

voi.

February

2025

SAFETY REPORT

Voi is committed to achieving Vision Zero by 2030, prioritising safety through innovative and sustainable micromobility solutions and industry-leading transparency. By collaborating with cities and communities, Voi aims to create safer, more livable urban environments for all.

Achieving Vision Zero with Safety at our Core



At Voi, safety is not just a priority — it's part of our DNA. Since our launch in 2018, we've been dedicated to rethinking urban transportation by providing safe, sustainable, and reliable micromobility solutions for all. We believe that the future of urban mobility hinges on the safety of everyone on the road, and we are always looking to Vision Zero, aiming for zero fatalities and severe injuries in our value chain by 2030.

In 2021, Voi took a pioneering step as the first micromobility operator to publish a safety report, setting a new standard for transparency and accountability in our industry. This year, we continue to build on that foundation, reflecting on our progress and reaffirming our commitment to enhancing safety through innovation, education, and collaboration.

Achieving safer streets requires a collective effort. While we continuously strive to control and improve the factors within our reach, we also recognise the critical role of city infrastructure and public-private partnerships in this journey. Together with cities and communities, we are committed to making urban environments more livable, sustainable, and above all, safe for everyone.

In this report, we share the steps we've taken in 2024, the lessons we've learned, and our ongoing efforts to lead the industry towards a safer micromobility future.

Voi's Safety Framework

THE WHAT

Vision Zero

At Voi, we are dedicated to revolutionising urban mobility by providing safe, sustainable and reliable micromobility solutions for all.

Ensuring safety is not just a priority for Voi, but a critical element for the success of the entire micromobility industry.

We hold the belief that every accident is preventable. Therefore we have committed to achieving a target of zero fatalities and severe injuries within our value chain by 2030.

That is what Vision Zero is all about.



THE HOW

Voi's Safety Footprint and Safe Systems Approach

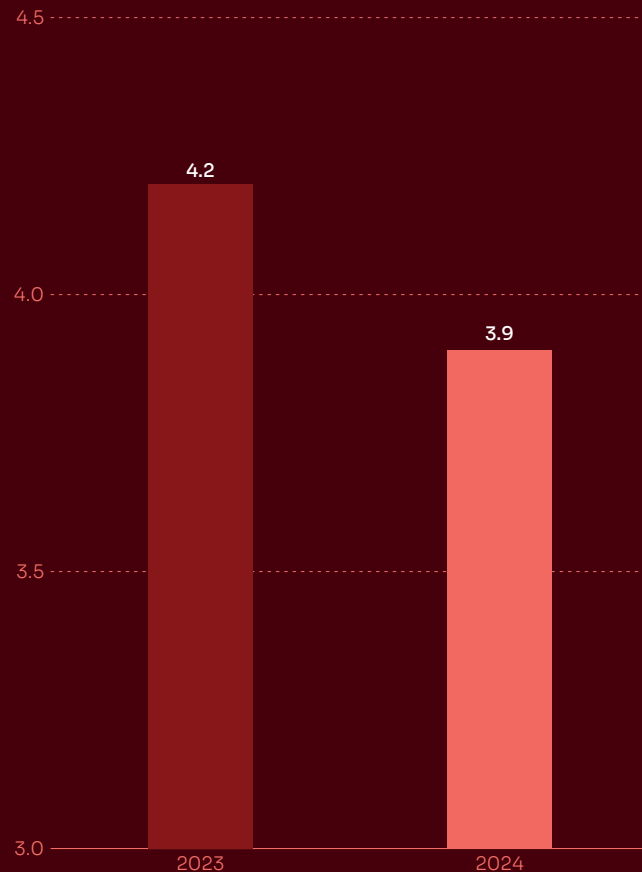
We track our progress toward achieving Vision Zero through our safety footprint (see next page), which is defined by the accident rate, measured as accidents per million ridden kilometres.

This metric is influenced by Voi's Safe Systems Approach which influences the risk of accidents associated with our service and our ability to achieve Vision Zero.

Monitoring our Safety Footprint

ACCIDENT RATE 2023 AND 2024

Number of moderate injuries and above, per 1 million kms ridden



Our commitment to safety is reflected in the continuous decline in accident rates across our fleet year-to-date. This improvement is the result of targeted innovations and technological advancements that prioritise rider safety at every stage of the journey.

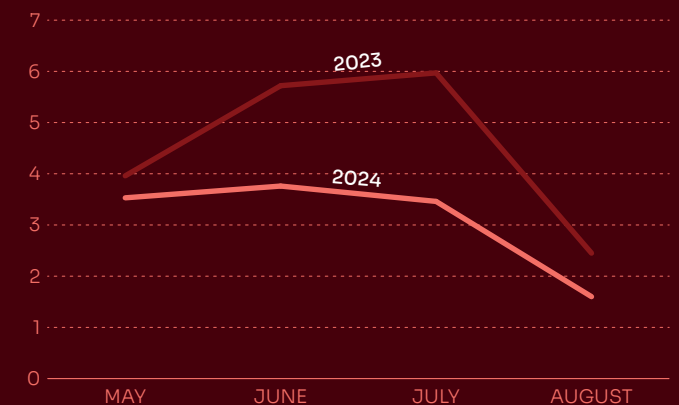
Firstly, we have implemented a **machine learning-based vehicle maintenance model**, which leverages real-time sensor data to predict when a vehicle requires maintenance. By addressing potential issues before they occur, we ensure that our fleet is always in optimal condition, reducing the risk of mechanical failures that could lead to accidents.

Secondly, in 2024, we introduced the **Voiager 7** e-scooter model, which has significantly enhanced rider protection. The V7 is equipped with advanced safety features and offers a safer and more reliable experience for riders.

Finally, we have **expanded our in-app navigation feature**, moving it from a pilot phase to a full-scale rollout. This feature helps riders choose the safest possible route by recommending paths that minimise accident risk and take into account real-time traffic and road conditions.

Together, these initiatives have contributed to a substantial decrease in our overall accident rates, highlighting the tangible impact of our ongoing safety efforts.

HIGH SEASON ACCIDENT RATE



Two new vehicles designed for safety and durability



Voiaeger 7

46%

decrease in
accident rate from
predecessor

4x

fewer repairs than
its predecessor.
The robustness of the
V7 drives significant
efficiency gains in
rides per repair.

The Voiaeger 7, Voi's e-scooter model introduced in 2024, is equipped with a range of safety features that prioritise the well-being of riders and those around them. It undertook rigorous testing in temperature chambers, in city-like settings, enduring over 40,000 km on harsh road conditions before hitting the streets in the real world.

KEY SAFETY FEATURES

- **Larger front tyre:** The 12" front tyre improves safety on surfaces like cobblestones, providing riders with a more stable and secure riding experience.
- **Audible alerts:** Riders are alerted of the entry and exit of geofenced zones, and a rotary bell on the handlebar provides audible warnings at long distances.
- **Tandem-riding prevent:** Improved sensors for the detection and prevention of tandem riding
- **Dashboard display:** Provides real-time alerts and warnings to keep users informed, for instance when entering a Slow-Speed Zone.



Explorer 3



The Explorer 3, Voi's e-bike model introduced in 2024, is designed with rider safety and accessibility in mind. Its unisex saddle and adjustable seat ensure that riders of all sizes and abilities can travel securely from point A to point B, making it a great gateway for people who have never tried shared micromobility vehicles before.

KEY SAFETY FEATURES

- **26" tyres with enhanced tread:** The deep grooves in the tread pattern provide superior performance in wet and slippery conditions.
- **Dual brake levers:** Riders can use both hands to brake or control the front and rear brakes independently, offering greater control.
- **High-visibility lights and reflectors:** Equipped with lights and reflectors on the pedals, rear mudguard, rear light, and tyre sides to ensure maximum visibility.

Enhancing Safety through Technology

Predictive and Preventative Vehicle Maintenance with Voi's Machine Learning Models

Voi leverages machine learning to combine insights for both preventative and predictive maintenance, allowing us to forecast equipment failures and schedule maintenance proactively. Our vehicles are equipped with sensors to self-diagnose when a component is broken. These sensors are used for safety-critical components like brakes, throttle and battery. By analysing data from these sensors, time since repairs, behaviour during rides and signals of vandalism, we can assess equipment performance, identify wear and tear, and predict potential failures before they happen.

ProParts

Predicts the likelihood of vehicle components needing maintenance or replacement, which combined with lab test insights make up our component maintenance plan. To date, over 6,000 vehicle frames have been reinforced due to this model.

StreetScan

The ability to identify vehicles on the streets requiring maintenance. This approach has enabled us to perform over 111,600 in-field quality checks year-to-date.

BrakeGuard

A model is built on top of our brake sensors. It monitors the quality of our brakes so that we repair or tighten the brakes ahead of any safety risks for our riders.

Enhancing Safety through Technology

Assessing and Optimising Zones for Safer Rides

We have conducted a comprehensive review of our riding zones, leading to adjustments in Slow Speed Zones (SSZs), No Ride Zones (NRZs), and parking availability. This includes removing SSZs or NRZs where they have been found to disrupt traffic flow and potentially be unsafe. At the same time, we have expanded parking options to improve accessibility and convenience for riders.

To enhance awareness, in collaboration with certain cities we've introduced sound alerts on our vehicles to notify riders when they enter or exit these zones, helping both them and those around them anticipate changes. Additionally, we are advocating for clear signage in SSZs to ensure riders can adjust their speed in advance.

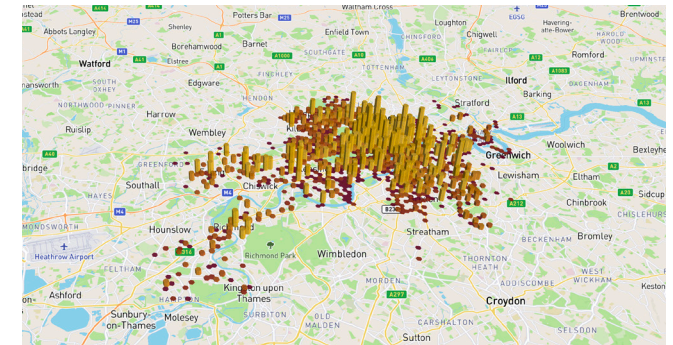
CASE STUDY FROM LONDON

Improving Service Design through Optimised Zones

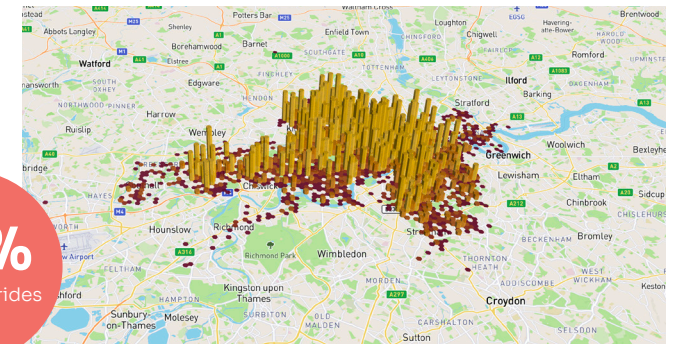
In collaboration with TfL and boroughs, Voi conducted a comprehensive review of zoning in London to enhance service design. This included in-depth analyses on the impact unnecessary geofencing was having on both safety and the rider experience. Using this evidence, we worked in partnership with TfL and boroughs to remove more than 50% of Slow Speed Zones (SSZs) and No Ride Zones (NRZs), while also doubling the number of parking spots and refining geofencing.

These improvements created a more seamless riding experience and resulted in a 70% year-on-year increase in rides, demonstrating the impact of better-designed zones on ridership and accessibility

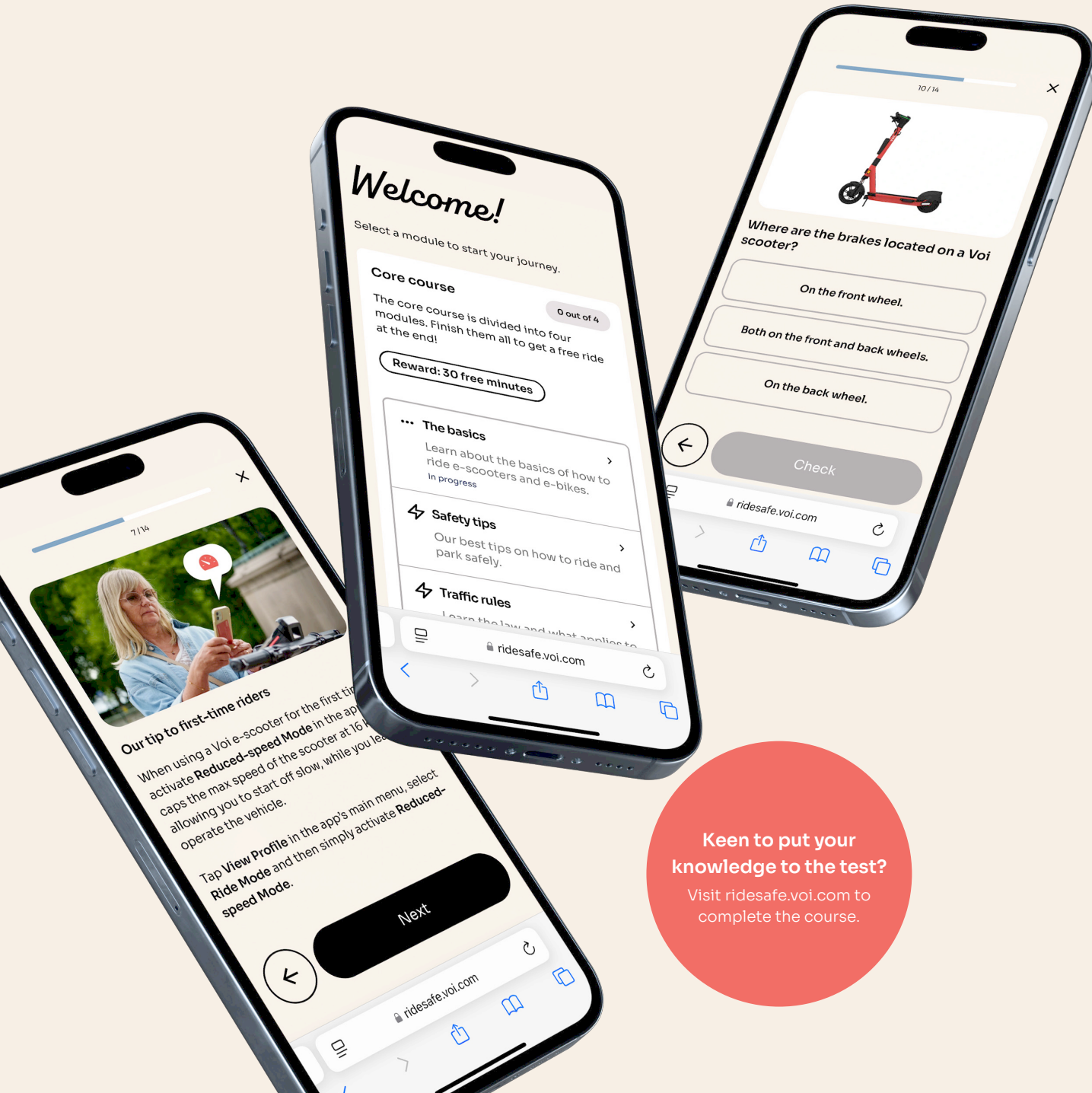
Before



After



70%
Increase in rides



RideSafe Academy

In 2019, Voi launched RideLikeVoi, the world's first online traffic school for e-scooters, with over 600,000 participants successfully completing it. Building on this success, we expanded the program into the RideSafe Academy in 2023.

Our online learning platform **teaches traffic rules, safe riding, responsible parking and required traffic behaviour** in various traffic scenarios.

The platform is **available in 10 languages**, is completely free, and is available to everyone – not just our users. Those who complete the course receive 30 free minutes of riding.

Keen to put your knowledge to the test?

Visit ridesafe.voi.com to complete the course.

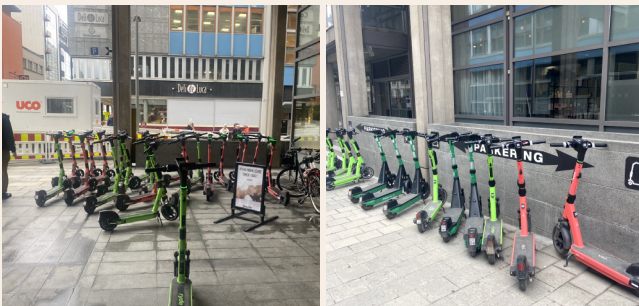
Building a Safer Environment: The Importance of Infrastructure

Research shows that the presence of **bike lanes**, **parking infrastructure**, and **visual cues** such as signage significantly enhance the safety of all road users, and the overall orderliness of urban spaces.

Correct parking behaviour improves with proper infrastructure and clear visual cues, similar to car parking management.

Protected bike lanes help prevent pavement riding. A 12-week study by Voi with the City of Helsinki and Forum Virium Helsinki found **pavement riding is most common where bike lanes are absent**.

PARKING INFRASTRUCTURE MAKES ALL THE DIFFERENCE

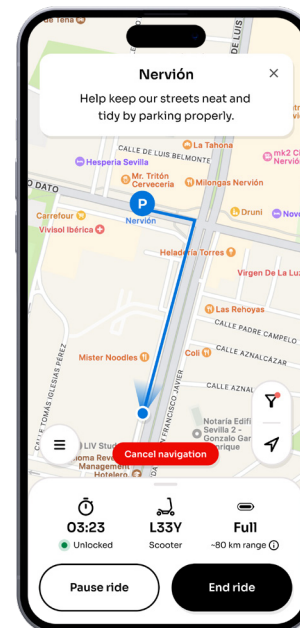


Before

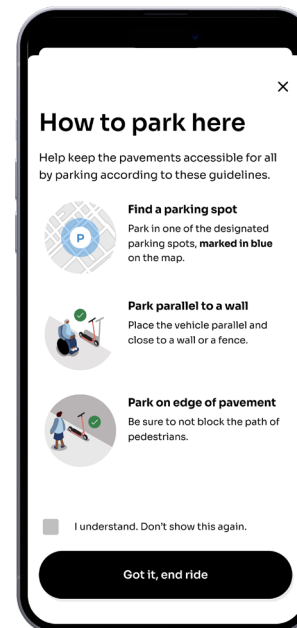
After

PARKING MADE EASY

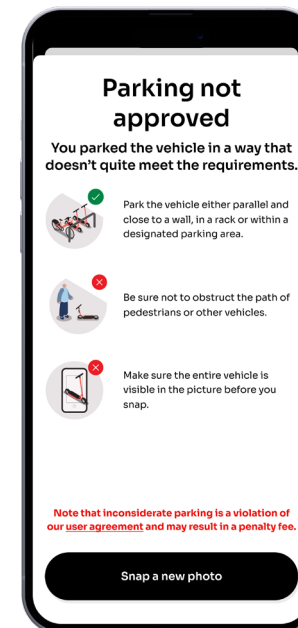
How Voi Leads the Way in Safe and Efficient Parking Management



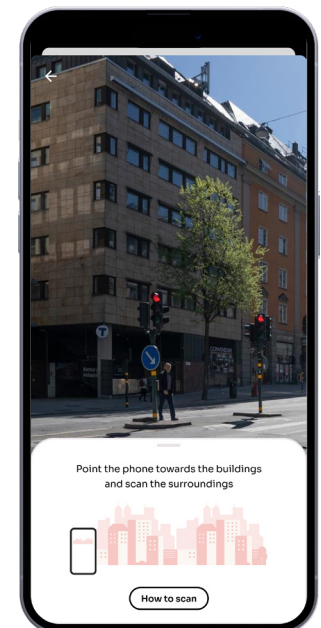
Guide to parking
Provides navigational assistance to designated parking areas



Localised parking rules
Ensures users understand the specific parking regulations of their city



Real-time parking feedback
Provides users with real-time feedback on how to improve their parking



VPS
Google VPS utilises visual positioning to enhance location accuracy

E-Scooter Safety Insights: Shared vs. Private and Trends in Accident Reduction

A [study](#) released in April 2024 from Chalmers University in Sweden revealed that **private e-scooters pose a higher accident risk compared to shared ones**. The study found significant differences in the braking and steering capabilities of shared versus private vehicles.

The shared e-scooter outperformed the private one due to its larger wheels, better suspension, and superior braking systems, which make it more stable and safer to handle in critical situations. In contrast, private e-scooters, often chosen for their affordability and portability, tend to have smaller wheels and less effective braking, increasing the risk of accidents.

The study also highlighted that users of private e-scooters tend to prioritise light, foldable designs, which can compromise safety, especially during sudden stops or evasive manoeuvres.

In situations requiring quick braking or steering, the design and build of shared e-scooters provide an added layer of safety, reducing the likelihood of accidents.

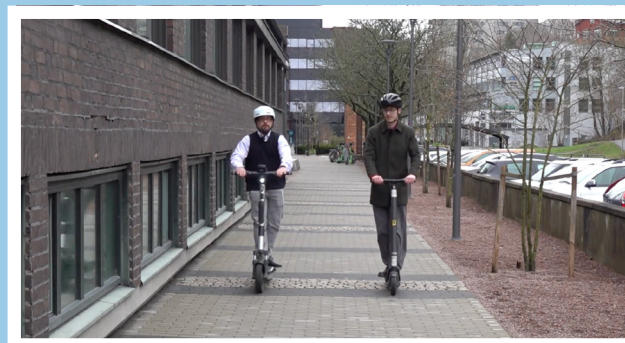


Image source: SVT

In April 2024, the Swedish Transport Agency [reported](#) a **7.6% reduction in e-scooter accidents**. This decline was partly attributed to clearer traffic regulations in Sweden, as well as a more experienced and responsible user base. Additionally, technological advancements within the industry have contributed to promoting safer riding behaviour.



Amplifying safe operations in France thanks to La Poste

Voi is in our sixth year of collaboration with La Poste in Marseille, a strategic and much-appreciated partnership that amplifies the safety of our operations. Following Voi's recent tender wins, we have expanded the partnership to Le Havre and Saint-Quentin-en-Yvelines.

Daily Safety Checks

Several dozen team members from La Poste perform various checks on Voi vehicles, including quality inspections of brakes, horns, and lights, as well as rebalancing improperly parked vehicles during their daily rounds.

Comprehensive Quality Checks

La Poste's daily inspections follow a rigorous 20-point checklist. These in-field quality checks ensure that all our vehicles undergo thorough evaluations every three days, significantly enhancing user safety. This proactive approach minimises the need for vehicles to be sent back to maintenance workshops, reducing public space congestion and allowing mechanics to focus on more complex repairs.

Battery Management

La Poste, the only entity authorised to swap and recharge our batteries, uses 100% renewable energy for this task. Their expertise, bolstered by their all-electric fleet since 2012, ensures that battery handling is conducted safely and efficiently, minimising operational risks.

Health and Safety Training

Team members receive specialised training from our Voi team to carry out their tasks safely. La Poste adheres to all our health and safety standards, ensuring a consistent approach to safety across all operations.

Commitment to Responsibility

Our partnership with La Poste represents an additional investment by Voi to better cover the area and uphold our commitment as a responsible operator.



Driving Safety Forward: The ‘Roll without Risk’ Campaign in Partnership with the German Road Safety Association



Launched in 2020 by the German Road Safety Council, the “Roll without Risk” campaign aims to improve e-scooter safety in Germany. It focuses on **raising awareness of traffic rules among e-scooter riders, particularly targeting younger audiences**, through social media, in-app notifications, and safety messages displayed directly on e-scooters.

Voi has been an active participant in “Roll ohne Risiko” since its inception, emphasising a close collaboration with other operators such as ZEUS, Tier, Bolt, Lime, and Superpedestrian. **This collective effort highlights the industry’s unified commitment to road safety and responsible riding.**

As “Roll ohne Risiko” entered its fourth year in Autumn 2024, Voi continued its strong support and expanded its efforts with innovative approaches to engage users and spread critical safety messages.

THE CAMPAIGN PROMOTES KEY SAFETY MESSAGES, INCLUDING:

- Avoid riding under the influence of alcohol.
- Adhere to bans on riding on sidewalks and carrying passengers.
- Park e-scooters responsibly.
- Use helmets and adjust speed to road conditions.
- Be mindful of risks associated with night riding and show consideration for all road users.



Partnering with Northamptonshire authorities to drive safety awareness

Working in partnership in Northamptonshire for rider and driver education campaigns

Voi operates e-scooters in Northamptonshire, UK, working closely with West Northamptonshire Council, North Northamptonshire Council and Northamptonshire Police. In 2023/24 Voi ran four bespoke safety campaigns in partnership with these organisations: driver awareness, underage riding, pavement riding and tandem riding.

For each campaign, a joint press release including quotes from all three organisations and Voi, was distributed to local media by Northamptonshire Police. Voi produced a social media toolkit for each organisation to use, including graphics and videos. As well as encouraging safe riding, the campaigns informed people how to report antisocial riding behaviour.



“Since the launch of Voi e-scooters in Northamptonshire nearly four years ago, we have worked closely with Voi on a number of safety campaigns... We hope to continue working alongside Voi on future safety campaigns to increase awareness even further.”

Matt O'Connell
Safer Roads Team Strategic Manager,
Northamptonshire Police

Night-time riding pilot results: No increase in accidents



Until June 2024, night-time riding was banned in Kristiansand, Norway. Voi launched a pilot program with the city to allow night-time riding, opening up new possibilities for riders.

The pilot revealed no increase in accidents during the months when night-time riding was permitted.

We believe this positive outcome is due to several factors:

- our initiatives to ensure safe riding during night-time (reaction test, geofencing, speed limitations),
- users becoming more experienced and responsible,
- the high fines for riding under the influence that serve as an effective deterrent,
- our ongoing safety awareness education initiatives.





For more information on how Voi prioritizes safety, visit
www.voi.com/safety