

Deliveroo

The definitive
online food company

Q3 2021

Trading update

20 October 2021





- 1** | Continued strong performance, with **robust consumer engagement** post-reopenings
- 2** | Full year Gross Transaction Value growth **guidance increased to 60-70%**
- 3** | **Excellent initial traction** from Plus partnership with **Amazon Prime**
- 4** | Further expansion of **on-demand grocery offering** including launch of **Deliveroo Hop**

Business highlights | Continued momentum from relentless focus on all sides of our marketplace



Highly engaged marketplace



Consumers:
7.5 million average monthly active consumers in Q3 2021¹



Riders:
84% global rider satisfaction² and enhanced protection (e.g., sick pay and parental leave) in several markets



Restaurants:
>143,000 partner sites³ after further growth during the quarter



Grocers:
>10,000 partner sites³ including continued rapid expansion with major partners



Strong group financial performance in Q3

Orders:

75m

+64%
YoY

GTV:

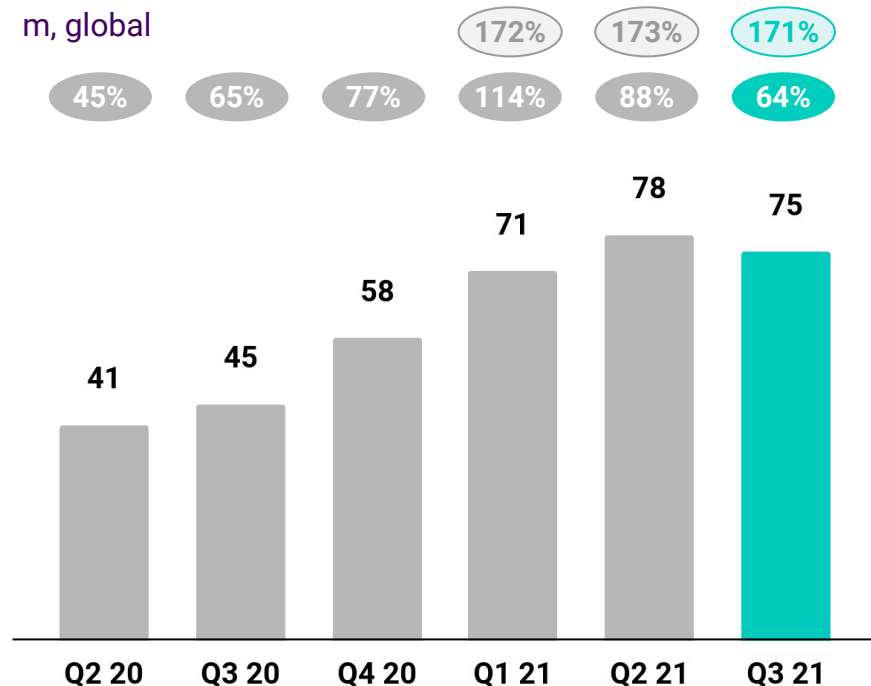
£1.6bn

+58%
YoY

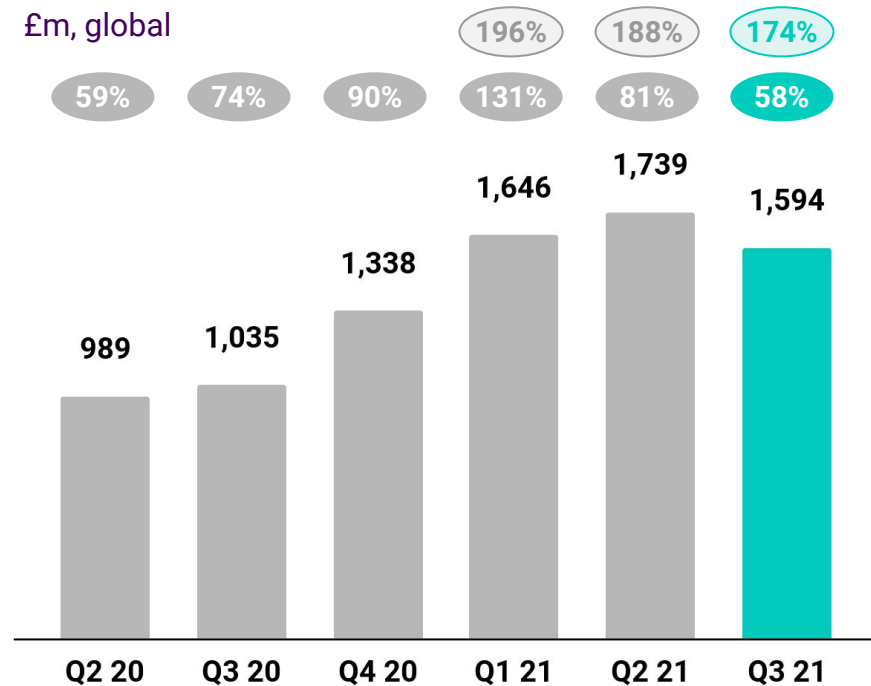
Group | Strong operational performance through easing of lockdown restrictions and seasonality



Orders m, global



GTV £m, global



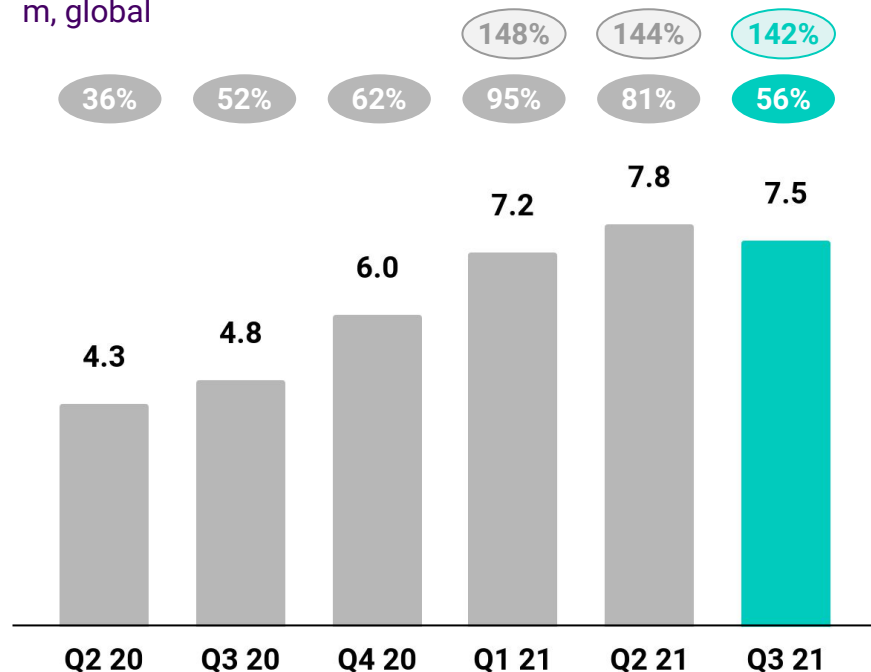
x% Year-on-year growth x% '21 vs '19 growth

Group | Year-on-year increase in monthly active consumers remains the primary driver of growth



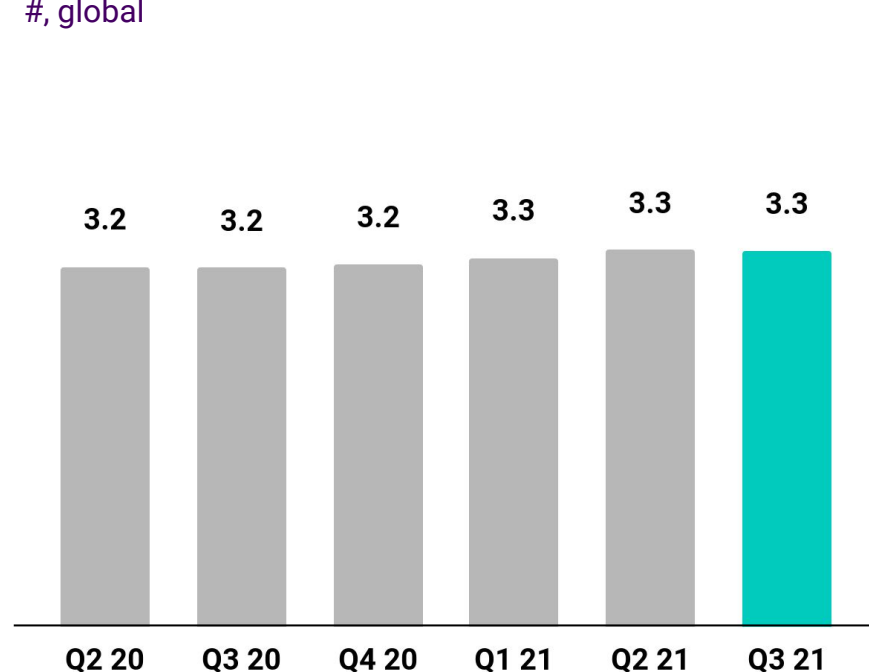
Average monthly active consumers

m, global



Average monthly order frequency

#, global

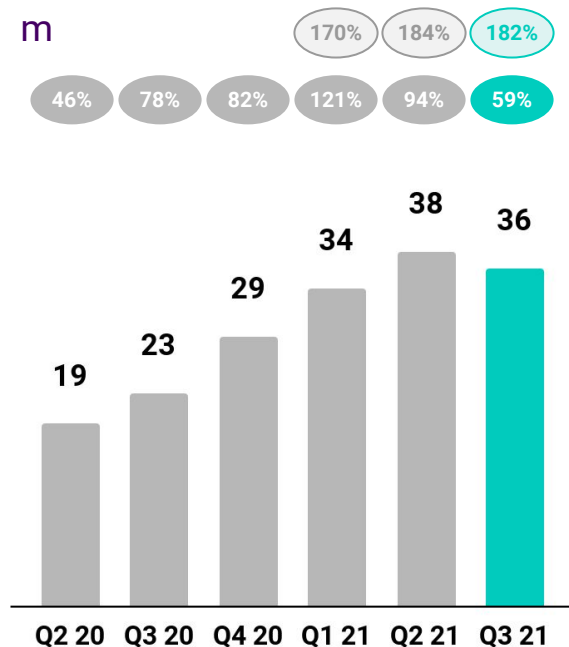


x% Year-on-year growth x% '21 vs '19 growth

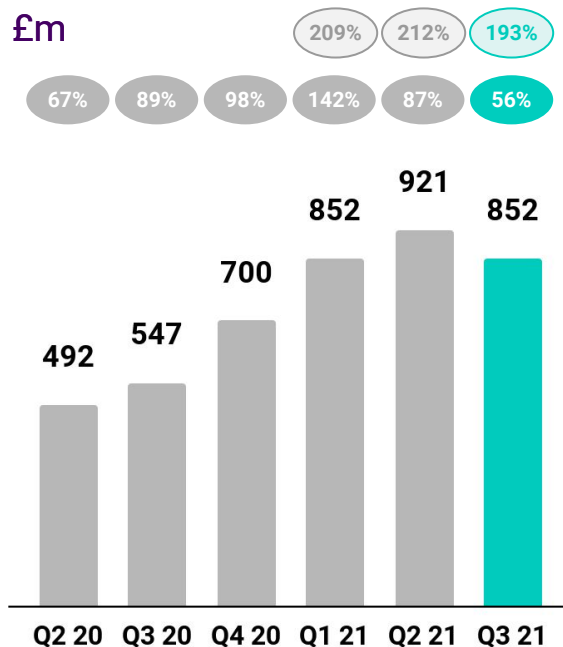
UK & Ireland | Growth momentum maintained and exciting new initiatives launched



Orders m



GTV £m



Highlights

- Consumer engagement remained robust despite reopening
- Continued broad-based geographic momentum, growing orders and GTV by 59% and 56% respectively
- Now serving every UK town with population >50k
- Launched several new initiatives including:
 - Plus partnership with Amazon Prime;
 - 'Deliveroo Hop' in partnership with Morrisons; and
 - Partnership with Boots - trial launched in August

x%

Year-on-year growth

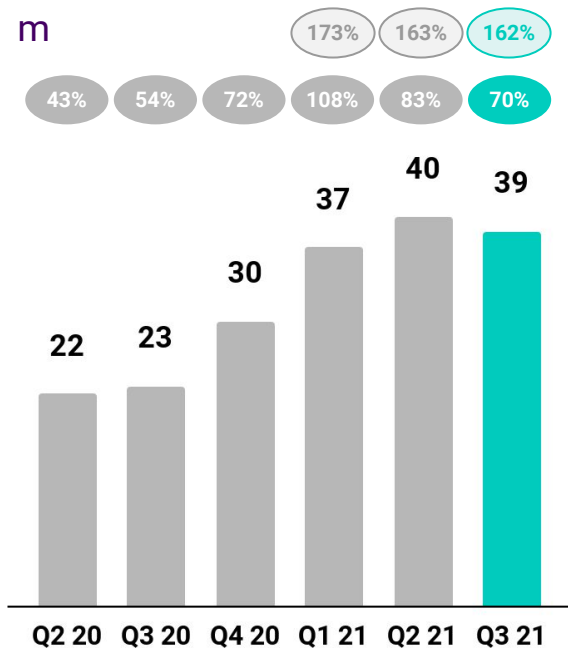
x%

'21 vs '19 growth

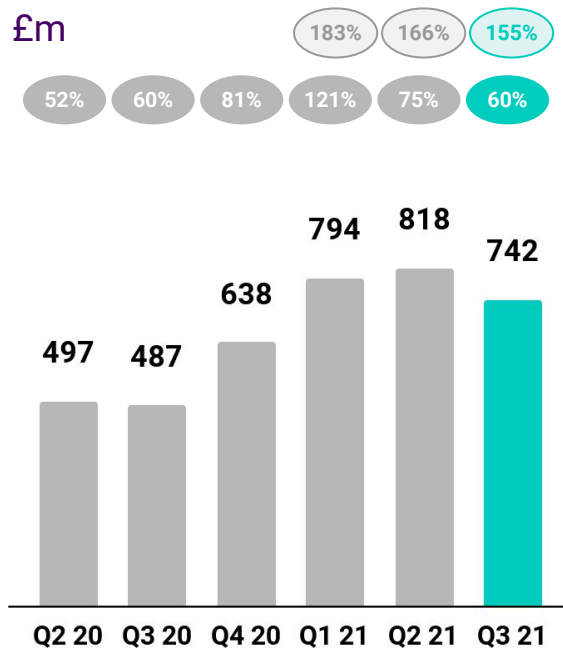
International | Continued year-on-year growth while improving broader consumer value proposition



Orders m



GTV £m



Highlights

- Continued strong growth: GTV up 60% and orders up 70% in Q3
- Mixture of different dynamics across International markets - e.g., timing of lockdown restrictions and seasonality (particularly in continental Europe)
- Strengthened our position across major cities in key markets such as Marseille and Rome, driving market share gains
- Continued the roll-out of our ODC proposition including major partnerships such as Park N Shop in Hong Kong
- Continuing to roll-out our Plus proposition, with Plus penetration increasing across our international markets

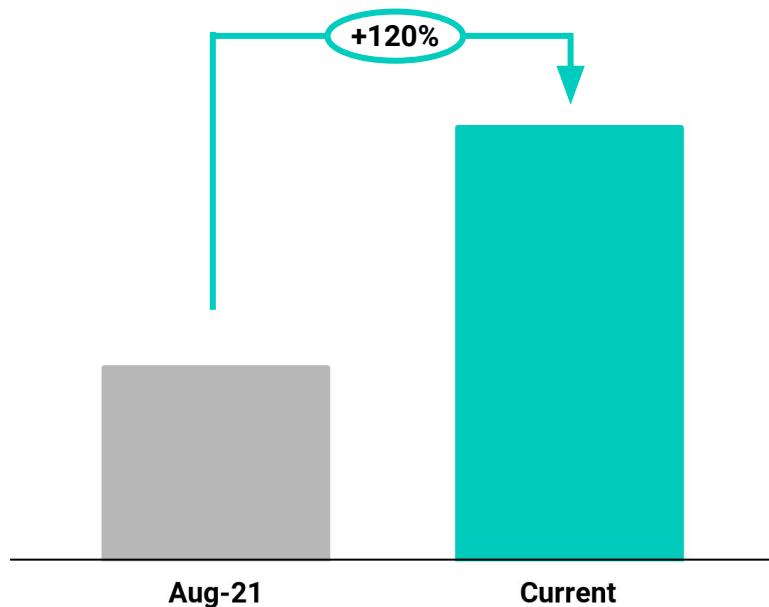
x% Year-on-year growth

x% '21 vs '19 growth

Deliveroo Plus | Launched partnership with Amazon Prime in September



Deliveroo Plus subscribers UK&I



Highlights

- Launched partnership with Amazon Prime on 15 September 2021
- All UKI Amazon Prime subscribers can sign up for free Deliveroo Plus membership for a year, with unlimited free delivery on orders over £25/€25
- Since the launch, the UKI Plus subscriber base has more than doubled in size
- The vast majority of growth is driven by:
 - Conversion of existing Deliveroo consumers to Plus
 - Bringing new consumers to Deliveroo for the first time



Consumer experience benefits of the Hop model

- Real-time inventory **eliminating the need for substitutions**
- Delivery in **as little as 10 minutes** leveraging Deliveroo's rider network
- Access to **partner-branded and own label products**

Mechanics of the Hop model

- Deliveroo responsible for site location and fit out, site operation, and delivery via existing rider fleet
- Morrisons acts as wholesaler, allowing Deliveroo to benefit from Morrisons' established supply chain

Benefits our consumer value proposition



Complements existing grocery offering

Guidance



	2019A	2020A	Original 2021 Guidance ¹	H1 revised 2021 Guidance ²	Q3 revised 2021 Guidance
GTV growth	59%	64%	30-40%	50-60%	60-70%
Gross profit % GTV	7.6%	8.8%	7.5-8.0%	7.5-7.75%	7.5-7.75%



Q&A

Any questions?



Appendix

Financial KPIs



£m	FY2019	Q1 20	Q2 20	H1 20	Q3 20	Q4 20	FY2020	Q1 21	Q2 21	H1 21	Q3 21
Group											
Orders (m)	115	33	41	75	45	58	178	71	78	149	75
% year-over-year	64%	27%	45%	36%	65%	77%	55%	114%	88%	100%	64%
GTV	2,481	715	989	1,704	1,035	1,338	4,077	1,646	1,739	3,386	1,594
% year-over-year	59%	26%	61%	44%	72%	92%	64%	130%	76%	99%	54%
Gross profit	189			151			356			264	
% of GTV	7.6%			8.8%			8.7%			7.8%	
Adj. EBITDA	(227)			(30)			(12)			(27)	
% of GTV	(9.1%)			(1.8%)			(0.3%)			(0.8%)	
UK & Ireland											
Orders (m)	54	15	19	35	23	29	86	34	38	71	36
% year-over-year	58%	22%	46%	35%	78%	82%	58%	121%	94%	106%	59%
GTV	1,215	352	492	844	547	700	2,091	852	921	1,773	852
% year-over-year	55%	27%	67%	48%	89%	98%	72%	142%	87%	110%	56%
Gross profit	121			94			217			166	
% of GTV	10.0%			11.1%			10.4%			9.4%	
Adj. EBITDA	(86)			35			81			55	
% of GTV	(7.1%)			4.1%			3.8%			3.1%	
International											
Orders (m)	61	18	22	40	23	30	92	37	40	77	39
% year-over-year	70%	32%	43%	38%	54%	72%	51%	108%	83%	94%	70%
GTV	1,266	363	497	860	487	638	1,985	794	818	1,613	742
% year-over-year	62%	24%	56%	41%	56%	86%	57%	119%	65%	88%	52%
Gross profit	66			57			139			98	
% of GTV	5.2%			6.6%			7.0%			6.1%	
Adj. EBITDA	(88)			(8)			8			(11)	
% of GTV	(6.9%)			(0.9%)			0.4%			(0.7%)	

Source: Historical Financial Information, Management accounts. All figures excluding Germany and Taiwan discontinued operations. GTV growth rates are shown at reported FX.