



CANDIDATE BOOKLET

Welcome to the job of your life!



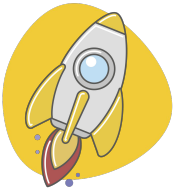
WHO ARE WE?



Glovo is the app that allows you to get the best products of your city in a few minutes. We **connect users, businesses and couriers** to make that possible. We currently deliver **over +100M annual orders** and **operate in 23 countries**, and in **+900 cities**. We have reached **over 255M orders** to date.



Glovo was launched in **early 2015 by Oscar Pierre and Sacha Michaud**. After studying at Georgia Tech and seeing the emerging **on-demand economy** in the US, Oscar comes back to his hometown, **Barcelona**, to start his own company. He then met Sacha, a seasoned tech **entrepreneur**.



At Glovo, you'll have **the job of your life** while working together towards our shared vision to **give everyone easy access to anything in their city**. We welcome top performers that will bring **new ideas, diverse perspectives**, and provide you the **challenges and freedom to grow and make a real impact** on millions of lives... all while having fun!



GLOVO'S PILLARS



We do not ride solo: **users, partners and couriers are key pillars** with which we speak, listen, engage and collaborate with. Our **local-care approach** allows us to have dedicated local teams to best understand the needs and aspirations of these communities.



USERS

Buying things should be as **quick as a flash, accessible and immediate**. Circumstances might change in the blink of an eye and shopping shouldn't be rocket science.



PARTNERS

Glovo allows restaurants and partners to grow by **expanding their user-base, digitizing their businesses and increasing their online orders**. Thanks to a partnership fee, Glovo offers fast delivery, payment gateway, logistics, marketing and many other online solutions for an affordable amount.

We bring offline businesses into the online world with low entry barriers assisting in the digitization of restaurants, supermarkets, bookstores, flower shops among others.

Any store can join us by registering themselves through our website to become partners.



COURIERS

Couriers are what make our world go round. They are **key collaborators** that connect to the app to offer their delivery services to partners and users. Glovo offers them **flexibility** to work as much time as they decide, wherever they want.

Our local Couriers Experience teams are entirely dedicated to improving couriers' in-app experience and working hand in hand with them to listen and understand their situation and needs. Their mission is **"To offer couriers a reliable, hassle free and truly flexible job with a fair payment. We want couriers to make the most of their time at Glovo and have a positive impact on their lives"**.



GLOVO'S SUSTAINABLE IMPACT

At Glovo, we have a rockstar impact team whose mission is to leverage our core business to scale Glovo's positive impact on our communities and the Planet, and to align our business practices with the highest social and environmental standards.

OUR AMBITION

Glovo's ambition is to **become an enabler of social & environmental impact** for our ecosystem of users (partners, couriers, customers) to make delivery a catalyser of positive change in the cities where we operate.



OUR SUSTAINABLE GOALS

We are leveraging our **technology**, our **logistics** and our **People** to reach our **dreams**:

- **Logistics & food for all:** contribute to reducing hunger & improving access to essential products in the cities where we operate.
- **Trampoline for couriers:** ensure that being a courier is a way to access more qualified job opportunities in the future.
- **Girls in tech:** impact the next generation of women so that more of them end-up pursuing a career in tech.

We are also supporting other departments in the implementation of our **musts** to **avoid any negative impact from our business model** on our communities and the planet:

- **Culture of impact:** guided by the B-Corp framework, we are putting in place internal action plans to improve Glovo's operational best practices and optimise the generation of positive impact from our core business.
- **Climate change program:** guided by the Greenhouse gases protocol, we measure, disclose, reduce and compensate our greenhouse gases emissions from our entire value chain and all countries where we operate.
- **Sustainable packaging program:** we are coordinating company-wide efforts to boost the usage of sustainable packaging from our partners.
- **Cities impact:** we are developing a methodology to measure our impact on local commerce.





OUR CULTURE

Our **vision**, our long-term goal, based on a strong belief is:

To give everyone easy access to anything in their city.

But, what does that mean?



EVERYONE

Glovo is for everyone; we are community focused.



EASY

Seamless, direct, without complications. Your city in your hands.



ACCESS

We offer more than just goods or services. We open the door to endless possibilities.



CITY

We are a local company. All products and services are available in your city.



ANYTHING

We connect you to infinite possibilities, delivering everything to your doorstep.



OUR CULTURE



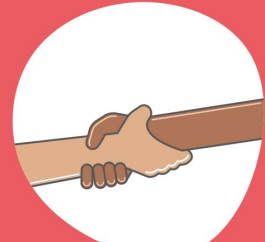
GAS

We are **driven to deliver quality results quickly**. We work with **intensity** to move the needle, we are **ambitious** and **bold risk-takers**, acting with a sense of **urgency**, prioritising **impact** over perfection.



GOOD VIBES

We bring **positivity and communicate openly**. We create a **positive** and **fun work environment**, even when we're under pressure to deliver. We don't tolerate genius jerks and we **communicate with transparency**.



STAY HUMBLE

We are **self-aware and open to learning**. We recognize that we're privileged to be here, we make many mistakes, **ask for feedback** and seek help from others. We are **good listeners** and are **curious** about other perspectives.



GLOWNERSHIP

We act as **proud owners**. We **value resources** and operate as a lean, **cost-conscious** team, manage our time with **flexibility** to respond to Glovo's priorities. We see teammates as **co-owners** and focus on getting the job done.



CARE

We uplift people and the planet. We give **feedback** to show we **care about others** and teams' growth. We **celebrate diversity** in all its forms and create an **inclusive work environment**. We make choices that **positively impact** our communities and the environment.



HIGH BAR

We focus on **Top Performance**. We hire, develop and retain the best talent to **build great teams**. We maintain **high performance and culture standards**; no exceptions. Like a sports team, we engage in difficult conversations, **make tough decisions and execute quickly**.



OFFICE LIFE



WORK LIFE AT GLOVO

Check out our fun video [here!](#)



NEW OFFICE IN BCN

Check out our new offices [here!](#)

Curious about what Life at Glovo is like? Take a sneak peek on our [Facebook](#) or [Instagram](#)



MILESTONES



Glovo was **launched** in early **2015** by **Oscar Pierre** and **Sacha Michaud**.

After studying at Georgia Tech and seeing the emerging **on-demand economy** in the US, Oscar comes back to his hometown, **Barcelona**, to start his own company. Then he met Sacha, a seasoned tech **entrepreneur**.

Since then, **Glovo** has launched in **24 countries** and over **1k cities worldwide**. Today, it is the largest on-demand platform founded out of mainland Europe, having delivered over **272M orders**.

2014

Oscar graduates from Georgia Tech (Atlanta U.S.A). After working in Toulouse for Airbus, he decided to come back to his hometown, **Barcelona**, and worked from scratch as an **entrepreneur**.

2015

Back in 2015, Oscar met Sacha and Glovo was created. The **first round of funding (140k€)** helped Glovo's development when they were only six people. It was the time of **Glovo 1.0**.

2016

Glovo was growing. Now 20 people worked at the company. A strategic decision was taken: **"To build a marketplace of local stores and restaurants and charge them a revenue per order"**. Glovo 2.0 was launched: unlocking local inventory in cities.

2017

While the business was rapidly growing, so were the losses. Glovo managed to **broke the Uber-McDonald global delivery exclusive deal**. Rakuten, Seaya and Cathay led a **25M€ round** at a pre-money valuation of 45M€. The company could breathe for some time.





MILESTONES

2018

Time to **market** in **Latam** was crucial. Brazil was the inflexion point. Avoiding costs while backpacking all these countries was a must. An **EMEA expansion team** was created and Glovo launched in Romania and **Morocco**, its first African country. Glovo's first MFC was launched.

2019

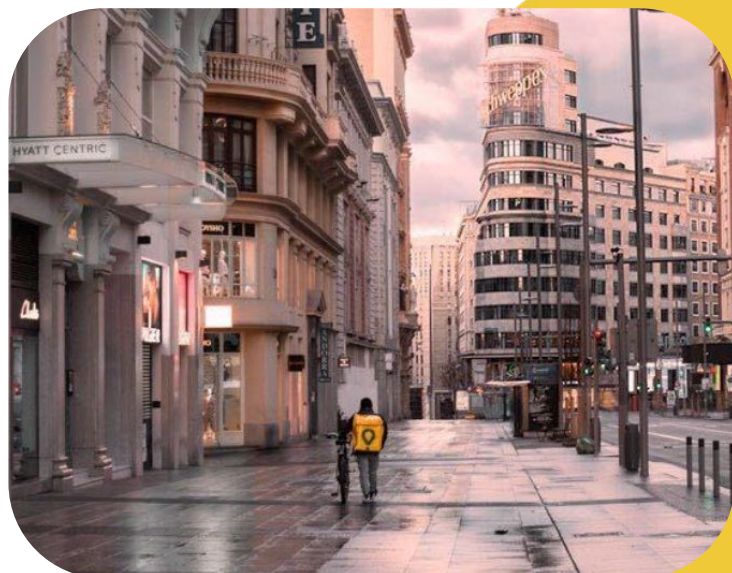
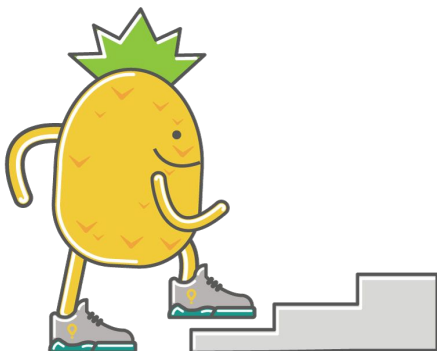
We shut down our operations in Brazil. The tech team was growing, prioritizing the Glovers cluster. We **achieved a break-even operational** margin by December, meaning the company wasn't losing money on a per order basis anymore. The Social & Sustainable team was built by Sacha.

2020

Consolidating efforts were done. We closed down Turkey, Egypt and Uruguay. The **pandemic** hit us all, forcing everyone to work remotely. **Business & groceries** experimented a **significant growth**.

2021

The company keeps growing and is expanding rapidly through the Balkans and Africa. The sky's the limit!





GLOVO IN THE MEDIA



Watch Glovo's and Oscar Pierre's evolution [here!](#)



Read about how to stay focused in a hyper competitive environment [here!](#)



Read all about how Glovo inaugurated its tech hub in Madrid to improve the app [here!](#)



All about what a sustainable future in on demand delivery looks like [here!](#)



Biedronka opens dark stores, new discounts and Glovo offers - all [here!](#)



INTERVIEWING AT GLOVO

Hiring is a key element at Glovo and we take it very seriously. When we are looking for the right candidate, we take two important matters into consideration: **Does this person have the right skills for the role?** and **does this person show Glovo's values?**

In any Glovo interview you will find three main blocks: HR Interview, Technical Interview(s), and Cultural Interview(s). The number of interviews and the structure of them may vary depending on the position and the seniority of the role.

HR INTERVIEW

During this step, you will be meeting someone from the Talent Acquisition team. This first interview will be a friendly chat where we want to meet you, understand your **background** and your **motivation**, and answer any first questions you may have related to Glovo or the position you are applying for. We will also give you an overview of our core values and evaluate your perfect match for Glovo!

TECHNICAL INTERVIEW(S)

You will be meeting the manager or the different team members that are directly related to the position. The number of interviews will vary depending on the role. These interviews will focus on your **work experience, knowledge** and the **skills** you can bring to the team. In some cases, you may be required to present a Business Case to properly assess your abilities.

CULTURAL QUESTIONS

We believe that the best version of you is the result of your knowledge, your soft skills and your personal work style. For us, the perfect candidate is a mix of experience and values. Therefore, during your interview process you will also be assessed in a set of **behaviours** and **competencies** that we've aligned with our **Glovo culture**. Before your interviews we advise you to read our core values and think about how you match with them. Think about examples in your career that will express your fit into our culture. And remember not to force this match, Glovo might not be *the perfect shoe for every Cinderella*.





INTERVIEW TIPS

DO YOUR RESEARCH

01

Any interviewer will appreciate a candidate who knows the company they're applying for. Doing some previous research will not only show interest, but actually awake your curiosity about the role and the projects it will be impacting. Take a look at our [Linkedin page](#) to stay up to date on what we're up to or check us out on [Instagram](#).

UNDERSTAND THE JOB YOU ARE APPLYING FOR

02

Make a list of your skills, abilities and knowledge, and how they match with your dream job at Glovo. You can even look for your future manager and peers online to understand their background and how that could give you hints on the kind of profile we're looking for.

BE READY FOR THE INTERVIEW

03

Make sure you prepare yourself for questions related to your present and where you'd like to see yourself in the future. Anything from analytical to behavioural questions can appear. Think of challenges you've faced and keep a good eye on past learnings, we're very keen on getting to know you better. Be confident when replying, there are no right or wrong answers!

MAKE SURE YOUR CONNECTION IS WORKING

04

If the interview will be held online, we will be using either Google Meet or Zoom, so double-check that any of these programs are working on your computer so you are not late for the interview.

PREPARE QUESTIONS

05

We have a ton of questions for you, but you probably have just as many for us! Write them down and don't hesitate to ask any interviewer you meet.





FINAL TIPS

STILL TRYING TO DECIDE?

Cost of Living: Are you still not sure if Barcelona is the right place for you? You can take a look at this [link](#) and compare the cost of living with other cities around the world.

Beckham law: Heads up for the Spanish incentive system - also known as Beckham law. The Spanish Government provides a special status to eligible expats that allows them to save on taxes along the years spent in the country. Want to know more? Access this [link](#).

THIRSTY FOR MORE?



Take a look at our [LinkedIn page](#) to stay updated on what we're up to. From employer branding events to our Glovo Tech Talks, it's all one click away!



Curious about what **Life at Glovo** is like? Take a sneak peek on our [Facebook](#) or [Instagram](#) and watch this quick [video](#) shot on what's it like to work at Glovo. Can you spot anyone familiar?



Staying humble is our mantra and we truly believe #wearestilltiny, but in late 2019 we achieved a huge recognition for our hard work and we reached the **Unicorn status**. More details [here](#).

EXTRA LINKS

Keen to know more more about [about us](#) and [our openings](#)?

Read all about [Glovo Engineering!](#)

