

DELIVERY HERO

Pioneering Sustainable Deliveries

foodpanda is a leading on-demand delivery platform in Asia dedicated to bringing consumers a wide array of food and groceries. Powered by technology and operational excellence, foodpanda has also pioneered the growth of quick-commerce across the region with its network of retail partners and pandamart cloud stores. foodpanda operates in more than 400 cities across 11 markets in Asia. foodpanda is the Asia Pacific subsidiary of Delivery Hero.

COMMITMENT TO SUSTAINABILITY

foodpanda's commitment to sustainability is organised around three key approaches:

1. Sustainable Platform: foodpanda leverages its app to work with merchant partners, delivery partners, and consumers to promote conscious choices.
2. Sustainable Operations: foodpanda integrates sustainability considerations into its daily operations to enhance efficiency and sustainability.
3. Sustainable Societies & Ecosystems: foodpanda collaborates with partners to enhance the sustainability of the food delivery ecosystem and the well-being of local communities.

Adopting a localised approach to driving change across their 11 markets in the Asia Pacific region, foodpanda's sustainability focus is clearly outlined with quantifiable metrics, aligned with their parent company's climate action strategy to reduce greenhouse gas emissions in their value chain. They focus on areas like vehicle decarbonisation, alternative materials, consumer choices, food waste reduction, and alleviating food insecurity. In addition, their in-house initiatives foster a culture of environmental responsibility. The Eco Heroes employee group leads sustainability efforts and organises the annual Sustainability Week for Earth Day, encouraging sustainable lifestyles among employees.

foodpanda's commitment extends to its office spaces. Its regional headquarters in Singapore is in a LEED Platinum and Green Mark Platinum building, powered by 100% renewable energy and featuring energy-efficient LED lighting. The office uses recycled coffee ground cups (Huskee cups) and

provides reusable containers for employee takeaways.

CREATING TANGIBLE IMPACT THROUGH SUSTAINABILITY INITIATIVES

foodpanda's sustainability efforts have led to significant social and environmental impacts.

Vehicle Decarbonisation

foodpanda actively encourages its delivery partners to adopt greener modes of transport. By expanding electric vehicle (EV) partnerships in multiple markets, foodpanda enables its delivery partners to access EVs at affordable prices. In Hong Kong, foodpanda has partnered with e-motorbike supplier Niu-HK and China CITIC Bank, allowing delivery partners to purchase selected Niu e-motorbike models with interest-free instalment plans using a China CITIC Bank card. In Singapore, foodpanda partnered with Gogoro and Cycle & Carriage to trial Gogoro electric Smartscooters with swappable batteries under a pilot scheme by the Land Transport Authority (LTA). This pilot provided valuable insights into distance anxiety, battery swapping infrastructure, energy savings, and carbon emissions, informing LTA's policies for realising Singapore's Electric Vehicle vision, a critical component of the Singapore Green Plan 2030.

Through its initiatives, one in five foodpanda delivery partners now use zero-emission delivery modes, such as bicycles and electric vehicles. In Singapore, foodpanda's delivery partners participating in the electric motorbike pilot with Gogoro and Cycle & Carriage saved 10,000 kg of carbon dioxide emissions in the first four months of the pilot.

Packaging Circularity and Single-Use Plastic Reduction

Since 2017, foodpanda has been nudging consumers to reduce the use of disposable cutlery through the default cutlery opt-out toggle on its app. This ensures consumers receive cutlery only when they specifically request for it, and has significantly influenced consumer behaviour over time. In 2017, only 20% of Singapore orders were delivered without disposable cutlery; this figure increased by close to 4 times by 2023. foodpanda also saw a significant increase across APAC: between 2022 and 2023, no cutlery orders increased by over 75%. Through its default cutlery opt-out toggle, foodpanda enabled its restaurant partners and consumers to avoid over 2,400 tonnes of plastic waste in 2023.

In addition, foodpanda has introduced programmes to encourage the use of reusable containers for food delivery and self-pick up in selected markets. In 2023, over 8,000 users participated in its closed-loop Reusable Container Programme in Hong Kong and Taiwan. As a result, foodpanda saved close to 19,000 disposable plastic containers.

At foodpanda's own online grocery stores (called "pandamarts"), it has been tracking the proportion and volume of bags used for packing customers' orders that are of lower environmental impact. In Singapore, foodpanda has fully switched to using 75% recycled plastic bags for pandamart deliveries in Singapore, saving over 70,000 kg of virgin plastic annually. Elsewhere in Pakistan, pandamart orders are being delivered in non-woven cloth bags which has helped to reduce over 90,000 tonnes of CO₂ emissions.



Food Waste Reduction

foodpanda has been monitoring food surplus at our pandamarts regularly to improve its inventory management. In 2023, food surplus equivalent to over 100,000 meals was diverted and donated to local communities in Hong Kong, Malaysia, Philippines and Singapore. Starting in 2024, foodpanda Pakistan has also started donating its pandamart surplus to benefit its local communities in need.

Alleviating Food Insecurity

Through an in-app meal donation feature available to customers after order placement, foodpanda has facilitated more than 300,000 customer meal donations in 2023 to local food banks and the World Food Programme in Malaysia, Hong Kong, Philippines and Singapore.

SUSTAINABILITY INITIATIVES IN ASEAN

foodpanda has been proactively advancing vehicle decarbonisation by expanding electric vehicle (EV) partnerships across five

ASEAN markets, which enable its delivery patterns to have access to electric motorbikes at affordable prices. These partnerships also include regulatory sandboxes, which help inform policies and regulations that pave the way for large scale adoption of electric vehicles.

In addition, foodpanda has also initiated programmes to address food insecurity. In the Philippines, foodpanda actively contributes to the wider community through the pandaSHAREs programme since 2021. This programme facilitates donation drives, provides meals to medical frontliners, and sends relief goods to disaster-stricken communities in collaboration with organisations such as the Philippine Disaster Resilience Foundation.

In Singapore, foodpanda launched the Pau-Pau Breakfast Club in 2023, aimed at tackling food insecurity and promoting healthier eating habits. The initiative involved donating healthy and nutritious items and providing opportunities for communities to learn how to prepare simple and nutritious meals.

FOODPANDA'S INITIATIVES ALIGNED WITH THE SINGAPORE GREEN PLAN

foodpanda's sustainability initiatives are aligned with the Singapore Green Plan. Its initiative to advance vehicle decarbonisation as the food delivery platform to pilot the use of electric motorbikes with swappable batteries is aligned with the Energy Reset pillar of the Singapore Green Plan, which envisions all vehicles to run on cleaner energy by 2040.

In addition, its initiatives in Singapore to fully switch to using 75% recycled plastic bags for pandamart deliveries, and to divert surplus edible food from its pandamarts to local communities are also aligned with the Sustainable Living pillar, which aims to reduce waste and enhance circularity in waste materials.