

## Supplementary Material

*Topics discussed with owners and/or managers of food businesses in Aalst, Ghent or Antwerp, according to their registration status. Data were collected through semi-structured interviews between April and July 2024.*

Food businesses <b>registered</b> with at least one meal delivery platform
Number of meal delivery platforms registered with
Details of registration – length of time registered, rationale for registration, registration process, negotiations, menu changes
Registration benefits
Registration impacts
Delivery drivers – attitude, behaviours, patience, working conditions
Commission fees and any additional charges
Impacts on sit-down dining options and revenue
Changes in customer base since registration
Availability of information from meal delivery platforms
Registration and the ability to reach new customers
Role of meal delivery platforms in the future
Knowledge about Dark Kitchens and possible impacts
Advice for others thinking about signing up with meal delivery platforms

Food businesses <b>not currently registered</b> with a meal delivery platform
Reasons for not registering with meal delivery platforms
Engagement with meal delivery platforms – previous contact, attempts to register, reasons that other food businesses register
<i>Possible</i> registration benefits
<i>Possible</i> registration impacts
<i>Possible</i> changes needed following registration
Business impacts of not registering – remaining competitive, customer demand, frequency and timing of orders
Role of meal delivery platforms in the future (broadly and for the specific business)
Knowledge about Dark Kitchens and possible impacts