

## Section 172 Statement for the Financial Year Ended 31 December 2019



*This statement is intended to fulfil the UK Companies Act 2006, section 172 requirements for Roofoods Ltd (trading as Deliveroo) for the financial year ended 31 December 2019.*

Under Section 172 of the Companies Act 2006, directors have a duty to promote the success of the company for the benefit of its members as a whole. In doing so, directors should have regard to the matters set out in section 172(1)(a) – (f) in the Companies Act 2006, which are as follows:

- The likely consequences of any decisions in the long-term;
- The interests of the company's employees;
- The need to foster the company's business relationships with suppliers, customers and others;
- The impact of the company's operations on the community and environment;
- The desirability of the company maintaining a reputation for high standards of business conduct; and
- The need to act fairly between members of the company.

In addition to the above, the directors have regard to other factors considered relevant to the decision being made, for example the interest and interests of our marketplace of riders, restaurants and consumers.

In discharging their duty, the directors have regard for all of these matters, taking them into consideration in decision-making processes. Examples of the result of this consideration include the following:

- In response to the global Coronavirus pandemic, we have made appropriate changes to our operations to protect our people and partners, including closing offices and facilitating home working, the provision of personal protective equipment to riders, implementing a "contactless" delivery mode and launching the Table Service app.
- For both new and existing restaurant partners, we introduced a range of proactive measures to allow them to continue to trade during lockdown. This included:
  - a reduction in onboarding fees;
  - the introduction of a rapid payments systems to assist liquidity;
  - greater investment in marketing;
  - successful advocacy for government support of the hospitality sector; and
  - the provision of regular and timely guidance on how best to respond to a changing regulatory environment.
- For riders, we invested in and provided free personal protective equipment to ensure that they were able to continue to work safely and play a vital role in supporting those forced to stay at home. We also moved fast to set up a 'Rider Support Fund' to assist riders who experienced symptoms of Covid-19 or were diagnosed with the virus and told to self-isolate by a medical authority.
- Our support for local communities by delivering hundreds of thousands of meals to NHS workers in the UK, as well as to healthcare workers and other good causes in markets worldwide.

Deliveroo is focused on improving the experience for consumers to increase use of the platform across more meal occasions; having the best proposition for riders, offering them the flexible work they value and the security they deserve; and continuing to provide new tools to help restaurants to grow.

This statement has been approved by and signed on behalf of the board of Roofoods Ltd.

A handwritten signature in black ink, appearing to be "William Shu", written over a horizontal line.

William Shu (Director)