

# Code of **ethics and conduct**



**for THIRD PARTIES**

**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.



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# A Message to Our Ecosystem

1.

Paving the way for  
**exponential**  
growth

iFood was born from the bold dream of feeding the future of the world!

We know this is no easy mission, but we have a dedicated team and an entire ecosystem working tirelessly to achieve this goal. As we move forward, we remain committed to preserving our institutional image and reputation, guided by the ethical principles and values that define the “iFood’s way of doing the right thing.”

Here at iFood, our employees (known as FoodLovers) embrace this culture every day, and we want you, our partner, to be part of it too. That is why we created this Code of Ethics and Conduct for Third Parties (“Code”) to share the principles we stand by.

This document outlines the standards of conduct we expect from everyone in our ecosystem, including but not limited to customers, partners, suppliers, service providers, and other stakeholders (“Partners”).

By entering or maintaining a relationship with iFood, third parties expressly acknowledge and agree to the terms of this Code. They commit to following its guidelines and principles, as well as complying with all applicable regulations related to their interactions with our platform and operations. Adhering to this Code is essential to maintaining a business relationship with iFood, and failure to comply with any of its provisions may result in the termination of the partnership at our discretion.

Together, we are building an ecosystem where ethics drive exponential growth for all.

That is the  
**iFood**  
way of doing the right thing!  
Enjoy the reading!

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## 2. A Culture of Respect and Integrity

At iFood, we believe in fostering a culture of respect, professionalism, and integrity in all our interactions. We firmly reject any abusive or discriminatory practices by FoodLovers or Partners.

### 2.1. Human Rights

As a partner of iFood, your commitment is crucial to building a fair and sustainable future. Guided by the principles of the **Universal Declaration of Human Rights (UN)** and the **International Labour Organization (ILO)**, we come together in a collective pact to:

#### Promote fundamental rights:

- Promoting diversity, equity, and inclusion in all our interactions;
- Supporting freedom of association and ensuring safe and decent working conditions;
- Providing fair compensation and protecting personal data in compliance with Brazil's General Data Protection Law (LGPD).

#### Combat violations such as:



- Child labor, forced labor, or any form of modern slavery;
- Human trafficking and any other type of exploitation.

Our partners are expected to actively uphold these values and take a proactive stance against these violations, reinforcing our shared ethical commitment.



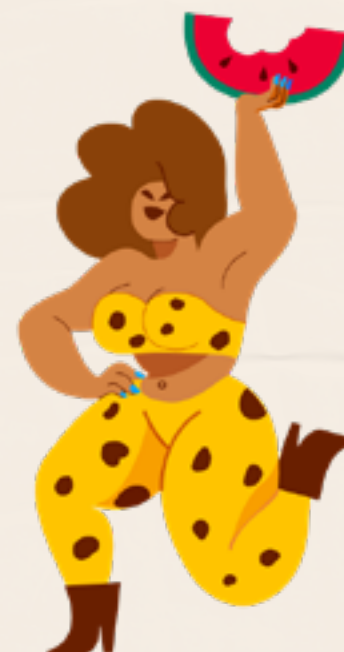
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## 2.2. Celebrating Diversity, Equity, and Inclusion

A diverse ecosystem is one that innovates and thrives. We seek partners who share this belief and actively work to promote diversity, equity, and inclusion.

We are committed to maintaining an inclusive environment that is free of discrimination and therefore do not tolerate any form of harassment, prejudice, or bullying based on race, ethnicity, nationality, ancestry, age, gender (including pregnancy), sex, sexual orientation, gender identity or expression, physical or mental disability, neurodiversity, genetic information, political affiliation, religion, or any other characteristic protected by law.



We believe that only by creating an ecosystem that values every voice can we achieve our BIG DREAM of Feeding the Future of the World.

## 2.3. Standing Against Discrimination and Violence

At iFood, we are committed to creating a respectful, inclusive, and safe work and business environment for all. This commitment is a core element of our culture and business practices, and we expect our partners to share these fundamental values.

### Core Principles:

- **Respect and Inclusion:** Ensuring that everyone is treated fairly and respectfully, and not discriminated against based on their race, ethnicity, gender, sexual orientation, religion, or any other protected characteristic.
- **Zero Tolerance for Violence:** Rejecting any form of violence or harassment, whether physical, verbal, or emotional, in all work-related settings.

### We expect that our Partners:

- **Implement Preventative Measures:** Establishing clear policies that foster diversity and respect, as well as providing training for their teams on how to prevent and address discrimination and violence.
- **Address Concerns:** Encouraging employees to report discrimination or violence, while ensuring that all complaints are investigated fairly and resolved promptly, with appropriate corrective actions.
- **Create a Safe Environment:** Maintaining a work environment where all employees and partners feel safe and valued, while also boosting productivity and promoting personal well-being.

## 2. A Culture of Respect and Integrity

By adhering to our **Policy on Non-Discrimination and Violence Prevention**, you contribute to building a fairer and more equitable ecosystem



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## 2.4. Decent work and shared growth

As an iFood partner, you play a key role in promoting fair, sustainable labor practices. Recognizing and valuing those who drive our success is crucial, which includes ensuring that all employees have access to proper employment agreements, the right qualifications, and working conditions that comply with local labor laws.

Investing in collective excellence is just as important. You should provide your teams with technical and operational training to ensure that your services meet the high standards of quality and innovation within our ecosystem. Partners should also maintain adequate staffing levels to ensure efficiency without overburdening individuals.

Transparency is the cornerstone of our partnership. Partners must take full responsibility for all labor-related expenses and legal obligations, thus reinforcing the mutual trust that drives our collaboration.

## 2.5. Health and Safety

**Protecting people is at the heart of our exponential ecosystem.**

Our Partners play a crucial part in our network and, therefore, their commitment to it must extend beyond mere compliance. Partners must create a safe environment that promotes sustainable growth. To achieve this goal, make sure your team is well-prepared by providing continuous training on safety, health, and environmental regulations, in accordance with regulatory standards and applicable laws.

We all share responsibility and we reap collective outcomes. We must all work to protect our ecosystem: should an accident occur, it is your responsibility to cover resulting cost and safeguard the integrity of the entire value chain. We also require strict compliance with labor, social security, and environmental laws, including the ban on child labor under Article 7, XXXIII of the Brazilian Federal Constitution.

Innovation can only come with respect for people's lives. Partners must care for the well-being of their employees and refrain from assigning dangerous or hazardous tasks to any person under the age of 18. Also make sure that apprentices under 16 are given opportunities that respect and align with their educational needs.



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



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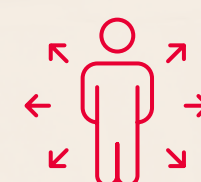
### 3.1. Social Impact / ESG (Environmental, Social and Governance)

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

As our partner, we expect you to embrace these values in your own practices, working with us to create long-term, sustainable impact across our ecosystem. Our commitment to ethical, efficient, and transparent corporate governance is reflected in our policies, which not only help identify and manage risks but also reinforce the responsibilities we share with all our partners. To learn more, check our Governance page: **Building Trust Through Transparency**.

We believe that exponential growth can only be achieved when business needs align with society's demands. That is why we encourage our partners to engage in initiatives that drive meaningful and lasting impact. Our goal is to go beyond merely offering products and services. We take action to positively impact people's lives and the environment. Together, we can feed the future through education, inclusion, and sustainability.

Our purpose is to Feed the Future of the World. This purpose guides iFood's Impact & Sustainability strategy, which is built on three key pillars: the future of work, education, and environmental sustainability.



#### The Future of Work

Promoting a more resilient, productive, and flexible work environment that prioritizes equity and employee well-being.



#### Education

Helping our partners improve their living standards through financial success, education, and continuous training in tech.



#### Environmental Sustainability

Reducing carbon emissions across our ecosystem, supporting global climate goals, and scaling the use of sustainable packaging.

Learn more about our public commitments, projects, and initiatives. Visit our Sustainability page: **Our Purpose - iFood**



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# 4. A Positive Impact on Our Ecosystem

## 4.1. Business Integrity

As an iFood partner, the decisions you make have a direct impact on our entire ecosystem. Therefore, we ask you to:

- Act with integrity and transparency in all your interactions, making sure your action reflect ethical values and the mutual respect that brings us together.
- Choose business partners who share our purpose, prioritizing those who follow the law, align with this Code, and contribute to sustainable growth.
- Actively monitor business relationships to ensure all members of our ecosystem maintain high ethical standards.
- Respect fair competition: your operations should remain transparent and promote free competition, in compliance with Brazilian Antitrust Law (12.529/2011) and other applicable regulations.

- Do not enter into agreements that fix prices, divide markets, or promote boycotts against competitors.
- Do not share strategically sensitive information with competitors.

In case of any violations, we will take collective action to correct them and preserve mutual trust.

## 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 includes situations where personal decisions have the potential to negatively affect iFood's ecosystem (e.g., personal gain, favoritism toward family members, undisclosed side partnerships, etc.).

If you find yourself in a potential conflict of interest, remove yourself from the situation immediately and report it through the **Integrity Hotline**.

By being transparent, you help maintain trust within the ecosystem and ensure that all decisions are based on merit, driving exponential growth fairly.



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#### 4.4. Gifts, Giveaways, Hospitality, and Entertainment

You play a key role in helping us maintain integrity across our partnerships. It is important to ensure that no business courtesies compromises impartiality in your relationship with iFood and other partners. As a general rule, iFood advises against giving or accepting gifts and encourages partners to always be mindful of the intent behind them.

##### 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.

**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.

##### Here's further clarification:

- **Promotional Gifts:** partners are allowed to give and receive small, low-value items such as pens, keychains, t-shirts, or mugs with a partner's logo.
- **Clear Purpose:** these items must strictly serve institutional promotional purposes, with no personal gain involved.



## 4. Positive Impact on our ecosystem

##### What is not allowed:



- **Personal Gifts:** do not accept or offer any high-value items such as electronics, jewelry, travel, or any other gift that could be perceived as highly valuable by the person receiving it.

- **Questionable Intentions:** be wary of courtesies that could be perceived as an attempt to influence business decisions unfairly.

Extra caution is required to avoid conflicts of interest and prevent undue benefits. If you are offered gifts from FoodLovers intended to influence your business decisions, report them immediately through our **Integrity Hotline**.



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#### 4.5. Anti-Corruption Practices

iFood partners play a crucial role in building and maintaining an ethical business environment, particularly when representing and/or acting on behalf of iFood. Commit to the following guidelines to ensure transparency and prevent illicit practices:

- Do not offer, request, or accept any gifts, benefits, commissions, or favors that could influence business, political, or operational decisions.
- Firmly reject bribes, kickbacks, and preferential treatment, even in regional or cultural contexts where such practices may be considered common.
- Always comply with relevant anti-corruption laws, such as Brazil's Anti-Corruption Law (Law 12.846/2013), OECD's 1997 Anti-Bribery Convention, the U.S. Foreign Corrupt Practices Act (FCPA), and the UK Bribery Act (UKBA)

Corruption undermines trust in our ecosystem, distorts competition, and hinders sustainable development. By maintaining a firm stance against corrupt practices, you help protect our collective reputation and strengthen our ability to build a fair and transparent future.

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

At iFood, we have a non-negotiable commitment to preventing money laundering and the financing of terrorism, thus protecting the integrity of our entire ecosystem. In line with **Brazil's Anti-Money Laundering Law (Law 9.613/1998)** and international standards, such as the **Financial Action Task Force (FATF)** recommendations, we require all partners to act proactively and responsibly to prevent our operations from being used to hide illegal assets.

- **Know your customers & partners (KYC):** Verify the identity, economic activity, and source of funds of any third parties involved in your operations.
- **Monitor unusual transactions:** Detect and report suspicious activities, such as large transactions with no clear justification or complex structures without a legitimate business purpose.
- **Refrain from doing business with individuals, companies or organizations involved in financial crimes, terrorism, or illicit activities, even if indirectly.**

## 4. Positive Impact on our ecosystem

- **Suspend transactions immediately if you detect any signs of money laundering or terrorism financing.**
- **Maintain complete and updated records of all transactions, including contracts, receipts, and business justifications.**
- **Make sure all records are auditable and stored for the minimum period required by law.**

iFood firmly rejects any connection with individuals, businesses, or organizations involved in money laundering, terrorism financing, or financial crimes, even if indirectly or through third parties.

Money laundering and terrorism financing pose serious threats to economic and social stability. Your compliance with these guidelines not only protects the reputation of iFood's ecosystem, but also contributes to a safer, more ethical global market. By working together, we can ensure that every transaction upholds our values of transparency and accountability.



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#### 4.7. International Sanctions and Export Controls

For us at iFood, compliance with international sanctions and export control regulations is a non-negotiable commitment to maintaining the integrity and transparency of our global operations. We strictly follow all regulatory requirements and international agreements to prevent our services from being misused for illegal purposes or posing a threat to global security.

**As our Partner, you must fully comply with all economic sanctions, embargoes, and trade restrictions imposed by:**



- **OFAC (USA):** Restrictions on countries, entities, and individuals listed under U.S. sanctions.
- **European Union:** Instructions for implementing restrictions in specific transactions.
- **United Kingdom:** Export controls on products that share both civilian and military purpose.
- **United Nations:** Security Council resolutions on international peace and security.

iFood does not engage in business relationships with any Partners listed under these regulations and/or with those who trade in restricted goods, technologies, or services, especially items with potential military applications (e.g., advanced encryption software, drones, sensors).

Your compliance with these guidelines not only protects the reputation of iFood's ecosystem, but also contributes to a safer, more ethical global market.

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

## 5.1. Intellectual Property

Your collaboration is paramount in protecting the iFood brand, which is widely recognized as a high-profile trademark and one of iFood's most valuable assets. This strong brand reputation enables partnerships with leading companies, participation in major events, and national and international credibility.

As our Partner, it is crucial that you remain committed to complying with intellectual property laws and respect iFood's intellectual property rights. Anything developed using iFood's resources, data, or infrastructure, such as software, designs, and patents, is the exclusive property of iFood. To use any of iFood's trademarks, logos, slogans, or domain names, you must obtain written permission, maintain the brand's integrity, and protect these assets.

Confidentiality is equally important. You must safeguard all strategic information, including operational, financial, and personal data, as well as any confidential content you may have access to during our partnership. These should not be shared without prior written consent from iFood.

Respecting iFood's intellectual property rights not only strengthens our mutual trust but also helps maintain an ecosystem where technological innovation comes in tandem with information security.

**Any unauthorized use of iFood's intellectual property must be reported immediately.**



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## 5.2 Privacy and Data Protection

As our partner, you play a key role in maintaining a secure and transparent digital environment where privacy and data protection are respected. Any personal data, that is, any information that identifies or could identify an individual, must be handled with transparency and responsibility. To comply with Brazil's General Data Protection Law (LGPD, Law 13.709/2018), Partners must ensure:



**Clear Purpose:** use data solely for legitimate and previously disclosed purposes.

**Minimal Data Collection:** collect only information that is relevant and necessary for each specific operation.

**Non-Discrimination:** never use personal data for discriminatory or harmful practices.

## Partner responsibilities:

**Security First:** implementing technical measures (such as encryption and access controls) and administrative measures (such as staff training) to protect data from leaks and cyberattacks.

**Active Transparency:** informing data owners about how their data is used, and facilitating their rights to access, correct, and delete their personal information.

**Ecosystem Alignment:** reporting any data breaches immediately to iFood to ensure a quick and effective risk response.

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### 5.3 Information Security

iFood Partners must align their information security practices with the highest industry standards to protect our ecosystem. It is important to maintain the confidentiality, integrity, and availability of information to prevent unauthorized access, data modification, destruction, or improper disclosure. Here are the security measures we expect our Partners to adopt:



**Asset & Software Management:** Keep an up-to-date inventory of authorized and unauthorized devices, making sure only approved assets are connected to the network. Manage all installed software to ensure only authorized, secure versions are in use. Follow best security practices and keep the security settings constantly up-to-date across all devices and software.



**Data Protection:** Apply encryption controls and comprehensive security policies to protect critical data both at rest and in transit.



**Access Management:** Implement strict controls over accounts and privileges, minimizing unnecessary access. Follow the principle of least privilege to protect systems and data.



**Continuous Vulnerability Management:** Conduct regular vulnerability assessments and implement fixes to reduce exposure risks in company assets and developed systems.



**Malware Defense:** Keep malware protection solutions up to date, with constant monitoring to mitigate new threats, and implement security measures to protect against email and web browsing risks.



**Audit Log Management:** Maintain, protect, and monitor audit logs to detect suspicious activity and ensure operational integrity.



**Data Recovery:** Develop and regularly test data recovery plans to ensure business continuity in case of an incident.



**Network Infrastructure Management:** Secure your network infrastructure with proper segmentation to protect sensitive areas. Use monitoring and defense solutions to quickly detect and mitigate anomalies.



**Security Awareness & Training:** Regularly train employees to improve their security skills and awareness.



**Vendor Management:** Ensure that service providers meet the same stringent security standards and respond to our periodic risk management surveys for compliance verification.



**Secure Development:** Follow secure development practices throughout the entire software lifecycle.



**Incident Response Management:** Maintain incident response plans to quickly detect and resolve security issues. Report any incidents or compliance violations to the contract manager immediately.



**Penetration Testing:** Perform regular penetration testing to identify and fix vulnerabilities before they can be exploited.

These practices help ensure that our quality, security, and compliance standards are strictly met, thus preserving the integrity of the services provided and the continuity of our organization's operational procedures.



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## 5. The Strength of our ecosystem **iFood's Assets**

### 5.4. Ethical Communication: Building a Trustworthy Ecosystem Together



Your voice has a significant impact across our entire ecosystem. It is therefore crucial to maintain an ethical approach to how you communicate and share information. Let truth be the foundation for all your interactions. Share only verified and relevant information, avoiding rumors or unverified content that could lead to misinformation.

**Partners must not speak on behalf of iFood** under any circumstances, except for authorized media outlets with a direct contract with iFood whose messages have been previously approved.

- Make sure your **communications are clear, accessible, and compliant with the relevant legislation** to avoid any potential misunderstandings.
- **Do not spread fake news.** Use iFood's resources to verify information and report suspicious content.
- Respect is a core value: **no form of hate speech, intolerance, or personal attacks will be accepted in any communication, be it within the organization, with external partners, or on social media.** Encourage discussions that honor diverse perspectives and expressions.

Partners are expected to report violations, such as misinformation or hate speech, via the Integrity Hotline, and to always rely on trusted sources when engaging in discussions related to iFood.

Ethical communication strengthens mutual trust within the ecosystem, protects the collective reputation of our partners, customers, and employees, and promotes innovation in an environment that values transparency and respect.



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# 6. Monitoring and Auditing

Partners play a key role in building a sustainable and innovative future with iFood. All partners must maintain a collaborative and shared commitment to monitoring our practices. iFood may occasionally request access to information or conduct technical visits to ensure that partners' practices are in line with this Code and the terms of our agreements.

**These initiatives aim to strengthen our mutual trust and identify opportunities for joint improvement.**

Make sure your data is always up to date and respond quickly to any requests to ensure a seamless partnership. By following these guidelines, you help protect the reputation of our ecosystem and enable ethical, secure innovations that drive our exponential growth.





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# 7. Integrity Hotline



Integrity  
Hotline

The Integrity Hotline is a key tool for upholding ethics and transparency across iFood's ecosystem.

Our partners can — and must — report any actions or behaviors by Foodlovers that violate this Code of Ethics, our internal policies, or any applicable laws. If you prefer, you can file an anonymous report through our dedicated website [www.canaldeintegridade.com.br/ifood](http://www.canaldeintegridade.com.br/ifood). For those in Brazilian territory, you can alternatively call our toll-free number 0800 591 0859, which is available 24/7.

Examples of situations to report include violations of this Code or relevant laws, requests for others to break ethical rules, failing to report known violations, retaliation against whistleblowers who filed reports in good faith, and confidentiality breaches during investigations.

**Even if you choose not to report anonymously, iFood guarantees the complete confidentiality of whistleblowers' identities.**

Reporting violations helps protect the integrity of our ecosystem and strengthens relationships built on transparency and respect. Taking a proactive approach is crucial in maintaining trust and supporting the ethical and sustainable growth of iFood and its partners.

Only with your help can we create an environment where innovation and responsibility go hand in hand.



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# 8. Final Remarks

This document reinforces **“iFood’s Way of Doing the Right Thing: A Commitment to our Ecosystem”** and highlights the importance of our shared commitment to ethics, integrity, and innovation within iFood’s ecosystem. Our collective success depends on following these principles and ensuring that every partner actively helps create a fairer, more sustainable, and secure environment.

Each section in this document not only outlines iFood’s expectations but also underscores the critical role you, as our Partner, play in upholding the core values that guide our work. By aligning your practices with this Code, you help strengthen our relationship and create a positive, lasting impact on the communities we serve.

We truly appreciate your commitment to upholding these high standards. Together, let’s move forward in our journey toward exponential growth, driving innovation that respects and protects our employees, customers, and the environment.

We look forward to what we can achieve together, united by a common purpose, and confident in our ability to build a better future.

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

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# Code of ethics and conduct



for THIRD PARTIES

A commitment to the ecosystem

*ifood*  
2025