

TIER

Corporate Sustainability Strategy

Changing
Mobility for
Good.



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Foreword from our CEO

Promoting sustainable development is without doubt the most urgent challenge of our time. Climate change, ongoing environmental degradation and increasing resource scarcity have put us in a “now-or-never” situation; we must take immediate action to reduce emissions and protect the environment.

The transport sector poses a particular emissions challenge, accounting for 24% of global greenhouse gas emissions and growing at a faster rate than any other sector. The biggest contributor in the sector is road passenger transport. At the same time, the global population is increasingly urbanized, with 68% of people projected to live in urban areas by 2050. This is a huge opportunity. If we can design for and invest in cleaner, more efficient transport to help citizens traverse our urban spaces whilst reducing the CO2 they create, we can reduce transport emissions and support the fight against climate

change. This is at the heart of our mission to change mobility for good.

As a leading provider of micro-mobility, our ambition is to promote sustainable urban transportation; to get people to swap car trips for more sustainable mobility options; and, in doing so, to help reduce urban emissions. However, to successfully contribute to the long overdue transformation and decarbonisation of the transport sector, as called for again at COP26, we need to continuously optimise our services and increase the share of micro-mobility in the urban transport mix.

Since TIER's founding in 2018, we have made significant progress to improve the sustainability of our products and practices, including decreasing the CO2 emissions per km travelled for our scooters by over 60% and becoming the first micro-mobility provider to become fully climate-neutral in 2020. But we will not rest on our laurels. We

are committed to finding ways to improve further.

In this context, I am proud to introduce our Corporate Sustainability Strategy which incorporates our core sustainability values into all aspects of decision-making and sets measurable long-term goals. This strategy lays the foundations for a journey to increase transparency around the progress of our mission, defining measurable targets against which we will report on an annual basis.

As a company, we have grown rapidly and I am inspired to have been joined by so many passionate people driven by our shared vision of a more sustainable future. I am confident that together we can achieve that vision, celebrating achievements and overcoming challenges along the way. Thank you to everyone who has joined the ride so far.

Lawrence Leuschner

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TIER's Corporate Sustainability Strategy sets out a long-term framework to guide the company towards greater impact and ever more sustainable business practices. Using a comprehensive materiality analysis, we have identified and prioritised issues that have the greatest material impact on us and our stakeholders - that is our employees, cities that we work with, riders, policymakers and the planet.

We have distilled five action areas that enable us to drive continued sustainable change across the company and maximise our positive environmental and social impact. Each action area sets a high-level objective, ambitious targets and corresponding KPIs. In summary:

1. Driving climate action

TIER aims to remain at the forefront of climate-friendly micro-mobility by achieving science-based near and long-term emission reduction targets that will take us to net zero

emissions by 2050. In line with the 1.5 degrees scenario set by the Paris Agreement target, we will halve both our direct emissions (Scope 1 & 2) and the intensity of our production and upstream-related emissions (Scope 3) by 2026.

2. Closing resource loops

TIER will minimise resource consumption, keep vehicles and resources in a cycle for as long as possible and avoid waste during production, use phase and end of life. By 2025, we will more than double the share of secondary raw materials used in all our vehicles to at least 40%; increase the share of recyclable raw materials across our vehicles from 85% to over 90%; and achieve a zero waste status in all our warehouses. In addition, to minimise the environmental impact of our batteries, we will increase the share of non-critically damaged batteries repaired from 80% to at least 85%.

3. Shaping sustainable urban environments

TIER is committed to driving sustainable urban transformation by supporting cities and citizens to reduce their dependence on cars and enabling access to more sustainable mobility solutions. To promote modal shift and encourage multimodality, we will continue to integrate our services in mobility as a service (MaaS) platforms and increase the share of deep integrations that allow our users to book and pay for their travel in the MaaS apps to 80%. We will also continue to expand into suburban and remote areas, currently not well connected to public transport systems, to improve the accessibility of our services.

4. Putting people first

TIER is creating a work environment that enables all employees to thrive, reach their full potential and develop innovative solutions together. By 2025, we aim to increase the share of leadership positions held

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by women to 40% and continue to build attractive, inclusive and safe employment opportunities for all employees.

5. Embedding sustainability in our value chains

TIER recognises the importance of ensuring that our sustainability standards are met not only within our organisation but along our entire value chain. By 2025, we will establish robust management processes to identify and mitigate sustainability risks and negative impacts along our value chain. As part of this process, we will make sure that 100% of our direct suppliers are subject to a comprehensive sustainability risk & impact assessment.

To ensure that our sustainability strategy and values are deeply embedded in all aspects of decision-making, we established a dedicated sustainability governance structure that supports us in implementing our strategy, advises on target-setting and reporting processes, and strengthens our relationship with external stakeholders.



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About TIER

TIER Mobility is the world's leading shared micro-mobility provider, with a mission to change mobility for good. Founded in 2018, TIER is headquartered in Berlin and currently operates in 250+ cities across 22 countries in Europe and the Middle East.

We believe that micromobility has the potential to transform cities. With our intermodal fleet of 172,000 e-vehicles and over 142 million rides taken at the time of writing this report, we

are committed to support cities in reducing their dependence on cars, jointly create a more sustainable environment for all and pave the way to a zero-emissions future.

As the first micro mobility operator to become climate neutral and as a participant of the UN Global compact network, TIER will continue - and enhance - its commitment to responsible business practices, innovation and a greener future.



TIER supports the Sustainable Development Goals

WE SUPPORT



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Our key action areas

For the strategic alignment of our corporate sustainability approach, we have identified five action areas where we can have the greatest impact on sustainable development. These action areas were defined using a comprehensive internal materiality analysis as well as benchmarking against international frameworks and the principles, targets, and indicators of the United Nations Sustainable Development Goals (SDGs). For each area, we have defined high level objectives, tangible targets and key performance indicators that enable us to track and evaluate our progress.

Action Area 1: Driving climate action

Our objective: Remain at the forefront of climate-friendly micro-mobility by achieving science based near and long term emission reduction targets that will take us to net zero emissions by 2050 at the latest.

Targets

- Reduce our direct and indirect emissions and move towards net-zero emission

KPIs

- Reduce Scope 1&2 Emission by 50%
- Reduce production and upstream-related emissions per scooter by 50%

SDGs



Action Area 2: Closing Resource Loops

Our objective: Minimise resource consumption, keep vehicles and resources in a cycle for as long as possible and avoid waste during production, use phase and end of life.

Targets

- Reduce the share of primary materials used in the production of our vehicles
- Improve the recyclability of our vehicles and prevent waste
- Increase the lifespan of our batteries and reduce battery waste

KPIs

- Increase the share of secondary raw materials across all vehicles to 40%
- Increase the share of recyclable raw materials across all vehicles to 92%
- Increase the share of non-critically damaged batteries repaired or repurposed to 85%
- Increase the share of waste produced at warehouse level sent to recycling or secondary material markets to 100%

SDGs



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Action Area 3: Shaping Sustainable Urban Environments

Our objective: Support cities and citizens to reduce their dependence on cars and enable access to more sustainable mobility solutions for everybody.

Targets

- Promote modal shift and multimodality
- Improve the accessibility of our mobility services
- Closely involve our external stakeholders in the continuous improvement of our services

KPIs

- Increase the share of active deep integrations with MaaS and public transport providers to 80%

SDGs



Action Area 4: Putting People First

Our objective: Create a work environment that enables all employees to thrive, reaching their full potential and developing innovative solutions together.

Targets

- Create attractive, inclusive and diverse employment opportunities
- Build a safe and healthy working environment

KPIs

- Increase the share of leadership positions held by women to 40%

SDGs



Action Area 5: Embedding sustainability in our value chains

Our objective: Embed sustainability as a guiding principle for our supply chain management and develop the necessary structures and processes to facilitate this decision making.

Targets

- Identify and mitigate sustainability risks and negative impacts along our value chain

KPIs

- Ensure that 100% of direct suppliers are subject to a sustainability risk and impact assessment

SDGs



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Driving climate action

In 2020, TIER became the first micro-mobility operator to achieve full carbon neutrality. To remain at the forefront of climate-friendly micro-mobility, we are setting ambitious emission reduction targets that will take us to net zero emissions by 2050. Our targets are aligned with the Science Based Targets initiative (SBTi), which evaluates and approves corporate emission reduction targets in line with the 1.5 degrees scenario set by the Paris Agreement.

Climate action in our own operations

We have set ourselves the ambitious goal of halving the emissions associated with our operations (Scope 1 & 2) by 2026 compared to the base year of 2020. We will achieve this by significantly reducing emissions in our operations fleet, our offices and warehouses, and by implementing an overarching environmental management system.

KPI	Baseline 2020	Target 2026	SDGs
Scope 1 and 2 emissions	439.7 tonnes	220 tonnes	 
Scope 3 emissions per vehicle	493.3 kg	246.7 kg	



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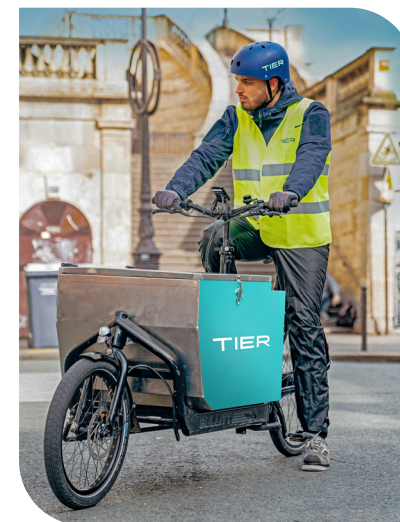
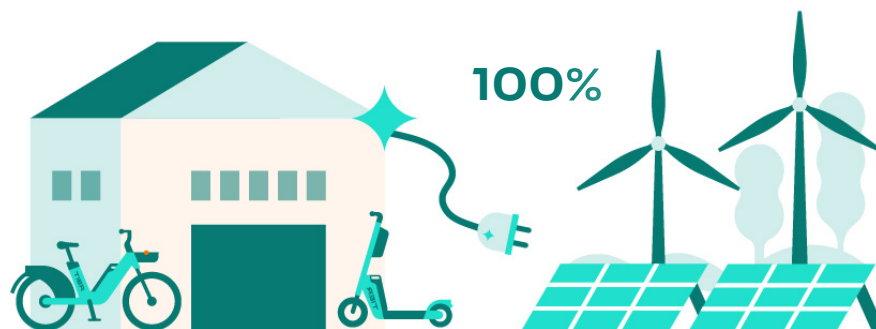
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We have already made notable progress on this target by switching to 100% green (i.e. renewable) energy for all our operations, including charging our vehicles. In addition, we have equipped our entire fleet of electric scooters, bicycles and mopeds with replaceable batteries, which has made fleet maintenance significantly more efficient and reduced emissions in our operations by almost 50%. Furthermore, we are increasingly converting our conventional fleet of operations vehicles to electric vehicles. Currently, our fleet includes over 130 fully electric vehicles. Major markets such as the UK, France and Switzerland are already running a 100% electric base fleet. In the future, we will further increase the number of hybrid and e-vehicles as well as vehicles powered by

alternative, low-carbon fuels. Our ambition is to achieve an optimal vehicle mix that takes into account both environmental impact and total cost of ownership. Therefore, all new vehicles added to the fleet (purchase or lease) will be electric. Should there be spontaneous capacity gaps in our cities, we will draw on rental vehicles. When renting a vehicle, we carefully consider both economic and sustainability criteria - but tend toward e-vehicles, even if the rental costs are effectively higher.

To improve the efficiency of our fleet, we are driving the development and integration of small e-vehicles such as e-cargo bikes. We are already deploying these vehicles in 24 cities and 5 countries as part of our operations.



Climate action in our supply chain

The majority of CO2 emissions from our activities are not related to our own operations but to production and upstream logistic activities (Scope 3). In 2020, these emissions accounted for almost 90% of our total carbon footprint. Because Scope 3 emissions are outside our direct control or ownership, reducing them is more difficult than reducing our direct emissions. However, recognizing the enormous emission reduction potential within our supply chain, we aim to halve the intensity of our production and upstream

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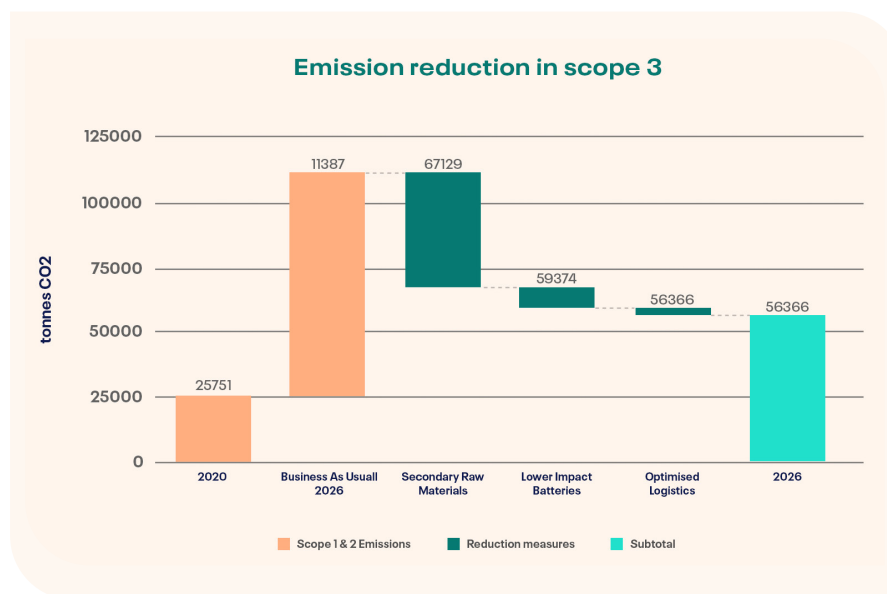
related emissions by 2026¹. Over the last two years, we have already achieved significant progress towards reducing Scope 3 emissions, for example by switching from a primarily air freight based logistics system to a system where vehicles reach their target markets by ship, rail and road. As a result, we were able to reduce the intensity of our

¹. compared to the 2020 baseline.

logistics emissions by 70%. By conducting regular life cycle assessments of our vehicles, we fully map the CO2 emissions associated with the production of the vehicle. We then use these to identify which materials can be replaced by less CO2 intensive materials to further improve the sustainability of our hardware. Aluminium, a major component of our vehicles, has a particularly

large carbon footprint. Recycled aluminium in turn causes only 5% of the emissions of primary aluminium during production, which is why we will increase the share of secondary aluminium in our vehicles to at least 75% by 2025.

We also aim to actively engage with our suppliers to support them in assessing their own emissions and setting SBTi-compliant reduction targets. As a first important step towards successful supplier engagement, we have integrated the requirements for emission savings and emission reduction targets into both our supplier code of conduct and our supplier selection process. In addition, we are in the process of developing a comprehensive engagement strategy, defining our approach to collaborating with, providing support to and creating incentives for our partners, while also monitoring their progress.



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Closing resource loops

Our objective is to minimise our resource consumption, keep our vehicles and resources in a cycle for as long as possible and avoid waste during production, use phase and end of life. We aim to achieve this by continuously improving our products and services, from material selection and design to market-leading vehicle repair and maintenance, proper disassembly and material separation at the warehouse level, and finally, re-use and recycling. Following this approach, we aim to eliminate the concept of waste along our entire value chain and drive a transformative approach to a circular economy.

KPI	Baseline 2022	Target 2025	SDGs
Share of secondary raw materials (by weight) across all vehicles	13%	40%	 
Share of recyclable raw materials (by weight) across all vehicles	81%	90%	
Share of non-critically damaged batteries repaired or repurposed	80%	85%	
Share of waste produced at warehouse level sent to recycling or secondary material markets	80%	100%	

Sustainable vehicle design

The design of our vehicles is a key lever to reduce TIER's environmental footprint. Our Product Planning, Vehicles and Supply Chain, and Hardware teams, are continuously exploring new resource-efficient technologies as well as opportunities to increase the use of secondary, renewable, and

fully recyclable raw materials. Their decision-making processes are informed by scientific life cycle assessments (LCAs), which we conduct for each of our vehicles. Our LCAs enable us to identify materials with particularly high environmental impacts and indicate options to optimise resource use. Based on LCA results and in line with

our science-based emission reduction targets, we have decided to initially prioritise the substitution of primary aluminium, as it has the greatest potential to reduce our carbon footprint. While our current vehicle generations already contain up to 26.1% recycled aluminium, it is our goal to achieve at least 75% recycled

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aluminium in all our vehicles by 2026. Once we are well on the way to achieving this goal, we will expand our focus to other secondary materials such as steel, plastics and rubber. By 2025, we are aiming for a share of at least 40% of secondary materials (by weight).

Through our continuous, iterative design process and industry-leading maintenance and repair services provided by our mechanics, we have been able to significantly increase the lifespan of our vehicles from just 2 years in 2019 to currently over 5 years². To further improve

longevity, we are increasing the share of fully modular components in our vehicles, allowing easy replacement of defective parts. With over 97% fully modular parts in our latest generation of vehicles, we are already able to service and repair our vehicles almost indefinitely. For any parts that can no longer be used or reused at the end of the life cycle, we ensure that they can be recycled. This includes a detailed analysis of all vehicle components and materials - as early as the vehicle design process - to determine their overall recyclability. Currently, the TIER fleet consists on average of

85.6% fully recyclable materials (by weight). In the next 3 years, we aim to increase this share to at least 92%.

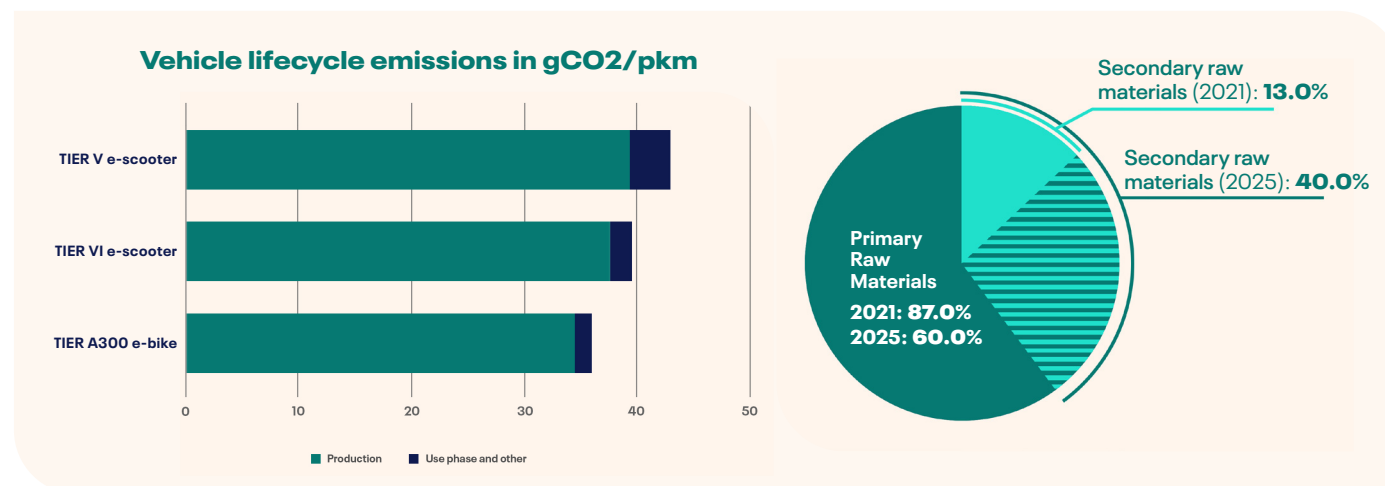


85.6% of materials in TIER vehicles are fully recyclable

Long lasting and repairable batteries

Batteries are a key component of our electric vehicle fleet. TIER exclusively sources battery cells from established international cell producers, all of which are required to follow the OECD Due Diligence Guidelines for Responsible Supply Chains

2. We carefully monitor our fleet lifespan by measuring its net deterioration rate



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of Minerals from Conflict-Affected and High-Risk Areas. Nevertheless, the threat of long-term shortages of lithium and cobalt, the associated price volatility, and the environmental and social impacts of mining and smelting remain key challenges for our sector. To better address these challenges, we aim to extend battery life and minimise the environmental and social impacts associated with the production and end-of-life management of our batteries.

To maximise the lifespan of each battery cell, we partner with several battery repair and recycling companies that collect defective e-scooter batteries, repair them if possible and return them to the respective markets. Currently, we can repair 80% of all non-critically damaged batteries. For those batteries that are beyond repair, the cells are extracted and individually evaluated to determine their State of Health. They are then sorted to be reused or processed into new products, considerably extending their service life. By 2025, we aim to repair or repurpose 85% of all non-severely damaged batteries.

To improve the reparability of our batteries, we actively work on adapting battery design. Specifically, we have developed specifications for a more modular battery pack design that allows us to easily replace certain high-wear components such as locks and connectors.



2020: 80% → 85% in 2025

Robust warehouse waste management

Waste management in TIER's warehouses is guided by the waste hierarchy. Accordingly, we avoid waste production wherever possible and place priority on repair and reuse. For those materials that can no longer be repaired or reused, we recycle materials as efficiently as possible by sorting all waste streams by material type. Our goal is to achieve zero-waste status in the long run.

For the disposal of our battery and electronic waste, we have

entered into a partnership with Remondis, one of Europe's leading waste management and recycling companies. The partnership guarantees that 100% of our global waste batteries and electronic waste is collected and sent to proper material recycling. For all other waste streams, we work closely with national disposal companies to set up the most efficient disposal systems possible.

To move closer to our zero waste target, we are currently optimising our processes for waste data collection. The goal is to enable TIER to pinpoint those waste streams that are currently not or only partially recycled. On this basis, we then intend to take concrete measures to improve the recyclability of these specific waste streams, ultimately increasing the share of waste generated at warehouse level that is recycled to 100% by 2025. At the same time, we are working closely with our suppliers to further optimise the amount of tertiary packaging material used in the transportation of our vehicles and thus reduce the amount of packaging waste.

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Shaping sustainable urban environments

At TIER, we are committed to driving sustainable urban transformation by supporting cities and citizens to reduce their dependence on cars and enabling access to more sustainable mobility solutions. Therefore, we continuously improve our services in a way that promotes trip intermodality, ensures passenger safety, and makes mobility accessible to everybody.

KPI	Baseline 2022	Target 2025	SDGs
Active deep integrations with MaaS and public transport providers (% of Cities)	52%	80%	 
Share of cities where TIER is engaging directly with citizens and local communities.	Data collection in progress	n/a	 
Share of trips started / ended in underserved areas (%)	Data collection in progress	n/a	 

Accessible and intermodal mobility solutions for everyone

Our most recent large-scale rider surveys show that, on average, 17.3% of TIER rides replace car trips. As our latest generation of e-scooters emits only 39.5 gCO₂ per kilometre³ driven, each of these replaced trips corresponds to up to 120 g of CO₂ saved per kilometre. To maximise our positive impact, we aim to further increase the share

of car trips replaced by boosting the accessibility of our vehicles and by linking our services even more closely with other modes of transport.

Better access to mobility is particularly important for people living on the outskirts of cities, as they tend to rely heavily on cars due to longer distances, a lower density of public transport as well as reduced coverage in transport services because of providers'

operational constraints. At TIER, we want to improve spatial accessibility to low-emission mobility options beyond busy city centres. We already offer services in major cities such as London, Paris, and Dubai, but also in small and medium-sized cities (e.g., Saarbrücken, Germany; Roubaix, France) as well as in areas close to cities (e.g., Korneuburg near Vienna, Austria) and rural areas (e.g., Le Perray-en-Yvelines, France; Münsingen, Germany).

³ Compared to the average GHG emission per passenger km of private cars with internal combustion engines (160g CO₂/pkm)

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In close cooperation with our city and public transport partners, we aim to increasingly expand our services to underserved areas. Our first step to achieve this goal is to establish a consistent way of tracking the share of trips that started and ended in areas poorly connected to public transport.

To increase the overall intermodality of the trips made with our vehicles, TIER is working closely with public transportation providers. Today, 23% of our trips combine shared micro-mobility and public transportation. We aim to further increase this share through targeted measures such as the construction of dedicated parking spots for shared mobility at public transport hubs or cooperation on rail replacement services.

As part of our collaboration with public transport providers, we are continuously integrating our vehicles into Mobility-as-a-Service (MaaS) platforms. These platforms provide end-to-end trip planning, booking, electronic ticketing and payment services for multiple urban transport modes. With more

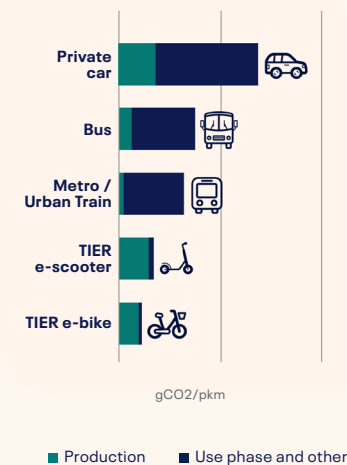
than 40 integrations worldwide and over 70 MaaS-integrated cities in Europe, TIER is the most integrated mobility provider in Europe. Our goal is to remain at the forefront of MaaS solutions in the coming years, and in particular to increase the number of deep integrations that allow our users to book and pay for their travel directly in the MaaS app.

Collaborative stakeholder engagement

Cities and communities are key partners in our mission to change mobility for good. We must work hand in hand to ensure we marry operations and infrastructure regulation to provide the step change we need in transport and truly change mobility.

We have engaged positively with politicians, regulators, city and transport planning agencies, and special interest groups in the cities and countries where we are active. While much of our work to date has focused on market entry and expansion, we look to evolve this in the coming years to engage on more proactively shaping solutions for a more

Comparing lifecycle emissions of urban transport modes



sustainable and connected urban environment. We have seen some success in adopting this approach already, for instance establishing a Safety Boards in the UK, Ireland, France and the Nordics to date, to advocate for higher safety standards in the sector. In the coming year, we will focus on expanding our impact by moving from a decentralised approach to engagement to a more centralised format.

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Putting people first

At TIER, we know that the unique and diverse skills of our people are the key to successfully change mobility for good. It is vital that we create attractive, inclusive and safe employment opportunities for all employees.

KPI	Baseline 2022	Target 2025	SDGs
Employee Net Promoter Score (ENPS)	43	50	
Share of women in leadership position	28%	40%	 
DEI Score	45	50	 
Health and Wellbeing Score	25	40	 

Attractive, inclusive and safe employment opportunities

One of our key objectives is to provide all TIER employees with an optimal work environment that enables them to develop both professionally and personally. A central KPI that helps us measure how successful we are in this regard is our Employee Net Promoter Score (eNPS). Based on a weekly anonymous survey, the ENPS provides direct feedback

on the satisfaction of all TIER employees. With an average score of 45, we are already on a good path⁴. Our goal is to further increase the eNPS to at least 50 by 2025. To achieve this, we are constantly working to improve the well-being and development opportunities for our colleagues through a wide range of benefits and initiatives:

- Access to an annual personal learning & development budget

to support individual growth via learning and training that best fit the demands and career aspirations of each employee.

- Access to our Virtual Employee Option Scheme that grants all our full-time employees virtual shares in the company.
- Dedicated team event budget supporting team members to engage with each other in a meaningful way, to create trust and a spirit of unity and belonging.

⁴ a score above 0 is considered positive, any score above 50 is very good

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- A volunteer day to give our employees the opportunity to give back to a cause they believe in.
- Subsidised fitness memberships for all permanent employees and working students.
- Free membership with Headspace providing all employees with access to a multitude of science-backed meditation and mindfulness tools.
- Free access to the microlearning services from Blinkist providing access to key insights from 4500+ relevant nonfiction books and podcasts.

TIER is committed to offering equal opportunities for all job applicants and employees. We continuously strive to embrace and advance diversity, equity and inclusion (DEI) within our corporate culture. DEI is firmly embedded in our organisation and anchored in our corporate values, our Employee Code of Conduct, as well as our DEI and equal opportunities policy. It underscores our commitment to creating a work environment that is free from discrimination,

harassment and bullying, and it articulates the responsibilities of the leadership and employees to foster a safe and inclusive workplace.

Internally, TIER offers learning and development opportunities as well as training on topics such as implicit bias. We offer 'safe spaces' for employees to raise and discuss DEI topics and sponsor a number of employee driven Employee Resource Groups (ERG).

Externally, TIER consistently engages with third party stakeholders such as non-governmental and community organisations to drive social value that contributes to making micro-mobility inclusive and accessible for citizens. For example, TIER has designed a global programme called Rise Together Initiative (RTI). This programme aims to scale up our commitment to creating economic opportunities for Underrepresented Groups (UGs) in our target cities and regions. The programme works with public and non-profit organisations

to identify, approach, hire and integrate marginalised social groups, including women who are out of jobs 6 months plus, youth and people with disabilities into jobs at TIER. In doing so, TIER provides training to its managers and employees at the office and warehouse sites on our EOP and DEI policy and ensures all current and new TIER employees are skilled in preventing and dealing with conflicts pertaining to discrimination, harassment, and exclusion.

To increase transparency and measure how well we are performing on DEI, we have designed a monitoring and evaluation system that helps the company assess its progress against both internal and external benchmarks. First, we conduct quarterly pulse check-ins on our DEI eNPS. This approach helps us benchmark ourselves against others in our industry and understand how we compare to others in our sector. Second, we conduct an internal DEI survey developed to gain deeper insights into employee experiences based on intersectional data. This

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bi-annual survey serves as our internal benchmarking tool and helps the company monitor and evaluate DEI initiatives based on established KPIs. Our goal is to boost our current score of 40 to 50 by 2025 at the latest⁵.

Taking care of our people also includes establishing a company-wide safety culture that enables us to move from a reactive approach to a proactive safety system in which potential hazards and risks are calculated, analysed and mitigated to prevent risks from occurring in the first place. As we strongly believe that mental health is just as important as physical health, each employee further has access to up to 6 free 1-on-1 counselling sessions with a professional psychologist per year via our nilo.health mental wellbeing platform. Similar to eNPS and DEI, we measure the health and well-being perception of all TIER employees through an internal survey. Our goal is to achieve an average H&W score of at least 40 by 2025.

⁵. a score above 0 is considered positive, any score above 50 is very good

Share of women in leadership positions



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Embedding sustainability in our value chains

We are committed to the highest standards of labour, human rights, and environmental and ethical conduct. To ensure that these standards are met both within the organisation and wherever our activities have an impact, it is our goal to embed sustainability as a guiding principle of our supply chain management and develop the necessary structures and processes to facilitate sustainability-based decision-making.

KPI	Baseline 2022	Target 2025	SDGs
Share of Tier 1 (direct suppliers) and Tier 2 (sub-suppliers) suppliers subject to environmental/social risk & impact assessment	0%	100% of direct suppliers	

Increased transparency along supply chains

By 2023, we will launch a sustainability risk assessment process to both improve oversight of our sustainability impact and risks and enable us to proactively include them in our decision-making processes. As many of the risks exist where TIER has only limited influence and monitoring capabilities, this also includes our ambition to actively increase transparency along our supply chain. As part of

this effort, TIER has developed a holistic Supplier Code of Conduct to which all our suppliers are expected to adhere. The code is based on the ten principles of the UN Global Compact and is derived from the Universal Declaration of Human Rights, the International Labor Organization's Declaration on Fundamental Principles and Rights at Work, the Rio Declaration on Environment and Development and the United Nations Convention against Corruption. It is our goal that

by 2025 100% of our direct suppliers will be subject to a detailed environmental and social risk and impact evaluation.

To enable more effective consideration of sustainability aspects in our procurement and supply chain activities, we are also working to continuously integrate sustainability criteria into both our company-wide supply chain policy and our procurement guidelines.

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Roles and responsibilities

Effective sustainability management requires a clear strategic direction backed up by leadership commitment. This is why we have established a dedicated sustainability governance structure that supports us in implementing our sustainability strategy, advises on target-setting and reporting processes, strengthens our relationship with external stakeholders and ensures accountability.

Administrative Board

The sustainability strategy is backed by our administrative board. All board representatives are committed to driving sustainability by securing resources to achieve the objectives and targets set out in this strategy.

Sustainability Council

To embed sustainability at the highest level of decision-making, TIER has appointed a Sustainability Council. Through the Sustainability Council, which consists of our Chief Executive Officer (CEO) and Chief Public Policy Officer (CPPO), key sustainability issues and recommendations for action can be addressed as part of the board meetings.

Cross-functional sustainability team

Our cross-functional sustainability team is the central management body for all sustainability issues. The team is responsible for driving and coordinating progress towards TIER's sustainability targets and ensures that all internal stakeholders are seamlessly working together. The team meets regularly to review our targets, identify needs for action and deliver progress reports to the Board and our stakeholders. In quarterly meetings, the Head of Sustainability reports ongoing efforts, milestones and plans to the Sustainability Council.

Integration of sustainability at all levels of decision making

Sustainability at TIER is integrated at the highest level of the organisation and is systematically communicated via our central corporate guidelines including among others:

- TIER Code of Conduct
- TIER Supplier Code of Conduct
- TIER Environmental Management Policy
- TIER DEI Policy
- TIER Equal Opportunities Policy
- TIER Warehouse Waste Guideline
- TIER Mobile Work Policy
- TIER Business Travel Policy

To ensure that sustainability goals are met and the central guidelines are followed, all local market teams are directly involved in monitoring and delivering our sustainability

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targets. Our dedicated regional city managers and public policy teams closely cooperate with the central team to ensure that the local perspective and any feedback from key local partners are used to continuously develop and improve central policies. To familiarise all employees with the principles and action areas of TIER's sustainability approach and to further raise awareness for sustainability issues, we organise regular sessions on relevant sustainability topics.

Review and reporting of strategic sustainability targets

The objectives formulated in this strategy will be reviewed on an annual basis to ensure that they reflect the latest developments across the micro-mobility industry. If necessary, objectives will be supplemented or specified. We will communicate our progress towards our strategic goals in an annual sustainability report.



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Our sustainability strategy outlines the road ahead for TIER, with ambitious targets across the 5 action areas of driving climate action, closing resource loops, shaping sustainable urban environments, putting people first and sustainable supply chain management.

We developed the strategy in a deeply collaborative process involving virtually all departments of the company. We take pride in this approach, as we can be certain that the entire company stands behind our common goals. Together, we will implement the measures needed to reach these targets, regularly review our progress and adapt our strategy where needed. Starting in 2023, we will report on the progress towards our strategic targets in the form of an annual report.

Beyond what we do at TIER, collaboration across the industry, with city partners and policymakers is key in transforming the urban mobility landscape, that is to radically accelerate the share of micromobility in the urban transport mix.

We would like to invite our colleagues in the industry, city partners and policymakers to scale our actions and create enabling environments for micro-mobility by:

- moving beyond climate neutrality to focus on emission reduction in line with the goals of the Paris Agreement (SBTi);
- standardising life cycle assessments (LCA) across micromobility vehicle types to enable more transparent impact measurement and regulation;

- creating a more sustainable, level playing field for operators;
- removing the advantages that cars have over more sustainable modes; and
- enabling mode shift and access to shared micromobility by building the necessary infrastructure.

Looking ahead, there is still much to be done to change mobility for good. At TIER, we are confident that we can play our part in this and look forward to partnering with others along the way.

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