



Dear friends,

Some of you have been following the story of Grab since its early days as MyTeksi in 2012. Many of you are new to our story. Thank you for joining us for our 5th birthday celebration. It's a significant milestone we're honoured to share with you as very few startups make it this far.

We've gone through countless trials and tribulations as a team, some of which almost broke us.

First, when we started in 2012, not everyone wanted to work with us. Most people could not see how this new kid on the block could be a partner instead of a competitor. I remember having to go door to door to convince people to join us, be it fleet companies, driver-partners, or even the early team of Grabbers who had no idea where this start-up would lead them. It was pure grit, believing in this mission and not taking 'No' for an answer that kept the team going.

Two years into the business, because of tremendous growth, there was a period in 2014 when our platform crashed repeatedly. Our engineers had to work through many late nights to improve the stability and scalability of the platform. The team had to deal with many angry drivers and everyone had to help to allocate bookings manually as a stop gap solution. Those few months were exhausting, and what I consider to be an almost-breaking point. I experienced firsthand what it means to carry each other's burdens and put Grab before our own interests. This was also the genesis of two of our Grab Principles, "Your Problem is My Problem" and "Grab Before Self".

In the same year, we made a difficult but necessary decision to disrupt our own business to launch the GrabCar service. Private-hire ride-hailing was a relatively new concept in Southeast Asia and it took time for people to accept us. Some of you might remember the protests that took place at our Kuala Lumpur office, because many taxi driver-partners did not agree with this move. Till today, we still face opposition, but we will continue to find innovative ways to improve the lives of our drivers and partners.

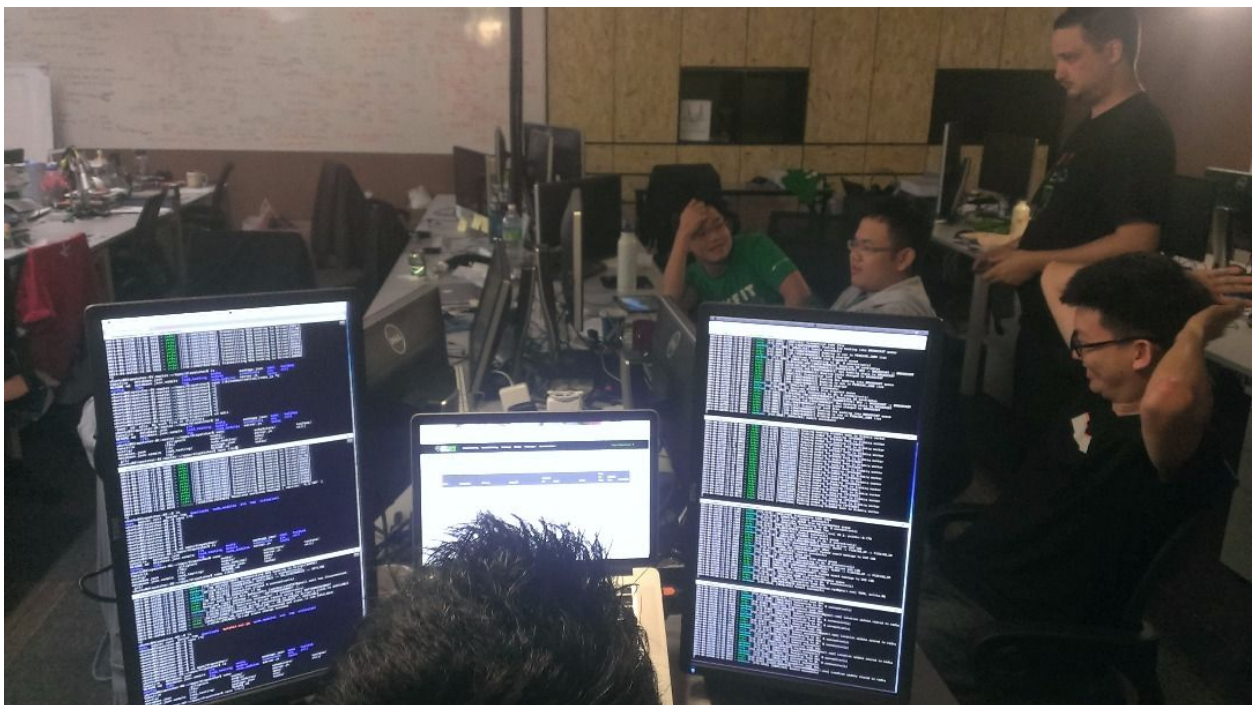
Yet despite all the challenges, Ling and I didn't give up on the idea of Grab. Why? Because we knew that if we succeeded in making our crazy idea work, we would succeed in improving livelihoods, transportation safety and accessibility for millions across Southeast Asia.

You can call us crazy, but Grab is a place for crazy people who believe that what we do can improve lives. I hope you will continue to join us on this crazy movement to transform lives through technology, and walk with us for many more 5 years to come.

God bless,
Anthony Tan



Late night database migration exercise to improve system stability and scalability - everyone was so anxious



Monitoring our system logs and uptimes



Everyone helping to manually allocate bookings during the database migration exercise



One of the early makeshift offices of MyTeksi



The very first “Driver’s Centre”