



Courier Handbook

Takeaway.com Express Denmark ApS

(the “Company”)

Wherever the employee believes he has a gap in reading the document or understanding the document or its interpretation as a result of an inability in English, the employee may contact the HR or manager, also in a discreet manner, and may receive a comprehensive explanation of the entire document or relevant parts.

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Table of contents

Table of contents	2
Introduction	5
Scoober	6
Employment	7
1.0 Contract Terms	7
1.1 Permanent	7
1.2 Fixed-Term	7
1.3 Agency	7
2.0 Types of Employment	7
2.1 Full-Time	7
2.2 Part-Time	7
3.0 Job Description and Duties	7
4.0 Pre-employment checks	8
5.0 Providing and Changing Personal Information	8
Remuneration and Allowances	9
6.0 Salary	9
7.0 Supplementary Remuneration	9
8.0 Transport Allowance	9
9.0 Tips to Couriers	10
10.0 Salary Payment	10
Working Time	11
11.0 General	11
11.1 Shift Planning	11
11.2 OpenShift	11
11.3 Hub Based	12
11.4 Non-Hub Based	12
11.5 Breaks	12
11.6 Timekeeping	12
11.7 Attendance and Punctuality	12
12.0 Extratime and Overtime	13
13.0 Night Work	13
14.0 Rest	13
Holidays and Leave	13
15.0 Annual Leave	13
16.0 Unpaid Leave	14



17.0 Maternity Leave	14
18.0 Military Leave	14
19.0 Other Leaves	14
Illness	15
20.0 Illness	15
21.0 Notification of Recovery	16
22.0 Sanctions	16
23.0 Guaranteed pay in case of illness	16
Insurances	16
24.0 Social Security	16
25.0 Life Insurance	17
26.0 Third Party Liability Insurance	17
Company Policies	17
27.0 House Rules	17
28.0 Personal property	18
29.0 Code of Conduct	18
29.1 Personal Appearance Couriers	18
29.2 Misconduct	19
29.3 Harassment	20
30.0 Media Policy	20
31.0 Alcohol, Drugs and Smoking	21
32.0 Performance Review	22
Couriers Equipment	24
33.0 Equipment	24
34.0 Remote Couriers	24
34.1 Telephone	25
Safety	26
35.0 Introduction	26
36.0 Personal Safety	26
37.0 Fire Safety	26
38.0 Electrical Safety	28
39.0 Road Safety - Couriers	28
40.0 Food Safety - Couriers	28
Other Provisions	31
41.0 Equal Opportunities	31
42.0 Miscellaneous	31
43.0 Scoober App	31



44.0 Couriers GPS Location	32
45.0 Privacy and GDPR Compliance	32
Final Provisions and Acknowledgement	33
Appendixes	34
46.0 APPENDIX 1: Organization and Jobs	34
47.0 APPENDIX 2: Disciplinary Procedures	35
48.0 APPENDIX 3: Couriers' Trainings	38



Introduction

Dear Employed Couriers,

Welcome to Takeaway.com Express Denmark ApS. It is a pleasure having you on board.

We created this Courier Handbook (the “**Handbook**”) to help you fully understand the expectations and (legal) responsibilities on both, your side and ours.

The employment relationship of Couriers employed by the Company is governed exclusively by the employment contract, this Handbook, any other policies that are applicable within the Company from time to time and applicable law. To the employment relationship of Couriers the Collective Bargaining Agreement - Madudbringsningsoverenskomsten (reference code) applies (the “**CBA**”).

Future changes to conditions and rules in this Handbook apply to all Couriers. These changes are initiated and updated by the Human Resources (HR) department and are sent to the employee’s private email address following applicable approvals.

Certain conditions or rules may be developed in policies. If these policies are not included in the Handbook in full, they can be viewed in the Scoober App.

In line with the law, the Company must follow government measures (including fiscal measures), as well as changes in legislation and the CBA. In the event of a conflict between the rules of this Handbook and the CBA, statutory provisions or government measures, the CBA, statutory provisions or government measures always take precedence. In that case, Couriers can derive no rights to automatic continuation of the rules of this Handbook, compensation or rights of any other kind. Clarification on any points which are not fully understood may be obtained by contacting courier support (Internal Support Lead) and/or the Human Resources Department.



Scoober

Just Eat Takeaway.com operates “Scoober”, an employee-based food delivery business.

The Scoober organisation within Just Eat Takeaway.com is highly centralised, meaning that all local operations heavily rely on HQ-support, including technologies and decision making.

While Scoober continues to expand - within each country as well as globally - we enter into a phase of a more mature business, which allows for scalability, standardisation and automatisisation. While we appreciate that employment law is governed by local laws, we have implemented **these global Scoober standards**.

Two Scoober models

In general, Scoober intends to operate two models: the “Scoober” model and “Scoober lite”. It is possible that we operate both systems in one city.

The “**Scoober**” model includes the rental of a so-called ‘hub’ (a mix between an office and storage space, where the city operations manager and driver coordinators work and some of the couriers pick up their equipment (e.g. e-bike, clothes, food box)). The couriers’ work is carried out by using the Scoober App. The Scoober App is used to allocate orders to couriers and in case of any trouble, the dispatchers (“live operations”) situated in Amsterdam can be contacted to help out.

The “**Scoober lite**” model is a more centralized and automated version of the above. The main difference is that there will be no hub and the courier will use their own vehicle (including bikes). In addition, we will send a package with equipment to the courier containing a food box and clothes. In this model, the shift starts when the courier logs onto the app. In order to do so, the courier may have to be in a certain ‘GPS zone’. The Courier would thus have to cycle there – in his branded clothes – to start the shift and back home. Couriers will also be required to keep the ‘food box’ clean and their vehicle well maintained based on the employment contract.



Employment

1.0 Contract Terms

Employees can enter into direct employment with the Company on a permanent or fixed term basis, or work via agencies.

The maximum duration, renewal, extension of the fixed-term and agency contracts will be regulated by the applicable law.

1.1 Permanent

Permanent Contracts are a common form of the working relationship by which the employee carries out work for the employer without any duration limits.

1.2 Fixed-Term

Fixed-term contracts are contractual relationships between an employee and an employer that lasts for a specified period.

1.3 Agency

The Company can make use of agency contracts following the Danish Act on Temporary Agency Workers.

2.0 Types of Employment

Couriers may perform their work on a full-time or a part time basis.

2.1 Full-Time

Full-Time employment is carried out for 37 hours a week.

2.2 Part-Time

A part-time contract is a contractual relationship that provides fewer hours than full-time employment. The working hours shall be defined in the employment contract with the Company or, if the Employee works via an agency, with the agency.

3.0 Job Description and Duties

Job descriptions and duties of functions are available in Appendix 1.



4.0 Pre-employment checks

To ensure that individuals who join the Company are well qualified and have a strong potential to be productive and successful, it is Company policy to conduct pre-employment checks. All offers of employment made by the Company are contingent upon clear results of those pre-employment checks. Pre-employment checks may be conducted, at the discretion of the company, on all final candidates.

5.0 Providing and Changing Personal Information

For the preparation of the employment contract, prior to start the employment and during the employment in case of changes, the Courier may - depending on the relevant country - have to provide the following documents and personal information:

- Copy passport/identification card
- Copy visa (if non EU)/Permit to Work
- Driving license (if using motorized vehicles that require one)
- Personal information including:
 - Full name and surname
 - Phone Number
 - Mail Address
 - Emergency Contact
 - Danish Social Security Number
 - Home address details (street, house number, zip code, town)
 - Date of birth
 - Danish bank account details (NemKonto account)
 - Additional information required based on local legislation to correctly identify a new hire or to set-up payroll

The document and the personal information provided will be stored in our systems according to GDPR regulations. For more information, please refer to the Scoober HR Privacy Notice which is attached to your employment contract.

It is important for the Courier and Takeaway.com Express Denmark ApS that the provision and processing of the Courier's personal information is correct and done as quickly as possible.

Couriers are required to provide this information when commencing employment and any changes there through the "Contact form" within the Scoober App.

It is the Courier's responsibility to report all information and/or any changes thereto as soon as possible.



Remuneration and Allowances

6.0 Salary

Takeaway.com Express Denmark ApS provides its Couriers a competitive remuneration in line with market standards.

The base salary agreed with the Courier is set forth in the individual employment contract and is regulated by the CBA.

7.0 Supplementary Remuneration

Based on the CBA, the Courier is entitled to a supplement on top of the applicable base salary for working on certain days of the year or during specific circumstances, including - without limitation - working on public holidays, night shifts and working overtime. For more details on these supplements, please refer to the CBA.

The supplements referred to above are never combined. Therefore, if two supplements apply simultaneously the higher one absorbs the lower one.

8.0 Transport Allowance

The Company has put in place a transport reimbursement allowance for Couriers using their own vehicle during a shift. The purpose of this allowance is to cover for fuel/energy costs, insurance and to maintain the vehicle in a safe and roadworthy condition, as set forth in more detail under paragraph 37. Repair or maintenance costs that are the direct or indirect result of wear and tear or damage during normal use of the vehicle during a shift are expressly covered by the kilometer allowance. Repair or maintenance costs that are the direct or indirect result of wear and tear or damage during normal use of the vehicle during a shift are expressly covered by the kilometer allowance.

When Couriers, on request of the Company, use their own vehicle they will receive an allowance in accordance with the CBA.

Couriers who work with the Company's vehicle are not entitled to receive the above-mentioned allowances.



9.0 Tips to Couriers

From time to time Couriers may receive tips. Tips can be given by customers in two ways: digitally, through our platform, or in cash directly from the customers.

Because tips may be subject to tax and are subject to social security contributions, they are considered a gross income.

Tips that Couriers receive digitally will be processed via the payroll; paid together with the monthly salary and their tax and social security components automatically processed and withheld through the payroll.

It is the courier's responsibility to meet any tax obligations with respect to cash tips.

10.0 Salary Payment

The salary is paid once a month, on the last working day to the Courier's bank account. The details of payments and deductions are reported in the pay slip that the Courier receives once a month via e-boks or can be consulted online.

Furthermore, an end of year certificate will be issued once a year.

Couriers can raise any questions about the payment of salary as well as bank, bank account number or method of payments changes through the Contact form in the Scoober App.

As a rule, no salary advances and no salary payments in cash are made.



Working Time

11.0 General

The standard number of effective working hours is set at 37 hours per week. The average duration of working hours per week cannot exceed 44 hours, calculated over a reference period of 3 months.

The minimum duration of working hours per day cannot be shorter than 4 hours.

The Company is open 365 days a year, which means that it is always open. Sundays are considered as a regular work day.

11.1 Shift Planning

The Courier will be required to indicate or confirm their availability for the following week through the Scoober App 6 weeks in advance for Couriers working 32 or 24 hour contracts and 4 weeks in advance for Couriers working 16 or 8 hour contracts, at any time during the week but latest Sunday before 23:59 pm. Thereafter the Company will plan the shifts and publish them in the Scoober App. The Employer will schedule the Employee according to the needs of the business and will take the availability provided by the Employee into account where possible.

The shifts for which the Courier is planned will be published no later than 4 weeks in advance for Couriers working 32 or 24 hour contracts and no later than 2 weeks in advance for Couriers working 16 or 8 hour contracts.

Couriers who do not (timely) provide their availability or who decline a reasonable proposal by the Company are required to work on the days as scheduled by the Company in accordance with their contractual hours.

All shifts end when there are no more orders. For this reason, the time when a work shift ends may vary, and it is just an indication of when the Company expects that you are off work. Work may end later than expected during busy periods or in case of delays, but this will rarely extend beyond 00:00.

11.2 OpenShift

From time to time the Company may also offer so-called “open shifts” which will be notified to the Courier through the Scoober App. Within the limits set forth in the CBA and Danish law, the Courier is free to accept any “open shift” by registering through the Scoober App at any time.



11.3 Hub Based

The working time of Hub-based Couriers will start at the Hub and will include the traveling time needed to drive to the starting location. The time spent commuting from home to the HUB and vice-versa is not considered working time. Travel costs to the Hub will not be reimbursed by the Company. Hub-based Couriers should arrive at the HUB in time before the start of the shift.

11.4 Non-Hub Based

The working time of non-Hub-based Couriers will start at their designated starting location, where Couriers should be present and ready at the planned shift starting time. Non-Hub based Couriers should arrive at their designated starting location before their shift starts. The time spent commuting from home to the designated starting location is not considered working time. Travel costs to the designated starting location will not be reimbursed by the Company.

11.5 Breaks

For shifts exceeding 5 hours, Couriers have the right to an unpaid break of 30 minutes.

When Couriers have to take a break during a shift, it will be scheduled accordingly.

While waiting for orders it is also possible to take short breaks. These breaks are paid and can be used for eating, toilet visits, etc. as long as this does not interfere with work.

11.6 Timekeeping

Timekeeping is managed automatically via the Scoober App and the shift planning tool. It is therefore very important that Couriers perform the log-in and the log-out from the Scoober App at the agreed time as well as report to the Courier Coordinator any change to the working schedule.

11.7 Attendance and Punctuality

Attendance is a key factor in job performance.

A Courier must be on location in time for the start of the shift. If the Courier does not arrive until after the shift has started, the Courier may only start when this has been telephonically agreed with the Courier Coordinator.

Punctuality and attendance are expected of all Couriers. Excessive absences, (whether excused or unexcused), tardiness or leaving early are unacceptable. If



Couriers are absent for any reason or plan to arrive late or leave early, they must notify their line manager as far in advance as possible and no later than one hour before the start of your shift. In the event of an emergency, Couriers must notify their manager as soon as possible.

12.0 Extratime and Overtime

The Company provides Couriers the opportunity to work extra time and overtime hours in mutual agreement. For more details on the limitations and any supplementary salary applicable, please consult the CBA.

13.0 Night Work

Night work is defined in and governed by Annex 21 of the CBA.

14.0 Rest

Couriers are entitled to two days off each week as per the CBA. On one of those days, the Courier is entitled to a rest period of 35 consecutive hours.

Holidays and Leave

15.0 Annual Leave

Couriers can request their holidays via the Scoober App by going to “Shift planning” and selecting the planned holiday dates. Couriers must schedule holidays with a minimum of 6 weeks advance notice. More information regarding how to schedule



holidays, the approval process and the holiday balance can be found in the FAQ of the Scoober App.

Unless otherwise specified in the individual employment contract, Couriers have the right to benefit from an annual period of paid holiday of 5 weeks. Such a period is set equal to 25 working days and it is based on a 37 hour working week. Couriers are entitled to at least 3 consecutive weeks of holidays during summertime (May to September).

Furthermore, pursuant to the CBA Couriers have the right to take 5 additional days of unpaid holidays each calendar year.

16.0 Unpaid Leave

On request of the Courier the Company may grant unpaid leave. Unpaid leave must be discussed and agreed with the line manager and may be granted, in exceptional circumstances, if permitted by the work needs.

17.0 Maternity Leave

Maternity leave is granted in accordance with the CBA.

18.0 Military Leave

Couriers who have duties to fulfill national military service may apply for leave of absence to perform their duties. These Employees should provide their manager with a copy of their military service notification and as much notice as possible of their absence.

19.0 Other Leaves

Full-time and part-time Couriers with a planned weekly schedule are entitled to paid leave in the event that one of the cases provided for by Denmark law occurs during scheduled working time.

If the event occurs or overlaps with days in which the employee is not scheduled for work the leave is not transferable.

Further special leaves shall be recognized in accordance with applicable law.

Couriers must submit a leave request through the 'Contact form' in the 'Scoober App'. Furthermore Couriers must complete the request with documents proving the event, such as a certificate or any other official document.



Illness

20.0 Illness

If a Courier is unable to work due to illness or injury, they must personally notify the line manager as soon as possible by telephone. If you are a driver on Fyn or in Jylland, the team leader group must be notified of the absence by phone: +45 22 11 78 70 between 09.00-09.20. If you are a driver on Sjælland, please contact the team leader group by phone: +45 22 95 06 59 between kl. 09.00-09.20. Leaving a voicemail or message with another staff member does not qualify as notifying the line manager.



When reporting an absence, Couriers should indicate the nature of the problem causing the absence and the expected return-to-work date.

The Company may require the Courier to provide a medical statement or solemn declaration as proof of any illness or injury related absence. Such documentation should include the Courier's name, the date and time the employee was seen by the doctor, expected duration of illness, and if applicable, a specific instruction regarding the Courier's incapacity to perform their job.

21.0 Notification of Recovery

The Courier must notify his recovery to the line manager or supervisor as soon as possible.

22.0 Sanctions

Incompliance with any of the obligations as set out above can result in disciplinary actions, up to and including summary dismissal.

23.0 Guaranteed pay in case of illness

Under certain circumstances, the Courier may be entitled to receive guaranteed pay from the Company during illness. More details can be found in the CBA and the Danish Sickness Benefits Act.

Insurances

24.0 Social Security

For more information on the support and benefits available under the Danish social security system, please consult the webpage linked [here](#).



25.0 Life Insurance

The Company (self)-insures all Couriers against the financial consequences of death or total permanent disability as a result of an accident at work.

The lump-sum amount that is paid is equal to 40,000 Euro net in case of death and 60,000 Euro net in case of total permanent disability. If employment tax is due, it will be paid by the Company to the local tax authorities.

On decease, the benefits are paid to the Courier's spouse (or partner equated with a spouse, provided that a notarised cohabitation agreement has been contracted), or in the absence thereof, to the Courier's legitimate children, or in the absence thereof, the Courier's legitimate heirs. In the case of total permanent invalidity, the benefits are paid to the Courier himself.

The Company will notify surviving dependents in the first degree immediately of an accident or the death of a Courier if this takes place during working hours (or related hours).

Perhaps superfluously, accidents resulting from malicious intent, crime, fights, consumption of alcoholic drinks, etc., are not insured.

26.0 Third Party Liability Insurance

The Company has a global 3rd party liability insurance that responds in case of physical injury to other people or damages to their property.

In the unlikely event that an accident or incident happens during working hours, the concerned Courier should immediately report it to the Live operations agent.

For safety and liability reasons Couriers must hand over the ordered goods at the customer's door. Entering the customer's place is not permitted. If a Courier violates this, the insurance coverage expires for the time that he spends in the customer's place. In this case, the Courier is fully liable for any damage he caused in the customer's home.

Company Policies

27.0 House Rules

All Couriers are responsible for keeping the office, vehicle, hub and outdoor areas presentable and clean on a daily basis. Therefore, keep things organised and tidy up



when returning the vehicle or when working at one of the hubs, office or the surrounding areas.

Couriers must not bring any unauthorised person onto Takeaway.com Express Denmark ApS property without prior agreement from the line manager, unless Couriers are authorised to do so as part of their job. In these circumstances Couriers are responsible for ensuring that visitors are appropriately monitored during their stay, and that they do not access areas or Company property inappropriately.

Couriers must not remove Company property from the organisation's premises unless prior authority from the line manager has been given.

28.0 Personal property

Any personal property such as jewellery, cash, credit cards, clothes, cars, motorcycles or bicycles etc. left on Takeaway.com Express Denmark ApS premises is done so entirely at the Courier's own risk. Couriers are strongly advised not to leave any valuables unattended, either on our premises, in our vehicles or in your own vehicle. Takeaway.com Express Denmark ApS does not accept liability for loss or damage to any personal property whatsoever.

29.0 Code of Conduct

Our code of conduct describes how Couriers are expected to behave and highlights the main rules employees should follow when working for the Company.

29.1 Personal Appearance Couriers

All Couriers are provided with a work uniform. The work uniform must always be worn during work hours. If Couriers need an extra shirt, jacket or helmet this must be an article of clothing provided by the Company.

Trousers must be neutral, in a single colour and without holes. Training and jogging trousers are not permitted. During the summer, it is permitted to wear shorts in a single colour, providing they are knee-length. Shoes must be practical and without high heels. It is only permitted to wear a hat or cap if it bears the Just Eat logo.

Unless when commuting from and to work, Couriers may not wear work uniforms in their personal life outside work hours. If a Courier is not wearing the correct uniform during a shift, this may lead to disciplinary actions.



29.2 Misconduct

It is important to us that everyone feels safe and comfortable at work. Our policy aims to create a work environment free from any form of misconduct. Therefore, we would appreciate it if our Couriers bring any such conduct to our attention and actively help us to prevent it.

Misconduct or irregularities within the Company ('Misconduct') may relate, but is not limited to, the following matters:

- absence from work without good reason;
- unsatisfactory work performance;
- habitual failure to observe work times (arriving late or leaving early without permission);
- refusal to obey reasonable and lawful instruction;
- poor maintenance of equipment and uniforms for which the Courier is responsible;
- damage as a result of negligence;
- failure to wear protective clothing or equipment where supplied;
- failure to observe security and safety regulations;
- smoking in a "No Smoking" area;
- a violation of the Company's internal policies, procedures or code of conduct;
- use of abusive and/or derogatory and/or offensive language or signs.

Serious Misconduct may relate, but is not limited to, the following matters:

- theft or fraud;
- fighting, intimidation, use of threatening and/or inappropriate language towards colleagues or supervisors;
- violation of legal regulations;
- inflicting intentional damage upon products and/or property of the employer;
- unauthorised absence from work;
- work or provide services to third parties during working hours;
- injury to others through negligence;
- possession and/or use of drugs or alcohol;
- possession of dangerous weapons on work premises;
- assault;
- threat of assault/intimidation or incitement to violence;
- committing unsanitary acts;
- willful damage to Company and/or customer property or equipment;
- unlawful possession of Company property;
- driving Company vehicle/equipment without authority;
- dishonesty during the course of employment;



- divulgence of confidential Company information;
- deliberately supplying incorrect or falsified information;
- failure to report health and safety incidents.

If someone displays misconduct towards you, do not simply ignore it. Report this conduct to your manager or the local HR representative so we can look for a solution together. If you witness someone displaying misconduct towards another person, report this too and try, wherever possible, to prevent it. If you don't feel comfortable doing that, we also have a Speak Up Hotline, a service operated by an external and independent organisation. You can call them using the number +45 80830245 24/7, 365 days a year. You can also raise your concern online: jet.ethicspoint.com

Any form of misconduct will be dealt with according to the disciplinary procedure described in appendix 2.

29.3 Harassment

Harassment will not be tolerated. Therefore, we make every effort to prevent and combat such conduct. Unlawful harassment in employment may take many different forms such as:

- verbal conduct such as epithets, derogatory comments, slurs or unwanted comments and jokes.
- Visual conduct such as derogatory posters, cartoons, drawings, e-mails or gestures.
- Physical conduct such as assault, blocking normal movement, restraint, touching or other physical interference directed at an individual.
- 'Sexual harassment'. Unwanted attention of a sexual nature, whether verbal (comments), non-verbal (gestures) or physical (contact); and
- retaliation by any of the above means for having reported harassment or discrimination, or having assisted another employee report harassment or discrimination.

Harassment is a form of misconduct and may result in disciplinary action as described in the disciplinary procedure in appendix 2.

30.0 Media Policy

Just Eat Takeaway.com is present on several social media platforms, as are you most probably. Couriers may interact with Just Eat Takeaway.com on Facebook, Twitter, the blog and Instagram, but always use common sense. Moreover, Couriers are not permitted to make any statements on behalf of Just Eat Takeaway.com on social media



(such as Facebook, Instagram, LinkedIn or Twitter) which are contrary to our standards and values.

This includes any of the following statements:

- distribution of personal details or confidential information pertaining to consumers, restaurants or colleagues;
- private statements by employees which might call their professionalism into question;
- negative statements about consumers, restaurants or other entities with which Just Eat Takeaway.com has a business relationship;
- negative comments about colleagues, whether inland or abroad.

Furthermore, it is preferred not to talk to the media at all. However if you do want to engage with the media, talking about Just Eat Takeaway.com or participating in media interviews is only allowed after obtaining written approval from both your Hub Coordinator/City Operations Manager and the Corporate Communications team to request via: press@justeattakeaway.com.

When approached by the media during your shift (for example during a delivery) then decently tell them that you are not a spokesperson for Just Eat Takeaway.com and that it is best if they approach your manager or press@justeattakeaway.com.

Breaching this media policy may result in disciplinary action as described in the disciplinary procedure in appendix 2.

31.0 Alcohol, Drugs and Smoking

At Just Eat Takeaway.com, we're committed to a healthy and safe work environment. Courier's have to be alert to unsafe situations on the road. Being under the influence of alcohol or drugs affects the ability to react and increases the risk of an accident.

The use or possession of alcohol or other intoxicating substances at work is strictly prohibited.

Couriers should come to work free of any adverse effects of alcohol or drugs. It is not allowed to consume or be under the influence of alcohol or drugs at work or when wearing work equipment.

If a Courier's doctor has prescribed medication that may negatively impact on their reaction speed, Courier must always inform their supervisor or HR so that they can take this into account. This information will, of course, be kept confidential.



All Couriers are prohibited from possessing, buying, selling, manufacturing or distributing any illegal drug at work or in work locations.

Drug and alcohol screenings may be conducted during routine medical assessments, where there is a suspicion of use of intoxicating substances or when (Employee/Courier)'s are involved in any moderate or more serious incident/accident a test may be performed.

Courier's who are experiencing problems with addictions to alcohol or drugs are encouraged to voluntarily seek assistance at the earliest opportunity.

Smoking, including smoking of e-cigarettes, is not permitted anywhere at the Company building and hubs. Smoking is only permitted outside Company buildings and in locations designated for that purpose.

Compliance with this policy is made a condition of employment, and violations of the policy may lead to disciplinary action up to and including termination of employment.

These conditions will also apply in the case of local more specific policies and Couriers should familiarise themselves with the content of thereof.

32.0 Performance Review

The work of each Courier is reviewed on an ongoing basis with the supervisor to provide a systematic means of evaluating performance.

The purpose of the review is to encourage the exchange of ideas in order to create positive change within Takeaway.com Express Denmark ApS. To that end, it is incumbent upon both parties to have an open, and honest discussion concerning the Courier's performance. It is further incumbent upon the supervisor to clearly communicate the needs of Takeaway.com Express Denmark ApS and what is expected of the Courier in contributing to the success of Takeaway.com Express Denmark ApS.

Couriers' work performance may be evaluated on the following criteria:

- adherence to company policy, rules and procedures;
- quality of work;
- attention to details and accurateness;
- efficiency of work;
- professional knowledge;
- decision making and decision impact;
- organisation of work (autonomy on the job position);
- initiative and accountability;
- teamwork;
- communication capabilities;



- observing the discipline rules;
- professional resilience;
- attitude towards the job position.

In case of underperformance manager and employees will agree upon a performance improvement plan (PIP). More details about the PIP can be obtained from HR.



Couriers Equipment

33.0 Equipment

The Courier is informed that the following material will be provided to him, depending on his vehicle type and undertakes to take the utmost care of it:

- Delivery Jacket
- Polo shirt and t-shirt
- Cap
- Delivery bag
- Helmet for bikes
- Rain suit for bikes and scooters

If the Courier fails to return the equipment within a reasonable time, complete, in good condition, and with all accessories, the Company is entitled to take any action necessary to recover the damages.

The Courier shall take all necessary precautions to prevent damage, theft, or loss of their professional equipment. In the event of damage, theft, or loss of equipment, the Courier is required to report it to the Company as soon as possible, but within 24 hours at the latest.

Couriers must wear the Company provided items at all times when on shift or when traveling to the designated starting location. In addition to the branded backpack, helmet (for bikes) and jacket, couriers must wear jeans and closed shoes during shifts. During warm weather, smart shorts are also acceptable. Tracksuits or jogging pants are not allowed.

34.0 Remote Couriers

Couriers operating in remote cities may be expected to use their own vehicle. If this is the case, the vehicle type will be specified in the working plan agreed upon between the Courier and the Company. It is expected that remote Couriers always have a functional vehicle.

In this case the Courier is responsible for keeping the vehicle in a safe and roadworthy condition. Before each shift, the Courier will check the vehicle and especially all of the vehicle's safety components, such as the tires, brakes, lights and reflectors to ensure that none of them are faulty. The Courier should furthermore ensure that the vehicle is



regularly maintained by a certified mechanic and meets applicable laws and regulations and any minimum requirements communicated from time to time by the Company.

More information regarding how to collect, return and care for the equipment can be found in the Scoober App.

34.1 Telephone

The work requires that Couriers have a smart phone with available data access, and it is a requirement that the phone is charged throughout the shift. We recommend that the Courier brings a power bank on each shift, so that they do not experience problems due to low battery power. To use the Scoober App, the Courier needs to have an Android phone or an iPhone (iOS 10.0 or newer) supporting Google Play Services.



Safety

35.0 Introduction

Takeaway.com Express Denmark ApS recognises and accepts its responsibility as an employer to maintain, so far as is reasonably practicable, the safety and health of its Courier, and of other persons who may be affected by its activities.

It is your duty as an employee not to put at risk either Couriers or others by their acts or omissions. Couriers should also ensure that they are familiar with the Company health and safety arrangements. Should Couriers feel concern over any health and safety aspects of their work, this should be brought to the attention of the manager immediately.

The Company fully applies the applicable legislation in force on Health & Safety, as contained in Legislative Decree 'Arbejdsmiljøloven', and the relevant special regulations.

36.0 Personal Safety

It is the responsibility of each individual Courier to report and record any incident involving personal injury. Any accident or near miss occurrence (i.e. no one was injured but the incident had the potential to injure or kill) at work should be reported immediately to your manager.

For any Courier who suffers an injury at work which results in them being away from work, or unable to do their normal work, it is important that your manager is informed as the Health and Safety Executive also needs to be informed by the Company that an injury or dangerous occurrence has taken place. Couriers are not expected to make this report themselves.

37.0 Fire Safety

Couriers should follow these steps to help prevent fires:

- Do not use any electrical equipment that shows signs of damage, even if you think it is only minor. Report any faults you find to your manager and find an alternative appliance.
- Ensure that you place your rubbish in the proper waste bins. Do not overfill the bins, and always close bin lids after use.



Action to take when the fire alarm goes off:

- Immediately stop what you are doing and walk (do not run) to the nearest available safe fire exit. If your nearest exit/route is obstructed, choose another route. Make sure that you are aware of the fire exits and routes in your area.
- Follow the instructions of any designated Fire Warden.
- Follow battery handling procedures.
- Direction signs should indicate the route to your fire exit. These comprise a white arrow on a green background sometimes accompanied by the words 'FIRE EXIT' and also a pictogram of a running man. The arrows indicate the direction of the nearest fire exit.
- Make your way to the appropriate assembly point.
- Once you are at the assembly point you should report to the Fire Warden, so that they can account for the people in their designated area.
- Do not leave the designated assembly point, or attempt to re-enter the building, until you have been instructed to do so by the Fire Warden.

Action to take if you discover a fire:

In the hub

- Report the incident to your line manager IMMEDIATELY in order for the emergency controller to RAISE THE ALARM!
- Evacuate the building immediately on the sound of the alarm or other verbal warning and follow the instructions of the Emergency Controller who is always the most senior person on shift, time is of the essence if everyone is to get out safely.

Whilst out on shift as a Courier

- When you are faced with a battery fire whilst out on shift, you should immediately get off the vehicle and park it in a safe location, at least 10m from any object.
- Contact the nearest fire brigade by DIALING 112! Give them as much information as possible which should at least include: source or the fire, your location, time of the fire, etc.
- Contact the Live Operations agent to report the incident and follow up with Courier Support for the gathering of evidence for damage reports.
- Ensure the area around the vehicle remains clear until the fire brigade arrives at the scene.



38.0 Electrical Safety

Couriers should take these steps to avoid unnecessary exposure to electrical safety hazards:

- Couriers are prohibited from taking their own e-bike battery in or out of their e-bike when the e-bike is owned by the Company. This must be done by the Courier Coordinator in the hub.
- It is forbidden at any time in the hub to access technical rooms / installation rooms / server rooms because of parts under electrical tension (low- and high voltage).

When a Courier makes use of portable electrical devices during working hours (such as charging your smartphone / power bank) these may only be devices that:

- Do not have fire damage
- In which the cables are not exposed
- Which are CE-approved.

39.0 Road Safety - Couriers

In all circumstances, Couriers shall drive their vehicle in strict compliance with the traffic regulations and safety rules applicable to the environment in which they carry out their work.

In particular, Couriers represent that they will wear all safety and protection equipment provided by the Company, in compliance with applicable company policies (helmet, vest or clothing with high-visibility elements and suitable footwear). Moreover, Couriers should not be wearing headphones to make sure they can hear and be aware of their surroundings at any time.

Couriers must immediately inform their line manager through the Scoober App or by phone, of any incident that may have consequences and/or damage for the Company.

In the event of an accident, Couriers must report it to their manager as soon as possible, but at the latest within 24 hours, and may be required to draw up an accident report. Road incidents must be reported immediately on the same shift.

More generally, in the event of an accident, Couriers shall comply with the provisions of the law.

40.0 Food Safety - Couriers

In all circumstances and at all times, the Courier shall take all possible measures necessary to preserve the food handed over to them. The Courier shall take all



measures to ensure the proper preservation of the food, beverages and ready-cooked dishes under their responsibility in line with the JET Global Food Safety Policy and all local food safety procedures. The Courier will ensure controls are carried out to mitigate risks related to food poisoning, cross contamination, allergen contamination, and the legal sale of alcohol according to the JET Global policies and any local legislation.

Personal hygiene

Couriers are required to take good care of their personal hygiene and ensure they do not introduce any contamination to the foods that they deliver.

Couriers are required to wash their hands on a regular basis throughout their shift including, when they arrive at the Hub, when they leave the Hub and after smoking or using the bathroom.

Couriers shall always wash their hands with antibacterial soap and hot water. Couriers shall make sure their hands are completely dry after washing them. Hand washing should take around 30 seconds to do properly.

It is important that Couriers look clean and hygienic during their shift. Couriers must always:

- Make sure work clothes are clean and laundered;
- Keep nails short;
- Make sure that long hair is tied back and that it does not contaminate the food;
- Avoid wearing jewelry;
- Make sure that cuts, sores or inflamed skin is covered up with a visible plaster or dressing;
- Avoid smoking whilst carrying out a delivery.
- Make sure that the food is not exposed to the sun, snow or rain, other than removing it from the delivery backpack to the customer.
- The food should always be in the delivery backpack during the journey to the customer.
- If you believe the food to be contaminated at any point during the delivery you must notify Scoober Live Operations immediately.

Allergen and contamination control

It is important that Couriers ensure that the food they have to deliver arrives at our customers in the same condition that it left the restaurant. Food coming into contact with dirty equipment, hands or with other foods is called cross contamination. It's important that we prevent this, especially when we carry foods that contain allergens or if we carry groceries that may contain raw meats and fish.



- Couriers shall first check at the restaurant and make sure that their delivery is in appropriate sealed containers and bags. Couriers should be made aware if there are any special allergen requests at this point too. These are foods that have been made without a specific ingredient that the customer has an allergy to.
- Couriers shall check the receipt to make sure that they know which of the foods they are delivering has a special allergen request.
- Couriers shall never directly touch the food or tamper with the packaging.
- Throughout the delivery journey, Couriers shall keep foods separated in their delivery backpack or box.
- When Couriers arrive at the customer's address, it is important to let them know if there are any special allergy requests in the order. Couriers shall then follow the contactless delivery procedure:
 1. Ring the doorbell and step back;
 2. Allow the customer to lift their food from the delivery backpack;
 3. Keep a safe distance throughout the delivery.

If anything goes wrong with the delivery, the Courier shall immediately report the issue to Scoober Live Operations agent.



Other Provisions

41.0 Equal Opportunities

The Company guarantees the Courier a salary equivalent to that of employees with the same qualifications and seniority concerning promotion, career development, and access to professional training.

The Company is an equal opportunity employer. We will extend equal opportunity to all Employees without regard to race, religion, color, sex (including pregnancy, sexual orientation and gender identity), national origin, disability, age, genetic information, or any other status protected under applicable laws. Our policy reflects and affirms the Company's commitment to the principles of fair employment and the elimination of all discriminatory practices.

42.0 Miscellaneous

This document addresses all genders and genders and if there is a reference to male or female it is for convenience of editing only.

Wherever the employee believes he has a gap in reading the document or understanding the document or its interpretation as a result of an inability in English, the employee may contact the HR or manager, also in a discreet manner, and may receive a comprehensive explanation of the entire document or relevant parts.

This document does not cancel out other documents that the employee has signed or will sign, but all the documents should be read as one unit.

43.0 Scoober App

The Scoober App is our primary Shift Planning tool. Couriers can use the Scoober App to provide their availability for shifts, plan holidays, review their working time, consult Company policies and procedures, etc.

All Couriers are required to regularly stay up to date through the app with the Company procedures, HR policies and various changes that are communicated in the system.

It is the Courier's responsibility to keep the Company up to date in case of changes to personal details such as their residential address, bank account, etc. Failure to promptly notify these changes might result in delays on payment of the salary and the planning of shifts.



To use the Scoober App, Couriers need to have an Android phone or an iPhone (iOS 10.0 or newer).

44.0 Couriers GPS Location

For more information about how the Company processes a Couriers GPS location, you can consult the privacy policy attached to your contract. The Scoober App privacy notice will also be included as an annex to the employment contract.

45.0 Privacy and GDPR Compliance

For more information about how the Company processes Couriers' personal data during the course of their employment contract, you can consult the privacy policy attached to your contract. The Scoober App privacy notice will also be included as an annex 2 to the employment contract.



Final Provisions and Acknowledgement

This Handbook shall commence on 01 October 2021 and remain effective until revoked or amended in writing, in whole or in part.

The Company shall send a copy of the Handbook (and any revisions subsequently introduced) to each Courier to the Courier's private email address as provided by the Courier or make it available through the Scoober app.

For anything not expressly regulated in this Handbook, the provisions of the law and the clauses of the individual employment contract shall apply.



Appendixes

46.0 APPENDIX 1: Organization and Jobs

Courier

The Courier is responsible for delivering orders to customers in a timely and a safe manner and in accordance with the Company policies.

Furthermore the Courier must have a proper understanding of Company procedures. The Courier must be able and, where applicable, licenced to operate vehicles such as bikes, e-bikes, scooters and cars and/or other provided equipment.

Courier duties include but are not limited to:

- food delivery of assigned orders;
- wear Company uniform at any time during work shift;
- using the Scoober App and other available tools correctly
- need to be familiar with cities topography
- support other couriers on shift when necessary
- approaching customers with respect
- being in contact with Dispatcher and handling given tasks in a timely matter
- keeping equipment clean and in a good condition
- supporting Hub Coordinator in keeping cleanliness and order in the Hub
- reporting problems accordingly to Dispatcher or Hub Coordinator / City Coordinator

Couriers are aware and agree that work assignment planning is carried out via a smartphone application, Scoober App. For this purpose, the Employee will provide their own Smartphone and agree to install the free Scoober App on their device.

Courier Captain

In addition to the Courier duties the Courier Captain will also:

- onboard new couriers;
- mentor and perform evaluations with couriers.



47.0 APPENDIX 2: Disciplinary Procedures

This policy outlines the steps Takeaway.com Express Denmark ApS will take to handle any disciplinary issues. Disciplinary issues include allegations and/or complaints made about an employee, a breach or breaches of Takeaway.com Express Denmark ApS policies and procedures, including the Code of Conduct and/or non-performance of duties where performance improvement planning has concluded and has not been successful.

This policy applies to all Takeaway.com Express Denmark ApS employees, and will be applied consistently and fairly.

Where an employee's conduct is not described in this policy, the employee's conduct may still be subject to disciplinary action, up to and including summary dismissal.

The management of Takeaway.com Express Denmark ApS will address non-performance and potential disciplinary issues in a prompt and timely manner and in accordance with this policy.

To ensure procedural fairness where an allegation may lead to a formal disciplinary process, Takeaway.com Express Denmark ApS will ensure that:

- The employee receives notification of the specific allegation.
- The employee is notified of the possible consequences should the allegation be substantiated
- An employee receives notice of the specific allegation, the seriousness of the allegation, and of the possible consequences should the allegation be substantiated.
- The employee has the opportunity to provide an explanation in relation to the allegation.
- The employee's explanation is given full consideration.

Any matters discussed by the Manager and an individual employee in relation to a disciplinary matter will be kept strictly confidential.

For every disciplinary matter that is discussed, a record should be kept on the personnel file.

Procedure

Preliminary Investigation / Interview

During any instances of misconduct or unsatisfactory performance, a management representative will conduct a preliminary investigation to determine the extent of the allegation. This could involve but is not limited to interviewing anyone who may be able



to act as a witness to the allegations, including the employee concerned, and reviewing any CCTV footage that may be available.

The employee will be advised that, while the preliminary interview is not a formal disciplinary meeting, depending on the information they provide, a disciplinary process may be instigated as a result.

Following the investigations, If the allegations are lacking substance and no further action is warranted, a note will be made as to why the matter was not taken further. If the allegations are not deemed to be serious of nature, the corrective action may be informal coaching and will be documented on the employees file.

Formal Meeting

A formal disciplinary process may be invoked following the investigation. In instances where this occurs:

- the employee will receive written advice detailing the specific allegation(s) or grounds for disciplinary action.
- The employee will be provided with copies of any documents which it intends to use in the disciplinary meeting, this includes but is not limited to, witness statements, investigation report, CCTV footage (if available).
- The employee will be given reasonable notice of the meeting to seek advice and/or representation.
- During the meeting the employee will be given the opportunity to respond to allegations.
- Should the employee choose not to attend the meeting, the meeting will take place in their absence and the outcome will be based on the facts of the investigation.
- Should the employee request another date/time to hold the meeting to allow their representative / support person to attend, Takeaway.com Express Denmark ApS will allow this, so long as the timeframe is considered to be reasonable.
- Meetings will be conducted with 2 representatives of Takeaway.com Express Denmark ApS, this will normally be the employee's manager and another senior manager or colleague.
- Notes will be taken at the meeting by one of the Takeaway.com Express Denmark ApS representatives. These are not verbatim notes.
- All responses, evidence and other relevant information will be considered by the decision maker(s).
- The outcome will be delivered at a separate meeting, after full consideration of the facts and explanation provided. The employee will be provided with another opportunity to seek their views at this meeting prior to the final decision being communicated.
- Written confirmation of the outcome will be in written format, following the outcome meeting.



Warnings / Summary Dismissal

Misconduct and poor performance related issues will go through a stepped warning process before dismissal can occur.

Where it has been determined that serious misconduct has occurred, Takeaway.com Express Denmark ApS can summarily dismiss the employee without any prior warnings.

Suspension

Suspension may be warranted where:

- the nature of alleged conduct, if proven, would mean that the employee should not have direct contact clients or other employees
- The employee's presence in the workplace would hamper the completion of a full and fair investigation into the matter..
- The employee is under the influence of drugs or alcohol.
- There is an issue of health and safety if the employee remains in the workplace.

Alternatives to suspension should be explored before making the decision to suspend, ie: temporary redeployment.

A suspension should be carried out in consultation with the employee.

If suspended, the employee will have received full pay for the period of the suspension.

The duration of the suspension should only last until such a time that management is satisfied that all the information is available to make a decision about disciplinary action.

Suspension must be approved by the local HRBP prior to any action being taken.



48.0 APPENDIX 3: Couriers' Trainings

To help you become familiar with the Company and our way of doing things, the Company will provide an orientation and training session within the first few days after you begin work.

There's a training before your actual first day explaining what it's like to be working with us as a courier, the Scoober App, and health and safety measures. Some of the content of the session will depend in large part on the nature of your responsibilities, while other parts will be applicable to all employees. In addition, the Company may periodically offer additional training or educational programs. Some programs may be voluntary, while others will be required.

All Couriers will be trained on the use of the Scoober App, about road and work safety as well as on Company policies and procedure. The Employee will comply with all Courier training courses they are requested to attend so that they may carry out their activities in the safest possible conditions. Below table is a summary of the couriers onboarding training. (The training, its dates and its content, may change from time to time at the discretion of the Company or the Captain).

Training Name	Content	Duration	Frequency
Courier onboarding	About JET, about the job, working with us, the Scoober App, best practices, health and safety, next steps.	45 min	Onboarding (once)
First shift	Hub tour, city tour, Scoober App and communication, ride along delivery, trial delivery. A Courier captain does this training with the Courier.	2-3 hours	First shift (once)
Coaching session	Ride-along by Courier captain. Preparation of the shift, order preparation, handling traffic rules, dealing with customers and how tips/feedback is handled. Two orders will be driven with the Courier and afterwards you will have a quick stop with the Courier to provide the Courier feedback.	1.5 hours	every 6-8 weeks

