



Dear Members of the Board of Directors of Prosus and Naspers,

We, the National Alliance of App Delivery Workers, an organization composed of leaders from delivery worker entities across Brazil, are writing this letter to express our deep concern regarding the recent appointment of Mr. Fabrício Bloisi, CEO of iFood, to the position of CEO of your controlling companies, Prosus and Naspers.

iFood currently dominates 82% of the delivery market in Brazil, with 307,000 active delivery worker registrations. Since its inception, iFood has been a constant opponent in the fight for better working conditions for motorcycle couriers and bicycle delivery workers in Brazil. Mr. Bloisi's management is marked by a series of practices that, in our view, directly contribute to the precariousness of labor relations. The consequences of these practices are felt daily by workers who face exhausting work hours, low pay, lack of adequate support, and poor health conditions, as demonstrated in a recent study¹, among other findings. Tragically, these conditions have led to the death and mutilation of several young delivery workers.

Moreover, iFood implements work gamification, a practice that intensifies the alienation and exploitation of workers, subjecting them to a system that encourages extreme competitiveness and the achievement of unattainable goals. Delivery workers also suffer from arbitrary bans from the app without the right to defense, which constitutes a clear violation of their fundamental rights.

The company also blocks the accounts of leaders who dare to question its work organization methods, generating personal financial embarrassment and disorganization as a way to intimidate and prevent the emergence of new leaders.

We would like to highlight that iFood has already been forced to sign a Term of Adjustment of Conduct with the Public Labor Ministry (MPT) for hiring advertising agencies to demobilize demonstrations and defame leaders, notably the delivery worker Paulo Galo, as reported by "Agência Pública."²

Our movement upholds basic principles such as adequate health and safety conditions, transparency in labor relations, fair remuneration, and the right to defense in cases of banning. However, iFood's management has shown total disrespect for these principles, disregarding both national laws and international conventions.

We would like to highlight some conventions and laws that iFood disrespects and remind you that such legislation results from social and democratic debate built over many years of struggles, studies, social and scientific advancements, about which ignorance cannot be used as a plausible justification:

1 -

<https://anea.net.br/2024/06/noticias/lancamento-do-dossie-das-violacoes-dos-direitos-humanos-no-trabalho-uberizado-o-caso-dos-motofretistas-na-cidade-de-campinas/>

2 - <https://apublica.org/2022/04/a-maquina-oculta-de-propaganda-do-ifood/>



Universal Declaration of Human Rights - Article 23:

1. Everyone, without any discrimination, has the right to equal pay for equal work.
2. Everyone who works has the right to just and favorable remuneration ensuring for himself and his family an existence worthy of human dignity and supplemented, if necessary, by other means of social protection.
3. Everyone has the right to form and to join trade unions for the protection of his interests.

ILO Convention No. 87 - Article 2: Workers and employers, without any distinction, shall have the right to establish and join organizations of their own choosing without previous authorization, subject only to the rules of the organization concerned.

ILO Convention No. 98 - Article 1: Workers shall enjoy adequate protection against acts of anti-union discrimination in respect of their employment.

Brazilian Federal Constitution - Article 7, caput and item XXII: The rights of urban and rural workers, among others that aim to improve their social condition, include (...) XXII - reduction of work-related risks by means of health, hygiene, and safety standards.

American Convention on Human Rights - Article 16: Everyone has the right to freedom of association for ideological, religious, political, economic, labor, social, cultural, sports, or other purposes.

American Convention on Human Rights - Article 26: The States Parties undertake to adopt measures, both internally and through international cooperation, especially economic and technical, to the extent possible, to achieve progressively the full realization of the rights implicit in the economic, social, educational, scientific, and cultural standards.

Protocol of San Salvador - Article 6: The States Parties to this Protocol recognize that everyone has the right to work, which includes the right of everyone to the opportunity to gain their living by freely chosen or accepted work.

Protocol of San Salvador - Article 7: The States Parties shall guarantee the right to work under just, equitable, and satisfactory conditions, ensuring a dignified existence for workers and their families, equal remuneration for equal work, reasonable working hours, rest, leisure, paid vacations, and remuneration for holidays, as well as job security and workers' participation in decisions affecting their working conditions.

Protocol of San Salvador - Article 8:

1. Workers and employers have the right to form trade unions without prior authorization and to join these unions, with the sole condition of observing their statutes.



2. The exercise of this right may be subject only to restrictions prescribed by law and necessary in a democratic society, in the interest of national security, public order, or to protect public health or morals or the rights and freedoms of others. (...)

Given this scenario, we ask: is it really wise to export the management model we so heavily criticize here to other markets? Is Mr. Fabrício Bloisi's method the best for managing labor relations? We believe that answering these questions is crucial not only for Brazilian workers but for all app delivery workers worldwide, especially those working in companies within the Prosus and Naspers ecosystems.

We believe that business leadership should go beyond the pursuit of profits. It should include a commitment to workers' well-being, ensuring dignified working conditions and promoting practices that respect human rights. Unfortunately, iFood's current management has failed in all these aspects.

We, the National Alliance of App Delivery Workers, will continue to fight for better working conditions and hope that this letter serves as a warning about the implications of choosing Mr. Bloisi as CEO of Prosus and Naspers. We urge the Board of Directors to reconsider this decision. Additionally, we invite the board to meet with us to discuss the impact of iFood's policies and practices on the lives of hundreds of thousands of workers in Brazil.

Sincerely,

National Alliance of App Delivery Workers (ANEA)

Brasília, July 1, 2024