



Progress and targets:
**Our contribution to
the Sustainable
Development Goals.**

Voi's Annual SDG Report, June 2021

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Content

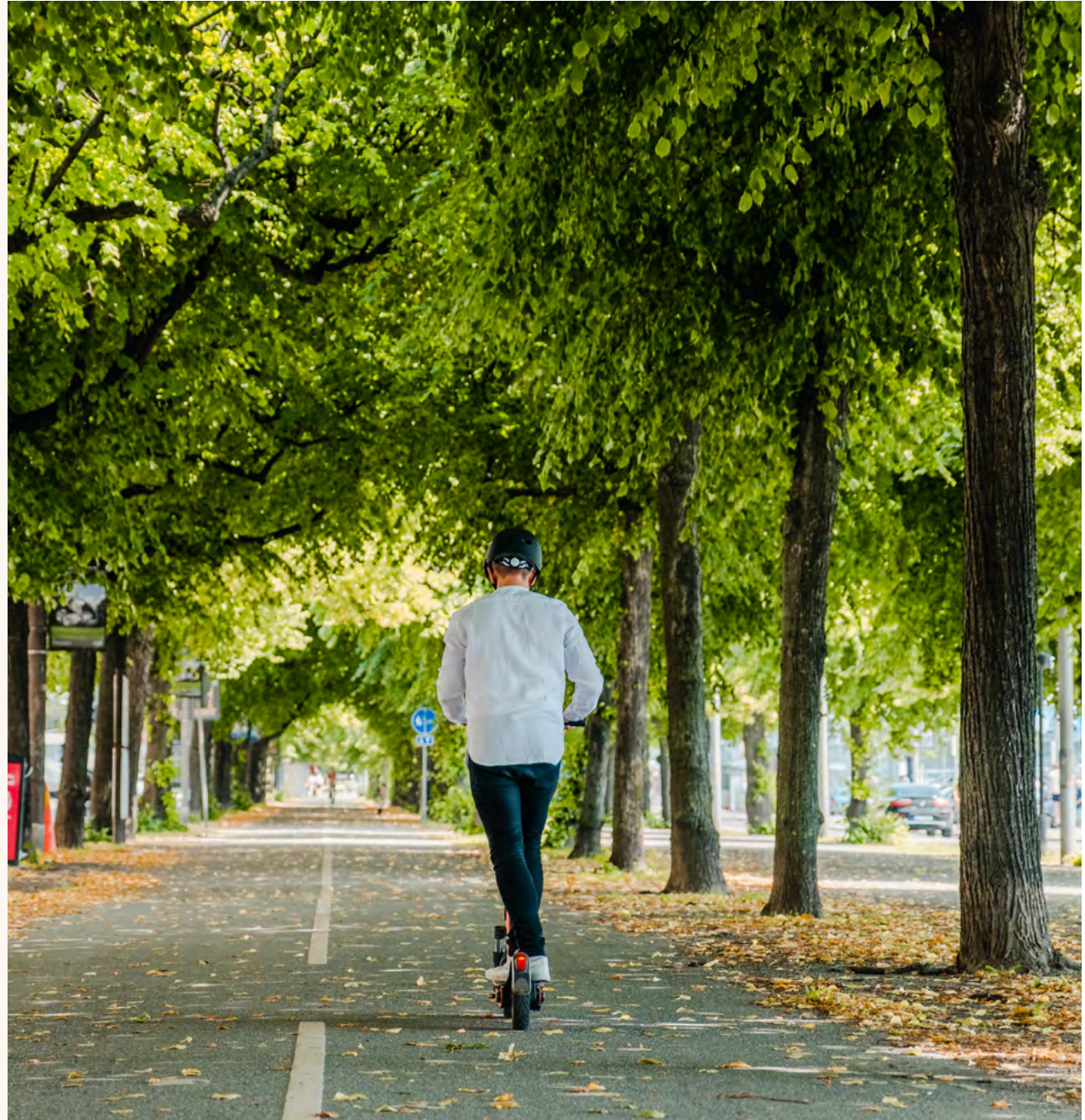
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A WORD FROM OUR CEO

Let's build our cities for people and not cars

Sustainability has been at the heart of Voi's business since we began operations in 2018. For us, this is the new normal. Any new business venture these days needs to operate with sustainability at its core if it is to have a long-term future.



“With cooperation and partnership, we can reach our vision and create cleaner, more accessible cities that are healthier for everyone who lives there.”

Fredrik Hjeltn, CEO of Voi Technology

OUR VISION IS create cities for people and not cars. The entire rationale behind our service is to find ways to reduce car dependency and at the same time increase accessibility for everyone in the cities we operate in.

But what are we actually doing and is it working? This is something we reflect upon on a regular basis and is the reason behind this report. We want to be able to provide a spotlight on our progress so far and what we have left to achieve.

THE UNITED NATIONS Sustainable Development Goals (SDG’s) have been high on our agenda from day one. The following report takes a look at the nine goals that we are working with and highlights the progress made so far and the targets we have set for the future.

We’re very proud of some of the activities we have put in place like our \$3 million USD investment into a City Innovation Fund. This fund will champion innovation for safety, sustainability and inclusivity in micromobility.



Magnus Laupa

One of the areas the fund will be used will be investing in academic research, innovative start-ups and other activities that advance the 15-minute city concept. This is a concept based on city residents having access to all their essential living needs within a 15-minute walk, bike, public transport journey or shared micromobility ride.

Concepts like the 15-minute city embrace several

of the SDG’s we prioritise. This report breaks down all the goals we’re working on, what we’ve done and what we have left to do.

WE’RE NOT THERE yet but we firmly believe that with cooperation and partnership, we can reach our vision and create cleaner, more accessible cities that are healthier for everyone who lives there. **V.**



SDG 11:

Sustainable Cities and Communities

This SDG aims to make cities inclusive, safe, resilient and sustainable. This is Voi's raison d'être. We believe safe, affordable and green mobility is key to making this a reality. Evidence shows that we need to champion active mobility and alternatives to cars to reduce GHG emissions, air and noise pollution and to create healthier, fairer and more accessible cities.





What we have done so far:

Accessible net-zero transport: We have provided over 42 million emission-free rides to our 6 million users. Since January 2020, we are carbon neutral in all the 50+ cities that we operate in.

Replacing car trips and saving CO₂: Our user surveys show 14-21% of our trips replace cars. We estimate our service has avoided over 5 million car trips since day one. In 2020, we avoided over 600 tonnes of CO₂ equivalents, according to our carbon calculator developed with a transport modeller from UCL's MaaS Lab. We are fostering more car replacement, for example, by working with the University of Warwick to incentivise Coventry users to reduce their private car use.

Supporting public transport: We have also improved access to transit, with 63% of users reporting that they combine e-scooters with local public transport.

Tackling pollutants: Beyond measuring CO₂, we also track other harmful emissions that impact air pollution, soil acidification, and photochemical ozone formation.

Co-creation with communities: We engage our user base, including vulnerable groups to create inclusive, safe and net zero urban transport options. (SDG 11.3).

These are our targets:

Inclusive transport: We aim to serve more cities and provide access to safe, affordable, and sustainable rides to more people. We aim to do this by promoting and helping with micromobility within historically underserved communities and with older generations, women and lower-income groups. (SDG 11.2)

Supporting public transport: We're committed to supporting the increase of the public transport passenger share by making it easy to use different modes of transport. (SDG 11.a)

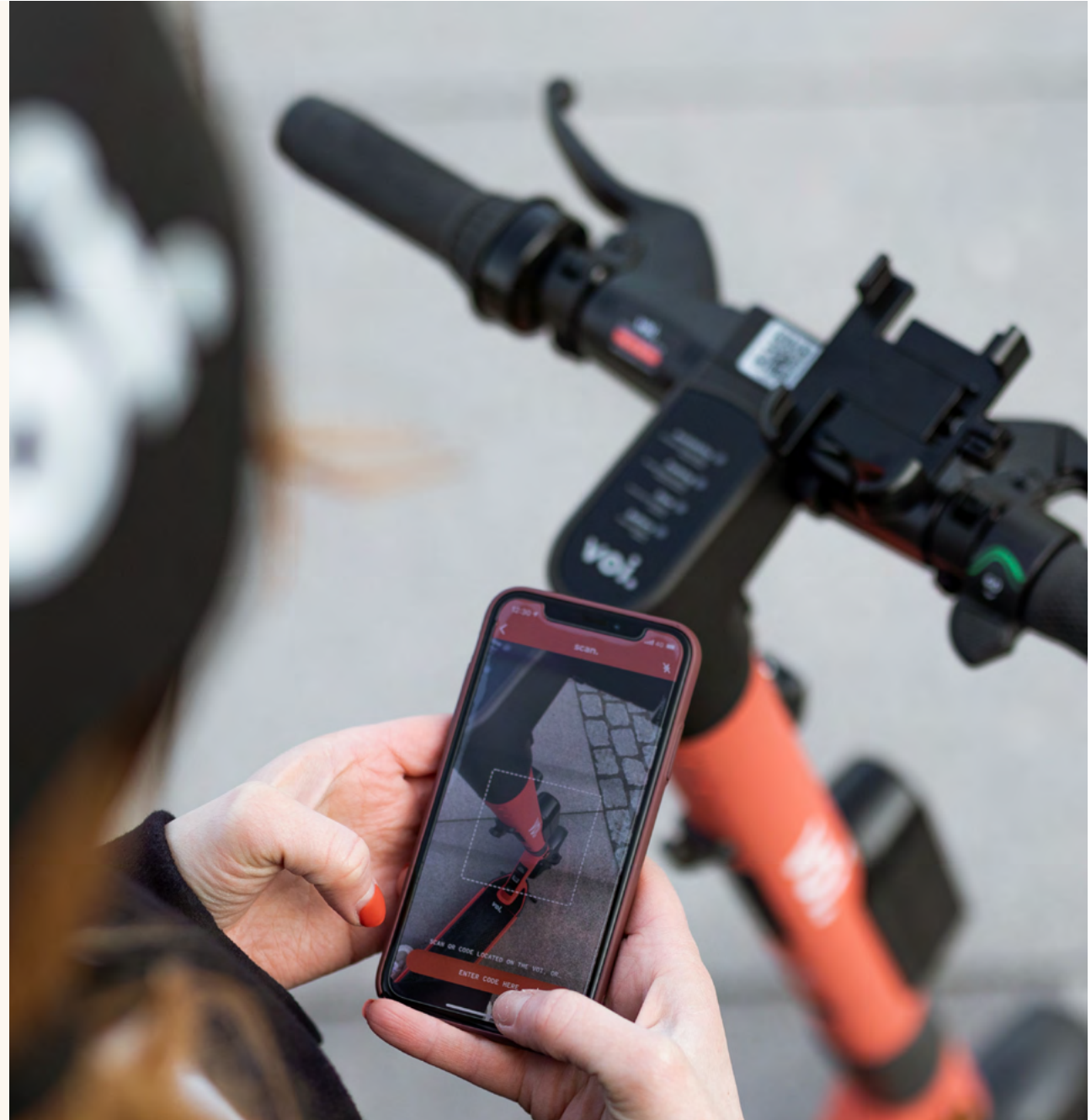
Fostering car replacement: We aim to design our service to nudge users towards sustainable mobility habits and increase our car-replacement rate by 20% year on year until 2025. (SDG 11.2.1).



SDG 9:

Industry, Innovation and Infrastructure

This SDG recognises that sustainable and efficient transport systems are a building block for dynamic and resilient economies. At Voi, we're innovating with partners to help cities make green, reliable and inclusive transportation a reality. We have pioneered vehicle innovations as well as software and infrastructure innovations to make cities more connected while improving safety and sustainability.





What we have done so far:

Innovation: We have championed major innovations that have made e-scooter sharing safer, greener and more efficient, supported by our City Innovation Fund.

Battery technology: Voi was the first operator to commit to swappable batteries in 2019, a leapfrog innovation that cut our emissions by 50%, and made our operations safer for our employees. We are investing in best-in-class battery technology and analytics with partners like Nortical to extend the lifespan and ensure second-life applications for our batteries. We share findings with partners and industry networks to accelerate the safe electrification of transport globally.

Inclusive parking infrastructure and innovation:

Voi has worked closely with a number of disability advocacy groups across Europe such as the Royal National Institute of Blind People (RNIB) to develop safe parking infrastructure solutions that consider the needs of vulnerable groups. Voi has deployed over 250 scooter parking racks made from recycled materials. We have pioneered a number of parking innovations to promote responsible parking, such as our 'Parking Cop' feature, which analyses parking photos at the end of each ride and has reduced non-compliant user parking by 37%.

Advanced GPS: Voi is investing in state-of-the-art geofencing technology that is revolutionising the GPS accuracy and safety of micromobility.

Safety research Voi is collaborating with the University of Warwick and the RNIB to develop a sound that can warn vulnerable people of approaching scooters.

These are our targets:

Clean batteries: Cut battery production emissions by 30% by developing a battery pack with European producers by 2022 (SDG 9.1, 9.4, 9.4.1).

Circularity: Increase second life applications for all safe batteries by 2022 (SDG 9.4).

Safety and parking innovation: Continue our research and innovation efforts using a combination of GPS technology and flexible parking infrastructure to solidify responsible scooter parking practices by 2022. (SDG 9.1 & 9.5).

Sustainable infrastructure: Environmental certification of scooters parking racks by 2022 (SDG 9.1).



SDG 13:

Climate Action

This SDG calls on governments and businesses to set measurable, time-bound targets for reducing greenhouse gas emissions. At Voi, we have a science-based climate action plan that is rooted in a comprehensive life-cycle assessment of our service, validated by the Science-Based Target initiative, and in line with the Paris Agreement's 1.5 degree pathway.





What we have done so far:

Our Climate Action Plan has enabled us to reduce our overall emissions by up to 85% in certain cities since 2019. We've focused primarily on three impact areas:

Durable vehicles: We have been able to more than double our vehicle's lifespan to about 5 years through improved design as well as robust and data-driven repairs. We also prevent scooters from falling into bodies of water and we retrieve them when they do.

Net-zero operations: We want to see a transition to electric mobility. We are supporters and initiators of the WEF's Zero Emission Urban Fleet and have electrified all of our fleet operations in Norway and Denmark, as well as many in Sweden, UK and Switzerland. Our service is powered by renewable energy.

Zero-waste and circularity: We are working to reduce waste and packaging materials. We reuse spare parts and have given over 80% of decommissioned scooters a second life through our adoption program. We have also co-initiated and signed an industry-wide sustainability pledge to never scrap scooters.

These are our targets:

We are on a journey to become fully circular and carbon positive by 2025. We plan to achieve this by reaching the following milestones:

Electrification: Full electrification of our service in all cities by 2022.

Clean batteries: Local battery production using renewable energy and using recycled materials by 2022. In addition, cut battery production emissions by 30% by developing a battery pack with producers in Europe by 2022 (SDG 9.1, 9.4, 9.4.1).

Circularity: Increase second-life applications for all safe batteries by 2022.

Car replacement: Increase car-replacement rate by 20% year on year until 2025.

Climate awareness: raise awareness amongst users about the impact of climate change and transport (SDG 13.3).

Climate forests: In Norway, we have launched a climate compensatory measure with TreFadder, where we offset our employee emissions by planting a Voi climate forest. We plan to plant 25 hectares by 2025.



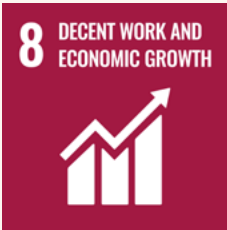
SDG 8:

Decent work and economic growth

Building a more sustainable economy includes creating good jobs. Voi is working with this by creating green jobs that pay a living wage in over 50 cities.

We were quick to walk away from the gig-economy model that dominates the micromobility sector. We hire and train teams locally and are committed to inclusive hiring practices, inclusive working environments and decent working conditions. We also select suppliers that do the same.





What we have done so far:

Green jobs creation: 1000+ jobs created

Formal employment: 0 gig workers

Improving access to places of education and employment:

40% of our rides are taken from and to places of work and education.

Signatory of the UN Global Compact: our business practices abide by its 10 Principles.

Supplier Code of Conduct: the code is based on the UN Global Compact's 10 Principles and covers areas like human and labour rights, collective bargaining, health and safety and fair compensation.

These are our targets:

Local and clean manufacturing: Further shorten supply chains and support local manufacturing by 2022.

Social compliance: Help suppliers go above and beyond the standards of our Supplier Code of Conduct and perform regular third party audits by 2022 (SDG 8.7 & 8.8).

Mentoring: Develop and grow our internal mentorship programs for learning and development.



SDG 5:

Gender Equality

At Voi, we are committed to equal opportunity and inclusion of women, both amongst our riders and workforce. Unfortunately, the tech and transport industry both have documented systemic gender biases. Working at the intersection of both worlds means we have a tremendous responsibility but also a huge opportunity to ensure our service and workplace advance gender equality, freedom of movement and inclusion for people of all genders.





What we have done so far:

Gender equality amongst riders

Women riders: 10% increase in female ridership since 2019 and 40% of our users in the UK are women, whereas the industry average is around 25%

Advocacy: Voi was the first micromobility operator to become a member of Women in Transport. In this capacity we work to help bridge the gender gap in micromobility, by co-hosting focus groups with women in order to identify and address barriers for equal access to micromobility.

Data sharing & transparency: Voi will share travel data with the Transport Gender Innovation Observatory to address barriers to women's mobility through smart innovations. To promote transparency, it will be shared as open data.

Gender equality in our workforce

We have launched various initiatives to increase female participation and leadership in our workforce.

Increased female employees: In some areas, we're doing well. 50% of our country managers are women, our COO, Douglas Stark, has improved the female proportion amongst his direct reports by 42% and our CCO, Carl Vernersson has 55% female direct reports.

Mentorship and unconscious bias training: We've developed a reverse mentorship program, where male executive-level leaders are mentored and coached by a female employee and vice-versa.

Internships: Voi is working with Tekniksprånget (Technology Leap) to help female students gain practical experience within a technical field and inspire them to pursue a career within STEM (science, technology, engineering, mathematics).

Partnerships: We partner with gender inclusive hiring partners such as Technigo, which provides coding bootcamps for women. By setting up a trainee program for recent graduates, Voi is increasing the rate of female developers we employ and working in the industry overall.

These are our targets:

Gender equality amongst riders

Equity: Through the co-design of our service with women, community outreach and safety and training initiatives for female riders, we aim to increase female ridership to 50% by 2025. (SDG 5.b).

Research: Conduct research and develop a toolkit for unbiased micromobility in 2021.

Gender equality in our workforce

Equity: Increase the rate of women in the workforce by 50% by 2023 (SDG 5.5.2).

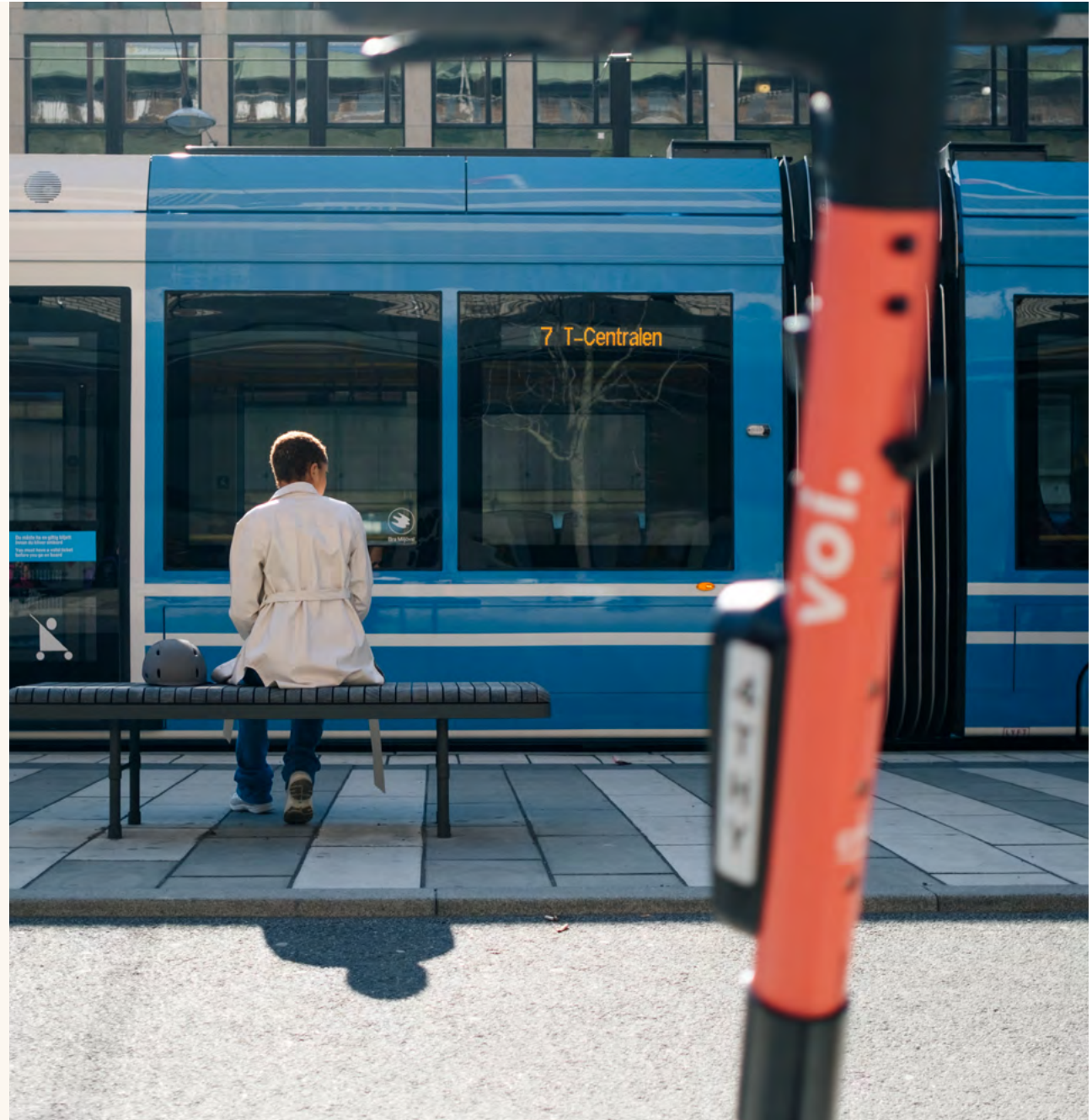
Transparency and data sharing: Consistently track and publish pay-gap data by 2023 (SDG 5.c).



SDG 10:

Reduced inequalities

We are committed to reducing inequalities and ensuring our service is fair and accessible for all. Research shows that access to transport is a strong predictor for social mobility and access to opportunity, for instance work and education. Through affordable pricing, community outreach, and inclusive design workshops, we ensure our service benefits everyone, regardless of age, gender, economic background, physical ability or ethnicity.





What we have done so far:

Economic inclusion: Voi has launched various price offerings that democratise e-scooters and make them affordable for all.

Voi Pass – enables access to unlimited rides for a flat fee starting from €1 per day

Voi4All – 75% discount for low-income users on our passes

Voi4Heroes – Over 11,000 critical workers have signed up to our free rides service to keep essential workers moving safely during the pandemic

Voi4Students – reductions on monthly or daily passes for students and staff

Accessibility for all: We work with many interest groups, notably the Royal National Institute of Blind People (RNIB) and Open Inclusion in the UK, and the NABP (Norwegian Association for the Blind and Partially Sighted) and the SNAB (Swiss National Association of and for the Blind), to understand the needs of people with disabilities and ensure our service does not hinder their mobility in the city.

We are also collaborating on an industry-first pilot project to roll out the Klaxon Klick, a wheelchair attachment that electrifies wheelchairs, to support everyone's access to micromobility services.

Accessibility Awareness: We have launched a cooperation with the Swiss Blind Association to integrate accessibility-related questions into our virtual traffic school, RideLikeVoila.

Inclusive hiring practices: We are committed to fair and inclusive hiring practices. For example, in the UK, Voi is a member of Key4Life which supports diversity and inclusion in

the workplace. In Sweden, we work with the initiative “Jobbsprånget”, helping newly arrived individuals gain access to employment.

These are our targets:

Research: Conduct research and develop a toolkit to make micromobility accessible for all in 2021 (SDG 10.2 & 10.3).

Accessibility vehicles: Successfully roll out accessibility vehicles, like the Klaxon to serve a wider user base, including those with access needs by 2021 (SDG 10.3).

Equitable access: Expand operational zones by 20% by 2022, to better serve traditionally underserved areas and increase riders who benefit from our low-income pricing. (SDG 10.4)



SDG 3:

Good health and well-being

We know that rapid urbanisation and historic car-centric mobility has led to many health challenges for people living in urban areas. Congestion, noise, hindered access to green spaces and air pollution negatively impact physical and mental health.

Shared, lightweight mobility can curb the negative impact of car-centric mobility and help reduce the number of car trips, which are the main cause for serious accidents.





What we have done so far:

Our strong focus on safety and user education means we can help create safer streets and more responsible travel practices with shared micromobility.

Silent, non-polluting rides: More than 42 million silent, non-polluting electric rides have taken place on Voi's e-scooters.

Safety features: We have released in-app features to promote safe riding behaviour, including beginner mode, helmet selfie and a reaction test to curb drunk riding.

Safety education: We have educated more than 500,000 riders in traffic rules for e-scooters through our virtual traffic school RideLikeVoila.

Vehicle innovation: Vehicle development advances incorporating significant safety improvements including turn indicators, larger wheels, improved hydraulic suspension and IoT design for safer rides.

These are our targets:

Voi's Vision Zero: Zero severe injuries and fatalities by 2030, specifically working towards the SDG target 'Reduce road injuries and deaths'. (SDG 3.6)

Health research: Better understand and openly share the health impact of micromobility. We are currently working with the Universities of Leeds and Cambridge on a study investigating the physical and mental health impacts of micromobility. (SDG 3.4)

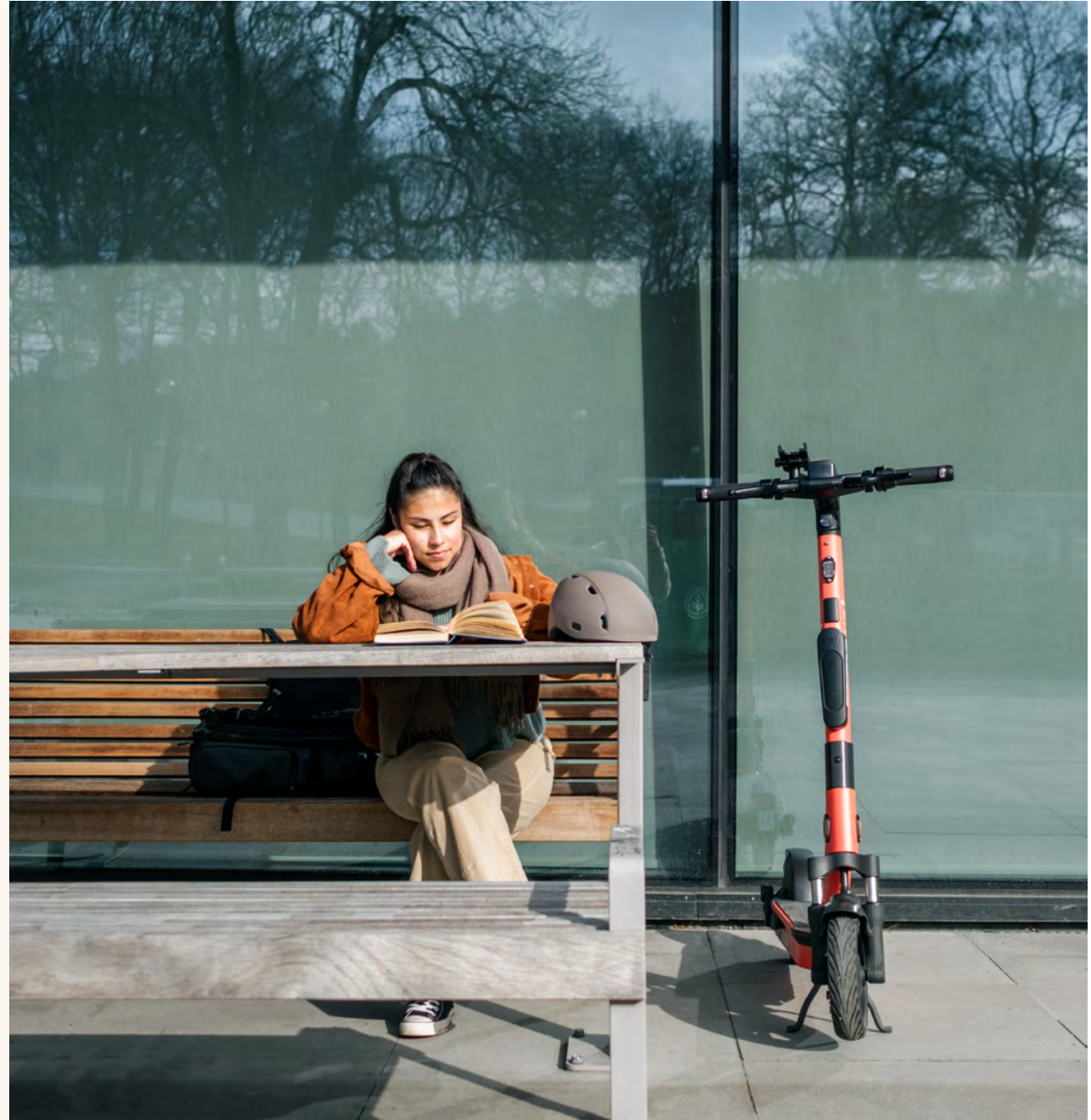
Safer infrastructure: We are working to improve road infrastructure in order to ensure the safest micromobility experience for everyone. In Sweden, we are sharing data with Stockholm University and engineering firm Sweco to identify improvements to crossings that have a high frequency of micromobility accidents.



SDG 3:

Responsible Consumption and Production

This goal aims to ensure sustainable consumption and production patterns. Voi is championing a transition away from the privately owned internal combustion engine and towards shared electric mobility as part of a circular economy. Shared vehicles, rather than privately owned ones, significantly reduce the material footprint of mobility and the space needed for parking.





What we have done so far:

We have invested heavily in improving the lifespan of our vehicles to improve our resource efficiency and we work with suppliers who responsibly manage materials and waste. We have also put considerable effort into increasing the recyclability of our scooters and batteries, as well as building parking infrastructure from recycled materials.

Responsible material use and retirement:

- 93% average recycling rate
- Doubled lifespan of scooters
- Processes implemented for responsible recycling of materials.
- 0% of our scooters end up in a landfill at end of life

Utilising recycled materials: Our parking infrastructure uses recycled steel and vinyl and our scooter contains recycled and recyclable materials.

Pushing battery recycling forward: In collaboration with Fortum, Voi has ensured an 80% recycling rate for batteries at their end-of-life, and has worked to establish new methods for traceability of the recycled materials that re-enter the market. With our partner Nortical, we use machine learning to better understand battery performance and health over time to improve battery use and design.

These are our targets:

Voi continues to work on designing out waste and pollution from production processes and closing the loop on material flows. We aim to achieve:

Local and clean production: Cut battery production emissions by 30% by developing a battery pack with producers in Europe by 2022.

Traceability and responsible mining: Fully audited origins of the minerals in our batteries, full traceability of our recycling and annual reporting on material consumption by 2022 (SDG 12.5).

Zero waste: at all warehouses by 2023.

Recycled materials: 95% recyclable content in the scooter by 2025, 30% in our batteries (SDG 12.2).



SDG 17:

Partnerships for the goals

If we are to achieve the UN's 2030 Agenda, cross-sectoral partnerships are essential. To take on these great global challenges, the private sector, government, research and the non-profit sector and civil society must join forces to forge a path towards equity and sustainability.

We are proud to be working closely with communities, interest groups, cities, researchers, and partners to make sustainable and safe mobility accessible for all.





What we have done so far:

We are proud to be working closely with communities, interest groups, cities, researchers, and partners to make sustainable and safe mobility accessible for all

Cities: we are in close partnership with over 50 cities across Europe and the communities they represent, working closely with them to reach their goals. We only launch a service with the express authorisation from the city (no rogue launches) and we were the first operator to receive a license to operate in a city.

Public transport and MaaS: Voi collaborates with more than 35 public transport authorities as well as private MaaS (mobility as a service) platform partners in nine countries. We are a member of the New Mobility Forum hosted by the Association of German Transport Companies. Also, Voi is a strategic partner to the leading MaaS platform provider Trafi.

Sustainability networks: Voi is an active member of the UN Global Compact, Science Based Targets initiative, the WEF's Zero Emissions Urban Fleet Network, Leaders for Climate Action and more networks.

Safety partners and councils: Voi is the first operator to have partnered with Road Safety Agencies such as VIAS and Drive-Tech AA.

Safety councils: Voi frequently seeks advice from external experts on road safety. A newly launched global Safety Advisory Council assists Voi with further improving the safety of shared micro-mobility

These are our targets:

Public-private partnerships: grow and strengthen public private partnerships to help accelerate the transition towards net zero transport by increasing the accessibility of public transport as well as our service.

Passing SDG Impact onto Cities: We aim to provide data to the cities and municipalities we partner with. This includes data relating to specific SDG indicators where micro mobility and electric mobility has a direct impact, e.g., data on modal shift and increased access to public transportation systems.



Summary

We have a wide-ranging set of goals at Voi and have initiated several projects that are making a real difference in helping us live up to the UN SDG's.

At the same time, we also know that we have a lot more to do to achieve the targets outlined in this report. We will continue measuring our progress, reporting it openly and evaluating what we do. If we feel we're not moving fast enough, we'll launch more to help us reach the goals.

MANY OF THESE GOALS can't be achieved alone and we look forward to continued cooperation with municipalities, cities, NGO's and other organisations to help us achieve sustainable cities across the globe.



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Cities made for living.