

# BUILDING RESILIENCE IN THE FACE OF CRISIS



This report is  
a dedication to  
the everyday heroes  
of Southeast Asia:

Our driver-, delivery-  
and merchant-partners;  
our public health and  
essential service workers;  
who stood at the  
frontline to serve their  
communities when it  
was most needed.

# FOREWORD

The COVID-19 outbreak has been a human tragedy at an unprecedented global scale, affecting millions of lives and livelihoods.

Therefore, as we reflect on our journey over the past 12 months in this second edition of the Grab Social Impact Report, we have chosen to put the spotlight on how COVID-19 has impacted Southeast Asia, our efforts to help curb the effects of the pandemic, and the work that still needs to be done.

We celebrate the dedication, resilience, and generosity of our community; we saw how strangers were connected in more ways than they realise, through the good that they do. We attempt to map our way forward as we approach a 'new normal' in the post-pandemic world, and beyond COVID-19, we also report on the progress of our long-term social impact commitments that continue to anchor our mission at Grab to drive Southeast Asia forward.



# Letter to our Southeast Asian community

Dear friends, partners, and customers,

We started Grab because we wanted to make transport in Kuala Lumpur safer for the people that we cared about. That initial mission has expanded over the years, as we moved into new cities and added new services, to solve more problems for more people. We want to drive Southeast Asia forward, to deliver positive social impact for the hundreds of millions of people who call this region home.

The COVID-19 crisis has shown us how far we've come on this mission. As cities shut down, we stepped up to help deliver essential services, making sure that people had access to food, groceries, and other daily necessities even as they sheltered at home. This meant that millions of driver-, delivery-, and merchant-partners could continue to earn a living through our platform. And we were able to extend earning opportunities to many who lost their jobs in the crisis.

But the pandemic has also made us realise how much more there is to do. COVID-19 has disproportionately affected lower income workers, and those whose earnings are variable and dependent on the health of the wider economy. When people stopped going out, our transport driver-partners were some of the hardest hit. We transitioned 149,000 of them to deliveries and rolled out more than 100 initiatives to help them, and our delivery- and merchant-partners tide through this volatile period. But we know that many continued to struggle.

Yet, through these difficult times, our partners have emerged as beacons of humanity.

**Of resilience;** when they continued to brave the streets to bring essentials to customers, and did whatever it took to make ends meet.

**Of selflessness;** when they volunteered to ferry healthcare workers to their jobs.

**Of kindness;** when they shared their food relief supplies with neighbours.

They inspire us, reinvigorate us, and remind us why we exist. For them, we must do more.

As governments plan for how to safely restart the economy, we are focusing on how we can help everyone in Southeast Asia adapt to the new normal. We will work with all stakeholders to find ways to better support gig workers; we will continue to help small and traditional businesses embrace technology and digitalise, to make sure they aren't left behind in a new digital-first world; we will use our technology to aid governments and healthcare providers; and we will build relevant services to give customers what they need.

COVID-19 will require exceptional effort from all levels of society, working together to overcome its challenges. If we have learned anything from this crisis, it is that we are more connected than we think. We are stronger together. If we put our heads together, protect the vulnerable and support each other, we will expedite the road to recovery.

Warm regards,

*Anthony Tan Hooi Ling*

**Anthony Tan and Tan Hooi Ling**  
**Co-founders, Grab**

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# GRAB AGAINST COVID-19: AT A GLANCE



US\$40  
million

dedicated to relief initiatives  
across Southeast Asia



>100  
initiatives

launched in 2 months to  
support driver- and delivery-  
partners, frontliners and  
communities impacted by  
COVID-19

## Enabling economic continuity and sustaining livelihoods



>78,000  
new merchant-partners  
were onboarded to Grab



21% increase  
in online revenue seen by small  
merchant-partners on Grab

>115,000

new driver- and delivery-  
partners joined Grab  
during COVID-19

>149,000

transport driver-partners were  
moved to deliveries so they could  
continue to earn an income

## Protecting the safety and wellbeing of our community



>2 million  
face masks, sanitisers,  
and gloves distributed to  
our driver- and delivery-  
partners across the region

2,000

thermometer guns provided  
to food merchant-partners in  
Indonesia

2,400

free COVID-19 tests provided  
to healthcare workers and  
Grab driver-partners in  
Indonesia and Thailand

## Connecting communities for good



74%  
more tips were left by customers  
for their driver- and delivery-  
partners. The average tip  
amount increased by 42%



700,000  
meals were donated by  
customers to Grab driver-  
and delivery-partners

15,000

driver-partners volunteered to  
ferry healthcare workers to and  
from hospitals through GrabCare





# ENABLING ECONOMIC CONTINUITY AND SUSTAINING LIVELIHOODS

Stay-at-home orders and movement restrictions across the region have hit businesses hard, particularly those that depend heavily on foot traffic. Our ride-hailing business has seen a double-digit fall across all countries, prompting us to actively move many of our driver-partners to our food, groceries, and parcel delivery businesses to help them continue to earn a living.

At the same time, the demand for digital services has gone up, and delivery networks have played a critical role in ensuring people have convenient access to food, groceries, and other essential supplies even as they stayed home. However, the vast majority of small businesses in the region are still offline, and we want to help more of them move online.



# Sustaining livelihoods through the gig economy

We saw a sharp drop in demand for our ride-hailing services during the pandemic, affecting the earnings of our driver-partners.

At the same time, demand for deliveries increased, and gig work has been able to provide quick and flexible opportunities for income relief, especially when many workers have been put out of work or forced to go on leave.

In response, we have adapted our platform and pivoted our business to ensure we can sustain livelihoods and offer earning opportunities to those who need it.



>149,000

driver-partners were transitioned to make deliveries for GrabFood, GrabMart and GrabExpress, allowing them to continue to earn an income



We created income opportunities for

>115,000

people who signed up to become a driver- or delivery-partner during COVID-19



We opened up more earning opportunities for delivery-partners by expanding GrabMart, our groceries and daily essentials delivery service, to

**5 new countries in 3 weeks**



**Komsan Chiyadis**  
GrabFood delivery-partner, Thailand

## A hotel chef turned delivery-partner

COVID-19 has dealt an unprecedented blow to the tourism industry, affecting the livelihoods of millions of workers. One of them was Komsan, an assistant chef in a luxury hotel based in the Srinakarin area.

As the number of tourists at the hotel plunged, he decided to sign up as a GrabFood delivery-partner to earn an alternative income. Soon after, the hotel ceased operations.

Komsan has viewed this change through an optimistic lens, calling it the perfect opportunity for him to embark on a fresh journey after his previous job. Aside from GrabFood deliveries, he now also picks up GrabExpress jobs. It can get tiring, having to shuttle between different locations, but Komsan finds it exciting. And mostly, he's glad to get his income back on track.



# Cushioning the impact of COVID-19 on our partners

This period has also highlighted how gig workers can be vulnerable due to the variability of their income and dependence on the wider economy.

We know that many of our driver- and merchant-partners are undergoing real hardship as their earnings have taken a hit. So we have provided various forms of aid and income relief to help cushion some of the impact of the pandemic.



We have committed  
**US\$40 million**  
in partner relief initiatives  
for our driver-and merchant-  
partners



**US\$5 million**  
in subsidies on car rental  
were provided to driver-  
partners for income relief



**576,000kg**  
of rice donated to our driver-  
and delivery-partners in  
Indonesia, Myanmar,  
Philippines, and Vietnam

# Helping small and traditional businesses go online

Small and traditional businesses like warungs, hawkers, wet markets, and sundry shops are the backbone of economies across Southeast Asia. But many of these businesses are offline, with only 16% of all SMEs in Southeast Asia truly utilising digital tools<sup>1</sup>. Those who don't, have been most devastated by the loss of foot traffic since the onset of COVID-19.

We are finding ways to help these businesses digitalise, leveraging our online reach and delivery network so that they can continue to earn revenue.

We accelerated our merchant-partner onboarding processes so that businesses can get listed on Grab in half the time. In Malaysia and Indonesia, we've also moved traditional wet markets online through GrabMart.

When Ramadan bazaars in these countries were cancelled due to social distancing, we worked with local governments to bring bazaar sellers online as they relied heavily upon the Ramadan season to make a living.

In Singapore, we are running a pilot to help hawkers digitalise and gain more visibility online. This experiment is one of many aimed at finding a sustainable solution to help small and traditional businesses go online.

Some of these initiatives may not be the end product we are looking for, but we will learn from them and use the insights to find even better solutions.



- 1 Bain and Company, Advancing Towards ASEAN Digital Integration: Empowering SMEs to Build ASEAN's Digital Future, 2018
- 2 Up until 30 April 2020

## >78,000

new merchant-partners joined the Grab platform



Local traditional street vendors that came onboard the Grab platform received

## 284,000

orders during Ramadan<sup>2</sup>



## 1,500

new merchant-partners joined GrabMart, including pharmacies, florists, and small grocery stores, with more coming onboard every week



## Keeping the Ramadan spirit alive



**Rosiah bt Abi Asri**  
Kak Rose Sri Kayu Ara,  
Grab e-Kitchen merchant-partner, Malaysia

When the Movement Control Order (MCO) was implemented, Kak Rose was worried that it would affect her little restaurant that she had been running for over 25 years, selling local favourites like Nasi Ayam and Gulai Kawah. But she knew that there was no choice but to comply.

Depending only on takeaways, sales decreased significantly. So Kak Rose turned to Grab to help take her business online. She admitted that it was challenging at first, when she tried using the app for the first time. While she misses the face-to-face chats with her customers, she shared that running her business online actually simplified many processes and helped her reach more customers.

She also joined the Grab e-Kitchen Bazaar initiative, in partnership with the Selangor state government, which increased her sales by more than 50%. Now, she feels ready to move part of her business online permanently.

“I am very grateful to the Selangor government as well as Grab for introducing this initiative to help local and traditional businesses through this time. With Grab e-Kitchen Bazaar, we’ve been given a fresh start economically and it has helped sustain our livelihoods during Ramadan.”





**Jessyca**  
From Toko Sembako Yenny,  
GrabExpress merchant-partner, Indonesia

## From a humble stall, to reaching thousands of customers online

Jessyca and her mother have been running a small stall in the market since 2004. They sell a range of daily food supplies such as oil, noodles, nuts, and herbs at the Pasar Poris Tangerang Wet Market.

When COVID-19 hit, many customers stopped going to wet markets altogether, causing their sales to drop by about 40%. At first, they tried setting up their own online deliveries, but without any employees, it was difficult for them to manage the delivery runs on their own, especially when they started to get orders from further locations.

That's when they decided to use GrabExpress<sup>3</sup> and GrabAssistant<sup>4</sup>—allowing them to complete more orders, and reach more customers.

“Now my sales have doubled due to a wider reach. I even get orders from out of town.”

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**3** Grab parcel delivery service

**4** Grab on-demand concierge service

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# Helping to drive demand for restaurants

The drop in footfall has hit sectors such as retail, recreation, and food and beverage the hardest. Restaurants relied on digital platforms and delivery networks to keep their businesses going.

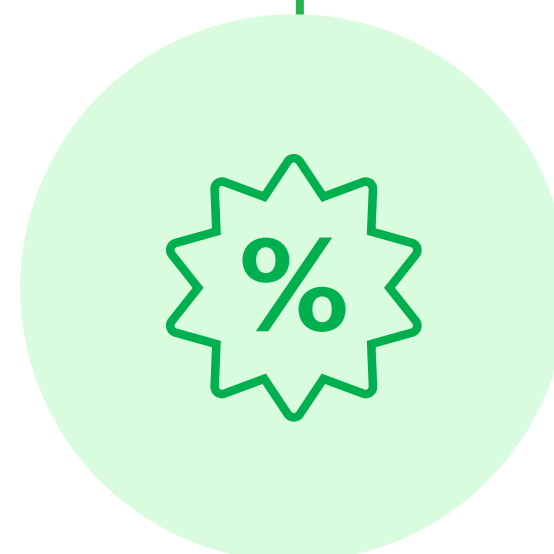
For our GrabFood merchant-partners, we've focused our efforts on helping them to drive more online orders. We know our customers want to support local F&B businesses, so we created a new "Local Heroes" category to make it easy for them to discover and order from them.



Small restaurants on Grab reported a **21%** increase in online revenue during COVID-19



**0% commission** was charged for self pick-up orders to help restaurants that rely on walk-ins



GrabFood merchant-partners most affected by the outbreak were offered **support packages** (commission rebates and deferrals)

"COVID-19 has affected many F&B businesses because it has removed the option for customers to dine in. GrabFood has become an important partner for us during this period for several reasons; their wide customer base, end-to-end management of their delivery fleet, and their speed in introducing new services like Islandwide Delivery. By partnering with GrabFood, we are essentially investing in a digital strategy that will help our business in the long-term. And in the short-term, we have thankfully managed to retain our team which remains the priority."

**Riccardo LaMonica**  
Head of Operations, Asia,  
Burger & Lobster Restaurant  
Group Limited, Singapore







# PROTECTING THE SAFETY AND WELLBEING OF OUR COMMUNITY

Since we started Grab, we have helped to make transport safer for millions of Southeast Asians. But COVID-19 has presented a new type of threat. With millions of people depending on Grab every day to make a living; to get food, order groceries, and other supplies, we took immediate action to protect their wellbeing.



# Hygiene safeguards to keep our community safe

We rolled out contactless deliveries early on, even before a pandemic was declared. We implemented temperature screenings, promoted cashless payments, and proactively suspended our GrabShare ride-sharing service in all countries.

We also worked with merchant-partners to put hygiene protocols in place, such as frequent hand-washing, regular disinfection of food bags, and designated food pick-up areas to maintain social distancing between merchants- and delivery-partners.



>2 million

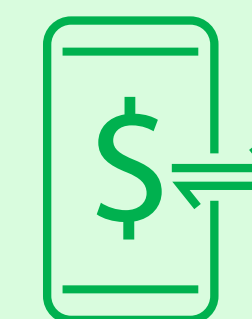
facemasks, hand sanitisers, and gloves distributed to our driver- and delivery-partners



>2,000

no-contact thermometer guns distributed in Indonesia

We also instituted a GrabFood Statement Card system that logs names and temperatures of anyone handling food orders.

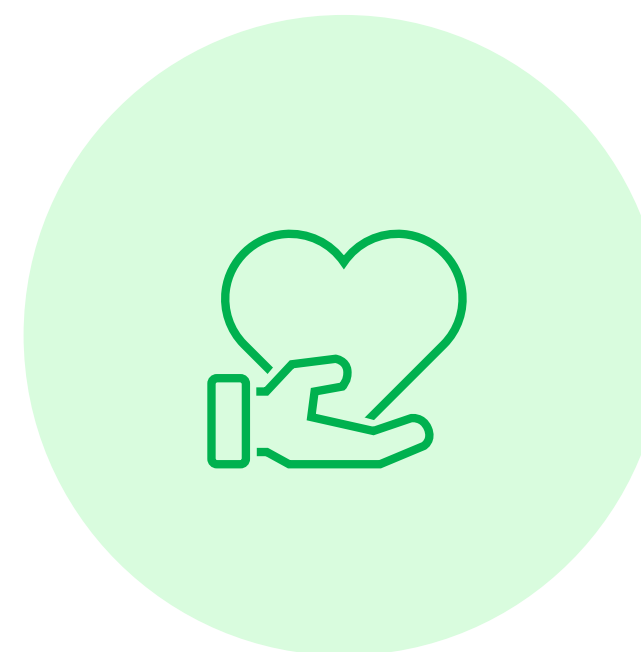


10%

increase in users choosing cashless payment options on the Grab platform

# Supporting frontline healthcare workers

We recognise that we are a critical part of the transport system. When reports emerged of nurses in Singapore facing discrimination as they travelled on public transport in their uniforms, we decided that we needed to step up and help. It was our solution to give healthcare workers a safe way to travel to and from hospitals, with comfort and peace of mind as they braved the frontline to serve their communities.



GrabCare was built in  
**<72 hours**  
and has since been expanded  
to Indonesia as well



**>15,000**  
of our driver-partners have  
volunteered for the service



**>43,000**  
GrabCare rides have been  
completed in Indonesia  
and Singapore





Photo by Alexandra Hospital

## Fear didn't get in the way of helping another

**Jaylyn Ong**  
Patient Service Associate  
at Alexandra Hospital, Singapore

Jaylyn remembers how a commuter immediately stood up and walked away when she sat near him on a public transport ride. She was in her hospital uniform.

Despite the strict hygiene measures healthcare workers have to follow at all times, some people have shunned them out of fear of contracting the virus. Jaylyn shares that GrabCare has made it easier to get a ride to and from work. She appreciates that the drivers understand the nature of her work, so they don't ask questions that make her feel ostracised.



Photo by Rexanne Yap (Mothership)

**Kelvin Lam Wai Lek**  
GrabCare driver-partner, Singapore

When most people feared exposure and stayed away from healthcare workers, Kelvin didn't. He feels strongly about the social stigma that they experience—sharing that many of them have had to go to nearby buildings just to book a ride.

But Kelvin also had a personal reason to volunteer to be a GrabCare driver-partner. When his father was in the hospital, Kelvin wasn't able to arrive in time to say goodbye to him before he passed away. So Kelvin vowed never to cancel any ride headed to a hospital, ever.

To protect himself and his family, they are vigilant about personal hygiene. They wash their hands frequently, and Kelvin takes a bath as soon as he arrives home, washing his clothes separately from the rest of his family's.





# CONNECTING COMMUNITIES FOR GOOD

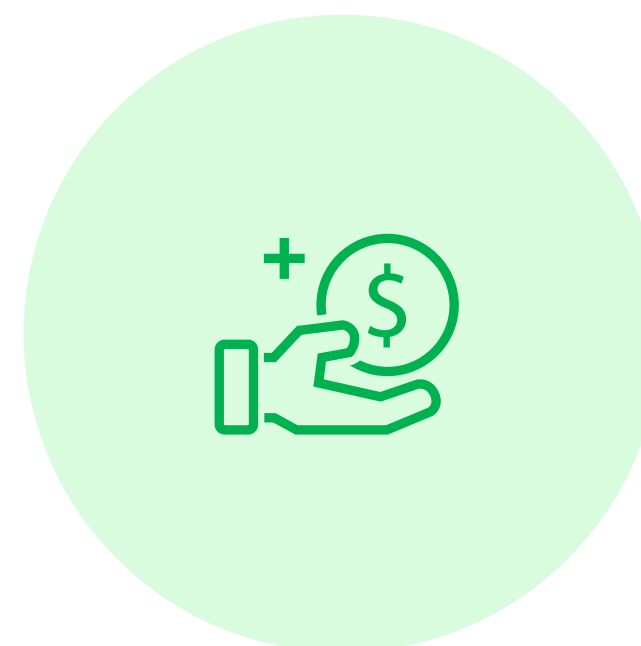
Kindness binds society together, and the pandemic has demonstrated how deeply connected we are as a community. From driver-partners who volunteered to ferry healthcare workers, to customers who tipped their delivery-partners, to our corporate partners who donated to our driver- and merchant-partners—our community has rallied together through an outpouring of generosity and goodwill.



# Strangers helping strangers

We've seen inspiring acts of kindness being exchanged across the Grab platform. Customers recognised the sacrifice of their drivers- and delivery-partners, who worked hard every day through rain and shine, whether to ferry workers to their jobs or to deliver food and groceries to those who had to stay home.

Grab employees also donated parts of their salary to support COVID-19 relief initiatives, and the amount was matched dollar-for-dollar by Grab. Together with local NGOs and organisations, we were able to help our partners and local communities in need.



Grab driver- and delivery-partners received  
**74%**  
more tips during COVID-19

**Customers tipped more generously, the average tip amount increased by 42%.**



Customers also purchased  
**>700,000**  
meals for delivery-partners through the "Meal for your driver" in-app feature



Grab employees raised a total of  
**US\$630,000**  
to help local communities in need

## A small act of generosity goes a long way



**Christine Kho**  
Grab user since 2017, Philippines

Commuting to work used to be a big pain when Christine had to take the express van to get around. Imagine four people crammed into a row meant for only two or three. It was also time-consuming as she had to spend as much time queueing for her ride as she spent for her actual journey.

She switched to GrabCar in 2017, using it every day to travel to and from work.

Now, as she stays home under the city's quarantine orders, Christine has been ordering GrabFood every weekend. She's grateful that her meals can be sent to her without her leaving her home, so she tips all her GrabFood delivery-partners, usually around 20 or 50 pesos depending on the amount of food she orders. It may not be much, but it makes a world of difference to our delivery-partners.

"They're basically frontliners too—it's the least I can do to thank them for their service and for risking their safety to cater to people who are staying home."





**Thuong Minh Tuyen**  
GrabCar driver-partner, Vietnam

## We can share what we have, even if it isn't a lot

Tuyen has been a GrabCar driver-partner for 2 years. When the Vietnamese government imposed a lockdown, GrabCar services had to be suspended temporarily, putting Tuyen out of work.

To help them get through the lockdown, Grab donated 10kg of rice and a carton of noodles to each driver-partner, including Tuyen. But instead of keeping it all for himself, Tuyen set aside 5kg of rice to share with his neighbour. He intended to keep the remaining 5kg to cover his meals during the pandemic, but on the way home, he saw a poor scrap dealer on the street, and gave 2kg to her.

“There is a Vietnamese saying, ‘a good leaf covers the torn leaves’. It means that we must share what we have, and care for those who are suffering. How could I see them and let them go without a meal?”

# Partnerships that matter

We also joined hands with our corporate partners and non-profit organisations to launch and support a wide range of community initiatives.



## Indonesia

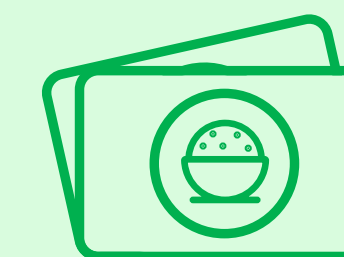
Grab partnered with Benih Baik and Human Initiative to launch a crowdfunding campaign that allowed our users to donate masks and food supplies to Grab driver-partners through the app.

**In collaboration with Tokopedia and OVO, we launched a campaign to donate Rp1 billion to the National Disaster Management Agency to support healthcare workers.**



## Philippines

Through our partnership with the Philippines Red Cross, GrabRewards was able to raise PHP5.9 million to provide Personal Protective Equipment (PPE) to healthcare workers.



## Singapore

We collaborated with the Community Development Councils (CDC) and Dr Tahir, a philanthropist, to give S\$660,000 in GrabFood vouchers to 12,000 students from low-income families to buy meals.





# PARTNERING WITH GOVERNMENTS TO SOLVE THE CHALLENGES OF THE PANDEMIC

In every country we operate in, we've always sought to work closely with local governments to solve local problems. The COVID-19 outbreak has strained public infrastructure and created many novel challenges. Leveraging our reach and technology, we've extended our support to governments across Southeast Asia on multiple fronts as they continue to fight the pandemic.

We are also working with governments to manage economic impact and aid timely policy decision-making. For example, we have partnered with Singapore's Ministry of Trade & Industry to leverage our aggregated data to better understand the nation's economic activity and sectoral impact of COVID-19.

# Supporting the distribution of aid and essentials

## Malaysia

We helped distribute financial aid from the government's economic stimulus package to our driver-partners via our driver e-wallet.

>50,000

driver-partners in Malaysia have now received government support

## Indonesia

We helped the Ministry of Social Affairs and Pos Indonesia deliver 'sembako' (daily necessities) aid packages to hundreds of thousands of underprivileged households. We also worked with the Ministry of Agriculture to help keep distribution chains open and mitigate any shortages in food and other essential supplies.

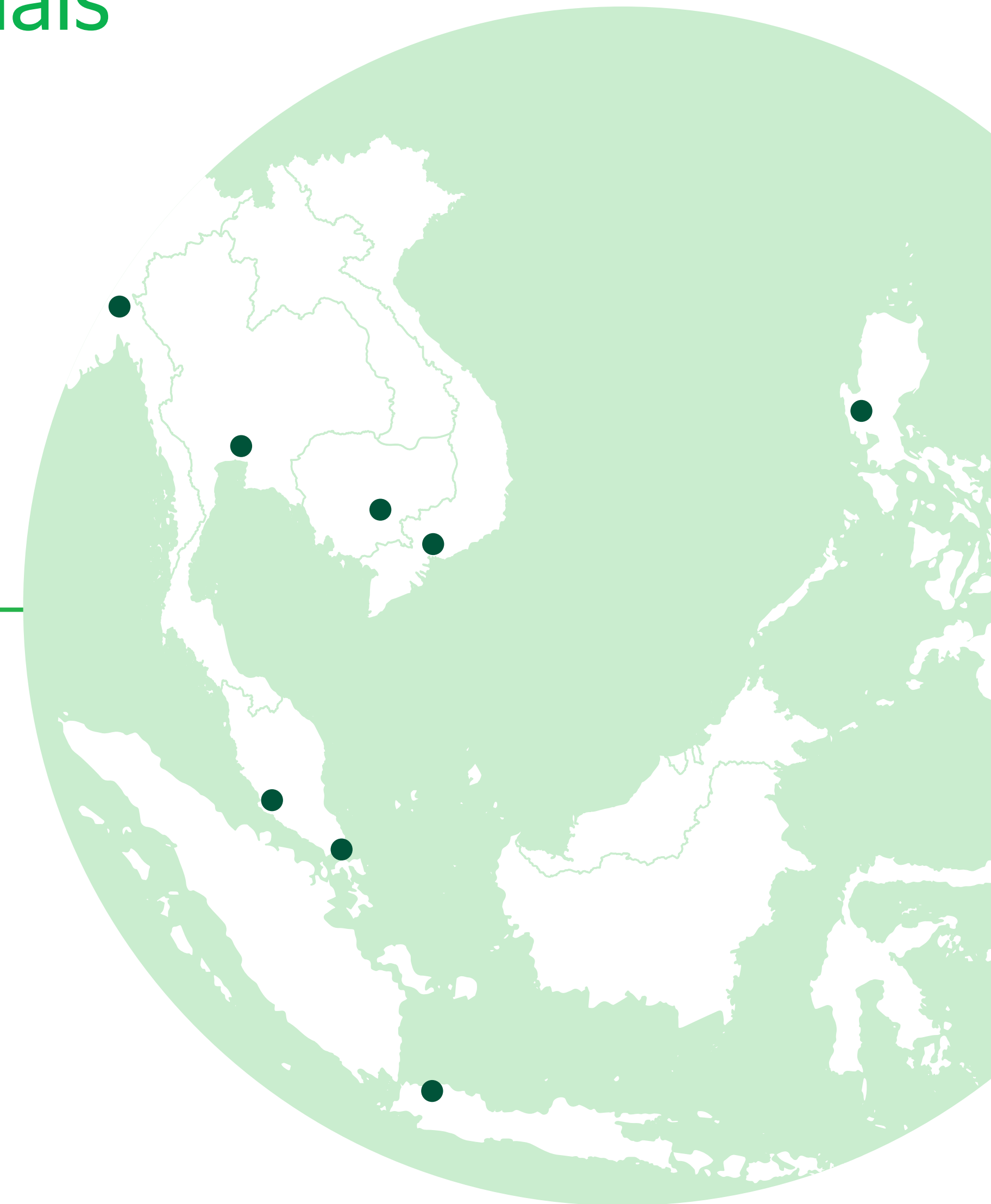
# Empowering rural entrepreneurs through digitalisation

## Philippines

We partnered with the Department of Agriculture (DA) to enable customers across Metro Manila to purchase fresh produce and meats from the DA's eKadiwa website and be delivered through GrabExpress, supporting farmers and agripreneurs in the Philippines.

## Malaysia

We piloted an initiative with the Ministry of Rural Development, through its DesaMall programme, to help rural entrepreneurs increase sales, visibility, and income opportunities through GrabMart and GrabFood.

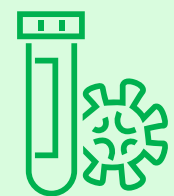




# Easing the burden on healthcare systems

## Health screening

We helped address the need for more testing by providing free COVID-19 tests to healthcare workers and Grab driver-partners in Indonesia and Thailand.



>2,400

free COVID-19  
tests provided

We partnered with the Ministry of Health in Indonesia to provide the public with a 24/7 COVID-19 teleconsultation screening service through GrabHealth, powered by Good Doctor Technology platform.



14x

increase in COVID-19  
online consultations  
through GrabHealth  
(February–April 2020)

## GrabResponse

A non-emergency transport service to complement existing ambulance services, launched in collaboration with the Ministry of Health in Singapore. Our driver-partners were trained and provided with necessary protective equipment to ferry stable and clinically-well passengers to hospitals, including those on Stay-Home Notices.



>250

volunteer driver-  
partners have  
been trained  
to serve in our  
GrabResponse  
programme

## Contact-tracing

We put in place a framework and built a dashboard in 1 day to support government contact-tracing efforts in all of the 8 countries we operate in.



We have responded to

>600

contact tracing  
requests to date



# BEYOND COVID-19: PROGRESS ON OUR LONG-TERM SOCIAL IMPACT GOALS

COVID-19 created immediate and difficult challenges that needed to be addressed, and we pivoted our businesses and resources to help fight the effects of the pandemic. Despite that, we continue to push forward on our long-term social impact commitments<sup>5</sup>.

We believe that everyone, regardless of background or ability, should be able to benefit from the rise of the digital economy. We play our part by creating economic opportunities at scale—enabling microentrepreneurs to improve their livelihoods, and small businesses to thrive in an increasingly online world.

Through our driver-, delivery-, merchant-, and agent-partner incomes and sales generated through the Grab platform, we contributed an estimated **US\$8.5 billion**<sup>6</sup> to Southeast Asia's economy in the 12 months leading up to March 2020.

We also continue to seek ways to improve digital literacy and inclusion for underserved communities, create safer and more liveable cities for all Southeast Asians, and reduce our environmental footprint.

<sup>5</sup> Data presented in this section is cumulative, based on our existing social impact projects as of 1 April 2018. For new initiatives (digital literacy, human trafficking and our environmental projects in plastic cutlery opt-outs and electric vehicles), data is taken from 1 May 2019 to 30 April 2020.

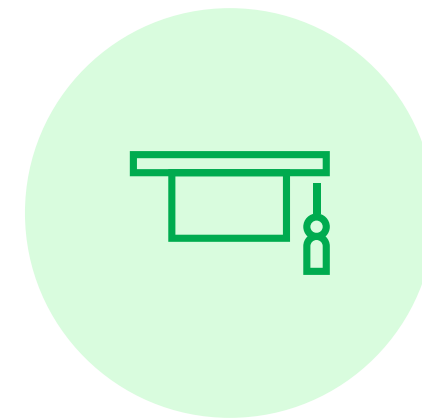
<sup>6</sup> Based on actual data of driver-, delivery- and merchant-partner gross incomes and sales generated through the Grab platform from 1 April 2019 to 31 March 2020. Includes estimate of GrabKios agent incomes derived from a study conducted by the Centre for Strategic and International Studies (CSIS) and Tenggara Strategics.



# People: Increasing digital literacy and inclusion for millions



Having access and the ability to navigate the Internet can help improve livelihoods, facilitate upward mobility for lower-income groups in Southeast Asia, and provide self-sufficiency for those with restricted movements.



We have teamed up with Microsoft to launch a free digital literacy programme through GrabAcademy, our online learning platform in the Grab driver-partner app.

Piloted in Vietnam and Indonesia since March 2020,

➤500,000

driver- and delivery-partners have participated in the course to date

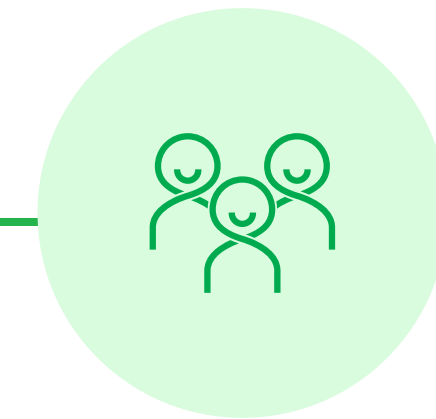


We have conducted weekly digital literacy clinics in Singapore, which has one of the fastest-aging populations in Asia.

We've helped

➤3,000

senior citizens learn about technology



The Grab platform empowers persons with disabilities including deafness, cerebral palsy, or motor impairments.

➤1,100

persons with disabilities earn an income with Grab today





**Sayan Inthato a.k.a Lek**  
Grab delivery-partner, Thailand

## Disability does not define one's ability

Lek has been a Grab driver-partner for 2 years now. Since he joined, he has been doing it all—getting people around with GrabBike, delivering things with GrabExpress, and bringing food to customers with GrabFood.

He may have a hearing impairment, but clearly, that has not slowed him down in any way. If anything, it taught him ways to adapt, and how to be resilient in the face of challenges.

When the roads started to empty during COVID-19, he began to receive less and less transport jobs. It was tough, but he was determined. He embraced the challenge and started to take on more GrabFood jobs.

Although Lek receives aid from the government, he is eager to drive and deliver with Grab so he can earn extra income to save money, as well as to support his family. He finds that the Grab app is easy-to-use and very practical for those with hearing impairments.



# Cities: Creating safer and smarter cities



In Southeast Asia, public infrastructure has not caught up to the population growth in many cities. Through technology, we aim to improve safety and make cities more liveable for the hundreds of millions of people who call this region home.



We continue to roll out **safety features** such as selfie, credit/debit card, and social media verification to deter impostors intending to do harm on our platform



**>1.4 million** driver- and delivery-partners have undergone specialist training in avoiding road hazards, night-time, and wet-weather driving



Our driver-partners serve as eyes and ears for law enforcement to combat human trafficking.

Grab has trained **429,000** driver-partners on how to spot and report these cases



## What started as a hunch, saved a teenage girl's life



**Steven Agustinus and Ari Iswanto**  
GrabBike driver-partners, Indonesia

When Steven got his first booking that day at 4am, he had a hunch that something was odd with the trip. The pick-up point was at the side of an inter-provincial access road and upon reaching it, he noticed that the passenger was a confused-looking teenage girl. Siti<sup>7</sup> told Steven that she was 16 years old, originally from Sukabumi, and in Bekasi looking for a job offered by someone she met through social media. All her belongings had been stolen at the inn where she was supposed to meet the culprit.

Steven tried to help Siti find some relatives she had in Bekasi. But after spending almost half a day searching with zero results, he decided to bring the girl to the Grab driver's basecamp and consulted with Ari, his community leader.

Ari shared the information with the Grab community leader network in Sukabumi. Immediately, someone contacted Ari and told him that Siti was reported missing from her neighborhood. Her family had contacted local authorities in Sukabumi who determined that she was a victim of an organised child trafficking syndicate. The authorities then instructed Steven and Ari to bring her to the Witness and Victim Protection Agency (LPSK) in East Jakarta.

Steven and Ari received an award from LPSK for their selfless act, and Siti was safely returned to her family.

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<sup>7</sup> Name changed for privacy

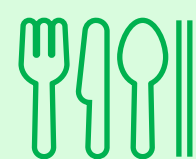
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# Planet: Reducing our environmental footprint for future generations



Since the second half of 2019, Grab has been actively working with merchant-partners to reduce unnecessary use of single-use plastics in the food delivery business, starting with cutleries and packaging. We are exploring ways to reduce packaging waste that degrade faster at landfill, and have launched pilot programmes to do so.



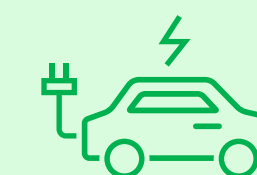
By turning on automatic opt-out of plastic cutlery for all food orders, we stopped the use of

**95 million sets**  
of plastic cutleries within  
just 6 months

We are also working towards greener car ownership and rentals to minimise the carbon footprint of our services.



We worked with Hyundai to put 200 electric vehicles (EV) on the road in Singapore and Indonesia, with motorbike pilots with Honda and Viar in Indonesia.



We're working actively with governments, vehicle manufacturers (OEMs), and charging infrastructure providers to develop and grow the EV infrastructure in Southeast Asia.



# LOOKING AHEAD: NAVIGATING A 'NEW NORMAL'

The world is unlikely to return to 'normal' as long as COVID-19 is a threat. Worries of a second and third wave of infections will mean that even as countries move to ease restrictions, social distancing measures will remain in place for the foreseeable future, and businesses must adapt to changing consumer habits. Consumers will likely remain cautious about venturing out even after the lockdowns end. This means that demand for services such as online shopping, food deliveries, grocery deliveries, and telemedicine will remain elevated.

## Digitalisation must be accelerated.

Grab will continue to help small and traditional businesses make a smooth transition online and optimise their business models to meet shifting consumer demands. We will draw on our technology and operational know-how to help them succeed in the new normal. We also hope to partner with more companies and government agencies to enable greater digitalisation across the region.

A new consciousness about hygiene will also change the way people go about their daily lives. Consumers will likely prioritise F&B outlets with stringent hygiene standards and opt for transportation modes that are perceived to lower the risk of exposure.

## We must adapt to a heightened awareness of hygiene and safety.

We will expand the health and hygiene initiatives implemented during the pandemic to ensure that our platform, be it ride-hailing or food delivery, exceeds the expectations of consumers. We will look to work with partners to set new standards of operations for all of our services.

Finally, we've seen our driver- and delivery-partners play an invaluable role in helping to keep economies and communities going during the pandemic.

## We believe that gig work will be increasingly valued as an integral part of the economy.

It will be part of the spectrum of work models that companies and individuals in the region can turn to, and will be a key lever to ensure people can maintain their livelihoods, especially through challenging economic times ahead. However, this period has also highlighted how gig workers can be vulnerable. We will continue to drive engagement with all stakeholders to ensure the needs of gig economy workers are addressed and platform companies can be sustainable in the long run.

# ABOUT THE REPORT

**GrabForGood** is our commitment to use technology as a force for good, and in this report, we reflect on our social impact progress in all the countries that we operate in.

The information in this report is derived primarily from internal data.

For purposes of measurement and analysis, we've defined the COVID-19 period as March and April 2020, and compared data from those two months to data from October and November 2019, defined as a pre-COVID-19 period not affected by seasonal peaks.

Grab is fully responsible for the preparation and integrity of the information reported here. Through internal controls and a thorough verification process by internal subject matter experts, we believe that this information accurately represents the social impact we've made in the twelve months between May 2019 and April 2020.

Additional information about Grab and our business can be found at [www.grab.com](https://www.grab.com)



