

Voi Technology.

Sustainability Statement

September 2019.

voi.

CEO statement

As one of the founders of Voi, I am amazed at what we've achieved in a year. The idea for Voi came while living in Moscow - a vibrant but congested and polluted city, which is a perfect example of the transportation challenges many European cities face today. Fast-forward one year and the spark of an idea has now become the fastest growing European micro-mobility provider.

Exhibiting one of the fastest adoption rates, e-scooter sharing has the potential to transform how people move in cities. Lightweight, electric vehicles - bikes or scooters - designed for sharing, can help solve pressing issues linked to urban mobility. If managed and regulated well, shared micro-mobility can strengthen inclusive and alternative mobility networks and, in the long run, help reduce dependency on cars and improve quality of life in cities.

At Voi, we intend to take responsibility for our environmental, social and governance impact. As first-movers in a brand new sector, we encourage independent researchers, think tanks and media to keep challenging us and pushing us to improve every day. Based on independent studies and internal assessments, we have implemented a clear

action plan to improve our climate impact, addressing scooter lifetime, daily operations and mode replacement. We actively promote safety of all citizens and responsible use of public space. We adopt a collaborative and transparent approach wherever we operate, co-creating sustainable cities together with municipalities, local public transport, businesses and communities. We aim to set the highest standards for this rapidly growing sector to ensure its contribution is positive.

To improve our environmental footprint, we pledge to fulfill **three industry-leading sustainability commitments** by the end of 2020:

1. **100% carbon neutral city operations.**
2. **24-month scooter lifespan.**
3. **Improved modal shift and car replacement rate.**

The journey ahead will be exciting and challenging, but I am confident that our dedicated team and the Voi spirit will spark a revolution in our mobility habits and culture and contribute to a more sustainable future. Thank you for your interest in Voi and riding the future with us!

Fredrik Hjelm, CEO & Co-Founder.



“VOI WAS BUILT ON A VISION OF LIVABLE AND SUSTAINABLE CITIES. SUSTAINABILITY IS IN OUR DNA.”

Sustainability statement

AS A YOUNG COMPANY AND FIRST MOVER, WE TAKE A LEARNING AND COLLABORATIVE APPROACH TO SUSTAINABILITY, CONSTANTLY SEEKING TO IMPROVE OUR ENVIRONMENTAL, SOCIAL AND GOVERNANCE IMPACT. THIS STATEMENT SEEKS TO START A DIALOGUE AND INFORM ALL STAKEHOLDERS OF HOW WE AT VOI TECHNOLOGY WE ARE IMPROVING OUR SUSTAINABILITY AND ENSURING POSITIVE IMPACT.

VOI

Launched in September 2018, Voi is a Scandinavian urban mobility company offering electric scooter sharing in partnership with cities and local communities. We believe micro-mobility can play a central role in changing how people move around cities in the future. We want to make sure that the transformation happens the right way - through the best technology and innovation, open and transparent dialogue with cities and governments, by adapting to local needs and being accountable for our environmental impact. Our ambition is that our riders can jump on a scooter anytime and ride wherever in the city in an environmentally friendly way.

MISSION

Voi's mission is to provide sustainable and inclusive last-mile mobility solutions, which enable people to move freely in cities. We are creating networks of electric vehicles around urban centers to provide an affordable, sustainable, and exhilarating way to travel. By working closely with public transport operators we aim to galvanise change in the way people travel and pioneer a shift away from cars towards shared electric mobility.



The environmental and social cost of cars in cities

CAR-CENTRIC MOBILITY IS NEGATIVELY IMPACTING THE HEALTH AND QUALITY OF LIFE IN CITIES, WHERE 75% OF EUROPEANS LIVE. IN ORDER TO REACH THE 2030 CLIMATE GOALS AND FOSTER SUSTAINABLE URBAN DEVELOPMENT, EXPERTS AGREE WE NEED TO FUNDAMENTALLY RETHINK THE ROLE OF PRIVATE CARS IN OUR CITIES.¹

CO₂ POLLUTION

Transport is Europe's biggest source of carbon emissions, contributing to 27% of the EU's total CO₂ emissions. 75% of these are linked to cars and vans. Transport is the only sector in which CO₂ has increased since 1990, leading to a rise in the EU's total emissions in 2015.¹

AIR QUALITY

Air quality is a concern in many European cities. Road traffic is the main source of air pollutants (PM, NO₂, O₃), which are responsible for adverse health effects. These surpass safe levels in many European cities.²

CONGESTION

European cities increasingly suffer from congestion. According to Inrix, the average person living in Paris spends 65 hours in traffic per year, 49 in Munich and 35 in Stockholm.

Cars promised us speed and convenience but are now eating away at our schedules and life quality, leaving us with less time to spend on what really matters.³

NOISE

The EU estimates that 40% of the EU population is exposed to dangerous road traffic-related noise exceeding 55 decibels, above safe levels for long-term exposure.² Noise pollution impacts health and well-being and has been linked to anxiety, depression and impaired learning abilities.⁴

CROWDED PUBLIC SPACE

It is estimated that 15-30% of space is allocated to car parking in cities like Paris and Vienna, not including space allocated to roads.⁵ This means less space for housing, commercial use but also community and green areas, which are key drivers of well-being in cities.

INEQUALITY

Owning and maintaining a car is expensive, meaning car-centric mobility networks often exclude lower socio-economic groups. While owning less cars, these groups often bear the brunt of adverse impacts and are more heavily exposed to traffic related pollution and noise.²

IN AN ATTEMPT TO LIMIT CARS, MUNICIPALITIES ARE IMPLEMENTING POLICIES SUCH AS CAR FREE AREAS, CONGESTION TAXES AND LOW EMISSION ZONES. ENVIRONMENTAL EXPERTS WARN THAT FOR A REAL TRANSITION AWAY FROM CAR-CENTRIC MOBILITY TO TAKE PLACE AND FOR URBAN EMISSIONS TO SUCCESSFULLY BE CURBED SYSTEMIC CHANGE IS NEEDED. THIS WILL REQUIRE BEHAVIOR TRANSFORMATION AND A SHIFT TOWARDS SHARED, INTERMODAL AND ELECTRIC MOBILITY.¹

An aerial photograph of a city at sunset. The sky is a mix of purple, blue, and orange. In the foreground, a large body of water reflects the sky. A prominent church with a tall, dark spire is the central focus. Other buildings and a white boat are visible in the mid-ground.

**Cities made for living
free from noise and pollution.**

Voi's vision

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Voi in numbers

IN ONE YEAR, SINCE OUR LAUNCH IN AUGUST 2018:

10
COUNTRIES.

10 million
RIDES.

20 k
HELMETS TO BE
HANDED OUT IN 2019.

34
CITIES.

25 %
OF USERS REPORT
REPLACING A CAR,
TAXI OR RIDE HAIL
WITH VOI SCOOTERS.⁶

500+
EMPLOYEES.

3 million
USERS.

63 %
OF USERS REPORT
COMBINING VOI
SCOOTERS WITH
PUBLIC TRANSPORT.⁷

Over 30
REPAIR TEAMS.

Holistic approach

WE UNDERSTAND SUSTAINABILITY HOLISTICALLY, TAKING RESPONSIBILITY FOR OUR ENVIRONMENTAL, SOCIAL AND GOVERNANCE IMPACT. WE ARE COMMITTED TO CONTINUOUSLY IMPROVING ON ALL THREE FRONTS.



ENVIRONMENT

We transform how people move in cities. By providing first and last mile solution, we aim to improve access to public transport and strengthen alternative mobility. We promote intermodality by partnering with public transport operators. When managed and integrated well in cities, we believe micro-mobility can help reduce car dependency in cities in the long run, and thereby reduce greenhouse gas emissions and other negative environmental outcomes. We are working to reduce the climate impact of our service and value chain. Our sustainability strategy includes a concrete action plan that improve the environmental performance of our activity and sets ambitious targets for carbon neutral operations.

SOCIAL

Our service is designed to unlock the social benefits of micro-mobility. We believe e-scooter sharing can improve access to convenient, affordable and inclusive mobility. Strengthening alternative mobility enhances human well-being in cities by re-

ducing noise and pollution, supporting fair and efficient allocation of urban space. To ensure our service is beneficial for all, we actively promote safety of all citizens and the respect of public space. Finally, adapted and well-managed micro-mobility solutions can relieve pressure from over-burdened public transport systems and mobilise private investment for improved mobility.

GOVERNANCE

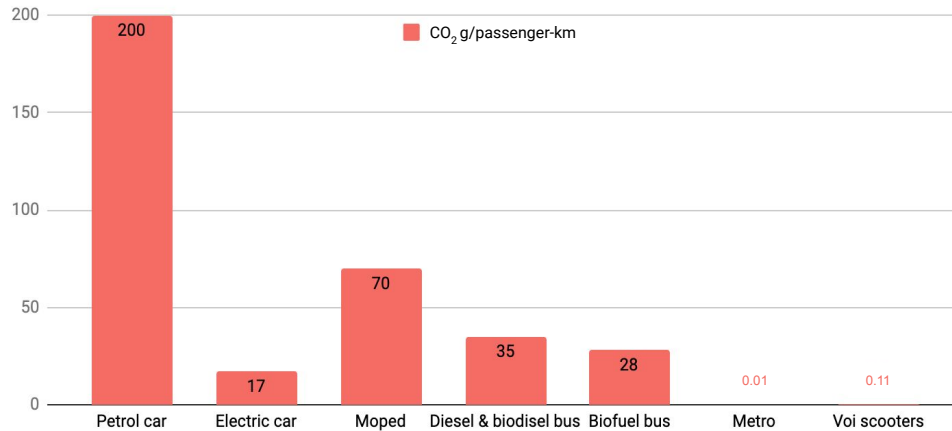
We firmly believe that today's biggest challenges, including reducing the environmental and social cost of urban mobility can only be achieved through public-private collaboration. Micro-mobility is only a part of the solution. We aim for close and transparent collaboration with cities, local and national authorities, public transportation providers, private sector actors, research institutes and civil society. We support regulation and policies conducive to supporting the positive impact of micro-mobility. Together, we believe we can co-create socially and environmentally sustainable urban mobility networks and livables cities.

Environment



Direct CO₂ emission comparison

COMPARATIVE ANALYSIS OF WELL-TO-WHEEL CO₂ EMISSIONS PER PASSENGER-KM BY TRANSPORT MODE BASED ON EMISSION FACTOR DATA AND OCCUPANCY RATES IN SWEDEN.⁸ DIRECT EMISSIONS FOR E-SCOOTERS ARE SIGNIFICANTLY LOWER THAN NEARLY ALL URBAN MOBILITY OPTIONS.*



* Emissions linked to production of respective vehicles, required infrastructure or the daily city operations have not been included due to insufficient data. We are currently doing a full assessment of our activities' environmental impacts. In the next pages, read about how we are working to reduce our environmental footprint, notably by making operations greener and prolonging scooter lifetime.



Scooter life cycle

THE FIRST FULL LIFE CYCLE ASSESSMENT (LCA) OF SHARED E-SCOOTERS WAS RECENTLY PUBLISHED.⁹ THE STUDY FOUND THAT MATERIALS AND MANUFACTURING COMBINED WITH DAILY OPERATIONS DRIVE AN ESTIMATED 93% OF THE CLIMATE IMPACT. WE VALUE THIRD-PARTY RESEARCH AND THE ACCOUNTABILITY IT CREATES FOR OPERATORS TO CONTINUALLY IMPROVE THEIR ENVIRONMENTAL PERFORMANCE. AS THE SECTOR IS STILL IN ITS INFANCY, THERE IS NO DOUBT THESE EMISSIONS WILL SIGNIFICANTLY BE REDUCED. A LARGE PORTION ALREADY HAS WITH OUR CURRENT SUSTAINABILITY INITIATIVES:

E-SCOOTER LIFESPAN

Materials and manufacturing drive an estimated 50% of e-scooter sharing CO₂.⁹ The most effective way to reduce these emissions is to ensure scooters are used and shared for as long as possible. Our strategy to extend scooter lifespan focuses on three pillars. Together, these initiatives have increased the scooter lifespan by over 400% to date.

Maintenance and repairs: By leveraging local teams of technicians, we ensure quality and efficient repairs, keeping scooters in use longer.

Improved fleet: Our second generation fleet is designed improved durability. Continue reading to learn more about how the new fleet significantly extends lifespan.

User behavior: we focus on community engagement and user education to foster a sense of responsibility amongst users to promote safe and responsible and create legitimacy.

DAILY OPERATIONS

Operations account for an estimated 43% of the climate impact.⁹ In Voi's case, this impact is already being reduced with the following initiatives:

Logistics partners & in-house hunting: The LCA assumes gig-workers collect and deploy scooters. We have transitioned away from this model and now work with logistics partners or our in-house teams. This enables route optimisation and improved control and efficiency in daily operations reducing operational climate impact.

Efficient vehicles: We are also transitioning to electric vans, as is already the case in Paris, for instance. We are eagerly awaiting for the swappable battery feature, which will enable e-cargo bikes to be used for collection and deployment.

Renewable energy: We are transitioning to 100% fossil-free electricity for charging of all scooters.



Our Voi scooters

BY COMBINING ROBUST DESIGN AND ENGINEERING WITH LOCAL REPAIRS, WE ENSURE THAT OUR SCOOTERS ARE IN USE AS LONG AS POSSIBLE. SCOOTERS ARE ROUTINELY MAINTAINED BY OUR LOCAL TEAMS OF TECHNICIANS TO ENSURE THEY MEET THE HIGHEST SAFETY AND QUALITY STANDARDS AND LAST LONGER. WHEN E-SCOOTER PARTS ARE BEYOND REPAIR, WE RECYCLE THEM RESPONSIBLY WITH LOCAL PARTNERS.

ASSEMBLE

Our CE certificated scooters are assembled at our production warehouses in Sweden, Germany and Spain, by Voi employees we train internally.

DEPLOY

The scooters are deployed into the city streets. We work with qualified logistics partners for the collection and deployment of scooters. We are transitioning to a fully electric fleet of vans and cargo-bikes for daily operations. We already have electric vans in Paris and are introducing them to other markets.

RIDE AND SHARE

Scooters are shared to provide low-carbon, convenient and affordable transportation for urban citizens. In very dense areas, over 20 people can use a single scooter each day. We promote responsible use through a range of initiatives. We are working to keep our scooters in use as long as possible by combining robust design and local repairs.

REPAIR

We have dedicated and skillful teams of technicians repairing scooters locally. Scooters undergo maintenance at least once a month, a preemptive measure to extend lifetime and ensure the safety of the fleet. Currently, 90% of damages are repaired under 48 hours.

RECYCLE

Parts that cannot be re-used for safety reasons are recycled. The battery and main electronic parts are separated from the body and collected by our local recycling partners. For instance, we partner with Stena Recycling in the Nordics and with Paprec in France to ensure that all components and materials are recycled according to local regulation and the highest sustainability criteria. We are also exploring more advanced recycling methods for the lithium-ion batteries that can recycle up to 80% of battery cells.



Second generation vehicles

OUR NEW FLEET HAS BEEN DESIGNED TO PROMOTE USER SAFETY, SIGNIFICANTLY EXTEND VEHICLE LIFE-TIME AND REDUCE CO₂ IMPACT OF DAILY OPERATIONS WITH SWAPPABLE BATTERIES.



BESPOKE DESIGN AND ENGINEERING

Using insights and data collected since the company's foundation and operations during the tough Nordic winters, our in-house engineering and design teams have built a fleet of state-of-the-art vehicles. The fleet is designed to be durable and is equipped with innovative features that improve sustainability, safety and rider experience.

SAFETY

The fleet has been rigorously tested for quality and safety. The display features Voi's "Advanced Rider Assistance System" (ARAS) function, enabling navigation support, alerts and notifications, allowing riders to navigate the city without looking at their phone.

EXTENDED LIFESPAN

The fleet is designed for improved durability and shared use. It leverages our modular scooter architecture (VOI MSA) which enables easy maintenance and upgrades and facilitates repairs. The fleet is also designed for easy future recycling, the body, for instance, is cast in high-grade, recyclable aluminum.

SWAPPABLE BATTERIES FOR LOW-CARBON OPERATIONS

Scooters will also increasingly be equipped with swappable batteries. This feature is an environmental game-changer as it significantly reduces the carbon impact of daily collection as it removes the need to collect the whole scooter, allowing the battery to be collected with e-cargo bikes instead.

FULL RANGE OF MICRO-MOBILITY SOLUTIONS

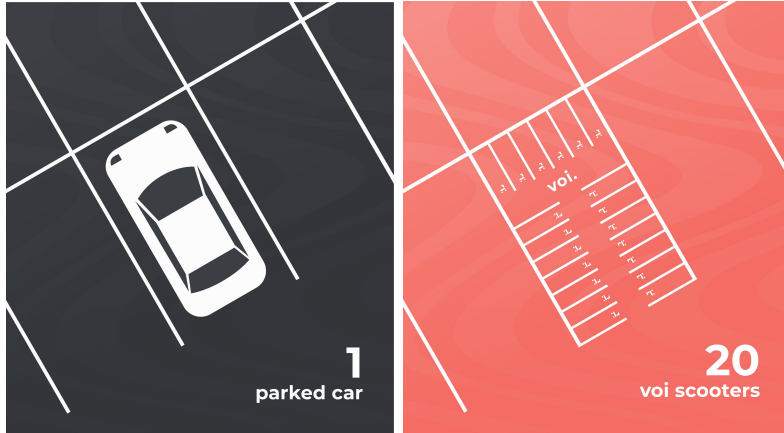
We are extending our product portfolio to be able to offer city authorities a full solution for their micro-mobility needs. These services are designed to complement each other and integrate seamlessly with existing transport networks.

Social



Improved quality of life in cities

STRENGTHENING INTERMODAL AND ALTERNATIVE MOBILITY ECOSYSTEMS CAN HELP REDUCE PRIVATE CAR AND TAXI TRIPS IN CITIES IN THE LONG RUN. WE ARE DESIGNING OUR SERVICE TO INCREASINGLY PROMOTE MODAL SHIFT AND THEREBY ENHANCE WELL-BEING IN CITIES.



Space requirement comparison: scooters require up to 20 times less space than cars for parking. Shared scooters can transport up to 20 people a day whereas cars transport 1.2 people on average in Sweden.

MORE FREEDOM

Micro-mobility can help reduce car dependency in cities by strengthening alternatives to cars. Researchers in France found that the most promising way to get people to leave their cars is not improved public transport but *easier* access to public transport networks.¹⁰ First and last mile solution stand out as a promising solution to bridge this gap. Experts agree that shared, intermodal, alternative mobility is the best way to reduce urban taxi, ride hail and car trips, which drive congestion, and free up time for what really matters.

LESS NOISE

The EU estimates that 40% of the EU population is exposed to dangerous levels of traffic-related noise.⁴ Exposure to noise pollution is linked to increased levels of stress, depression and impaired learning abilities. Promoting silent, electric mobility, as well as modes such as cycling, contributes to noise reduction in cities.

EFFICIENT USE OF SPACE

Car parking occupies around 15-30% of a typical urban area.⁵ Not to mention the public space we allocate to roads. Alternative modes require much less parking and road space than cars. More, in dense areas, a single e-scooter can provide rides to over 20 people a day while requiring minimal public space. By championing shared mobility of light-weight vehicles, space allocated to cars can be used more efficiently for micro-mobility lanes and parking, freeing up space for housing, commercial use and community life, which are all important for well-being in cities. Dedicated micro-mobility parking will also help solve issues linked to e-scooter parking.

PROMOTING ALTERNATIVE MOBILITY

E-scooters and bikes go hand in hand. This past year has shown that adoption of e-scooter sharing is faster than other modes. Allowing people to experience the flexibility, convenience and fun of point-to-point mobility with e-scooters, coupled with increased demand for alternative mobility lanes, can promote adoption of cycling and other green modes in the future.

Safety first

SAFETY IS OUR TOP PRIORITY. WE PARTNER WITH AUTHORITIES AND ENGAGE WITH OUR RIDER COMMUNITY TO PROMOTE THE RESPECT OF TRAFFIC RULES AND SAFE RIDING. IN EACH CITY, OUR LOCAL STREET TEAMS ORGANISE EVENTS, CAMPAIGNS AND SAFETY DEMOS TO FOSTER A SENSE OF COMMUNITY AND RESPONSIBILITY.

SAFETY CAMPAIGNS

We run safety campaigns, both digitally and on the ground, where our dedicated street teams raise awareness about safety, listen to citizen concerns and provide riding demos in a safe environment. We seek to launch joint safety campaigns with local authorities, as was the case in Aarhus, Denmark.

DIGITAL TRAFFIC SCHOOL

Ride Like Voila is the first certified e-scooter traffic school. It includes gamified e-learning modules about traffic rules and safe riding. In its first week, 100´000 people visited the school, receiving free credits for passed modules. The content was created in collaboration with the NTF, the National Society for Road Safety in Sweden and certified by VIAS, the European Institute for Road Safety.

SAFETY GEAR DISTRIBUTION

We highly recommend riders to wear a helmet. To encourage safety gear use we organise local distributions where users are invited to come pick up a helmet or retro-reflective braces free of charge. In 2019, 20´000 helmets will be distributed to users across Europe.

TECHNOLOGY & PRODUCT

The first thing we communicate to users when they download the app is safety and traffic rules. Our second generation of scooters is built for increased user safety and comfort. Models will be equipped with our “Advanced Rider Assistance System” (ARAS) technology, a navigation system that allows riders to get from A to B without looking at their phone.



Local safety event in Madrid, RideLikeVoila digital traffic school & safety video for Aarhus.

Preservation of public space

WE ARE WORKING ON TECHNOLOGY AND OPERATIONAL SOLUTIONS THAT INCENTIVISE RESPONSIBLE USER BEHAVIOR AND COMPLIANT USE OF PUBLIC SPACE. WE WERE THE FIRST OPERATOR TO INCENTIVISE RESPONSIBLE PARKING.

GEOFENCING TECHNOLOGY

Our dedicated tech teams are continually improving our service. Leveraging geofencing technology, we implement different zones to prevent clutter, irresponsible use and parking.

Low-speed & no riding zones: in these areas, the scooter automatically slows down to walking pace to prevent irresponsible use and accidents.

No parking zones: parking is disabled in selected areas such as pedestrian zones, parks and waterfronts.

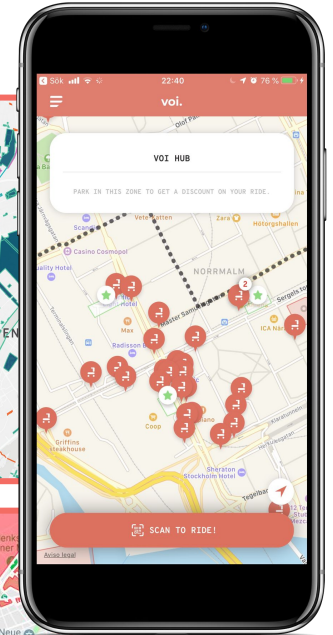
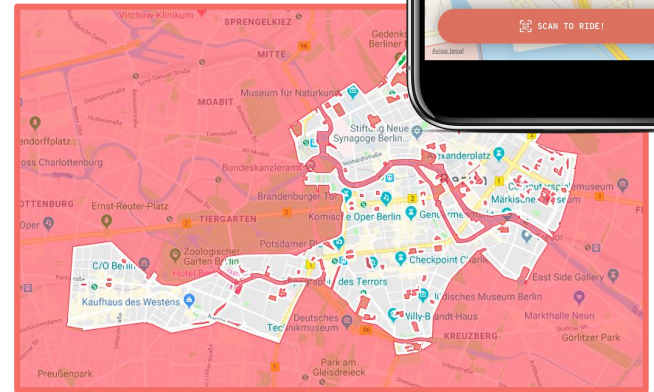
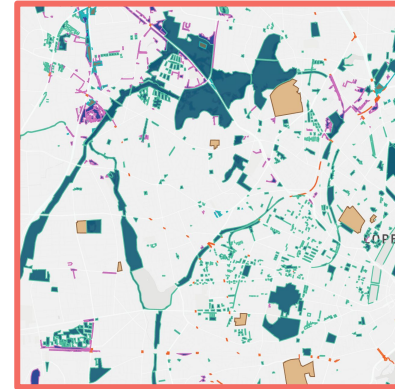
Incentivised parking zones: by rewarding users we promote responsible parking in designated areas. These zones are usually identified in collaboration with the municipality. In certain cities, 50% of rides end at incentivised parking hubs.

RESPECTING THE NEEDS OF ALL

We have clear guidelines for scooter deployment, ensuring they are placed in a way that respects pedestrians and traffic. We collect input from national associations for the visually impaired to make sure we consider their needs when placing scooters. We will soon pilot parking racks to address clutter and irresponsible parking.

VOI COMMUNITY AND LOCAL PRESENCE

Our local team engages with the local rider community to promote respectful use of the scooters and avoid side-walk littering. We always operate as a local team which means we are present on the ground and take care of the city streets.



Examples of geofencing in Copenhagen and Berlin and incentivised parking in our user app.

Our team is our biggest strength

EACH EMPLOYEE IS KEY

Every employee has a central role to play in reaching our vision. We aim to create environment that enables everyone to reach their full potential. Our flat hierarchy and transparent working culture aims to foster risk-taking, innovation and collaboration. We encourage and challenge our employees to take ownership of their success and failures and learn quickly.

TEAM WORK

We grow and execute fast, allowing us to launch our service in over 30 cities in 10 countries in less than a year. This growth is possible thanks to our dedicated teams

of change makers and ensuring all departments work together towards our goals. We adapt to each city by hiring great local talent and leveraging their knowledge of the city and mobility culture.

DIVERSITY

At Voi, we celebrate diversity and believe that innovation and great ideas are birthed through combining different approaches and perspectives. Among our 500 employees, 50 nationalities are represented as well as diverse skills sets and profiles. We are dedicated to fostering an equal and open working environment.

THE VOI FAMILY

500+
employees

50+
nationalities

30+
local fleet maintenance teams



Governance



Trust is earned by our actions

WE FIRMLY BELIEVE IN THE POSITIVE IMPACT MICROMOBILITY CAN HAVE FOR SUSTAINABLE URBAN DEVELOPMENT. ADAPTED REGULATION IS VITAL FOR UNLOCKING THE POSITIVE IMPACT OF E-SCOOTER SHARING. WE SUPPORT SMART POLICIES AND OPERATE RESPONSIBLY, IN FULL COMPLIANCE WITH REGULATION, TO SET A STANDARD OF EXCELLENCE FOR THE BOOMING SECTOR.

SUPPORTING REGULATORY FRAMEWORKS

Since micro-mobility services have only recently been introduced in Europe, suitable regulatory frameworks for this type of transport are sometimes missing. We have developed a Code of Conduct, which we propose and implement in all cities. It aims to set a high standard for all operators. We were the first player to sign a Letter of Intent with the City of Stockholm (see photo left). There and elsewhere, we have contributed to the formulation of adapted regulations, helping cities ensure that e-scooters are integrated sustainably and are beneficial for all citizens.

LOCAL PLAYER

We operate as a local company, hiring and paying taxes locally. We only partner with companies that also respect local laws, pay local workers the going rate and respect labour laws. We are developing our technology fully in-house rather than purchasing off-the-shelf solutions. This gives us full flexibility and allows us to adapt to the local requirements, different contexts and mobility needs of each city and become a long term mobility partner to municipalities.



Fredrik Hjeltn, our CEO, signing a Letter of Intent with the Vice Mayor of Stockholm Daniel Hållén.

Collaboration for sustainable solutions

EXTENSION OF PUBLIC TRANSPORT

We believe the transformative potential of electric micro-mobility can only be realised through close collaboration with public transport systems. In order to transform mobility behavior and promote more sustainable decisions, we integrate with existing transport networks to promote intermodality. 63% of users reported combining Voi with public transport indicating high intermodal use of the service.⁷

CO-CREATION OF SOLUTIONS

To truly tackle sustainable mobility, we collaborate across sectors. We work with the city and public transport, but also with researchers, sustainability think tanks, private mobility actors,

logistics companies, communities and civil society to co-create sustainable solutions that respond to needs and benefit all citizens.

PARTNER TO CITIES

We are convinced that micro-mobility is just part of the solution for better and more sustainable urban mobility. We work in close dialogue with cities to understand and adapt to their needs. We never launch operations without their authorisation and operate in full compliance with their requirements. We share GDPR compliant data to support traffic and urban planning. Our collaborative, transparent and compliant approach is key to becoming the trusted and long-term mobility partner for cities.

BECOMING EUROPEAN CITIES' PREFERRED MICRO-MOBILITY PROVIDER

Public transport collaborations in **4 countries**

Letters of Intent signed in over **15 cities**

Exclusive concession won in Aarhus

E-bike tenders won in Stockholm & Nice



We collaborate closely with public transport operators, an example of co-branding and integration with Hochbahn in Hamburg.

Sustainable development goals

GOAL 11



Contributing to creating sustainable cities is at the core of what we do. Cities occupy 3% of land globally but account for 75% of carbon emissions⁶.

Transportation, still heavily car-focused, stands out as a major contributor. By strengthening alternative mobility, we support the following targets:

Target 11.2: By 2030, provide access to safe, affordable, accessible and sustainable transport systems for all.

We seek to provide affordable access to convenient and efficient mobility. First and last mile solutions can help improve access to public transport and strengthen alternative mobility networks.

Target 11.6: By 2030, reduce the adverse per capita environmental impact of cities, including by paying special attention to air quality and municipal and other waste management.

By strengthening alternatives to cars, we aim to decrease the number of urban car trips in the long run and encourage intermodal mobility, reducing air pollution and the CO₂ impact of urban transport. In order to increasingly replace cars, we are designing our services to target car drivers and taxi users.

GOAL 12



By leveraging the power of shared mobility, we aim to contribute to a shift from private ownership to an economy, where communities share resources and people

use vehicles when they need them. More, we are working to extend the scooter lifespan. We repair scooters and reuse components as much as possible and recycle all components that cannot be reused responsibly. With this report we also support the following target:

Target 12.6. Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle.

We take sustainability into consideration throughout our entire value chain and are implementing practices and reporting mechanisms that integrate sustainability standards and criteria.

GOAL 17



We are championing a cross-sectoral approach to tackling the challenge of sustainable mobility. We are fully convinced that micro-mobility solutions are

only one piece of a larger puzzle and we need to work in close collaboration with the public and private sectors and civil society to drive foster sustainable urban development. We consult widely and aim to co-create sustainable futures for cities together.

Voi sustainability commitments

OUR SUSTAINABILITY COMMITMENTS ARE SCIENCE-BASED TARGETS THAT WILL SIGNIFICANTLY IMPROVE THE CLIMATE IMPACT OF OUR SERVICE AND UNLOCK THE BENEFITS OF MICRO-MOBILITY. WE HAVE A CLEAR ACTION PLAN TO ACHIEVE THEM BY THE END OF 2020.

Carbon neutral city operations

We pledge to have **100% carbon neutral city operations**. We go beyond neutralising emissions linked to charging and include operational emissions linked to scooter collection and deployment. By doing so, Voi is setting a new standard for the sector and is the closest to deliver on fully carbon free rides.

We will bring operational emissions to zero by:

- Using **green electricity** for fleet charging
- Introducing **swappable batteries**
- Using **e-cargo bikes and e-vans** for daily operations
- **Compensating** remaining emissions by investing in climate change mitigation projects and building renewable energy capacity.

24 month scooter lifespan

We pledge to reach a **24-month scooter lifespan** through state-of-the-art design and efficient, sustainable repair processes. We will repair the vast majority of incoming damage and reduce the amount of new materials required, as well as the scrap created by each repair. We will continue to ensure that any waste is recycled or disposed using environmentally friendly methods. Research shows that materials and manufacturing drive an estimated 50% of the global warming impacts,⁹ highlighting the crucial importance of extending e-scooter lifetime.

Improved modal shift and car replacement rate

We pledge to design our service to increasingly target car and ride-hail users to thereby drive behavior change and **reduce car trips in cities**. We are teaming up with experts to understand how micro-mobility can best be integrated in cities to promote sustainable mobility ecosystems.



E-vans are used in Paris and will soon be introduced to other cities. This initiative is part of our action plan to reduce operational CO₂ emissions and deliver on our carbon neutral operations commitment.

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