

A young woman with dark braided hair, wearing a bright green blazer over a white top, is smiling and looking down at the handlebars of a black scooter. She is riding on a city street with yellow buildings and green trees in the background. The scene is brightly lit, suggesting a sunny day.

voi.

Sustainability Report

December 2023

CLICK TO GO TO SECTION

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REPORT HIGHLIGHTS

We have completed our first company-wide carbon footprint assessment and are pleased to present a comprehensive report on our Scope 1-3 emissions. [page 11-13](#)



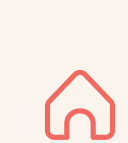
We have carefully reviewed data on lost and decommissioned vehicles and found that our vehicles are expected to remain deployable even longer than we thought. [page 22-23](#)



We have reinforced our dedication to road safety by introducing an enhanced digital traffic school, RideSafe Academy, available to everyone at no cost. [page 38-40](#)



We have broadened our range of ISO certifications, which now encompass Environment, Health & Safety, Quality Management and Data Privacy. [page 54](#)



About Voi

Founded in 2018, Voi is a Swedish micromobility company offering e-scooter and e-bike sharing in partnership with towns, cities and local communities. We believe shared micromobility can play a pivotal role in reshaping urban transportation. We want to ensure that the micromobility transformation happens the right way through real innovative technology, open and transparent dialogue with towns, cities and governments and by adapting our products to local needs.

~100

CITIES & TOWNS WITH A PRESENCE IN 12 COUNTRIES

+90,000

SHARED VEHICLES ON EUROPEAN STREETS

+8

MILLION USERS SINCE LAUNCH

+200

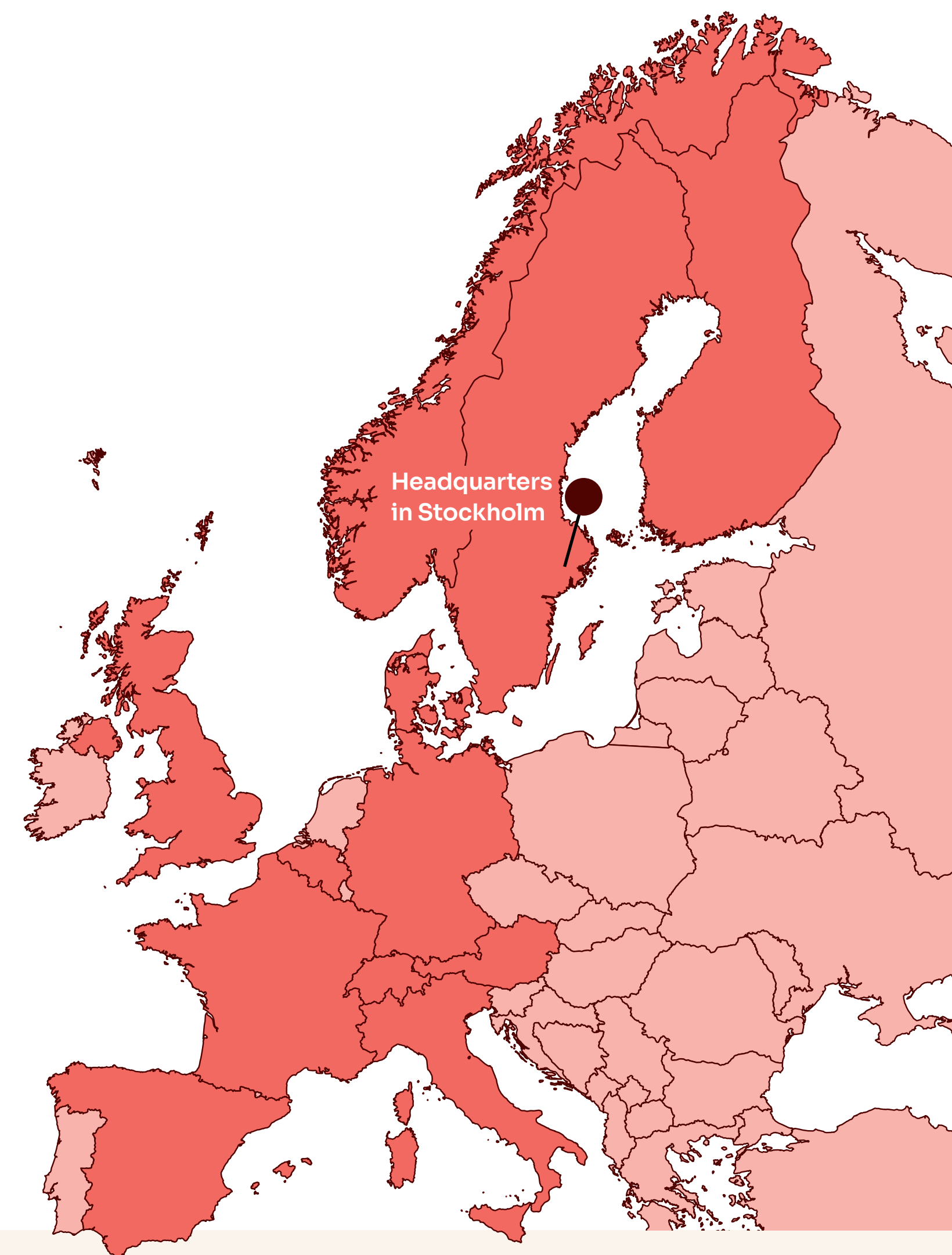
MILLION RIDES ON A VOI SINCE LAUNCH IN 2018

~900

EMPLOYEES OF WHICH ~200 BASED AT HQ

111

MILLION EUROS IN NET REVENUE IN 2022



CITIES & TOWNS VOI IS OPERATING IN

SEE ALL CITIES AT [VOI.COM/LOCATIONS](https://voi.com/locations)

GERMANY 28

SWEDEN 17

UK 13

NORWAY 9

SWITZERLAND 7

ITALY 6

FINLAND 5

DENMARK 3

SPAIN 2

BELGIUM 1

AUSTRIA 1

FRANCE 1



About this report

Voi is working for a systemic shift towards **cities made for living**, free from noise and air pollution. Achieving our long-term vision necessitates pushing boundaries while adhering to regulations, expectations, and best practices.

This Sustainability Report provides an overview of Voi's sustainability strategy, targets and initiatives. It has been prepared with reference to the Global Reporting Initiative (GRI) standards. The report covers the activities of Voi Technology AB and its subsidiaries.

The report incorporates data from 2021 up to September 2023, providing readers with the most up-to-date information. The timing is specified in relation to each disclosure. We intend to update this report annually to enhance year-on-year comparability.

We value feedback from our stakeholders. Please feel free to reach out to us at sustainability@voi.com with any questions or comments.



Cities made for living

- Access instead of speed
- Equity and mobility for all
- Safety for vulnerable road users
- Urban nature and biodiversity
- Places for play and socialising
- Thriving business and community

Voi's Vision Statement (June 2022) outlines the rationale for shared micro-mobility as a catalyst for sustainable cities. The report was developed in collaboration with Jaja Architects.





CEO STATEMENT

Voi is getting older but our impact is just getting started

In August, we celebrated the fifth anniversary since Voi pioneered shared micromobility in Europe by launching shared e-scooters in our hometown, Stockholm. I'm immensely proud of our employees for rapidly expanding our service to over 100 cities across Europe.

Did I anticipate all the challenges that would come up? Probably not... Building a company in a new industry is incredibly demanding. We've built the train while riding it, developing hardware and software from scratch, while educating users on safe riding and advocating for proper regulations to realise the sustainable impact of shared micromobility. These years have been filled with challenges, both daunting and

encouraging. Am I committed to another five years? Yes, every day!

Today, it's evident that shared micromobility is here to stay. The train is not slowing down, and our micromobility fleet continues to grow, enabling citizens to explore their cities and connect with other sustainable modes of transportation. What truly motivates me is seeing people use our service every day.

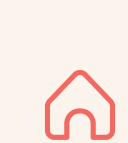
Voi is now stronger and more mature than ever before. We are on a path towards profitability and consistently secure tenders that grant us licenses to operate in cities. Our focus has shifted from hypergrowth to establishing robust internal processes while enhancing operational

efficiency, safety, and sustainability. We have evolved into a big company committed to long-term collaboration with the public sector to realise our vision: cities made for living.

Through this report, we aim to demonstrate our unwavering commitment, not only to our vision but also to fulfilling our responsibilities in adhering to sustainability principles today. While we have made significant progress, the goals and targets outlined herein underscore our determination to continue making a positive impact in support of climate-neutral and living cities.

Fredrik Hjelm, CEO





Voi's mission and strategy for sustainable mobility

Voi was founded with a vision of **cities made for living, free from noise and air pollution**. Our mission is to provide **safe, sustainable and reliable micromobility for everyone**. In doing so, and by integrating with public transport, we aim to reduce the need for car usage in urban areas, ultimately freeing up space for more livable cities.

Our goal is to revolutionise urban transportation, founded on our belief that technology and cross sectoral collaboration can serve as the catalyst for this transformation, achieved through the development of user-friendly shared micromobility services. User surveys indicate that an increasing number of people have incorporated shared micro-

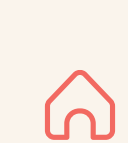
mobility into their daily commutes. By continuously pushing boundaries to create an even safer and more user-friendly service, we are committed to expanding our user base and establishing a long-term, profitable service. This enables us to further reduce operational costs and pass on cost savings to our users, making shared micromobility an attractive option for all.

Being a responsible operator
Cities around the world urgently need to transform their mobility systems to reduce greenhouse gas emissions in accordance with the Paris Agreement. We observe that policymakers at European, national, and local levels are increasingly implementing measures to reduce

car dependency and allocate more space to micromobility. While Voi's business benefits from a faster transition to sustainable urban mobility, we advocate for appropriate regulations for shared micromobility to ensure it delivers the key benefits to support sustainable cities.

We are committed to acting responsibly in driving this urban mobility shift, recognising the importance of further enhancing sustainability and safety for both users and non-users. It is fundamental for us to consider the impact of our service on all our stakeholders. Over time, there will be moments when we fail, but our intention will always be to act responsibly and evolve as a company.



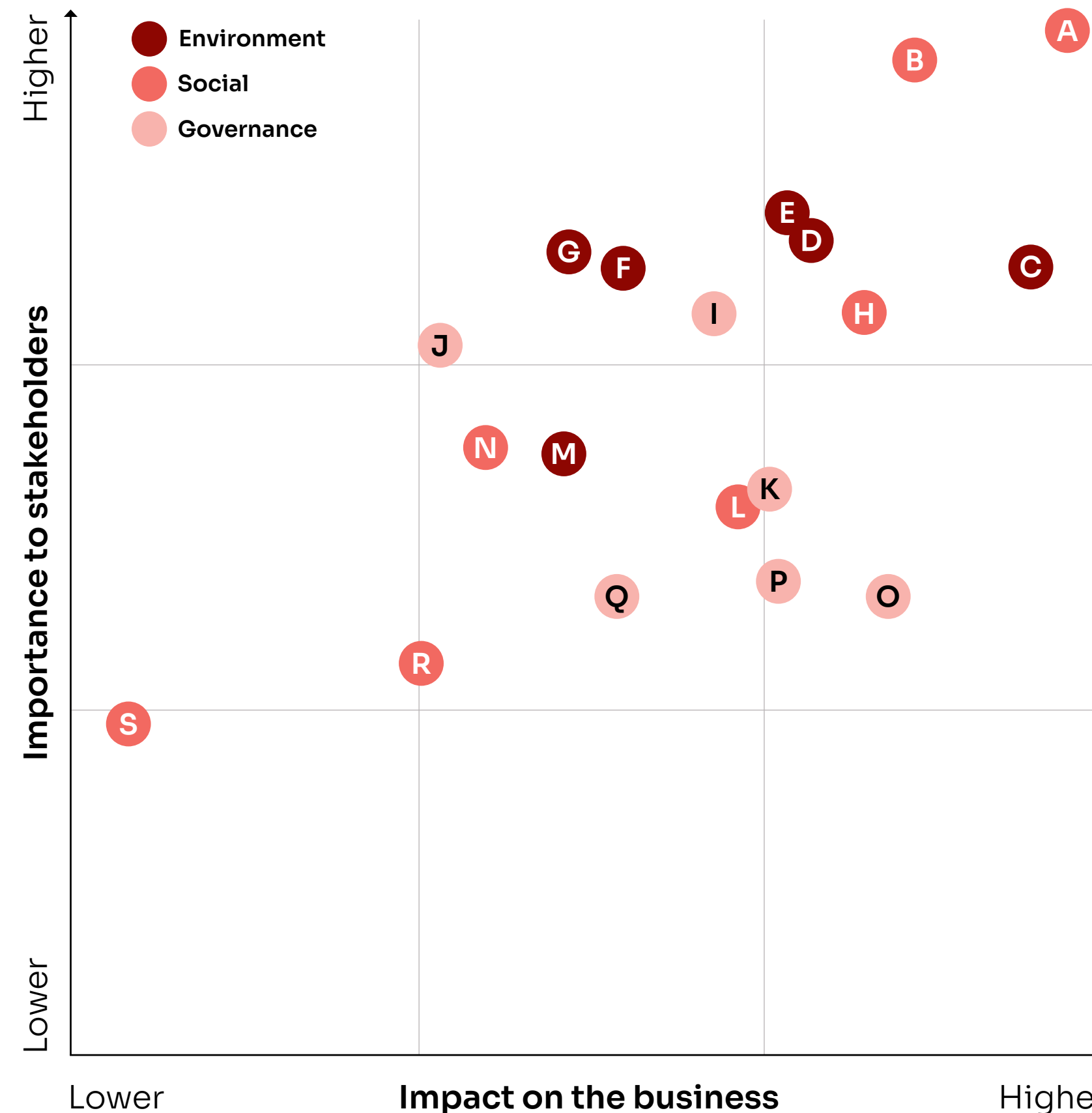


Materiality assessment

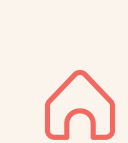
Voi's sustainability strategy prioritises the issues that matter most to our key stakeholders: the cities that grant us the licences to operate. However, it is equally important for us to be a responsible employer and build a brand that is preferred by users and accepted by non-users.

When assessing the materiality of sustainability-related issues, we consider our impact on the external environment as well as the risks and opportunities that affect our enterprise value. In previous years, this prioritisation has been primarily guided by tender requirements, dialogues with the public sector, user surveys, media reports and research partnerships. Through

Materiality Matrix



- A** Rider and product Safety
- B** Non-user safety
- C** Sustainable vehicle design
- D** Access to public transport
- E** Sustainable fleet management
- F** Clean energy and energy efficiency
- G** Battery and hazardous material management
- H** Compliant and tidy parking
- I** Competitive behaviour
- J** Supply chain management
- K** Business ethics
- L** Employee health and safety
- M** Waste management
- N** Labour practices
- O** Stakeholder management
- P** Public policy and legal affairs
- Q** Cyber security and customer privacy
- R** Employee diversity and inclusion
- S** Service inclusivity and affordability



Our stakeholders

- City officials
- Policymakers
- Public transport providers
- Users
- Non-users
- Employees
- Suppliers
- Commercial partners
- Recycling partners
- Third-party logistics partners
- NGOs
- Academia
- Investors
- Industry associations
- Other micromobility operators

these avenues, we have gained a solid understanding of our key sustainability risks.

To ensure that Voi is prioritising the right issues, we have conducted a materiality assessment following the standards of the Global Reporting Initiative (GRI). The stakeholder engagement for the materiality assessment has been carried out through a survey shared with external and internal stakeholders. We have

conducted a double materiality assessment, meaning that we have assessed how different sustainability issues impact both the external environment and Voi's opportunities to thrive as a company.

The assessment showed that safety for users and non-users is our most significant sustainability risk. For Voi, safety has always been a top priority, which is why we have been reporting on it since 2021. Our

[latest Safety Report](#) was published in April 2023, with the purpose of disclosing to our stakeholders how we work to mitigate safety risks.

Goals and targets

Voi has been dedicated to supporting sustainable development since day one. We have adopted the United Nations' Sustainable Development Goals as a guiding framework for building a sustainable company. Voi's commitment to sustainability is integrated into our entire organisation and is a compelling reason why many new hires join our journey. We understand that as a company, we can only succeed in achieving our mission by conducting our business in a sustainable, ethical, and compliant manner. All employ-

ees are expected to adhere to our [Code of Conduct](#) and its standards (more details in the [Governance section](#)).

The materiality assessment and other risk assessments provide a strategic direction for Voi's sustainability strategies and plans. Based on these assessments, we have established four group-wide goals that we aim to monitor, review and achieve in the coming years. To make these goals actionable, we have committed to 12 targets, which collectively encompass 38 measurable sub-targets. The following page provides an overview of the goals and targets, with the subsequent chapter detailing our progress within each.

Strategy aligned with the Sustainable Development Goals

Voi is actively pursuing these sustainability goals and targets. For each target, we have established specific, measurable, and time-bound sub-targets. Our progress, along with in-depth explanations providing additional context, is reported in the following sections.

1. Provide an environmentally sustainable service



Target	Materiality topic	Page
1.1 Reduce our carbon footprint	All environmental	11
1.2 Sustainable vehicles	Sustainable vehicle design	14-15
1.3 Sustainable production and shipping	Clean energy and energy efficiency	18
1.4 Sustainable fleet management	Sustainable fleet management	19-21
1.5 End of Life management	Waste & hazardous material management	24-25

2. Increase sustainable mobility and improve cities



Target	Materiality topic	Page
2.1 Enhance public transport systems	Access to public transport	27
2.2 Serve a diverse user base	Service inclusivity and affordability	30
2.3 Ensure organised parking	Compliant and tidy parking	33

3. Ensure safety for riders and other road users



Target	Materiality topic	Page
3.1 Zero accidents	Rider and product safety, non-user safety	37
3.2 Safe operations	Employee H&S, battery management	41

4. Operate responsibly with a diverse workforce

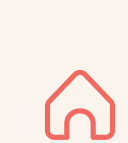


Target	Materiality topic	Page
4.1 Diverse and inclusive	Diversity and inclusion	45
4.2 Responsible supply chain	Supply chain mgmt, labour practices	49

Provide an environmentally sustainable service

	page
Target 1.1 Reduce our carbon footprint	11
Deep dive Tracking our emissions	12-13
Target 1.2 Sustainable vehicles	14-15
Deep dive Designing circular vehicles	16-17
Target 1.3 Green production and shipping	18
Target 1.4 Sustainable fleet management	19-21
Deep dive Improving operational routines	22-23
Target 1.5 End of life management	24-25





1.1 Reduce our carbon footprint



Voi strives to reduce our overall impact on the environment

At the core of our sustainability strategy lies the commitment to quantifying, documenting, and addressing greenhouse gas emissions across the entire value chain.

Sub-target	When	Progress
1.1.1 Reduce absolute Scope 1-3 greenhouse gas emissions by 50% by 2030 from 2021 base year For additional details, please see pages 12-13.	2030	2022 total: 11,237 tonnes CO2e ● Scope 1: 391 tCO2e ● Scope 2: 425 tCO2e ● Scope 3: 10,421 tCO2e 2021 total: 27,437 tCO2e
1.1.2 Reduce Scope 1-3 greenhouse gas emissions per million Euros in revenue by 50% by 2030 from 2021 base year For additional details, please see pages 12-13.	2030	2022: 101 tCO2e per million Euros in revenue 2021: ● Excluding vehicle purchase: 137 tCO2e ● Including vehicle purchase: 342 tCO2e
1.1.3 100% of employees have completed our Environmental training	Annually	98%

Deep dive >



DEEP DIVE

Improved carbon accounting to navigate our progress

In 2020, we conducted an industry-first third-party verified life cycle assessment (LCA) to understand the greenhouse gas (GHG) emissions associated with delivering our service; from resource extraction and production to use phase and end-of-life. Since then, we have updated the LCA with new input data and used the insights it delivers to target our reduction efforts on where it matters most.

To enhance our understanding of our carbon footprint, we have now completed a company-wide carbon accounting of our scope 1-3 emissions for 2022, in accordance with the Greenhouse Gas Protocol. We have collaborated with the carbon management platform, [Emitwise](#),

to establish a process for ongoing corporate carbon accounting, ensuring our readiness to comply with the EU's Corporate Sustainability Reporting Directive (CSRD).

The carbon accounting covers all GHG emissions related to the service and other corporate activities, such as travel, office heating and cooling, and cloud infrastructure. This empowers Voi to incorporate carbon reduction measures into everyday business decisions and mitigate climate risks.

Adding in purchased vehicles

A majority of Voi's emissions are linked to upstream and downstream activities (scope 3). The primary contributor to emissions is the

2022 OVERVIEW

Total emissions (tCO2e)

11,237

 **Scope 1**
391

 **Scope 2**
425

 **Scope 3**
10,421

Category	tCO2e
Stationary combustion	218
Mobile combustion	172

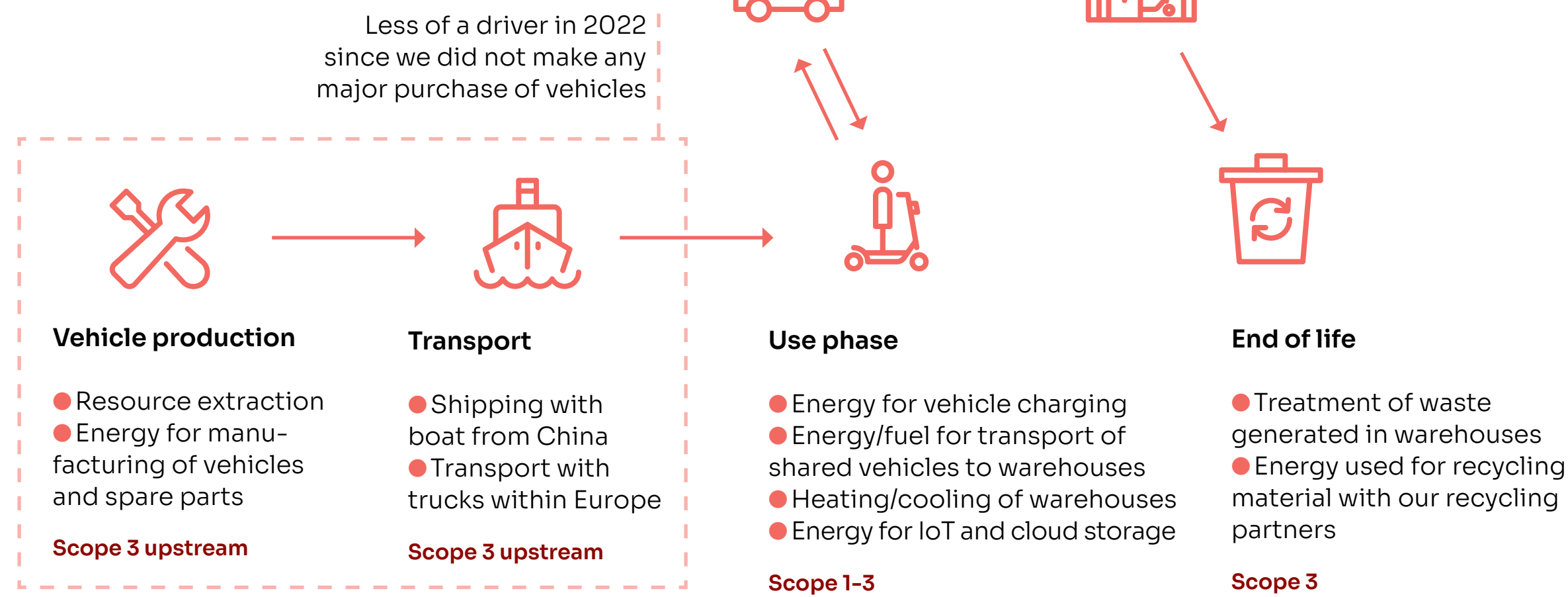
Category	tCO2e
Purchased electricity, market-based	425
Purchased electricity, location-based*	1,540

Category	tCO2e
Purchased goods and services	7,232
Business travel	1,609
Upstream transportation and distribution	960
Employee commuting	324
Other	296

*The location-based method models the emissions from our electricity consumption based on the power grid's average emission intensity. The market-based method models the emissions from the electricity Voi has purchased, taking into account our choice to purchase renewable energy.



KEY EMISSION DRIVERS IN OUR VALUE CHAIN



manufacturing of shared vehicles and spare parts. These emissions are accounted for at the time of purchase from our suppliers, which means our total annual carbon footprint may vary from year to year, depending on whether we are expanding our fleet.

In 2022, Voi did not purchase new

vehicles. As a result, emissions in 2022 were lower than in previous years and below our expectations for the years ahead when vehicles are purchased. To account for this temporary decrease, we estimated our emissions for 2021 by comparing the number of rides each year. We then added in emissions from all purchased vehicles in 2021, based

GHG EMISSION REDUCTION TARGET



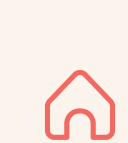
on our Life Cycle Assessment covering all downstream emissions, including resource extraction.

Target of 50% reduction by 2030

Voi has set a target to reduce absolute scope 1-3 emissions by 50% by 2030, using 2021 as the baseline year. We selected 2021 as the baseline to ensure transparency on vehi-

cle purchases, which doesn't occur each year. We have also established a target to reduce emission intensity by 50%, measured by the relationship between group-wide GHG emissions and revenue.

To reduce our emissions, we will work towards our environmental targets as outlined in this section.



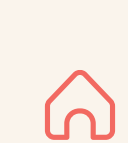
1.2 Sustainable vehicles – lifespan



We increase the lifespan of our vehicles and batteries whilst ensuring energy efficiency

Through the use of modular vehicle design, enhancements to maintenance and refurbishment procedures, our fleet will remain operational on the streets for many years ahead.

Sub-target	When	Progress
1.2.1 Vehicle lifespan of at least 20,000 kilometres and >8 years	Next vehicle model	Our latest vehicle model, Voyager 5, was estimated to have a 5-year lifespan according to a third-party analysis conducted by the micromobility consultancy firm Brightside in 2022. Using the methodology from Brightside, based on the latest decommissioning rates observed for the Voyager 5 since launch, the lifespan is now expected to be 6.25 years.
1.2.2 Battery lifespan of at least 4 years	Next vehicle model	Current battery lifespan is 3.7 years
1.2.3 Minimum energy efficiency of 90 kilometres per 1 kWh, as per vehicle specifications	Ongoing minimum standard	Target met for the latest vehicle models



1.2 Sustainable vehicles – recycled materials



We increase recycled and recyclable materials in our vehicles

We work with our suppliers to continually improve vehicle design to ensure they're resource efficient, aiming to reduce the consumption of virgin resources throughout vehicle production.

Sub-target	When	Progress
1.2.4 60% recycled materials in Voi's shared vehicles	Next vehicle model	30% recycled materials in our latest generation vehicle model launched in 2022
1.2.5 90% recycled plastic in shared vehicles and spare parts	Next vehicle model	72% recycled plastic content in our latest generation vehicle model
1.2.6 90% recycled aluminium in shared vehicles & spare parts	Next vehicle model	80% recycled aluminium in our latest generation vehicle model
1.2.7 Hard-to-recycle materials reduced by 30% in Voi vehicles (certain silicones, rubber & plastics), with latest generation vehicle model as baseline	2030	3.5 kilograms in our latest generation vehicle model

[Deep dive >](#)



DEEP DIVE

Vehicles designed to be circular

Ensuring that our shared vehicles are utilised and long-lasting is essential for our business to be both profitable and sustainable. Adopting circularity principles in vehicle design, maintenance and repair further improves environmental sustainability while generating revenue by closing the loop on material resources.

Making our vehicles durable and circular is a cross-functional effort, involving teams from engineering, supply chain, operations and repairs and collaboration with our suppliers.

1 Vehicle endurance. Production of vehicles is our largest emission factor (~50% of total emissions), meaning that it is essential to

design vehicles built to last. Thus, Voi collaborates with our hardware supplier to design durable, repairable and recyclable vehicles and batteries. Voi's hardware engineers analyse large data sets and perform quality testing to identify components leading to frequent repairs and spare part use, to improve vehicle durability and safety. Our most recent e-scooter model is expected to be deployable for 6.25 years, with a battery lifespan of 3.7 years, based on an analysis of historical loss and decommission data.

2 Vehicle utilisation. Ensuring high vehicle utilisation is essential to support the foundations for effective vehicle production from





Vehicle design

Hardware
Vehicles are designed to be repairable and durable.

Repairs

Warehouse
Vehicles are repaired and refurbished unless it is unsafe. Quality checks and preventative maintenance minimise the need for new spare parts.

Collect spare parts

Warehouse
When a frame is decommissioned, all usable spare parts are put into our inventory.

Reuse spare parts

Warehouse
Used spare parts are used in priority for the repair of other vehicles.

Second life

Fleet inventory
When applicable, vehicles and batteries are given a second life through our Voi Resell programme and Cling Systems partnership.

Material separation

Warehouse
All components that cannot be reused are separated by material fraction.

Recycling

Warehouse
All materials are collected by accredited recycling companies. Number of recycled batteries is logged in the damaged battery log.

Reporting

Warehouse
Waste volume reports are collected from the recycling company and reported through our environmental reporting.

TEAM OWNER-SHIP

the outset. This is achieved by placing vehicles where they provide the most value to users. Furthermore, it entails systematic maintenance and repair processes to keep the downtime of shared vehicles low, while extending the vehicle's lifespan. Voi's Operations and Fleet Specialists in warehouses and on the street use proprietary software to improve efficiency in our maintenance and repair routines, such as

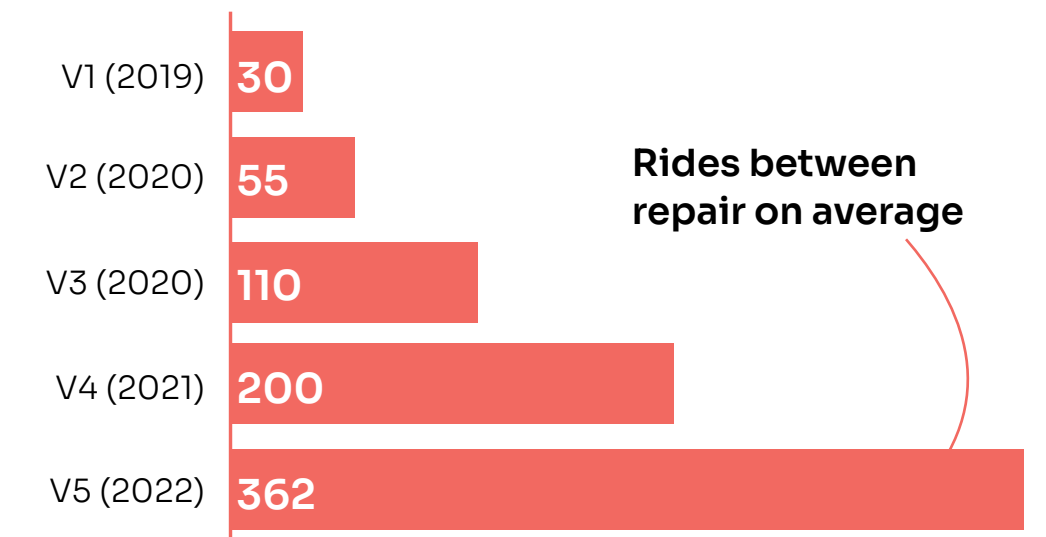
battery swaps and quality checks.

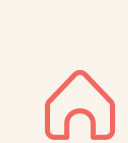
3 Material recirculation. Our vehicle engineering team works closely with our suppliers to use recycled and recyclable materials in vehicle production. The proportion of recycled materials used in the scooter now stands at over 30%, more than double since the previous generation. Furthermore, over 91% of the vehicle is recyclable.

Ensuring that materials are recirculated is also heavily reliant on our Fleet Specialists and mechanics, following the principles of reducing, reusing and recycling to use spare parts efficiently and separate components from decommissioned vehicles. We work with our recycling partners to transform waste into both a revenue stream and a sustainable material source for creating new products.

REDUCED REPAIR NEEDS

For each new e-scooter model, we've seen an improvement in how many rides, on average, are taken before a vehicle needs any kind of repair.





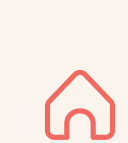
1.3 Sustainable production and shipping



We ensure our vehicles are produced and shipped sustainably

Relocating the production of our shared vehicles and batteries to Europe will significantly shorten our supply chain, resulting in a notable reduction in upstream transportation and distribution emissions.

Sub-target	When	Progress
1.3.1 100% renewable energy sourcing (wind, solar or hydraulic) for all vehicle hardware suppliers	2030	2023: 25% at our main hardware supplier's site. Data for other suppliers currently being collected.
1.3.2 Vehicles and batteries are produced in Europe	2030	Vehicles and batteries currently produced in China
1.3.3 Reduce total upstream transportation and distribution emissions by 50% by 2030 from 2022 levels	2030	2022 level: 960 tCO2e



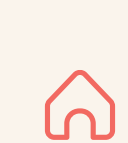
1.4 Sustainable fleet management



We minimise the environmental impact of our operational fleets

Electrifying operational vehicles used for maintenance, rebalancing and battery swaps is crucial to reduce the emissions from fleet management.

Sub-target	When	Progress
1.4.1 100% electric vehicles in Voi operations. For all new markets, Voi operations are conducted with zero-emission vehicles within three months of launch.	2024	2023: 67% electric vehicle rate, as of June
1.4.2 More than 95% electric vehicles by third-party logistics partners. For all new markets, 3PL operations are conducted with zero-emission vehicles within three months of launch.	2024	2023: 47% electric vehicle rate, as of June



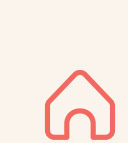
1.4 Sustainable fleet management



We use green energy and reduce the resources we use

Efficiently managing energy and water consumption in our warehouses and offices is essential for lowering both our corporate and service-related emissions.

Sub-target	When	Progress
1.4.3 100% renewable energy sourcing at Voi warehouses and offices (excluding coworking spaces)	2023	2023: ● Warehouses: 79%, as of June. ● Offices: 100%, as of June
1.4.4 Reduce electricity used by Voi by 2.5% from 2023 levels	2025	2023: 1,553 MWh, as of June



1.4 Sustainable fleet management



We minimise the turnover of our vehicles to increase fleet lifespan

Reducing the number of vehicles that get lost and decommissioned is pivotal to extending the fleet's lifespan and mitigating pollution of waterways.

Sub-target

When

Progress

1.4.5 Annual net-lost rate of vehicles of less than 2% across all markets

2024

2023, annual forecast based on data for January–September: 1,7% of our fleet
2022: 2,2%

Net-loss includes vehicles that have been lost due to, for example, vandalism, theft or lost connection. Calculated on total number of lost vehicles per year divided by our total vehicle fleet.

1.4.6 Annual decommissioning rate (vehicles beyond repair rate) of less than 3%

2024

2023, annual forecast based on data for January–September: 3.1%
2022: 3,9%

Calculated on total number of decommissioned vehicles per year divided by our total vehicle fleet.

Deep dive >

DEEP DIVE

Operational routines to increase the vehicle lifespan

Lost vehicles were a significant issue a couple of years ago due to theft and vandalism, resulting in some vehicles ending up in the sea and causing harm to the environment. This also had a negative impact on our profitability. In early 2021, we launched a high-priority project aimed at drastically reducing the number of lost vehicles, with measures including:

1 Accurate lost vehicle tracking. This allows us to monitor all vehicles in our fleet, ensuring that we are immediately alerted if any shared vehicle goes missing in any city. Voi has established monthly targets in all cities, with Fleet Managers responsible for reducing the lost vehicle rate in their respective areas.

2 Blocking access in high-risk areas. We've implemented geofencing in specific zones, especially those near bodies of water, to reduce the risk of vehicles being thrown into the water. Additionally, our locked vehicles have been designed to be more challenging to move, minimising the likelihood of vandalism.

3 Immediate tracking system for lost vehicles. Our on-street teams utilise a proprietary mobile app to track vehicles and tasks. This enables us to systematically trace lost vehicles and promptly initiate a search and rescue task once a missing vehicle has been identified.

4 Technical features improving search tasks. We now employ



WATER CLEANING INITIATIVES

In 2020, Voi initiated its collaboration with Rena Mälaren, a Swedish organisation dedicated to preserving water quality in the Stockholm area. During a subsequent event on World Cleanup Day in 2022, Voi supported pulling 5 tonnes of rubbish from the [seabed in Stockholm](#), together with Rena Mälaren and Keep Sweden Tidy. As part of the water retrieval efforts that day, a staggering 61 e-scooters from different micromobility operators were pulled out of the water. These are just two of many examples of water rescue efforts Voi has supported, along with similar efforts in [Odense in Denmark](#), [Turku in Finland](#), and Düsseldorf in Germany, to name a few.

various features to identify lost vehicles, including an alarm sound on all vehicles and a mandatory end-of-ride parking photo. These features allow on-street teams to pinpoint the last identified location.

Through our systematic processes, we have significantly reduced the number of lost vehicles. Many cities now maintain an annual vehicle loss rate close to 0%. However, we continue to work on reducing the loss rate in certain problematic areas.

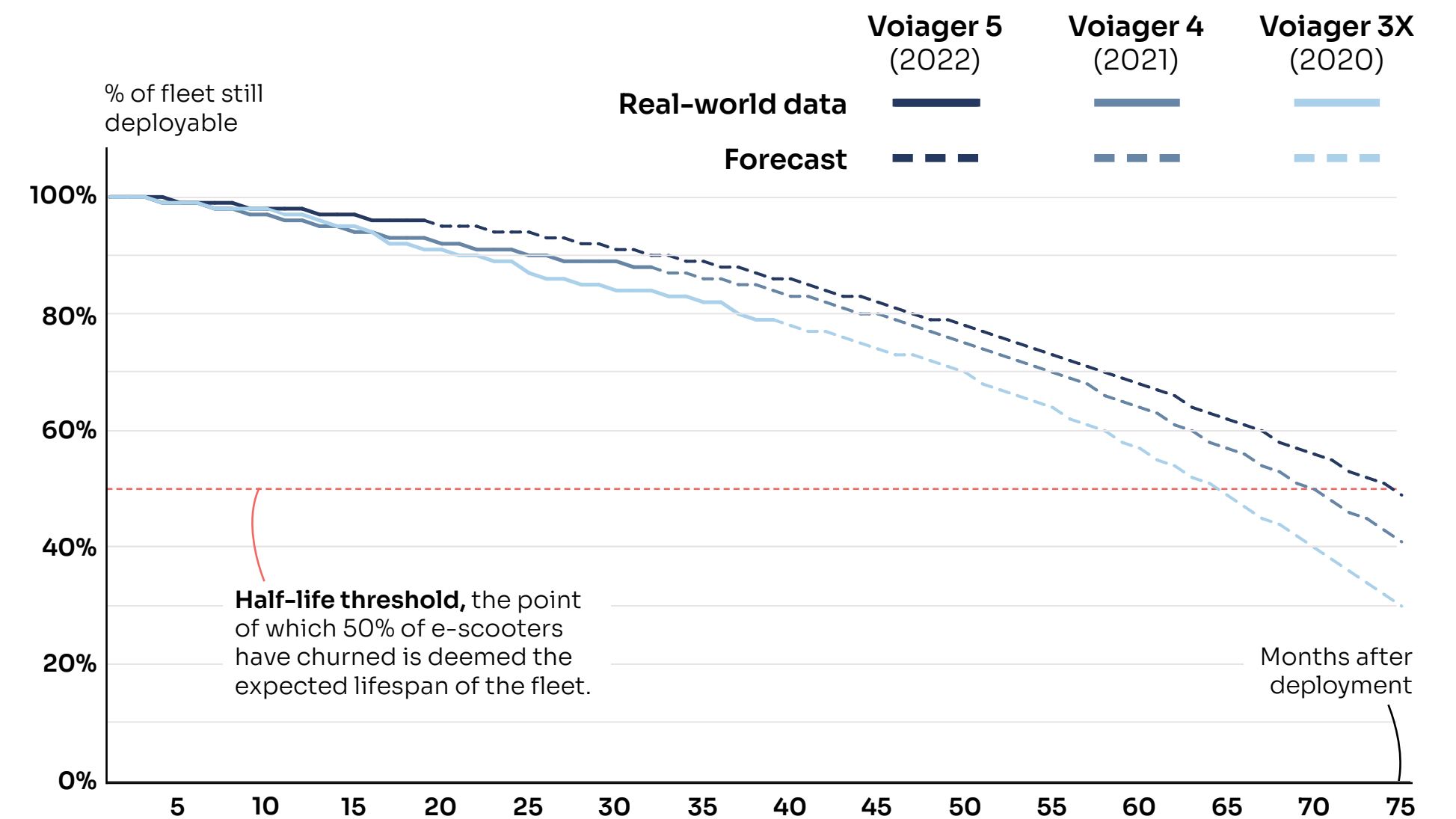
Prolonged deployment of vehicles

Reducing vehicle loss rates keeps our fleet operational for longer, except when vehicles reach end of their life and must be decommissioned, considered a last resort

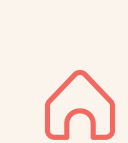
when a vehicle cannot be repaired, or refurbished for a second life. Vehicle design and strict operational routines play vital roles in extending their lifespan while ensuring safety.

We continually analyse vehicle conditions for maintenance and repairs. Proprietary systems analyse sensor data, user feedback, and repair history, enabling us to predict and address maintenance needs before major repairs are necessary. Additionally, our on-street teams conduct routine maintenance checks on vehicles while swapping batteries or rebalancing them. When vehicles do require repairs, we have systematic procedures in place to perform them either in our warehouses or on the street when feasible.

Percentage of the fleet that remains deployable each month after its initial deployment



The graph above displays historical data showing the proportion of our total fleet that remains deployable, categorised by the three most recent e-scooter models. In this context, 'deployable' refers to scooters that have not been taken out of service due to either loss or decommissioning. The dotted line represents a forecast that considers an expected increase in the decommission rate, primarily due to wear and tear on the vehicles.



1.5 End-of-life management



We strive to give vehicles and batteries a second life

Opting to refurbish and resell retired vehicles and batteries stands as the optimal approach to ensure the extended utilisation of all materials.

Sub-target

1.5.1 100% of functional and safe retired batteries and vehicles are given a second life

When

2025

Progress

100% of Voyager 3 (e-scooter launched 2020) ready for resale have been given a second life through our [Voi Resell](#) programme.

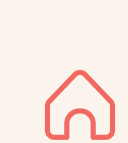
All vehicles that remain functional when decommissioned are refurbished by our partner, Ukemix, which cleans, repairs, and rebrands the vehicles before they are given a second life through Voi Resell.

GIVING BATTERIES SECOND LIFE WITH CLING SYSTEMS

Voi is partnering with the Stockholm-based startup, [Cling Systems](#), to give a second life to the battery cells of nonfunctioning batteries. Cling provides a marketplace for the resales, as well as facilitates the testing and dismantling of the battery. Our healthy battery cells will in this process be resold, contributing to their extended lifespan, while the remaining battery components will be responsibly recycled.

The partnership is currently being trialled in selected markets with the plan to extend this battery cell repurposing approach to all markets, ensuring a comprehensive and environmentally friendly approach to battery management. We selected Cling Systems for this partnership due to its extensive network across Europe, including numerous local partners.





1.5 End-of-life management



We minimise waste and recycle decommissioned vehicles

We integrate circularity principles into our operations to minimise waste from retired vehicles and batteries not fit for a second life.

Sub-target

1.5.2 Reduce waste volume produced by Voi by 2.5% from 2023 base year

When

2025

Progress

Currently tracking waste volume for 2023.

Recovery rates per material type or component:

- **Aluminium:** 99%
- **Steel and other metals:** 98%
- **Plastics (PVC, ABS, nylon):** 0-100%, as it varies between countries, with some incinerating plastics
- **Rubber:** 100% (energy recovery)
- **Batteries:** 80-90%
- **Motor:** 87%

1.5.3 Reduce waste volume produced per shared vehicle kilometre ridden group-wide by 25% from 2023 base year

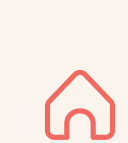
2030

Currently tracking waste volume for 2023.

Increase sustainable mobility and improve cities

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2.1 Enhance public transport systems



We exist to empower people with sustainable mobility

Shared micromobility brings convenience and affordability to public transport systems, empowering citizens to alter mobility habits and skip the car.

Sub-target	When	Progress
2.1.1 65% combine their Voi ride with public transport	2026	2023: 60% The data is sourced from Voi's annual global user surveys, which we perform to understand rider behaviours and trends. Since the first survey in 2019, we have asked users what mode of transport they typically combine with the use of shared micromobility. The 2023 survey received more than 8,500 responses from users across 12 countries Voi operates.
2.1.2 60% of users reduce their car use due to the existence of shared micromobility	2026	2023: 55% Voi regularly sends out in-app surveys to users to gain insights into rider behaviours and trends. We asked users to what extent the presence of e-scooters and other micromobility services affected their use of cars. The in-app survey yielded 37,974 responses, with 55% indicating that they no longer use cars, or use them significantly less.

Deep dive >



DEEP DIVE

Integrating with public transport to improve access

As cities around the world strive to make sustainable transportation options more accessible, shared micromobility has emerged as a promising solution. Voi recognises that integrating with the wider transport ecosystem is pivotal in achieving a seamless, sustainable urban mobility ecosystem – a system in which citizens opt for car-free travel because they find it more efficient, not because it's mandated.

Having expanded our service to around 100 European cities, we are now actively working on digital integrations with local public transport operators, journey planners and other Mobility-as-a-Service (MaaS) applications. Currently, we have more than 70 digital integrations live.

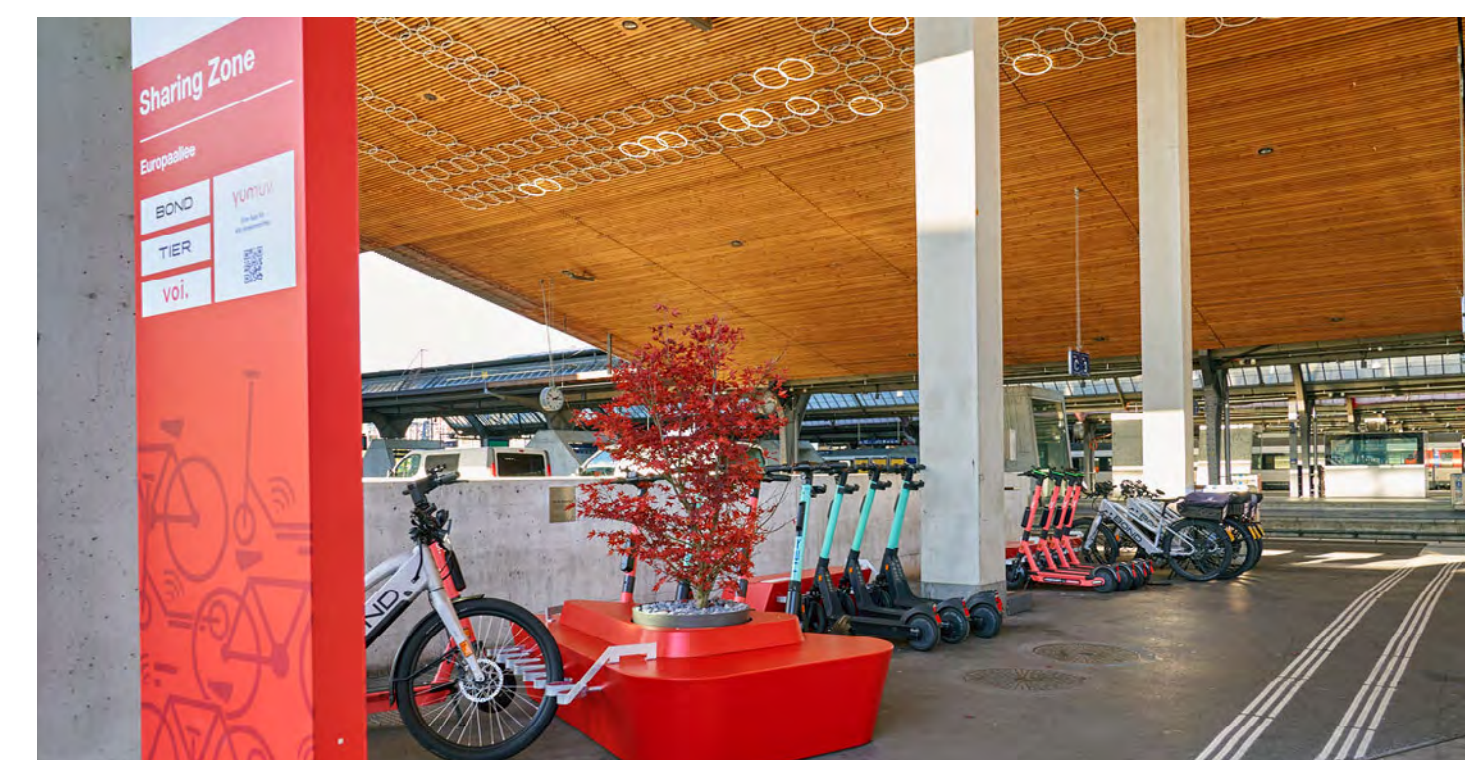
Two levels of integration

When digitally integrating with partners, we operate on two scales: light and deep integrations. While these integrations may differ in terms of functionality and the data they provide to our partners, at their core both types of integrations enable partners to interact with data shared by micromobility operators and access real-time data feeds in three standardised formats. Deep integrations go a step further than light integrations by allowing partners to exercise full control over Voi's vehicles in a dedicated zone, enabling users to book end-to-end journeys directly within the partner's app.

Integrating with the wider transport ecosystems — from journey planners

+70

Digital integrations with public transport operators and MaaS providers



INTEGRATION MILESTONE IN SWITZERLAND

In an industry-leading partnership, Voi and Swiss Rail launched the first-ever national Mobility-as-a-Service (MaaS) integration in Switzerland. At key central stations across the country, Voi e-scooters were positioned in designated sharing zones, encouraging 63% of Voi's users to integrate e-scooters with public transport. The integration into the national MaaS app further enabled one-stop booking and payment for multiple modes of transport. Bundled offers and discounts make multi-modal trips affordable, ensuring wide adoption. This partnership exemplifies how micromobility and traditional public transport can co-exist for a more sustainable future.



to local public transport operators — offers an opportunity to increase the intermodality of user travel, which is crucial in promoting sustainable travel.




Mobility hubs and price incentives

Voi's integrations with local transport systems also take physical form by collaborating with cities to establish mobility hubs, which are strategically located parking spots near important transit nodes. These hubs make it convenient for com-

muters to access shared micro-mobility when connecting to or from public transport, effectively serving as a first- or last-mile solution.

Last but not least, we are engaging in collaborative partnerships on the commercial front. These may include marketing campaigns and pricing agreements — offering discounts for combining shared micromobility with public transport. These incentives can be part of one-off campaigns or recurring pass packages.

Examples of the three layers of integrations

DIGITAL 	PHYSICAL 	COMMERCIAL 
<p>Deep integrations:</p> <ul style="list-style-type: none"> ● Ruter, the public transport agency, in Oslo with our e-scooters visible for booking and paying in their app. ● Nobina, the public transport operator, across all active cities in Sweden. ● Solent Breeze, in collaboration with the the local councils, in Southampton and Portsmouth. 	<p>Mobility hubs:</p> <ul style="list-style-type: none"> ● Parking racks outside of Birmingham New Street rail station in partnership with Network Rail. ● In partnership with BVG in Berlin, Voi provided parking racks at Jelbi Hubs across the city. Rides ended at hubs received a 10% discount through deep integration in the Jelbi app. 	<p>Pricing:</p> <ul style="list-style-type: none"> ● In Liverpool, all Northern Trains season pass holders were given discounts to use e-scooters in combination with the rail ticket, while Voi users were given discounts on train tickets. ● In Sweden, Voi gave discounts to people who use Skånetrafiken to make it easier to get to and from buses and trains.

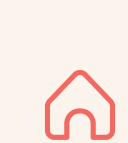
SWITCHING TO E-SCOOTERS REDUCED EMISSIONS BY UP TO 45%

A study by University College London (UCL) researchers has found that in 2021, the adoption of e-scooters in Bristol reduced greenhouse gas emissions by up to 45% compared with the trips taken with transport modes that they replaced, including cars. The researchers also found that e-scooters provided considerable congestion and time-saving benefits.

The author, Emmanouil Chaniotakis, comments: “Essentially, the findings suggest that shared e-scooters have the potential to provide significant benefits in terms of mode shift, congestion, time savings and emissions reduction if implemented effectively.”

Learn more on our [blog](#)





2.2 Serve a diverse user base



We are committed to making our service desirable to all

Inclusivity encompasses various aspects and we are actively working to attract a diverse group of riders. However, we have initially focused on gender, given the notable overrepresentation of men in shared micromobility adoption.

Sub-target

2.2.1 50% female ridership

When

2030

Progress

2023: 25% female riders

The data come from Voi annual global user surveys, which we perform to understand rider behaviours and trends. Since the first survey in 2019, we have asked users several questions related to demographics, including gender. The 2023 survey received more than 8,500 responses from users across 12 countries Voi operates.

Deep dive >



DEEP DIVE

Targeted initiatives for building a diverse user base

Men are currently overrepresented in the adoption of shared micro-mobility. Voi acknowledges this and is actively working to enhance the diversity of our user base, including diversity between gender, age and socioeconomic status. Below, we explore how Voi's initiatives in vehicle design, safety education, expanded coverage in underserved areas and pricing options further our mission of serving a diverse user base.

1 Vehicle design and development.

The development and testing of new vehicle models are driven by demographic insights obtained through annual user surveys, user testing, and feedback. These insights allow us to tailor the vehicle design and applications to cater to diverse

user needs that may vary based on, for example, gender and age.

For example, we've introduced a carrying hook on our e-scooters, empowering riders travelling with baggage, such as groceries or other supplies, to use our service while safely keeping both hands on the handlebars. Furthermore, based on user feedback and vehicle testing, we decided to move the turn indicator switch to a lower, left-hand position. This adjustment accommodates riders with smaller hands, especially women, reducing vehicle handling-related incidents.

2 Safety initiatives and gender-inclusive measures.

Safety is a core principle at Voi, encompass-



INCLUSIVE DESIGN TESTING

For each vehicle model, Voi carries out testing to obtain feedback on the inclusiveness of the design. For example, in 2023, Voi underwent testing with a diverse group of users to obtain feedback on our latest vehicle model, plus a prototype of a new vehicle. Remarkably, 100% of users who tested the new prototype agreed the design felt more inclusive. The exercise provided us with specific feedback that was integrated into our Research and Development (R&D) processes.

ing not only the ride experience but also our commitment to inclusivity. In response to a survey revealing that one-third of potential users were eager to try e-scooters with in-person safety guidance, we are sure to conduct regular in-person safety training sessions across the countries where we operate. These sessions equip users with essential riding skills in controlled environments, setting them up for increased confidence when riding in traffic.

3 Coverage in underserved areas.

In our commitment to serve a diverse user base, we recognise the importance of extending shared micromobility services to deprived and underserved areas, where public transport options are often limited.

By strategically expanding our coverage into city outskirts, we aim to bridge existing mobility gaps, providing transportation solutions to communities that may have previously been marginalised. This not only enhances connectivity but also aligns with our mission to support inclusive mobility for all.

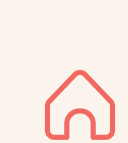
4 Pricing options and discounts.

We've prioritised inclusivity by offering a range of pricing options and discounts to benefit diverse demographics. Initially, our programmes targeted low-income groups, emergency services workers, the elderly and students. In 2022, we expanded eligibility to include military personnel, veterans, refugees, and asylum seekers in select cities.



SERVING DEPRIVED AREAS IN THE UK

In 2022, Voi commissioned the economic consultancy Volterra to conduct a [socio-economic impact study](#). Volterra found that Voi not only successfully operates in affluent areas but that our service model can be a success in a variety of different urban areas, including highly deprived areas. For instance, the study found that, in total, 24% of shared e-scooter trips either start or end in the UK's top 20% most deprived areas. The most notable cities and towns were Birmingham, Liverpool, and Sandwell, where over 40% of trips originated from highly deprived areas.



2.3 Ensure organised parking



We are committed to maintaining orderly parking on the streets

Prioritising the reduction of improperly parked e-scooters, we develop innovative technologies to keep our fleet well-parked and actively advocate for cities to allocate more parking space for shared micromobility.

Sub-target

2.3.1 At least 99.5% of our fleet is parked correctly with no obstruction of pathways and clutter

When

2025

Progress

To ensure good parking, we continuously track the share of the fleet that is parked correctly. The figures vary by city but on a group level the average is:

2023 YTD: 95%, as of September 2023

To measure good parking, we use a predefined set of criteria that relies on data from various sources, including vehicle sensors and reports from citizens.

DEEP DIVE

Making shared micromobility part of the urban landscape

In response to the challenges posed by improper parking, Voi has adopted a multifaceted approach focused on technology, education, operations and infrastructure.

1 Ensuring access to parking spaces. Voi collaborates with cities to secure access to designated areas where users can park. A prime example of this collaboration is Stockholm, where Voi and the city jointly deployed parking racks and painted bays to ensure organised parking in the city. In addition to dedicated parking spots, riders can also use bike racks around the city. With over 4,000 parking spots in Stockholm, users can conveniently park near their destinations and maintain order on pavements.

2 Educating users on how to park. Recognising that many riders are new to shared micromobility, Voi takes proactive measures to educate users. This includes in-app education when users onboard the service and our online traffic school for a deeper understanding of traffic rules. Additionally, Voi incentivises proper parking through cash rewards and imposes fines for non-compliant riders.

3 Leveraging technology for compliance. While physical infrastructure and education remain crucial, we leverage technology to enhance parking compliance. Technological features like geofencing, end-of-ride photo reviews and topple detection help maintain



COLLABORATING WITH BLIND ASSOCIATIONS

A key example of Voi's efforts to secure parking areas that benefit users and non-users is our collaboration with local associations for the visually impaired. Most recently, Voi and the Swedish Association of the Visually Impaired developed guidelines on good parking. The purpose of the guidelines is to provide materials for municipalities and politicians, the industry, researchers and other stakeholders to be used as a basis for how future infrastructure solutions and parking areas for shared micromobility should best be planned. Similar efforts have been conducted in the UK and Norway together with local associations aiding the blind and visually impaired.

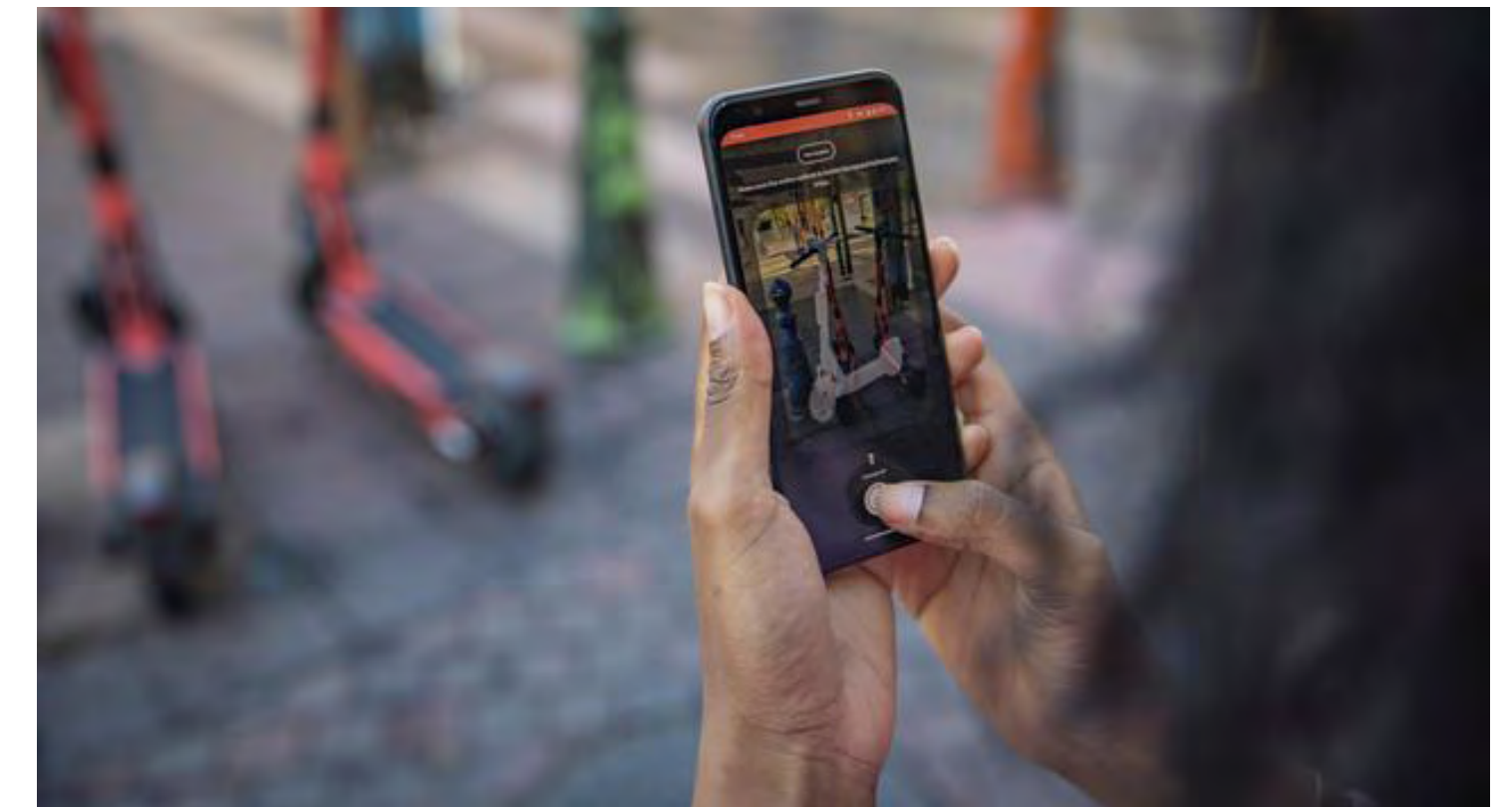


a clutter-free urban landscape. Notably, Voi's end-ride photo feature mandates riders to capture an image of their parked vehicle, leading to significant improvements in parking compliance, especially in areas with dedicated parking spots.

4 Responsive on-street patrols. We acknowledge that, even with sophisticated technology, a responsive local team remains indispensable. With over 500 Fleet Specialists across Europe, Voi ensures swift responses to parking compliance issues found through our monitoring systems or raised by cities and other stakeholders. This on-the-ground presence promptly addresses concerns, enhancing the experience for all road users.

5 Data-driven decision-making. Data-driven decision-making ensures our fleet is optimised to meet user demand while maintaining parking compliance. For instance, in Birmingham, Voi collaborated with the city to create large parking hubs for a major event running for several weeks. The influx of tourists resulted in a remarkable 18% increase in rides during that period. Parking remained orderly due to geofenced no-parking zones and user communication guiding users to the parking hubs.

This holistic approach to parking combines the convenience of shared micromobility with orderly parking, ultimately contributing to the evolution of sustainable urban transportation.



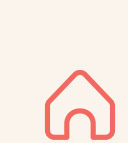
REAL-TIME PARKING FEEDBACK

In order to stop bad parking before it happens, Voi has developed real-time parking feedback, an effective way to improve parking quality. When a user parks the vehicle, they must submit a photo of the vehicle when it is parked. Our real-time parking feedback feature means that the user is given real-time feedback through machine learning detection when submitting the parking photo. If bad parking is identified, the user is informed that the photo has been rejected and that they must take a new one. 90% of users correct their bad parking once they receive feedback that their initial parking photo showed a badly parked vehicle.

Ensure safety for riders and other road users

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3.1 Zero accidents



We recognise that safety is the foremost priority for micromobility

Every road accident is one too many. We have structured processes in place to identify and implement solutions for safer vehicles and equipment, behaviours and environments.

Sub-target

3.1.1 Zero major, severe or fatal accidents on the roads or caused by interactions with our vehicles

When

2030

Progress

Accidents per million rides:

2023 YTD: 4.86 as of September

2021-2022: 5.45

The accidents included are major and severe or fatal. Our primary source of accident data is from user reports, reaching us through our support channels in the app, email and phone. In addition to user-reported data, we receive information about accidents through contact with the police, insurance partners and media. Learn more in our [2023 Safety Report](#).

Safety is a top priority across the entire organisation

Ensuring the safety of riders and other road users is of paramount importance. To maintain a steadfast commitment to safety across our entire organisation, Voi has implemented structured processes for identifying risks and opportunities that affect the safety of our service. Through the collection and analysis of rider and accident data, we make well-informed decisions to mitigate risks and enhance safety for all.

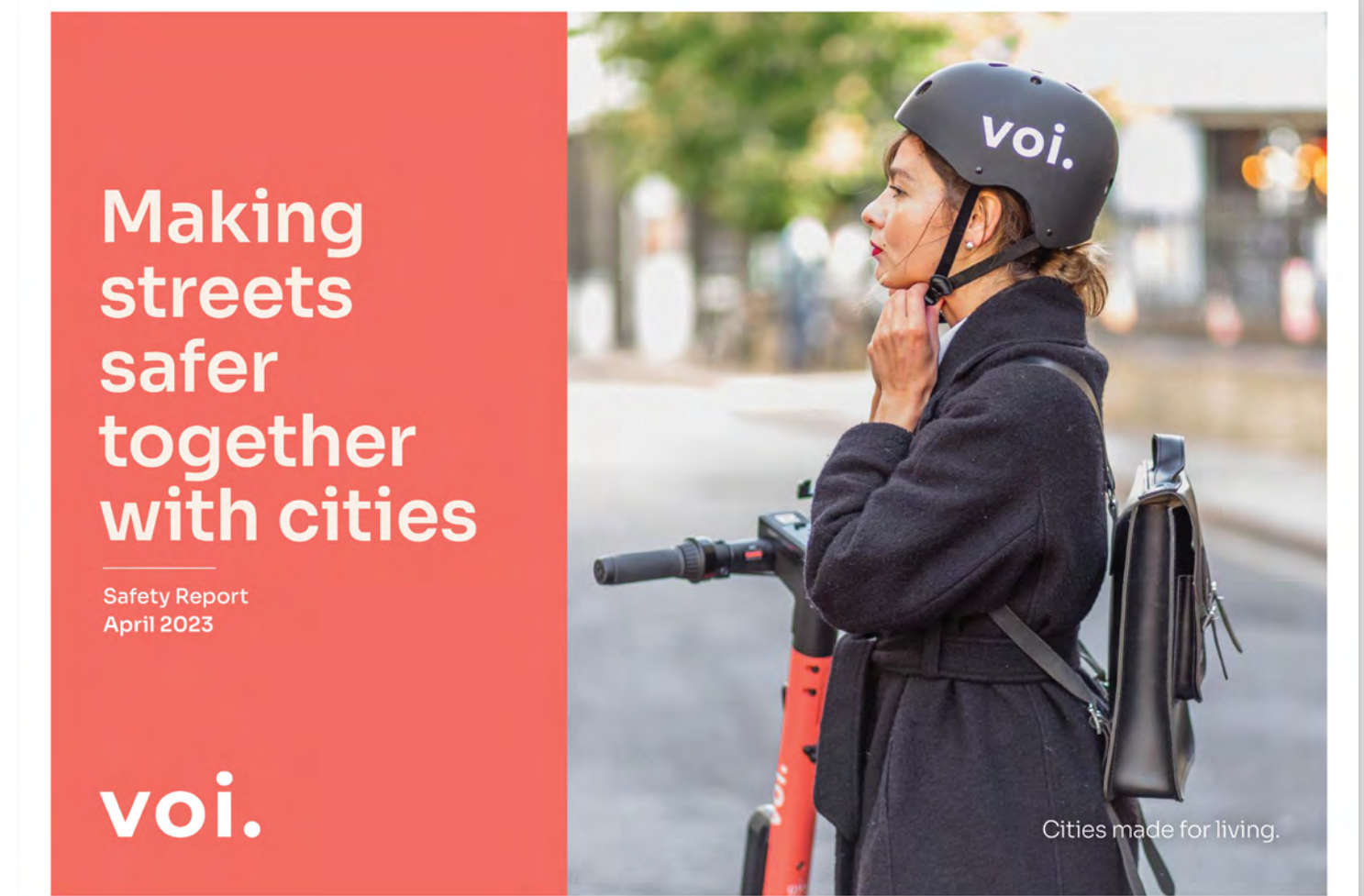
Our strategy for reducing the risk of accidents encompasses three key focus areas: ensuring safe vehicles and equipment, promoting safe behaviours, and cultivating safe environments. Within each of these focus areas, we have a set of specific actions that are continually

reviewed and developed. Many of these actions not only decrease the risk of accidents in Voi's value chain but also have a broader positive impact that supports cities in their pursuit of achieving Vision Zero.

1 Safe vehicles and equipment

Ensuring that shared vehicles are safe every time they are used is of utmost importance and considered a hygiene factor for shared micro-mobility. The vehicle design is paramount, therefore, Voi analyses repair cycles of previous models and performs quality assurance checks, to develop even sturdier vehicles.

Additionally, safety is impacted by repair quality and maintenance routines, which is why Voi utilises



SAFETY REPORTING SINCE 2021

Since 2021, we have been issuing Safety Reports to provide our stakeholders with in-depth insights into our safety vision, strategies, initiatives and accident data. Our [first Safety Report](#) included a comprehensive assessment of the safety risks associated with shared micromobility. Our [latest Safety Report](#), which builds upon the first report, was released in April 2023. For the 2023 report, we introduced a [digital version](#) to enhance accessibility for a wider audience.

a wide range of sensors to monitor the fleet’s health. This data is acted upon by our more than 500 Fleet Specialists, working on the streets and in warehouses to ensure that the vehicles are maintained safely.

Extending beyond maintenance and repair, Voi works extensively with R&D to leverage sensor technology to improve understanding of how riders engage with the vehicles and the root causes of accidents.

2 Safe behaviours
Lack of knowledge and compliance with traffic rules causes risky riding behaviours, such as intoxicated riding and breach of traffic rules. These behaviours can impact the safety of not only riders but also

other road users. Voi is focusing on educating users through means such as our online traffic school, user communications via the app and safety events on the streets.

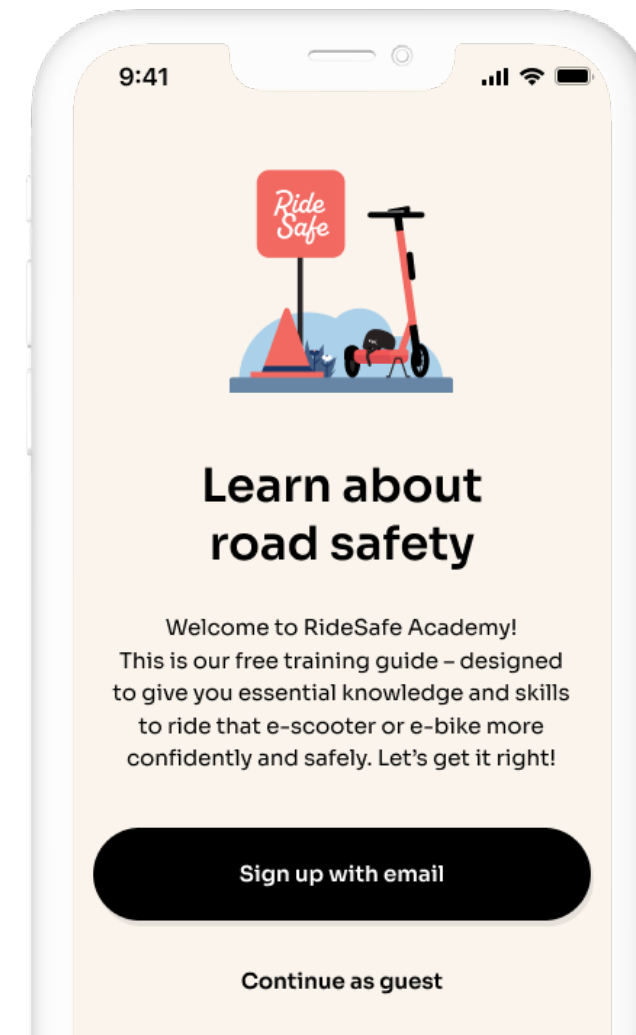
Beyond education, we utilise a variety of technologies to identify and deter irresponsible user behaviour, such as twin and pavement riding, enabling us to reward responsible behaviour while taking appropriate measures to address misconduct.

3 Safe environments
Heavy, fast-moving vehicles and a lack of safe infrastructure pose significant risks for vulnerable road users. Voi can directly contribute to making streets safer by increasing car-free access in cities.



ROAD SAFETY EDUCATION AVAILABLE FOR ALL

Building upon the success of our traffic school RideLikeVoila, the world's first e-scooter traffic school that Voi introduced in 2019, Voi has now launched an updated, comprehensive safety education platform: [RideSafe Academy](#). The academy equips riders with essential knowledge and practical tips to ride e-scooters and e-bikes safely and confidently. It has been designed to be an accessible and engaging platform for riders of all experience levels, offering courses on topics ranging from e-scooter and e-bike safety to local traffic rules and responsible parking practices. The platform is multilingual, with support for multiple regions, and it's free for everyone, whether you have a Voi account or not.



Furthermore, Voi is actively collaborating with cities to emphasise the importance of enhancing bicycle infrastructure and implementing lower speed limits for heavy vehicles. We are dedicated to assisting cities in prioritising their investments by sharing data that helps identify high-risk areas, including geographical data from past accidents.

Voi also acknowledges that incorrectly parked vehicles can cause hazards for vulnerable groups. Thus, we implement technologies to enforce compliant parking while also engaging with cities to ensure sufficient parking infrastructure.

Discover more about our safety initiatives in our [2023 Safety Report](#).

Safe vehicles and equipment

- Fundamental vehicle design
- Brake quality and maintenance
- Utilising sensors to monitor vehicle health
- Maintenance routines
- Repair quality
- Battery management
- Health & Safety at work

Safe behaviours

- Safety education and training
- Incentives and punitive measures
- Protecting third parties and vulnerable groups
- Preventing intoxicated riding
- Encouraging helmet use

Safe environment

- Parking infrastructure to reduce clutter
- Enabling modal shift for safer cities
- Data sharing to identify risky locations
- Lobbying for bike lanes and car speed limits

Safety performance factors we take action on to reduce accident risks

Voi has identified the following safety performance factors that we work on to reduce the risk of accidents and improve safety in cities. Our accident rate is the key performance indicator we monitor and track to evaluate the progress towards our goal.

■ **Factors impacting the risk of accidents directly related to Voi's service.**

■ **Factors where Voi's actions not only reduces safety risks directly related to our service, but also contribute to safer cities.**

Voi's accident rate

We track progress to Vision Zero through our safety footprint, the accident rate, measured by accidents per million ridden kilometres.

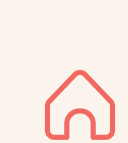
Vision Zero for Voi

We believe that all accidents are preventable, and have a target of zero fatalities and severe injuries in our value chain by 2030.

Vision Zero in cities

The [Stockholm Declaration](#) (2020) called on businesses to contribute to the road safety-related Sustainable Development Goals.





3.2 Safe operations



We focus on Health & Safety to prevent work-related accidents

Health & Safety is an integral part of Voi's culture and values. We follow a systematic approach to safety risk management to ensure we maintain high safety standards.

Sub-target

3.2.1 Zero lost time injuries

When

Ongoing

Progress

2023: Lost Time Injury Rate (LTIR) at 1.86, as of September.

A Lost Time Injury (LTI) is where an employee cannot work the next day, or subsequent days, following an incident at work. The Lost Time Injury Rate (LTIR) is a metric used to determine the rate of LTIs per 100 employees over the course of a year. It is calculated using: $([\text{Number of LTI in the reporting period}] \times 200,000) / \text{Total hours worked in the reporting period}$.

3.2.2 Zero incidents with batteries

Ongoing

2023:
● 0 battery-related injuries.
● 5 registered thermal runaways, as of September 2023. None of these lead to injuries or ill health.

3.2.3 Zero incidents with chemicals

Ongoing

2023: 0 incidents.



DEEP DIVE

Making Voi a safe place to work

Voi firmly believes that all accidents can be prevented. We acknowledge that operational tasks involve certain risks, and we work diligently to integrate Health & Safety practices into every aspect of our work. Therefore, safety is essential to our culture and values.

Ultimately, a positive culture is driven by management. We frequently use the analogy that the standard you walk past is the standard you accept. Managers must take ownership of safety and make it a top priority. To encourage ownership and build a lasting safety culture, Health & Safety responsibilities are owned throughout the management structure, filtering down to local Health & Safety ambassadors.

A systematic approach to safety

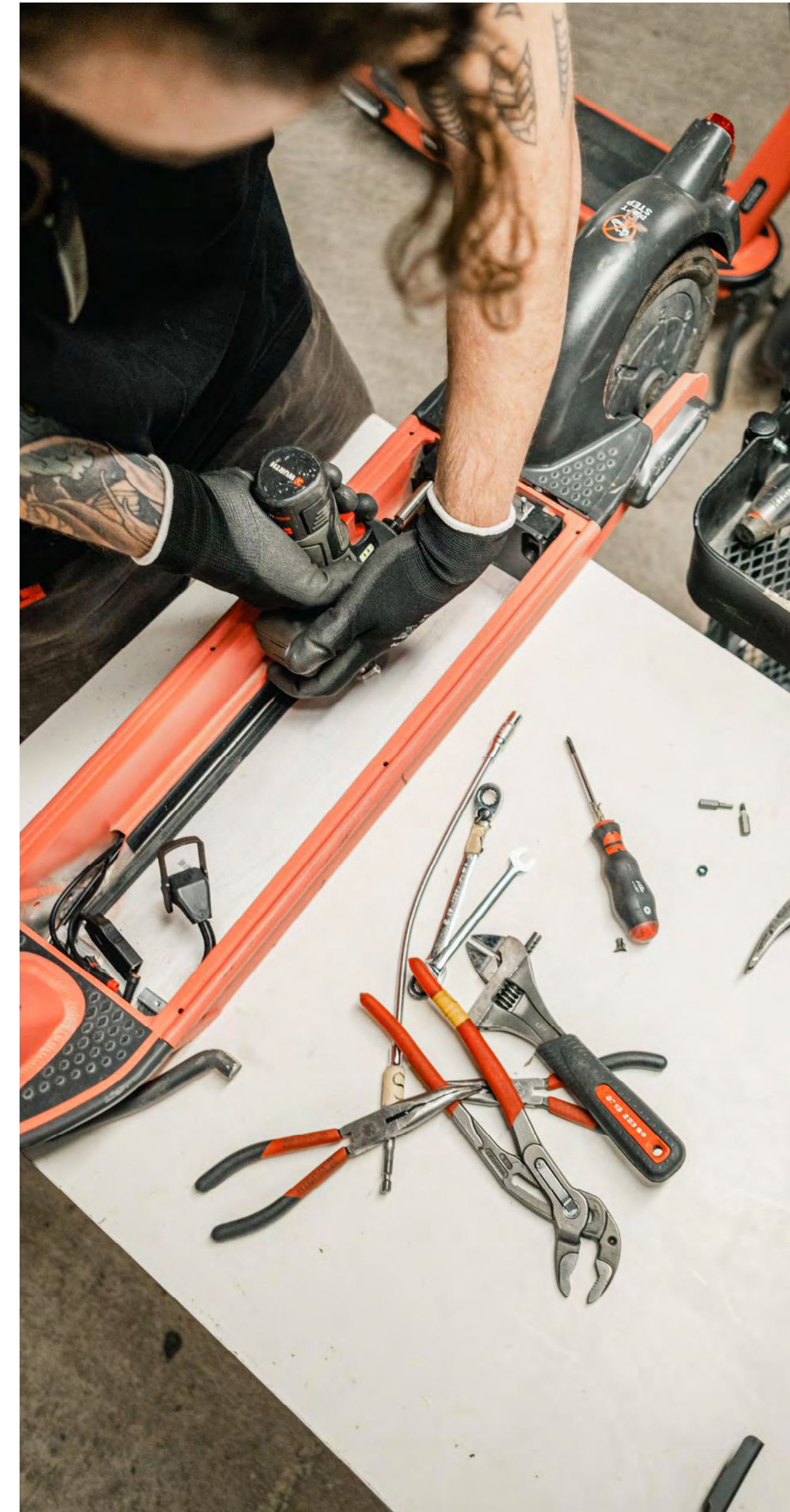
To ensure that safety is appropriately embedded in all of our operational processes, we have implemented a proven Health & Safety Management System (H&SMS). Our H&SMS is ISO 45001 certified and follows a systematic approach to safety risk management and continuous improvement.

Our H&SMS ensures that every task performed by employees in warehouses and on the streets is risk-assessed and control measures are identified and implemented. We update our risk assessments annually or following newly defined criteria, and we regularly share learnings and best practices throughout the company.

In addition to our global risk assessment, each warehouse is subject to continual self-assessment, which is measured and reported, ensuring safety policies and standard operating procedures are implemented locally. We establish yearly safety action plans, communicate them to all warehouse employees, and review the plans during safety audits.

Tracking occupational incidents

Voi has collected data on occupational incidents since 2021. However, in May this year, we transitioned to an even more sophisticated system, EcoOnline, to track incidents. The new system enables all employees and workers from third-party logistics partners to report an accident, near miss or safety observation,





allowing for proactivity in reducing risks before accidents occur. Furthermore, it's possible to report the exact location, enabling specific location data to strengthen incident investigations and aiding in the identification of the root cause.

The system was launched through a high impact internal campaign, and all employees receive ongoing updates on reported incidents through an internal Health & Safety newsletter.

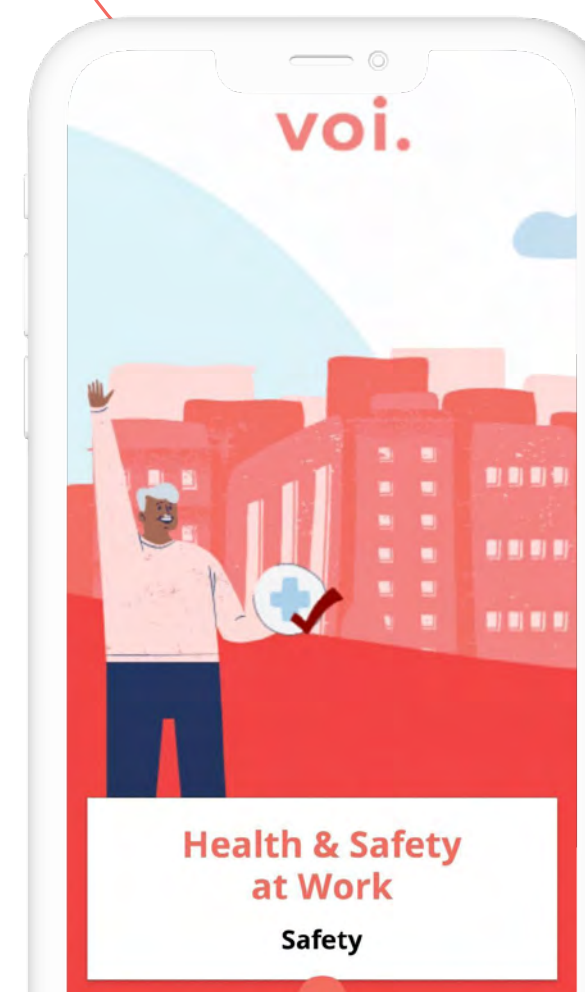
Recurring safety education

Voi ensures the safety of fleet maintenance staff through extensive onboarding and training. All staff receive over 85 hours of training tailored to their role, and

refresher training every six months. The training consists of a range of activities, including online training, classroom training and on-the-job training. We also share procedures and training specific to our product and service with third-party logistics partners to minimise the risk to their staff.

We provide training to our employees through the learning management system, EdApp. Our multi-lingual training programme is designed for mobile applications, enabling staff to access training on their company-provided mobile device. The training sessions include, for example, battery workflow and safety, fire safety, first aid and lone working.

All fleet maintenance staff receive more than **85 hours** of training tailored to their role.



AUDIT SHOWED BEST-IN-CLASS PROCESSES

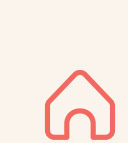
Earlier this year, Voi excelled in an independent audit conducted by Micromobility Partners (MMP). The focus of the audit was on Voi's Maintenance Processes and Li-Ion Battery Management at our Bristol warehouse. The framework of the report covered three of the five basic pillars of micromobility operations, which demonstrate the safe operating processes Voi employs, including maintenance, battery management and end-of-life processes. Micromobility Partners found that Voi exceeds current industry best practice standards, underscoring the standard that Voi strives for in its Standard Operating Procedures (SOPs), not only in Bristol but across all markets.



Operate responsibly with a diverse workforce

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4.1 Diverse and inclusive



We believe that diverse teams build better products and services

The tech and transport sectors have historically been male-dominated. To address this, we actively advocate for diversity in both personnel and perspectives through our recruitment efforts.

Sub-target	When	Progress
4.1.1 At least 40% women on the Board of Directors	2025	0% The Board primarily comprises founders and majority investors. As opportunities arise, we intend to hire a more diverse range of directors to the Board.
4.1.2 At least 35% women in leadership roles	2025	18%, as of September 2023 Leadership roles are defined as employees having at least one direct report.
4.1.3 At least 45% women in office roles	2025	32%, as of September 2023
4.1.4 At least 5% women in warehouse roles	2025	2,4%, as of September 2023
4.1.5 100% of managers fully trained on diversity, equity and inclusion (DEI)	2024	34% of all managers 77% of all office managers

DEEP DIVE

Targeted efforts to increase diversity in our workforce

Diversity of backgrounds and perspectives within Voi is essential for our success in delivering the best user experience to our diverse user base. With 86 nationalities represented in Voi's workforce, we have made good progress. However, we acknowledge that there is more work to be done, especially in increasing gender diversity.

To meet our goal of increasing gender diversity, Voi has developed several talent acquisition principles. One such principle is to ensure that we gather sufficient and unbiased information about candidates before making employment decisions. We avoid bias by allowing applicants to omit personal photos and details such as gender, date of birth and

nationality from their applications. Recruitment and promotion decisions are based on skills and experience, forming the foundation for our strategic human resources planning and diversity targets.

Active recruitment and career planning contribute to achieving a more balanced gender representation and greater diversity. The Human Resources department is responsible for maintaining an ongoing dialogue with management regarding current and future needs.

Women in our tech organisation

Voi places a strong emphasis on the importance of fostering diverse teams in engineering and product development. We believe that by

86

different nationalities are represented in Voi's workforce.



HELPING NEWCOMER ACADEMICS GET A JOB

Jobbsprånget is Sweden's largest internship programme for newcomers with academic degrees, helping them enter the labour market. This initiative has successfully connected nearly 2,200 foreign talents with over 400 employers seeking their desired skills. To date, Voi has hosted six Jobbsprånget interns at our headquarters, three of whom are now permanent employees, while the other three have secured positions at different companies. Just a few weeks ago, we welcomed eight new Jobbsprånget interns to Voi, and we eagerly look forward to witnessing their success.



incorporating a wide range of perspectives, we can enhance the development of our services. Currently, approximately 27% of our tech organization's workforce, which comprises over 100 employees, is comprised of women. We are committed to further improving gender balance.

To achieve this goal, we actively participate in various initiatives aimed at attracting more women to Voi and the broader tech sector. For instance, we collaborate with Tekniksprånget, a Swedish internship programme through which we encourage teenagers to apply for higher technical education, thus ensuring Sweden's future female talent pool. Additionally, each

27%

of our Engineers and Product Managers are female. Voi's tech organisation comprises over 100 employees.

semester, we engage with female thesis students to proactively prepare future candidates.

Women in market operations

We actively collaborate with various associations across our markets to ensure a diverse candidate pipeline. Some of our partners include Ceedima, Fundacion Ana Bella, and Por Talento in Spain; Cooperativa Detto Fatto in Italy; Actiris in Belgium; Key4Life, Workingchance, and Aspire in the UK, to name a few. 'Workingchance' is the UK's only employment charity for women with criminal convictions, and 'Fundacion Ana Bella' supports women who have suffered from domestic violence, both dedicated to helping women reintegrate into the work-

force and society. In 2023, we have hired over 16 candidates through these partnerships.

Discrimination

Voi strives to ensure that all employees are familiar with our action plan to eliminate discrimination, including victimisation and sexual harassment. Established training methods have been applied and disseminated to support this work on different levels within the organisation.

To educate our employees about diversity and equal opportunities, Voi's core values are integrated into all our activities. Information is available in the HR system for all employees to access as a mandatory part of the onboarding process.



DEEP DIVE

Fostering growth through compensation and support

Voi places a strong emphasis on employee well-being. As a testament to this commitment, we have a set of minimum benefits that apply to all employees:

- **Employee Assistance Programme.** Our employees have access to counselling and psychotherapy services to address any conditions affecting their well-being. This programme is available 24/7, 365 days a year.
- **Wellness benefit contribution.** We provide a wellness benefit contribution to support our employees in staying active and healthy through activities of their choice.
- **Paid parental leave.** We offer 26 weeks of paid parental leave, with 75% of the monthly salary guaranteed. This benefit is available to all employees, regardless of their loca-

tion, and is extended to individuals with bonds to a child, irrespective of gender and forms of parenthood.

- **Minimum Annual Leave.** All full-time employees are entitled to a minimum of 25 vacation days, irrespective of country of employment. We also offer a flexible public holiday policy, enabling employees to select which holidays to celebrate.

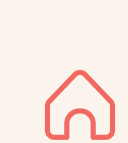
Remuneration

Voi's compensation philosophy and principles are established on a global scale, ensuring a fair and consistent approach based on a pay-for-performance model. While our global direction is set, we also ensure local adaptability to maintain compliance and competitiveness within each local market.

Our compensation system is supported by a mathematical formula that considers an employee's performance, location, and current salary. By implementing this method, Voi fosters a culture of excellence that recognises all employees, regardless of personal characteristics. In cases where disparities in rewards are identified for individuals in similar roles, we rectify these gaps through systematic reviews.

Our compensation approach applies to all employees, including senior executives, and comprises of two elements: base salary and an employee stock options plan (ESOP). Voi's compensation structures are subject to annual reviews based on third-party data.





4.2 Supply chain responsibility

We establish requirements and closely monitor our suppliers

Our [Supplier Code of Conduct](#) abides by the Ten Principles of the UN Global Compact. We require our suppliers to sign and adhere to Voi's supplier code of conduct.

Sub-target	When	Progress
4.2.1 100% of tier 1 suppliers sign our Supplier Code of Conduct	2023	81% have signed. The remaining 19% are large multinational companies that typically do not sign Supplier Codes of Conduct. For these, we have screened the suppliers' Code of Conduct and other policies to verify that they comply with our standards. 100% of suppliers related to hardware development, shipping and third-party logistics have signed the Code. Tier 1 suppliers are those that we deem business critical, with whom we have high spending, or who are based in countries with a high risk of human rights breaches. The suppliers that have not signed the Code are large multinational corporations offering software and consultant services.
4.2.2 Audit 100% of hardware suppliers and address all issues found	2024	Audit initiated in autumn 2023. No material issues have been identified.
4.2.3 100% of managers have completed our Human Rights training	Ongoing	98%

DEEP DIVE

Securing responsibility in our supply chain

Voi works with suppliers manufacturing our shared vehicles and spare parts. Furthermore, we collaborate with partner companies, providing support for various operational tasks and user support, which may vary in scope across different countries. We choose our partners carefully and require them to comply with our standards of ethics and sustainability.

To ensure this, we require all suppliers to sign and adhere to the principles of our [Supplier Code of Conduct](#). This Code describes our expectations of how our Suppliers conduct business, focusing on areas linked to Human and Labour Rights, Well-being, Health & Safety, Environment, and Compliance and Anti-Corruption.

All Tier 1 suppliers are expected to sign the Code and perform a self-assessment which is scrutinised by Voi and followed up on if non-compliance is identified. In the case a supplier is unable to sign our Code, we look at their own policies and Codes to ensure alignment with our expectations.

Full life-cycle management

Manufacturing of vehicles remains the largest driver of emissions, contributing to 50% of overall emissions. As such, to minimise environmental impact, it is crucial to ensure that our partners and suppliers are environmentally and socially responsible. Voi ensures this by only working with suppliers that hold ISO 14001 and ISO 9001

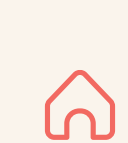
certifications, such as Samsung and Ninebot.

The lithium-ion batteries in Voi’s vehicles contain cobalt, which is at risk of containing conflict minerals. Therefore, Voi works with suppliers who audit each smelter and publish mineral origin publicly, in line with OECD guidelines on responsible mining. For instance, our battery supplier, Samsung, operates a mineral management system per the [OECD Due Diligence for Responsible Supply Chains of Minerals](#), ensuring 100% of smelters in its supply chain are certified by the ‘Responsible Mineral Assurance Process’. It also reports all procedures, audits of suppliers and mineral origins through its [Sustainability Report](#).





Governing sustainability



Ensuring that sustainability is integrated at all levels

The Voi Group comprises Voi Technology AB, the privately owned parent company headquartered in Stockholm. The parent company manages group-wide functions and oversees local operations in Sweden. It has twelve subsidiaries conducting operations in markets outside of Sweden. Corporate governance is set up to ensure that the Voi Group is managed responsibly in accordance with regulations, policies, and best practices to create value and minimise adverse impacts for all our stakeholders.

The Board of Directors (BoD) serves as the ultimate governance body of Voi Technology AB. The BoD collectively bears responsibility for

all company activities, including oversight of management, strategic planning, and long-term investments. The BoD is elected by shareholders and currently comprises seven members, with co-founder and CEO, Fredrik Hjelm, as Chairman of the Board. The BoD convenes at least six times a year and oversees Voi's sustainability strategy and objectives. Occupational health and safety, as well as road safety, have been particular areas of focus for the BoD in recent years.

Group Management, led by the CEO, is responsible for managing Voi day to day in line with the agreed direction and priorities, as well as determining management responsibili-

Voi has six levels of decision rights

- 1

Board

Delegates responsibility for all decisions not reserved for shareholders by law or the shareholders' agreement. Appoints the CEO and oversees governance and the overall direction of the company.
- 2

CEO

The ultimate decision-maker within Voi's day-to-day operations. Typical decisions include organisational structure, company-wide policies, and cross-departmental choices.
- 3

Department leaders

This group involves Group Management and certain department leaders, who are mandated to operate within their budgets to fulfil the purposes and goals of their respective departments.
- 4

Approval meetings

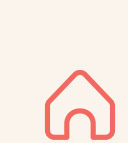
Forums consisting of department leaders and as required subject matter experts who are authorised to recommend certain decisions to management or the CEO or make specific discrete decisions.
- 5

Managers

Managers are granted decision-making authority for their teams, such as determining work processes and setting targets. Regional or Country Managers have authority within country-level budgets.
- 6

Employees

All employees at Voi have decision-making rights within their day-to-day work, and as delegated by their managers. Voi values individual ownership and transparency with all its employees.



ties, mandates, and the necessary support to achieve them. While the CEO is the ultimate decision-maker, collaboration with other members of Group Management is expected in the decision-making process.

Sustainability governance

Sustainability is fully integrated into all of Voi's business units, spanning from hardware and software development at the headquarters to day-to-day operations in the markets.

Various roles and functions at the group level hold responsibilities for advancing sustainability-related activities. These responsibilities encompass setting targets, monitoring progress, and ensuring that

initiatives are implemented in the markets. Regional or Country Managers in each market are accountable for meeting local sustainability-related targets in alignment with expectations.

Three leaders have been appointed with particular responsibilities for driving the sustainability agenda:

- **Director of Central Policy.**

Drives initiatives to advance Voi's sustainability agenda. Leads the effort to develop sustainability targets and align them with the Board of Directors. Responsible for monitoring and reporting progress, working alongside her team, including the Head of Sus-

tainability, among others. Reports progress directly to the Chief Commercial Officer and the CEO.

- **Director of Health & Safety.**

Leads initiatives related to occupational Health & Safety, as well as road safety, reporting directly to the Chief Operating Officer. Responsible for risk management and the implementation of operational procedures to enhance safety, working alongside her team, including the Head of Road Safety, among others.

- **VP of Procurement and Supply Chain.**

Oversees supply chain management and ensures that vehicle and spare parts purchases are conducted in accordance with Voi's Code of Conduct.





Quality Management

To systematise efforts related to environmental sustainability, we have developed an Environmental Action Plan governed by Voi's ISO 14001-certified Environmental Management System (EMS). The EMS establishes our procedures and processes for training, monitoring, and enhancing environmental performance across a wide range of focus areas, including climate, energy, and waste.

Additionally, Voi maintains an ISO-9001 certified Quality Management System (QMS) that provides robust processes for refining and elevating our operational practices. This system encompasses hardware

and software development, vehicle maintenance, fleet management, and customer service. The QMS is designed to guide day-to-day operations and long-term strategies, grounded in the principles of safety, reliability, customer satisfaction, sustainability, compliance, and continuous improvement.

Voi also takes a systematic approach to safety. For occupational Health & Safety, we have an ISO 45001-certified Safety Management System. Lastly, Voi has ISO 27001-certified processes for our work with data privacy and information security. The ISO-certified management systems undergo regular audits by internal and external

stakeholders, enabling us to continually improve and adopt a precautionary approach.

Policies and training

At Voi, employees have decision rights within their day-to-day work, while expected to adhere to ethical behaviour. All employees are expected to comply with Voi's core policies:

- [Voi's Code of Conduct](#)
- [Supplier Code of Conduct](#)
- [Environmental Policy](#)
- [Modern Day Slavery Act Statement](#)
- [Information Security Policy](#)
- [Privacy Policy](#)

Employees are also expected to

complete courses on topics such as environment, human rights, sustainability and safety, which are distributed through a Mobile Learning Management System platform, EdApp.

Whistle-blower function

Voi provides an internal whistle-blower service that allows employees to report wrongdoing anonymously. This service is powered by an external provider and is intended for situations where an employee encounters risks affecting individuals, the company, society, or the environment and feels uncomfortable discussing them with a manager or believes they have not been appropriately addressed.



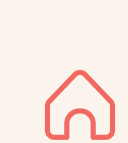
GRI index

THIS IS HERE TO
HELP YOU TRACE
INFORMATION
AND RECEIVE
MORE DETAILS



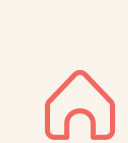
General disclosures

GRI standard	Disclosure	Location	Comment
GRI 2: General Disclosures 2021	2-1 Organisational details	3, 51	
	2-2 Entities included in the organization’s sustainability reporting	52 , Annual report	
	2-3 Reporting period, frequency and contact point	4 , Annual report	In our annual financial report, which is submitted to the Swedish company register each year, we provide a comprehensive account of full-year data for the specified year. This Sustainability Report incorporates data from various time periods, as specified alongside all disclosures. Going forward, our intention is to consistently use a specific time period that aligns with our financial reporting throughout the entire report, commencing with the full-year 2023.
	2-4 Restatements of information		Does not apply as this is Voi's first Sustainability Report
	2-5 External assurance		This Sustainability Report has not been externally assured. We have attained third-party assurance for our carbon footprint accounting by Emitwise, a carbon management platform that helps businesses to track and manage their carbon footprint. The methodology for estimating vehicle lifespan has been developed by Brightside, a consultancy firm specialising in micromobility. The report has been reviewed and signed off by our Board of Directors and Group Management.



General disclosures cont.

GRI standard	Disclosure	Location	Comment
GRI 2: General Disclosures 2021	2-6	Activities, value chain and other business relationships	3 , 12-13 , 14-18 , 24-25 , 49-50
	2-7	Employees	3 , 45-47 As of September, Voi had 881 employees, of which 294 were employed this year. The regional split of Voi FTEs across 13 markets is as follows: Austria: 2.2%; Belgium: 4.8%; Denmark: 2.9%; Finland: 2.7%; France: 2.2%; Germany: 24.1%; Italy: 2.0%; Netherlands: 0.1%; Norway: 5.9%; Spain: 2.7%; Sweden: 28.9%; Switzerland: 2.5%; and UK: 18.9%. The age split of Voi FTEs is as follows: Under 30: 31%; 30-50: 58%; Above 50: 6%. For data on gender, please see page 45.
	2-8	Workers who are not employees	Workers at Voi who are not employees are mainly engaged in tasks related to warehouse operations and vehicle transport. However, this varies by market, as in some markets, we handle everything in-house. In other markets, we employ third-party staff through job agencies, especially during our busiest seasons.



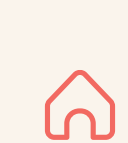
General disclosures cont.

GRI standard	Disclosure	Location	Comment
GRI 2: General Disclosures 2021	2-9 Governance structure and composition	45, 52-53	<p>Under the terms of the Voi Shareholders' Agreement the Board of Directors comprises representatives of major shareholders, one independent director and two co-founders, the CEO and COO. For more information about the governance structure, please refer to pages 52-53.</p> <p>As of now, all directors are men with different levels of business experience and areas of expertise. The Board is composed of members from four different nationalities.</p>
	2-10 Nomination and selection of the highest governance body		Members of the Board are nominated in accordance with Voi's Shareholders' Agreement and are elected by the shareholders in a general meeting in accordance with Swedish law. This process resulted in the appointment of an independent director to the Board in 2023, whose experience and business expertise is deemed invaluable for Voi's next phase.
	2-11 Chair of the highest governance body	52	Voi's CEO and co-founder also serves as the Chairman of the Board. The CEO holds the final decision-making authority in Voi's day-to-day operations. In situations where there could potentially be a conflict of interest, the CEO would abstain from voting on such matters.



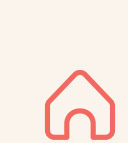
General disclosures cont.

GRI standard	Disclosure	Location	Comment
GRI 2: General Disclosures 2021	2-12 Role of the highest governance body in overseeing the management of impacts	52-54	The Board formally approves the company strategy and budgets based on recommendations from the Group Management. For more details regarding the role of the highest governance body, please refer to pages 52-54.
	2-13 Delegation of responsibility for managing impacts	52-54	Voi has adopted a formal Delegation of Authority, which entrusts certain decisions to management and in some instances on the advice of subject matter experts, as outlined in the Governance section. The Board has approved Voi's sustainability strategy and reviewed the Sustainability Report, both of which undergo annual review by the board.
	2-14 Role of the highest governance body in sustainability reporting		The Board has approved Voi's sustainability strategy and reviewed the Sustainability Report, both of which undergo annual review by the board.
	2-15 Conflicts of interest		Conflicts of interest are addressed in accordance with the shareholders' instructions to the Board and the instructions to the CEO. At the Board level, conflicts related to Director roles and responsibilities are disclosed to the relevant stakeholders. If the management identifies a potential conflict of interest, it is escalated to the appropriate level to ensure visibility without those with a conflict of interest being involved in the final decision.



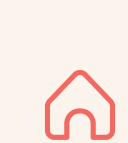
General disclosures cont.

GRI standard	Disclosure	Location	Comment
GRI 2: General Disclosures 2021	2-16 Communication of critical concerns		The Board of Directors holds formal meetings at least six times a year, during which the CEO, CFO, and General Counsel provide reports on day to day matters and raise any potential critical concerns that may have arisen, and are joined by other managers on invitation. In addition to these formal meetings, there are regular informal meetings or calls to keep the Board informed of significant developments within the Company.
	2-17 Collective knowledge of the highest governance body	52	The Board is composed of experienced directors who bring experience in managing issues including sustainability objectives from various industries and across multiple jurisdictions.
	2-18 Evaluation of the performance of the highest governance body		The Board regularly reviews its own performance to ensure that it achieves the company's stated objectives, including the ones related to sustainability.
	2-19 Remuneration policies	48	Pension plans are provided to employees in 8 of 13 countries (in 4 of the remaining 5 countries, there is mandatory employee contribution). For additional details on remuneration, see page 48.
	2-20 Process to determine remuneration	48	



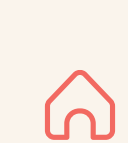
General disclosures cont.

GRI standard	Disclosure	Location	Comment
GRI 2: General Disclosures 2021	2-21 Annual total compensation ratio	48	<p>Each year during the first quarter, Voi conducts an annual compensation review process as described on page 48. The compensation ratio has been calculated with data from this process. This ratio is calculated on a gross base salary only and not adjusted for cost of living differences across the different markets we operate in. Other compensation such as employee stock options is excluded from the compensation ratio.</p> <p>The compensation ratio of the highest paid individual vs the median of all employees (excluding highest paid) is 5.6:1</p> <p>The ratio of the percentage changes in annual compensation between 2022 and 2023 for the highest paid individual vs the median of all employees (excluding highest paid): During 2022, there were no salary changes for our highest paid individual. While our median salary increase was 4%.</p>
	2-22 Statement on sustainable development strategy	5-9	
	2-23 Policy commitments	6-8, 49-50, 52-54	



General disclosures cont.

GRI standard	Disclosure	Location	Comment
2-24	Embedding policy commitments	6-9, 49-50, 52-54	Additional information is available in the relevant sections of the report.
2-25	Processes to remediate negative impacts	54	<p>In 2023, Voi obtained ISO 9001 certification, underscoring our robust processes in place, including addressing concerns of employees, users, non-users and other stakeholders. Employees can voice grievances anonymously through our whistleblower system, WhistleB, as explained in our Whistleblower Policy.</p> <p>In addition, users and non-users have several ways to reach us, including our web portal, report.voi.com, where citizens can report incorrectly parked vehicles. When a report is submitted, our operations team receives it immediately, assesses the situation, and re-parks the vehicle within 24 hours. Users and non-users can also reach us through our multi-channel customer support (e-mail, phone and in-app).</p> <p>Finally, our city relationship managers are in recurring contact with cities and their stakeholders.</p>
2-26	Mechanisms for seeking advice and raising concerns	54	



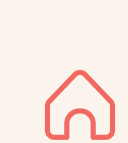
General disclosures cont.

GRI standard	Disclosure	Location	Comment
	2-27 Compliance with laws and regulations		Voi has not been fined for any material breaches of laws or regulations in the reporting period.
	2-28 Membership associations		International: Micromobility for Europe, Valuable 500, UN Global Compact, Women in Transport Nordics: Nordic Micromobility Association, 2030-sekretariatet UK: CoMoUK, All Party Parliamentary Group for Cycling & Walking Germany: Plattform Shared Mobility, Switzerland: CHACOMO, France: Alliance des mobilités Spain Asociación Empresarial para el Desarrollo e Impulso de la Movilidad Eléctrica (AEDIVE) Italy: Assosharing, Osservatorio Sharing Mobility Belgium: Intelligent Transport Systems (ITS).
	2-29 Approach to stakeholder engagement		We maintain dedicated teams at our headquarters and locally across markets to facilitate our engagement with all stakeholders (customers, city officials, suppliers, non-users and investors). Important feedback and subjects are consistently relayed to the designated teams and individuals, ensuring that pertinent information reaches the appropriate recipients.
	2-30 Collective bargaining agreements		Whether Voi employees are covered by Collective Bargaining Agreements depends on their country of employment. Voi employees are subject to Collective Bargaining Agreements in the following countries: Austria; Belgium; France; Italy; and Spain.



Material topics

GRI standard	Disclosure	Location	Comment
GRI 3: Material Topics 2021	3-1 Process to determine material topics	6-9	
	3-2 List of material topics	7	
	3-3 Management of material topics	9-54	A mapping of material topics to our sustainability strategy and targets is presented on page 9. The management of material topics is presented in detail throughout the entire 'Targets' and 'Governance' sections.
GRI 302: Energy 2016	302-1 Energy consumption within the organization	20	2023, January-June: 1,553 MWh
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	11-13	2022: 391 tCO ₂ e
	305-2 Energy indirect (Scope 2) GHG emissions	11-13	2022, market-based: 425 tCO ₂ e 2022, location-based: 1,540 tCO ₂ e
	305-3 Other indirect (Scope 3) GHG emissions	11-13	2022: 10,421 tCO ₂ e
	305-4 GHG emissions intensity	11-13	2022: 101 tCO ₂ e per million Euro in revenue
	305-5 Reduction of GHG emissions	11-13	



Material topics cont.

GRI standard	Disclosure	Location	Comment
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	49-50	
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	42-43	
	403-2 Hazard identification, risk assessment, and incident investigation	42-43	
	403-3 Occupational health services	42-43, 48	
	403-4 Worker participation, consultation, and communication on occupational health and safety	42-43	
	403-5 Worker training on occupational health and safety	42-43	
	403-6 Promotion of worker health	42-43, 48	
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	42-43, 49-50	



Material topics cont.

GRI standard	Disclosure	Location	Comment
	403-8 Workers covered by an occupational health and safety management system	42-43	
	403-9 Work-related injuries	41	0 fatalities since Voi's inception in 2018.
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	45	Board of Directors: 0% women. 43% are 30-50 years old and 57% are over 50 years old. Group Management: 12.5% women. 75% are 30-50 years old and 25% are over 50 years old.
	405-2 Ratio of basic salary and remuneration of women to men		Including our ground teams, the ratio of basic salary and remuneration of women to men is 1:1.05. Across Voi markets, the pay gap is less than 5%.
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	49-50	
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	37-40 , Safety Report	