



IMPACT AND SUSTAINABILITY



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Impact and
Sustainability



OUR VISION OF SUSTAINABLE GROWTH



DECENT LIVING

Ensure decent life for drivers by fostering Education Health, Safety, Income and Protection



D&I



Drive equity and representation goals (women, Black talent, and people with disabilities), while fostering belonging aligned with our culture



SUSTAINABLE CITIES

Decarbonize our ecosystem by contributing to global climate goals and scale the use of sustainable packaging



ESG GOVERNANCE

We gained maturity along with iFood's growth



Initial Influences of **Stakeholder Capitalism**

Expansion of Food Delivery and Launch of iFood Groceries and Fintech

Education established as a cause, with commitments **Launched for Education, Environment, and Inclusion**

Creation of the Vice-Presidency of Impact and Sustainability with focus on materiality, efficiency and scale

Sustainability Report FY24

Double **Materiality**

Structured Data **AI Operable**

2018

2019

2020

2021

2022

2023

2024

2025

iFood becomes a **unicorn**

Launch of **Logistics Vertica**

Pandemic, change of purpose to **"Feed the Future of the World."**

iFood scaling Up in **Food Delivery and Groceries**

Delivery Drivers Prioritized in Impact Agenda

Sustainability Report FY23

1st following GRI and SASB standards



DECENT LIVING

Our vision lies in ensure a decent life for our drivers



STRATEGY PILLARS

REGULATION

EXPERIENCE



EARNINGS

Fair and
transparent
earnings



SAFETY

Physical and
psychological
well-being
for drivers



EDUCATION

Pathways
for personal
development

EXECUTED
WITH A LOT
OF TEAM
EFFORT!

LOGISTICS
& TECH



PUBLIC
POLICY



LEGAL



MARKETING &
COMMUNICATION



IMPACT &
SUSTAINABILITY

SAFETY: WE ARE FOCUSED ON ROAD SAFETY THROUGH RISK REDUCTION AND ACCIDENT PREVENTION

Our goal: zero accidents, zero fatalities by changing behaviour.



PROBLEM

**SPEEDING BY MOTORCYCLISTS
LEADS TO SERIOUS ACCIDENTS**



75% of the distance covered by high-risk iFood motorcyclists in Brazil is within the speed limit

HOW WE WORK?

STIMULATING BEHAVIOR CHANGE



AWARENESS

- Campaigns
- Nudges
- Education



VALUE PROPOSITION

- Score → Biggest Bet
- Driver priority
- First test in October



PRODUCT DEVELOPMENT

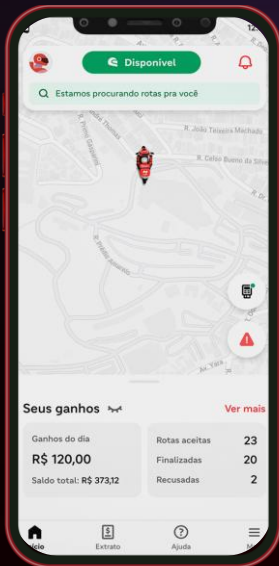
- Safety Center
- Report Accident
- Telemetry

HEALTH & SAFETY: WE'VE ALSO BUILT INITIATIVES

To deliver both benefits and greater protection for the lives of our delivery partners.



EMERGENCY SERVICE AND INSURANCE



Social Support Center +
Personal Insurance

BLACK SISTERS IN LAW

Psychological and **Legal Support Center**

DRIVER SUPPORT POINTS

Rest Areas **for Drivers**

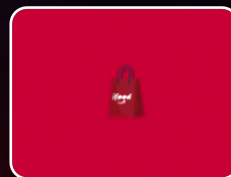


Health **Services**



CODE OF CONDUCT AND SANCTIONS

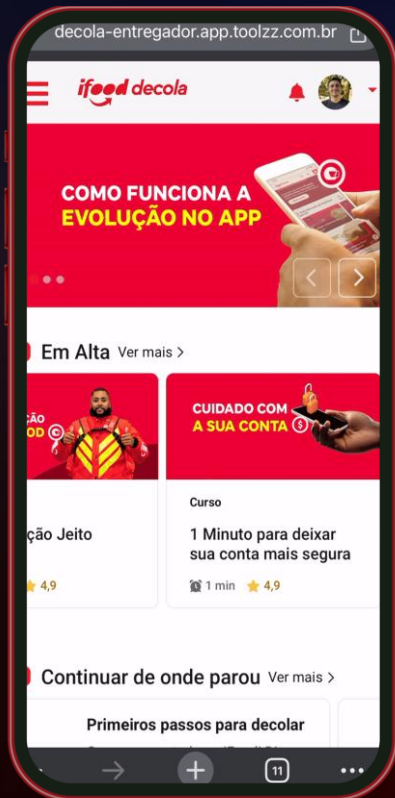
Bora Descer Campaign
3 main capitals in Brazil



We reduced conflicts by 67%
between customers and
delivery drivers in 2024 (RJ).

EDUCATION | DECOLA

Free online content in various formats to boost performance, safety, transparency, and technical and human skills



- Over 70 contents **available in our Portfolio**
- Content covers business rules **and topics beyond iFood**
- Content is effective in boosting financial and **educational gains for delivery drivers**

BIG NUMBERS

+2,1M
enrollments

+2,3M
certificates issued
since 2022

76%
conversion
(completion)

659K
drivers with Decola's
courses certificates*



Marcos

1 year with iFood
Taquara - RS
5 courses completed

"I got to know **Decola** **when a notification arrived** and I decided to watch some videos while I waited for a delivery. I watched videos on how to collect orders, **make deliveries, and motorcycle maintenance.** I found the content important for **everyone and saw a lot of value.**"

EDUCATION | MY HIGH SCHOOL DIPLOMA

MDEM accounts for 3% of all candidates registered nationwide for MEC's ENCCEJA. AI assistant reduced processing costs and improved student experience.



54K

Interested



73%

Drivers



22%

Others



5%

Mktplace



<1%

Comm T

29K

Inscriptions



61%

Registration Documents



37%

Bot Encceja

11K

Present



+2,4k

Check-In



+8,7k

Self Declaration



AprendiZAP

prosus

MAI DATA
ACCURACY

93%

Precision in
processing
Documents
(2024)

HUMAN
TUTORING

+14K

Support
interactions
Completed

ADAPTIVE
LEARNING

+3,7K

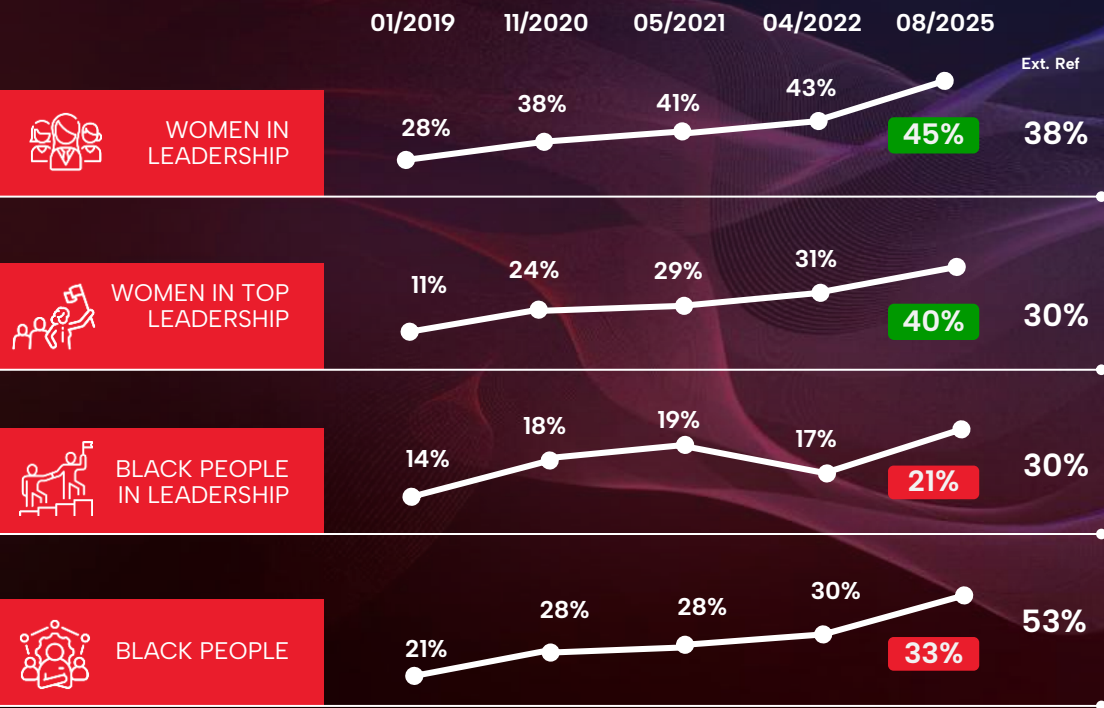
Mini mock
Exams started
(Improved
feature)



Six months later, one-third of the certificated **drivers were enrolled in college or technical courses**, supported by scholarships **facilitated by iFood**

D&I:

Strategic initiatives for equity and representation have driven progress toward our goals. Currently, **7 out of 8 of our Vice Presidencies have diversity targets.**



INCREASE WOMEN REPRESENTATION IN TECH

"ELAS SÃO <Tech/>"

60% of tech hires are women

+3K
APPLICATIONS

+200
INTERVIEWS

+50
OFFERS



INCREASE BLACK REPRESENTATION

"TRILHA DO FUTURO"

Our goal is to reach **40% Black representation** in Marketplace by 2030



iFOOD PEDAL: E-BIKES FOR SUSTAINABLE DELIVERY TRANSFORMATION

Ebike is the backbone for clean deliveries growth, by offering benefits such as cost reduction, increased efficiency and inclusion.



3,5K

OPERATING EBIKES (SEP/25)

700k orders/month

EBIKE + SHARING

11

MAJOR CITIES WITH THE PROGRAM

Reduction in delivery costs

- Improved Efficiency
- Route Flexibility
- Scalable Framework

Better net earnings for couriers

- Reduced operational costs
- Safer, less strenuous

Environment and diversity

- Carbon Emission Reduction
- Inclusion and Diversity

FOR THE COURIER

- Affordable weekly fee (BRL95/week)
- No need to return ebike at end of day
- Lighter bikes for deliveries



EMISSIONS:

Advance in reducing delivery radius and greater share of clean modes have a positive impact on the intensity of our emissions.



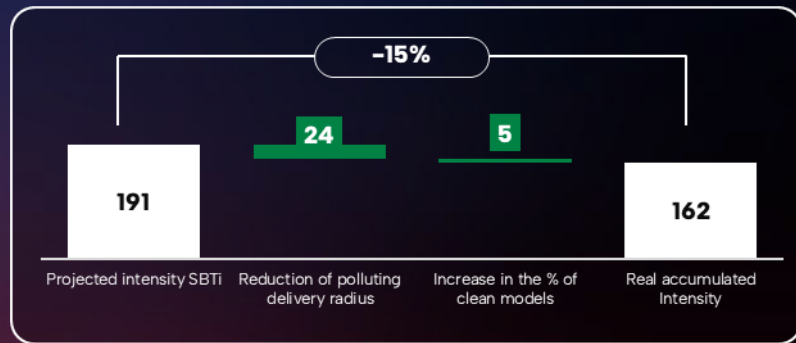
Ebike Rentals

2024 - 2027



Ebike Orders

2024 - 2027

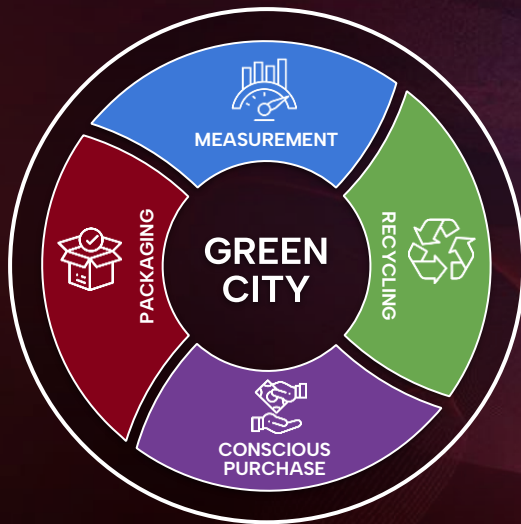


The initiatives to reduce delivery distances, combined with the increased adoption of clean deliveries, has delivered remarkable results.

These measures have achieved a **15% lower carbon emissions intensity** (Carbon/Order) than originally targeted within our SBTi plan. This puts us **3 years ahead of our initial timeline!**

• SUSTAINABLE CITIES:

leveraging app demand, packaging suppliers and recycling to create a zero-plastic city, with a solid measurement methodology



SUSTAINABLE
BUSINESS
COP30

CONSCIOUS PURCHASE

Stimulate demand
towards sustainable
restaurants in the app

19,9%

Orders in
Sustainable
restaurants

PACKAGING

Supply sustainable
packaging at
competitive prices and
different points of sales

+330

SKUs with
discount at
suppliers

RECYCLING

Recycle incremental
plastic inside city

291kg

Of Recycled
plastics

MEASUREMENT

QUANTIFY:

- Set a baseline
(current plastic output)
- Measure plastic reduction
from actions with AI help

426

restaurants
measured



WE REMAIN COMMITTED TO IMPROVING IN 4 MAIN AREAS



FUTURE OF WORK IN THE GIG ECONOMY

GUARANTEED SUPPORT IN DISCRIMINATION CASES



Ensure legal and psychological support is offered in 90% of discrimination cases involving delivery partners by 2026 (currently surpassing the goal at 89%). Aim for the conclusion of 100% of reported cases (currently at 99%).

RAISING AWARENESS ABOUT SUPPORT SERVICES:



Boost delivery partners' understanding of iFood's legal and psychological resources, with the goal of reaching 75% awareness by 2026 (currently at 77%).

ENHANCING SKILLS AND EARNINGS:



Provide all delivery workers with access to training, courses, and educational opportunities to improve their life skills, productivity and earnings by 2025.

PROMOTING EDUCATIONAL ACHIEVEMENT:



Achieve 100% access and support to high school graduation for delivery partners who apply for scholarships.

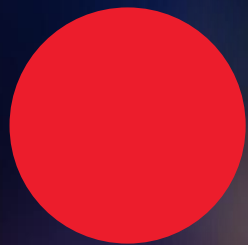


INTERNAL VALIDATION OF OUR
SCIENCE-BASED TARGETS
(SBTI) TO GUIDE THE
REDUCTION OF GREENHOUSE
GAS EMISSIONS FROM IFOOD
AND ITS ECOSYSTEM.



SCIENCE
BASED
TARGETS

DRIVING AMBITIOUS CORPORATE CLIMATE ACTION



THANKS



IMPACT AND SUSTAINABILITY REPORT
2023/2025

