



Anti-Discrimination Policy Statement

Glovo recognises the right of all platform users to an environment free from unlawful discrimination and harassment.

It also acknowledges that unlawful discrimination and harassment are a threat to equal opportunities. Such practices are intolerable and incompatible with dignified professions and has an impact on a person's mental, physical and sexual health, dignity, and their family and social environment.

Glovo is therefore committed to providing a safe environment free of violence and unlawful discrimination based on personal characteristics or background to all the users of the platform. Glovo strives to provide and effectively implements specific procedures to prevent them.

Consequently, Glovo will apply zero tolerance to any form of unlawful discrimination and/or harassment.

Glovo will take into account the evidence provided by couriers (ex: police / competent authority report or other solid evidence) that proves a situation of discrimination or harassment in order to adopt all the necessary measures. All complaints of unlawful discrimination and/or harassment will be taken seriously and treated with respect and trust. No one will be victimised for making such a complaint.

Under this protocol, couriers may report in a dedicated survey any situation involving a lack of politeness, violence or aggressiveness, discrimination and harassment, the definitions of which are set out below.

Lack of politeness: Defined as the trait or state of being uncivil, impoliteness, discourtesy, disrespect, rudeness. Expressing lack of respect (disrespect); behaviour that is impolite and offensive (rudeness).

E.g.: dumb, fuck, bullshit, damn, hell, piece of shit, Motherfucker, idiot, stupid, cunt, bastard or similars.

Violence and Aggressiveness: Behaviour (actions or words) intended to hurt, damage or threaten the physical integrity of a person. This category includes any act done with the intention to harm others.

E.g: being hit by someone, being pushed by someone, insults against the dignity of a person, threats, blackmail, etc.



Discrimination: Occurs when a person or a group of people is treated less favourably than another person or group because of their personal characteristics or background, such as gender (including gender identity and expression), ethnicity, national origin, ancestry, race, religion, disability, age, sexual orientation and/or opinion.

E.g.: homophobic insults, insults based on gender, insults based on skin colour, rejection of other cultures, etc.

Sexual Harassment: Sexual harassment is unwanted behaviour of a sexual nature which makes a person feel offended, humiliated and/or intimidated. It includes situations in which a person is asked to perform sexual acts as a condition of that person's employment, as well as situations which create an environment that is hostile, intimidating or humiliating for the recipient.

E.g.: Unwelcome physical contact including patting, pinching, stroking, kissing, hugging, fondling, or inappropriate touching; physical violence, including sexual assault; sexual comments, stories and jokes; repeated and unwanted social invitations for dates or physical intimacy; sexually-suggestive gestures.