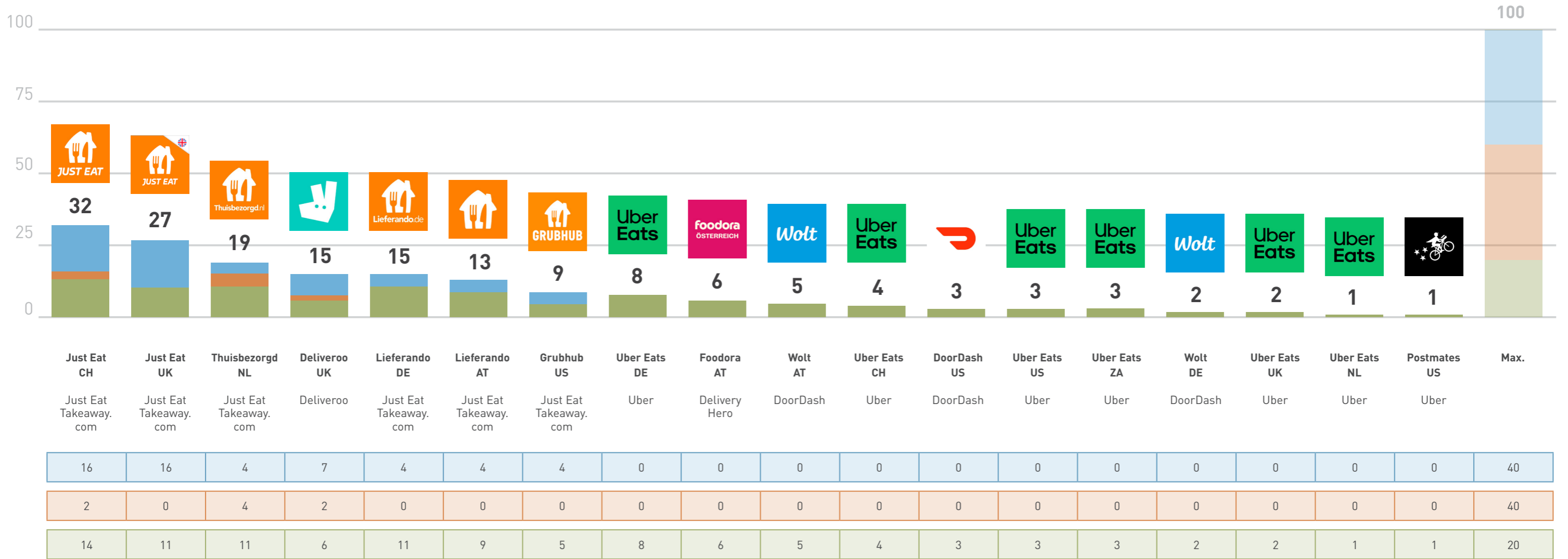


3. Results



■ Meat and dairy reduction & climate goals
 ■ Animal welfare
 ■ Vegan food increase

Disclaimer: FOUR PAWS conducted its research between February and April 2024 based on publicly available online information such as CSR and ESG policies, annual reports, ordering platform and digital communication between January 2022 and April 2024. Any changes that were implemented by the selected food delivery services after this set time frame were not considered. As part of the research and analysis, FOUR PAWS sent a questionnaire to the selected companies for their input, which was not answered by any of them. Uber Eats UK was the only company to have an exchange with FOUR PAWS, which shows their willingness to cooperate.

Annex

Table 1: Result Categories

Points	Result category	Fulfilment of criteria
0-20	■ Very poor ■	No/barely any criteria fulfilled
21-40	■ Poor ■	Few criteria fulfilled
41-60	■ Average ■	Some criteria fulfilled
61-80	■ Good ■	Most criteria fulfilled
81-100	■ Very good ■	(Nearly) all criteria fulfilled

Table 1 also shows the result categories and the corresponding level of criteria fulfilment.

Table 2 provides information on the criteria and scoring system of the FOUR PAWS Delivery Services Challenge ranking. The criteria were grouped into three thematic categories, the first two with maximum 40 points and the third 20, with a total of 100 possible points. Merged cells next to the displayed achievable points indicate that only one of these scores could be achieved according to the level of ambition.

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Table 2: Overview of criteria and scores

Thematic category	Criterion	Level of ambition	Maximum points achievable	Deliveroo UK	Foodora AT	DoorDash US	Wol DE	Wolt AT	Just Eat UK	Just Eat CH	Lieferando DE	Lieferando AT	
				Deliveroo	Delivery Hero	DoorDash	DoorDash	DoorDash	Just Eat Takeaway.com	Just Eat Takeaway.com	Just Eat Takeaway.com	Just Eat Takeaway.com	
Meat and dairy reduction and climate goals	A) The company's policies include a statement on the connection between meat consumption/production and the climate crisis.		4	4	0	0	0	0	4	4	4	4	
	B) The company supports restaurants in the reduction of meat and dairy through concrete measures (e.g. climate-related requirements for restaurant partners).	Measures are still in development.	3	3	0	0	0	0	0	6	6	0	0
		Measures are already in place.	6										
	C) The company has a concrete and timebound goal to reduce the offer of animal-based dishes offered by their restaurants (e.g. "Reduce X% of non-vegan dishes offered by year Y").		12	0	0	0	0	0	0	0	0	0	0
	D) The company supports their consumers in ordering less meat and dairy through concrete measures (e.g. carbon labelling on app).		6	0	0	0	0	0	0	6	6	0	0
	E) The company has a concrete and timebound goal to reduce the number of animal-based dishes ordered by their consumers (e.g. "Reduce X% of non-vegan dishes ordered by year Y").		12	0	0	0	0	0	0	0	0	0	0
	Total points in category		40	7	0	0	0	0	0	16	16	4	4
Percentage score per category		100%	18%	0%	0%	0%	0%	0%	40%	40%	10%	10%	
Animal Welfare	F) The company's policies mention animal welfare to the extent of...	merely broaching the topic of "animals".	2	2	0	0	0	0	0	2	0	0	
		making the connection between meat and dairy reduction and animal welfare.	4										
	G) The company requires or actively supports its restaurant partners to phase out meat and dairy from factory farming and instead move towards farms with good or excellent animal welfare.		18	0	0	0	0	0	0	0	0	0	
	H) The company actively supports its consumers to order dishes where the meat and dairy do not stem from factory farming but instead from farms with good or excellent animal welfare.		18	0	0	0	0	0	0	0	0	0	
	Total points in category		40	2	0	0	0	0	0	2	0	0	0
Percentage score per category		100%	5%	0%	0%	0%	0%	0%	0%	5%	0%	0%	
Vegan food increase	I) The company's policies or other public documents mention an increase of vegan offering/orders to the extent of...	merely broaching the topic.	2	4	2	0	0	0	4	4	4	4	
		having vague plans to (temporarily) increase t (e.g. special editions for Veganuary).	4										
		having a concrete and timebound goal for a permanent increase.	8										
	J) The company supports its restaurants to increase vegan options.	Initiatives / events (e.g. restaurant guides, cooking workshops, events with chefs...)	2	0	2	0	0	0	2	2	2	2	
		Partnership with vegan companies	2	0	0	0	0	0	2	2	2	0	
	K) The company supports its consumers to order more vegan dishes through ordering platform (app + website).	Search button/filter for vegan dishes/restaurants	1	1	1	1	1	1	1	1	1	1	
		Strategic discounts for vegan dishes and/or their delivery with the intention to increase vegan orders	3	0	0	0	0	3	0	3	0	0	
		Algorithm that favours vegan dishes	2	0	0	0	0	0	0	0	0	0	
	L) The company supports its consumers to order more vegan dishes through digital communication...	just on special occasions like Veganuary, World Vegan Day, Earth Day etc.	1	1	1	2	1	1	1	2	2	2	2
		permanently throughout the year / by creating their own occasions.	2										
Total points in category		20	6	6	3	2	5	11	14	11	9		
Percentage score per category		100%	30%	30%	15%	10%	25%	55%	70%	55%	45%		
Overall points			100	15	6	3	2	5	27	32	15	13	

Thematic category	Criterion	Level of ambition	Maximum points achievable	Thuisbezorgd NL	Grubhub US	Uber Eats CH	Uber Eats DE	Uber Eats NL	Uber Eats UK	Uber Eats US	Uber Eats ZA	Postmates US	
				Just Eat Takeaway.com	Just Eat Takeaway.com	Uber	Uber	Uber	Uber	Uber	Uber	Uber	
Meat and dairy reduction and climate goals	A) The company's policies include a statement on the connection between meat consumption/production and the climate crisis.		4	4	4	0	0	0	0	0	0	0	
	B) The company supports restaurants in the reduction of meat and dairy through concrete measures (e.g. climate-related requirements for restaurant partners).	Measures are still in development.	3	0	0	0	0	0	0	0	0	0	0
		Measures are already in place.	6										
	C) The company has a concrete and timebound goal to reduce the offer of animal-based dishes offered by their restaurants (e.g. "Reduce X% of non-vegan dishes offered by year Y").		12	0	0	0	0	0	0	0	0	0	0
	D) The company supports their consumers in ordering less meat and dairy through concrete measures (e.g. carbon labelling on app).		6	0	0	0	0	0	0	0	0	0	0
	E) The company has a concrete and timebound goal to reduce the number of animal-based dishes ordered by their consumers (e.g. "Reduce X% of non-vegan dishes ordered by year Y").		12	0	0	0	0	0	0	0	0	0	0
	Total points in category		40	4	4	0	0	0	0	0	0	0	0
Percentage score per category		100%	10%	10%	0%	0%	0%	0%	0%	0%	0%	0%	
Animal Welfare	F) The company's policies mention animal welfare to the extent of...	merely broaching the topic of "animals".	2	4	0	0	0	0	0	0	0	0	
		making the connection between meat and dairy reduction and animal welfare.	4										
	G) The company requires or actively supports its restaurant partners to phase out meat and dairy from factory farming and instead move towards farms with good or excellent animal welfare.		18	0	0	0	0	0	0	0	0	0	
	H) The company actively supports its consumers to order dishes where the meat and dairy do not stem from factory farming but instead from farms with good or excellent animal welfare.		18	0	0	0	0	0	0	0	0	0	
	Total points in category		40	4	0	0	0	0	0	0	0	0	0
Percentage score per category		100%	10%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
Vegan food increase	I) The company's policies or other public documents mention an increase of vegan offering/orders to the extent of...	merely broaching the topic.	2	4	2	2	2	0	0	0	2	0	
		having vague plans to (temporarily) increase t (e.g. special editions for Veganuary).	4										
		having a concrete and timebound goal for a permanent increase.	8										
	J) The company supports its restaurants to increase vegan options.	Initiatives / events (e.g. restaurant guides, cooking workshops, events with chefs...)	2	2	2	0	0	0	0	0	0	0	
		Partnership with vegan companies	2	2	0	0	0	0	0	0	0	0	
	K) The company supports its consumers to order more vegan dishes through ordering platform (app + website).	Search button/filter for vegan dishes/restaurants	1	1	1	1	1	1	1	1	1	1	
		Strategic discounts for vegan dishes and/or their delivery with the intention to increase vegan orders	3	0	0	0	3	0	0	0	0	0	
		Algorithm that favours vegan dishes	2	0	0	0	0	0	0	0	0	0	
	L) The company supports its consumers to order more vegan dishes through digital communication...	just on special occasions like Veganuary, World Vegan Day, Earth Day etc.	1	2	0	1	2	0	1	2	0	0	
		permanently throughout the year / by creating their own occasions.	2										
Total points in category		20	11	5	4	8	1	2	3	3	1		
Percentage score per category		100%	55%	25%	20%	40%	5%	10%	15%	15%	5%		
Overall points			100	19	9	4	8	1	2	3	3	1	