



Human Rights Policy

foodpanda Pakistan

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1. Introduction

This policy sets out the commitment and responsibilities of Delivery Hero SE and all its direct or indirect subsidiaries and affiliated companies (together, "Delivery Hero", "DH", "Company", or "we"), in particular, Delivery

Hero Pakistan (Private) Limited, in relation to human rights, and specifically those affecting its business activity and the operations carried out by DH's employees and management bodies.

foodpanda Pakistan promotes respect for human rights. This policy sets out the commitment and responsibilities of Delivery Hero SE and all its direct or indirect subsidiaries and affiliated companies (together, "Delivery Hero", "DH", "Company", or "we"), in particular, Delivery Hero Pakistan (Private) Limited, in relation to human rights, and specifically those affecting its business activity and the operations carried out by DH's employees and management bodies.

foodpanda Pakistan promotes respect for human rights internally (as set forth in this policy, sections 3, 4, and 5) and externally. Externally, the Company promotes and encourages human rights to be respected by its third parties, adhering to the core values defined in our Code of Conduct.

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2. Scope

This policy applies to all companies of Delivery Hero, including subsidiaries and affiliates over which Delivery Hero has effective control or holds positions in the management bodies. Hence, this policy extends to foodpanda Pakistan, recognizing it as a subsidiary of Delivery Hero. As such, all guidelines, regulations, and directives outlined within this policy are equally applicable to foodpanda Pakistan, ensuring consistent and uniform practices across the organization and its subsidiaries.

Local laws and regulations applicable to foodpanda Pakistan need to be considered. Any conflict that may

arise between this policy and the specific regulations shall be communicated to the Central Compliance Team compliance@deliveryhero.com.

For the avoidance of doubts, for the purpose of implementation of this Human Rights Policy in Pakistan, in case of conflict, the laws and regulations of Pakistan shall prevail.

Notwithstanding this, conflict instances will be reported to Delivery Hero so deviations from the policy can be tracked and Delivery Hero can fulfill its duty of monitoring.

3. foodpanda Pakistan Commitment

3.1 Human Rights Commitment

foodpanda Pakistan embraces international human rights principles aimed at promoting and protecting human rights, such as the United Nations Guiding Principles on Business and Human Rights (UNGPs).

We also draw on guidance from the Organization for Economic Co-operation and Development (OECD) Guidelines for Multinational Enterprises, the German Supply Chain Act (Lieferketten Sorgfaltspflichtgesetz "LkSG"), along with local laws including the Constitution of the Islamic Republic of Pakistan 1973.

As an example of our commitment, in 2022, Delivery Hero joined the United Nations Global Compact initiative ("UNGC").

foodpanda Pakistan's commitment embraces all internationally recognized human rights, including but not limited to those contained in;

- the International Bill of Human Rights consisting of the Universal Declaration of Human Rights, the International Covenant on Civil and Political Rights as well as the International Covenant on Economic, Social and Cultural Rights;
- and the International Labor Organization's (ILO) Declaration on Fundamental Principles and Rights at Work including freedom of association and the right to collective bargaining, the rights not to be subject to forced labor, child labor, or discrimination in respect of employment and occupation.

Where there is potential for adverse impacts on vulnerable people or groups, we will also consider other international standards and principles that elaborate on the rights of such individuals or groups, including indigenous peoples, women, national, ethnic, religious, and linguistic minorities, children, disabled people,

migrant workers and their families, and human rights defenders. This includes, for example, the Convention on the Elimination of All Forms of Discrimination Against Women and the Convention on the Rights of the Child.

3.2 Supply Chain

foodpanda Pakistan, a leading food delivery platform, is part of the Delivery Hero group and operates in adherence to the same high compliance standards required by the group. In particular, Delivery Hero being a group headquartered in Germany is obliged to comply with the obligations laid out in the German Supply Chain Act. As subsidiaries of the Delivery Hero Group in Pakistan, foodpanda Pakistan Limited is obligated to uphold these compliance standards in conformance with the local laws of Pakistan.

According to the act, a human rights risk is a condition in which, based on factual circumstances, there is a reasonable likelihood of sufficient probability a violation of one of the following prohibitions is imminent:

- Child labor (<15 years old),
- Worst forms of child labor (slavery, mandatory military recruitment, prostitution, drugs, security or health endanger)
- Forced labor,
- Slavery,
- Employee safety,
- Disregard for freedom of association (no unions, no strikes),
- Unequal treatment
- Not taking into account the minimum wage
- Access to basic food/drinking water
- Eviction
- Violation of a protected legal position

The Company has established an approach (described in section 5) to ensure compliance with the present act. The approach includes an ongoing monitoring of the measures in place to ensure that process and procedures are reviewed on a regular basis and the Company is consistently compliant with the law over time.

4. Principles

We aim at setting the working conditions of our employees in compliance with internationally recognized labor standards, such as the ILO's core labor standards and the laws of Pakistan. This includes the following principles:

Rejection of Forced Labor and Human Trafficking; foodpanda Pakistan shall ensure that no forced, bonded or involuntary labor, in any form, including slave labor and

any form of human trafficking, is used in its business. No employee may be compelled to work through force intimidation of any form, such as physical punishment, threats of violence, sexual, psychological or verbal abuse. Delivery Hero will not tolerate any of these methods of discipline or control.

Rejection of Harassment and Discrimination; foodpanda Pakistan prohibits any type of discrimination or harassment based on age, ethnicity, sex, skin color, nationality of origin, language, social status, religion, gender identity, disability, sexual orientation, pregnancy status, or any other situation protected by applicable law. Furthermore, the basis of recruitment, hiring, placement, training, compensation and advancement at foodpanda Pakistan is always objective and based on, by way of example but not limited to, qualifications, skills, experience, and performance. foodpanda Pakistan values the diversity and unique contributions of our employees and has a long-standing commitment to equal opportunities and does not tolerate any form of discrimination and/or harassment.

Rejection of Child Labor;

foodpanda Pakistan prohibits the hiring of underaged individuals or under the local legal minimum working age. Younger workers may be employed through foodpanda Pakistan approved short term internships, apprenticeships or work experience programs, but they shall never be permitted to do work that may threaten their health and safety, nor hinder their education or vocational orientation and training, and always in accordance with applicable legislation.

Health and Safety;

foodpanda Pakistan provides and maintains a safe and healthy workplace environment and complies with the applicable safety and health laws, regulations and internal requirements. foodpanda Pakistan is committed to ensuring a safe workplace by minimizing the risk of accidents, injury and exposure to health risks. foodpanda Pakistan is committed to engaging with employees to continually improve health and safety measures in workplaces, including the identification of hazards and remediation of health and safety issues.

Workplace Security;

foodpanda Pakistan provides and maintains a workplace that is free from violence, harassment, intimidation, and other unsafe or disruptive conditions due to internal and external threats.

Freedom of Association and Collective Bargaining;

foodpanda Pakistan, subject to local laws, respects its employees' right to join or form a labor union without fear of reprisal, intimidation or harassment. Where employees are represented by a legally recognized union, foodpanda Pakistan is committed to establishing a constructive

dialogue with their freely chosen representatives. foodpanda Pakistan is committed to bargaining in good faith with such representatives.

Working Hours, Wages, and Benefits;

foodpanda Pakistan compensates employees competitively relative to the industry in line with all applicable local laws governing the payment of wages and benefits to employees. If the compensation paid does not meet the workers' basic needs and provides some discretionary income, our business partners are required to take appropriate actions that seek to progressively realize a level of compensation that does.

Right to strike;

All employees, subject to local laws, have the right to strike without consequences such as the termination of their contract. Therefore, foodpanda Pakistan's policies reflect our commitment to respect the protection of internationally recognized human rights.

Environment;

foodpanda Pakistan is cognizant of today's global environmental challenges and their impacts on people and communities. Sustainability is an integral component of our company strategy, and we apply measures in our own operations, and through our business partners, to address these issues, including those around climate change, water, the use of hazardous chemicals, and waste.

Privacy;

foodpanda Pakistan is committed to comply with all relevant privacy laws and regulations. Our Global Data Protection Policies and local laws and policies define the framework to meet this commitment.

5. Our Human Rights Approach

5.1 Approach towards third parties

We seek to prevent or mitigate adverse human rights impacts that are directly linked to our operations, products, or services by our business relationships, even if foodpanda Pakistan has not contributed to those impacts directly. We seek to exercise our leverage, and exert such leverage where necessary, to address adverse human rights impacts arising out of our business relationships.

We strive for compliance with human rights by means of contractual clauses, training, policies, specialized teams and procedures, amongst other measures. In the event of disrespect to human rights by any of our third parties

(including but not limited to suppliers, partners, riders) or any kind of third-party relationship, we will notify them so that they shall adopt corrective measures and in cases in which said measures are not taken, we take further measures such as rescinding the respective business relationship.

5.2 Employee Duties

Everyone in the Delivery Hero group has the duty to ensure the following:

- Avoid any act considered violation of human rights;
- Protect human rights;
- Support communication, dissemination, creation of understanding and provide any support to any investor in the business value chain, including couriers, suppliers, partners and consumers with ethics respecting human rights and treating everyone according to the human rights principles of this policy;
- Monitor and provide support to protect human rights.

In addition, foodpanda Pakistan undertakes to fairly treat and protect any whistleblowers from human rights violations by applying protection measures for whistleblowers or persons providing cooperation.

foodpanda Pakistan is committed to developing a corporate culture aiming at respecting human rights.

Any person who violates human rights will be subjected to disciplinary actions in accordance with employment law that may lead to the termination of the employment relationship.

5.3 Delivery Hero Policies

The following internal policies and procedures complement and are linked to the principles set forth in this policy:

- Global Code of Conduct
- Supplier Code of Conduct
- Business Ethics Policies
- Whistleblower FAQ
- Anti-Harassment & Anti-Bullying Guideline
- Internal Investigations Policy

Accordingly, employees, suppliers, partners, customers and riders are expected to comply with this policy and the remaining applicable Delivery Hero policies. Failure to comply with this policy or the refusal to cooperate in the process of investigating cases of possible violations, may

result in disciplinary actions for employees or termination of the business relationship with third parties. Referral to the appropriate authorities may be considered too, if applicable.

Hence, this policy will be periodically reviewed and updated in order to reflect any changes or improvements in the Compliance System.

6. Reporting Channels

All DH employees are required to report any situations of risk that may arise inside or outside the company and that may cause harm or damage to any natural or legal person. In particular, they must report situations of breaches of the Human Rights Policy, DH's Code of Conduct or other related regulations.

For this purpose, Delivery Hero has made available to all employees and third parties a Whistleblower channel through which they can send any communications (also anonymously) reporting the existence of a breach or situation of risk, as well as any queries regarding Compliance topics:

compliance@foodpanda.pk

OR (non anonymously)

www.bkms-system.net/deliveryhero

Delivery Hero guarantees that all communications received through the Whistleblower channel will be treated as confidential and that there will be no retaliation of any kind against persons making disclosures in good faith.

For more information on the management of Delivery Hero's Whistleblower channel and on the investigations that may be carried out as a result of the communications received, please refer to the Compliance Portal.

7. Monitoring and Improvement

Delivery Hero is committed to carrying out a constant verification of the application of this policy and will propose the appropriate modifications in the following circumstances:

When legal changes or changes in the guidelines and criteria of the control authorities occur.

When relevant changes occur in Delivery Hero or in its activities.

8. Approval and Revision Information

Contact Details

Signature

Prepared by
Policy Owner

Marc Salvador
Manager, Compliance
DHSE

Reviewed by

Faiza Yousaf
Legal Counsel
foodpanda Pakistan

Ummar Ziauddin
Head, Legal
foodpanda Pakistan

Hassan Arshad
Director, Government
Relations
foodpanda Pakistan

Verified by GRC

Faizan Mustafa
Manager Compliance and
Monitoring
foodpanda Pakistan

Approved by

Syed Maz Hashmi
Director Finance

| Policy Governance Framework | |
|-----------------------------|---|
| Type | L3_P |
| Revision Period | 2 years |
| Related Documents | <ul style="list-style-type: none"> ● Global Code of Conduct ● Third Party Code of Conduct ● Business Ethics Policies ● Whistleblower FAQ ● Anti-Harassment & Anti-Bullying Guideline ● Internal Investigations Policy |
| Confidentiality | External |

| Revision Log | | |
|--------------|-----------------|------------------------|
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