

gojek

Fact Sheet

Gojek is Southeast Asia's leading on-demand platform and a pioneer of the multi-service ecosystem model.

We were founded on the principle of leveraging technology to remove life's daily frictions by connecting consumers to the best providers of goods and services in the market.



Founded in Indonesia, Gojek now operates in 3 Southeast Asian countries

Gojek is scaling up operations

GoFood is a leading online food delivery platform that continues to innovate and offers a joyful culinary experience for consumers, especially during the COVID-19 pandemic.*

Gojek is Indonesia's first unicorn startup.**

Gojek is the only local hero brand during the pandemic.***

Gojek's growth (As per end of Q3 2021)


App Downloads
>221 million



Driver Partners
2 million
(across SEA)



Merchant Partners
1 million
(GoFood merchants across SEA. 99% are MSMEs)



2010 The company was established as a call center offering instant courier and motorcycle ride-hailing (ojek) services.

2015 Launch of Gojek mobile app.

2020 Unified Gojek brand across Southeast Asia.

2021 Gojek and Tokopedia unite to form GoTo, the largest tech group in Indonesia.

*based on UXAlliance & Usaria global research across 47 delivery apps in 17 countries in July 2020, GoFood ranked no. 1 worldwide for its UX (user experience within the app) and ranked no. 2 worldwide for its CX (customer experience outside the app & after purchase).

**according to several third party surveys.

***based on Blackbox research with Toluna titled "Into the Light: Understanding What Has Changed for Consumers During COVID-19".

Gojek ecosystem is powered by 3 Apps



Consumer App









Merchant App







Driver App

Gojek has more than 20 services

Transport and logistics

-  **goride** Motorcycle taxi (ojek) service.
-  **gocar** On-demand car service.
-  **gobluebird** Blue Bird taxi service booking.
-  **gobox** Logistics service.
-  **gosend** Courier service.
-  **gotransit** Trip assistant service.



Food delivery and shopping

-  **gofood** Food delivery service.
-  **goshop** Shopping service.
-  **gomall** E-Commerce platform.
-  **gomart** Easy & effortless grocery shopping service.

News and Entertainment

-  **gotix** On-demand entertainment ticketing platform
-  **gogames** One-stop gaming ecosystem.
-  **goplay** Interactive livestreaming platform for unique and quality local content


COVID-19 Resources

-  **gomed** Reliable healthcare service made accessible for all.
-  **PeduliLindungi** Check in to public places platform.

Daily needs

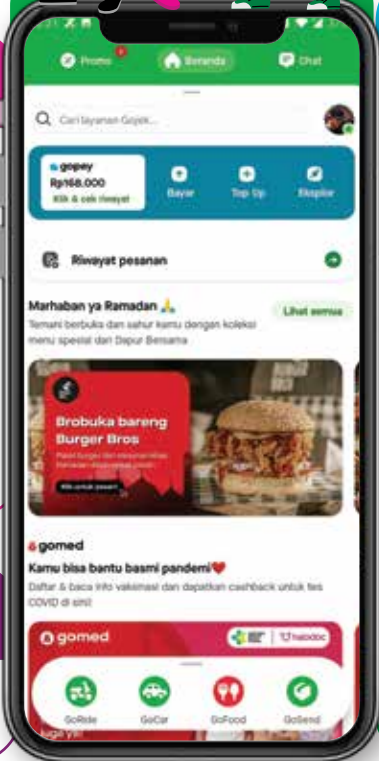
-  **goservice** Vehicle admin and tax payment.

Loyalty Program

-  **goclub** Gojek new loyalty program.

Environmental

-  **#gogreener**
-  **carbon offset** B2C carbon offset feature.



Gojek's Social and Economic Contributions in Indonesia



Economy

Gojek contributed **IDR 249 T** to the national economy (**equivalent for 1.6% of Indonesia's GDP in 2020**).



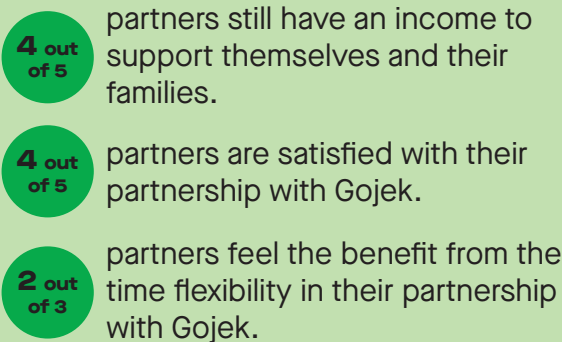
Driver Partners

Gojek driver partners remain resilient during the pandemic.

Driver partners have experienced **significant recovery through an increase in income** of:



compared to the beginning of pandemic.



Driver partners want to continue partnering with Gojek due to the support given by Gojek during the pandemic.

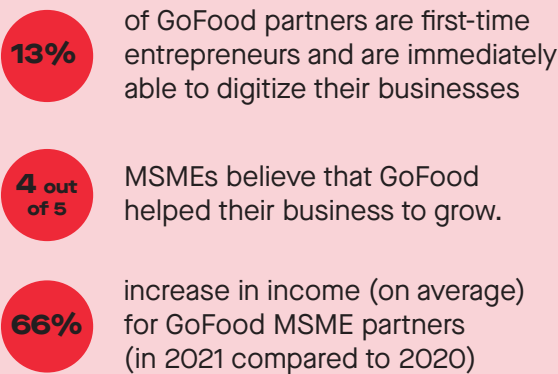
Gojek's support to maintain partners' safety, health and hygiene include:

- Providing safe posts to protect our driver partners. **(Posko Aman)**
- Distribution of health equipments. **(e.g. masks, hand sanitizers, protective screens)**
- Swadaya discounts. **(e.g. phone credit vouchers for operational support)**



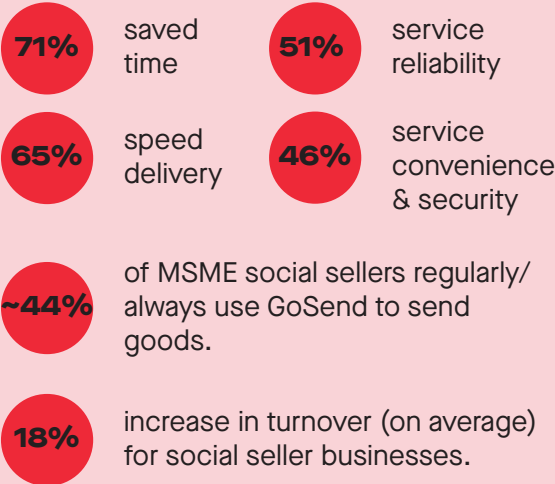
Merchants Partners

Gojek helps MSMEs to recover and grow.



9 out of 10 partners plan to have a long-term partnership with GoFood.

GoSend delivery service improves MSME social sellers' business efficiency through:



Source: Study by Demographic Institute of the Faculty of Economics and Business, University of Indonesia/LD FEB UI, titled "Gojek Ecosystem's Contribution to Support National Economic Recovery During the 2020-2021 Pandemic."

