



Grab's ESG progress in 2023: Serving more people, better

June 5, 2024



In 2023—as economies fully reopened and travel resumed—our mobility business rebounded and our deliveries business showed remarkable resilience amidst rising inflation. We grew our user base. As of December 2023, 35.5 million people leverage our platform to eat, ride and make digital payments every month. We welcomed over one million new driver-partners and 500,000 micro, small and medium enterprises (MSMEs) on to our platform. And we served more than 3.5 billion transactions.

With an ever-growing community relying on Grab in their day-to-day lives, whether for utility, convenience, or to earn a living, our responsibility to the society and the environment we operate in magnifies. This is reflected in our resolute commitment to our environmental, social, and governance (ESG) priorities—first, **to empower our partners to earn sustainable livelihoods**; second, to offer a **safe, trusted platform** that everyone in our ecosystem can reliably depend on; and third, to manage our impact on the environment in order to **foster a lasting planet** for the communities we are dedicated to serving today and into the future.

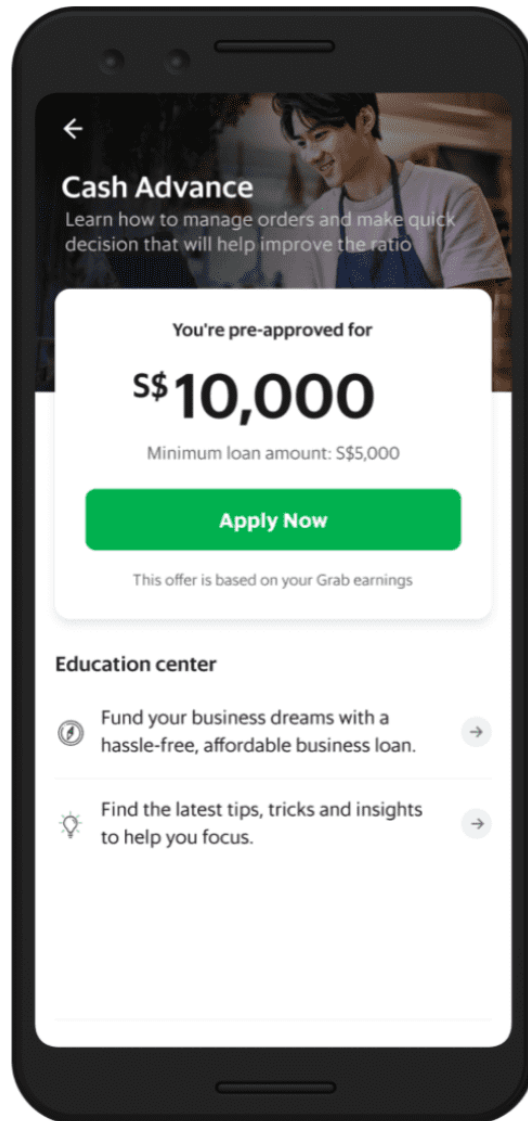
As we seek to make continuous, consistent progress against these commitments, we publish ESG reports on an annual basis that serves as an important accountability measure. Here are some of the key progress updates from the [latest report covering 2023](#):

1. Better and fairer earnings for driver-partners



In 2023, in line with our principles for fair work conditions and sustainable earnings, Grab introduced a new driver fare structure. It takes into account the time and distance our driver-partners travel to get to where the passenger is, and ensures they are fairly compensated for the effort needed to pick up passengers, without impacting passenger fees. Additionally, we have continued to roll out initiatives to boost our partners' productivity, so that they can complete more orders and increase their earnings with less effort, time, or costs. Through features like [hyper-batching](#) and our Grab Navigation technology, we saw a 5.6% increase in trips per transit hour across mobility and deliveries, a 14% reduction in drivers' wait time for order pickups, and delivery partners earned 53% more per transit hour for batched orders. On the whole, our driver-partners saw their earnings per transit hour grow 9% year-on-year.

2. Improving financial inclusion for the underserved



Many of our driver- and MSME merchant-partners are 'invisible' in the traditional financial system due to a lack of formal credit history. We bridge this gap, leveraging our data to offer cash loans for our driver-partners, and business loans for MSMEs so that they do not have to turn to unlicensed moneylenders. In 2023, loan disbursements to our driver- and merchant-partners increased 57% year-on-year. 1 in 3 active driver-partners take up a loan with us, and are 4X more likely to be approved for a loan from us as compared to other credible lending alternatives. Our new digibanks in Singapore, Malaysia, and Indonesia will provide additional financial products for underserved groups such as gig workers, entrepreneurs, and early jobbers.

(Read more: From loans to literacy: [Grab's growing financial products portfolio address Southeast Asia's financing gap](#))

3. Helping our partners grow their skill sets and diversify their earning potential



Grab works with corporates and government agencies to give our partners access to upskilling programmes. These help them in their current roles, or teach new skills so they can pursue more opportunities, even beyond the Grab platform. In 2023, Grab rolled out more courses with Microsoft, covering financial literacy, digital marketing, and professional career preparation. In Thailand, we worked with the Department of Skill Development and Social Security Office to co-develop training modules on topics such as English for Drivers, Chinese for Drivers, and Electric Vehicles 101. Grab and Mastercard also jointly launched the 'Small Business, Big Dreams' initiative, providing digital upskilling for small businesses and gig economy workers across Indonesia, the Philippines, and Vietnam. More than 1.2 million driver-partners have taken a course on GrabAcademy in 2023.

4. Improving safety through continuous innovation



Ride with a peace of mind

Grab was built with safety at its core. We want our partners and passengers to be able to interact and transact with confidence on the platform. That is why we are dedicated to continuously raise safety standards through policies, training and technology.

Pre-trip

Safety measures are in place before a ride begins.



Driver authentication

Real-time selfie verification is required to ensure only registered driver-partners can accept bookings via the Grab app and allows us to identify users who may be sharing or renting accounts.



Passenger verification

Passengers are also verified through bank card or selfie authentication.



Safe communication

Phone numbers are anonymised in most markets to protect users' privacy. To encourage respectful two-way communication, we moderate content on GrabChat and filter vulgar or abusive messages. Users found to be violating our guidelines will have their GrabChat usage limited. We also encourage users to report malicious content.



On-trip

During the trip, Grab provides tools to ensure users reach their destination safely.



AudioProtect

Audio recording can be toggled on during a ride as long as both driver-partner and passenger have provided consent. Recordings are encrypted and only accessible by Grab if a safety incident is reported.



Quiet Ride

Passengers can opt-in for a conversation-free ride. Driver-partners may still communicate with passengers to confirm their identities and drop-off locations, as well as their ride preferences such as radio volume and aircon temperature.



Real-time speeding alerts

We leverage on data received from driver-partners' phones to capture location-based intelligence and driving behaviour signals to nudge them to drive within the speed limit.



Trip-monitoring alerts

Grab uses various signals to detect if a passenger or driver-partner may be in an unsafe position. These include GPS, traffic conditions and map intelligence. If we detect that users may require safety assistance, Grab either sends a push notification or contacts them to check in with them.



Safety Centre



Share My Ride
Users can share their ride with anyone in their contact list. Once shared, the ride can be tracked live and includes details of the driver-partner and the estimated time of arrival.



SOS button
An emergency hotline to contact the police or an ambulance when immediate assistance is required. The button also triggers a message to the user's pre-saved emergency contacts.



Report a safety issue
Users can report an issue directly through the app.

Post-trip

We ensure there is a continuous feedback loop to improve the safety standards of our platform.

Driving Safety Report

Driver-partners are provided a personalised in-app safety report with tips on safe driving and a detailed breakdown of where incidents have occurred.

Fatigue Nudge

We know that our driver-partners work hard each day to meet their goals and may be on the road for long hours without a break. These nudges serve as a reminder to them to get sufficient rest.

Over the years Grab has aimed to raise the bar on safety in Southeast Asia, innovating to create new safety features on the Grab app that cover every part of each ride and delivery. These include [AudioProtect](#) and [fatigue nudges](#). In 2023, in spite of the total number of rides from mobility and delivery increasing by 11%, 99.99% of all our rides continued to occur without any safety incidents. We saw an 11% reduction in total road accident rate, and our rides are 6x safer than Singapore's Land Transport Authority's Quality of Service benchmark.

5. Supporting driver-partners' transition to low or zero emission transport options



Supporting our driver-partners' **transition to low or zero emission modes of transport** will be the biggest and most important emissions reduction lever to achieve our goal of carbon neutrality by 2040. In 2023, 6.3% of all distance travelled was on low or zero emission modes of transport (EV, hybrid vehicles, cyclists, and walkers). In total, we reduced ~71,000 tCO₂e through use of these modes of transport. While there has been some progress in recent years on EV adoption, fostering an EV ecosystem in Southeast Asia remains challenging as the infrastructure to support this shift is not as advanced or coordinated as compared to the other parts of the world. Grab intends to continue playing our part to help accelerate EV adoption. We are working with strategic partners to make EVs more accessible to our driver-partners, either through rentals or financing. At the same time we are working with energy providers and other partners to improve charging infrastructure.

6. Reducing packaging waste



Grab has set a goal of [Zero Packaging Waste by 2040](#). We seek to leverage our platform to influence consumer behaviours and experiment with sustainable packaging solutions. For example, Grab's in-app cutlery opt-out option has saved 3.1 billion sets of cutlery since 2019, including 817 million sets of cutlery reduced in 2023 alone. In Malaysia and Indonesia, Grab partnered with various companies to launch reverse-vending machines that reward customers for recycling. We also trialed a doorstep pick up of PET bottles for recycling in Indonesia, tapping on our GrabExpress Recycle fleet. Between October to December 2023, 160,000 PET bottles were collected and recycled.