

Code of ethics and conduct



A commitment to the ecosystem

ifood
2025

May your
journey
be guided by
ethics.

O jeito
ifood
de fazer
a coisa
certa.

Say
NO
NO
NO
to harassment.)

Respect
at all
times!

O jeito
ifood
de fazer
a coisa
certa.

Integrity forms
the foundation
of strong
relationships.

O jeito
ifood
de fazer
a coisa
certa.

I'm a
FoodLover,
bringing
together
ethics,
technology, and
innovation.

O jeito
ifood
de fazer
a coisa
certa.

Table of Contents

1. Paving the way for exponential growth	04
2. Culture: the North Star in our journey	06
2.1 Our Values.....	08
2.2 Human Rights	08
2.3 Celebrating Diversity, Equity, and Inclusion.....	09
2.4 Health, Safety and Well-being.....	09
2.5 Exercise of Political Rights	10
3. Our Purpose: To Feed the Future of the World	11
3.1 Social Impact / ESG (Environmental, Social and Governance)	12
4. A Positive Impact on Our Ecosystem	13
4.1 Business Integrity.....	14
4.1.2 Anti-competitive practices	14
4.2 Conflict of Interests	15
4.3 Gifts, Giveaways, Hospitality, and Entertainment.....	15
4.4 A Big NO to Corruption	16
4.5 Anti-Money Laundering and Counter-Terrorism Financing (AML-CTF).....	16
4.6 Donations and Sponsorships	17
4.7 International Sanctions and Exports Controls	17
4.8 Financial Records and Reporting	17
5. The strength of our ecosystem: iFood's Assets	18
5.1 Intellectual Property	19
5.2 Artificial Intelligence Governance	19
5.3 Data Privacy and Protection	20
5.4 Confidentiality and Information Security.....	21
5.5 Business Communication and Social Media	22
5.6 Conduct Regarding Information and Communication	22
6. Ethics Ambassador: Our Collective Strength	23
6.1 FoodLovers.....	24
4.1.1 Leadership.....	24
6.2 Compliance Team.....	24
6.3 Integrity Hotline.....	25
6.4 Ethics Comittee	26
Final Remarks	27

Table of Contents

1. Paving the way for exponential growth
2. Culture: the North Star in our Journey
3. Our Purpose: To Feed the Future of the World
4. A Positive Impact on Our Ecosystem
5. The Strength of Our Ecosystem: iFood's Assets
6. Ethics Amabassadors: Our Colective Strength



A Message from the CEO

1.

iFood started as a mere dream in 2012. We took on many challenges that seemed impossible at the time and built a thriving business that moves millions within our ecosystem. Every step we take carries a responsibility that goes beyond numbers. Here, we drive change through innovation, aiming to reshape the future!

Exponential growth is part of our journey. We have been transforming habits and revolutionizing how Brazilians order food. With a strong and unique culture, we believe in bringing the best people in and show determination to boost real transformation. We are proud to be a Brazilian company that creates opportunities, drives positive change, and transforms lives.

We are committed to building a more prosperous and fairer Brazil. But doing so requires us to show integrity and accountability both within and beyond iFood. That is why we have developed this **new Code of Ethics and Conduct**, where we bring together everything you need to know to make the right decision in any situation. In an ecosystem like ours, being able to innovate and make quick decisions is key, but only as long as we show integrity and respect towards all stakeholders: FoodLovers, customers, drivers, business partners, suppliers, investors, and the rest of society.

We count on you to help us
**Feed the Future
of the World**
but to do so responsibly.

Diego Barreto
iFood's CEO

Paving the way for
exponential
growth



Table of Contents

1. Paving the way for exponential growth
2. Culture: the North Star in our Journey
3. Our Purpose: To Feed the Future of the World
4. A Positive Impact on Our Ecosystem
5. The Strength of Our Ecosystem: iFood's Assets
6. Ethics Amabassadors: Our Colective Strength



A Message from **the Head of Governance, Risk, and Compliance**

At iFood, integrity is the guiding principle behind everything we do in our vibrant ecosystem as it grows exponentially. While our digital revolution continues to move forward, our values and culture remain unwavering.

We are committed to building honest, long-lasting relationships and shaping a future where ethics strengthens our role as market leaders. Our Code of Ethics and Conduct provides essential guidelines to help navigate challenges and strengthen interactions across our entire ecosystem.

Making ethical decisions takes both courage and balance and is key to creating a fair and inclusive environment. Open communication with our Compliance team is crucial in upholding integrity and ethical behavior at every level of our organization.

FoodLover, we count on you to help us build a future that is **ethical, innovative, and seamlessly aligns with our exponential growth!**

Karina Louzada
*Head of Governance, Risk,
and Compliance*

1. Paving the way for exponential growth

1. Paving the way for
exponencial growth
2. Culture: the North Star in our
Journey
3. Our Purpose: To Feed the
Future of the World
4. A Positive Impact on Our
Ecosystem
5. The Strength of Our
Ecosystem: iFood's Assets
6. Ethics Amabassadors: Our
Colective Strength



2. Culture: the north star in our journey!

Our culture is at the heart of everything we do, including our interactions with teams, partners, suppliers, customers, and our entire ecosystem. Like a compass, it guides our decisions and actions. **Our Code of Ethics and Conduct reflects this culture, setting clear expectations and reinforcing the ethical principles that iFood stands for. It is not intended to dictate the details of FoodLovers' daily activities, though.**

We expect all FoodLovers and individual collaborators working with iFood and its partner companies to follow these guidelines, so we can create an ethical and responsible work environment where everyone is treated with dignity: whether in person, online, or in written communication, both inside and outside the workplace.

Remember: we must face the brutal facts but not be brutal to people!

No one is allowed to ignore or ask others to ignore any of the principles outlined in this Code. These same principles apply to all relationships across our ecosystem, including those with customers, partners, suppliers, service providers, and any other stakeholder.

Take the time to read and understand this Code of Ethics and Conduct, **learn how to identify ethical dilemmas**, and explore **the internal compliance channels available to you (@GRC Bot on Slack and the Compliance Portal)**. Our Portal also provides quick and easy access to more information on this topic.

At iFood, we value mutual respect and integrity in every interaction. Defaming iFood, colleagues, or third parties, **whether through words, actions, or digital platforms** — is unacceptable and damages the trust we have built together.

Table of Contents

1. Paving the way for exponential growth
2. Culture: the North Star in our Journey
3. Our Purpose: To Feed the Future of the World
4. A Positive Impact on Our Ecosystem
5. The Strength of Our Ecosystem: iFood's Assets
6. Ethics Amabassadors: Our Colective Strength



2. Culture: the north star in our journey!

As part of our **culture of respect**, all FoodLovers must:



- Refrain from making comments or taking actions that could harm the reputation of colleagues, partners, and/or the company.



- Address conflicts directly and respectfully (#productiveconflicts).



- Report any defamatory behavior to their leader or to the Compliance team.

All FoodLovers share the responsibility of fostering a safe environment, where we uphold integrity and remain true to our values and principles.

We actively encourage open communication and urge you to report any behavior or situation that violates this Code, company policies, or local laws and regulations. If you have concerns, reach out to the Compliance team, and/or use our **Integrity Hotline**.

Table of Contents

1. Paving the way for exponential growth
2. Culture: the North Star in our Journey
3. Our Purpose: To Feed the Future of the World
4. A Positive Impact on Our Ecosystem
5. The Strength of Our Ecosystem: iFood's Assets
6. Ethics Amabassadors: Our Colective Strength



2.1. Our Values

Our values fuel iFood's exponential growth and should be nurtured in everyday culture. After all, our greatest strength is our people. We are disruptive, engaged, and passionate about building amazing solutions. Our teams show constant appetite for tackling new challenges, fostering innovation, and Feeding the Future of the World.

Here are the values that guide us and should be lived every day:



Entrepreneurship:

Our purpose drives us, and we have an entrepreneurial spirit. We push ourselves and our teams to achieve the impossible, bringing ideas to life and opening new avenues. We dream big and take ownership. **For us, even the sky is not the limit!**



Results-Driven:

Focus, focus, focus! We are obsessed with delivering results and always strive for high performance. Our teams are recognized based on their true achievements, and not on biased assessments.



Innovation:

We believe innovation is a powerful tool in building a better future. That is why we are constantly thirsty for disruptive technologies and AI. We try fast, fail fast, and quickly shift gears when needed.



All Together:

We know people are our greatest strength and people are better together! We can do more when collaborating with diverse and equitable teams! In a journey that often seems impossible to complete, we celebrate our wins and tackle challenges with optimism and a good sense of humor.

2.2. Human Rights

iFood supports the principles outlined in the UN's Universal Declaration of Human Rights of (UN - United Nations) and ILO's Declaration on Fundamental Principles and Rights at Work (ILO - International Labour Organization). We believe it is our responsibility to protect and respect every individual in our ecosystem, as we strive to contribute to building a fairer and more equal society. To that end, we are committed to:



- **Diversity, equity, and inclusion;**
- **Freedom of association;**
- **Safe and decent working conditions;**
- **Fair wages;**
- **Data privacy and data protection.**

We also strongly reject and are committed to preventing:



- **Child labor, forced labor, and any form of modern slavery;**
- **Human trafficking.**

All FoodLovers have a responsibility to uphold these values, and iFood strives to do business with partners who share our commitment to these principles.

To learn more, be sure to read our **Human Rights Statement** and **iFood's Guidelines on Rights and Access to Justice**.



Human Rights Statement



iFood's Guidelines on Rights and Access to Justice

Table of Contents

1. Paving the way for exponential growth
2. Culture: the North Star in our Journey
3. Our Purpose: To Feed the Future of the World
4. A Positive Impact on Our Ecosystem
5. The Strength of Our Ecosystem: iFood's Assets
6. Ethics Amabassadors: Our Colective Strength



2.3. Celebrating Diversity, Equity, and Inclusion

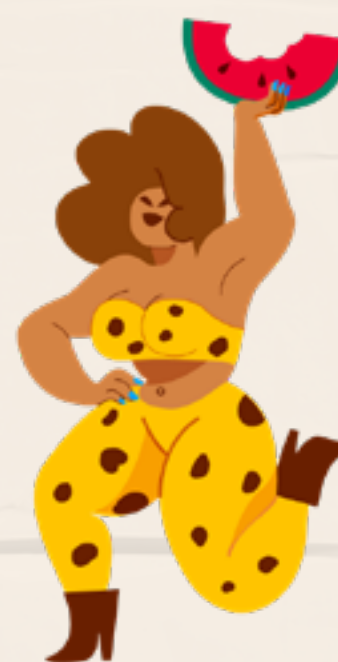
iFood is for everyone!

We believe that building diverse teams is a key ingredient in driving our exponential growth and innovation. Only in an environment free from harassment, bias, discrimination, and bullying can FoodLovers truly bring their best selves to the table.

We prohibit any behavior that could negatively affect a person's dignity and we have zero tolerance for any discriminatory actions based on race, ethnicity, nationality, ancestry, age, gender (including pregnancy), sex, sexual orientation, gender identity and expression, physical or mental disabilities, neurodiversity, genetic orientation, political affiliation, religion, or any other characteristic protected by current legislation.

Discrimination has no place in our ecosystem. It is everyone's responsibility to create a respectful environment where individuals are free to be whoever they want to be.

Achieving our BIG DREAM of Feeding the Future of the World is only possible if we are committed to initiatives that promote diversity, equity, and inclusion.



At iFood, we believe that everyone should have equal access to opportunities in every aspect of their career, having launched initiatives that focus on ensuring accessibility and equality in recruitment and career development processes. We also provide training for teams and leaders to address unconscious bias.

While we have made great progress in representation, we know there is always more work to be done!

PÓLEN | Affinity Groups at iFood

There are currently four official affinity groups at iFood, all working to build a more diverse, equitable, and inclusive environment:

- **Black Pride**
- **LGBTI + Love**
- **Women Empowerment**
- **Barriers Down - PWD**

2.4. Health, Safety, and Well-being

We show common sense and respect for the physical and mental well-being of those around us. Every FoodLover has the right to a safe workplace, which is why we expect you to perform your duties following the safety and health protocols provided by iFood through internal policies, training, or any additional guidelines.

2. Culture: the north star in our journey!

Alcohol consumption on our premises or during any iFood-related external activities should be done in moderation and only at appropriate times. Similarly, we do not allow anyone to perform their duties while intoxicated.

FoodLovers are strictly forbidden from consuming illegal drugs during work hours or working under their influence, whether remotely or at one of our offices. Carrying firearms on our premises is also absolutely prohibited, under any circumstances.

If you find yourself in a situation where your physical or mental well-being is at risk, please contact the **Security Operations Center immediately (SOC)**. The SOC operates 24/7 and serves all locations nationwide via the #soc channel.

We are Responsible Adults!

Did you know we also have a health team to support you? You can reach out to them through the #idoc channel, to request assistance.

We are here for you.

Table of Contents

1. Paving the way for exponential growth
2. Culture: the North Star in our Journey
3. Our Purpose: To Feed the Future of the World
4. A Positive Impact on Our Ecosystem
5. The Strength of Our Ecosystem: iFood's Assets
6. Ethics Amabassadors: Our Colective Strength



2.5. Exercise of Political Rights

All FoodLovers must be respected in their rights to freedom of expression.

We are free to share our opinions, participate in electoral campaigns, join political parties, and run for public office, all while embracing diversity and maintaining an inclusive environment.

However, **iFood remains neutral on political issues**. Therefore, the company's name and image should not be linked to the personal political views of Food Lovers, electoral campaigns, political ads, or any vote-seeking initiatives.

Our FoodLovers should not use their position, company resources, or corporate communication channels to express personal opinions or engage in political activities.

If a FoodLover decides to run for public office, they must inform their leadership and/or the Compliance team, take an unpaid leave of absence before the campaign starts, and disassociate from iFood if elected.

2. Culture: the north star in our journey!

Table of Contents

1. Paving the way for
exponential growth
2. Culture: the North Star in our
Journey
3. Our Purpose: To Feed the
Future of the World
4. A Positive Impact on Our
Ecosystem
5. The Strength of Our
Ecosystem: iFood's Assets
6. Ethics Amabassadors: Our
Colective Strength



3. Our Purpose: To Feed the **Future** of the World

Table of Contents

1. Paving the way for exponential growth
2. Culture: the North Star in our Journey
3. Our Purpose: To Feed the Future of the World
4. A Positive Impact on Our Ecosystem
5. The Strength of Our Ecosystem: iFood's Assets
6. Ethics Amabassadors: Our Colective Strength



3.1. Social Impact / ESG (Environmental, Social and Governance)

At iFood, we take **environmental, social, and governance (ESG)** factors into account in everything we do as a business.

We are committed to embedding ESG principles deeply into our decision-making processes, striving to create long-term sustainable value for the entire ecosystem. We have a genuine commitment to ethical, efficient, and transparent corporate governance. This corporate governance is reflected in our policies, which not only help us assess and reduce risks but also strengthen our commitment to the broader ecosystem. To learn more, check our Governance page: **Building Trust Through Transparency.**

We understand that true exponential growth can only come if we align our business needs with societal demands and invest in initiatives that leave a positive impact.

We take our responsibility seriously! We go beyond simply offering products and services and instead aim to adopt measures that create a positive and sustainable impact on people's lives and on the environment.

We want to feed the future of the world, and we believe that education, inclusion, and sustainability are the keys to getting there! Learn more about our public commitments, projects, and initiatives. Visit: **Sustainability: Our Purpose - iFood**



Building Trust Through Transparency



Sustainability: Our Purpose - iFood

1. Paving the way for exponential growth
2. Culture: the North Star in our Journey
3. Our Purpose: To Feed the Future of the World
4. A Positive Impact on Our Ecosystem
5. The Strength of Our Ecosystem: iFood's Assets
6. Ethics Amabassadors: Our Colective Strength



4. A Positive Impact on Our Ecosystem

Empathy, transparency, integrity, and mutual respect serve as guiding principles in all our interactions with our ecosystem and public authorities.

At iFood, showing integrity in all our decision-making processes is crucial to uphold the ethical principles that define us. We act proactively and decisively to ensure that our market practices are exemplary, as follows:

Table of Contents

1. Paving the way for exponential growth
2. Culture: the North Star in our Journey
3. Our Purpose: To Feed the Future of the World
4. A Positive Impact on Our Ecosystem
5. The Strength of Our Ecosystem: iFood's Assets
6. Ethics Amabassadors: Our Colective Strength



4.1. Business Integrity

Business integrity means making decisions that are transparent and responsible, building trust across our ecosystem. We maintain ethical conduct in every business interaction, showing honesty and respect at all stages of our processes.

We remain vigilant to ensure our apps are secure, function correctly, and remain compliant to our Terms & Conditions. If you suspect any illegal activity, please report it immediately to the Fraud Prevention team. We must all be aware of our role in preventing any fraudulent activity that could hurt our reputation, operations, or relationship with stakeholders. Criminal behavior will be met with both internal disciplinary actions and legal consequences.

4.1.2. Anti-Competitive Practices

We aim to outperform competitors within the limits of the law and the framework of a free market, always adhering to fair competition laws and market practices. Our goal is to lead the FoodTech industry, but not at the expense of ethics or integrity.

We believe competition is vital for giving customers and users the freedom to make their own choices.

Therefore:

- We do not enter into informal agreements with competitors to manipulate prices, commit bid rigging, divide market shares, or restrict supply;
- We do not share strategically sensitive, competition-related information with competitors;
- We do not impose restrictions on our customers or suppliers;
- We do not bypass merger and acquisition notification requirements to competition authorities;
- We do not misuse any potential market leadership positions;
- We only use legitimate means to gather competitive information.

Anti-competitive practices violate both the law and the core values of ethics and integrity that we uphold at iFood. Any inappropriate behavior should be reported immediately. Together, we can ensure integrity remains at the heart of everything we do.

To learn more about this topic, please refer to our **Fair Competition Policy**.

4. Positive Impact on our ecosystem

Table of Contents

1. Paving the way for exponential growth 
2. Culture: the North Star in our Journey 
3. Our Purpose: To Feed the Future of the World 
4. A Positive Impact on Our Ecosystem 
5. The Strength of Our Ecosystem: iFood's Assets 
6. Ethics Amabassadors: Our Colective Strength 

4.2. Conflict of Interest

A conflict of interest arises when personal interests (or those of our family and friends) may influence our ability to make fair and impartial business decisions. This could compromise our judgment or performance in our roles within the company, even if no direct harm or unfair benefit occurs. Stay vigilant!

Conflicts of interest can also arise from external commitments and personal relationships, such as:



- Working for or receiving compensation from an iFood supplier or customer;
- Asking for personal favors from third parties to influence a decision at iFood in their favor;
- Hiring individuals with close personal connections, like family members, partners, close friends, or even in-laws, to join your team;
- Making decisions that benefit an iFood competitor, supplier, or customer based on personal relationships, friendships, or reciprocal favors;
- Purchasing goods or services on behalf of iFood from a supplier with whom you have a prior personal relationship or business interest.

Whenever a potential or actual conflict of interest arises, please report it to the Compliance team through the designated channels so it can be reviewed and the best course of action for resolving it can be determined. For more details, refer to our Conflict of Interest Policy.

Having a conflict of interest does not automatically mean a violation of our Code, but failing to disclose it does. This could result in disciplinary action. Before making any decisions, speak with your manager or the Compliance team, as your self-assessment may not always identify a conflict right away.

If you become aware of a real conflict of interest, be sure to report it through the Integrity Hotline.

4.3. Gifts, Giveaways, Hospitality, and Entertainment

Do not forget: giveaways are acceptable, but gifts could indicate a potential conflict of interest!

Let's recap:

Giveaways: Low-cost promotional items distributed in bulk, such as keychains, pens, USB drives, mugs, t-shirts, and other branded items from partners or suppliers.

Gifts: Higher-value items or personal items of significant worth, such as electronics, jewelry, trips, or event tickets.

4. Positive Impact on our ecosystem

Entertainment: Events or activities aimed at entertaining and engaging an audience, such as concert tickets, theater shows, exhibitions, and more.

Hospitality: Services provided to facilitate travel, such as tickets, transport, accommodation, transfers, and meals.

iFood does not allow actions that go beyond legal boundaries or are considered unusual in the market. Accepting these items is fine only when:

- The purpose is legitimate and business-related;
- It does not involve cash;
- It is not intended to improperly influence business decisions;
- It aligns with the law and general courtesy;
- It is considered reasonable under the circumstances.



If you receive gifts, giveaways, entertainment, or hospitality that do not meet these guidelines, kindly inform the offeror and politely decline. If you are unable to refuse it, such as at public events, send it to the **Compliance team**. Please visit the Compliance Portal to declare any gifts received or address any concerns.

Keep in mind that, depending on your role, you may need to accept and offer giveaways, gifts, hospitality, and entertainment as part of iFood's relationship-building strategies. These must always comply with legal limits and the rules guiding public institutions and officials and align with our internal policies and legal requirements.

Table of Contents

1. Paving the way for exponential growth 04
2. Culture: the North Star in our Journey 06
3. Our Purpose: To Feed the Future of the World 11
4. A Positive Impact on Our Ecosystem 13
5. The Strength of Our Ecosystem: iFood's Assets 18
6. Ethics Amabassadors: Our Colective Strength 23

4.4. A Big NO to Corruption

At iFood, **we have a zero-tolerance policy for corruption**. Under no circumstances do we accept or offer any bribes or kickbacks!

When working with suppliers, partners, or public officials, we uphold a strong commitment to integrity. We firmly reject any attempt to give, offer, promise, or even imply payments or benefits to third parties to influence decisions or gain unfair advantages for iFood or personal interests. This commitment to business ethics is crucial in maintaining transparency and trust in all our business dealings.

Please note that corruption is not limited to monetary transactions. It can also involve offering gifts, entertainment, hospitality, travel expenses, job offers, loans, donations, contributions, services, or any other transfer of value, even if it is symbolic.

This principle extends to indirect corruption as well, i.e., any actions taken by third parties on behalf of iFood to secure improper benefits. Everyone in our ecosystem must align with our values and principles.

Corruption is a serious breach of our values and must be addressed with the highest level of seriousness, in line with anti-corruption laws.

If a public official suggests that an advantage is required to proceed with a matter, stop the interaction immediately and report it to our Compliance team. We do not tolerate any business dealings, or attempts at business dealings, influenced by corruption.

For more information, please refer to our **Anti-Corruption Policy**.

4.5. Anti-Money Laundering and Counter-Terrorism Financing (AML-CTF)

Money laundering is a criminal act that seeks to disguise the origin of illegally obtained funds, allowing them to enter the financial system while concealing their true source. These activities make the funds appear legitimate to be used for personal gain or to finance other illicit activities.

At iFood, we will not tolerate the use of our business for money laundering or terrorism financing. We strongly condemn any involvement in such criminal activities and do not engage in business with third parties connected to them.

We fully comply with all applicable anti-money laundering (AML), counter-terrorism financing (CTF), anti-corruption, and anti-bribery laws in every country where iFood operates. We also require our business partners to adhere to these regulations. Examples of relevant laws include the 1997 OECD Convention, the U.S. Foreign Corrupt Practices Act (FCPA), and the UK Bribery Act (UKBA).

To safeguard our business, we conduct thorough, risk-based due diligence on third parties before entering into contracts or service agreements.

4. Positive Impact on our ecosystem

Additionally, we have operational systems in place to detect any suspicious money laundering or terrorism financing activities and report them to the appropriate authorities when necessary.

Protecting the integrity and reputation of our company is a top priority. We are committed to ethical business practices and our broader responsibility to society. For more information, please refer to our **Anti-Money Laundering Policy**.

Table of Contents

1. Paving the way for exponential growth
2. Culture: the North Star in our Journey
3. Our Purpose: To Feed the Future of the World
4. A Positive Impact on Our Ecosystem
5. The Strength of Our Ecosystem: iFood's Assets
6. Ethics Amabassadors: Our Colective Strength



4.6. Donations and Sponsorships

A donation is the voluntary transfer of resources (money, goods, or services) to an organization or cause with no expectation of financial return, whereas sponsorship is a business arrangement in which a company provides resources in exchange for advertising and/or other benefits.



These initiatives may support individuals, nonprofits, charities, or specific projects that align with iFood's values, objectives, and commitment to **social responsibility** and sustainable development.

Donations and sponsorships are allowed provided they follow internal procedures and comply with all relevant laws and regulations. However, they must never be used to gain improper advantages, influence business decisions unfairly, facilitate illegal payments, or conceal the true recipient.

If a donation is made to a government agency, it must also adhere to principles of public administration, particularly the primacy of public interest and impartiality.

iFood must not make any direct or indirect contributions to political parties or candidates. Any political donations or contributions made by individual FoodLovers must comply with applicable laws and must not, under any circumstances, be linked to iFood.

For more details, please refer to our **Política de Doações e Patrocínios**.

4.7. International Sanctions and Export Controls

In today's highly connected world, business decisions can have immediate cross-border implications. That is why we must keep up with the international regulations that govern our business.

International sanctions and export controls are some of the regulations that require strict compliance to avoid issues when doing business with foreign countries. Governments and international organizations, such as the European Union, United States, United Kingdom, and Canada, use these measures to promote global peace and security. It is our responsibility to ensure full compliance with all these regulations.

At iFood, we recognize the risks associated with sanctions and their potential consequences to our business. We are committed to thoroughly screening our business partners to ensure compliance with relevant sanctions lists. If any questions arise regarding the applicability of sanctions or if anything seems unusual, we encourage FoodLovers to contact the Compliance team for guidance, ensuring that our actions align with both our values and legal obligations.

Export controls are used by certain countries to regulate the trade of specific goods and technologies, such as dual-use technologies (those intended for civilian use that could have military applications) and high-performance computing technologies designed for specific purposes. Failure to comply with these regulations can lead exporters to face restrictions, licensing requirements, or even sanctions.

4. Positive Impact on our ecosystem

Staying informed and vigilant helps us maintain transparency and integrity in all our internal and external business relationships, daily operations, and transactions.

For more information, please refer to our **Sanctions and Export Controls Policy**.

4.8. Financial Records and Reporting

In addition to protecting the integrity of our FoodLovers, we also work to ensure the security of our financial data and records, as this is key to business ethics!

We are committed to maintaining accurate, complete, and transparent financial and accounting records. All transactions are properly recorded in official books and backed up by legitimate documentation. Our financial reporting adheres to iFood's internal policies, applicable laws, and both local and international accounting standards, ensuring integrity and reliability in all our financial statements.

Table of Contents

1. Paving the way for exponential growth
2. Culture: the North Star in our Journey
3. Our Purpose: To Feed the Future of the World
4. A Positive Impact on Our Ecosystem
5. The Strength of Our Ecosystem: iFood's Assets
6. Ethics Amabassadors: Our Colective Strength



5. The strength of our ecosystem: **iFood's Assets**

A strong ecosystem is the foundation of our success and ongoing innovation.

In this chapter, we explore the importance of iFood's assets, from protecting intellectual property to ensuring responsible AI governance.

Let's dive into how these elements help build a stronger, more innovative iFood.

Table of Contents

1. Paving the way for exponential growth
2. Culture: the North Star in our Journey
3. Our Purpose: To Feed the Future of the World
4. A Positive Impact on Our Ecosystem
5. The Strength of Our Ecosystem: iFood's Assets
6. Ethics Amabassadors: Our Colective Strength



5.1. Intellectual Property

We value and protect iFood's intellectual property as a critical asset that fuels innovation and drives our brand's success. We take measures to create a work environment that fosters creative and ethical solutions, while respecting other's intellectual property in all our initiatives and innovation projects.

Protecting iFood's name and brand is essential to maintaining the integrity of our brand. Our brand is known not only for its cutting-edge services but also for its strong presence in advertising and strategic partnerships with major events and high-profile figures. As part of this commitment, we actively monitor and take action against intellectual property violations and take all appropriate measures to safeguard iFood's interests.

To support this effort, we have developed the **iFood Marketing Best Practices Guide**, which helps ensure our brand continues to grow while maintaining its credibility and strong reputation, in line with internal guidelines and applicable laws.

As a FoodLover, you have a responsibility to help safeguard iFood's intellectual property. When working with partners or third parties, make sure that iFood's resources, data, and infrastructure are properly protected by including specific intellectual property terms in all contracts.

Additionally, make sure any innovation, including software, designs, patents, or other creative work, is recognized as iFood's property, a crucial step to protecting our innovations.

5.2. Artificial Intelligence Governance

Artificial intelligence (AI) is a strategic priority for iFood, helping us drive efficiency, personalization, and better experiences across our ecosystem. However, responsible AI development is just as important, ensuring that we uphold security, privacy, transparency, equal access, and compliance with regulations.

All FoodLovers are expected to follow the principles outlined in our **Responsible AI Guide**, ensuring that AI is developed and used with proper governance, human oversight, and accountability. This includes:



- **Security:** Implementing robust measures to prevent risks and potential harm from AI.



- **Privacy:** Complying with Brazil's General Data Protection Law (LGPD) by handling personal data ethically and prioritizing anonymization whenever possible.



- **Transparency:** Making sure AI-driven decisions are clear and easy to understand.

5. The strength of our ecosystem: iFood's Assets



- **Fairness and Non-Discrimination:** Regularly monitoring AI models to prevent bias or discriminatory outcomes.



- **Human Oversight and Auditing:** Documenting and reviewing automated processes to ensure compliance and reliability.

Failure to follow these guidelines can jeopardize our operations and expose iFood to legal and reputational risks. If you have any AI-related questions or initiatives, check the #privacy-support channel listed in the **Responsible AI Guide**.

Table of Contents

1. Paving the way for exponential growth
2. Culture: the North Star in our Journey
3. Our Purpose: To Feed the Future of the World
4. A Positive Impact on Our Ecosystem
5. The Strength of Our Ecosystem: iFood's Assets
6. Ethics Amabassadors: Our Colective Strength



5.3 Data Privacy and Protection

Protecting the personal data of our customers, drivers, employees, and partners is crucial to our mission of providing better services every day. At iFood, privacy is guided by non-negotiable principles that reflect our ongoing commitment to transparency, security, ethical innovation, and data rights.

iFood's Non-Negotiable Principles:



- **Transparency:** We provide clear information about what data is collected, how it is processed, and the purposes for its use, offering specific privacy statements for different audiences.

• **Security:** We prioritize data security by following legal requirements and best practices, using encryption, regular security testing, and secure cloud storage. Sensitive information, such as credit card details, is always protected and masked.

- **Ethical Innovation and Personalization:** We use data responsibly to improve and personalize experiences, always maintaining a strong commitment to privacy. Data collection helps drive technological innovations and ethical solutions.



- **Respect for Data Owners:** Data belongs to the individuals who provide it. We make sure our users, drivers, and business partners can access detailed information about how their data is used and their rights under the law.
- **Commitment to Society:** We use data not only to improve our operations but also to support social and environmental initiatives, staying true to our mission to "feed the future of the world."

For more information on data management, our privacy policy, and your rights, please visit the **Privacy Portal**.



Privacy Portal

5. The strength of our ecosystem: iFood's Assets

Table of Contents

1. Paving the way for exponential growth
2. Culture: the North Star in our Journey
3. Our Purpose: To Feed the Future of the World
4. A Positive Impact on Our Ecosystem
5. The Strength of Our Ecosystem: iFood's Assets
6. Ethics Amabassadors: Our Colective Strength



5.4. Confidentiality and Information Security

Information is one of our most valuable assets!

Improper use or disclosure of information can cause significant harm to the company and our ecosystem, weaken our competitiveness, and damage our reputation.

We classify information into three levels:

- **Public:** Widely shared and accessible to everyone.
- **Internal:** Shared only with FoodLovers and should not be discussed outside the company.
- **Restricted:** Strategic information, only accessible to select groups. Even within iFood, sharing restricted information can increase the risk of data leaks.

Internal and restricted information is considered **confidential** and includes details such as undisclosed financial and business details, pricing information, marketing strategies, personal and research data, intellectual property, trade secrets, and more.

As FoodLovers, it is our responsibility to make sure this information remains confidential and follow the best practices, including accessing information from company-issued devices only, not sharing passwords or devices, and avoiding storing personal data on company tools.

Exercise extra caution when working remotely or in public spaces to protect data and prevent leaks. Confidential information must stay strictly within the FoodLovers team, even when outside the office.

To prevent leaks, all information and documents should be stored in the locations designated by our IT and Information Security teams. Any files created, received, or stored on company systems or devices are considered iFood's property. As a result, any company-issued technology may be monitored and audited for potential data leaks.

We must care for all devices, data, and corporate tools we use and show responsibility. Please review our **Security Policy** and stay vigilant:

- Do not access, copy, install, or store pornography, discriminatory, homophobic, racist content, or anything promoting criminal behavior on iFood devices as those are prohibited.

- Use only company-issued computers to access corporate data.
- Never share passwords or store them in easily accessible places (e.g., on paper or post it notes).
- Do not share iFood-issued devices with anyone other than iFood's support or maintenance teams.
- Do not use company tools for personal use, nor store any personal data on them.
- Never leave your devices unattended, especially in public places.

In case of incidents such as theft, loss, or damage, please report it immediately to Corporate IT via email: itech@ifood.com.br.

5. The strength of our ecosystem: iFood's Assets

Table of Contents

1. Paving the way for exponential growth 
2. Culture: the North Star in our Journey 
3. Our Purpose: To Feed the Future of the World 
4. A Positive Impact on Our Ecosystem 
5. The Strength of Our Ecosystem: iFood's Assets 
6. Ethics Amabassadors: Our Colective Strength 

5.5. Business Communication and Social Media

Social media is an everyday part of our lives, but it is important to keep in mind that what we post or comment on online can affect both our personal image and the reputation of iFood and our business partners. That is why we approach social media with responsibility and common sense.

When sharing information, statements, or opinions on social media, do so responsibly. Avoid commenting on or discussing controversial posts related to iFood's activities or those of our competitors, whether posted by third parties or the general public.

Sharing confidential information (e.g., texts, images, screenshots of systems, platforms, and presentations) outside the workplace is strictly prohibited.

If invited to speak at events such as lectures, seminars, or training sessions representing iFood, we must share event details with the Public Relations team and confirm what can and cannot be disclosed. To reach out to the PR team, please use the following channel: **#pr_atendimento**.

We should always know when to serve as a spokesperson for the company and when not to. So, unless authorized, avoid sharing personal opinions on social media or other public forums in a way that might be seen as iFood's official stance.

If contacted by the media, FoodLovers should not make statements on behalf of iFood unless instructed to by the Corporate Communications team. If you find yourself in this situation, direct the inquiry to imprensa@ifood.com.br.

5.6. Conduct Regarding Information and Communication

At iFood, we prioritize truth, integrity, transparency, the right to access information, and respect in all our communications. To uphold these values, we emphasize the following principles:



- **Commitment to the Truth:** We encourage accurate and honest communication. Any information shared should be verified to ensure it is both truthful and relevant. FoodLovers are encouraged to check sources and avoid spreading unconfirmed information or rumors that could lead to misinformation.



- **Combating the Sharing of False Information:** We offer training to help our employees identify and counter fake news, equipping them to spot manipulated information.



- **Zero Tolerance for Hate Speech:** We foster an inclusive environment, both within and outside the company, where diverse ideas and expressions are respected, leaving no space for hate or intolerance.



- **Right of Access to Information and Transparency:** All our actions and decisions uphold the Right of Access to Information, ensuring that our processes are communicated in a way that is transparent, understandable, accessible, and truthful.

We believe that spreading misinformation and hate speech undermines trust and harmony both within our organization and in the broader community, and these behaviors will not be tolerated.

Table of Contents

1. Paving the way for exponential growth
2. Culture: the North Star in our Journey
3. Our Purpose: To Feed the Future of the World
4. A Positive Impact on Our Ecosystem
5. The Strength of Our Ecosystem: iFood's Assets
6. Ethics Ambassadors: Our Collective Strength



6. Ethics Ambassadors: Our Collective Strength

Ethics is the cornerstone of our reputation and success. This chapter emphasizes the role of our ethics ambassadors, whose contributions strengthen our commitment to maintaining an honest and transparent workplace.

Every FoodLover plays a crucial role in this process by actively ensuring that we embody our values every day

in everything we do. With the support of the leadership, the Compliance team, and the Ethics Committee, we stand as a united force focused on upholding ethical standards and cultivating a culture based on responsibility and respect.

Together, we will strengthen the foundation of our integrity, ensuring that ethics continues to guide us in every decision and action we take.

Table of Contents

1. Paving the way for exponencial growth
2. Culture: the North Star in our Journey
3. Our Purpose: To Feed the Future of the World
4. A Positive Impact on Our Ecosystem
5. The Strength of Our Ecosystem: iFood's Assets
6. Ethics Amabassadors: Our Colective Strength



6.1. FoodLovers

It is crucial for all FoodLovers to read and understand our Code of Ethics and Conduct, commit to following it, and complete any necessary training. Reporting any violations through the appropriate channels is equally important. We expect everyone to uphold ethical standards and integrity in all their actions, which includes:

- Following the guidelines of our Code and internal policies, as well as all relevant legislation for FoodLovers and iFood.
- Reporting, in good faith, any act that violates our Code, internal policies, current legislation, or the behavior standards we expect.

iFood is a dynamic environment where complex and unprecedented situations may arise. When faced with uncertainty, ask yourself these questions before making a decision:

- Does this decision feel unusual or uncomfortable?
- Does it conflict with our values or best practices?
- Could it negatively impact my work or iFood's reputation?
- Could it be viewed negatively by the company or the media?
- Does it violate any law or internal iFood regulations?

If you answer "YES" to any of these questions, reach out to the Compliance team immediately for guidance.

6.1.1. Leaders

All FoodLovers in leadership positions have additional responsibilities and must lead by example to ensure we maintain strong standards for behavior and compliance. This includes:

- Making sure that their actions are guided by ethics and integrity;
- Raising awareness among their teams about the importance of reading, understanding, and complying with this Code;
- Monitoring their teams' behavior and addressing any good-faith concerns regarding potential non-compliance with the Code, internal policies, and/or applicable laws.

Leadership starts with you! Your actions as a leader reflect your commitment to the values and principles of our Code!

6. Ethics Ambassadors: Our Collective Strength

6.2. Compliance Team

Compliance means more than enforcing rules and regulations, and it is not about saying "no" to everything. At iFood, **our Compliance team helps us build bridges, not barriers!**

Our mission is clear: to foster a culture of ethics and provide strategic support to business areas. We work to ensure that all operations within our ecosystem adhere to ethical and legal standards, which helps protect iFood's strong reputation.

The Compliance team safeguards the company's reputation, prevents fines and penalties, ensures the safety of employees and customers, and promotes a positive work environment as well as ethical decision-making. Through a set of best corporate practices, they help us follow both internal and external regulations, preventing, identifying, and addressing risks and violations.

We are always just a click away via @GRCBot on Slack. Our virtual assistant for Governance, Risk, and Compliance is always ready to provide you with real-time support. For more information, please visit the [Compliance Portal](#).

Table of Contents

1. Paving the way for exponential growth
2. Culture: the North Star in our Journey
3. Our Purpose: To Feed the Future of the World
4. A Positive Impact on Our Ecosystem
5. The Strength of Our Ecosystem: iFood's Assets
6. Ethics Amabassadors: Our Colective Strength



6.3. Integrity Hotline

If you notice anything unusual, or something that goes against the Code of Ethics and Conduct, internal policies, and/or applicable laws, please use the Integrity Hotline. You can contact us through the following means: our website, **www.canaldeintegridade.com.br/ifood**; or, for those in Brazilian territory, our toll-free number **0800 591 0859**. This is a secure and confidential channel, available 24/7.

In addition to the violations mentioned in this document, other actions also violate the Code, including:



- Not completing required training or certification related to the Code of Ethics and Conduct;
- Requesting or allowing others to violate the Code;
- Failing to report known violations;
- Disclosing confidential information related to investigations;
- Retaliating against whistleblowers acting in good faith.

Cooperating with investigations and audits whenever requested is of utmost importance. Active and transparent collaboration is expected from everyone involved to ensure the company's practices align with legal and ethical standards. que as práticas da empresa estejam de acordo com as normas legais e éticas.

How does it work?

All reports filed through the **Integrity Hotline** are logged and managed according to the following steps:



Please note you can contact the Hotline anonymously. This is a **secure and confidential channel**. We guarantee you will not be subject to **retaliation**! If you notice any behavior or action that does not align with our values, do not hesitate to report it.

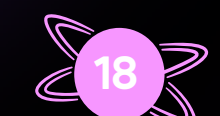
iFood will not tolerate any violations of the **Code of Ethics and Conduct, internal policies, or applicable laws**. It is our duty to stay vigilant and **proactively** create an environment where integrity is upheld in every interaction, which includes applying disciplinary or legal measures when necessary.



Integrity Hotline

Table of Contents

1. Paving the way for exponential growth
2. Culture: the North Star in our Journey
3. Our Purpose: To Feed the Future of the World
4. A Positive Impact on Our Ecosystem
5. The Strength of Our Ecosystem: iFood's Assets
6. Ethics Amabassadors: Our Colective Strength



6.4. Ethics Committee

To further reinforce our commitment to transparency and integrity, iFood has an Ethics Committee made up of a diverse, multidisciplinary team focused on advising any actions related to the reports received through iFood's Integrity Hotline. This Committee operates **independently** from other internal departments.

When performing its duties, the Committee must act in accordance with iFood's values, the relevant legislation, and all rules set out in the company's internal regulations. The committee serves both advisory and deliberative role. It is tasked with providing suggestions and guidance on issues related to the Integrity Channel Hotline and making decisions about disciplinary measures.

1. Paving the way for exponential growth
2. Culture: the North Star in our Journey
3. Our Purpose: To Feed the Future of the World
4. A Positive Impact on Our Ecosystem
5. The Strength of Our Ecosystem: iFood's Assets
6. Ethics Amabassadors: Our Colective Strength



Final Remarks

"iFood's way of doing the right thing: our commitment to our ecosystem" reflects our responsibility to act with integrity and transparency at all times. This is the foundation for creating a healthy and ethical environment for everyone.

In doing so, we create a fairer work environment while cultivating trust and mutual respect at every interaction. Together, we can face the challenges and reach new levels of success, reaffirming our commitment to a more ethical and sustainable future.

**Final
Remarks**

**Let's go
#AllTogether
on this! ;)**

This document was developed by the Governance, Risk, and Compliance Directorate. It was published and came into effect in April 2025.

Code of ethics and conduct



A commitment to the ecosystem

ifood
2025