

- 1. Auf welchen Berechnungen basiert die Behauptung, dass Superpedestrian-Scooter eine längere Lebensspanne als alle anderen Scooter („Unsere Scooter halten am längsten und reduzieren dadurch Emissionen im gesamten Lebenszyklus!“) haben?**

Superpedestrian scooters are designed to last at least 2,500 rides, or approximately 4,000 km without requiring any internal component replacement (using global fleet average trip length ~ 1.7 km; whereas in Vienna our average trip length is 2.22km). Since, on global average, our scooters travel approximately 1.7 km per day, this equates to approximately five years of use. We have tested our scooter's robust design in the lab, with over 60 custom machines (such as our pothole simulation machine) that simulate over 4,000km of use. Our scooters withstood this volume of simulated usage and abuse. We are now validating this claim in the field, as an increasing number of heavily used scooters in our fleet are now approaching the 2,500 threshold and still going strong.

- 2. Welche Teile Ihrer Scooter müssen besonders oft ersetzt werden? Wie viel Prozent dieser Teile können sie von ausgemusterten Scootern nutzen?**

The external plastics, such as the rear fender, are the scooter parts that need to be replaced the most often. Because more than 98% of our original fleet is still in use, we cannot replace these parts from other scooters, so we purchase replacement parts from our supplier. When the time comes to start decommissioning part of our fleet, we will reuse most of the parts except the metal chassis, which will be recycled. We have partnerships with recycling companies whereby the vast majority of our scooter's remaining parts will either be upcycled into new scooters, or recycled as scrap.

- 3. Auf der Homepage kommunizieren Sie, dass Sie an einer LCA arbeiten, um die Umweltauswirkungen über die gesamte Lebensspanne eines Scooters zu berechnen – und diese LCA auch publizieren werden. Ist diese Studie schon verfügbar? Wenn nicht: Wann wird sie verfügbar gemacht werden? Gibt es schon erste Ergebnisse dieser Studie, die Sie uns mitteilen können?**

While we have performed some LCA analyses, we recognize that to be meaningful these calculations must be standardized and benchmarked. We are currently co-leading a project with [NUMO](#) (The New Urban Mobility Alliance) to define an LCA standard that would apply across the micromobility industry. More information about this new project, which includes several other micromobility companies, is attached (this is not yet a public initiative, so thank you for keeping this confidential for now).

- 4. Sie bewerben Ihre Scooter als „Die grünere Wahl“ - wie belegen Sie diese Behauptung? Aus welchen Quellen stammt die elektrische Energie, die Sie zum Laden der Scooter benötigen? Können Sie zudem etwa nachweisen, dass Ihre Scooter zu 100% mit erneuerbarer Energie geladen werden (und jene der Mitbewerber nicht)? Warum sind Ihre Scooter selbst denn „grüner“ als die anderer Mitbewerber am Markt?**

Our claim that our scooters are greener rests primarily on the longevity of our scooters (see above) which is longer than many other operators. We use 100% renewable energy in Linz, and we are now, as of May 2022, using 100% renewable in Vienna. We are working towards this goal in all of our markets, to the extent that these greener options are locally available.

5. **Sie geben an, die „Mobilität zu dekarbonisieren“ und: „Mehr als 1 Million Autofahrten wurden bei uns bisher durch emissionsfreie Scooterfahrten ersetzt“. Wie kommen Sie zur Kalkulation dieser Zahl? Wie können Sie diese transparent und nachvollziehbar belegen? Wie unterscheiden Sie darüber hinaus, ob eine Scooterfahrt eine Autofahrt oder z.B. einen Fußweg, eine Fahrt mit einem öffentlichen Verkehrsmittel oder mit dem Fahrrad ersetzt?**

Our car trip replacement rate is higher than the conservatively estimated [ITF reported average](#) of 15% of all trips. Nevertheless, we use this ITF micromobility industry-wide replacement rate, with our total number of completed scooter trips, to calculate the absolute number of our scooter trips that would have otherwise been taken with a car.

6. **Wie stellen Sie sicher, dass die Scooter wieder an ihre vorgesehenen Plätze kommen – und inwiefern ist dieser Prozess ökologischer oder nachhaltiger organisiert als bei Mitbewerbern?**

Since our inception as a shared micromobility company we have eschewed the “juicing” model due to its inherent inefficiencies and injustices. We only employ professional management practices in the charging and deployment of our fleet.

We are currently transitioning to electric operations vans in all of our markets. We have three total EV vans in Austria, two in Vienna and one in Linz, representing almost half of our service vehicle fleet. These EVs are used for operations in the city centre, and also for longer supply trips. The constraint has been the availability, as there has been an acute shortage of electric vans. We anticipate having a 100% EV operations and supply fleet in Vienna within a few months.

VMT (vehicle miles traveled) from our maintenance fleet is minimized in two ways: 1) Our Vehicle Intelligence system autonomously monitors and repairs the vehicle, thereby reducing the need for in-person maintenance. 2) Our large, longer lasting embedded battery– which lasts up to 100 kilometers of use on one charge, at least 4x more than other operators– reduces the vehicle trips needed to charge our fleet.

7. **Warum behaupten Sie im ganzen Unternehmen CO2-neutral zu sein (im „Built better for cities“-[Annual Report](#))? Dank welcher Maßnahmen werden Sie CO2-neutral? Wie kompensieren Sie Treibhausgasemissionen (welche Art von Projekt, welche konkreten Projekte werden finanziert, etc.)? Welche Maßnahmen werden getroffen, um Emissionen zu reduzieren bevor sie kompensiert werden müssen?**

In 2021 we certified our carbon neutrality via a rigorous process with [Climate Neutral](#), to achieve this goal. Their rigorous certification process entailed:

- *Measuring* our entire carbon footprint, accounting for everything from manufacturing to fleet operations.
- *Offsetting* 100% of our footprint with high-quality carbon offsets. We supported four projects focused on diversifying local economies to conserve forest ecosystems in Papua New Guinea, Peru, and Colombia. Each project is independently verified, ensuring they are effectively protecting our climate.
- *Reducing* future emissions via reduction commitments, including implementing an ongoing work-from-home policy to reduce emissions from employee commuting, switching our office to 100% clean energy, and creating a rebate program for employees to do the same in their homes.

Now, in 2022, we are reassessing our approach to carbon neutrality, exploring ways that we can reduce additional carbon emissions at the source rather than relying on offsets.