonom. Inchiriază un autoturism...

### Glovo+ Croatia



OSTALO - AUTOPRAONICA JIMMY - ZAGREB

#### Autopraonica Jimmy-super cijena

Počastite svoj automobil s popustom na kemjsko čišćenje, poliranje automobila te izmjenu...



OSTALO - MONTANA SPORT HAFER - ZAGREB

#### Montana Sport posebna ponuda

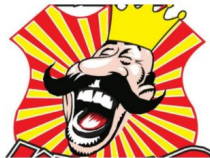
Na adresi Ratarska 9, Rudeš i Ivane Brlić Mažuranić 60, Malešnica pronaći...



HRANA 🍷 - KING'S CAFFE - SLAVONSKI BROD

#### King's Caffe

Navratite u King's caffe s vaučerom i ostvarite popust na kavu i...



HRANA 🍷 - KING'S WORLD OF KEBAP - SLAVONSKI BROD

#### King's World of Kebap -20%

Na adresi Andrije Štampara 46 pronaći ćete popularni King's World of Kebap....



HRANA 🍷 - MANDRILL'S BREWPUB & KITCHEN - SPLIT

#### Mandrill's Brewpub & Kitchen -15%

Navratite ili pokupite nešto s popularno



OSTALO - GIANT - ZAGREB

#### Giant bike shop Ul. Grada Mainza 21

Za sve Giant ljubitelje nudimo vam popust za kupnju i servis u...



Q&A





- Any questions you'd like to ask?
- What do you think is our main challenge as a platform?
- How would you like the gig economy / platforms economy to be in 2 years from now?
- If you could start from the scratch in a new country, how would you do it?



**Thanks!**

**Open to follow-up this discussion!**

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- [Uber news in UK](#)
- [A better deal - Uber](#)