



# Grubhub Community Impact Report 2023



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## Who We Are and How We Approach Community Impact

At Grubhub, the communities in which we operate sit at the core of our business. Over the past few years, we evolved our community impact approach to ensure we are supporting our neighbors and communities in the way Grubhub is uniquely positioned to do. Our work is driven by corporate programs and nonprofit partnerships, and supported by the Grubhub Community Fund, which our diners help contribute to through Donate the Change.\*

In 2022, we narrowed our community impact focus to three areas to better guide our overarching strategy, scale impact, and identify new partnership opportunities. In 2023, we did just that—expanding the ways we partner to help close the hunger gap, create more opportunity in the hospitality industry, and support independent restaurants.

While we are excited about the work accomplished to date, our primary focus remains on the individuals and families that are impacted. We leverage our business, influence, and knowledge to drive meaningful change. We believe no impact is too small—from ensuring local after-school programs have meals for their students to providing business development opportunities to helping entrepreneurs entering the restaurant industry, we are here to support.

We are on a continuous journey to identify new opportunities that will strengthen and deepen our community impact. In the following pages, we share how we are engaging in strategic partnerships and funding impactful programs to make our communities a better place for our neighbors today and in the years to come.

### Our Impact Focus Areas

#### Helping Close the Hunger Gap

We serve as a community partner and industry leader in the effort to reduce food insecurity and help close the hunger gap in our communities.

#### Creating Opportunity in the Hospitality Industry

We partner to create innovative solutions that address challenges for restaurant businesses and advance social outcomes for individuals.

#### Supporting Independent Restaurants

We support independent restaurants with the necessary resources to sustain and grow their business and have a positive impact within their communities.

\*The Grubhub Community Fund is a donor advised fund at a national sponsoring organization. The Grubhub Community Fund is made possible through donations from our customers through our Donate the Change feature in the Grubhub app and website. Grubhub matches contributions on eligible orders from our Grubhub+ members.

# Impact at a Glance

## Our Growth

In 2023, we:



### Provided More Grants to More Organizations

Using our impact focuses to guide community engagement was a great success, and in 2023, we supported more than 80 organizations through the Grubhub Community Fund—a 40% increase from 2022.



### Expanded Our Hometown Impact

In 2004, we opened our doors in Chicago, and in 2023, we invested in new partnerships across our three focus areas, supporting nearly 100 Chicagoland community-based organizations through Grubhub and Grubhub Community Fund programs.



### Scaled Our Food Recovery Efforts

We hit a new milestone in our food recovery effort, partnering to recover and redirect more than 40 million pounds of food to local food banks, pantries, and community organizations across the country.

**\$15 million**

invested in communities nationwide through the Grubhub Community Fund and other impact programs

**500+**

organizations and causes supported through Grubhub and Grubhub Community Fund programs

**\$3.4 million**

in Grubhub Community Fund grants awarded to new partners

**408**

employee donations matched

**55.6 million+**

meals supported through Grubhub and our Grubhub Community Fund partners

**\$5.7 million+**

in grants to local, family-owned restaurants through Grubhub Community Fund partners

**45 states**

benefited from Grubhub and Grubhub Community Fund funded programs

**\$1 million+**

invested in business development opportunities for independent restaurants through Grubhub and Grubhub Community Fund programs



# Helping Close the Hunger Gap

Food insecurity is a major challenge for communities across the country. Cost of living increases felt in communities nationwide resulted in increased demand for services from food banks, pantries, and other food programs. As a result, we identified more opportunities to help close the hunger gap by forging new regional partnerships, launching and expanding initiatives in key markets, and advocating at the federal level for policy reform and critical funding.

In 2023, we increased our work with small, local community organizations that share our passion for ensuring our neighbors have consistent and reliable access to food and meal services. We also challenged ourselves differently by successfully launching our first open grant program, Full Plate, and scaling our impact in the food recovery space to rescue and redistribute more than 40 million pounds of food across the country.



**\$4.6 million+**

Invested in helping close the hunger gap through our Grubhub and Grubhub Community Fund partners



**500,000+**

Ready-to-eat and sponsored meals distributed



**4 million+**

Pounds of food distributed through our food bank and food pantry partners



## Serving the City Expansion

In 2023, we expanded our Serving the City Program to four new markets, after a successful first year in New York City in 2022.

Through Serving the City, we partner with local officials to purchase hot, prepackaged, culturally appropriate meals directly from neighborhood restaurants. We distribute those meals onsite at housing authorities, senior centers, veterans' residences, and other community-based organizations. The program gives us the opportunity to feed our neighbors while supporting local restaurant partners who are critical to our business. In 2023, we hosted more than 50 Serving the City meal distributions, providing nearly 47,000 meals to our neighbors in Boston, Chicago, New Jersey, New York City, and Philadelphia.

## Full Plate Program

In December 2023, we selected 64 Chicagoland nonprofit organizations that provide food and meal services to receive microgrants of up to \$10,000 through our new Full Plate Program.

Full Plate, Grubhub's first open grant program, was made possible by the Grubhub Community Fund and administered in partnership with Greater Chicago Food Depository and Nourishing Hope. Grant recipients used funding for everything from purchasing groceries and meals for community members to investing in equipment and resources needed to distribute food and keep programming up and running. With this support, our program will help feed our hometown neighbors in more than 75 neighborhoods across the Chicago area.





## Creating Opportunity in the Hospitality Industry

At Grubhub, we know access to opportunity is a force powerful enough to create change for individuals and communities. As our newest impact focus area, we are establishing partnerships and initiatives that drive upward mobility and inspire collective action to drive meaningful change within the industry. Through partnerships, our goal is to create opportunities for individuals to learn a new skill, present a business plan, explore a potential career path, and create space for thought leadership. This empowers those within the field to share their voice and help the industry overcome challenges.

We strive to support those who work day-in and day-out in the hospitality industry and offer new opportunities for those looking to enter the industry through the restaurant business. This year, we invested in educational opportunities for new and existing restaurant owners. We launched a partnership with The Hatchery Chicago that provides early-stage restaurant entrepreneurs the opportunity to increase their industry knowledge while creating a plan to successfully scale their business. We also kicked off a new relationship with the American Heart Association, which will support nonprofits and social enterprises driving innovative solutions to help address health and economic disparities.



**\$1.3 million+**

Invested in creating opportunity in the hospitality industry through Grubhub and Grubhub Community Fund partners



**1,000 hours**

Of Grubhub-sponsored shared kitchen space and four private kitchens provided to food entrepreneurs



## The Hatchery Chicago

In September 2023, we announced a new partnership with The Hatchery Chicago, a leading nonprofit incubator dedicated to fostering successful food and beverage businesses on the West Side of Chicago.

Through the partnership, we sponsored a pitch contest where four Chicago-based entrepreneurs presented business plans for the chance to win private kitchen space at The Hatchery. Our grand prize winner Nude Dude Food, LLC won a year of free, private kitchen space, and our three other finalists – Honeydoe Authentic Mediterranean, Uncle Earl’s BBQ, and The Vulgar Vegan – were awarded six months of free, private kitchen space. As of March 2024, all four finalists will be operating their businesses from Grubhub kitchens at The Hatchery. The restaurateurs also received wraparound services, including personalized check-ins and marketing support from our team to help drive customers to their business. We are continuing our partnership with The Hatchery into 2024 by creating educational resources for restaurateurs and providing philanthropic support to the nonprofit’s Sprouts Incubation Program.

## American Heart Association

In December 2023, we started working with the American Heart Association to support innovative solutions that address health equity issues. The effort intends to provide up to \$2 million in grant funding from the Grubhub Community Fund through 2025.

The social impact fund will support local nonprofits and social enterprises with grants, loans, and hybrid investments to tackle systemic social issues in their neighborhoods that impact food security and economic opportunity, with an emphasis on scalable technology innovations. The program will offer several funding opportunities to organizations working to create meaningful change in Chicago and New York City neighborhoods through 2025.



## Supporting Independent Restaurants

We work with more than 355,000 restaurant partners in over 4,000 U.S. cities. Because of this, we know restaurants are the heart of their local communities, and have made it our mission to strengthen their roots, deepen their connections, and increase the positive impact they have on their neighbors and society.

This is why we invest in partnerships and programs that allow us to create access to capital and offer business development opportunities for local, family-owned businesses. We are committed to taking care of small businesses in our communities, and when able, we individualize our support to address each restaurant's unique needs and challenges. This year, we continued several partnerships with diverse business and community-based organizations that drive programs and opportunities to help AAPI-, Black-, Hispanic-, and LGBTQ+-owned independent restaurants grow and thrive in their local communities.



**\$7.2 million+**

Awarded to Grubhub Community Fund partners providing business development and grant programs opportunities for local restaurants



**800+**

Independently-owned restaurants awarded grants through our Grubhub Community Fund partners

## Restaurant Strong Fund

In June 2023, we joined forces with the Restaurant Strong Fund for a third year to award \$2.2 million in grants to over 248 restaurants across 25 states through the Grubhub Community Fund. In addition to broadly supporting small business restaurants, the program offered a new grant opportunity specific to restaurants that have been open for three years or less. Grants ranged from \$5,000 to \$25,000, and restaurants had the flexibility to use the funds in a manner that best suited their needs, including updating technology/equipment, marketing/public relations services, staff training programs, incentivized wages, and infrastructure improvements.

## NGLCC Foundation



We teamed up with the National LGBT Chamber of Commerce (NGLCC) a third time to award more than \$1.5 million in grants to 286 LGBTQ+-owned and allied restaurants across 30 states through the Grubhub Community Fund. Grants ranged from \$2,500 to \$15,000, and funding was utilized for a range of uses, including updating security and security protocols, updating/purchasing new equipment, community involvement, marketing and public relations services, updating digital/e-commerce presence, purchasing product, staff training programs, employee pay and/or staff incentivized wages, and maintenance/updating of current infrastructure. Along with supporting individual restaurants, the grant funding also provided additional program support to local NGLCC Chambers leading business development opportunities for restaurant entrepreneurs within their region.



## ACE Foundation

In November 2023, we partnered again with the National Asian/Pacific Islander American Chamber of Commerce and Entrepreneurship (National ACE) to award grants to 82 Asian American, Native Hawaiian, and Pacific Islander (AANHPI) restaurants ranging from \$5,000 to \$50,000 through the Grubhub Community Fund. Grant applicants spanned 29 states, and three restaurants were awarded the grand prize of \$50,000: Aloha Island Market in Mesa, AZ, Ranken Noodle House in Gaithersburg, MD, and Sunshee's Farm and Kitchen in Troy, NY. Funding allowed restaurateurs to take their businesses to the next level through infrastructure improvements, e-commerce and technology, employee benefits, and operations streamlining.



## Employee Giving and In-Kind Support

Our employees make everything we do possible. Amplifying the impact of our employees and investing in the organizations and causes they care about allows us to create a values-based work environment while helping us reach more grassroots efforts in local communities.

Through our donation match program, we provided employees with up to \$2,000 in matching dollars in 2023. We also identified new ways for our employees to give back to the communities we serve by offering team and regional-based volunteer opportunities throughout the year and during our November Give Back Month initiatives.



### Code Nation

Code Nation equips students in under-resourced high schools with skills, experiences, and connections to create access to careers in technology. In 2020, we first partnered with the organization, hosting a fellowship program in Chicago. We have seen great success with the program over the last three years, and in 2023, we expanded our efforts to include a fellowship program in New York City. Through this partnership, our team's engineers partner with Code Nation team members to teach front end web development skills, in addition to offering coaching and professional development insights to the program's students.



## Looking Ahead

As our business looks ahead to 2024, we will continue to focus on positively impacting the people and communities we serve by supporting independent restaurants, helping close the widening hunger gap, and creating opportunities in the hospitality industry.

Specifically, we will:

### **Launch New Funding Opportunities for Nonprofits**

We will scale our efforts to support more grassroots organizations that share our passion for creating positive impact in local communities.

### **Expand Our Efforts to Create More Opportunity in the Hospitality Industry**

We create new opportunities for learning and upward mobility for individuals and local restaurant businesses through strategic partnerships.

### **Engage Our Delivery Partners in Our Impact Work**

We will engage our delivery partners to create meaningful change in their local communities.

# Our Grubhub Community Fund Partners and Grantees\*

## In 2023, we partnered with the following organizations through our Grubhub Community Fund:

ACE Foundation  
American Heart Association  
FDNY Foundation  
Feed the Soul Foundation  
Food Bank for New York City  
FoodRecovery.org (MEANS Database)  
Greater Chicago Food Depository  
Greg Hill Foundation's Restaurant Strong Fund  
Hospitality Project Inc.  
Industrial Council of Nearwest Chicago - The Hatchery Chicago  
Madison Square Boys and Girls Club  
NGLCC Foundation  
Nourishing Hope  
Plant Powered Metro New York  
Rescuing Leftover Cuisine  
Tacombi Foundation  
Union League Boys and Girls Clubs  
US Black Chambers CEDC  
Variety Boys and Girls Club of Queens  
Women in Hospitality United

## Full Plate Grantees

Above & Beyond Food Pantry  
Allen Metropolitan CME Church  
American Association of Single Parents, Inc.  
Barbara W. Smith Family Life Center  
Bryn Mawr Community Foundation  
Care for Friends  
Catholic Bishop of Chicago dba St. Thomas of Canterbury  
Chatham-Avalon Ministries Food Pantry  
Chicago Dream Center  
Chosen Tabernacle Full Gospel Baptist Church  
Christian Life Center AOG Church  
Common Pantry  
Community Feast at United Church of Rogers Park  
Coppin Community Center  
Cultivate Collective  
Edward G. Irvin Foundation  
Elmhurst Yorkfield Food Pantry  
Evangelism Outreach Ministries  
Evanston Vineyard Church  
Faith Feeds Food Pantry  
Figuroa Wu Family Foundation  
First Baptist Church of Melrose Park Food Pantry  
First Presbyterian Church of Chicago  
Food Access Project (DBA Vivery Community)  
Food Pantry of Messiah-St Bartholomew Episcopal Church  
For Your Consciousness Ministry  
GAP Community Center  
Glen House Food Pantry  
Good Food Catalyst  
Grace Housing Complex  
Grace United Church of Christ  
Grant A Wish Inc  
Harmony Community Cares NFP  
Harris Temple A.O.H. Church of God, Inc  
Irving Park Community Food Pantry  
Just Roots  
Martin Temple Community Foundation  
Mihut Romanian Charitable Mission  
Neighborhood Food Pantries  
New Christian Joy Full Gospel Baptist Church  
New Eclipse Community Alliance  
New Hope House Community Food

Operation Blessing of SW Chicagoland  
Our Daily Bread Food Pantry  
Our Lady of Mount Carmel Parish  
Our Shining Stars Foundation  
Parkway Garden Christian Church  
Seeds Center of Maple Park United Methodist Church  
Sheldon Heights Church of Christ / Sheldon Heights Food Pantry  
Shepherd's Hope LTD  
Sisters Working It Out  
Society of Arab American Neighborhood development  
St. Moses the Black Food Pantry  
St. Paul and the Redeemer Episcopal Church  
The Addison Township Foundation  
The Outreach House  
The Salvation Army Corps and Community Des Plaines  
The Salvation Army Norridge Citadel  
The Southwest Collective  
Trinity Charities  
Trinity Resurrection United Church  
Valley Kingdom Community Development Corporation  
Wayne Township Pantry & Senior Services, NFP.  
Windsor Park Evangelical Lutheran Church

# Appendix

## Helping Close the Hunger Gap

[Grubhub Selects 64 Food-Focused Chicago Nonprofits in Inaugural Full Plate Microgrant Program](#)

[The Grubhub Community Fund Full Plate Program to Provide up to \\$1 Million in Microgrants to Chicago Nonprofits – Now Accepting Applications](#)

[Grubhub Marks Hunger Action Month with New Chicago Initiatives and Expands Existing Programs](#)

[Grubhub's 'Serving the City' Program Expands to Company's Hometown of Chicago to Provide Meals to Communities in Need and Help Close the Hunger Gap](#)

## Creating Opportunity in the Hospitality Industry

[Startup Catering Service Nude Dude Food Wins a Free Year in a Grubhub Private Kitchen at The Hatchery Chicago®](#)

[Grubhub x The Hatchery Chicago® Private Kitchen Pitch Competition – Now Accepting Applications](#)

[Grubhub Partners with The Hatchery Chicago® to Help Entrepreneurs Open Their Doors on Chicago's West Side](#)

## Supporting Independent Restaurants

[The National ACE and Grubhub Award Grants to 82 Asian American, Native Hawaiian, and Pacific Islander-Owned Small Businesses](#)

[The Grubhub Community Fund and Greg Hill Foundation's Restaurant Strong Fund Provide \\$750,000 in Grants to Restaurants Nationwide](#)

[The Greg Hill Foundation's Restaurant Strong Fund & Grubhub Distribute \\$1.25 Million From The Restaurant Strong Grant](#)

[\\$1.5 Million in New Grants Will Support LGBTQ+-Owned and Allied Restaurants](#)

## Community Impact 2022 Summary

[Grubhub Celebrates \\$22 Million to Communities Nationwide in 2022](#)