

About these Guidelines

Wolt Enterprises Oy and all of its subsidiaries (together “Wolt”) are committed to conduct 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, which each Wolt Partner should meet, and forms an integral part of all contracts/cooperation between Wolt and Partners. For non-compliance with these Guidelines, Wolt may terminate the business relationship without further justification.

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 or 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 money laundering or financing of terrorist, military or criminal activities.
- You are not owned, controlled by, engaged with or otherwise affiliated to a sanctioned entity or party. Wolt has the right to verify the ownership structure of your operations to ascertain no sanctions are breached.
- Wolt may keep you offline or suspend your access to the Wolt service pending investigations relating to compliance or other issues.
- You will not enter into transactions with Wolt employees 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 licenses and permits required to conduct business, and meet all applicable food safety and quality requirements as required by laws and regulations and/or mutually agreed between You and Wolt.
- 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.

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.
- You comply with all applicable environmental laws, regulations and permits and take part in the protection of the environment

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, [Speak Up](#) or to the Wolt compliance team directly at compliance@wolt.com. Your relationship with Wolt will not be affected by an honest report of potential misconduct.

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 the Code is available on the Wolt website.