Glovo on Living Wages

And other challenges

March 2021
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 founded

From GEN 1 to GEN2

Glovo reaches 3 million orders

+1000 employees

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

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

*Global data*
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, Кыргызстан, Казахстан
- Saudi Arabia, Moldova, Montenegro
- Perú, Polska, Portugal
- România, Srbija, Україна
Brief Intro: Glover Experience Team

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

- Minimum Wage
- Living Wage
- Similar jobs / Competitors
- Courier expenses
- Vehicle Type
- Region/ City
Challenge 2: A global perspective

GEORGIA

CÔTE D’IVOIRE

ROMANIA

ITALY

CROATIA

POLAND

SPAIN

KENYA
Challenge 2: A global perspective

- Cold countries (UA, KZ, HR, PL) → Change from bikes to cars
Challenge 3: Listen to couriers

- Couriers Experience Score
- 25% fleet monthly basis
Challenge 3: Listen to couriers

Glover Persona

<table>
<thead>
<tr>
<th>Options</th>
<th>Answers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Open my own business</td>
<td>7,097</td>
</tr>
<tr>
<td>Find a job that is in line with my skills / desires</td>
<td>5,213</td>
</tr>
<tr>
<td>Find housing that suits my needs</td>
<td>4,195</td>
</tr>
<tr>
<td>Learn a language</td>
<td>3,204</td>
</tr>
<tr>
<td>Study / training / courses</td>
<td>3,200</td>
</tr>
<tr>
<td>Investing money / manage savings / finding good loans</td>
<td>2,732</td>
</tr>
<tr>
<td>Meet new people, make friends, integrate with my neighbours</td>
<td>2,244</td>
</tr>
<tr>
<td>Repair / assistance for means of transport (bicycle, motorbike, car)</td>
<td>2,243</td>
</tr>
<tr>
<td>Have access to medical insurance and assistance</td>
<td>1,751</td>
</tr>
<tr>
<td>Cope with anxiety and personal issues</td>
<td>1,168</td>
</tr>
<tr>
<td>Family reunification</td>
<td>804</td>
</tr>
<tr>
<td>Obtain help with the immigration process</td>
<td>783</td>
</tr>
<tr>
<td>Receive food assistance (I don’t have enough money to buy food)</td>
<td>778</td>
</tr>
<tr>
<td>Daycare for my children / grandchildren</td>
<td>631</td>
</tr>
<tr>
<td>Obtain legal advice / bureaucratic documents</td>
<td>504</td>
</tr>
<tr>
<td>Free international money transaction to help my family / friends</td>
<td>432</td>
</tr>
<tr>
<td>Repair / assistance for backpack care</td>
<td>238</td>
</tr>
<tr>
<td>Discrimination (different / disadvantageous treatment because I am not from the country)</td>
<td>196</td>
</tr>
</tbody>
</table>
Challenge 3: Listen to couriers

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

Focus Group Kenya
User center Morocco
Committee Spain
Challenge 4: Health and Safety

Insurance

Basics
- Personal Accidents
- 3rd Party Liability

Extras
- Sickness Leave
- Maternity/ Paternity
- Urgent Payment

Have you had an accident?

CLAIM THE INSURANCE
Challenge 4: Health and Safety

- Social security (IT vs KE)
- Limit maximum hours connection
- Safety Events
- Safety Kits: COVID
- Dangerous streets
- SOS Button
- Collaboration with Police
Challenge 5: Benefits

Glover Persona → Glovo +

Glovo+ Romania

Glovo+ Croatia
● 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