

# SUSTAINABILITY REPORT 2023

FREENOW 

APRIL 2024



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# SUSTAINABILITY AT FREENOW

INTRODUCTION

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SUSTAINABILITY STRATEGY  
AND MATERIALITY ASSESSMENT



**Thomas  
Zimmermann**  
Chief Executive Officer

# LETTER FROM OUR CEO

*At FREENOW, we believe that shared mobility is an integral part of the solution to creating more sustainable cities. We are fully committed to making cities thrive through clean, diverse and accessible mobility. Our unique business model on the European scale is securing and realising those beliefs.*

*Since 2009 FREENOW has been deeply rooted in the taxi industry being our core foundation to our business. Fifteen years later we have evolved with the changing needs of our passengers and drivers, providing a technologically advanced way to move seamlessly from A to B. What differentiates us is that next to our core taxi offering, we developed as a true Mobility Super App in Europe, aggregating transport solutions from external mobility providers which are already existing on the streets of 150+ cities where we operate. As a result, we offer a Mobility as a Service platform through a true collaboration with professional drivers and partners without adding our own additional vehicles to our cities.*

*This makes us a trusted multi-mobility platform in people's everyday mobility choices with the most diverse mobility offer available through just one app.*

*I'm proud to introduce FREENOW's first Sustainability Report which summarises all the efforts that we've committed to in 2023 to reflect our vision to provide mobility that sets people free. FREENOW's sustainable development is being demonstrated in the ways we serve our cities, support business and the economy as well as take care of our planet and society.*

*We hope the progress and goals we've set for ourselves to accelerate environmental and social change will inspire other businesses to contribute to a positive outlook to the future of our cities, communities and the planet.*

# INTRODUCTION

## Introduction

### Our Business in Numbers

### Sustainability Strategy & Materiality Assessment

**At FREENOW, our vision is to provide mobility that sets people free to get where they want in life.**

To do this, we're fully committed to helping our cities thrive thanks to clean, diverse, convenient and accessible mobility.

In this report, we share all the efforts and work we've dedicated to achieving that goal. The next pages present important information about our company, our sustainability strategy and the steps we've taken to define and achieve it with its 5 pillars:

**ENVIRONMENT**  
**THRIVING CITIES & COMMUNITIES DEVELOPMENT**  
**TALENT & LABOUR CONDITIONS**  
**SAFETY**  
**COMPLIANCE, GOVERNANCE & ETHICS**

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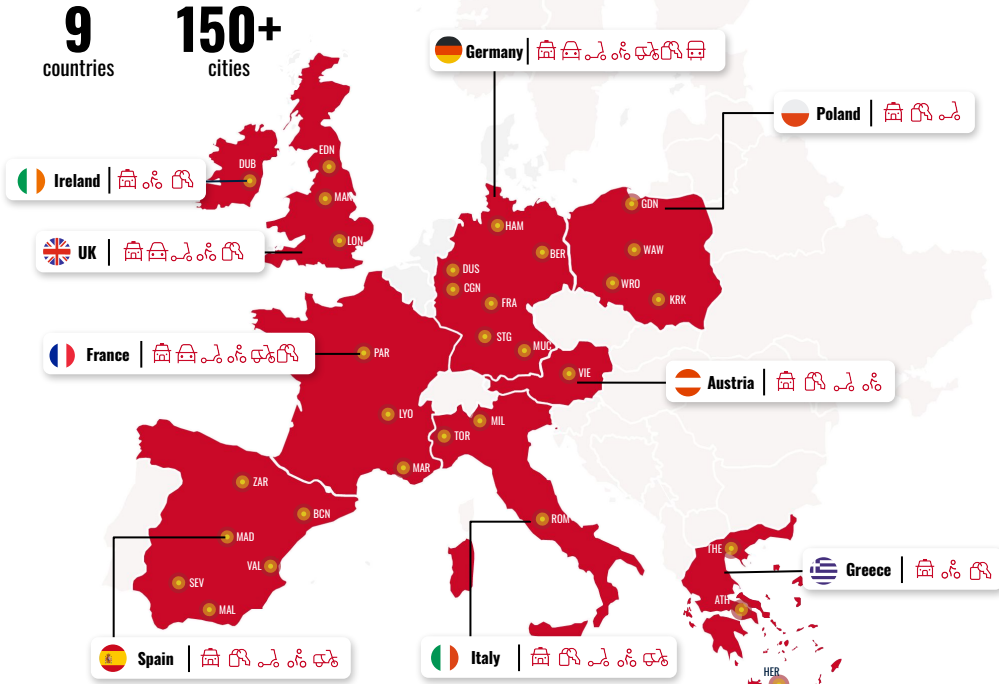


# OUR BUSINESS IN NUMBERS

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Our Business  
in Numbers

Sustainability  
Strategy  
& Materiality  
Assessment



**200k+**  
Taxi/PHV



**160k+**



**30k+**  
shared cars



**40k+**



**1M+**  
rental cars



**13k+**



**150k+**  
Taxi/PHV drivers

**16**  
mobility  
partners

- © Free2move | SHARENOW | emmy | MILES
- TIER | ELYP | dott | forest | Hertz
- cooltra | SIXT | share | ridemovi | Europcar
- voï. ZITY | Traficar | AVIS | Budget

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# OUR MATERIALITY ASSESSMENT

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To understand and define our sustainability priorities, we conducted a materiality assessment in 2021. This assessment is based on desk research, inspiration from the Sustainability Accounting Standards Board<sup>1</sup>, and conversations with our senior management team, shareholders, employees, users and partners.

## ENVIRONMENT

- 1 Air Quality
- 2 Climate Change
- 3 Congestion
- 4 Fleet & Service Electrification
- 5 Waste Reduction & Recycling
- 6 Water & Energy Usage

## THRIVING CITIES & COMMUNITY DEV.

- 7 Affordable Transportation
- 8 Diversity, Equity & Inclusion
- 9 Human Rights & Community Impact
- 10 Partnering & Multi-Stakeholder Collaboration

## TALENT & LABOUR CONDITIONS

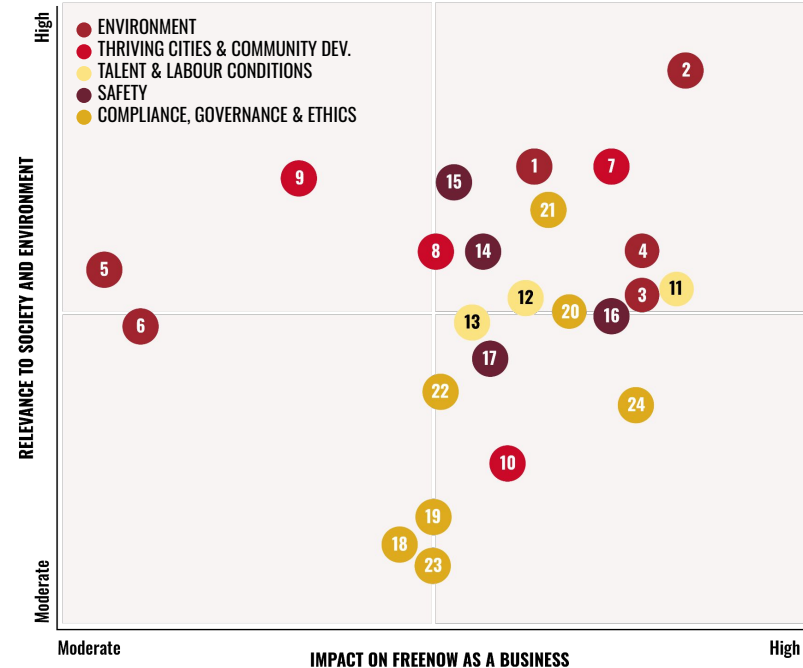
- 11 Driver Working Conditions & Pay
- 12 Employee Health & Safety
- 13 Human Capital Development

## SAFETY

- 14 Community Safety
- 15 Pandemic Response
- 16 Rider & Driver Health & Safety
- 17 Road Safety

## COMPLIANCE, GOVERNANCE & ETHICS

- 18 Board Composition
- 19 Compliance
- 20 Data Privacy & Security
- 21 Ethics
- 22 Responsible & Inclusive Governance
- 23 Supplier & Business Model Continuity
- 24 Trust & Reputation



<sup>1</sup> <https://sasb.ifrs.org/>

# FROM OUR MATERIALITY ASSESSMENT TO OUR SUSTAINABILITY PILLARS

The results of our materiality assessment led to the definition of our 5 sustainability pillars, that cover environmental, social and governance topics.

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## ENVIRONMENT

One of our top priorities is minimising GHG emissions as fast as possible to combat the climate emergency.



## THRIVING CITIES & COMMUNITY DEVELOPMENT

We aim to make cities accessible, less congested, and improve quality of life for all.



## TALENT & LABOUR CONDITIONS

We're committed to creating a workplace where everyone is treated equally and feels safe, valued and included.



## SAFETY

Safety comes first as we cater to all with personalised software and excellent operations.



## COMPLIANCE, GOVERNANCE & ETHICS

At our core, strong governance is essential for ethical and legal compliance.

Legend:  Environmental

 Social

 Governance



# ALIGNMENT WITH THE SUSTAINABLE DEVELOPMENT GOALS

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We're excited that our sustainability strategy is advancing 10 UN Sustainable Development Goals (SDGs), adopted in 2015 to tackle poverty, protect the environment, and promote peace and prosperity by 2030.



	1 NO POVERTY	2 ZERO HUNGER	3 GOOD HEALTH AND WELL-BEING	4 QUALITY EDUCATION	5 GENDER EQUALITY	6 CLEAN WATER AND SANITATION	7 AFFORDABLE AND CLEAN ENERGY	8 DECENT WORK AND ECONOMIC GROWTH	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	10 REDUCED INEQUALITIES	11 SUSTAINABLE CITIES AND COMMUNITIES	12 RESPONSIBLE CONSUMPTION AND PRODUCTION	13 CLIMATE ACTION	14 LIFE BELOW WATER	15 LIFE ON LAND	16 PEACE, JUSTICE AND STRONG INSTITUTIONS	17 PARTNERSHIPS FOR THE GOALS
<b>ENVIRONMENT</b>							●				●	●	●				
<b>THRIVING CITIES &amp; COMMUNITY DEVELOPMENT</b>					●			●		●	●	●					
<b>TALENT AND LABOUR CONDITIONS</b>			●	●	●			●		●							
<b>SAFETY</b>			●					●									
<b>COMPLIANCE, GOVERNANCE &amp; ETHICS</b>								●		●							●

Notes: more details on UN SDGs [here](#)

# HOW OUR SUSTAINABILITY STRATEGY IS LINKED TO OUR COMPANY VISION

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## OUR VISION

**WE PROVIDE MOBILITY THAT SETS PEOPLE  
FREE TO GET WHERE THEY WANT IN LIFE**

## SUSTAINABILITY PILLARS

- **Environment:** we offer increasingly sustainable mobility so people can get where they want in life while taking care of the environment.
- **Thriving Cities & Community Development:** our app connects people and places in the city, so they can thrive and grow together
- **Talent and Labour Conditions:** our employees and drivers are the heartbeat of our organisation that enable us to innovate, drive business success and make cities thrive
- **Safety:** we provide mobility that sets people free to get where they want in life, prioritising safety every step of the way.
- **Compliance, Governance, and Ethics:** by upholding the highest ethical corporate governance standards, we build trust and credibility with everyone involved and help keep cities thriving.

## SUSTAINABILITY MISSION

**WE ARE COMMITTED TO MAKE THRIVING CITIES  
THROUGH CLEAN, DIVERSE AND ACCESSIBLE MOBILITY**



# SUSTAINABILITY REPORTING

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NEW SUSTAINABILITY  
COMMITTEE AND  
**FIRST  
SUSTAINABILITY  
REPORT**



**51%**  
OF ZERO-EMISSION  
AND HYBRID TAXIS & PRIVATE  
HIRE VEHICLES  
IN THE APP

**+35% ACTIVE  
ACCESSIBLE CARS  
IN THE APP**



OUR GHG  
REDUCTION TARGETS  
WERE APPROVED BY  
THE **SCIENCE  
BASED  
TARGETS  
INITIATIVE  
(SBTI)**



TARGETS FOR 2030  
(BASELINE YEAR  
2021) :  
**REDUCE 42%**  
OF SCOPE 2 GHG  
EMISSIONS  
**REDUCE 52%**  
OF SCOPE 3 GHG  
EMISSIONS PER  
SERVICE KM



**TEAM OF 60+  
NATIONALITIES**

**€3.5M DONATED  
TO THE INTERNATIONAL COMMITTEE  
OF THE RED CROSS (ICRC)**  
THANKS TO OUR ROUND UP  
AND DONATE FEATURE

**FREENOW  
ACADEMY  
LAUNCHED,**  
A LEARNING PLATFORM  
FOR OUR EMPLOYEES



**ISO 27001 CERTIFICATION**  
FOR OUR INFORMATION  
SECURITY MANAGEMENT  
SYSTEM



WE'VE BECOME THE  
FIRST APP IN EUROPE  
THAT LETS  
**DRIVERS IN THE UK  
CHOOSE THEIR  
WORK STATUS**



# ENVIRONMENT

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Recognising how important mobility is for modern life and its impact on our planet, we've carefully looked at how our operations affect climate change.

As Europe's Mobility Super App with a core focus on taxis, we advocate for transitioning to zero-emission vehicles. We're committed to reducing our environmental impact by **helping drivers switch to electric vehicles, expanding zero-emission options in our cities, and setting targets certified by SBTi.**

But tackling climate change requires collaboration across governments, cities, and industries. Drivers and passengers also have a role, and our app aims to help them make sustainable choices.

**This section lays out our efforts, progress and hopes for an environmentally friendly and responsible future in mobility.**

“

*At FREENOW, we strongly believe in sustainable mobility as a key pillar for cities development, through pollution and congestion reduction. In the face of urgent environmental challenges, our commitment to sustainable practices and operations stands as the cornerstone of our journey in the mobility industry.*

*We are delighted to announce that in January 2024 our near term science-based targets have been approved, marking a significant milestone in our efforts to reducing our carbon footprint and contributing to a sustainable future. By aligning our goals with scientific standards, we are taking proactive steps to mitigate our environmental impact and pave the way for a greener, more resilient world.*



**Felix Brand**  
Chief Strategy Officer

# OUR AMBITION? NET-ZERO EMISSIONS

**Since the beginning of our journey in 2020 to become a zero-emission platform, we've made significant progress.**

The app now offers the **largest number of electric options** in capital cities like London and Dublin, with a variety of options like eScooters, eMopeds and eBikes, and public transportation with busses and trains.

However, this isn't enough to reach net-zero emissions on its own. There are many external factors, like authorities, drivers, passengers, car makers and energy companies, that can make a big difference. So we're determined to help encourage them make the best decisions.

Finally, we've decided to not buy carbon offsets. Instead, **we're committed to focusing entirely on reducing carbon emissions first.** We believe that's the right thing to do and our goal for the future.



# OUR TARGETS

**As part of our commitment to sustainability, we got the Science Based Targets initiative's (SBTi) validation for our goals in January 2024.**

The SBTi helps companies validate their emission reduction targets with an independent team of experts.

We started the validation process in 2023. The first step to get there was understanding our current emissions. We used the **Greenhouse Gas (GHG) Protocol** to define the CO2 emissions of our activity in 3 scopes:

- **SCOPE 1:** *Emissions the company owns or controls directly.*
- **SCOPE 2:** *Emissions the company generates indirectly from using bought electricity, heat or steam.*
- **SCOPE 3:** *All other indirect emissions associated with the company's activities that aren't under its direct control.*



Then, in January 2024, the SBTi officially validated our GHG emission reduction targets for 2030.

With 2021 as our baseline year, we pledge to reduce:

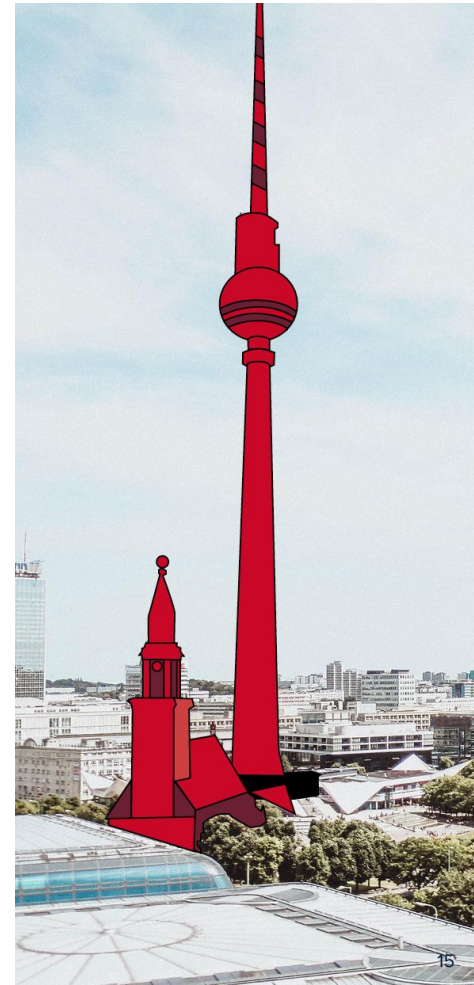
**42%**  
of our absolute scope 2  
GHG emissions

**52%**  
of our scope 3  
GHG emissions per service km



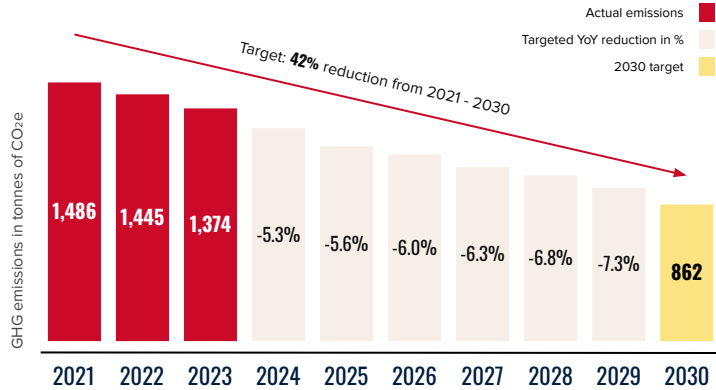
This endorsement reinforces our dedication to measurable and science-driven environmental goals.

<sup>1</sup> As a platform business, we do not have emissions that fall into the scope 1 category, which is why no scope 1 targets are defined.



# OUR GHG EMISSIONS

## SCOPE 2 - ACTUAL AND TARGET EMISSIONS

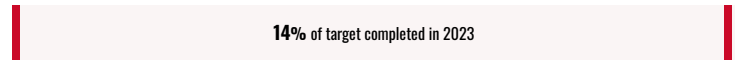
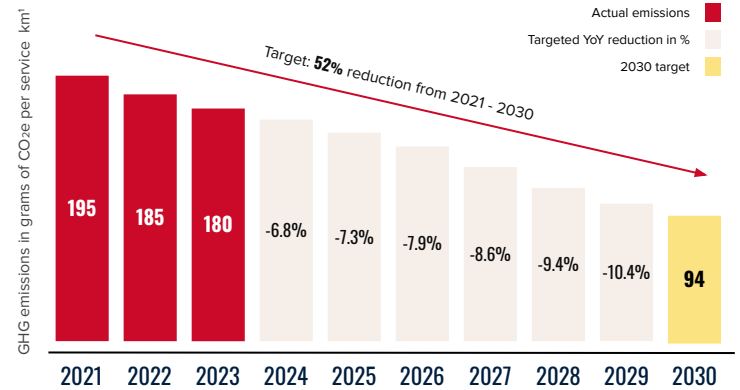


**SCOPE 2:** Includes purchase and consumption of electricity and heat in our offices. We're currently calculating our scope 2 emissions using the location-based method. To cut emissions, we plan to improve energy efficiency in our offices and keep moving towards renewable energy and heating providers.

**NOTE:** More information in the GHG emissions inventory in the appendix.

<sup>1</sup>Service km represents the total distance of trips taken with taxis, PHVs and shared vehicles in the app. We chose this metric because it reflects our activity well. Service kilometers are expected to increase from 2021 to 2030, thanks to more people using the app, plus our growth and expansion into new areas.

## SCOPE 3 - ACTUAL AND TARGET EMISSIONS



**SCOPE 3:** Most of these emissions come from the well-to-wheel emissions of the trips taken with the app, categorised as "use of sold products" (98% in 2023). To hit our 2030 targets, it's crucial for us to speed up the electrification of taxis & PHVs and offer alternatives to traditional internal combustion vehicles.



GREENHOUSE  
GAS PROTOCOL



# TAXI & PHV ELECTRIFICATION

As established in the page before, **over 95% of our emissions are related to trips in the app**. This means we need to put special attention to this area to reduce our carbon footprint. And the way to do that is with the electrification of our fleet.

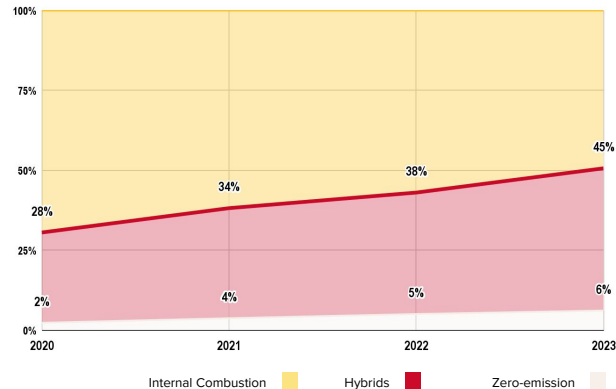
So over the past few years, **we've expanded the number of zero-emission** (fully electric and fuel cell vehicles) taxis and PHV in the app.

We understand switching to fully electric isn't always possible for drivers. And although hybrid vehicles are just one step towards becoming fully electric, **we've played a part in the transition** from internal combustion vehicles to regular hybrid, plug-in hybrid and range-extended electric vehicles (these last two capable of zero-emissions under certain conditions).

**And we've gone from 43% to 51% of zero-emission and hybrid taxis & PHV in the app from 2022 to 2023.**

In the next sections, you can read more about how we've supported drivers to **make the switch to zero-emission vehicles with incentives, discounts and subsidies.**

SHARE OF TAXIS & PHV IN THE FREENOW APP



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# OUR ENVIRONMENT PILLAR IN NUMBERS

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**+34%**  
increase in zero-emission  
taxis & PHVs in our app from  
2022 to 2023



**238 millions**  
of km with zero-emission  
and hybrid taxis & PHVs in  
our app in 2023



**46%**  
of trips taken with  
zero-emission and hybrid taxis  
& PHVs in 2023



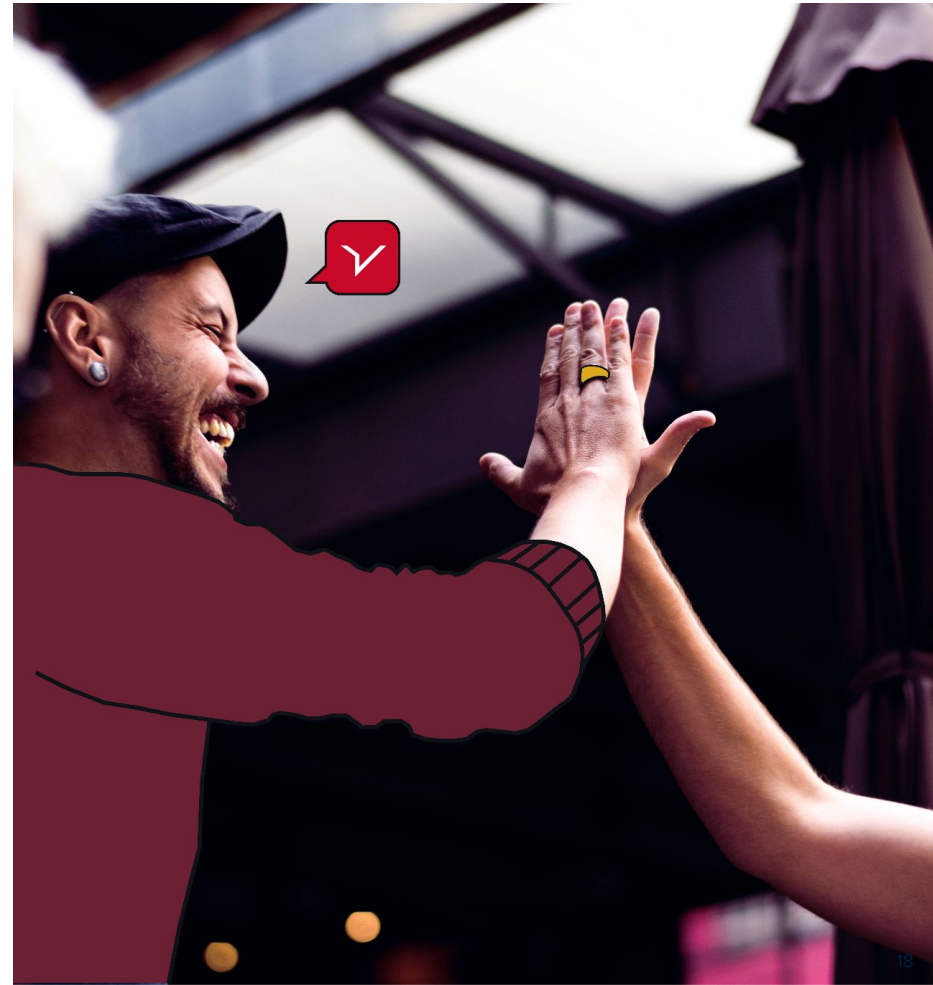
**11,196**  
zero-emission taxis & PHVs in  
2023



**57%**  
of new taxis & PHVs added to  
the app in 2023 are  
zero-emission or hybrid



**2,067**  
tonnes of CO2 saved in 2023  
with the electric shared  
vehicles in the app



**NOTE:** Refer to the glossary for definitions of different terms

# ENVIRONMENT KEY ACHIEVEMENTS

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**Transitioned to 51%** of hybrid and electric taxis & PHVs in the app



In June 2022, we surveyed drivers to find out why they're not switching to electric vehicles and help us find better solutions



We organised **EV roadshows** for drivers to meet leading EV manufacturers and experts



We added the option to **book exclusively zero-emission taxis** in Dublin and Hamburg



**Go electric driver webpages** in the UK, Ireland, Germany, Spain, Italy and Greece to promote grants, subsidies, incentives and exclusive deals for drivers



**70% of UK trips** in the app taken with the **range-extended-electric Black Cabs**, the cleanest Black Cab



Partnerships with Otto, Marshall, and Citroen to offer drivers **exclusive deals to buy electric vehicles and electric charging** in 2022 and 2023.



We submitted our **SBTi near-term targets** in March 2023 and got them approved in January 2024.



We launched the **DeutschlandTicket** in our app



In October 2021, we **stopped registering petrol and diesel** taxis in the app in Madrid and Barcelona



We collaborated with Trinity College Dublin on [a paper](#) (published January 2023) exploring how electrifying taxis in Dublin could improve climate and air quality.

# FIVE AREAS FOR OUR NET-ZERO STRATEGY

SUSTAINABILITY  
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**We've defined five key areas for our net-zero strategy that take into account all aspects of our business.**

You can read more about each of them in the next pages.

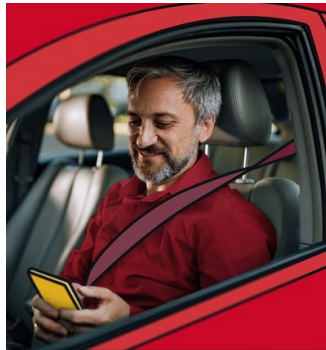
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**DRIVERS**



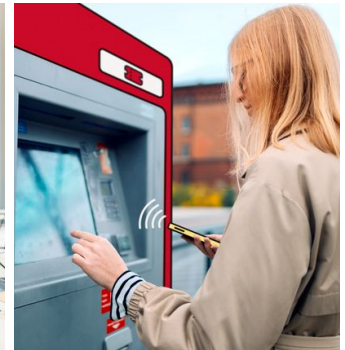
**PASSENGERS**



**B2B CLIENTS**



**CORPORATE**



**CITIES &  
AUTHORITIES**

FIVE AREAS FOR OUR  
NET-ZERO STRATEGY

# DRIVERS

Thanks to the research conducted in 2022, we're aware of the challenges facing drivers who want to switch to electric vehicles (EVs).

Some of these include:

1. **Limited options:** the number of EVs available is still limited compared to non-EVs.
2. **Not enough charging infrastructure.**
3. **Limited driving autonomy.**
4. **High cost:** the cost of EVs, including the battery, is still higher than combustion engine vehicles.
5. **Lack of incentives and subsidies.**
6. **Lack of awareness of benefits** like lower operating costs, and environmental advantages.
7. **Increasing energy prices.**

Even though we have little influence over most of them, our goal is to support drivers as much as we can to make the switch.

## PARTNERSHIPS

We work closely with different partners to make it easier for drivers to get access to:

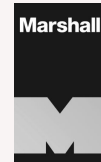
- **Electric vehicles:** we make deals with car makers to offer discounts to our drivers on electric vehicles
- **Cheaper charging options:** partnerships with charging & electricity companies to provide discounts on car charging.

## EV SUPPORT

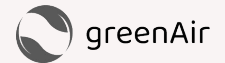
We're launching a **brand new EV Expert Team**, dedicated to helping drivers switch to electric vehicles. Our goal is to support drivers every step of the way, from getting subsidies to choosing the right vehicle and charger, all the way to finding discounts.

In Germany, we've teamed up with Greenair, a company that helps processing GHG quotas. They'll make it easier for our fleet partners to get paid for their electric vehicle certificates.

## OUR DEALS PARTNERS



Fleet Solutions



## FIVE AREAS FOR OUR NET-ZERO STRATEGY

# DRIVERS

### INCENTIVES

To combat the challenge of a lack of incentives and subsidies, **we support drivers financially** to switch to electric vehicles.

In the UK, for example, when drivers upgrade to an electric vehicle in the FREENOW app, they can get up to £2,000.

In Italy, drivers can get up to €3,000 in incentives to switch to electric cars.

### EDUCATION

To increase the awareness of the benefits of EVs, we're constantly offering **practical guidance** to drivers, and **organising events** with partners and drivers.

For example, in Ireland, we've initiated an **EV roadshow**, where drivers can meet EV manufacturers and experts. In Greece, we're coordinating **workshops with Skoda** to show drivers how to drive an electric car more efficiently.

And to make all the info easily available and accessible, **we've launched dedicated webpages** in different markets, where drivers can learn about the benefits of EVs, grants offered by governments, our deals and partnerships, etc.

We're doing all this to help drivers and fleet partners, and to speed up the shift to electric vehicles on our platform, with the ultimate goal of having more **zero-emission vehicles** every year.

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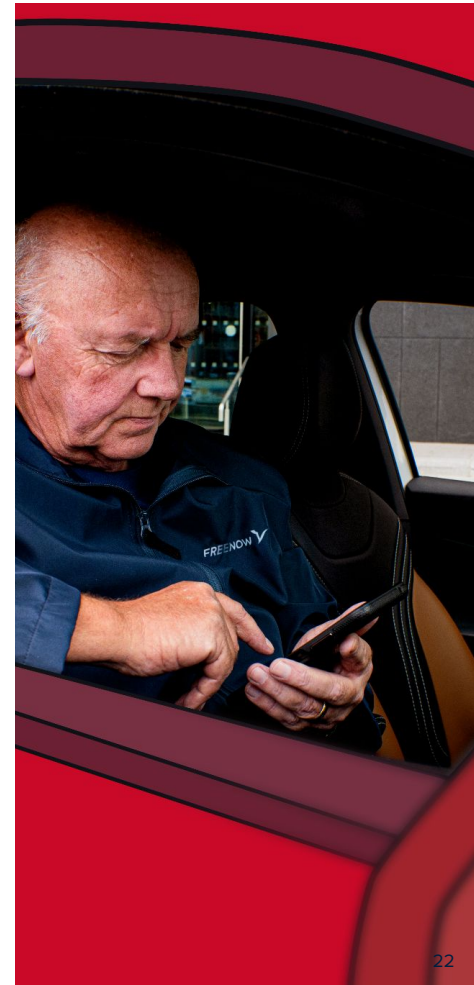
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FIVE AREAS FOR OUR  
NET-ZERO STRATEGY

# PASSENGERS

In our journey to become a zero-emission platform, we understand the importance of giving passengers the option to move while reducing emissions. So we're focusing on 3 areas of our business:

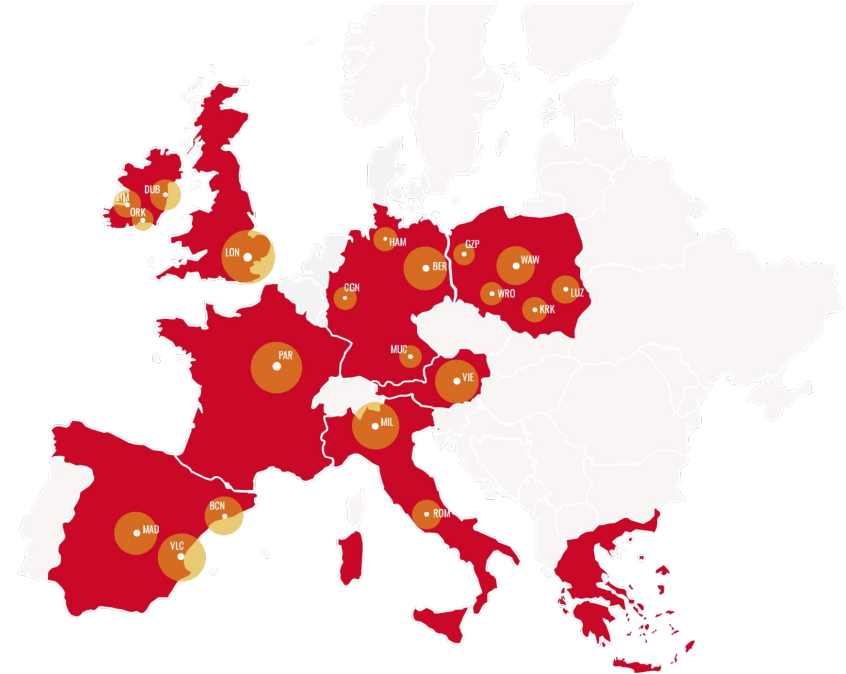
1. Taxi & Private Hire Vehicles (PHV)
2. Shared vehicles
3. Public transport

## TAXI & PRIVATE HIRE VEHICLES

We're progressively **increasing the number of fully electric and electrified taxis and PHVs. And adding the option to book them exclusively.**

This is an important step to make sure everyone in the cities where we operate can access cleaner trips and options.

We also launch **educational campaigns** to promote these options and help passengers make conscious decisions when booking a trip.



CITY	% OF ELECTRIC + HYBRID TAXIS & PHVS IN 2023						
LONDON	76.3%	BERLIN	62.2%	ROME	42.6%	WROCLAW	33.2%
PARIS	73.2%	MADRID	61.3%	LUBLIN	40.2%	COLOGNE	32.5%
VALENCIA	68.3%	BARCELONA	55.5%	LIMERICK	39.2%	MUNICH	32.1%
MILAN	67.6%	WARSAW	55.3%	KRAKOW	36.8%	CORK	31.7%
VIENNA	62.3%	DUBLIN	44.4%	HAMBURG	33.9%	GORKÓW WIELKOPOLSKI	31.1%

FIVE AREAS FOR OUR  
NET-ZERO STRATEGY

# PASSENGERS

## SHARED VEHICLES

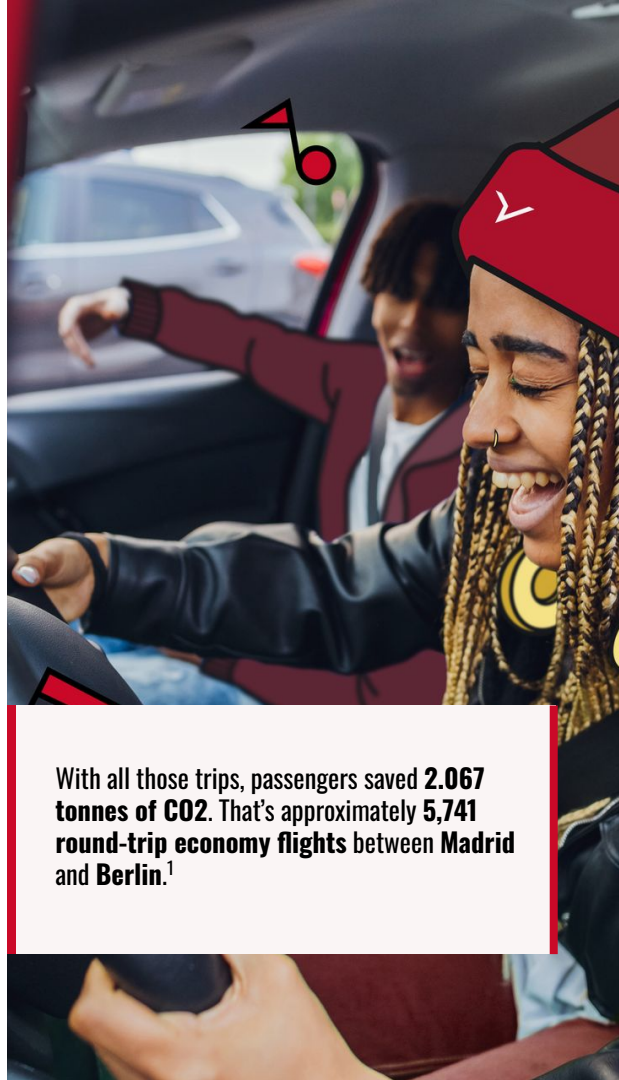
FREENOW is the Mobility Super App **where users can find the largest number of mobility options across Europe**. On top of taxis and PHV, we offer shared vehicles like eScooters, eBikes, eMopeds, electric shared cars and electric rental cars.

To get these electric shared vehicles in the app, we partner with brands that also care about the environment.

### 2023 highlights:

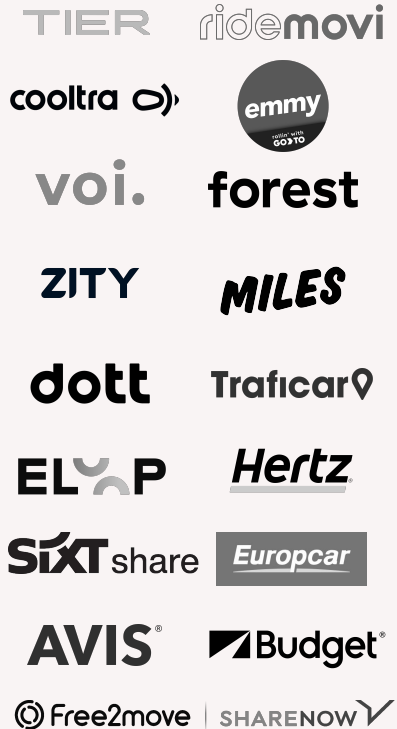
- **78%** of all shared vehicle trips done on FREENOW **were done with zero-emission vehicles**.
- **4.3 million** shared vehicle trips were booked on our app, reflecting a **Compound Annual Growth Rate (CAGR) of 48%** between 2021 and 2023.
- **Germany is at the top** with 68% of all shared vehicle trips taken in 2023. After that comes Italy with 11%, followed by Poland with 8%.

<sup>1</sup> Average round-trip economy flight between Madrid and Berlin is 0,36 tonnes approximately per passenger.



With all those trips, passengers saved **2.067 tonnes of CO2**. That's approximately **5,741 round-trip economy flights between Madrid and Berlin**.<sup>1</sup>

## OUR MOBILITY PARTNERS





FIVE AREAS FOR OUR  
NET-ZERO STRATEGY

# PASSENGERS

## PUBLIC TRANSPORT

We believe public transport can help reduce the number of private cars in our cities and, in turn, reduce emissions.

**That's why, in 2022, we added public transport to our app in Germany.** With just a few taps, riders can easily get a digital ticket for public transport on FREENOW. They have the option to get single, 24-hours and 48-hours tickets everywhere where Rheinbahn (a public transport company in the Cologne area) operates.

In May 2023, we became the **first private mobility platform to also offer Germany's famous Deutschland Ticket** directly in our app. This 49€ subscription gives riders unlimited trips on local public transport and regional trains across the entire country.



**Our goal for 2024 and the future is to make public transport digital tickets available in even more cities.** And we're working on also adding intercity options to make travelling sustainably with FREENOW even easier.

## FIVE AREAS FOR OUR NET-ZERO STRATEGY

# B2B CLIENTS

FREENOW for Business' multi-mobility platform provides integrated and sustainable business travel, employee mobility benefits and clients travel solutions for 15,000+ companies in over 150 cities across Europe. We're not only helping business accounts getting their hundred thousands of employees from A to B but do this in the most sustainable and seamless manner.

## SUPPORTING BUSINESS TRAVELLERS WITH ECO-FRIENDLY TRANSPORTATION

FREENOW for Business customers have access to a wide range of environmentally-friendly options, one of the largest electric fleets in Europe - from electric taxis and eScooters to public transport.

We want our electric fleet to keep growing, so we're dedicated to advising our drivers on how they can go electric and offer more sustainable choices to our passengers.

We also offer companies an Employee Benefits product to offer their employees unlimited choice of environmentally-friendly transportation for personal travel.

Users can choose from any of our travel options when using their Mobility Budget card - from public transport to bike rentals or even electric car sharing.

## SUPPORTING B2B CLIENTS IN MINIMIZING THEIR FOOTPRINT

Our FREENOW for Business customers can request personalized reports including emissions they generate when using our services.

Additionally, customers can dramatically reduce their carbon footprint by mandating electric and eco-friendly transport in their travel policy. This blocks employees using traditional petrol and gas vehicles.

**Our partners can rest assured knowing that we are doing everything within our control to become Net Zero as soon as possible. How? By supporting drivers on electrifying their vehicles, introducing new clean mobility options, empowering our customers to make more sustainable decisions, and influencing authorities to support the transition.**

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FIVE AREAS FOR OUR  
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# CORPORATE

## OUR OFFICE CONSUMPTION

In our pursuit of a sustainable future, we're transitioning our offices to run exclusively on renewable energy. This aligns with our strict procurement policies, as we push for 100% renewable energy use.

**Currently, 10 out of 23 offices have transitioned to a fully renewable energy model.**

Whether in our own offices or shared offices, we're taking various steps to reduce energy usage and combat waste generation.

**Since 2021, we've managed to decrease our total energy consumption by 15%.**

## OUR CULTURE

Our remote work policy is now a core part of our culture, boosting flexibility and work-life balance for our team while slashing emissions by minimising commuting.

For the people who prefer to go the office, we incentivise the use of public transport and offer a Mobility Budget with different environmentally-friendly solutions to select from.

We also promote a team mindset to cut down on unnecessary business travel, emphasising the importance of taking work trips only when essential.

## OUR SUPPLIERS

We select our electronic devices and cloud partners carefully with an eye on their ethical and environmental commitment. In addition, we're working on the creation of clean procurement policies that will be applied to the rest of our providers across Europe.



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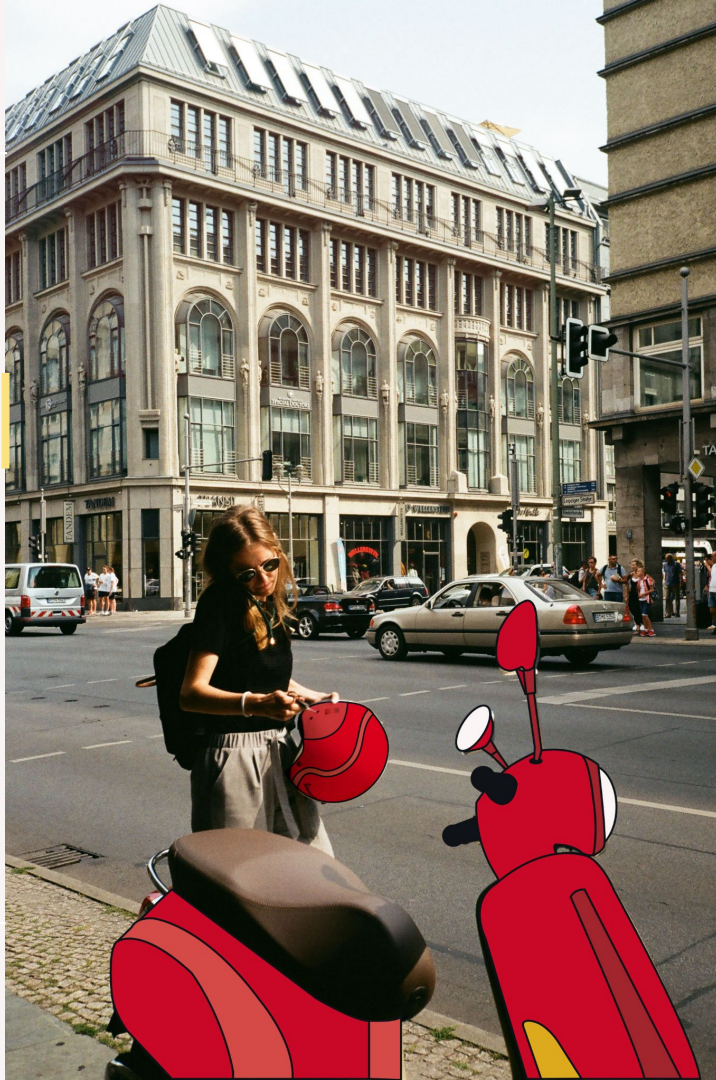
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FIVE AREAS FOR OUR  
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# CITIES & AUTHORITIES

Fighting climate change is a global effort, and every government needs to step up. It's not just about local actions. We need big international efforts to cut greenhouse gas emissions to zero. We're all in on this.

**So we urge governments, authorities, and international organisations to take action following these recommendations:**

- A. The European Union needs to lead the way
- B. Introduce more green regulations to protect the environment
- C. Increase incentives to taxi and PHV drivers to switch to electric vehicles
- D. Support new zero-emission mobility options

In the next pages, you can read more about each of our recommendations.

FIVE AREAS FOR OUR  
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# CITIES & AUTHORITIES

## A - THE EUROPEAN UNION NEEDS TO LEAD THE WAY

The EU Sustainable and Smart Mobility Strategy is a key opportunity to transform mobility perspectives and the role of digital platforms. Innovative data use by ride-hailing platforms can lead to better service and efficiency, aligning with sustainable mobility objectives potentially backed by EU policies. Policy recommendations:

- **Ongoing Financial Support** | Advocate for Member States to leverage the Recovery & Resiliency Fund or European Investment Bank resources to enhance incentives for electric vehicle (EV) purchase and ownership, including registration and circulation tax reductions, along with other non-fiscal benefits.
- **EU-Wide Vehicle Replacement Program** | Implement a European Union-wide scrappage financial scheme, termed the 'fleet renovation wave', to facilitate the transition from older combustion engine vehicles to zero-emission vehicles, thereby supporting cleaner vehicle sales.
- **Sustainable Mobility Credits Initiative** | Launch the 'European Sustainable Mobility Credits' program, providing vouchers worth €1500 to €2000 for sustainable mobility services (like public transport and shared mobility) to private car owners who participate in the EV scrappage scheme.
- **Standardization of EV Charging Communication** | Establish a pan-European open-source communication protocol for EV charging stations to streamline and harmonize charging processes across the EU.
- **Legislation for EV Charging Infrastructure** | Promote the 'Right to Plug' for all EV users, urging the European Commission to ensure Member States remove obstacles for installing EV charging points in buildings and simplify legislation to allow the installation of charging stations within three months of request.



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# CITIES & AUTHORITIES

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- **Public Charger Network Expansion** – Develop a European public charger network plan with specific national targets for charger installation in all EU Member States to support the widespread adoption of EVs.

## B - GREEN REGULATION

Meticulous delineation of the complete life-cycle impacts of all mobility services will augment transparency and exert influence on subsequent policy deliberations, leading to definitive actions. Introducing more formidable political impediments to Internal Combustion Engines (ICEs), exemplified by the UK government's resolution to cease the sale of new petrol and diesel vehicles by 2030, will further expedite the transition.

Some recommendations include:

- **Bans and removal of polluting cars** | Set emission standards at city, region or national level, expand low emissions zones & progressive acceptance of only EVs for professional transports

- **Efficient use of cars** | New rules to avoid deadheading & regulatory changes to allow for multi-passenger allocation on all modes of transport and pooling options.
- **Charging infrastructure** | Clearer and simpler administrative procedures to install charging infrastructure.

## C - SUSTAINABLE INCENTIVES

Setting incentives through regulatory, economic and voluntary measures stimulates improvements in the new mobility options. We advocate for incentives that trigger and accelerate the much-needed investment to foster electric vehicle uptake and fund the related charging infrastructure for taxi and PHV drivers. This will maximise the transport sector's potential in reducing CO2 and other particle emissions in line with the European Green Deal objectives.



FIVE AREAS FOR OUR  
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# CITIES & AUTHORITIES

Some recommendations include:

- **Lower taxes** | Deductible charging fees from companies profits & exemption from purchase tax, VAT, toll road charges, registration tax, annual circulation tax, zero congestion or on-street parking fees for EV owners.
- **Increase in no. of grants** | Equal access for Taxi and PHV drivers to EVs incentives & extending existing incentive measures for EV ownership (e.g. registration tax, annual circulation tax)
- **Non-financial incentives** | Clear roadmap on charging infrastructure to decrease drivers' insecurities.

## D - NEW ZERO-EMISSION MOBILITY OPTIONS

The reception of these services indicates that users adapt to diverse options when travel time is improved, services are safe, comfortable, and convenient, or when prices are competitive.

Strengthened synergies between public transport and multiservice platforms should account for local contexts and different interaction effects between public transport, car use, and walking and cycling (active trips).

The focus should be on encouraging combined trips where these can reduce energy use and GHG emissions. Tax rebates, differentiated fees or subsidised feeder trips to public transport stations can support this objective. Structural interventions can also reinforce the integration of public transport and new mobility services, such as providing adequate and safe road space for shared mobility.

Multiservice platforms can help integrate public transport and micromobility.





# THRIVING CITIES & COMMUNITY DEVELOPMENT



**Aram Sargsyan**  
Chief Operating Officer

*FREENOW is truly rooted in the European taxi industry and we believe taxis play an inevitable role in securing safe, reliable and accessible mobility. With our strategic focus on taxis we put the passengers and drivers at the centre of our activities.*

*Our commitment to cities is to serve local communities and recognise their diverse needs. Over the last year we've made a significant contribution to a number of causes that help people to move freely.*

*To name a few, we were proud to offer barrier-free mobility by adding 21,000 accessible taxis, promoting inclusivity with a support of partner taxi drivers, as well as donating 3.5M EUR to the ICRC via our in-app feature Round up and Donate.*

*We have a strong belief that by supporting local initiatives we are making a positive impact on cities' development.*



# ACCESSIBLE TAXIS

Our vision, mobility that sets people free, means having options that include everyone.

In Hamburg and Berlin, we've launched a **new accessible taxi option to the app**, to make taxis barrier-free for everyone. Thanks to our partnership with taxi companies and the "Future Taxi" initiative, there's 115 of these taxis across both cities.

In Italy, Spain and the UK, we already have wheelchair-accessible taxis.

**We've added 21,000 accessible cars to the app in 2023. Which led to 35% more active accessible car since 2022.**

We're proud to provide safe and reliable transport for all people and **we'll keep working to make mobility accessible to everyone.**



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# PRIDE POLAND

According to [ILGA-Europe's 2023 Review](#)<sup>1</sup>, LGBTQIA+ rights in Poland are one of the worst in the European Union.

We're actively standing with the LGBTQIA+ community in Poland, promoting solidarity, and shaping social views through educational campaigns for both drivers and passengers.

In 2023, we partnered with the **Love Does Not Exclude Association**, a Polish NGO committed to introducing marriage equality in Poland. Together, we've launched educational webinars for drivers. For Pride we created a Progress Pride flag car wrap for our fleet of taxis with a QR code linking to an educational landing page.

1. ILGA-Europe's Annual Review assesses the state of LGBTQIA+ rights across European countries

# ELECTIONS ATTENDANCE PROMOTION

The October 2023 Parliamentary Elections in Poland were pivotal, not only for Polish citizens but also for the entire EU. However, early polls revealed that only around 50% of eligible voters would vote.

Promoting conscious choices is a big part of our values. That's why we joined the national efforts to increase voter turnout, emphasising the importance of having a voice in elections.

Two weeks before the elections, **we carried out a survey** where we only gave people one choice for each of the questions. Then we asked them how they felt about not having a choice.

In Warsaw, we wrapped some taxis with stickers that said “Mam wybór. Jadę na wybory.” (I have a choice. I'm going to the elections).

In the end, voter turnout hit 74.4%, the highest ever in contested elections.



# RIDE FOR MUSIC

## Supporting local communities

Music Venue Trust (MVT) is a leading UK charity that acts to protect, secure and improve grassroots music venues across the country.

According to the Charity's latest report, 16% of grassroots music venues (125 venues) have closed their doors in the last year across the UK. These closures have a significant impact on the night time economy and everyone who relies on these venues to make ends meet.



## The FREENOW initiative - Ride for Music

We partnered with Music Venue Trust (MVT) and launched the 'Ride for Music' initiative, pledging £1 for each taxi ride to support MVT, with a minimum commitment of £200,000 to save struggling venues impacted by the cost-of-living crisis.

This initiative aims at supporting not only our users and drivers but also all those who rely on these exceptional venues and nightlife up and down the country. By supporting MVT and grassroots music venues we are helping cities to thrive and the communities to continue to develop.

The campaign launched on the 17th October 2023 and is currently live.

“

*The Ride for Music initiative gives every music fan in the UK an opportunity to play a role in directly supporting grassroots music venues. It's exactly the type of joined up, creative thinking that we need to tackle the crisis facing our grassroots sector. People can make a genuine difference helping to prevent venue closures, support artists, crew and staff. FREENOW have made it simple for you to be part of the solution, and help the whole music and night time economy.*

**Mark Davyd**  
Founder and CEO  
of Music Venue Trust

# PROMOTING RESPONSIBLE DRINKING



**As the Mobility Super App, we understand the importance of not drinking and driving to keep the road safe for everyone.**

That's why we joined forces with Johnnie Walker, Diageo's world-renowned whisky brand, to promote responsible drinking in Greece.

During the Release Athens and Rockwave festivals in Athens, we gave the attendants (more than 3000) the opportunity to test their knowledge of alcohol with our DRINKIQ Quiz. We also took the opportunity to raise awareness about alcohol and driving and offer all the visitors a safe option to go back home if they had a drink.

In September 2023, we went to big supermarkets in Athens and Thessaloniki to keep raising awareness and promote responsible drinking. We also added a little bonus to the Johnnie Walker Red & Black bottles: a FREENOW vouchers to travel safely.





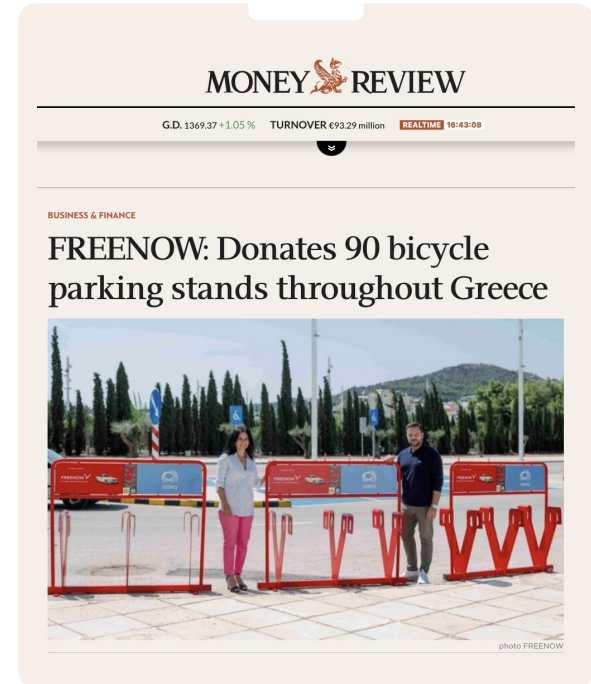
# BIKE RACKS DONATION

Last year, we carried out a study with Kantar, a world leading research institute, to learn how people use bikes in Athens.

We learnt 86% of Greeks don't use bikes because of lack of proper infrastructure. However, 58% would prefer to travel only by bike.

So for 2023's European Mobility Week, **we donated 90 bike racks to Athens, Thessaloniki, Crete and in the Athens Olympic Complex.** With this donation, we hope to encourage people to use shared vehicles more often and leave private cars at home.

To commemorate the occasion, our Greece manager met with the Director General of the Athens Olympic Complex, to acknowledge the complex's growth as a key sports and entertainment hub, vital to the city.



# SUPPORTING WOMEN DRIVERS

For last year's International Women's Day, we wanted to listen to and share the real stories of women drivers. In an industry generally dominated by men, **we knew it was important to give voice** to these women who help FREENOW passengers get from A to B every day.

Our Greece manager led a series of interviews where they shared their experiences and talked about the little (and big) things that make their days when driving with FREENOW.

We published the interviews in a press release for the rest of the world to read.

And to show our support with more than words, **we offered 0% commission for a month to all women** who wanted to register as drivers in the FREENOW app, between 8th and 31st of March.



“

*Driving with FREENOW I had the opportunity to start a new career and take care of my child's studies.*

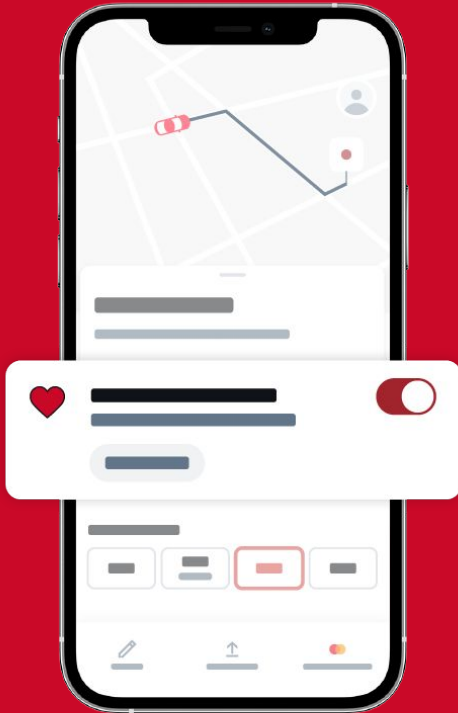
**Konstantina**  
Taxi Driver working with FREENOW

*FREENOW gave me the opportunity to turn my hobby into a profession.*

**Irini**  
Taxi Driver working with FREENOW

*Thanks to FREENOW, I have the flexibility to manage my daily schedule and secure valuable time with my family.*

**Aglina**  
Taxi Driver working with FREENOW



# ROUND UP AND DONATE

When the war in Ukraine started in 2022, a **group of FREENOW employees voluntarily got together** and created a taskforce to develop a feature which would allow our users to donate simply in-app with one tap. All donations would go to the International Committee of the Red Cross.

Since then, passengers have donated more than **€3.5 million** to the ICRC, which FREENOW topped up with an additional **€300,000** mid of last year.

**How does it work?** Users can round up the price of their trip and donate the difference to the charity partner in that country. They can switch on this feature any time before booking or during their trip.



# SUPPORTING MOVEMBER

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Because more than 90% of FREENOW drivers are men, we partnered with Movember to raise funds, awareness and drive conversation about men's health.

Since 2003, Movember has funded more than 1,250 men's health projects around the world, challenging the status quo, shaking up men's health research and transforming the way health services reach and support men.

We hosted virtual and in-person talks and trainings for drivers in Ireland, the United Kingdom and Germany. An opportunity for drivers to talk and learn about mental health, relationships and self-care.

In Ireland, we used our Round Up and Donate feature to raise money for Movember. We've collected **€100,000**.

And to help raise awareness, we created special branding for some taxis in Dublin, Hamburg and Madrid to promote Movember and men's mental wellbeing.



# THE EU SUM PROJECT

Last year, we teamed up with the National Technical University of Athens and the city of Penteli on a 3-year EU-funded Horizon project for sustainable mobility.

The Athens-Penteli Living Lab is dedicated to integrating shared vehicles with public transport, co-creating adaptable street spaces, and meshing shared mobility with public transport ticketing systems.

It's taking on sustainability challenges by aiming to enhance pedestrian safety, reduce congestion, and increase green spaces while minimising pollutants.

Our work involves:

- Adding municipal eBikes to our app
- Sharing mobility data
- Collaborating on passenger research
- Proposing transport policies

**The SUM project aims to transform mobility in 15 European cities by 2026 and in 30 by 2030, with seven key objectives:**

1. Enhance shared mobility's competitiveness against private cars to boost usage by 25%
2. Improve NSM infrastructure to increase acceptance and safety by redesign transport infrastructure (streetscapes and mobility hubs) in collaboration with cities, citizens and service providers
3. Encourage travelers to opt for shared mobility through pricing and integration strategies
4. Evaluate the increase in the use of NSM through different interventions
5. Provide policy recommendations and integration guidance
6. Engage and disseminate project results widely
7. Ensure the economic and financial sustainability of the project results



# TALENT & LABOUR CONDITIONS

## THE PLACE TO WORK

Our employees are the key to the long-term success of our company. And that's why we take immense pride in our commitment to creating a good place to work, where everyone has the same opportunities.

We're an equal-opportunity employer, which means we consider all qualified applicants regardless of race, religion, national origin, gender, gender identity, sexual orientation, disability or age. We aim to create a workplace where everyone feels comfortable and included, so they can bring their true selves to work.

To achieve this, we make sure all of our employees get fair pay, equal chances, and a good balance between work and life. We're also constantly improving our work environment to meet the changing needs of our diverse team so that no one is left behind.

## DRIVERS, THE MOTOR OF OUR BUSINESS

With 150k+ drivers and company owners registered across Europe, our main priority is offering them full control and flexibility. So they can earn as much as possible while having a good work-life balance.

We've put lots of effort into improving their working conditions in all the countries we're in. All while providing them with the best benefits and perks.

We've also made our terms and conditions, and contracts as clear and transparent as possible. And we document every decision-making process that affects drivers, so they can know about it and share their opinions.

“

*Our commitment to providing good labour conditions goes beyond mere compliance with regulations; it is a fundamental aspect of our corporate philosophy.*

*We're truly convinced that every employee deserves a workplace that is safe, inclusive, and provides equal opportunities for growth. Diversity, equity, inclusion and wellbeing are central to our values, and we're dedicated to continuously improving the work environment for our primary success factor: our people.*



**Marlot van der Wal**  
Chief People Officer

THE PLACE TO WORK

# KEY METRICS, COMMITMENTS & EMPLOYEE BENEFITS

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**Our global Code of Conduct and Manifesto**, alongside policies like **Parental Leave**, drive our commitment to fairness and equality



**We've implemented Spain's Equality Plan and endorsed the Charta der Vielfalt** to promote fairness and inclusivity across all FREENOW locations



**We support employee resource groups** for parents, women, BIPOC, and LGBTQIA+ members, fostering safe spaces and resource sharing



**We host events** for minority awareness like International Women's Day, Pride, and Black History Month, **and run a diversity podcast** to tackle diversity, equity, inclusion, and belonging barriers



**We're committed to fair performance evaluations.** A universal grading system ensures equal and consistent treatment for all roles in performance and promotion processes.



**Since 2023 we continuously survey our team** on diversity, equity, inclusion, & belonging to boost our company culture and design action plans to address the points brought up in the surveys.



**Our Pay Gap Analysis confirms that FREENOW maintains equal pay for women and men**, aligned with market standards. And to ensure that, we regularly train our managers on fair compensation practices.



**We launched FREENOW academy in 2023.** It offers employees learning options and access to Udemy's online resources. Plus, we help employees move up or explore new paths internally, promoting both vertical and horizontal development.



**We prioritise wellbeing**, with a dedicated channel and perks like flexible and remote working, a global Employee Assistance Programme, and gym and wellness memberships.

**44% female employees**  
(+18% since 2020)

**Employees  
of 60+ nationalities**

**5 employee  
resource groups**

**Gender equality in  
performance ratings**

DRIVERS, THE MOTOR OF OUR BUSINESS

# PUSHING THE INDUSTRY FORWARD

**In 2023, we went the extra mile in our efforts to give drivers full control. And the UK is a great example of this:**

For the first time, FREENOW PHV drivers were given the choice between worker or self-employed status. To this day, **we're the only mobility app doing this.**

We also launched **accident and sickness insurance** as well as **parental leave** for all Black Cab drivers.

And we started **supporting London's PHV drivers in the process of becoming Black Cab drivers.** The cost and difficulty of the process is one of the main challenges drivers wanting to drive Black Cabs face. We cover 100% of the application cost, tuition fees, exams and licensing for the Knowledge of London test<sup>1</sup>. We've also partnered with top schools, like Knowledge Point and WizAnn, to help drivers prepare for the test.





## DRIVERS, THE MOTOR OF OUR BUSINESS

# SOCIAL DIALOGUE

## Improving drivers' working conditions

We're big supporters of **France's Social Dialogue**, a movement aimed at improving the conditions of all the private hire drivers in the country.

With the coordination of the Employment Platforms Social Relations Authority, **drivers using ride-hailing platforms and the platforms themselves** dialogue about their working conditions and sign agreements to improve them.

In 2023, **three collective agreements** have been signed to improve drivers' working conditions:

- A minimum net income increase per trip from €7,65 to €9
- A minimum hourly income guarantee of €30 and a minimum income per kilometer of €1
- More transparency on how the platforms work and new conditions in case of suspension and termination of their contracts.

DRIVERS, THE MOTOR OF OUR BUSINESS

# DRIVER BENEFITS

**We're also committed to bringing drivers the best benefits and perks across Europe.**

In June 2023, we partnered with the global financial app **Revolut** so drivers could access a series of exclusive benefits and rewards to help them send, spend, and save smarter.

Thanks to this, **all FREENOW drivers** (that's 90,000+) can sign up to Revolut Pro, an account for freelancers and sole traders that lives within the Revolut app. With Revolut Pro, drivers can manage their income and expenses, get a FREENOW physical and virtual card, and earn up to 1.5%<sup>1</sup> cashback on all spending.

They get access to a dedicated FREENOW space in their Revolut app. Using it, they can **get up to 3x more money back** than anyone else.



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<sup>1</sup>T&Cs apply

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# SAFETY

At our core, we're all about freedom: getting you wherever, whenever. But we don't stop at just getting you there. **Our top priority is getting you there safely,** for riders, drivers and everyone else in the city.

Being the Mobility Super App means understanding the diverse safety needs across various modes of transport. From scooters to cars, each ride brings its own set of considerations, and we're committed to addressing them all to ensure the journey is as secure as possible.

That's why we're constantly innovating, seeking out the best solutions and incorporating new safety features to keep everyone secure.

In the next pages, you can read more about these features in the app.



# OUR SAFETY MANAGEMENT APPROACH

## Safety at FREENOW

FREENOW is committed to making our platform safer for everyone via a proactive safety management approach. Whilst there is never a one-size-fits-all approach to managing safety, our dedicated safety response team utilises a globally aligned safety procedure whilst working closely with law enforcement officials and licencing authorities.

## Documents in place

At FREENOW we conduct compliance reviews to ensure all required documentation for drivers, companies & vehicles are collected according to each local law and regulations.

If a driver or company have any document missing, expired or rejected the entity is blocked until the correct document is uploaded.



# SAFETY IN THE APP

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We've been busy adding and improving features in our app, all to ensure the safety of riders, drivers, and everyone out on the road.

Here's a list of some of them:

## DRIVER PROFILE

Before hopping in a driver's car, riders can view their profile, including ratings, pictures, number plates, and more.

## HIDDEN PHONE NUMBER

Riders and drivers can call each other directly through the FREENOW app, without sharing their phone numbers with one another.

## SAFETY QUIZ

Sometimes we ask riders to take a quick safety quiz before renting a scooter. This is to make sure they have all the necessary knowledge.

## SAFETY INSTRUCTIONS

When booking 2-wheels and shared cars, we show riders important info to keep everyone safe.

## IN-APP SUPPORT

In the app, riders can report any safety issues.

## PARKING PHOTO

We ask riders to take a picture of their parked vehicle to ensure they're in the right place and keep the street clear and safe.

## PARKING ZONES

Riders can check for parking zones in the app, so they always find the best spot to leave their 2-wheels or shared car.

## RATING TRIP

Both riders and drivers can rate their trip at the end. This helps us keep both safe.

## ALWAYS ON OUR RADAR

We track all trips, so we know where you are and can act quickly in case of an emergency.

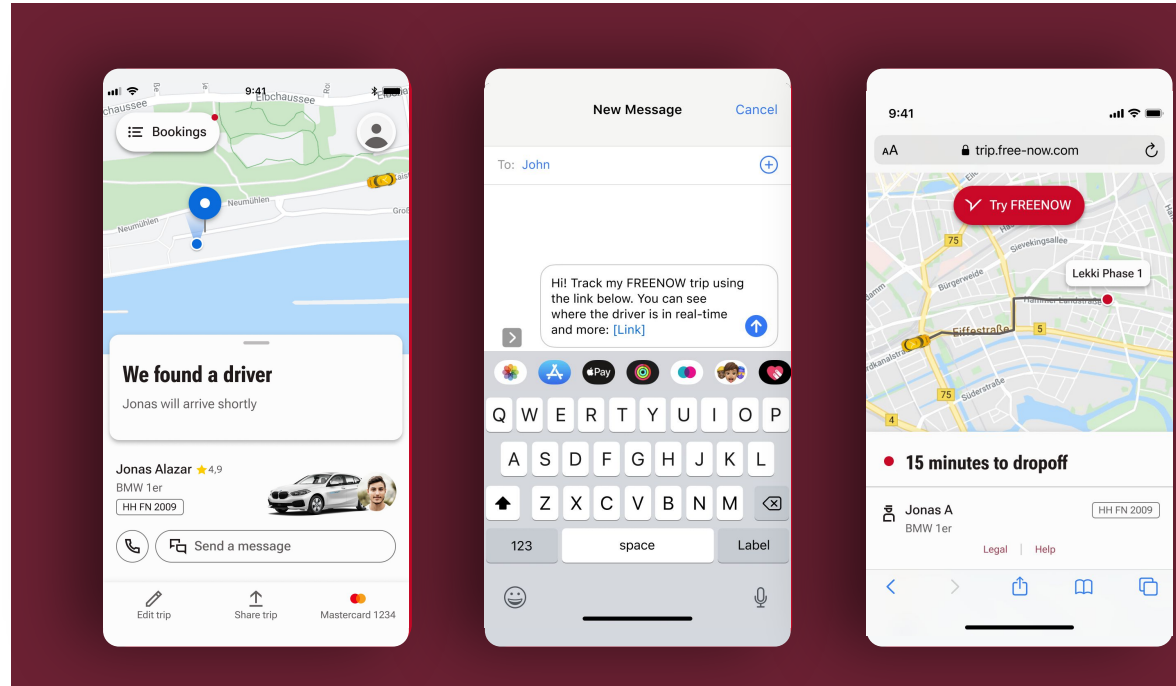
# RIDER APP SPOTLIGHT: SHARE TRIP'S LIVE LOCATION

One of our main safety features for riders is **sharing their trip's live location** while they're in a taxi or PHV.

They can share a link with friends and family outside the app, using their favourite texting app.

When they visit the link, they can see the trip's details: live location, driver's name, car details, estimated time of arrival, etc.

This feature helps everyone feel safe and gives peace of mind to those back home.



# DRIVER APP SPOTLIGHT: FACIAL RECOGNITION

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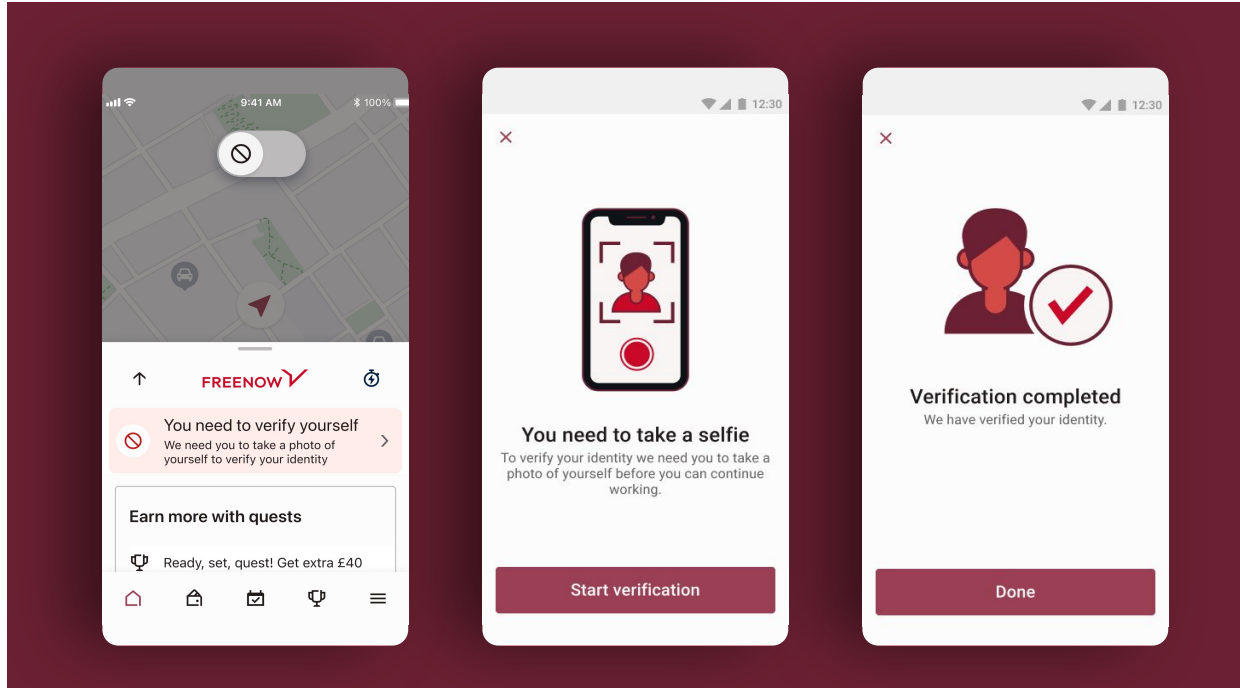
Last year, we launched a facial recognition feature in the app for drivers.

This feature helps check the driver is the same person signed-up in the app.

We do this for riders' safety and to help drivers by making sure nobody's using their accounts.

The verification process happens every 50 trips and at least every 7 days.

It's been rolled out to all drivers in Poland to comply with local laws.





# COMPLIANCE, GOVERNANCE & ETHICS

At FREENOW, we firmly believe that **integrity and honesty are the foundation of our success**. We are proud of our reputation for **conducting business ethically and transparently**. This is essential for preserving our culture and our brand.

**We care about doing the right thing**, not only complying with laws and regulations. It's about how we treat everyone: our team, customers, partners, and the communities we're part of.

As we keep on growing and changing, we must stick to the **highest standards of ethical conduct** in everything we do. We're committed to fostering a workplace culture that promotes integrity, respect, and accountability.

# COMPLIANCE, GOVERNANCE & ETHICS

SUSTAINABILITY  
REPORTING

Highlights  
of the year 2023

Environment

Thriving Cities &  
Community  
Development

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Conditions

Safety

**Compliance,  
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APPENDIX

That's why, at FREENOW, we're proud to say we:

- **Treat others the way we want to be treated ourselves**
- **Keep an open mind to new ideas and opinions**
- **Take a firm stand against offensive messages, comments and inappropriate jokes**
- **Never tolerate inappropriate comments of a sexual nature or any other sexually offensive behaviour**
- **Never accept intimidation, harassment or bullying of any kind**



# COMPLIANCE, GOVERNANCE & ETHICS

## OUR POLICIES AND CERTIFICATES

- **Code of conduct** with our key principles and commitments
- **Whistleblowing policy** to guide and encourage employees to report any misconduct or unethical behaviour
- **Anti-bribery and corruption policy** to make sure everyone follows our standards when dealing with partners, political parties, and government officials
- **Conflict of interest policy** to ensure that all employees act in the best interest of the company without regard to personal interests
- **Third party management policy** to make sure we collaborate only with partners who share our commitment to ethical business practices and compliance with laws and regulations

- **Privacy policies** to guarantee personal data is properly handled. In 2023, our information security management system was **rewarded with the ISO 27001 certificate**

## OUR PROCESSES AND COMMITMENTS

- **Whistleblowing channel** for employees to speak up
- **Annual compliance awareness trainings**
- **Standardised screening processes** of our new business partners and suppliers that follow the principles of our third party management policy
- Commitment to **the UN Sustainable Development Goals**



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# APPENDIX

**GLOSSARY**

**GHG EMISSIONS INVENTORY**



# GLOSSARY

TERM	DEFINITION
<b>Car rental</b>	Service to book our partners' rental cars in the FREENOW app. Typically for longer periods of time, from a few days to several weeks. This is the traditional car rental.
<b>Carsharing</b>	Service to book our partners' cars on the spot with the FREENOW app. Generally for shorter periods of time and it's charged by the minute or km.
<b>CO<sub>2</sub>e / TC<sub>02</sub>e</b>	<p><b>CO<sub>2</sub>e</b> = CO<sub>2</sub> equivalents. A standardised unit that measures the global warming potential (GWP) of greenhouse gases against carbon dioxide (CO<sub>2</sub>). It compares their heat-trapping effects over 100 years, helping quantify their impact on climate change.</p> <p><b>TC<sub>02</sub>e</b> = tonnes of CO<sub>2</sub> equivalents. For more information, visit <a href="#">Greenhouse Gas Protocol</a>.</p>
<b>eBikes</b>	Electric bikes with a small motor for assisted pedalling.
<b>eMopeds</b>	Mopeds powered by electric motors.
<b>eScooters</b>	Kick scooters with a small electric motor.
<b>GHG</b>	Greenhouse gases.
<b>PHV</b>	Private Hire Vehicle. A type of hired car booked in advance in the app. In some countries we call them Ride.
<b>SBTi</b>	Science Based Targets initiative. A collaborative effort between CDP (formerly the Carbon Disclosure Project), the United Nations Global Compact (UNGC), World Resources Institute (WRI), and the World Wide Fund for Nature (WWF) to set ambitious emissions reduction targets in line with climate science.
<b>Shared vehicles</b>	All shared vehicles including shared cars, eBikes, eMopeds, eScooters, etc. and excluding taxis and PHVs.
<b>YoY</b>	Year over year.

# GHG EMISSIONS INVENTORY

Emissions Scope	Category	Consolidation scope	Percentage of baseline year emissions covered in SBTi Target	2021 (Baseline year) in tCO2e <sup>1</sup>	2022 in tCO2e	2023 in tCO2e
<b>Scope 1 &amp; 2</b>	<b>Scope 1</b>	Global	N/A	0	0	0
	<b>Scope 2 location based</b>	Global	100%	1,486	1,445	1,374
	<b>Scope 2 market based</b>	N/A	N/A	N/A	N/A	N/A
<b>Scope 3</b>	1. Purchased goods and services	Global	98% <sup>2</sup>	2	0	1
	2. Capital goods	N/A	N/A	N/A	N/A	N/A
	3. Fuel- and energy-related activities	Global	100%	351	357	335
	4. Upstream transportation and distribution	N/A	N/A	N/A	N/A	N/A
	5. Waste generated in operations	N/A	N/A	N/A	N/A	N/A
	6. Business travel	Global	100%	352	2,102	224
	7. Employee commuting	Global	100%	756	738	632
	8. Upstream leased assets	Global	100%	811	834	784
	9. Downstream transportation and distribution	N/A	N/A	N/A	N/A	N/A
	10. Processing of sold products	N/A	N/A	N/A	N/A	N/A
	11. Use of sold products <sup>3</sup>	Global	100%	79,722	114,057	111,895
	12. End-of-life treatment of sold products	N/A	N/A	N/A	N/A	N/A
	13. Downstream leased assets <sup>4</sup>	Global	0%	0	0	0
	14. Franchises	N/A	N/A	N/A	N/A	N/A
	15. Investments	N/A	N/A	N/A	N/A	N/A
	<b>Total Scope 3</b>	Global	99%	81,995	118,088	113,870

**Note:** FREENOW performs a full inventory of its scope 1, 2 and 3 emissions in line with the Greenhouse Gas Protocol on an annual basis. We are constantly working on improving our emissions accounting methodology, to make sure we get to the most accurate numbers possible. Since we submitted our targets to the SBTi, the emissions calculated for the years 2021, 2022 and 2023 have been adjusted to implement a series of improvements. Every year we assess the impact of all improvements and if necessary we will resubmit our targets to the SBTi.

<sup>1</sup> Tonnes of carbon dioxide equivalent.

<sup>2</sup> Based on limited data availability and low estimated materiality we currently exclude emissions from e.g. HR & Finance tools that we use. With the improvements of our methodologies we aim to increase the coverage of emissions.

<sup>3</sup> Our marketplace rides emissions are calculated using the Well-to-Wheel methodology for all cars and micromobility vehicles registered on our platform.

<sup>4</sup> Based on the low amount of emissions in this category we currently exclude it from our targets.

# THANK YOU

FREENOW 

