

Following the recommendations of the sanitary authorities, Rappi has adopted several safety protocols, and has been massively and daily stimulating the entire ecosystem - deliverers partners, clients and commercial establishments - to follow the authorities' safety orientations before, during and after a delivery.

Helping people has always been a priority for Rappi, and we are working to find all opportunities to support the society and be a coherent solution to people that are following the recommendation to stay at home and avoid agglomerations. Specifically for Rappitenderos (how we call our delivery partners), we have adopted some protocols in order to guarantee their safety:

- We created and are now developing a massive educational, self care and preventive campaign. We have been massively and daily communicating the entire ecosystem to follow the authorities' safety orientations before, during and after a delivery;

- We developed and put into practice the "delivery with no contact" - the Rappitendero leaves the package at the client's door and gives some steps back to avoid proximity. Also, we are incentivating payments through the app, to avoid contact with cash (even before that we do not operate with card machines);

- We bought and are intensively distributing thousands of alcohol gel units and masks to delivery partners, as well as orienting them how to use them;

- We reinforced the safety measures in our dark kitchens, where we drew distance lines, so that the Rappitenderos can wait for the orders safely, and we are disinfecting and sanitizing cars, motorcycles, bikes and bags, using products that are recommended by Anvisa;

- On the Rappitendero's app, we created a specific bottom through which they can notify Rappi if they present symptoms related to Covid-19 or are diagnosed with it, so that they stop making the deliveries and get immediate orientations;

- We created a financial fund to support the Rappitenderos who have Covid-19 symptoms or the illness itself, throughout the 15 days they will have to be in quarantine. In Brazil, the fund is managed by Cruz Vermelha.

- Moreover, Rappi's freight cost varies according to climate, day of the week, hour, area, distance and complexity of the order. Also, Rappi enables that clients give tips to Rappitenderos through the app. In the last weeks, the company identified a 50% increase in the percentage of people who give tips, especially during the weekends. The amounts, on average, increased 80%. In some weeks, around 50% of the orders were made with tips.