

Yangon (Myanmar), April 20th, 2022

Dear Mr. Östberg,

Dear Dr. Martin Enderle,

Dear Mr. Vandepitte,

Dear Mr. Kim,

We are riders from Foodpanda Myanmar. We are writing to inform you about the violations that the Foodpanda Myanmar company is doing. Very recently, the company has tremendously reduced the basic order fees that it pays to the riders. This reduction is making us and our families who depend on us very difficult for our day-to-day survival needs. Most important of all, we do not get paid adequately for the labor we put in.

Our pay

To mention the details: Foodpanda Myanmar made an abrupt reduction in our basic delivery rate overnight without any discussion with us (the riders) on 16 March 2022. In accordance with the company's regulation, we should receive 640 MMK for each ride. But we get paid around 400 MMK since April this year, although most recently the new rate was set at 580 MMK for the basic delivery fee after our first negotiation with the company (as the result of our March 16 protest against the wage reduction). However, in reality we do not even get paid this amount. Instead, the company only pays us the basic fee of 400 MMK (USD 0.22) for each ride. This shows very poor dignity of the company. This is even 180 MMK less than the new rate it had agreed to. In addition to that, we, the riders, have not been able to make enough regular income since the company has been recruiting more riders than it can provide enough orders for.

Safety issues

Another issue we would like to raise is that of road safety. The number of thefts and robberies, especially at this political climate in Myanmar, is high. Thus, we (the riders) have to face such risks now more than ever. When we encounter these dangers, the company does not take any responsibility and accountability at all. This has always been the case since the founding of the company.

One more thing is that Foodpanda Myanmar company has been imposing tight regulations on riders' delivery by manipulating the roadrunner software in various ways

to their advantage. As stated in the contract, riders have the right to take breaks for various reasons, such as having lunch or repairing a mechanical defect during their shifts. But when riders actually take a break, the app decreases the personal rating of the rider. In addition to that, the app frequently declines the break time request and forcibly gives new orders and, again, decreases the personal rating of the rider when the order is declined. Furthermore by riders are arbitrarily suspended from using the app. The Employee Help Center is anything but helpful in this context.

Because of these exploitations and manipulations by the Foodpanda Myanmar company, we have been on strike since March 16, 2022. Although the company negotiated with us on March 19 and agreed to meet our demands (see below) at the time of negotiation, it did not keep its promise. Since the company has not yet implemented what it agreed to, we are now bringing that to your attention. We believe Foodpanda customers all over the globe would be interested to know how the services by Delivery Hero come at a price. A price that is being paid by the riders with unfair payments and exploitation. We (the riders) in Myanmar expect that Delivery Hero looks into this matter urgently.

We look forward to hearing from you soon!

Representatives of Myanmar Foodpanda riders

Contact person:



Our DEMANDS:

1. Provide riders with the basic delivery fee of 670 MMK (0.37 USD), plus distance fee of 100 MMK (0.06 USD) per kilometer!
2. Provide riders with insurance benefits: health insurance, bicycle insurance and motor insurance!
3. Use navigation tools like Google Maps, instead of linear distance, to determine the delivery distance!
4. Inform the riders 1 week in advance and discuss with us first, if the company is considering to make changes in delivery fees and regulations.
5. Provide an extra pick-up fee for extra long rides.