

# 2023 Modern Slavery Statement

## Overview

This is the Modern Slavery Statement (‘the **Statement**’) of DoorDash Technologies Australia Pty Ltd (ABN 96 634 446 030) (‘**DoorDash Australia**’), which outlines our commitments and efforts to identify and address potential modern slavery risks in our operations and supply chain in 2023.

The Statement was prepared in accordance with the requirements of the *Australian Modern Slavery Act 2018* (‘the **Act**’) and covers activities undertaken during the year ending 31 December 2023 (‘the **Reporting Period**’).

For the purposes of this Statement, DoorDash Australia has used the definition of modern slavery as described in the Act, which includes the following types of human exploitation:

- *trafficking in persons;*
- *slavery;*
- *servitude;*
- *forced marriage;*
- *forced labour;*
- *debt bondage;*
- *deceptive recruiting for labour or services; and*
- *the worst forms of child labour.*

## Reporting Entity

This Statement has been prepared by DoorDash Australia, a reporting entity under the Act. This Statement provides a more detailed overview of DoorDash Australia’s corporate structure.

## Our Structure, Operations and Supply Chain

### Structure

DoorDash Australia’s ultimate parent entity is DoorDash, Inc. (‘**DoorDash**’), a company headquartered in San Francisco, USA. DoorDash Australia has a core management team and board of directors governing the operations of DoorDash Australia.

During the reporting period, DoorDash Australia employed approximately 93 people to support its business operations. This included 31 full time employees and 62 short-term contractors. The staff were employed directly by DoorDash Australia. The short-term

contractors were hired by a third-party provider offering staffing solutions to DoorDash Australia.

## **Operations**

DoorDash Australia provides an online marketplace connection using web-based technology that connects independent contractors (known as delivery drivers or '**Dashers**'), restaurants ('**Merchants**') and/or other businesses, and consumers through the DoorDash Australia online platform. The platform permits registered DoorDash Australia users to place orders for food and/or other goods from various restaurants and businesses, and to have those orders delivered to a nominated address by a Dasher.

Once an order is placed by a consumer, DoorDash Australia's software notifies Dashers that have signed up with DoorDash Australia, that a delivery opportunity is available, and DoorDash Australia's software facilitates completion of the delivery.

Dashers are independent contractors, authorised to conduct the delivery of services in the geographic location(s) in which each Dasher is located. Dashers can choose to accept or decline delivery offers at any time.

Currently, DoorDash Australia has the below key service offerings. These include the following operational models:

- **DoorDash App**
  - Merchants can attract customers by registering on the DoorDash app to have Dashers choose to accept a delivery offer placed by a DoorDash Australia customer.
- **Self-Delivery**
  - Merchants own the delivery experience, and can register on the DoorDash app and use their own drivers to deliver goods to customers who have placed an order via the DoorDash Australia app.
- **Storefront**
  - Merchants receive 'storefront' orders via a DoorDash tablet in the Merchant's store. Pickup orders are collected in store by the Merchant's customers, and delivery orders are offered to Dashers to accept or decline the delivery opportunity.
- **Drive**
  - Dashers are given the opportunity to fulfil the direct delivery orders of the Merchant, that customers have placed via the Merchant website or app. All delivery logistics are handled by DoorDash Australia.

All of DoorDash Australia's operations are undertaken within Australia.

As previously outlined in this Statement, to support its business functions, DoorDash Australia engaged 62 short-term contractors that cover casual and part time roles. These contractors were directly employed by a third-party provider during the reporting period. These contractors have been instructed by our third-party provider of the need to comply with all of

DoorDash Australia’s policies and guidelines, including, without limitation, those relating to occupational health and safety and other key policies.

DoorDash maintains a 24-hour support platform, which is run by a contact centre of DoorDash employees outside Australia. This is a centralised system within the DoorDash ecosystem that DoorDash Australia makes use of.

**Supply Chain**

DoorDash Australia’s direct (or ‘**Tier 1**’) supply chain consisted of more than 61 suppliers during the reporting period. A limited number of international suppliers were utilised in 2023, with the vast majority of vendors being Australian-based companies. Our international suppliers operate mostly in the United States.

Our suppliers are predominantly professional services firms, including research and consulting firms, interactive media and marketing (online and offline) companies, IT consulting companies, and companies providing human resourcing & employment services.

The below sections ‘*Potential Modern Slavery Risks in our Operations and Supply Chain*’ and ‘*Assessing and Addressing Modern Slavery Risks*’, expand on the potential risks of modern slavery in our operations and supply chain, and provide an overview of our policies and requirements set in place as they relate to our business partners (including Dashers and Merchants) and suppliers in order to ensure compliance with laws, regulations and our ethical standards.

**Potential Modern Slavery Risks in our Operations and Supply Chain**

DoorDash Australia has undertaken an assessment to help better understand the potential for our company to cause, contribute to, or be directly linked to modern slavery through its current operations and supply chains.

Although we understand that risks may lie (to various degrees) both within our operations and supply chain, no incidents of modern slavery were identified during the reporting period, either in our operations or supply chain. This Statement attempts to provide a high-level overview of the outcomes of this assessment below:

**A. Risks in our Operations**

Our employees are based in Australia and are protected by local laws and regulations, as well as DoorDash Australia’s various internal policies. As of 31 December 2023, DoorDash Australia engaged 14 employees who are on visas.

Apart from our Australian operations, in order to support Dashers with any issues that may arise while undertaking their tasks, DoorDash maintains a 24-hour support platform, run by a centre of employees outside of Australia. This is a centralized system within the DoorDash corporation that our parent entity has oversight over and is operating in the Philippines. This contact centre assists Dashers with their accounts, health, safety, or legal concerns, insurance

claims, payments and order support, amongst other matters. DoorDash Australia relies on the services of the Philippines contact centre. We understand that modern slavery risks may be more prevalent in the Philippines, where according to the findings of the Modern Slavery Index (2018), approximately 784,000 people live in modern slavery, with the country ranking 30th out of 167 countries when it comes to the prevalence of modern slavery. While DoorDash Australia is not aware of any modern slavery concerns regarding its support partner in the Philippines, DoorDash Australia remains nonetheless committed to continuing to educate ourselves and our employees on how to identify and report any modern day slavery concerns, should they arise.

### **Alternative workforce resourcing model**

During the reporting period, DoorDash Australia engaged short-term workers through a staffing solutions third party provider. DoorDash Australia's internal policies and procedures are applicable to these short-term contractors, who also have access to the same protections and grievance reporting mechanisms provided to all DoorDash Australia employees.

Due to the nature of the agreement with short-term contractors, and the individuals employed under this model falling under the purview and procedures of DoorDash Australia's resourcing partner (and not DoorDash Australia directly), we acknowledge that our resourcing partner might potentially have policies, processes and protections that are not as robust as the ones adopted by DoorDash Australia. However, as previously outlined, our resourcing partner instructs all short-term contractors of their need to acknowledge and comply with all of DoorDash Australia's policies and guidelines. In addition, short-term contractors still have access to DoorDash Australia's whistle-blower policy and can report any issues through that mechanism. No incidents have come to DoorDash Australia's management's attention from short-term contractors during the reporting period, to indicate that any violations as it relates to pay, discrimination, human rights and modern slavery have occurred.

DoorDash Australia continues to assess how it can enhance our policies and procedures internally to ensure that any potential modern-slavery related issues can continue to be freely raised by individuals and can be addressed promptly in order to create a safe and stable working environment for employees and contractors alike.

### **Dashers**

Dashers are independent contractors who are free to decide whether to accept delivery opportunities via the DoorDash platform.

DoorDash Australia recognises that Dashers are or may be engaged in similar arrangements with other businesses in Australia. We do not restrict Dashers from performing services for other businesses, customers, or consumers at any time, even if such business directly competes with DoorDash Australia.

Dashers receive payment per delivery completed, in an amount consistent with the publicly provided pay model.

DoorDash Australia recognises that some Dashers may be more vulnerable to modern slavery risks. For example, Dashers that are students, or Dashers who are from diverse backgrounds, or who are migrant workers, may often have fewer immediate support networks, lower English language proficiency, and be unfamiliar with workforce laws within Australia.

## **B. Risks in our Supply chain and business partners**

### **Suppliers**

A high-level risk assessment of DoorDash Australia's suppliers was undertaken as part of the preparation of this Statement, based on the geographical location and type of goods or service provided.

The country-based modern slavery risks are based on the Global Slavery Index and is influenced by the following factors:

- Governance issues;
- Lack of basic needs;
- Inequality;
- Disenfranchised groups; and
- Efforts of conflict.

Procurement categories were assigned to each supplier, based on the goods or services provided, and were then screened for five social risk categories:

- Labour rights & decent work;
- Health and Safety;
- Human rights;
- Governance; and
- Community infrastructure

DoorDash Australia's direct supply chain consisted of more than 61 suppliers during the reporting period, with most of the suppliers being from Australia in the majority, and the remaining from the United States, and the Philippines.

Both Australia and the United States have robust modern slavery regulations and protections, and therefore, modern slavery risks are less prevalent.

The procurement category risk assessment indicated that DoorDash Australia engaged with suppliers from **medium and low risk** categories during the reporting period. These categories include:

- Advertising
- Diversified Support Services
- Human Resource and Employment services
- Interactive Media services

- Internet and Direct Marketing retail
- IT Consulting and other services
- Paper Packaging
- Real Estate Operating companies
- Research and Consulting services

Although this initial review of our Tier 1 suppliers did not identify any countries or industries of extremely high risk, we do acknowledge that risk may exist deeper in our supply chain (Tier 2 and beyond). For example, DoorDash Australia’s provider of coworking spaces may be further exposed to risks of modern slavery through the use of services (such as cleaning services) that are considered more high risk. Similarly, Dashers will typically purchase all equipment and materials necessary to perform delivery services on their own. Dashers are given the option to purchase retail Dasher gear through a DoorDash brand store, however ultimately, DoorDash Australia does not have oversight over the purchase of equipment made by Dashers.

## **Merchants**

DoorDash Australia partners with a large number of Australia-based Merchants.

We acknowledge the risk that there may be some Merchants that do not comply with the DoorDash Australia Partner Code of Conduct, and there is a risk that these businesses are engaging in forms of modern slavery.

The food and beverage industry is considered a high-risk industry where modern slavery risks and human rights violations can be more prevalent, especially as it relates to workers on temporary or work visas. DoorDash Australia recognises there is the potential that these risks can exist within a Merchant’s operations.

## **Assessing and Addressing Modern Slavery Risks**

### **A. Managing Risks in our Operations**

DoorDash Australia continues to seek expert guidance on its internal policies and processes. DoorDash Australia has created an Employee Handbook, which includes important information and policies to support our people in their work and set the standards of behaviours expected by the company. All policies and guidelines within this Handbook apply to all employees and contractors and must be complied with at all times. The Handbook includes information on:

- Reporting criminal and other conduct
- Anti-corruption and anti-bribery policy
- Immigration law compliance
- Equal employment opportunity, anti-discrimination, and bullying
- Workplace health and safety
- Open door and Whistle-blower policies

DoorDash Australia employees are expected to not engage in any conduct that results in a person being treated less favourably than others because of a certain characteristic or

personal association the person has. Additionally, sexual harassment and workplace bullying is not permitted or tolerated. Any employee who engages in conduct contrary to these policies will be disciplined, up to and including dismissal. If employees feel they have been subject to unlawful discrimination, victimisation, harassment or bullying, they can speak with their manager, HR representative or contact the Ethics and Compliance Hotline.

Policy violations to the Code of Conduct can internally be reported to the Employee Relations Team, to the employee's HR Business Partner, or by opening a HR ticket through the DoorDash Australia online portal.

Additionally, staff can report concerns or issues through ComplianceLine, a comprehensive reporting tool created by a third-party provider to assist management and employees to work together in addressing issues including fraud, abuse, and other misconduct in the workplace, all while cultivating a positive work environment.

To manage risks within operations, DoorDash Australia has developed the 'Trust & Safety Efforts Program', which runs a 24/7 Trust and Safety operation, staffed to meet rigorous service level time targets. The Trust and Safety team responds to safety-related incidents that occur on the DoorDash platform. A safety-related incident is one in which physical, psychological or emotional harm is done to people or property. These incidents, while rare, require a high level of scrutiny and care to ensure they are properly handled, victims are provided adequate support and bad actors are quickly removed from the platform.

The Trust and Safety support operation is equally available to all DoorDash customer audiences, Dashers, Merchants and customers. This program features an established taxonomy of incident severity, recurring reporting, and escalation paths for senior leadership to take action. Trust and Safety representatives follow clear categorisation and escalation pathways, including notifying the Safe Work Regulator of urgent incidents by a member of the Australian Leadership team

The staffing solutions third party provider has access to the whistle-blower policy, to escalate any issues or concerns.

### **Managing Risks with Dashers**

To become a Dasher, DoorDash Australia requires Dashers to provide an ABN, and to pass a background check administered by a third-party vendor, subject to the Dasher's lawful consent. This is in compliance with the Australian Government's regulation for contractor responsibilities.

Dashers are provided with a generalised support function including a live chat function for general operations, and the Trust and Safety Operation is available to escalate and report any issues.

As part of the Food Delivery National Safety Principles, DoorDash Australia has committed to setting safety principles for Dashers. This includes commitments to road safety training for riders and drivers and ensuring access to personal protective equipment including reflective

clothing. The principles require delivery drivers to ensure their vehicles and bikes are registered and compliant with safety standards and laws. These actions are continuing to progress.

Dashers are provided with no-opt-in required occupational accident insurance at no cost, to support Dashers if they're injured while delivering on the DoorDash Australia platform.

Dashers are paid based on a per offer basis and are provided information about earnings before accepting an offer (delivery request) of what they will earn for each delivery, therefore can accept, or decline orders based on this. Transfer of payment occurs on a weekly or daily basis depending on the payout method chosen.

### **Managing Risks with our Merchants**

DoorDash Australia continues to maintain strong agreements with Merchants. All Merchants are obliged to operate under the Partner Code of Conduct. DoorDash Australia partners, including Merchants and suppliers, are obliged to strictly comply with all applicable labour, health, and safety laws and regulations in markets in which they operate, at both the federal and local level, including any minimum wage and maximum working hours requirements. Partners must prohibit discrimination or harassment in the workplace, which includes any behaviour that creates an intimidating, unsafe or hostile environment. Merchants must also commit to providing personnel with safe working conditions, including by offering emergency training and resources, practising industrial hygiene, and enacting equipment safety initiatives, as appropriate. Finally, all partners and their personnel are obliged to not use forced, involuntary, or child labour.

Merchants have access to the DoorDash Trust and Safety Support operation, to raise and escalate issues to the DoorDash contact team, on a 24/7 basis. Any issues which are raised through this platform are categorised by priority and addressed by the DoorDash team.

Merchants are not obliged to accept orders from the DoorDash Australia platform and can accept or deny orders. Merchants are provided with an estimated amount of time it will take to create the order from DoorDash, however Merchants can adjust this amount of time, reducing pressure and providing feedback to DoorDash.

Onboarding training and assistance is provided to Merchants. Merchants can additionally request further onboarding training from DoorDash Australia, if they have a significant number of staff and require additional support.

## **B. Managing risks in our supply chain and business partners**

### **Managing Supply Chain risks**

DoorDash Australia's Partner Code of Conduct requires all Merchants, suppliers and other business partners to operate with the highest degree of integrity and in compliance with applicable laws. This includes maintaining high workplace, health and safety standards, and ensuring no forced, involuntary or child labour is used.



DoorDash’s Procurement team is responsible for partnering with corporate stakeholders to ensure that vendors meet our standards of security and ethics.

In advance of initiating the process to on-board vendors onto our systems, our business partners will need to be ready to upload mutually agreed upon contractual terms that have been reviewed and approved by our appropriate legal and procurement teams.

**Assessing effectiveness**

DoorDash Australia continues to broaden its efforts to better understand how as an entity we may potentially contribute to, or be directly linked to modern slavery through our operations and supply chains.

As our understanding of this space continues to evolve, we will seek to enhance our efforts to effectively monitor and assess the effectiveness of our policies and adopted processes and procedures. Our future plans, outlined in this Statement, provide an overview of the work that DoorDash has committed to undertake in order to enhance its approach as it relates to modern slavery and enhance the effectiveness of the actions taken to mitigate such risks.

**Consultation and approval process**

This Statement has been prepared and reviewed by members of DoorDash Australia’s management team. We do not own or control any other entities and therefore this criteria is not applicable.

**Other relevant information**

**Future plans**

DoorDash Australia is undertaking actions in accordance with its Modern Slavery Road Map which will allow us to enhance our approach to identifying and managing potential modern slavery risks in our operations and supply chain. The planned development of a Modern Slavery and Human Rights Policy, will further assist in the identification of emerging risks.

**Sign off**

This Statement was approved by the principal governing body of DoorDash Australia as defined by the Modern Slavery Act 2018 on 28 June 2024.

The Statement is signed by a responsible member of DoorDash Australia as defined by the Modern Slavery Act 2018:

DocuSigned by:  
*Hira Kidwai*  
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**Hira Batool Kidwai**  
Director, DoorDash Technologies Australia Pty Ltd

**Dated:**Jun 28, 2024