

UNGC Communication on Progress

Voi Technology's COP to the United Nations Global Compact

Stockholm, December 2021

Aim

This report serves as Voi's Communication on Progress to the UN Global Compact, our stakeholders and the wider community on our ambitions, efforts and progress in implementing the principles of the United Nations Global Compact. As a public document, the COP underlines our commitment to transparency and accountability. We hope it will serve as a tool for dialogue and knowledge sharing.

CEO statement

In 2020, we are proud that Voi became a participant to the UN Global Compact, an important and impactful initiative championing responsible business worldwide. Voi is on a mission to provide sustainable, safe and reliable micromobility for all. Working with cities and communities, we deliver an inclusive and sustainable service, helping reduce transport CO2 emissions and accelerate the transition to Net Zero transport. Voi is wholly committed to championing social and environmental responsibility. We believe the best way to achieve this is through close collaboration across sectors and transparency. I hereby renew Voi's continued support to the Global Compact and our ongoing commitment to the initiatives and its principles.



- Fredrik Hjelm, CEO and Co-Founder



OUR VISION

Cities made for living.
Free from noise and pollution.

OUR MISSION

We bring safe, sustainable and reliable micromobility to everyone.



Voi's Actions

Human Rights. Voi has adopted a [Supplier Code of Conduct](#) (COC), which is implemented in all supplier contracts. It aims to ensure responsibility and compliance with our standards and is based on the UN's 10 Principles. In a materiality assessment, the main risks for human right violations are upstream our supply chain, in the mineral sourcing for our li-ion batteries. To ensure that no minerals used in their products, our battery cell suppliers operate a mineral management system in accordance with the [OECD Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict Affected and High-Risk Areas](#), which encompasses smelters (mineral extractors) and refiners in the supply chain. Samsung implements a Due Diligence Mineral Process based on the OECD's guidelines and encompassing 5 steps, includes a holistic approach including inspection, due diligence, risk assessment and improvement plans. We are working on a suppliers auditing scheme, both up and downstream to ensure compliance with our standards.

Labour. With regards to our employees and labour, Voi's Supplier COC covers and strictly excludes any forms of forced labour, child labour and discrimination in all forms. It goes further in adopting and implementing standards in terms of compensation, freedom of association, compensation, equity, working hours and more and more. Voi has championed mental health and wellbeing amongst employees and also signed various voluntary agreements with regards to additional benefits and pension schemes for employees. Voi is also working to expand parental leave benefits in all its active countries, to match those given in Sweden.

Environment.

We are committed to building a service that is sustainable by design. Voi adopted an evidence-based and transparent approach to environmental sustainability. Our Climate Neutrality strategy is built on three steps:

1. Measure emissions
2. Reduce emissions
3. Offset emissions

Continue reading to learn more about each step.

Step 1. Measuring emissions: Independent Life Cycle Assessment

Committed to transparency and accountability, Voi was the first operator to publish a Life Cycle Assessment (LCA) early 2020. The detailed study was conducted independently by EY in accordance with ISO 14040 and 14044 standards. It provides an accurate measure of CO2 and other harmful emissions generated by each step in the value chain. EY published the findings in an [industry report](#) on the environmental impact of e-scooter sharing and we regularly update it to reflect the environmental impact of our service.

Step 2. Reducing emissions: Climate Action Plan

The Life Cycle Assessment allows us to identify the main drivers of our emissions. Based on the assessment, we developed our Climate Action Plan, which is supported by our City Innovation Fund, a 3M USD commitment towards sustainability, safety and inclusion innovations. The Climate Action Plan focuses on three main areas:

Circular Scooter Program. Vehicle production is the main driver our service's emissions. Increasing e-scooter lifespan is therefore a key focus of our Climate Action Plan and e-scooter sharing has made great strides on this front. Early e-scooter models were not built for shared use and broke down too often. Our Circular Scooter Program focuses on various aspects, from design to second life. We work to improve the hardware design and adopt modular architecture, which facilitates repairs. We hire and train local teams in each city to maintain each vehicle to ensure the scooters are always safe and roadworthy. We aim to ensure our supply chain is circular by repairing, reusing, refurbishing, second lifeing and recycling scooters and batteries - in that order. At vehicle design, we favor the use of recycled and recyclable materials. We repair scooters and have committed to never scrap them. Through our second life programs, Voi Resell and Voi x You, organisations and individuals can adopt a used scooter and give it a second life. So far, they've given 80% of our decommissioned scooters a second life. For components and materials that can no longer be reused, we work with recycling partners like Fortum in the Nordics or Veolia in the UK. We are also collaborating with Fortum to improve the traceability of our recycled materials.

Zero emission operations. Voi was the first player to develop swappable battery e-scooters due to their environmental and operational advantages and has [championed their adoption](#) in the industry. Rather than collecting entire e-scooters, swappable batteries remove the need to transport scooter for charging. We can swap used batteries on the spot using cargo bikes. According to our Life Cycle Assessment, this innovation enables a 93% reduction in operational emissions as well as increased fleet efficiency as there's virtually no downtime for charging. This is a great example of Voi unlocking more value while minimising energy and resource consumption. Alongside swappable batteries, Voi is proud to operate fully electric operations in all of our Norwegian and Danish cities, as well as in many UK and Swiss cities. We're working towards full electrification in all cities. Oh, and our service is powered by renewable energy!



Beyond our climate actions, we adopt various actions. Environmental responsibility is primordial to ensure safe and resource and energy efficient services are delivered. Adverse effects on the

community, environment and natural resources must be minimized while safeguarding the health and safety of the public. We ensure the following:

- **Permits.** We ensure we possess all required environmental permits to operate our business.
- **Resource and energy efficiency.** We always aim to minimise our use of natural resources and energy and seek to reduce waste harmful emissions
- **Renewable energy.** We aim to source renewable energy to power our operations and activities and use electric vehicles.
- **Recycled materials.** We aim to increase the rate of recycled and recyclable materials in the manufacturing of our products
- **Waste management.** We implement systems for responsible recycling and disposal of non-hazardous waste and ensure compliance with all local laws in relation to its use and disposal of materials. We identify, properly label and manage all materials posing a hazard to humans or the environment in compliance with all applicable laws
- **Environmental compliance.** We work to ensure compliance with all EU regulations and standards.

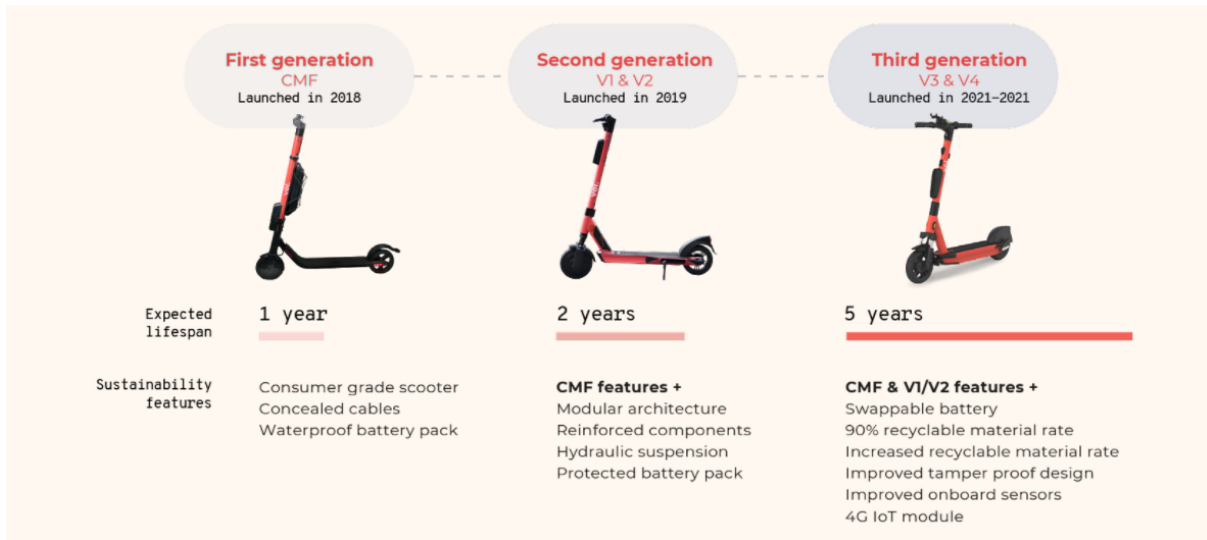
Anti-Corruption. Voi is committed to the highest standards of ethics in all its business dealings and it expects the same from its Suppliers, including:

- **Business integrity.** We aim to uphold standards of integrity in all business interactions.
- **Anti-corruption.** We have a zero tolerance policy to prohibit any and all forms of bribery, corruption, extortion and embezzlement. Bribes or other means of obtaining undue or improper advantage are not to be promised, offered, authorized, given or accepted. We are working to implement monitoring and enforcement procedures to ensure compliance with anti-corruption laws.
- **Compliance.** We comply with all applicable laws, rules and regulations.
- **Tax justice.** We pay taxes in accordance with all applicable laws, rules and regulations.
- **Intellectual property.** We respect intellectual property rights and ensure any intellectual property is transferred in a manner which protects all parties involved.
- **Data security & privacy.** We implement programs that ensure the confidentiality, anonymity and protection of supplier and employee whistleblowers as well as communicate a zero-retaliation policy. We comply with all privacy laws where they do business and commit to protecting the reasonable privacy expectations and are ISO 27000 certified.

Impact measurement

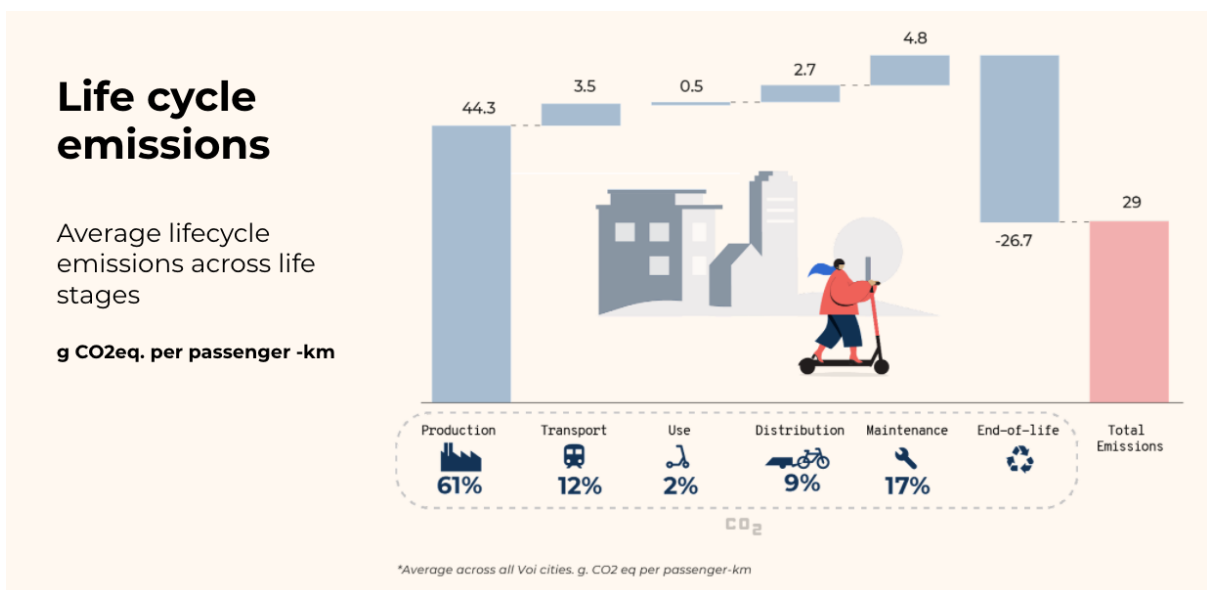
Extension of scooter lifespan

Thanks to our Circular Scooter Program our third generation vehicles have an expected average lifespan of 5 years, 5 fold the initial lifespan of the first generation. With each additional km provided on our vehicles, we can reduce the production impact of the vehicle per passenger-km, which is the main driver of our emissions. The Program has also ensured we have top material recovery rates and 0% landfill.



Carbon footprint reduction

Our Life Cycle Assessment shows that our actions have reduced Voi's emissions by 75% per passenger km on average. Today they reach 29 g CO₂ e per passenger-km on average. These will be slightly lower or higher depending on the local operational setup.



For Voi's SDG impact, please see the attached document entitled 'Voi's 2021 SDG Impact'.