

CODE OF CONDUCT

The Nordic Micromobility Association is a non-profit and joint effort of micromobility providers to promote the industry, encourage competition, and continue to establish dialogue with cities and governments across the Nordics. Our primary goal is to maintain high standards of scooter operations across the Nordic countries in line with our existing agreements in cities. And follow the Nordic Micromobility Associations Code of Conduct.

Principles of the Code of Conduct

- A. *Corporate compliance.* Companies operating in Nordic cities should provide the insurance of the fleet as required by law.
- B. *Product compliance.* Companies shall use vehicles compliant with relevant legal requirements.
- C. *Maintenance and quality control.* Companies shall conduct local maintenance and quality control on their fleets on a regular basis.
- D. *Removal of vehicles.* The companies shall remove all vehicles from the streets within 48 hours, if and when they stop operating in the city.
- E. *Safety measures.* All companies shall recommend that riders wear helmets, that users observe local traffic rules and regulations, and respect cyclists and pedestrians. For statistical purposes, all registered accidents shall be communicated to the relevant authorities within seven days of knowledge, if requested.
- F. *Operating zones, distribution and utilization rate.* Companies shall indicate the overall geographical limits (“Operating Area”) and the total number of scooters (accumulated for all operators) within the Operating Area. Companies shall also report the average number of scooters operating and average utilization rates on a monthly basis, if requested.
- G. *Micromobility parking spots.* Companies shall adapt their technology to guide users to park in the encouraged parking spots provided by the city. Companies shall report parking spot/zone usage figures to the municipality at agreed intervals, if requested.
- H. *Legal capacity.* The company operating the business and contracting with suppliers needs to have a legal entity and local establishment in each country they operate in.
- I. *Data sharing.* Companies shall forward anonymized collected data to the relevant and responsible authorities upon request in a previously defined format and in strict compliance with data protection laws and principles, if requested. Authorities should

be requested to keep this data confidential.

- J. *Enforcement and sanctions.*** Companies should guide riders on how to ride and park scooters/bikes through educational measures and by sanctioning non-compliant parking. Such measures should be included in the terms of use.
- K. *Life-time of vehicles and environmental impact.*** Companies shall report on projection of vehicles in operation in their sustainability plan.
- L. *Safety.*** Companies shall provide safety instructions for first time riders.
- M. *Pricing.*** Companies shall show the users in advance what it costs to ride.
- N. *Exclusion.*** If a company consistently does not comply with the Code of Conduct a qualified majority $\frac{2}{3}$ of members can exclude that member. In such case the company could regain access to the association, if compliance is shown.
- O. *Confidentiality.*** The Parties hereby undertake, during and after the term of this Agreement and thereafter, to hold in confidence and absolute secrecy any and all Confidential Information (as defined below), disclosed by the other Party. For the purpose of the Nordic Micromobility Association “**Confidential Information**” shall mean any and all information (whether in written or oral form), including but not limited to technical, practical, commercial information that is not already public knowledge or has been made available to the other party without restrictions in this agreement.