

RIISING AS ONE


Grab
ESG
REPORT
2025

Summary Report




2025 Key ESG Highlights

Creating Safe and Sustainable Earning Opportunities



\$15.3 billion
earned by driver- and merchant-partners on the Grab platform, +19% YoY

76% of 2W driver-partners earn across more than one service on the Grab platform, diversifying income streams



856,000 MSMEs onboarded as merchant-partners, expanding their market reach

1 in 4 MSMEs use Merchant AI Assistant, achieving an average +15% uplift in GMV¹




99.9% of all rides were completed without any reported safety incidents

Driving Financial Inclusion



\$3.2 billion in loans disbursed, +47% YoY, expanding access to credit for underserved

100% of active driver-partners are provided with insurance coverage for work-related personal accidents



Breaking Barriers for Equal Opportunity



>189,000 women and persons with disabilities (PWD) driver-partners earned an income on Grab in 2025, a 40% increase YoY

\$0.8 billion economic output generated by Grab women driver-partners across Southeast Asia in 2025



Minimising Environmental Footprint

9% of total distance travelled on low-emission modes, up from 7% in 2024





10,142 tonnes of single-use packaging waste reduced, reused or recycled

Impact Beyond Our Value Chain

17 environmental projects supported

- >772,000 tCO₂e** avoided and removed through verified community, technology, and nature-based carbon credit projects
- >210,000** trees planted




>3,600 school-going children and university scholars supported through GrabScholar



Building AI-Native Workforce

100% of Grab employees are trained to use enterprise AI tools

73% of Grab full-time employees use AI tools on a weekly basis



¹ GMV refers to Gross Merchandise Value.

Group CEO's Letter: Rising as One

At Grab, we have always been defined by our mission. I am often asked what drives us. My answer is simple: **we succeed when Southeast Asia and our community succeed.** Today, we serve over 47 million Monthly Transacting Users—1 in 15 people in the region—but we are still only just scratching the surface of our potential to lift others up.

In 2024, we quantified our contribution at USD 18.8 billion in economic value². But scale alone is not success. As the world navigates an era of AI and shifting global tides, we must ensure technology acts as a bridge to inclusion, rather than a wall that shuts people out.

Human-Centric AI: Empowering Livelihoods

We believe technology's greatest value is its ability to dismantle invisible barriers and restore the dignity of work. This year, we turned complex AI into "superpowers" for our partners. Our **Merchant AI Assistant** helped **1 in 4** of our MSME partners—many of whom are first-time digital entrepreneurs—drive a 15% average increase in sales through AI-optimised marketing and operations.

For our driver-partners, "AI with Heart" means reducing the mental load of the road. Tools like **Ride Guide** use real-time data to help partners navigate more effectively, ensuring their time on the platform is respected and their effort is maximised. By integrating safety and productivity directly into our core technology, we are helping our partners build more resilient livelihoods while moving Southeast Asia forward together.

The Bridge to the Formal Economy

Our ecosystem approach is our most powerful tool for financial inclusion. By leveraging data from our mobility and delivery platforms, our digital banks and GrabFin provide "bridge capital" to those often overlooked by traditional systems. This year, our loan disbursements reached \$3.2 billion. **68% of driver-partner borrowers accessed formal credit for the first time** through our ecosystem. For many, this isn't just a loan—it's the first time they've been seen by the formal economy, allowing them to build a financial identity that will serve them for a lifetime. This financial identity creates a more stable, productive, and loyal partner base, which in turn reinforces the health of our entire marketplace.

Deepening Inclusion

For growth to be sustainable, inclusion must be built into our core business, not treated as an afterthought. In 2025, **more than 189,000 women and persons with disabilities (PWD)** driver-partners earned an income on Grab—a 40% increase year-on-year. We are also focused on ensuring that the digital world remains accessible to those it often overlooks. By solving for our visually impaired and elderly users through features like **Voice Assistant**, we are ensuring that everyone in our community can move through their world with independence and dignity. By lowering barriers for underrepresented groups, we are not only driving social impact but systematically expanding our partner supply and strengthening the resilience of our network.

Uplifting the Wider Circle


Our mission reaches beyond our app and into the families we serve. Through **GrabScholar**, we awarded over 3,600 annual bursaries and scholarships this year. By supporting the children of our partners and the wider communities around them, we are helping to ensure they have the opportunity to lead the Southeast Asia of tomorrow.

We are accelerating toward a low-carbon future, with low-emission vehicles (LEVs) now accounting for 9% of our total distance travelled. Through our in-app Green Programme, which channels contributions from Grab consumers, we have expanded from **5 to 17 projects** across the region, spanning technology, community, and nature-based solutions that support a broad ecosystem of partners—including smallholder farmers, non-profit organisations and local communities. We recognise that as we grow, our responsibility grows with us. We are working to ensure that our business success doesn't come at the cost of the environment, but rather fuels the transition to a greener Southeast Asia.

The Road Ahead

Our journey is guided by our "4H" values: **Heart, Hunger, Honour, and Humility**. We are proud of our progress, but we are far from finished. Transformation at this scale requires more than just one company; it requires the intersection of public mandate and private execution. There is still much work to be done to ensure that every person in Southeast Asia can participate in, and benefit from, the digital future.

Together with our stakeholders and partners, we will continue to stay close to the ground, solving real-world problems and ensuring that as Grab grows, Southeast Asia rises with us.

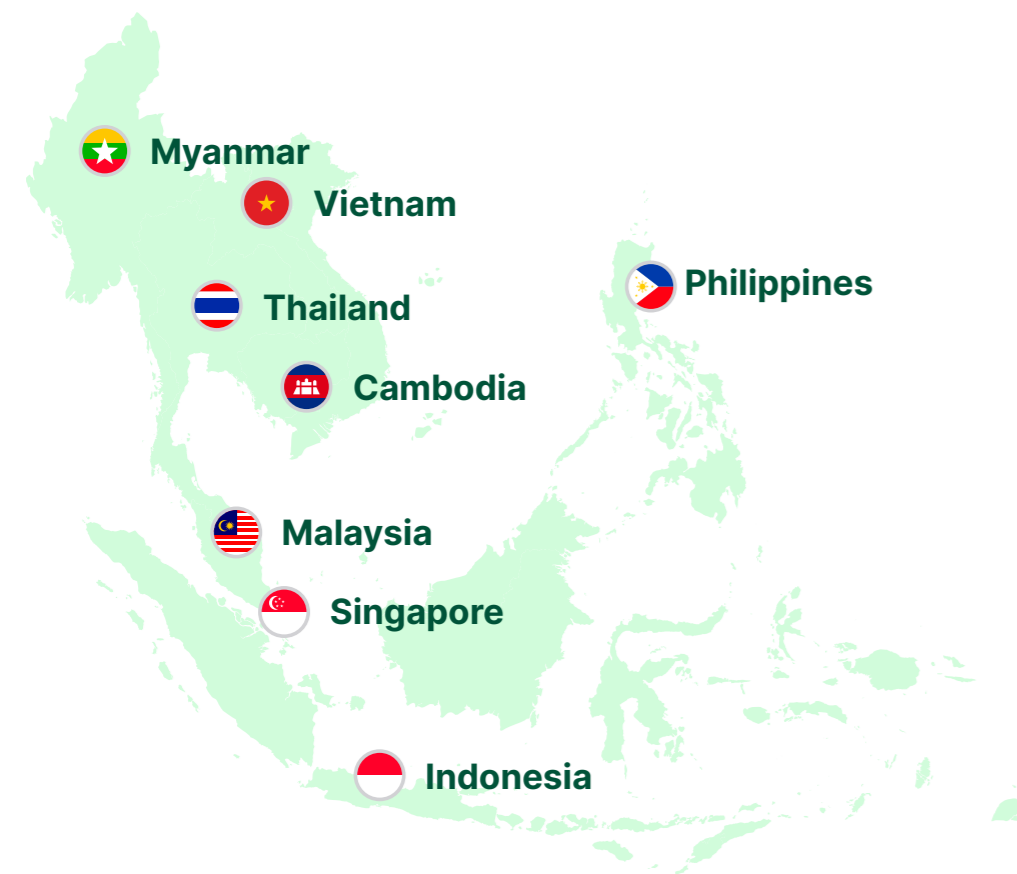
 **Anthony Tan**
Group CEO, Co-Founder
and Chairman, Grab

² Economic impact studies were conducted in 2024 by independent research agencies across Southeast Asia's six largest economies: Indonesia and Singapore (Oxford Economics), Malaysia (EconWorks), the Philippines (University of Asia and the Pacific), Thailand (Thailand Development Research Institute), and Vietnam (Central Institute for Economic Management). The studies leveraged Grab's 2023 operational data alongside official national statistics and industry reports, focusing on 3 dimensions: (i) contribution to GDP (ii) earning opportunities supported across Grab and Grab's partners' supply chain and (iii) household income supported.

About Grab

Powering Southeast Asia's Digital Economy

Grab is a leading superapp serving consumers, driver-partners, and merchant-partners across Southeast Asia through mobility, deliveries, and financial services.



8 countries
>900 cities

47 million Monthly Transacting Users

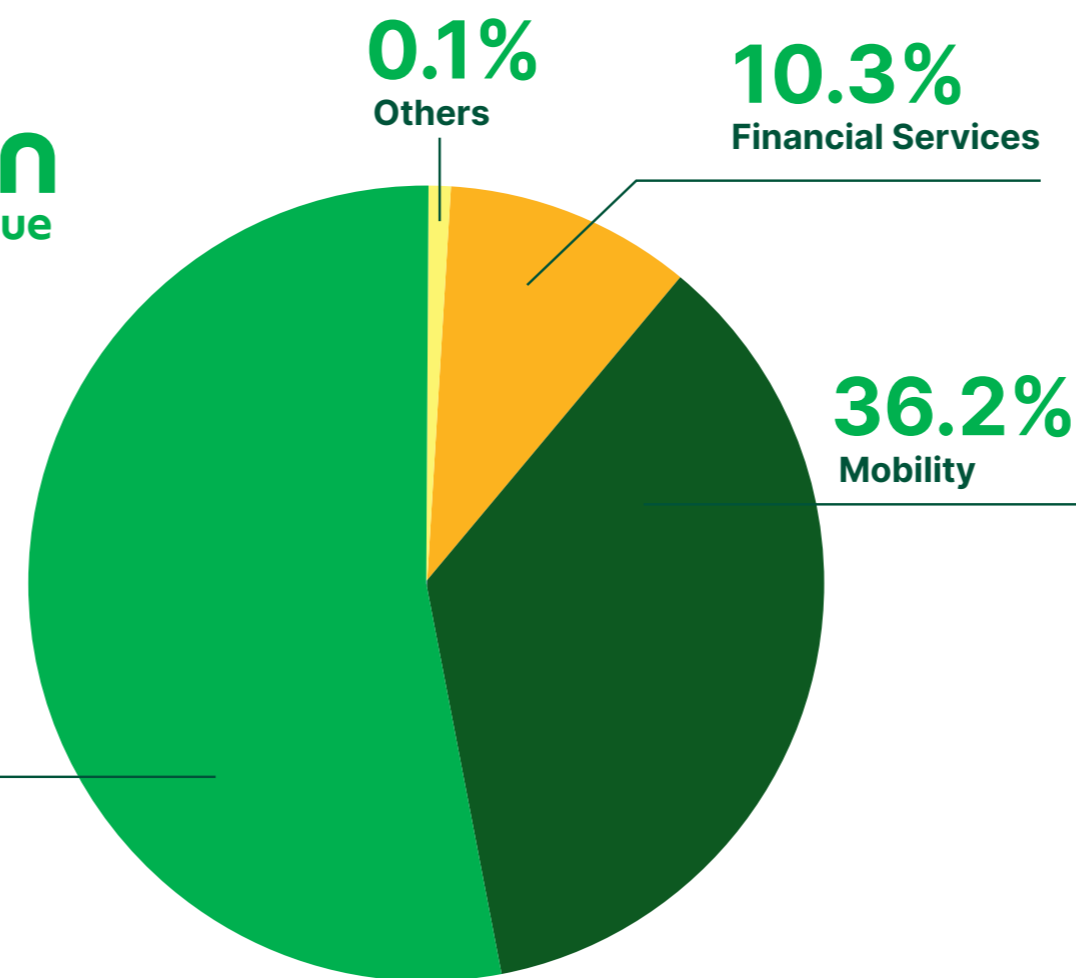
Diversified Platform Ecosystem

Our diversified business model enables resilient growth across multiple service verticals.

FY2025 Results

\$3.37 billion
Group Revenue

53.4%
Deliveries



Workforce & Innovation

Operating with a strong focus on digital innovation and responsible AI adoption across our organisation.

12,012 Full-Time Employees

1,242 Fixed-Term Contract Employees

3,956 Temporary Agency Workers



Key Brands Across Our Ecosystem

Mobility & Deliveries



Financial Services



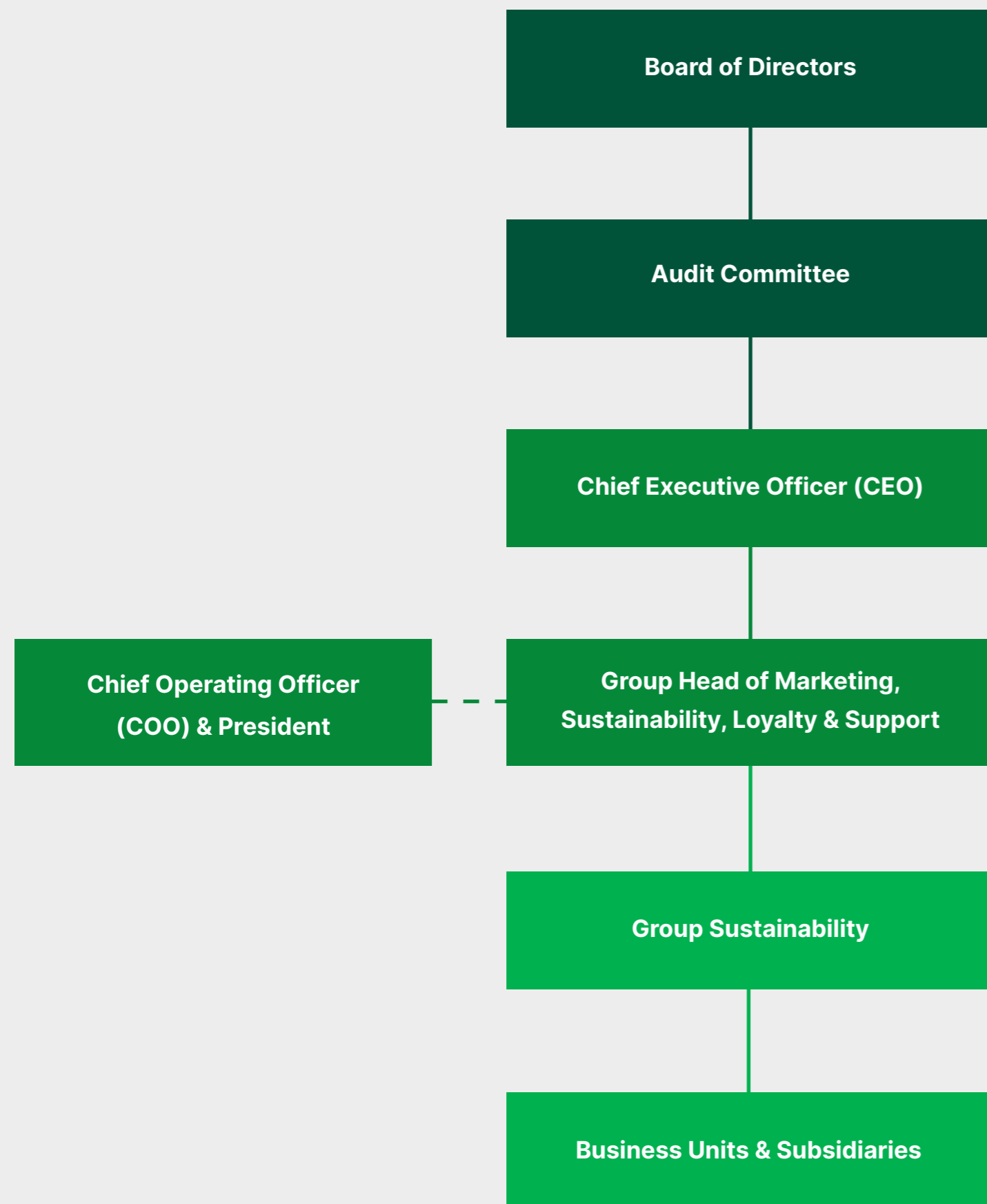
Retail



³ Grab holds less than 50% equity interest in PT Super Bank Indonesia.

ESG Governance

ESG Responsibilities and Oversight Structure



Governance Level	ESG Responsibility
Board of Directors	Provides oversight of material ESG topics and long-term sustainability strategy.
Audit Committee	Monitors ESG performance, material risks, and reporting cadence on behalf of the Board.
Executive Committee	The Executive Committee (EXCO), comprising C-suite leaders, integrates ESG considerations into business planning and strategic decision-making. The CEO has overall executive accountability for ESG performance.
Group Sustainability	Leads ESG strategy coordination and Group-level reporting across Grab's operating markets and subsidiaries. Responsibilities include data consolidation, target alignment, and cross-functional implementation. The function reports directly to the CEO, with a dotted reporting line to the COO/President.
Business Units & Subsidiaries	Implements ESG initiatives and reports performance within respective business units and entities. For regulated entities (e.g. GXS Bank and GX Bank), ESG governance and reporting are managed at the entity level in accordance with regulatory requirements, with alignment to Group-level strategy.

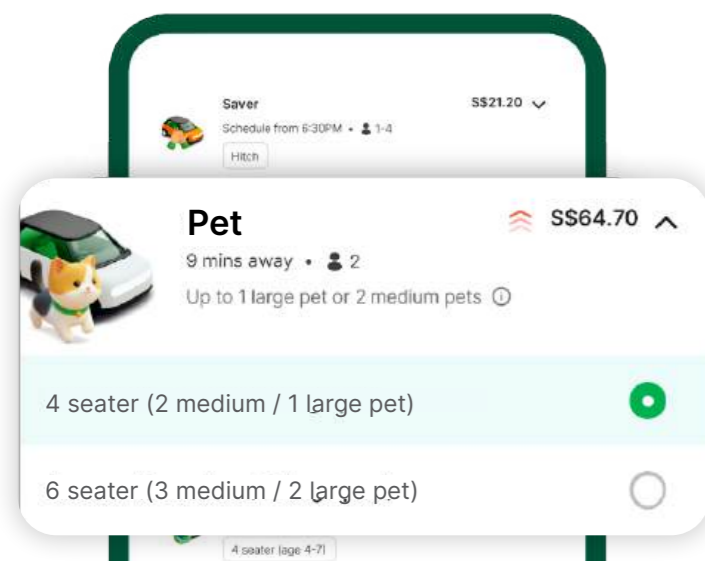
Advancing Driver-Partner Welfare and Sustainable Livelihood

+5.5% increase in average driver-partners' earnings per online hour (EPOH) YoY, reflecting improved earnings efficiency on the platform⁴

We enhance driver-partner welfare by improving earnings, reducing costs, and strengthening resilience through our platform and ecosystem.

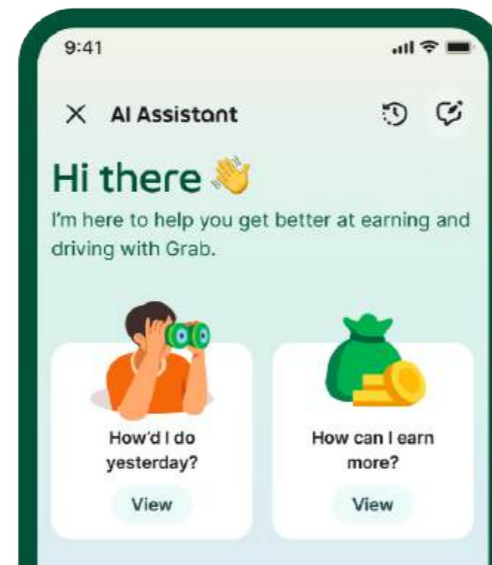
Drive Demand & Diversify Earnings

- Expand demand through **affordability features** (e.g. GrabFood Saver and GrabCar Saver)
- Unlock **higher-value jobs** (e.g. advance bookings, premium rides, niche mobility)
- **76% of 2W driver-partners earn across multiple services**, strengthening income resilience



Boosts Productivity with AI & Platform Optimisation

- **AI Driver Companion and Ride Guide:** Real-time guidance to improve earnings and reduce idle time
- **Smart dispatch and routing:** Batching, back-to-back jobs, and improved ETA accuracy increase utilisation
- **Product innovations** (e.g. GrabFood Locker) enhance delivery efficiency



Reduce Costs & Strengthen Resilience

- **GrabBenefits:** Support for vehicle maintenance, fuel, and EV charging discounts
- **EV rental programmes:** Operational cost savings from energy and maintenance costs
- **Performance recognition:** Targeted bonuses (e.g. Bonus Hari Raya) reward high-quality and productive partners



Provide Protection & Partner Support

- **Insurance coverage:** 100% coverage for work-related incidents
- **Safety and emergency response:** In-app safety features and situational rapid on-ground support



Skills Development via GrabAcademy

- **Platform skills:** Training in platform use, road safety and customer service
- **Personal development:** Content creation, self-defense and vehicle maintenance
- **Career mobility:** Certifications, higher education, and specialised programmes (e.g. AV Safety Operators)



⁴ Driver-partner earnings per online hour may vary across markets and periods due to factors such as demand seasonality, external conditions (e.g. weather events, traffic disruptions and fuel price fluctuations), and driver-partner operating patterns and platform participation (e.g. time of day, hours driven)

Enabling Merchant-Partner Growth and Resilience

856,000 Micro, small, and medium businesses (MSMEs) onboarded onto the Grab platform in 2025, +44% YoY

We go beyond enabling access to the digital economy by equipping MSMEs⁵ with tools to grow demand, improve operations, and build resilience.

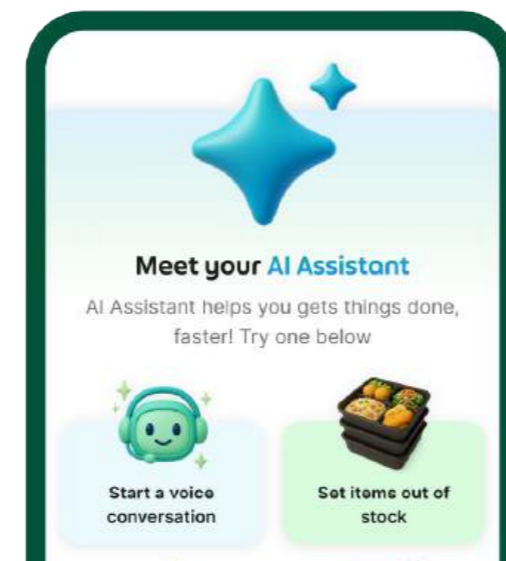
Market Access & Omnichannel Growth



- Boost omnichannel demand and earnings across **online** (e.g. Group Orders, GrabMore) and **offline** (e.g. Dine Out, Reservations) channels
- Increase discoverability through **GrabAds Marketing Manager, sales insights** and curated visibility programmes (e.g. Local Life, 5-Star Eats)

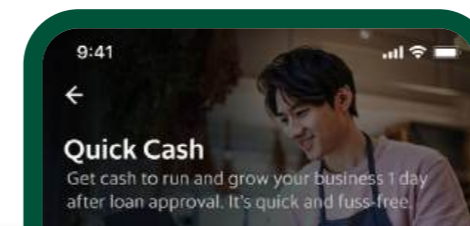
Operational Excellence & Digital Enablement

- **Merchant AI Assistant (MAI):** 1 in 4 MSMEs adopted MAI, driving an average +15% GMV through AI-enabled marketing and operations⁶
- **Integrated payments solutions:** POS integration, card and QR acceptance, PayLater and next-day settlement to improve cash flow and checkout experience



Financial Access & Risk Protection

- **Merchant Cash Advance:** Quick access to working capital for expansion and inventory needs
- **Specialised MSME insurance:** Tailored protection (e.g. Grab Business Cover) against risks such as fire, floods, and business interruption



You can apply for up to
₱100,000
Minimum loan amount: ₱10,000

[Apply Now](#)

Skills Development via GrabAcademy

- **Platform skills:** Training on digital tools and GrabMerchant app to improve operations and sales performance
- **Personal development:** Budgeting, financial management, and entrepreneurship
- **Career mobility:** Pathways through certifications, higher education, and specialised training programmes



⁵ MSMEs refer to micro, small, and medium enterprises, mapped to Grab's internal merchant segments (mid-market and long-tail).

⁶ Utilisation rate as at December 2025. GMV uplift estimated using a Difference-in-Differences (DiD) analysis comparing engaged merchants (Aug–Oct 2025) with a matched control group.

Driving Financial Inclusivity Across the Grab Ecosystem

\$3.2 billion

in loans disbursed (+47% YoY), expanding access to credit for the underserved

1 in 3 active driver-partners has a loan with Grab

68% of driver-partner borrowers accessed formal credit for the first time⁷

We expand access to responsible financial services by embedding lending, banking, and protection solutions across our ecosystem.

Expand Responsible Credit for Driver-Partners

- **Flexible, earnings-linked credit** embedded in the driver app (cash loans, PayLater for fuel and essentials)
- **Data-driven limits and automatic repayments** aligned with daily earnings
- **3 out of 4** driver-partners who borrowed from GrabFin cited automatic wallet deductions as the primary reason for choosing Grab



Fuel MSME Growth Through Merchant Lending

- **>90% of merchant borrowers are MSMEs**, supporting working capital and business expansion
- **Pre-approved, data-driven loans** based on transaction history, with instant disbursement
- **Earnings-linked repayment** ensures affordability and cash flow flexibility



Expand Inclusion Through Digital Banking

- Digital banks (**GXS Bank, GXBank**) serve gig workers and underserved segments
- **Alternative data-based lending** enables access without traditional credit history
- **No minimum balance, flexible savings, and daily interest** support financial inclusion



Strengthen Financial Protection Through GrabInsure

- **100% of active driver-partners are covered** by work-related personal accident insurance
- **Customised driver-partner protection solutions** (e.g. 24/7 personal accident coverage, earnings protection, flexible micro-premium insurance)
- **Specialised MSME insurance** protects against business disruption
- **Consumer protection solutions** (e.g. passenger ride protection, digital fraud protection) strengthen trust



⁷ Source: Ipsos and Grab (2025), Impact Assessment of Grab's Lending Products for Driver-Partners. This figure refers to individuals who are "Unserved" (without a bank account; World Bank) or "No File" (with a bank account but no credit products, defined here as mortgage, credit card or personal loan, broadly aligned with Experian's definition). All survey-based findings in the "Driving Financial Inclusivity Across the Grab Ecosystem" section are derived from this study unless otherwise stated.

Breaking Barriers for Equal Opportunity

>189,000 women and persons with disabilities (PWD) driver-partners earned an income on Grab in 2025, a 40% increase YoY. Target: 300,000 by 2030

We promote inclusive participation among underrepresented groups, strengthening marketplace supply and expanding consumer choice through targeted programmes and inclusive platform design.

Grab Women Driver's Programme

Safety

- **Women Preference Features** e.g. GrabCar (Women) mobility option
- **Anti-harassment guidebook** via GrabAcademy
- **KartaDashcam** for women driver-partners



Onboarding & Training

- **Non-profit organisation partnerships** e.g. Vietnam Women's Union (LHPN), Single Moms Indonesia, Fatayat NU and BSI Maslahat in Indonesia
- **Tailored upskilling courses** such as vehicle maintenance and self-defence classes



Community

- **Women-only groups and events** provide peer support and strengthen retention

GrabAccess for Person with Disabilities (PWD)

Accessibility Technology & Tools

- In-app technology such as **PWD Identifier and GrabChat notifications**
- **In-vehicle communication aids**



Inclusive Support

- **Free onboarding gear**
- **Tailored commission structures**
- **Subsidised licensing**

Inclusion & Belonging for PWD

- **Non-profit organisation partnerships** e.g. Gerkatin and Himpunan Wanita Disabilitas Indonesia in Indonesia; the Malaysia Federation of the Deaf (MFD) and the Malaysia Association of Physically Disabled E-Hailing Drivers (PPEOFM) in Malaysia.
- **Targeted outreach and recognition events**



2025 Impact:

182,911
women driver-partners earning on Grab⁷

\$0.8B
economic output generated by women driver-partners⁸

2025 Impact:

6,207 persons with disabilities (PWD) earned an income through the Grab platform

⁸ Data have been externally assured by KPMG (limited assurance).

⁹ United Nations Global Compact Network Singapore (UNGCNS), Kantar and Grab (2025). Driving Economic Inclusion for Southeast Asia's Women through Ride-Hailing and Delivery.

Transitioning to a Multi-Modal Low-Carbon Mobility Ecosystem

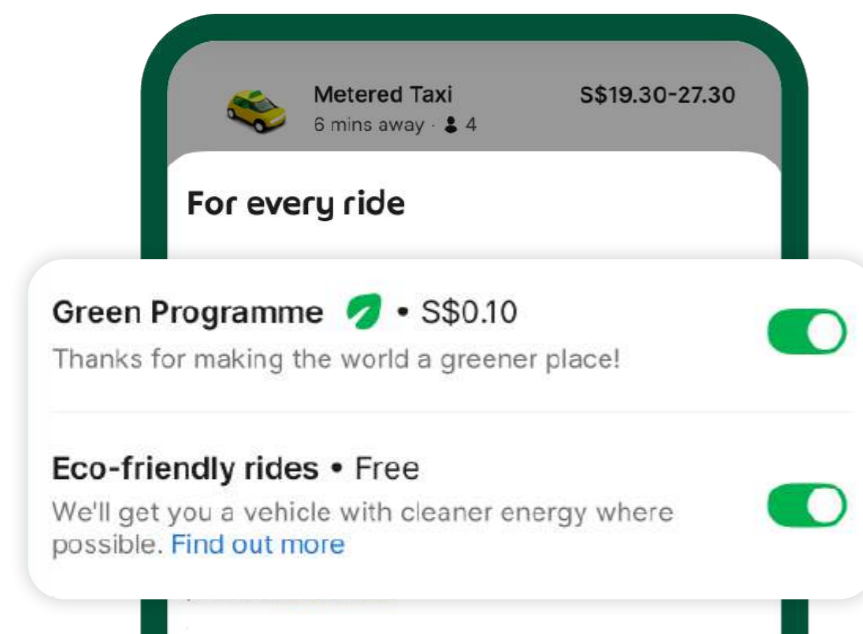
9% of total distance travelled was on low-emission modes of transport⁹, up from 7% in 2024

3.7% and 1.4% carbon emissions intensity reduction (per km) for mobility and deliveries, respectively

We work with regulators and ecosystem partners to scale economically viable pathways that support the transition of driver-partners and fleets to low-carbon mobility.

Scale EV Adoption Through Partnerships and Demand

- Expand EV supply through OEM partnerships (e.g. BYD, GAC Aion) and dedicated rental and taxi fleets
- Increase demand via **EV-only ride options** and **eco-friendly ride** prioritisation features
- Improve infrastructure access through **partnerships in key markets** (e.g. charging networks, battery swapping) to reduce cost and downtime



Enabling Inclusive, Zero Emission Mobility



- **42% of deliveries in Singapore** fulfilled by walkers and cyclists
- **10% in the Philippines** fulfilled via cyclists
- Modernise traditional transport models (e.g. GrabCyclo in Vietnam)

Invest in Next-Generation Low-Carbon Mobility

- **Autonomous mobility pilots** (e.g. Ai.R in Singapore; public launch expected 2026)
- Strategic investments in **autonomous and mobility tech** (e.g. WeRide, May Mobility, Momenta)



⁹ Refers to usage of electric and hybrid vehicles, as well as cyclists and walkers for mobility and delivery services.



Download the full version of Grab's ESG Report 2025 [here](#)

For more information or feedback, please email sustainability@grab.com

About This Report

Reporting Scope and Period

This ESG Report presents Grab's sustainability governance, strategy, commitments, and performance for the reporting period **1 January 2025 to 31 December 2025 ("2025")**, unless otherwise stated. This is Grab's sixth annual ESG Report since 2020.

Unless otherwise stated, the data and information in this report cover all entities and operations consolidated in Grab's financial reporting, including our Mobility, Deliveries, Financial Services, and Others segments.

External Assurance

Since our first annual ESG Report in 2020, Grab has obtained independent limited assurance for selected ESG disclosures.

For 2025, KPMG LLP has provided independent limited assurance on selected ESG data, in accordance with the International Standard on Assurance Engagements 3000 (ISAE 3000) – Assurance Engagements other than Audits or Reviews of Historical Financial Information. The Independent Limited Assurance Report [\(here\)](#) sets out the scope of data assured, the assurance standards applied, and the procedures performed.

Reporting Frameworks

Grab has reported in accordance with the GRI Standards for the period 1 January 2025 to 31 December 2025, using the GRI 1: Foundation 2021. There are no applicable GRI Sector standards.

Our voluntary reporting is also informed by the sustainability standards, IFRS S1 and S2, set out by the International Sustainability Standards Boards (ISSB).