

About these Guidelines

Wolt Oy and all of its subsidiaries (together “Wolt”) are committed to conducting business in a way that complies with all applicable laws and regulations, meets high ethical standards, and respects the fundamental rights of all our stakeholders. Wolt expects our partners, including restaurants and other merchants, courier partners, and other cooperation partners (together “Partners” or “You”), to conduct business in a similar way. These Guidelines outline the minimum standards that each Wolt Partner should meet, and form an integral part of all contracts and cooperation between Wolt and Partners. In addition to these Guidelines, there may be other contractual requirements, specific guidelines, or policies of Wolt that apply to You. You ensure that your suppliers and subcontractors also follow the relevant sections of these Guidelines in their operations.

These Guidelines apply to all partners, but certain sections are particularly relevant for courier partners. Where appropriate, examples are provided to clarify how expectations apply to couriers. In addition to outlining obligations, Wolt also reaffirms its commitment to supporting couriers’ rights, safety, dignity, and fair treatment.

Legal compliance and business ethics

Partners should conduct their business ethically and in compliance with laws and regulations. This includes, in particular, the following:

- You do not engage in any types of bribery, corruption, kickbacks, or similar payments or activities. In addition, you do not offer any gifts or hospitality, which may inappropriately influence business decisions.
- You do not participate in corruption, money laundering or financing of terrorist or criminal activities.
- You are not subject to sanctions, or owned, controlled by, engaged with, or otherwise affiliated with a sanctioned entity or party. Wolt has the right to verify the ownership structure and/or beneficiaries of your operations and business to ascertain that no sanctions are breached.
- You will not enter into transactions with Wolt employees or other Wolt-affiliated persons, such as management or board members, that create a conflict of interest.
- Competition for business shall be fair and honest. You comply with relevant antitrust and competition laws and regulations.
- You ensure that you hold all necessary registrations, licenses, and/or permits required to conduct your business, and meet all applicable food safety and quality requirements as required by laws and regulations and/or mutually agreed between You and Wolt.
- If You offer products for sale on the Wolt platform, You will ensure that the products are safe and that the products and their labelling comply with applicable product safety laws and regulations.
- You keep accurate and transparent business records of all business transactions and comply with applicable tax obligations as required by laws and regulations.
- You ensure the confidentiality and security of all non-public information concerning Wolt and Wolt’s users and business partners, and You protect personal and other data and intellectual property from misuse.
- You do **not engage in any form of verbal, physical, or sexual harassment** toward Wolt employees, courier partners, users, or any other individuals affiliated with Wolt. All interactions must be professional, respectful, and aligned with Wolt’s values of safety, dignity, and fairness. Harassment of any kind will not be tolerated under any circumstances.
- Equally, Wolt will not tolerate harassment, intimidation, or discrimination toward couriers from merchants, users, or other stakeholders. Couriers are entitled to respect, dignity, and a safe working environment, and Wolt commits to supporting couriers if they are targets of inappropriate treatment.

Social and environmental standards

Respect for people and protection of the environment are fundamentally important to Wolt, and we expect our Partners to commit to the following:

- You respect human rights and fair labor practices.
- You respect all applicable rights of your employees in accordance with laws and regulations.
- You treat all employees and business partners with respect and dignity, and You do not tolerate any form of harassment, intimidation, or workplace violence. You never use any forced or involuntary labor or any child labor.
- You provide equal treatment to everyone without regard to race, color, gender, age, religion, marital status, sexual orientation, political opinion, or national or ethnic origin, or other similar characteristics.
- You provide employees and business partners with a safe and healthy work environment by proactively operating in accordance with recognized practices and standards.
- For courier partners, this includes respecting traffic safety rules, treating customers and other couriers respectfully, and taking reasonable steps to ensure your own safety while delivering.
- You comply with all applicable environmental laws, regulations, and permits and take part in the protection of the environment. For merchants and suppliers, this includes reducing packaging waste, improving recycling practices, and exploring lower-emission supply chains. For couriers, this may mean choosing sustainable transport modes where possible and handling packaging responsibly, but we recognize that couriers' impact is limited compared to merchants.

Reporting any misconduct

Any actual or suspected issues of non-compliance with these Guidelines should be reported without delay to our confidential third-party hotline, [SpeakUp](#). Your relationship with Wolt will not be affected by an honest report of potential misconduct. Reports may be made by couriers, merchants, or any other partner. Couriers are encouraged to use this channel if they experience harassment, discrimination, or unfair treatment by merchants, customers, or anyone else while delivering.

Visibility, investigations and assistance

You take appropriate steps to ensure that people in your organization are aware of these Guidelines. In case of issues, you cooperate as appropriate in relevant investigations by providing information and being available for customary audits. For instance, you will cooperate with Wolt in investigations related to any food safety incidents, and cooperate with relevant food authorities as appropriate. Additionally, Wolt may keep you offline or suspend your access to the Wolt service pending investigations relating to compliance or other issues related to the Guidelines. For couriers, payout suspensions will only be used when strictly necessary (e.g., fraud, safety concerns), and investigations will be handled promptly and fairly, with access to support channels during the process.

Consequence for misconduct

Should any violation of these Guidelines — including harassment, non-compliance with applicable laws, or other misconduct — be reported and reasonably verified through investigation, **Wolt reserves the right to take appropriate corrective actions**, including but not limited to:

- Issuing formal warnings
- Temporarily suspending access to the Wolt platform and/or blocking payouts temporarily pending investigation
- **Terminating the partnership agreement or other form of cooperation or business relationship without further justification**, including offboarding from the platform.



Guidelines for Wolt Partners

This applies to all contract types, including **merchant partners, courier partners, and other collaborators**.

Retaliation against any individual who reports concerns in good faith is strictly prohibited.

For couriers, Wolt will always communicate the reasons for any action taken (e.g., warnings, suspensions, offboarding) in clear and accessible language. Couriers will be given an opportunity to provide their perspective before final decisions are made, except in cases of urgent safety concerns. This protection extends to couriers who report misconduct by merchants, customers, or other couriers.

Document owner and amendments

This document is owned and maintained by Wolt. From time to time, we may amend it to stay current and in line with evolving requirements. The latest version of this document is available on the Wolt website.