



Social Impact Report 2018-2019

Welcome to our social impact report

Grab started our journey seven years ago with a dream to make transportation safer for everyone in Southeast Asia. Over the years, our business has evolved and our aspirations have grown, but at the heart of Grab remains the same conviction that has fueled us since day one. That through technology, grit and empathy, we can deliver real impact to Southeast Asia and the millions of people that share this home with us.

Our vision:

We drive Southeast Asia forward, by elevating the quality of life for everyone.

In this report, we reflect on the past year's journey towards our goals, tracking the impact of our efforts and sharing stories not only from our work, but from the people that motivate us to do more and do better, every single day.

The three main sections of the report follow the key areas we are focusing on in order to achieve our vision of elevating the quality of life for everyone:



1. Creating economic opportunities at scale



2. Enabling access to safer, high quality everyday services



3. Creating financial inclusion for the underserved

We intend to publish this report on an annual basis moving forward to hold ourselves accountable to our commitments, chart our progress, and identify areas in which we can better scale our impact.

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Letter to our Southeast Asian Community

Dear friends, partners and customers,

Today, over 700 persons with disabilities proudly serve as our Grab drivers and delivery-partners. 21% of our driver-partners were not working before joining us. Across Southeast Asia, over 9 million micro-entrepreneurs have earned an income using the Grab platform.

Behind every number is a person and a personal story. One that shares their struggles, what they work hard for every day, and who they're doing it for.

Lan Anh, a single mother of three in Vietnam, had taken on odd jobs and struggled for years to make ends meet. By chance, she saw a GrabBike advertisement and decided to sign up as our GrabBike driver-partner. She now has a stable source of income, and has made her dream to send her children to university a reality.

Lan Anh's wish is for her children to have a better life than her. Yet even as Southeast Asia is poised to become the world's fourth largest economy by 2030, the uncomfortable truth is that not everyone will have the same access to opportunity, nor even basic services like financial services or healthcare.

We've been thinking about Grab's long-term role. How else can we create real, sustainable impact in each country in Southeast Asia, so that each generation can live better than the one before it.

Technology, we hope, will be the foundation for how we can elevate the quality of life for everyone.



In our 2018-2019 social impact report, we share more on how Grab's services are creating more economic opportunities and a safer, more liveable home. In future reports, we'd share the results of our ongoing collaboration with business and government partners.

Areas of collaboration like how we provide critical and fundamental services like affordable e-healthcare and insurance to even the smaller towns in Southeast Asia; train our next generation of young talent in high tech skills to prepare them for future jobs; build digital infrastructure for future services and use data for urban planning; and encourage more eco-sustainable choices.

We don't just want to build our own services. We'd like to be part of the broader conversation to develop smart cities that all Southeast Asians can benefit from. Because Grab succeeds when Southeast Asia succeeds.

We look forward to working with all of you to build our home for the long-term. When we work together, great things can happen!

Warm Regards,

Anthony Hooi Ling

Anthony Tan & Tan Hooi Ling
Co-founders, Grab

Grab's Social Impact Highlights 2018 - 2019

Grab has contributed

US\$5.8 billion



to the Southeast Asia economy in one year

Using Singapore as a regional benchmark,
Grab transport services are 1.2x safer
 than taxi Quality of Service standards for accidents



21%



of our driver-partners did not work prior to joining Grab



Small F&B merchants saw their GrabFood sales grow

2x

in one year

Our customers donated

US\$480,000

to causes such as disaster relief in Indonesia and the International Federation of Red Cross (IFRC) in one year



31%



of our agent-partners had no income before joining Grab-Kudo

Over **9 million** micro-entrepreneurs

or about 1 in 70 people in Southeast Asia have earned income using the Grab platform



We've helped an estimated

1.7 million

micro-entrepreneurs open their first bank account since 2012



Cashless usage is up to

9x higher

on Grab, compared to overall country cashless usage

Creating Economic Opportunities at Scale

Grab was born and raised in Southeast Asia, and nothing makes us prouder than to call this region home. The tenacity and ambition of the 650 million people who live here inspire us every single day.

We're proud that Southeast Asia is poised to become the fourth-largest economy in the world by 2030², and excited that the region's **digital economy is growing so fast it will triple in size** and reach \$240 billion over the next seven years³! But we know it can be rough around the edges too, as **36 million**⁴ Southeast Asians still live below the international poverty line of US\$1.90 per day⁵.

We believe that as Southeast Asia grows and progresses, no one should be left behind. We play our part by supporting and creating more micro-entrepreneurs - helping them to improve their livelihoods, broadening their skill sets, and giving them an avenue to realize their aspirations, both for today and tomorrow.

- ² Singapore Business Review, ASEAN to become world's fourth largest economy by 2030, August 2018
- ³ The Independent Singapore, Navigating the Southeast Asia ecosystem, June 2019
- ⁴ ASEAN, Launched: Publication on financing the Sustainable Development Goals in ASEAN, November 2017
- ⁵ World Bank, Poverty and Equity Data Portal

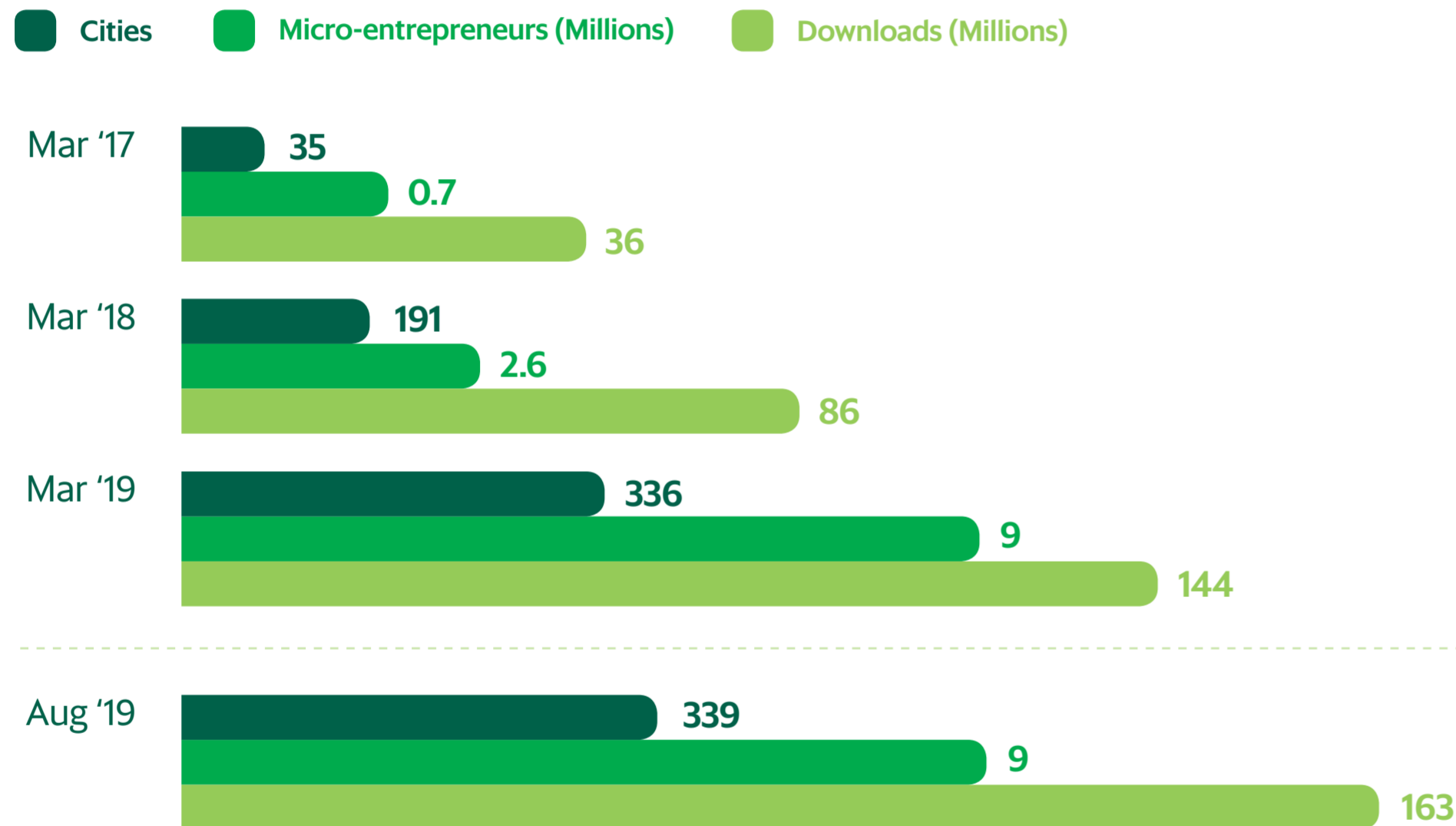


Providing better livelihoods for millions of Southeast Asians

Grab started out in 2012 with just 40 taxi drivers in Kuala Lumpur, and we helped them earn a better living through the Grab platform. As we expanded rapidly across the region in the years that followed, we helped to create more earning opportunities for more people in more cities.

Today, we empower the livelihoods of **9 million micro-entrepreneurs** across 339 cities⁶ and 8 countries. That means that approximately **1 in 70 people in Southeast Asia** have earned an income through the Grab platform, whether as a driver, delivery, merchant, or agent-partner.

EMPOWERING MICRO-ENTREPRENEURS ACROSS SOUTHEAST ASIA



1 in 70
Southeast Asians have earned an income through the Grab platform

For some, we've created an income opportunity when they had none. For others, a flexible way to grow their earnings. And for many, a way out of lower-paying, labor-intensive jobs.

PROVIDING OPPORTUNITIES FOR THE UNEMPLOYED

21% 
of Grab driver-partners did not work prior to joining Grab

31% 
of agent-partners had no prior income before joining Kudo*

*Based on Tenggara Study conducted in Indonesia

In total, we have contributed an estimated **US\$5.8 billion⁷ to Southeast Asia's economy**, through driver, delivery, merchant and agent-partner incomes and sales generated through the Grab platform and Kudo.

9 million
micro-entrepreneurs



US\$5.8 Billion

contributed by Grab to Southeast Asia's economy in the 12 months leading up to March 2019



⁶ As of 31 August 2019
⁷ Based on actual data of driver and merchant-partner gross incomes and sales generated through the Grab platform from 1 April 2018 to 31 March 2019. Includes estimate of Kudo agent incomes derived from a study conducted by the Centre for Strategic and International Studies (CSIS) and Tenggara Strategics.



Tran Thi Bach Lan Anh

GrabBike driver-partner, Vietnam

Life as a single mother caring for three children and an elderly mother can be tough. Lan Anh juggled many jobs over the years to make ends meet, from housekeeping to assisting in a printing shop, yet none alleviated her hardship.

While browsing the papers one day, a GrabBike recruitment advertisement caught her eye and she jumped at the opportunity. Lan Anh hasn't looked back since.

“Grab has helped me through my most troubled years. I never would have thought that I could find one stable source of income that can sufficiently cover my family's expenses. With Grab, I am able to put my children through university. I am forever grateful to Grab for allowing me to make a decent living, enough to support my children and mother.”

Tanakorn “Tony” Lertkarn

GrabCar driver-partner, Thailand

Tony always dreamt of becoming a father. When his wife found out that she was pregnant, they were overcome with joy. But months into the pregnancy, they were told their baby had a weak heart and was likely to require surgery once born. He knew that he had to work harder to ensure he not only had a steady stream of income for his growing family, but also enough to tide through emergencies.

“Since becoming a GrabCar driver-partner, I've managed my income and time better so that I can take good care of my beloved family. I am grateful to my passengers who lifted my spirits every time I shared my story. And to Grab for giving me the freedom to earn at my full capacity.”

Thankfully, Tony's daughter was born in June 2018 with a healthy heart.

Going beyond income; Caring for our community

At Grab, we're constantly refining our technology, building new solutions and expanding into new services so we can deliver better earnings for our partners. We know that these everyday heroes work hard to create a better life not only for themselves, but for their loved ones too.

As much as incomes matter, Grab also believes in going above and beyond to better the quality of life for our partners and their families. Through trainings, scholarships, workshops and more, we want to help them realize their ambitions.

Grab in action

Promoting continuous learning



When Grab first launched, we had to teach taxi driver-partners how to use a smartphone before we even got them started on the app. In the course of that, we exposed them to other apps and mobile technologies they never used before.

From indirectly helping our driver-partners develop basic digital literacy, today we have dedicated programs to help promote continuous learning. This is in addition to the basic driver training we provide when our driver-partners first sign up with us. We run skills trainings on topics that vary from basic financial planning to business management, and even car maintenance and defensive driving.

70% of our driver-partners have completed at least one training over the course of the year.

Supporting education needs



What our partners care about, matters to us. That's why we're helping our driver-partners put their children to school through education grants for primary, secondary and up to university level education.

In the year leading up to March 2019, we extended approximately **US\$200,000** worth of education grants to almost **1,000** driver-partners' children in the region.

Our hope is that they will pursue their passions and realize their life goals - and in the future, contribute back to Southeast Asia.



Gerly

Grab Misiskolar, Philippines

Building a better future for their families

We recognize the important role that our partners' spouses play not only to help manage the family's expenses but to contribute financially as well.

Since 2016, Grab Philippines has run an annual financial literacy and entrepreneurship program called Misiskolar for Grab driver-partners' wives. Workshops range from no-bake cake-making to direct selling, just to name a few. The goal is to impart skills that can enable them to supplement their husband's income from the comfort of their own homes. To date, over **1,100** spouses of driver-partners have benefited from this program.



My husband has been driving for Grab for a few years. When Grab Philippines launched the first series of Grab Misiskolar (Grab Academy for Wives), I was really interested. It's a program where wives of Grab drivers can take courses on various subjects, and also learn how to handle and grow money. I attended a course on Shampoo and Bar (soap) Making. It was very interesting, and I am now selling my products through my sister's store. I'm happy that I can contribute and help my family with daily expenses. I'm also saving up for new investment opportunities.



Helping small businesses thrive

Small and medium enterprises (SMEs) are the lifeblood of Southeast Asia, making up the large majority of all businesses in the region.

We may have started in transport, but as we've grown to become Southeast Asia's leading super app, we've opened up new avenues to help SMEs grow their businesses cost-efficiently. For example, our parcel and food delivery services help social sellers and food merchants expand their reach to wider markets at minimum cost.

GrabFood empowers growth for small F&B merchants

2x growth in GrabFood sales in one year



We're also opening more **GrabKitchens** - cloud or delivery-only kitchens that host multiple F&B brands in a single central kitchen. This not only brings consumers' favorite foods closer to them but is also the cheapest and least risky way for merchants to expand to new locations.

Sales in GrabKitchens doubled within 6 months of opening. As of September 2019, we have **launched 10 GrabKitchens** across Indonesia. We plan to expand our cloud kitchens to **more than 50 locations** across the region by the end of 2019.



Fajar

Owner, Insinyur Martabak,
GrabKitchen merchant, Indonesia

“We are a small Martabak business, so expanding was quite challenging. We tried delivering our food to customers ourselves but that meant taking time away from the kitchen. Ever since we joined as a GrabFood merchant-partner under GrabKitchen, our sales have grown three-fold! We not only lowered our operating expenses; we also widened our exposure and customer base! We thank Grab for trusting us to be part of this new initiative. **”**

Empowering those with disabilities

Everyone should have access to earning opportunities. Whether it is a single mother who can only work certain hours in a day, or people with disabilities who are seeking to contribute meaningfully to their community.

The hard truth is that it is a challenge for many Southeast Asians with disabilities to find these earning opportunities. And it is certainly not for the lack of will or desire to create a better future for themselves and their families.

Over 700 people with disabilities including deafness, cerebral palsy or motor impairments have access to income opportunities through the Grab platform today. They serve our customers as driver or delivery-partners, and in the course of doing so, bring inspiration to everyone that they come across. It was their tenacity that helped them achieve financial independence. But inclusive platforms like Grab that don't discriminate, help widen the door.

700 people with disabilities serve on our platform as micro-entrepreneurs



There is more we can do and will do. Working with governments, community groups, international organizations, and NGOs across the region, Grab plans to roll out more initiatives and solutions to open up even more opportunities for our disabled partners.

Grab in action

Break The Silence: Supporting the deaf and hearing-impaired



In 2018, we piloted a program in Malaysia called Break The Silence to welcome more deaf people on the Grab platform, whether as a driver, agent, merchant or delivery-partner.

We started by partnering with the Malaysian Federation of the Deaf to engage the deaf community - identifying pain points they may experience on our platform. Those findings were then translated into improvements in our product, platform, and processes. These included special alerts built into our app, or in-car placards to help facilitate non-verbal conversations between passengers and their deaf driver-partner.

The initiative has been very successful, and today we have over 400 deaf driver-partners in Malaysia. In 2019, we are expanding Break The Silence to more countries in Southeast Asia.

GrabAssist: Improving mobility for the disabled



We all have places to go. And having the freedom to move as we please can be empowering. Grab launched GrabAssist in Singapore, Indonesia (called GrabGerak) and Thailand to cater to passengers with different accessibility needs. GrabAssist driver-partners undergo a special training program that covers the handling of wheelchairs, walkers, collapsible scooters and other mobility devices, transfer assistance between the wheelchair and the vehicle, basic sign language to communicate with deaf passengers on directions and destinations, and sensitivity training - knowing what to say and what not to say.



Haymasuthan A/L Periasamy

GrabCar driver-partner, Malaysia

“My hearing impairment was never an issue for Grab. In fact, I enjoy the freedom and flexibility that Grab has given me by being a driver-partner. I can manage my own time which means I am able to spend more time with my family when I want to. But most importantly, I have a steady source of income to provide for my family's needs.”



Roszana Ali

GrabFood delivery-partner, Singapore

For Roszana, entering a formal school was a challenge because of cerebral palsy. Finding a job after that wasn't any different. After being rejected multiple times by job interviews, Roszana had almost given up until she heard about GrabFood.

“It was very daunting for me (as a GrabFood delivery-partner) at first. But as soon as I completed my first order, I remember exclaiming, 'I did it!'. I am so happy and proud to be wearing my green GrabFood uniform.”



Enabling Access to Safer, High Quality Everyday Services

Many in Southeast Asia accept some level of organized chaos and inefficiency as a way of life. Commuting to work for two hours, not wearing seatbelts or helmets, dealing with fake ride bookings, not having easy access to online services are all “minor” inconveniences that people are used to.

The solution is to build more public infrastructure, but this has to play catch up to the expected population growth. The UN estimates that the population in Southeast Asia will grow from 650 million to over **720 million by 2030**. Over **\$3.1 trillion**, or 5.7% of the region’s GDP, will need to be invested to meet the population’s infrastructural needs, including in the major sectors of transport and telecommunications⁸.

In the meantime, companies like Grab in the private sector can help to bridge these gaps. Reduce the need for personal car ownership, set and enforce higher road safety standards, provide access to more online services. We can help to make life a little bit easier, safer and more convenient.

Creating a safer everyday

We believe that people should be able to feel safe when travelling to work or going home. Grab is working hard in the background to ensure that our customers get home safely.

Road safety fatality rates in Southeast Asia are the second highest in the world, after Africa⁹. While accidents do happen, our goal is to work towards zero preventable incidents.

In 2018, we launched a Safer Everyday Tech Roadmap to address this goal. We developed safety product features and operational standards according to four major guideposts:

1. Know who you ride with

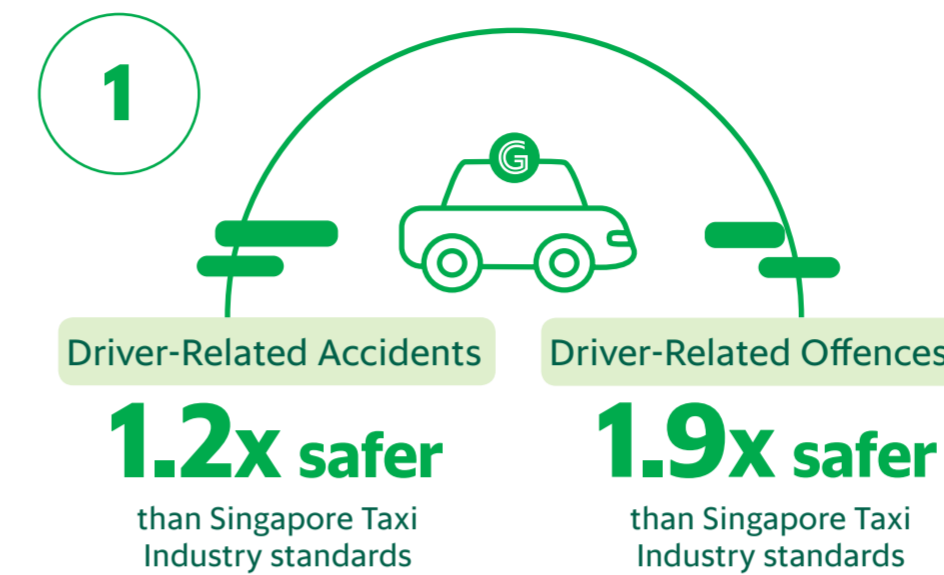
3. Build new and safer habits

2. Get help when you need it

4. Protected at every touchpoint

We've doubled our investment into safety in 2019 and will keep enhancing our **Safer Everyday Tech Roadmap**.

Setting higher safety standards for ourselves and others in the industry



While there isn't a uniform taxi or ride-hailing safety standard across the region, we're still holding ourselves accountable by using Singapore's Land Transport Authority's minimum Quality of Service standards for the taxi industry as a benchmark. Across the region, **Grab ride-hailing services are safer than the already high Singapore taxi standards.**



Fraud is an overlooked aspect of the trust and safety of a platform. It's a problem that stalks the digital economy at large and doesn't just affect a company's bottom line. Ride-hailing fraud means fake bookings, among other things, takes away income opportunities for our driver-partners.

We have <1% fraud, as we've invested in GrabDefence, a suite of fraud detection and prevention tools to catch and prevent fraud on the Grab platform. Using Indonesia as a case study, up to 2 in 10 rides are fraudulent, if left uncontrolled¹⁰.



We want to make sure you get help when you need it. **We've introduced innovations like Emergency SOS or Share My Ride features in our app, so that we get alerted faster in the event of an incident.** We also provide free Personal Accident Insurance (above and beyond motor insurance that's required by the law).

These features are now being implemented by other ride-hailing companies in Southeast Asia too.



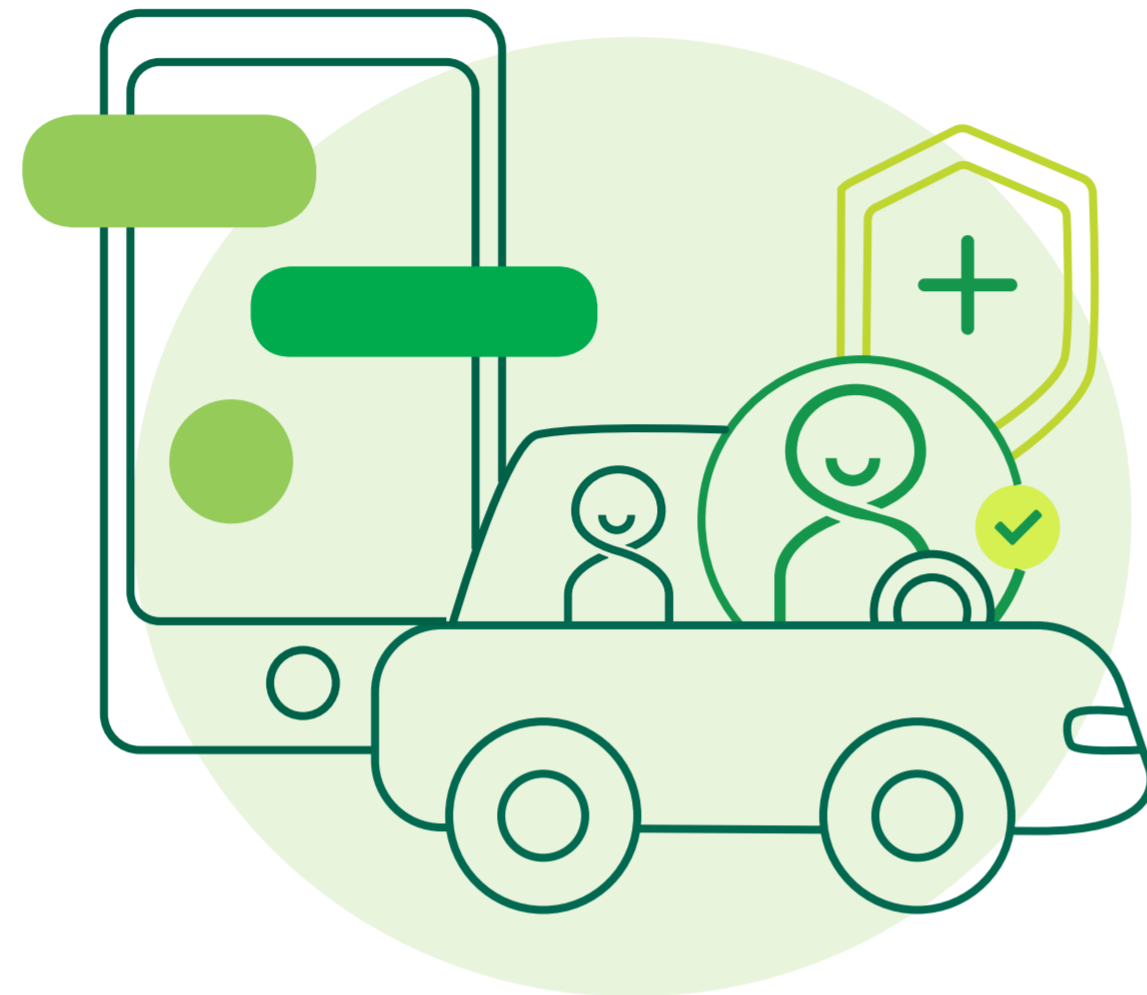
We want our driver-partners to actively think about how they can drive more safely.

They get regular telematics reports on their driving habits (how often are they speeding, accelerating, braking hard), and fatigue monitoring reminders if they've been active without rest for too long in between trips.





9 World Health Organization, Global status report on road safety 2018
 10 Independent research report commissioned by Grab, February 2018

Safer Everyday Tech Roadmap

Goal:
To bring preventable incidents across our Grab services down to zero




Know who you ride with


- 
Passenger Selfie Verification
 An industry-first innovation, Grab has introduced selfie verification by using facial recognition technology. This is for safety and identification purposes.
- 
Driver Selfie Verification
 Using advanced algorithms, driver-partners verify their identity by taking a selfie, before they start to drive. This ensures the driver picking up passengers is the person who's been screened and registered in our system.
- 
Stringent Driver Background Checks
 All Grab driver-partners go through security and safety screening before being qualified. Dormant driver-partners are required to repeat the screening process.
- 
GrabChat & Number Masking
 For privacy and safety, personal contact numbers are masked when passengers and driver-partners contact each other through the app.

GrabChat, our in-app messaging platform, enables the driver and passenger to communicate with each other using instant messaging.






Get help when you need it

- 
Safety Centre
Share My Ride - Passengers can share their ride details with any of their contacts via SMS or any messaging app that's installed on their phones.

Report a Safety Issue - Passengers can submit reports on unsafe driving behaviour or serious safety incidents during the ride.




Request Emergency Assistance - Passengers can request police or ambulance services by clicking the 'Request Emergency Assistance' button.
- 
Driver Safety Toolkit
 Driver-partners can share their live location and request for emergency assistance.

Build new & safer habits

- 
Telematics
 Drivers get regular reports on their driving patterns (speed, braking, acceleration and more), so they can identify how to drive more safely.
- 
Defensive Driving Course
 >540,000 GrabBike driver-partners have been trained to ride defensively on the roads.
- 
Additional Safety Training
 All driver-partners receive basic road safety training when they join us. Additional safety courses are available on GrabAcademy, our online training platform for drivers. Topics include defensive driving, anti-harassment, crime-prevention and training on the use of our safety features.
- 
Driver Fatigue Monitoring
 Messages are sent to remind drivers to rest when a driver has been active for too long.
- 
GrabFamily
 Book cars that come with booster seats for young children.

Note: The availability of features differs from country to country, depending on local needs.

Protected at every touchpoint

- 
Personal Accident Insurance
 Every passenger and driver are insured from pick-up to drop-off.
- 
In-app Data Privacy Centre
 Users have more control over the personal information they would like to keep on Grab platform.
- 
App Fraud Detection
 Grab's detection system will weed out errant parties who engage in fraud activities and compromise user trust, which harms driver incomes.

Grab in action

Training our partners as our guardians against violence



Grab has a zero-tolerance policy towards sexual violence. In Indonesia, we work with the National Commission on Violence Against Women (locally known as Komnas Perempuan) and Pulih Foundation to develop anti-sexual harassment training modules for our driver-partners and Customer Experience (customer service) agents. The trainings better educate our partners and agents on how to behave appropriately, and how to counsel and handle sexual harassment complaints, respectively.



Daw Khine Sabai Phyu

GrabTaxi Driver-partner, Myanmar

60-year old Daw Khine Sabai Phyu enjoys being a GrabTaxi driver. There are very few female taxi drivers in Myanmar, and even less so at her age. This has been a cause for distress for her children especially as she works long hours on the road.

“ My children worry a lot that I work long hours as a GrabTaxi driver. But I assure them that safety should not be a concern when driving with Grab. Thanks to the app’s Share My Ride safety feature, they can track my whereabouts, which gives them peace of mind whenever I’m on the road. ”



Soung Sokleakhena

GrabRemorque passenger, Cambodia

“ I frequently travel for work locally and when I do, I only use Grab. I feel safer because it leaves a digital footprint, which means that I can track my ride history and the drivers take me to where I want to go. I also appreciate that the drivers are very professional. One time, I left my bag in the Remorque and the driver called to ask where he can return the bag. I was pleasantly surprised. ”



Building solutions to beat congestion

People in Bangkok spend approximately 24 days a year in traffic. For those living in Jakarta, that number is 22 days, while Filipinos spend about 16 days a year in traffic in Manila¹¹. Traffic congestion is one of the biggest problems in the region. Most Southeast Asians accept it as a fact of life - but it doesn't need to be.

By providing a critical link to public transportation, moving more people towards shared ride options, and harnessing our Big Data and AI capabilities to build innovative solutions to tackle traffic congestion - we want to help turn Southeast Asian congestion into history.

It starts with giving more people less reason to own a car.

1. Providing the critical link to public transportation

In many of the cities we serve, public transport is not easily accessible. Trips do not simply begin or end when they get on or off a bus or a train. Typically, a walk, a bike ride, a car trip, or another bus ride is needed to get from the home or workplace to a transit stop such as a train station or bus terminal, and vice versa. It is why many people continue to drive despite the traffic gridlocks.

At Grab, our various transport modes have been providing the critical link before or after transit, which we call "first-mile" and "last-mile" travel respectively. Grab customers can choose from personal mobility devices, motorbikes, private cars, shared vehicles, shuttle buses and even three-wheelers, depending on which country they're from. By supplementing the public transport system, we are giving commuters more ways to get around without needing a car.

1 in 10
commuters

1 in 10 commuters use Grab for first or last mile rides to or from public transport stations



Commercial buildings were the top first mile pick-up point, while residential buildings were the top last-mile drop-off point

Grab in action

Scooting to the bus interchange

GrabWheels was introduced as a beta service at the National University of Singapore (NUS) in 2018. Xavier Liew, a 23 year old first-year Business student and part-time sales strategy executive, scoots from his hostel to the Kent Ridge bus interchange, where he catches a bus to his office in the Central Business District once a week.

Before the GrabWheels service was introduced, he got around campus either by walking or taking the university shuttle. As the free shuttle service is the primary mode of transport for NUS students, it's usually packed during peak hours, which means another 10-minute wait for the next shuttle. Xavier now saves up to 18 minutes by scooting for the first leg of his journey to his office in the Central Business District¹².



¹¹ The Asean Post, Jokowi wants Jakartans to use public transport, February 2019

¹² The Straits Times, One destination, many ways: are people commuting smarter, January 2019

2. Encouraging more shared rides

It is always better to share. Through the various shared ride options Grab offers - including GrabHitch, GrabShare and GrabShuttle - passengers get to enjoy cheaper fares, driver-partners earn additional income, and the environment benefits too. By pushing for existing vehicles to be shared and maximized for each ride, we help to remove cars from the road and help reduce carbon emissions.

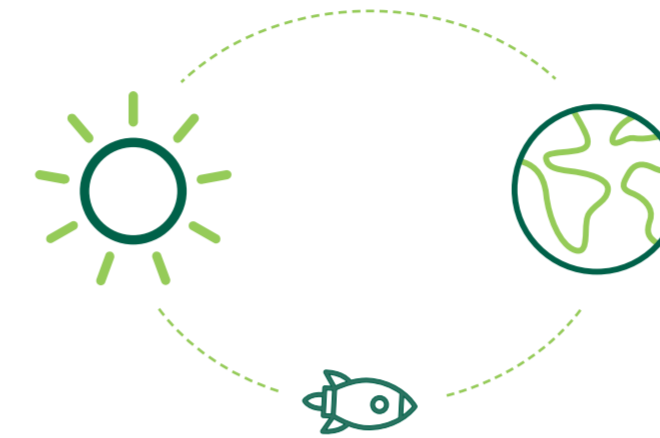


130% growth
in rides

that were shared between April 2018 and March 2019

3. Powering smart traffic with data

Grab drives every road that matters in Southeast Asia multiple times as day.



Every week, our drivers travel about

320 million
kilometers

- that's more than a round trip from Earth to the sun

The data we capture from these journeys, combined with the deep AI capabilities we are investing in, can play an important role in solving traffic congestion.

But we can't do it alone. That's why we actively partner with local governments and partners to solve traffic and road safety problems across Southeast Asia. The data from our platform could be used by traffic authorities to ease congestion patterns on roads by improving traffic signal times. City planners could also make better decisions on where to build road infrastructure.

Grab in action

Comfortable and faster bus rides at affordable prices



In Singapore, bus-pooling service GrabShuttle serves more than 170 routes across the island, giving commuters an option that is cheaper than taxis, but is faster and makes fewer stops than public transport buses.

For those who don't want to be constrained by a scheduled bus route, GrabShuttle Plus provides a personalized and on-demand shuttle service in areas such as Bedok, Pasir Ris, Punggol, Sengkang and Tampines with fares starting from as low as S\$4.00 (US\$2.90).

Grab in action

Partnering with academia to solve real-world problems



We are working with academic institutions like the National University of Singapore to create a robust AI platform for large-scale machine learning and visual analytics that can develop novel applications from Grab's massive data set. For example, assisting transport authorities in monitoring and optimizing traffic flow.

In Thailand, we are working with Chulalongkorn University to pilot projects in reducing traffic congestion including discovering congested roads in Bangkok and leveraging big data techniques to investigate possible reasons. Preliminary findings from selected test roads show that the project is able to reduce traffic congestion by up to 15 percent. We are hoping to replicate similar results for longer stretches of roads and eventually throughout cities in Thailand.


Supercharging the everyday

Grab started in 2012 with a simple mission to make transport safe and accessible. As we've grown and evolved, we've realized there were more problems we needed to solve, and more that we wanted to do for Southeast Asia.

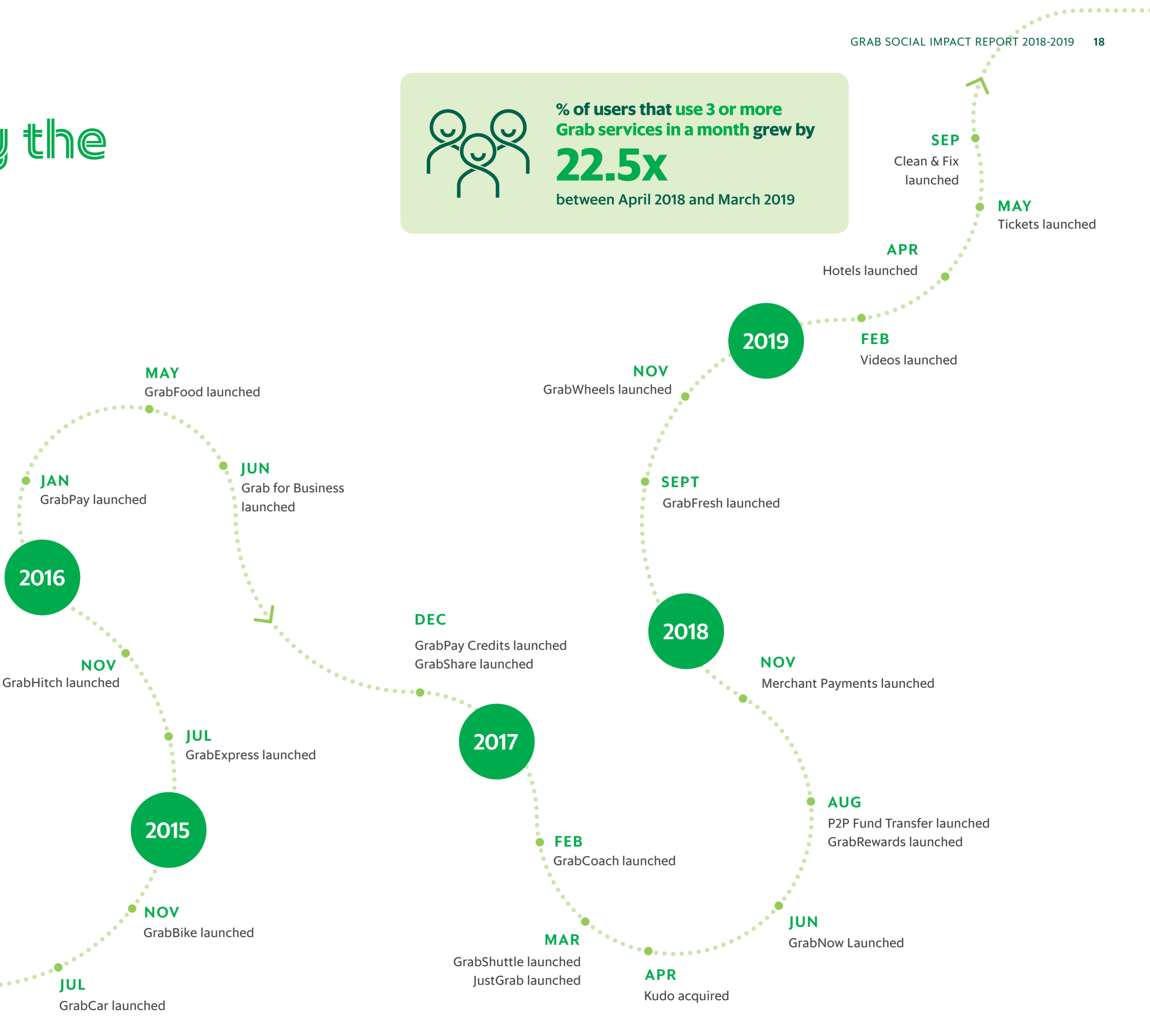
By expanding into food delivery, for example, we get hot meals to people who may be too busy to cook or even head out to get a meal. At the same time, we create income opportunities for delivery-partners, and help small merchants grow their businesses by expanding their reach.

With every new service we launch, we bring Southeast Asians closer to what matters to them. Whether it's a way to get from A to B in a safe and convenient manner, putting access to healthcare and financial services right into the palm of their hands, or helping more people earn a better living.

This is what underpins why we want to be the **everyday, everything app** for Southeast Asia. We will continue to expand our super app ecosystem with the goal to make everyday life better for the communities that we serve.



% of users that use 3 or more Grab services in a month grew by 22.5x
between April 2018 and March 2019



Creating Financial Inclusion for the Underserved

Grab was the first ride-hailing platform in Southeast Asia to allow payment by cash. It was an option we built into our platform because we knew that the large majority of Southeast Asians trust and prefer to use cash.

But cash can be a costly and unsafe way to pay - and it contributes to the lack of financial inclusion and wide income disparity in the region. This is one of the 'big whale problems' we want to solve for Southeast Asia.

From introducing our GrabPay wallet in 2016, and in 2018 launching the Grab Financial Group - we're building solutions to help bank more of the unbanked, to give Southeast Asians access to safe and convenient digital payments, and to provide visibility to those left out of traditional banking ecosystems. We want to help bring financial inclusion to everyone in Southeast Asia.

Making the invisible visible

Only 27% of people in Southeast Asia have a bank account¹³. Having to store cash at home not only exposes them to security risks like burglaries and losses due to natural disasters, it also makes it harder for them to borrow or save money - creating real barriers to overcoming poverty.

Grab helps to 'bank' tens of thousands of partners every month. All driver or delivery-partners who sign up with us must have a bank account. If they don't - we help them create one. Because of this, we estimate that since 2012 we have helped as many as **1.7 million Grab micro-entrepreneurs**¹⁴ open their very first bank account.

1.7 million

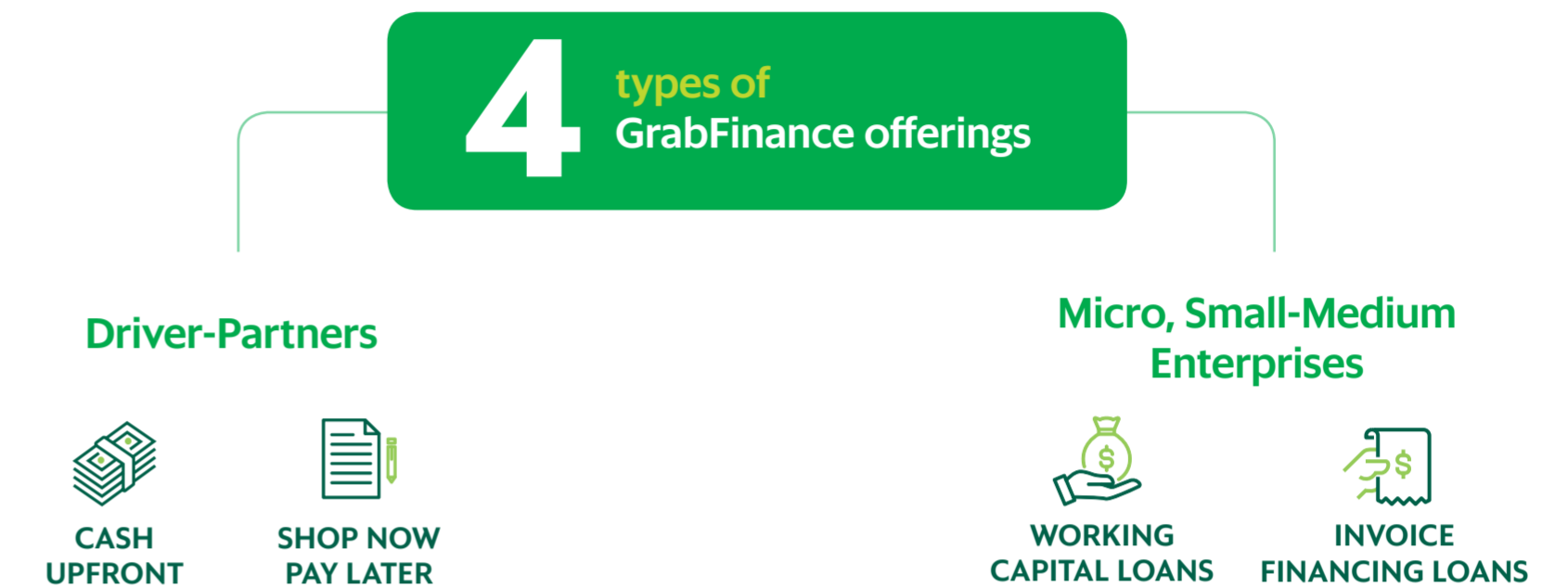
Number of micro-entrepreneurs Grab has helped bring into the banking system since 2012



Trapped in a vicious circle, the unbanked cannot be considered for credit or other banking services - **40% to 70%** of adults in Southeast Asia rely on informal lending sources. And likewise, only 33% of Southeast Asian SMEs have access to loans or lines of credit¹⁵. In the Philippines, this problem is more severe - a staggering **50% of micro, small and medium enterprises (MSMEs)** do not have access to formal loans¹⁶.

¹³ KPMG, Fintech: Opening the door to the unbanked and underbanked in Southeast Asia, April 2016
¹⁴ Estimate is based on % of unbanked population in the country and the number of driver-partners, delivery-partners and kudo agents who registered as of 31 March 2019.
¹⁵ Business Times, A panacea for the unbanked in Southeast Asia, April 2019
¹⁶ World Economic Forum, How fintech is setting Southeast Asia's SMEs free, June 2019

Since 2018, Grab Financial Group has introduced a range of microloans designed to serve the needs of micro-entrepreneurs and MSMEs - whether it is to tide them through unexpected circumstances, or to help them grow their businesses.



By understanding our driver-partners' historical earnings and driving patterns, we are able to offer suitable financing options that are more accessible for them. Based on the financing products we have extended to date, which many of our partners use to tide through unexpected healthcare needs or education payments, we estimate that **1 in 4 of the recipients would have been turned down by traditional banks** because they didn't meet the minimum income threshold. Many more would have been turned down given the complex documentation required.

1 in 4

driver-partners who have received financing products from Grab would have been turned down by traditional banks



¹³ KPMG, Fintech: Opening the door to the unbanked and underbanked in Southeast Asia, April 2016
¹⁴ Estimate is based on % of unbanked population in the country and the number of driver-partners, delivery-partners and kudo agents who registered as of 31 March 2019.
¹⁵ Business Times, A panacea for the unbanked in Southeast Asia, April 2019
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Rudianto

GrabBike driver-partner turned
GrabCar driver-partner, Indonesia

Back in 2015, Rudianto was a construction worker, toiling under the sun to bring in just 1.8 million rupiah (US\$130) a month for his family. He had no bank account to his name, and stashed cash in every nook and cranny of his home. It was only when he joined Grab that he applied for a bank account, and **in just three months, was able to accumulate 12 million rupiah (US\$850)** from his trips as a GrabBike driver-partner.

“ Before, I only knew how to use it (smartphone) for chatting and Facebook. I didn't know you could read the news on the Internet, use the map application for help with navigation and more importantly, check my bank account. I didn't even have a bank account before joining Grab. But now, with the money I saved, I was able to build a new house for my family. ”

Today, Rudianto marks four years of being on the Grab platform. He has progressed to becoming a GrabCar driver-partner and enjoys stable income thanks to Grab.



Nicholas Cho & Vincent Quek

Flesh Imp Founders, Singapore

Flesh Imp, a popular unisex fashion brand from Singapore, recently caught the attention of a business in China, which placed a whopping 1.2 million sales order.

This was Flesh Imp's opportunity to go beyond borders, and Nicholas and Vincent needed a loan quickly to fulfill the order - yet getting a credit line as a small business outfit was tough.

That's when they turned to Grab for its SME Working Capital loan.

“ Grab has this process that is simplified and streamlined. Without the funds, a lot of these orders can't be fulfilled. It really helps companies like us, especially when we need the funds to expand into new markets. ”

Protection against uncertainties

Due to lack of financial literacy and accessibility, insurance penetration in Southeast Asia is only **3.6%** - well below the **global average of 6.1%**¹⁷.

Because life can be unpredictable, Grab has rolled out various insurance schemes to give driver-partners, and customers, better peace of mind every day.

In the unlikely event of an accident, all of our driver-partners and passengers are covered by Grab's **Group Personal Accident Insurance** for accidental death, permanent disability and medical expenses.

We have also extended other types of insurance coverage to many of our driver-partners in appreciation and recognition of their loyalty and hard work. **15% of all Grab driver-partners** in Southeast Asia benefit from either healthcare, life, motor or prolonged medical leave insurance provided complimentary by Grab.

We've also started to roll out various micro-insurance plans that offer our driver-partners protection against loss of earnings due to injury or illness without incurring a substantial outlay from their monthly income. We plan to scale this extensively throughout the rest of 2019 and onwards.



100%
of driver-partners and customers
are covered by Grab's Group Personal Accident
Insurance on trips and deliveries

15 out of 100
Grab driver-partners

in Southeast Asia benefit from one or more of the following insurance coverage provided by Grab.



HEALTHCARE
INSURANCE



LIFE
INSURANCE



MOTOR
INSURANCE



PROLONGED
MEDICAL LEAVE
INSURANCE

Grab in action

Daily insurance -
Pay only when you drive



Under new e-hailing regulations announced in 2019, driver-partners in Malaysia are required to get an e-hailing insurance in addition to their existing comprehensive vehicle insurance. Some of the concerns raised were that this could cost around MYR400 (US\$95) a year upfront and may be too much for partners that drive on a part-time basis only.

As part of the "Pakej Pikul Bersama" program, Grab Malaysia worked closely with the Central Bank and 14 insurance companies to create a first-of-its-kind insurance product. It allowed for daily premiums instead of a lump sum payment upfront, giving our driver-partners an affordable and flexible option and at the same time helped them adhere to the new regulations. Our driver-partners can choose to pay only for the days when they are driving - from as low as MYR1 (US\$0.24) per day.

Moving Southeast Asia into a cashless future

We launched GrabPay, our mobile wallet, in 2016 as a convenient, reliable and safe alternative to cash transactions. With more and more people in Southeast Asia using smartphones as their primary device to access the Internet, Grab wants to make it safe and easy for everyone in the region to pay through mobile.

Today, Grab users can use GrabPay to pay for rides, in-store purchases, deliveries and even peer-to-peer fund transfers. They enjoy additional benefits including being able to track their transactions and earn GrabRewards points, which can be used to redeem a whole range of attractive rewards.

All personal information and payment transactions are encrypted and protected by a 24/7 fraud detection engine so they can ride, dine, shop and more, worry-free. We've also removed any minimum spend requirements, to ensure GrabPay is accessible to all.

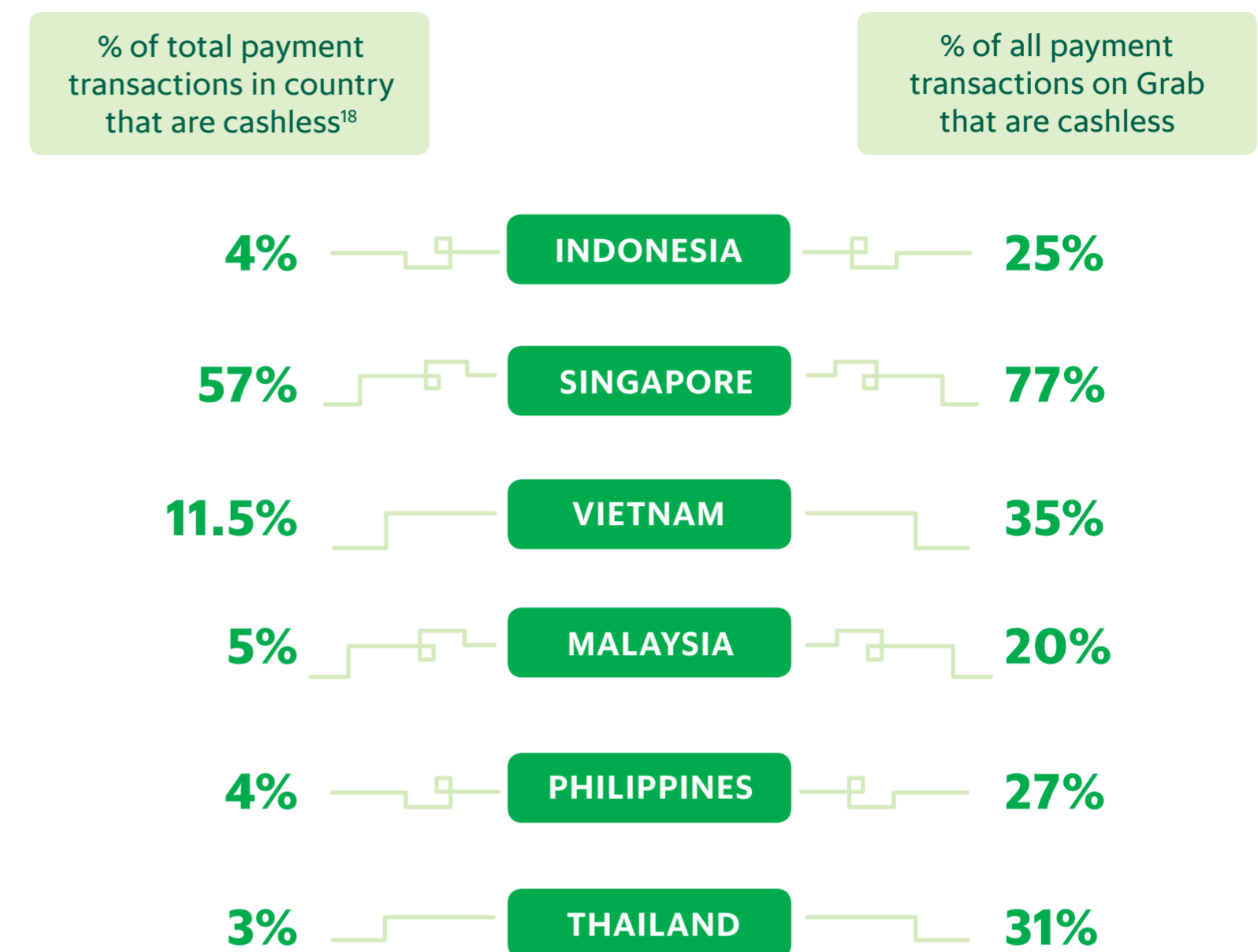
As a result, cashless transactions on our platform continues to grow rapidly, **quadrupling in the one year between April 2018 and March 2019.**

How Grab is making headway towards a cashless society

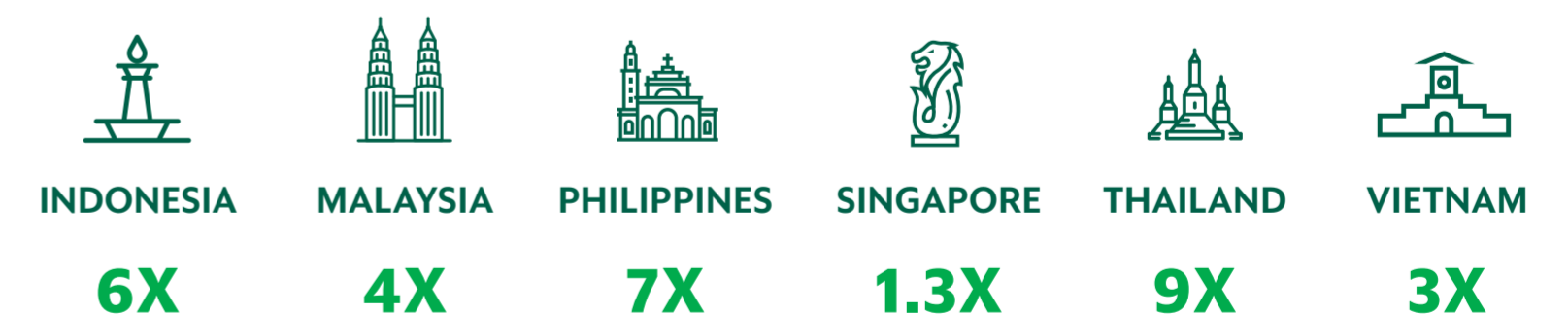


4X Growth in cashless transactions between April 2018 - March 2019 on the **Grab platform**

Country cashless usage compared to cashless usage on Grab



Cashless usage on Grab is higher than cashless usage across Southeast Asia



¹⁸ The road to cashless societies, UBS; data from Euromonitor passport (digitised using web digitizer) 2018. For Philippines: The long road ahead in digitising the payments space in the Philippines, The Asian Banker, 2018. For Vietnam: Central Institute for Economic Management (CIEM), June 2019.

Looking Ahead

In this report, we've reflected on the impact we've made in the past year.

While we're proud of the difference we've made in certain areas and the lives we've been able to touch, we're reminded that until we achieve our goal of driving Southeast Asia forward by elevating the quality of life for **everyone**, our work is far from done.

In the year to come, we plan to grow our impact in three ways:

1. Building more **Products** for good

We will continue to build products that solve everyday problems, create millions more income opportunities throughout the region, and provide financial and digital access to the unserved and underserved.

2. Leveraging our **Platform** for good

We've built a community that is hundreds of millions strong. We will continue to find new ways to leverage the strength of our network to deliver impact at scale.

3. Forging more **Partnerships** for good

We've always acknowledged that the needs we want to serve are too many for us to try and tackle it all by ourselves. To make a bigger difference than we can on our own, we will continue to seek collaborating with partners - whether they are governments, international organizations, NGOs, or like-minded companies. By tapping on each other's strengths, we can go further and faster to drive Southeast Asia forward.

Grab in action

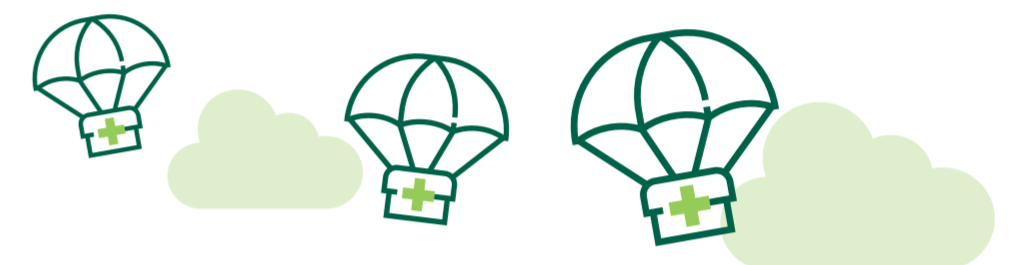
Rallying our community for good

Southeast Asia is one of the most disaster-prone regions in the world¹⁹, suffering earthquakes, floods and typhoons. Through GrabRewards, we give our millions of customers an easy way to help their fellow Southeast Asians in need, by contributing to relief efforts and causes.

They pick the charities of their choice, donate their GrabRewards points, and then Grab consolidates the redemptions and makes a financial donation on our customers' behalf. In just the 12 months leading up to March 2019, **700,000 Grab customers** donated **280 million GrabRewards points**, giving **US\$480,000** to causes such as disaster relief in Indonesia and the International Federation of Red Cross (IFRC).

700,000

Grab Customers **donated**



280 million

GrabRewards points 



US\$480,000

to causes such as disaster relief in Indonesia and the International Federation of Red Cross (IFRC) in one year

Grab driver-partners to stop human trafficking



More than 85% of all victims of human trafficking are trafficked from within East Asia and Pacific countries²⁰. In 2016, UNICEF estimated that at least 100,000 victims, 30% of whom were children, were being trafficked in Indonesia each year²¹.

Taxi and ride-hailing drivers are often unwittingly the first point of contact for traffickers and victims at airports and bus terminals. This is one crucial aspect of human trafficking that Grab can help to stop - the transportation of trafficked individuals. Our driver-partners can play a big role since they're in 339 cities in 8 countries across Southeast Asia.

To do this, we partner with organizations such as Liberty Shared, the Indonesian Child Protection Commission (KPAI), Witness and Victim Protection Agency (LPSK), Anti-Trafficking in Persons and Anti-Smuggling of Migrants Council (MAPO), and Commission on Filipinos Overseas (CFO), supporting their efforts to detect and report these instances to the relevant authorities.

19 The Diplomat, ASEAN Disaster Management in the Headlines With New Thailand Facility, June 2019

20 International Monetary Fund, Finance and Development, September 2018

21 ECPAT Indonesia, Global study on sexual exploitation of children in travel and tourism, June 2016



About the Report

The information for key analyses in this report covers 1 April 2018 to 31 March 2019 and is derived primarily from internal data. In some instances, we've referenced independent third-party surveys to provide context or to supplement gaps we have in our internal data.

Grab is fully responsible for the preparation and integrity of the information reported here. Dalberg, an independent consultancy firm, advised the methodology for analyses on key social impact metrics. Our financial statement auditor, KPMG LLP, has performed an agreed-upon procedure on the social-economic impact disclosed in this report in accordance with the requirements of SSRS 4400: Engagements to Perform Agreed-upon Procedures Regarding Financial Information. Through internal controls and a thorough verification process by internal subject matter experts, we believe this information accurately represents the social impact we've made in the twelve months between April 2018 and March 2019.

We intend to publish our social impact report annually. As we continue to refine and test our approach, our framework and our processes, our impact measurement program will continue to mature and improve.

Additional information about Grab and our business can be found at www.grab.com

Driving
Southeast
Asia
Forward