



A Decade of
**Scaling Impact,
Empowering
Change**

ESG Report Summary 2022



Key Sustainability Highlights 2022



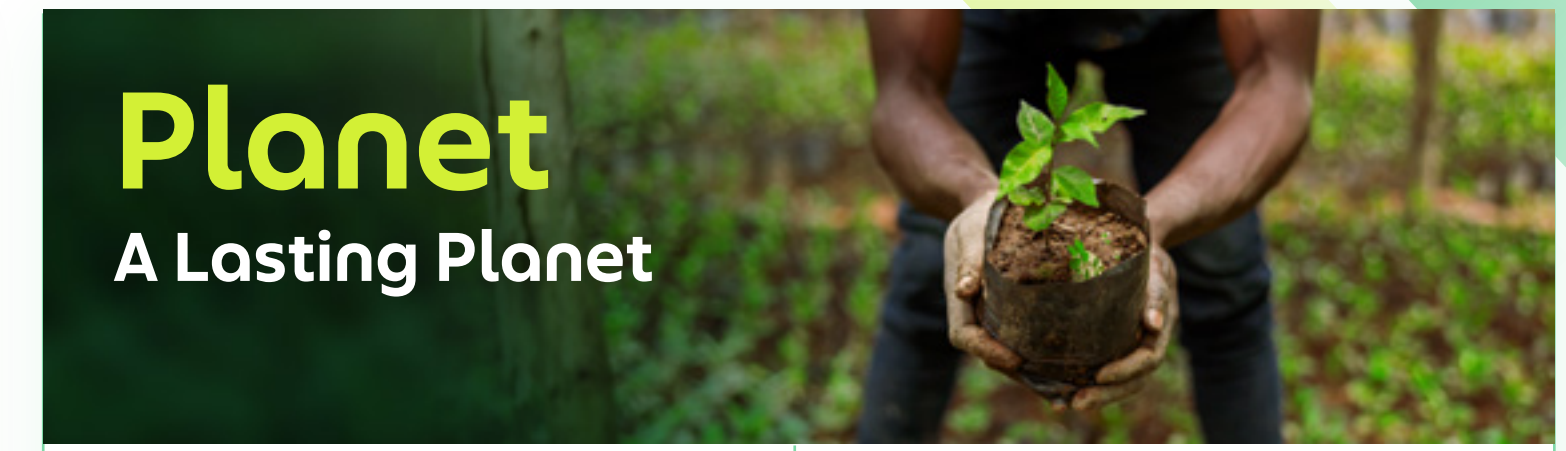
Partner Sustainable Partner Livelihoods

<p>>10 million registered partners¹ have an opportunity to earn an income on Grab, including >2,100 persons-with-disabilities</p>	<p>US\$10.6 billion earned by partners² on Grab platform, 19% increase from 2021</p>
<p>72% of driver-partners have additional earning opportunities³ as they earn from more than one service on the Grab platform</p>	<p>26% increase in average monthly earnings by small merchant-partners after one year on Grab's platform⁴</p>
<p>10% increase in average earnings per online hour⁵ for driver-partners in 2022 compared to 2021</p>	



Platform Safe and Trusted Platform

<p>99.99% of rides and deliveries occur without safety incident⁶</p>	<p>5.5x safer rides regionally when benchmarked against LTA QoS⁷</p>
<p>2 first-in-Southeast Asia safety features developed and rolled out – AudioProtect and Quiet Ride⁸ to keep rides safer</p>	<p>100% of Grab employees and contingent workers⁹ trained in cybersecurity and safe data handling to keep users' data secured</p>



Planet A Lasting Planet

<p>>48,000 tonnes of Greenhouse Gas (GHG) emissions reduced through zero-emission transportation modes (walkers/cyclists), low emission rental vehicles (EVs/hybrids)¹⁰ and efficiency optimisation</p>	<p>>200,000 trees planted and ~30,000 carbon credits directed to protect and conserve forests across Southeast Asia¹¹</p>
<p>100% of electricity used in all Grab corporate offices globally are powered by renewable energy¹² since 2021</p>	<p>>8,100 tonnes of waste diverted from landfills¹³, including 898 million sets of single-use cutlery</p>

1 Includes registered driver-partners, merchant-partners and Kios agents.
2 Includes earnings by driver-partners and merchant-partners. 'Driver-partner earnings' is defined as the fare, bonuses, tips and fees, net of commission. 'Merchant-partner earnings' is defined as the total order bill, including taxes charged by the restaurant/merchant net of commission, Grab advertising spend and promotion costs.
3 Measures the proportion of driver-partners that have transactions on two or more Grab services, including but not limited to GrabCar, GrabBike, GrabFood, GrabMart and GrabExpress.
4 Average earnings of a merchant-partner per active month in 2021 compared against their average earnings per active month in 2022, for merchant-partners that joined the platform in 2021. 'Merchant-partner earnings' is defined as the total order bill, including taxes charged by the restaurant/merchant net of commission, Grab advertising spend and promotion costs.
5 Average of total monthly driver-partner earnings over total monthly driver-partner online hours, where online hours refers to the duration for which driver-partners have their driver application active, including idle time between trips, transit time to pick up passengers or orders,

6 and the trip duration.
7 Defined as all reported and validated road safety incidents caused by driver-partners or passengers across our mobility and delivery businesses in 2022, including road accidents, harassments and crimes.
8 Includes mobility rides on the Grab platform. The Singapore's Land Transport Authority's (LTA) Quality of Service (QoS) measures how well transport companies providing point to point transport services manage service quality, including safety indicators, and is used as a benchmark for the region as not all countries have a published or defined set of standards, and because Singapore has high safety standards for its taxi and ride-hailing industry.
9 AudioProtect is a feature that allows driver-partners and passengers to record their audio during their ride, when both parties provide their consent. Quiet Ride is a feature that notifies driver-partners when passengers prefer to have minimal conversations during their ride. Both of these have been first launched in Malaysia in 2022.
10 Excludes acquisitions made in 2022 and the Digital Bank JV. Employees and contingent workers cover full-time employees,

11 fixed-term contract employees, temporary agency workers, advisors and manpower performing managed services.
12 Compared against most likely alternative modes of transport over the same distance. For zero-emissions transportation modes, this is compared against the average emissions of two-wheel petrol vehicles. For low emission rental vehicles, this is compared against average emissions from petrol vehicles of the same wheel-type.
13 Funds for these are contributed by consumers through the carbon offset feature available on the Grab app.
14 Through the purchase of Renewable Energy Certificates (RECs) that meet international standards such as I-REC and TIGR, and are sourced locally where available in order to encourage greener country electricity grids where we operate. The 12 countries are Singapore, Cambodia, China, India, Indonesia, Malaysia, Myanmar, Philippines, Thailand, Vietnam, Romania and the United States.
15 Includes reduction efforts from cutlery opt-out feature, with weight derived using an approximation of 9g per set of cutlery saved, reduction of food waste through the Starbucks Foodshare Programme in the Philippines and recycling initiative in partnership with Danone-Aqua and Octopus in Indonesia.

Founders' Letter

In 2022, Grab crossed an important milestone – we turned 10. Looking back, when our early Grab team launched the first iteration of our app in 2012, it was in hopes of helping to improve transport safety. Never did we imagine that a decade later, 1 in 20 people in Southeast Asia would use our app to ride, eat and pay every month.

We could not have come this far without the support of millions of everyday entrepreneurs, who trust us to help them access earning opportunities. Over 2022, we onboarded 658,000 small merchant-partners, equipping them with digital tools to better run and grow their business. We also increased our driver-partners' average earnings per online hour by 10%, while ensuring that 99.99% of our rides occur without safety incidents. And so, during the year, our driver-, delivery- and merchant-partners collectively earned US\$10.6 billion through our platform.

We have been humbled to find that in empowering our partners, we have not only enabled them to better support themselves and their loved ones, but also set off positive ripple effects. Take the story of Tapapa, which was once a streetside eatery with two employees in Manila. It joined Grab during the pandemic, when lockdowns almost caused its business to shut down for good. Coming online allowed it to turn its business around. Today, it is a full-fledged restaurant providing jobs to more than 20 employees, many with young families. Its flourishing business also creates more income opportunities for hundreds of delivery-partners.

It is stories like this that motivate us to **scale our impact and empower change**. Over the last few years, we have seen the region contend with various macro challenges, including the pandemic, rising inflation, and extreme weather conditions, many of which have had a deep impact on our partners and the communities where we operate.

And so as we look forward, we are challenging ourselves to double down on:

- 1 **Building Sustainable Partner Livelihoods** so that our partners can better navigate macroeconomic challenges
- 2 **Ensuring a Safe & Trusted Platform**, where we keep our users and partners safe and they can readily access everyday services with peace of mind
- 3 **Fostering a Lasting Planet** so that we can help mitigate environmental hazards such as climate change, which not only impacts work and business opportunities, but also threatens lives

We recognise that to achieve these goals, we need strong corporate governance to ensure accountability and oversight. We also need an exceptional team to drive change. And so, we embrace diversity and

inclusivity within Grab as a variety of life experiences and perspectives helps us develop thoughtful, hyperlocal solutions.

Ultimately, we believe that businesses thrive, only when communities thrive. As such, as Grab strives towards sustainable profitable growth, we will remain strongly committed to uplifting lives and livelihoods. With still so much we want to do for Southeast Asia, our journey ahead will not be easy. But we are confident that with our passionate team working closely with our stakeholders, we can rise to any challenge. Thus, it is with great optimism and excitement that we continue to forge ahead with driving the region forward through economic empowerment.



Anthony Tan

Anthony Tan

Group CEO and
Co-Founder, Grab



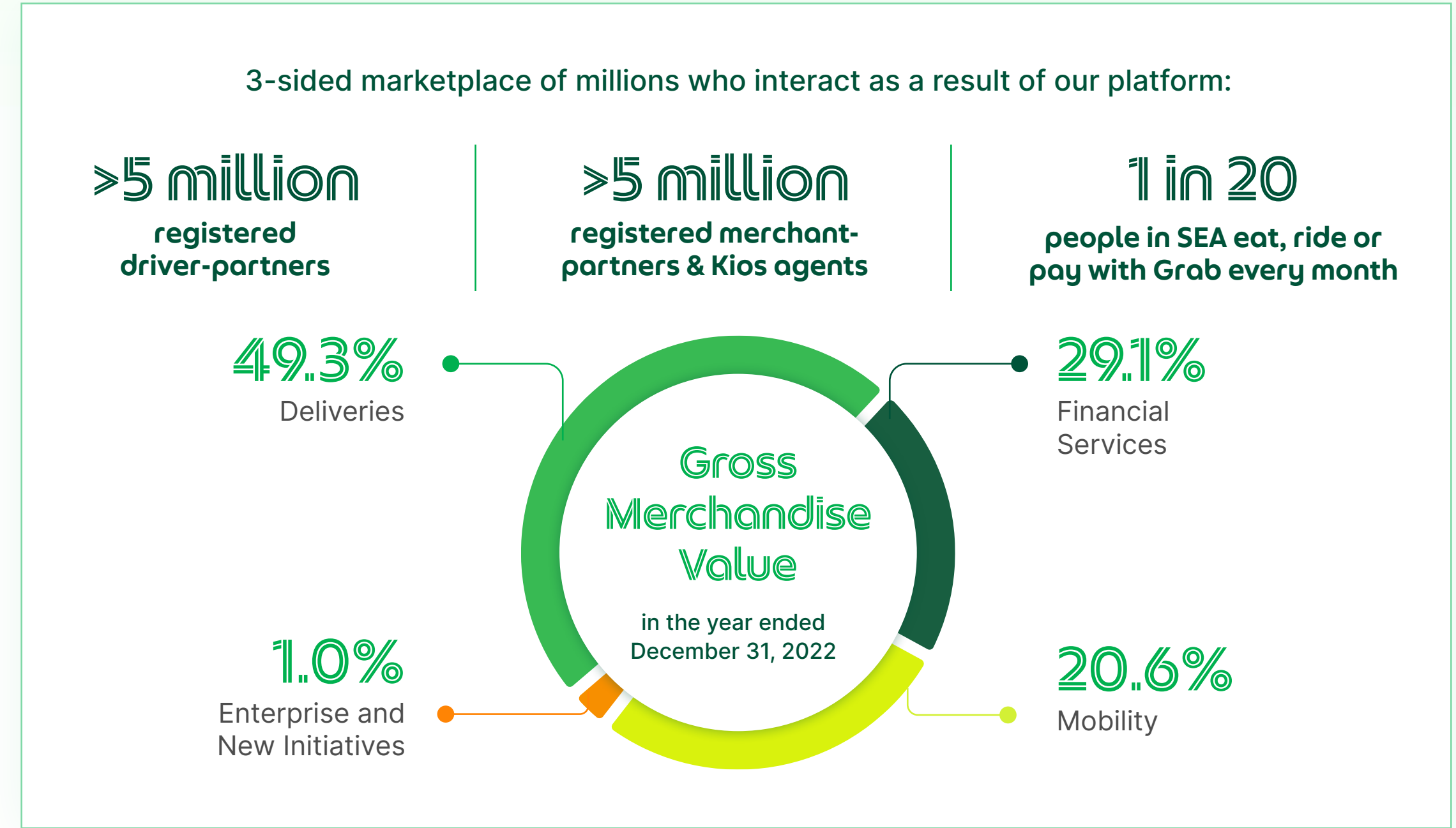
Tan Hooi Ling

Tan Hooi Ling

Co-Founder, Grab

Grab at a Glance

We are a leading superapp in Southeast Asia that enables high frequency hyperlocal consumer services.



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14 Headcount numbers are as at 31 December 2022.

The Grab Flywheel

How our business creates a multiplier effect of positive impact

At Grab, our mission is to drive Southeast Asia forward by creating economic empowerment for everyone. We are a triple bottom line company that believes what is good for our community of consumers, driver- and merchant-partners, and the environment, is good for our business.

In our ten years of keeping true to our mission, we empower our partners in ways that contribute to their long-term success and motivate them to serve the consumers on our platform better, which helps with consumer retention and fosters a healthy and sustainable marketplace for Grab. This in turn allows us to perform well financially and invest in more initiatives that uplift Southeast Asia.

We call this our 'impact flywheel' – each part of this virtuous cycle builds on the other. The momentum generated will allow Grab to continue scaling up its impact and empower positive change in the region.



A Decade of Empowerment

As Grab scaled up our reach and impact across Southeast Asia over the last ten years, we have helped to empower change for participants in our marketplace.

Provided safer and more reliable transport and deliveries for everyone

“ In the past, I used to have to ensure that I stayed awake during my taxi rides, because I didn't feel safe. Drivers would ask me very personal questions like whether I'm married. I also heard of many cases where drivers would try to disturb their passengers, by screening inappropriate videos. So on top of staying awake, I put on my earphones so that I could ignore the driver and not engage.

When taking Grab rides, I feel much more at ease. The drivers are much more respectful and there are many safety features that help to assure me such as the ability to share my location. Nowadays, safety is the highest concern for everyone, especially women, and Grab gives women peace of mind as a safer transport option when travelling.

Yu Hnin
37, Myanmar
Grab passenger since 2019

Created stable and efficient earning opportunities for millions, including persons-with-disabilities

“ Though I was born with a disabled right arm, I can actually live my life like a normal person. However, people often judge me for what I cannot do based only on what they see. Thus, people with disabilities like me often have lower chances of getting a job compared to others. Looking for a new job is always a big challenge for me as many companies would favour other people over me.

In 2020, I applied to be a GrabFood driver-partner because Grab provides equal opportunity for everyone. I already had a driver's licence and a motorcycle adjusted for left-handers, so there was absolutely no problem for me providing the service. Driving with Grab became my source of income, and today, I hope to earn enough to save for my daughter's education.

Thapana "Tha" Yenraksa
30, Thailand
Grab driver-partner since 2020



A Decade of Empowerment

As Grab scaled up our reach and impact across Southeast Asia over the last ten years, we have helped to empower change for participants in our marketplace.



Digitalised millions of micro, small and medium businesses, giving them new ways to grow their business

“ My family has been selling local vegetables, fruits and spices often used in traditional Malaysian salads for three generations. In my parents' and grandparents' time, they could only sell to customers who visited us at our store in Pasar Besar TTDI, and that used to be good enough to keep our business going. In March 2020, I decided to make an important change to our business by bringing it online with Grab, thankfully just in time before the full force of the pandemic hit with the movement control orders in Malaysia.

Today, our store makes RM80,000 per month through GrabMart. Other sellers in our market saw our success and we convinced them to join us on Grab as well. With digitalisation, store owners at Pasar Besar TTDI are able to reach more customers, and grow their business.

Al Hafiz Bin Abdul Rashid Chaw
38, Malaysia
Owner of Ulam Melayu
Grab merchant-partner since 2020



Contributed to financial inclusion and protection for unbanked and underbanked Southeast Asians

“ In the past, I only used cash, I didn't have any e-wallets, because I was worried about being cheated and not knowing how to use them. This meant that I had to specially visit cash-in centres to do things like pay my utility bills.

When I joined Grab, I set up GrabPay mainly because it was a safe and convenient way for me to receive earnings from passengers. I didn't need to carry cash to give passengers change, and didn't need to go through the hassle of counting. I realised how convenient it was, and I started to use GrabPay for other transactions, like ordering food for my family while on the road, or to pay my bills. Now I can save time as I don't need to visit cash-in centres anymore.

Glenn Otor Sabile
43, Philippines
Grab driver-partner since 2019

Board Oversight on ESG

Grab's Board of Directors consists of individuals with a diverse set of backgrounds, experience and skills, and who are committed towards driving our business and mission, for long-term success.

Chairman



Anthony Tan
Chief Executive Officer and Co-Founder of Grab

Director



Hooi Ling Tan
Co-Founder of Grab

Independent Directors



Dara Khosrowshahi
CEO, Uber



Ng Shin Ein
Co-Founder and Managing Partner of Gryphus Capital Management



John Rogers
Former CFO, WPP

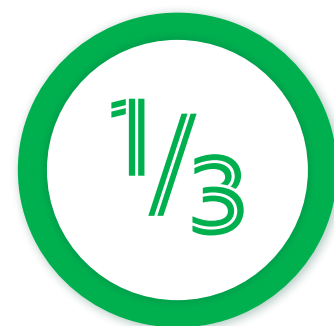


Oliver Jay
Former Chief Revenue Officer of Asana

A Audit Committee **C** Compensation Committee **N** Nominating Committee **○** Chairperson



Independent



Women

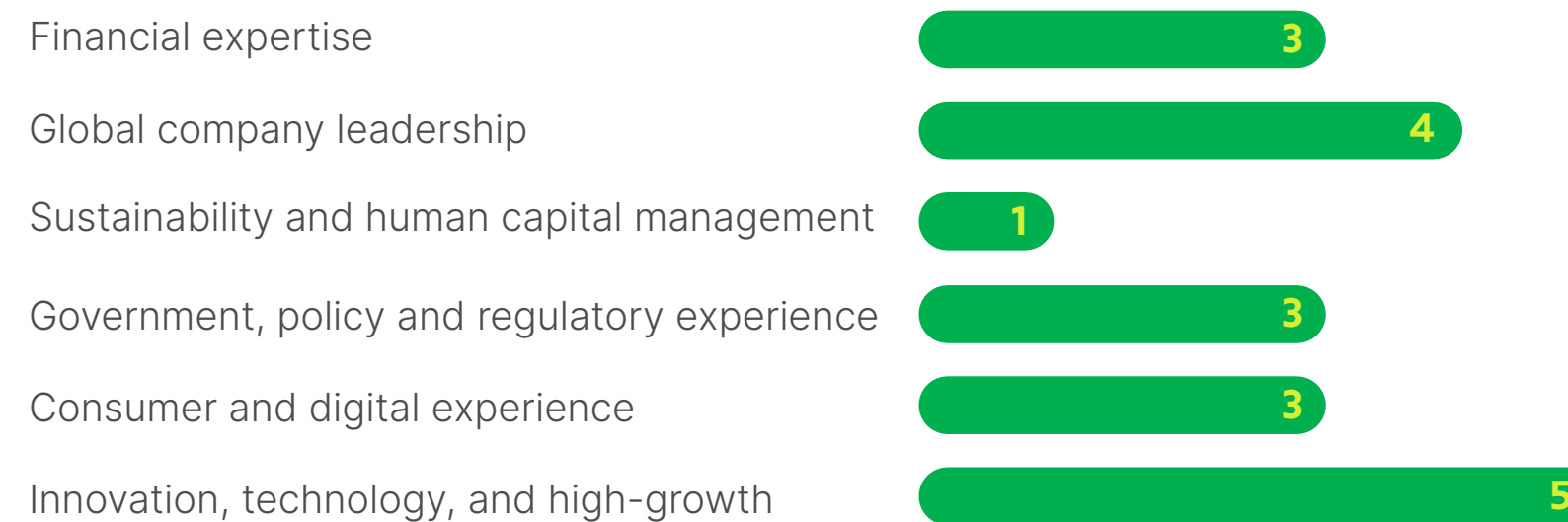


Average number of years serving on Boards



Average number of Boards that Board members have served on across their careers

Skills and expertise



“ The Grab Board of Directors is committed to safeguarding the company’s mission. We seek to protect Grab’s long-term future and ensure its sustainable growth by taking on the ultimate responsibility for oversight of risks affecting Grab’s business, including environmental, social and governance matters. Grab has set up processes for ESG Board oversight, so that the Board is able to be kept apprised and provide its strategic guidance with ESG considerations taken into account.

We are committed to being transparent and accountable to our shareholders, and aim to create an environment that fosters business integrity, financial stability and responsible business growth.

Grab Board of Directors



Download the full version of
Grab's ESG Report 2022 [here](#).

Our corporate office is located at:
3 Media Close, Singapore 138498

For more information or feedback, please email:
sustainability@grab.com

