



Impact Report

Short version

2021





Letter from the President

Hello,

Our purpose at iFood is to **Feed the Future of the World** - and an important part of that purpose is to impact society positively. This goal moves us to evolve, innovate and deliver much more than orders. Therefore, it is with great satisfaction that we present the **2021 iFood Impact Report**. We know this work is just beginning - but we are proud that we have made good progress in this period, and we know that we will do much more!

The year 2020 was challenging for everyone - and for us it was no different. Seeking to serve millions of people who stayed at home, we went beyond food delivery and started offering solutions, such as market deliveries, pharmacy and pet supplies. In addition, we open new business fronts - fintech, meal vouchers and food. We grew in size and number of customers. Consequently, also did our impact.

Aware of the role we have in the social and environmental spheres, in March 2021, we launched the EMI area - Education, Environment and Inclusion - and our public commitments to each of them. As a guideline, we chose 4 of the 17 UN Sustainable Development Goals that make the most sense for our business at the moment - Zero Hunger and Sustainable Agriculture (SDG 2), Quality Education (SDG 4), Gender Equality (SDG 5) and Action against Global Climate Change (SDG 13) - and included these guidelines in our daily lives.

As president, I took on these responsibilities, but the most important thing is that the more than 5,000 employees who make iFood exist share with me the goal of fulfilling this commitment. We are committed to employment opportunities and technological training for millions of people, mainly delivery people and their families, restaurant employees and black people and those from the periphery. In actions for the environment, we seek to eliminate plastic pollution in delivery and become neutral in carbon emissions. In addition, we are very proud of the initiatives that have the support of dozens of companies and our customers and aim to bring food to vulnerable people. And we've moved forward in our goals of gender and race diversity among iFood leaders.

This document brings some of our actions and initiatives and their results to date. We hope you enjoy your reading. We are happy to share it with you, and rest assured that we will be working much harder for these goals in the years to come!



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Today, after more than a decade of existence, we launched our first Impact Report. In it, we want to present to the whole of society the mark we have left in the world and, at the same time, reaffirm our **commitment to a better world.**

By having access to this Impact Report, you will see that our performance goes beyond the food universe, and that we are much more than a request. And we go much, much further!

It is **commitment.**

It is **purpose.**

It is a **better future for everyone.**

And we know that the **delivery of each one makes ours happen.**

**Glad to see
you here!**





Food is our passion. Technology, our talent.

Hello! We are iFood: a unique company that unites customers, restaurants, markets, pharmacies, pet shops, beverage distributors and delivery people in a simple and practical way. And to give each of them an amazing experience, our delivery is much more than a delivery order. Yeah! **We want to feed the future of the world**, but we want to go further. We want to make a difference and make our mark on the world.

We are the largest Foodtech in Latin America and, with great responsibility, we also want to promote positive social transformations in our society. We know the size of this challenge, but we also know that we can go much further - and that's why we need each and every one of you!

"Much more than an order"

Since our birth, we have evolved and changed a lot. Our numbers today mirror our potential for change toward generating positive impact in society - and now that's what we're after!

We are more than

5,000 FoodLovers*

*Our employees

+200,000
delivery partners

+60,000
partner markets

+300,000
restaurant partners

+65
million orders
per month

+1,700
cities in Brazil



Let's feed the future of the world? :)



Oh, and we are so much more than one food app!

Food + Technology = FOODTECH

MARKET
BEVERAGES
METAL
PHARMACY
EXPRESS
PETSHOP

Today, we are a technology company applied to the food universe - a type of organization known as FoodTech (in Portuguese, it sounds like "fudit que"). The concept of a FoodTech is simple: we use technology to create the best solutions in the food universe, through smarter and more practical ways to produce, sell and bring dishes to your table.

and much more!

ifood
Shop

 Benefits

Look at a little bit of our history! :)

12,000
orders per month

2011

iFood was born
at first it was called DiskCook and received orders by phone!

2012 We launched the website and app for Android and IOS

2013 Partnership with the Movile Group
Our partner to this day!

2014 Increase of the area of operation thanks to the merger with the Restaurant Web

134,000
orders per month

2015 Our first million orders!

1M
orders per month



HEKIMA

2016 We tripled our number of deliveries thanks to the merger with SpoonRocket

2018 We consolidated our logistics model with a merger with Rappido

2019 We invested in Artificial Intelligence through the acquisition of Hekima

20M
orders per month



2021

+60M
orders per month

Focus on Education, Environment and Inclusion

We have launched public commitments on the social and environmental fronts and the area of sustainable solutions has become internally recognized as EMI: Education, Environment and Inclusion - it is how we believe we will realize our impact on society

2020 We have created our sustainable solutions department!

However, the most important this year was the perception of our social role in the face of the COVID-19 pandemic

But how can a Foodtech be an agent of positive social transformation?

This is what we are going to show you now - and we invite you to be part of this walk!

Shall we?



“Not only good ideas change the world. But without them, it is not even possible to begin.”

Gustavo Vitti, Vice President of People and Sustainability at iFood

This thought translates how iFood emerged more than 10 years ago, and how we operate to this day, seeking to apply good ideas to the solutions we create. With our ESG front it was no different. We mix three key ingredients to outline our goals: good intentions, lots of listening and good ideas. From there, with a huge dream of positively impacting our country, an area was born that dreams of seeing a more prosperous, fairer, more sustainable Brazil, and also, who knows, serve as an example for other companies, showing that it is possible to do good while creating good business.

In this quest for what our role would be in building a more prosperous, fairer and more sustainable Brazil, we had the humility to listen, listen and listen and launch a question for more than 60 specialists, activists and reference in several issues related to ESG in Brazil: ‘if Brazil is more prosperous, sustainable and fair in the future, what happened before?’. And the most common answer to that question was: Education, Environment and Inclusion.

We have many stories of lives that have been transformed through education (other than my own) and we know that no nation has become prosperous without following that path. Without nature at our side there will be nothing left in the future. And without all people being included in that prosperity, it won't be worth it.

Just over a year after we set our goals and objectives, we have our public commitments launched and the first results impacting people's lives and contributing to the preservation of the planet. This is no small thing when we hear stories of transformation, but we know that we still have a lot to learn, walk and, above all, contribute with other companies, public authorities, NGOs and with society, for change to happen. To, together, feed the future of the world.”





E

M*

I

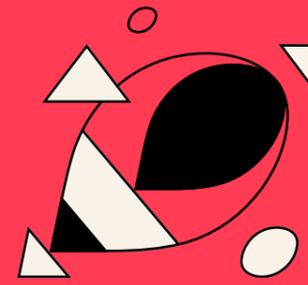
Education

Environment

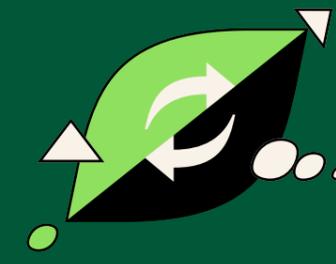
Inclusion

We are just getting started and, for this, our starting point is our **public commitments** launched in 2021, on the fronts of:

Our instruments in search of **positive impact and social transformation**



ifood Education



ifood Regenerates



ifood Includes

We believe that we can build more prosperous and egalitarian realities for all.

That's why, in addition to a FoodTech, we are a **FutureTech**, and we want to make a better future with more empathy, equity and inclusion.

We have a challenging purpose, which we invite you to participate in:

Feed the future of the world

We use the term "**public commitment**", because it is not just a goal to be hit, but a purpose to be achieved.

Will you come with us?

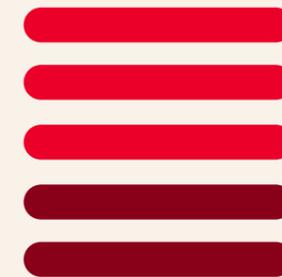
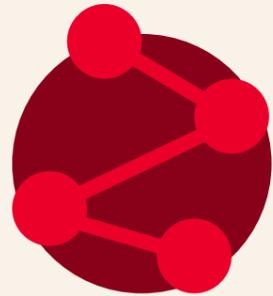


*The "M" of EMI refers to "Meio Ambiente" in Portuguese - "Environment" in English.



The path to impact

What methodology did we use to measure our impact?



Mapping

of all existing information related to the impact generated by iFood, our performance and relationship with the generation of social, environmental and economic value. This is the public and external view of iFood.

Measurement

of impact based on the **UN Sustainable Development Goals (SDGs)**, through internal information, interviews with FoodLovers (our employees), customers and iFood partners. This is our private and internal vision.

Analysis of all data

collected in the internal and external environments.

Construction

impact analyses with indicators, diagnoses, testimonials and more.

Validation and Publishing



After all, what are the UN SDGs?

In 2015, leaders of the 193 Member States of the United Nations (UN) adopted, by consensus, a new sustainable development agenda for the coming decades: **the 2030 Agenda.**



The construction of the Agenda resulted in the definition of 17 **Sustainable Development Goals (SDGs)**, divided into 169 goals and 244 indicators. Since then, the SDGs have guided countries and institutions in taking measures **to end poverty, fight inequality and injustice and combat climate change.** It is based on the SDGs that we direct our actions to impact society.



It is based on the SDGs that we direct our **impact actions on society**





Our Projects

E

ifood Education

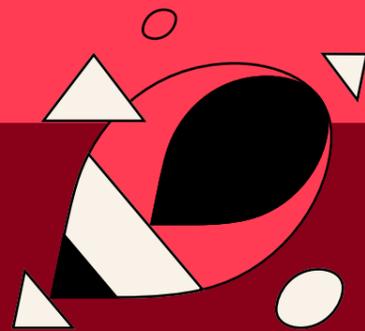


We believe that only quality education allows for more and better choices.

To offer education to those who need it is to generate income, it is to improve the lives of people and society.

To create
OPPORTUNITIES
through
EDUCATION and
TECHNOLOGY

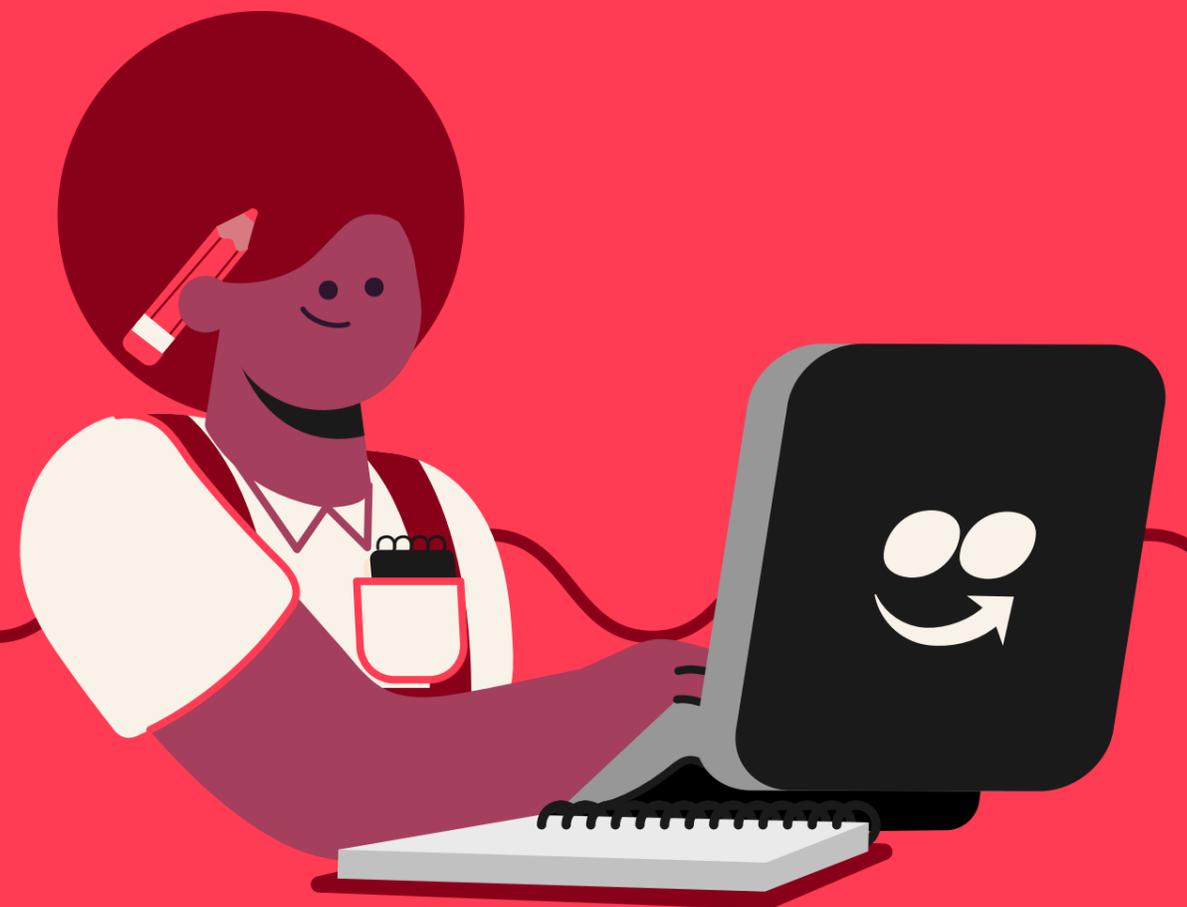
By 2025 we commit ourselves publicly on:



Train and employ
25,000
people from underrepresented and low-income audiences in technology

Empower more than
5 million
in 5 years for the work of the future and entrepreneurship

Encourage Basic Education, impacting
5 million
people





iFood Decola

A training platform for delivery people, restaurants and markets that promotes continuous training and enables choices.

+200,000
engaged
partners

+140,000
certificates
issued

+100 courses
available

Potência Tech

A platform that offers free courses, scholarships for technology training and a trail focused on employability.

+28,000
subscribers

+6,000 scholar-
ships granted

+500 people
employed

My High School Diploma

In partnership with Descomplica and Termine Seus Estudos, we take an important step towards the goal of promoting basic education. We offer delivery people a preparatory course for the National Examination for the Certification of Competencies of Youth and Adults (ENCCEJA) 2022.

More than 5,000 scholarships were granted



Elaine Zulato,
iFood Delivery Partner

After a record of failing school, **Elaine Zulato** ended up dropping out of school. However, his dream of completing high school remained. Today, she is part of the My High School Diploma program. "It's never too late for anything. The journey is difficult - I won't lie - but it pays off a lot".

Elaine wants to become a nurse.

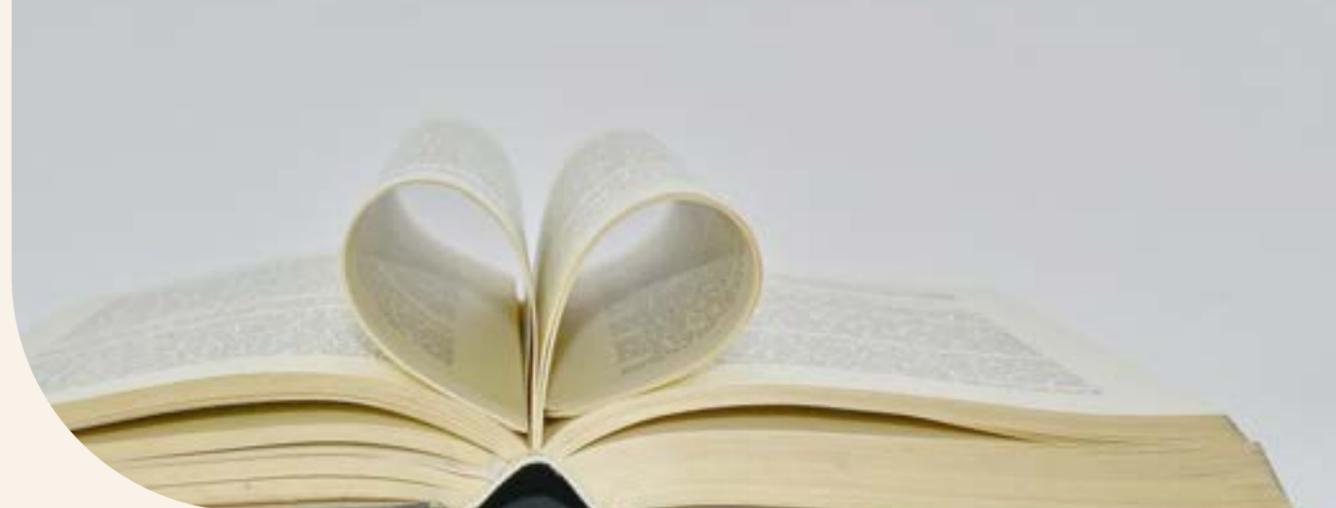


Tech Marathon

Support for high school students who learn about technology and are challenged to take the lead in their life projects.

Tech Movement

We are part of a social investment fund committed to promoting disruptive projects that accelerate productive inclusion in Brazil through technology. A group of founding companies has **generated a network of more than 20 companies, which has already raised more than 5 million reais** to foster disruptive projects that accelerate productive inclusion in Brazil through technology.



We are Maintainers of "Todos Pela Educação"

A civil society organization with a single and noble objective - to change the quality of Basic Education in Brazil.

STEAM (Itinerary of Teaching and Learning in Science, Technology, Engineering, Arts and Mathematics)

We sponsor the first STEAM training itinerary: an instrument to support high school students and teachers in the teaching of Science, Technology, Engineering, Arts and Mathematics, composing options available in the New High School itinerary catalog.

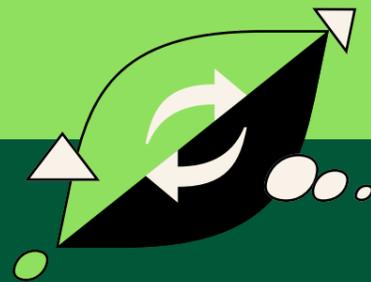




ifood Regenerates

We want to feed the future in every way increasingly sustainable.

Let's go further, fostering a regenerative cycle for the Planet.



By 2025 we have publicly committed to:

ZERO
plastic
pollution

in delivery with feature development in the application to reduce the shipment of single-use plastic items (such as straw and cutlery), in addition to stimulating the use of sustainable packaging and strengthening recycling

We will measure, reduce and neutralize all Greenhouse Gas (GHG) emissions from our business.

NEUTRALIZE
carbon emissions
from our
deliveries



*The "M" of EMI refers to "Meio Ambiente" in Portuguese - "Environment" in English.

Neutral Deliveries

Since July 2021, all iFood deliveries are carbon neutral!

iFood Pedal & Tembici

Our sustainable delivery

In partnership with **Tembici** we designed a system for sharing bikes and e-bikes (electric bikes!) to, in addition to being an effort to defend the environment, bring comfort and elevate the experience of delivery people.

+15,000
delivery people
registered

5.7 million
deliveries made
by this modal

1,000 tons of
CO₂ avoided

Our Electric Bikes

We launched together to **Voltz** the first electric bike, totally focused on delivery people.



"This is, to me, something out of this world. It's the future!"

Bruno dos Santos,
iFood Delivery Partner



DRONE

We are the first company in Latin America to use drones in delivery!



ROBÔ ADA

Developed in partnership with Synkar, ADA is operated by artificial intelligence.

Consume without Discarding

We cause orders to be placed in the app without plastic cutlery. Simple, easy and practical for such a great contribution.

+200 million orders
without plastic
cutlery

+36 million users
impacted by the
campaign

Reduction in the
circulation of
plastic **510 tons**
of plastic!

+100,000
restaurants
participating in the
campaign



Sustainable Packaging

we teamed up with Suzano to launch the "Packaging for the Future" challenge, focused on developing new sustainable packaging molds for delivery. In parallel, we created a section dedicated to sustainable packaging within the iFood Shop: our marketplace for packaging and supplies for restaurants.

Voluntary Delivery Point (VDPs)

We want to boost the recycling scenario in Brazil through initiatives that strengthen the chain and allow recyclable waste to have an increasingly correct destination. For this, we promote the implementation of VDPs in three Brazilian states - Rio de Janeiro, São Paulo and Bahia.

+80 VDPs in full operation through partnerships with B2Blue (SP), SO+MA (BA), Coletando (RJ and SP), Instituto Muda (SP) and Recicla Orla (RJ).

400 tons per month of **recyclable waste** disposed of correctly.

It doesn't look like it, but "I used to be a Bag"



Together with **Greening** and **Retalhar**, we implemented reverse bag logistics across the country and reached the mark of being a zero landfill process.

157,058 bags have already been recovered!

153.3 tons of bags circulated!



We are committed to UNEP and Oceana!

We sign the public commitment to reduce disposable plastics in our food deliveries with the commitment **#DeLivreDePlástico**.

iFood supports you to recycle

through Environmental Education. "Recicla BOT" is an environmental education tool built by the partnership with tricycles to answer questions about post-consumer recycling.

XPrize

We are co-financiers of XPrize - a global leader in the realization and operation of incentive programs to solve major challenges for humanity in the areas of space, oceans, learning, health, energy, environment, safety, transport and robotics.





ifood Includes

We believe that plurality and collaboration are essential ingredients for us to continue innovating and achieve the dream of feeding the future of the world. We are also investing efforts in actions that foster food security.



By 2023 we have publicly pledged to have:

50%

of Women in leadership positions in iFood

35%

of Women in High Leadership Positions (Heads and Above) in iFood

40%

of Black People in iFood

30%

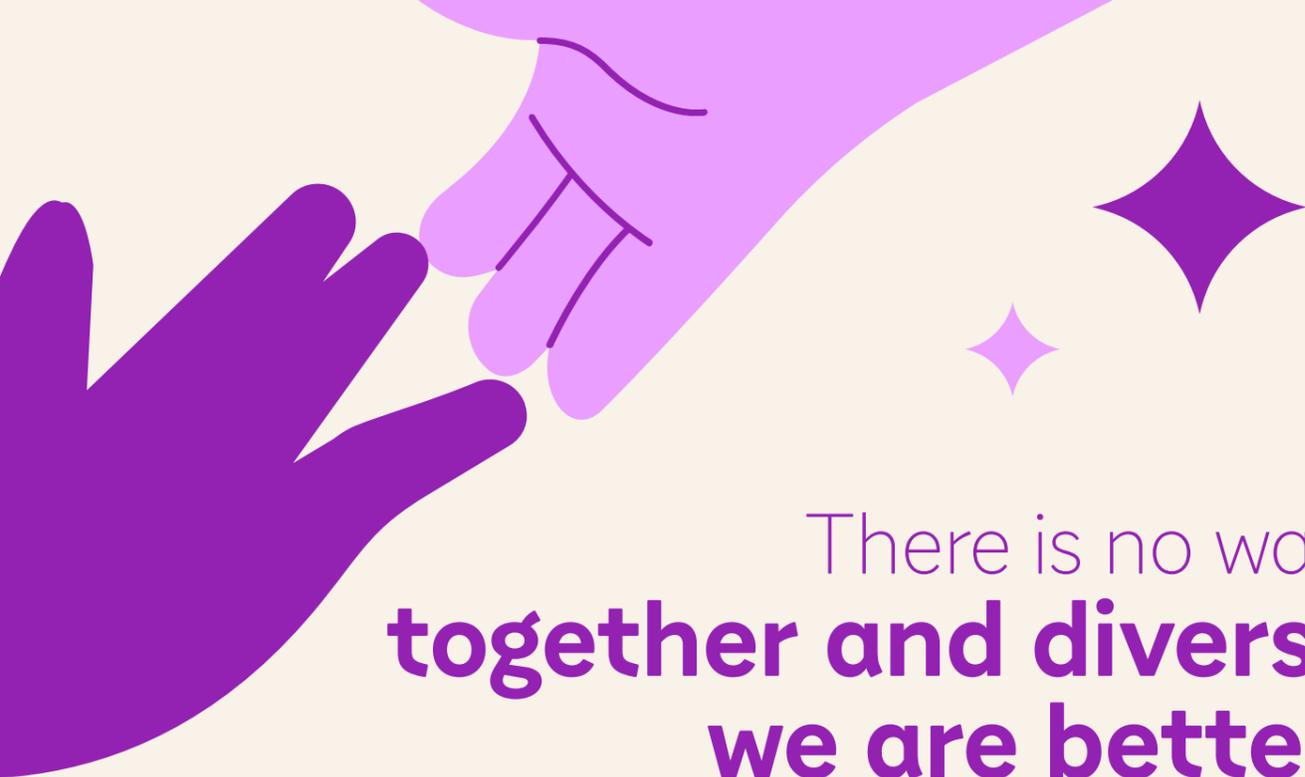
Black people in leadership positions (Coordination and above) in iFood

On food security: we created a donation platform within our application so that society can also **contribute to socio-environmental challenges.**

To assist in **overcoming social ills,**

using our technology to ensure food, reduce waste and creating opportunities for those who need it most, prioritizing our partners and their families, the periphery, women and black people.





There is no way:
**together and diverse
we are better!**

Diversity, for us, is commitment - and inclusion too! No wonder we believe that plurality and collaboration are essential for us to keep innovating and making amazing deliveries

Today, this is how we are moving towards our diversity and inclusion:

30.1%

**of Black People
in iFood**

18%

**of Black People in
leadership positions
in iFood**

45.1%

**of Women in
leadership positions
in iFood**

31.8%

**of Women in High
Leadership Positions
in iFood**

We are diversity and inclusion

we create development programs, career acceleration, support and mentoring for minority groups.

- ◆ All Black is Power
- ◆ Black Powers
- ◆ Black Leadership Movie
- ◆ Now, it's WOMEN's time

We sign the commitment to the UN **"Women's Empowerment Principles"**, with annual monitoring of indicators.

Pólen: Connection, Education and Engagement in Diversity and Inclusion

O Pólen is a group formed by volunteers who seek to promote a more diverse and inclusive environment in iFood. Today, Pólen is made up of five affinity groups:



"The impact iFood has on my life goes beyond 'iFoodian' walls. It all transcends, and has impacted who I am, how I see myself socially, and the kind of story I want to write in this world"

Dara, from iFood



Including is also to feed the future!

It is unacceptable that in the middle of 2022 we still have to talk about people who have nothing to eat. "Hunger" should, by now, only be the memory of a past completely outdated.

iFood positions itself in the context, aiming to promote more sustainable, healthy, inclusive food systems and combat this huge challenge through three fronts: **healthy food, donations and zero waste.**

We are the biggest donation platform in Brazil

donations managed by iFood are converted into basic food baskets, organic food baskets, ready meals, food cards, planted trees and actions for education. In our application, we have an environment so that our client can make donations to our partner NGOs.



Our numbers in 2021:

R\$ 1.5 million donated exclusively by iFood

R\$ 11.5 donated by our users

R\$ 4.5 million donated by our partners

We already collected R\$ 5,400,000 in 2022

Urban Gardens!

We developed 5 vegetable gardens in schools and 1 vegetable garden in an urban environment.

- * We have already produced more than **60 tons of food** - 5 tons per month
- * 25% of the production of our school gardens goes to school meals and we already **impacted more than 20 thousand people**
- * We have an urban garden in our own **headquarters!** At 950m², it represents the largest green roof in Brazil.

Todos à Mesa



In 2020, in the face of all the learning brought by COVID-19, we created the "Todos à Mesa" - the first national movement that unites players from the private food sector with NGOs in order to combat food waste through its redistribution.

More than **16 million meals** supplemented

More than **4,000 tons of food** donated

More than **1.6 million people** impacted by our donations

**Do you want to
know more about
each project?**

In the full version
of our Impact
Report you can
check it out!



Impact Analysis

Using a unique methodology based on the UN Sustainable Development Goals (SDGs), we deepened our analysis in the **mark we leave in the world.**

That's our impact!

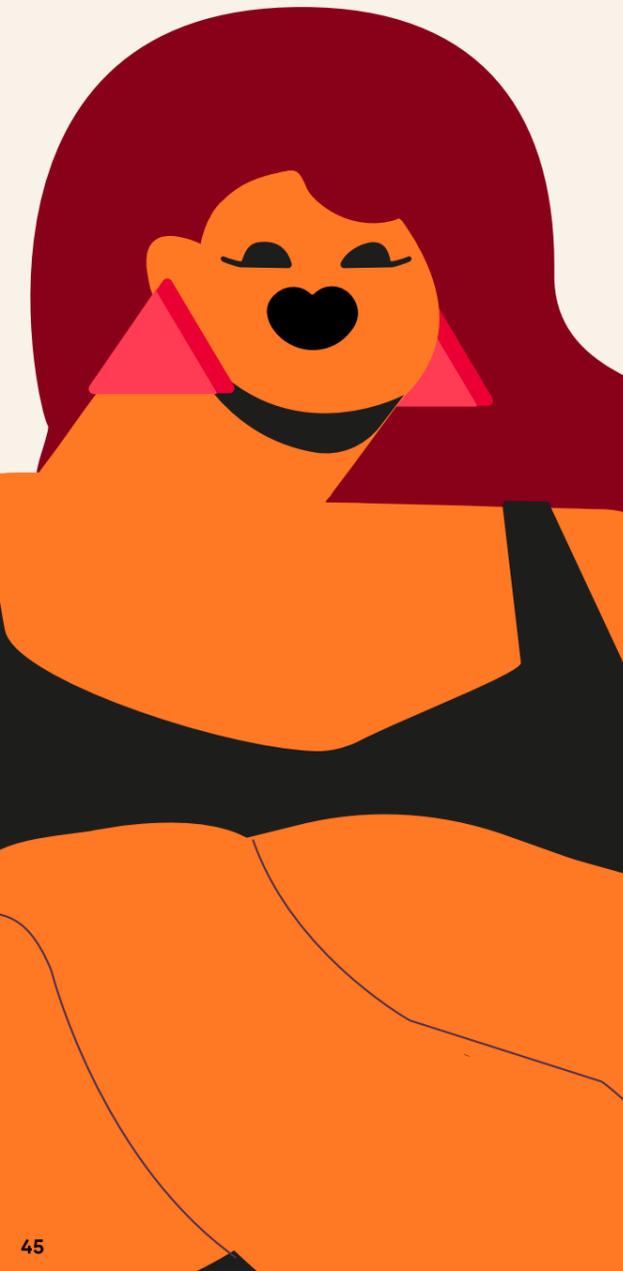




What are the Sustainable Development Goals (SDGs) that most dialogue with iFood?

The SDG Map uses unique data intelligence to illustrate the degree of correlation of iFood with each of the 17 SDGs.

Today, this is how our **FoodLovers** see our positive impact on society.





Without our partners,
we know:

There would be no iFood



Committed to the responsibility of thinking about our own ecosystem, we could not fail to reflect on our delivery people and our restaurant partners - a fundamental part of our network that enables our existence.

Today, our platform brings together more than 300 thousand registered partner restaurants partners and more than 220 thousand delivery partners.

If we want to feed the future of the world without leaving anyone behind, we need to reflect on our own business model and propose actions. Currently, we understand we need to move forward on several fronts and we are committed to achieving high standards of human rights and decent work by several ongoing initiatives.



For delivery people:

 **Delivery People Forum:** In December 2021, we held the 1st Latin American Delivery People Forum! **It's been an intense three days!** The occasion brought together several leaders of the category and gave rise to an iFood letter of commitment, which initiated several actions in search of improvements for iFood's delivery partners.

 **Global Fair Work:** we want to move forward in actions on **decent remuneration** and, therefore, we integrate with the "Global Fair Work" to discuss the best way to regulate work on platforms.

 **We've adjusted earnings for delivery people!**

+13% at minimum rate per route

+50% of the minimum value per km

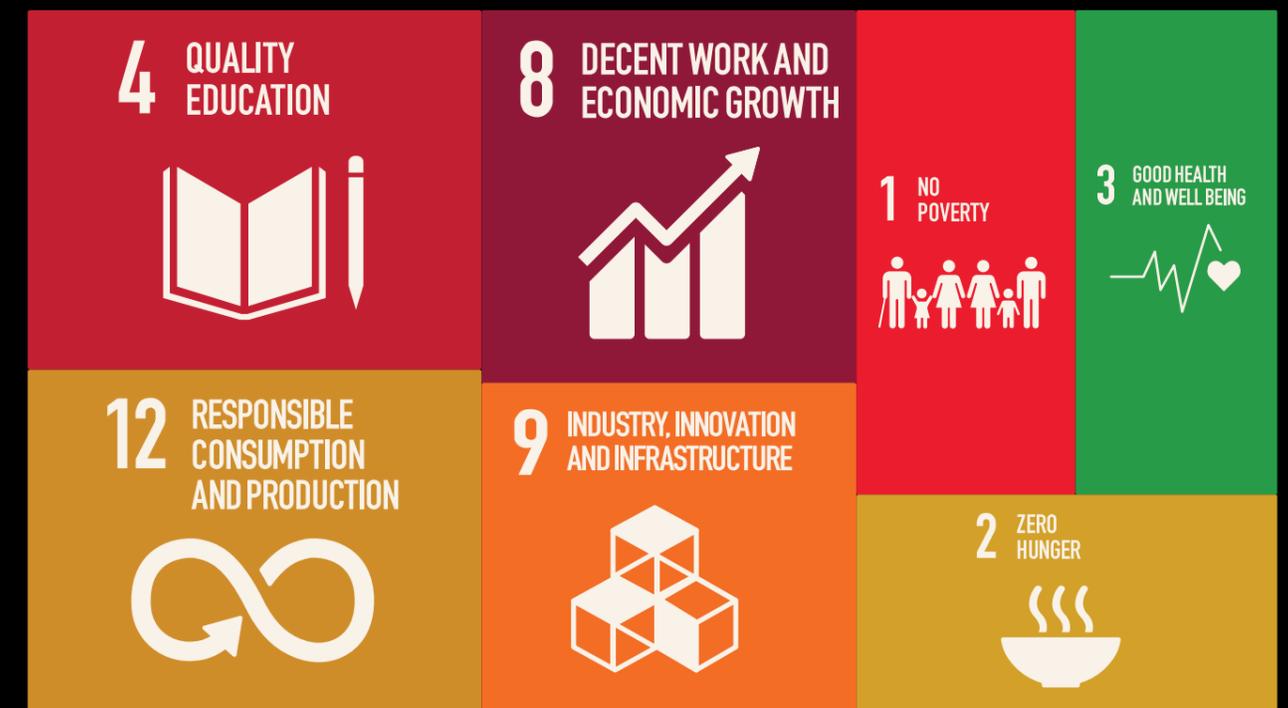
As a result, the delivery people who work 180 hours per month started to receive, from April 2022, an remuneration per hour worked on the delivery route 2.5 times higher than the minimum Brazilian wage.



 **Safety at work is also a concern of ours, so we offer:**

- Personal accident and life insurance 100% free.
- Initiatives such as "Helmet Angels", "Pedal Responsa" and "iFood Take Off", which take free courses on various topics, including accident prevention, traffic safety and first aid.
- "Advantage Delivery": a benefit club targeted at delivery people.
- We played our social role during the COVID-19 pandemic by investing more than 100 million in our delivery partners' health protection initiatives. It couldn't be different!

Today, this is how our delivery partners see our impact!



For restaurant partners:

-  Restaurant Forum: Following the success model applied to delivery partners, we propose the **"Restaurant Forum"**, which seeks to establish an active listening journey, in order to prioritize and promote continuous improvements for restaurant partners. We want to hear and troubleshoot community issues!
-  We created **"Chef's Advantages"**: a partnership program for all iFood restaurants! The aim is to promote facilities that really help the daily lives of our partners and, at the same time, attack their main pains and needs. It has benefits to grow, save money and survive the challenges of everyday life!
-  We created **iFood Decola**: a platform that promotes continuous training through courses such as "Marketing Strategies", "Restaurant and Team Management", "Combating Waste", "How to Sell More", and several others.
-  **During the COVID-19 pandemic, iFood allocated R\$186 million to a restaurant assistance fund.**

When we talk about impact, this is how our restaurant partners see the value we create:





The **MATE** **RIALITY** of our impact

Defining the most relevant topics for the iFood impact context is important not only for maintaining our performance, but also for adjusting, integrating and prioritizing sustainability practices in our strategy and management. A valuable instrument in search of this definition is the **Materiality Matrix**. It allows us to consider, in addition to our own, the perceptions that our stakeholders and partners have about the impact we have and how we could broadly consider the most relevant topics.



What have we done?

IDENTIFICATION



we mapped stakeholders and defined the list of themes

PRIORITIZATION



we consulted stakeholders through interviews and surveys

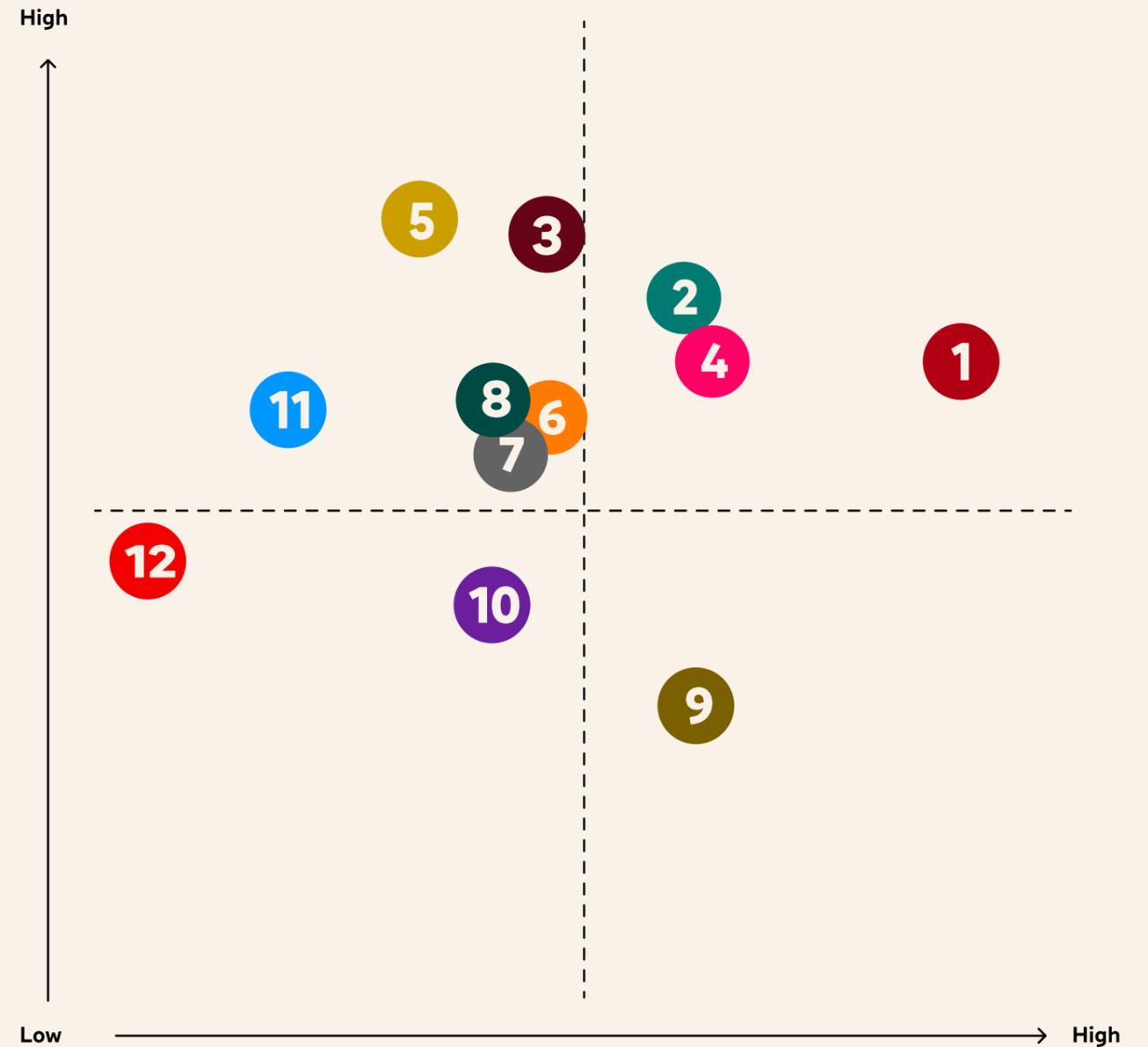
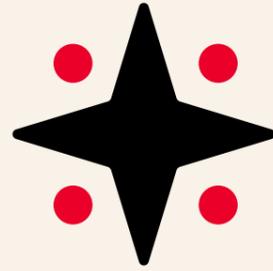
ANALYSIS



we consolidated the data and prepared the materiality matrix



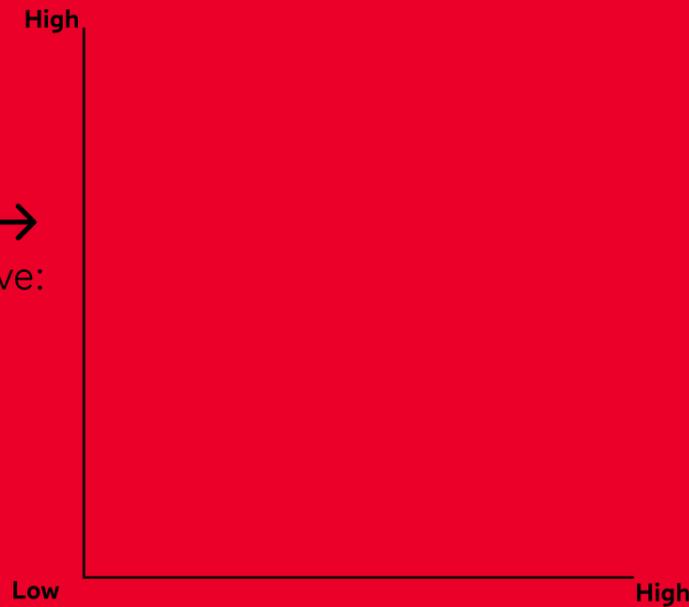
Our Materiality Matrix



- 1** Waste: Plastic and Packaging
- 2** Safe and Healthy Eating
- 3** Diversity, Equality and Inclusive Work
- 4** Value Chain Management and Development
- 5** Health, Safety and Welfare of Workers
- 6** Innovation Management
- 7** Education Improvement and Access
- 8** Data Privacy, Cybersecurity and System Availability
- 9** Climate Change and GHG Emissions
- 10** Governance, Ethics and Transparency
- 11** Attraction and People Development
- 12** Environmental Management

External axis →

Stakeholder perspective: FoodLovers, Restaurants, Delivery People, Users, Market Users, Partner Brands and more.



Internal axis ↑

Company perspective captured by iFood's High leadership and Management.

Instructions



Our

Impact Indicators

Over the past few months we have designed more than **180 impact indicators** that will help us feed the future of the world! All of them were created based on the most globally recognized impact matrices.



Pacto Global
Rede Brasil



Some of them are already being used and others will soon be included in our impact management. To have access to all the indicators developed by us, just access them here, by this QR Code, **clicking or pointing your camera.**



It's not just about technology
It's not just about delivery
It's about delivering value

It's about to

**FEED THE
FUTURE OF
THE WORLD**

We are more than a **FoodTech**
We are an ecosystem
committed to the **future**
And we will not stop until we build
a **better society for all**,
feeding the world with Education,
Environment and Inclusion.



You have just read the short version of our Impact Report! To access the full and detailed version, point your cell phone camera at the QR Code available below or click on it



We are a company in transformation.

We are a moving company.

We are just at the beginning of the journey.



ifood

BAANKO