



DOING THE
RIGHT THING

**FOR OUR
CUSTOMERS
FRANCHISEES
& SUPPLIERS**





WE KEEP IT FRESH WITH EVERYONE WE SERVE

Whether we're serving up fresh, famous food or showing up for our business partners, how we treat people matters. Every interaction — whether it's with customers, franchisees, suppliers or vendors — reflects on Wendy's. Integrity, fairness and follow-through are how we do business every day.



THINGS YOU MIGHT BE ASKING

- **What does it mean to “represent Wendy's” in customer interactions?**
- **How do I handle confidential information about suppliers or franchisees?**
- **What's considered personal information—and how do I protect it?**
- **Can I share data across borders or with third parties?**
- **What if a franchisee asks for performance data or internal materials?**

This section explains how to build trust through ethical customer service, safeguard confidential data and maintain strong relationships with franchisees and suppliers while keeping Wendy's values front and center.

PUTTING CUSTOMERS FIRST

What makes someone a Wendy's customer? It's not just the guests at the counter. It's also the franchisees who run our restaurants, the suppliers who support them and the teams who keep it all moving. Being customer-obsessed means treating everyone with care, respect and professionalism.

QUALITY IS OUR RECIPE AND FOOD SAFETY IS INGREDIENT NO. 1

At Wendy's, Quality is Our Recipe®, but food safety underpins every aspect of our operations. Our commitment is to provide safe, quality food that exceeds our customers' expectations every day and every time.

To uphold these standards, we recognize that quality and safety begin at the source of our ingredients. Therefore, we hold our suppliers, distributors and all restaurants to rigorous food safety and quality standards. We actively monitor and ensure compliance with these standards and keep them aligned with the latest scientific advancements and regulatory requirements.

Food safety is also integrated into our equipment, processes and procedures. Every team member plays a vital role in maintaining food safety, so we require all restaurant crew members to undergo food safety training when they are hired and to renew their certification every year. We also require our leaders and managers to obtain ServSafe® food safety certification.

If you encounter any food safety or quality issues or have any concerns, please report them immediately to your manager or your HR Business Partner or reach out through EthicsPoint.

PROTECTING INFORMATION BUILDS TRUST

Customers, franchisees, and suppliers count on us to protect their information and use technology responsibly. When Company devices or data are

misused, lost or shared inappropriately, it can put our business relationships and even operations at risk.

Laptops, phones and business systems may contain sensitive information and must be handled with care. Always follow Company policies for storing, sharing and securing data. If a device is compromised, report it immediately. Protecting our technology and information is a sign of respect for the people and partners who put their trust in Wendy's. For more on how to protect Company resources and intellectual property and what to do if an issue arises, see "Protect Company Assets" in the [Doing the Right Thing for Our Business](#) section.



SCENARIO

Q: A franchisee I work closely with asked if I could share internal sales performance data to help them benchmark against other Wendy's restaurants. They promised me it would stay between us. Can I share it?

A: No. Even if the request seems reasonable, internal performance data is considered restricted and should not be shared outside the Company without the proper review and approval. Sharing it, even with the best intentions, could violate our Data Classification and Handling Standard,

Franchise Disclosure Requirements or even securities law. If you're unsure, always check with datagovernance@wendys.com before sharing any non-public information.

TREAT OUR FRANCHISEES LIKE PARTNERS

Franchisees are a valued part of the Wendy's System and a big reason why we succeed. They help us grow, reach new communities and bring Wendy's to life for our customers.

Here's how to treat our franchisees like a valued part of our business:

- ✓ Respond promptly and professionally to their questions and concerns.
- ✓ Communicate clearly and collaboratively.
- ✓ Follow all franchise laws and disclosure rules.
- ✓ Treat franchisees as independent business owners, not Company employees.

Keep in mind that franchisees operate separately from Wendy's. That means we do not make

business decisions for our franchisees and do not control their employment decisions. We must be careful about what we share, especially if the information is internal use, confidential or restricted. If you are asked about potential earnings, sales, or other financial performance of Wendy's restaurants by a current or prospective franchisee, you should refer to Item 19 in Wendy's Franchise Disclosure Document ("FDD") or contact the Legal Department. Do not ever make an estimate of potential profits or sales for a new restaurant to any franchisee that is not set forth in Item 19 of the FDD or that is not in compliance with other federal, state, local, or international laws regarding fraud or misrepresentation.

If you have any questions or concerns regarding franchisee relations or disclosures, you should contact the Legal Department.

SUCCESSING TOGETHER WITH OUR SUPPLIERS

The Supplier Code of Conduct applies to all suppliers and vendors (collectively suppliers) that are approved to provide goods, products, equipment or services (collectively Products) to the system of restaurants and other outlets operated under the Wendy's concept.

All suppliers, and their suppliers and contractors, are expected to comply with applicable local, state/provincial and federal laws and regulatory requirements as part of responsible business operations. Suppliers are expected to affirm they have received and understand the specific expectations outlined in the Supplier Code of Conduct.

