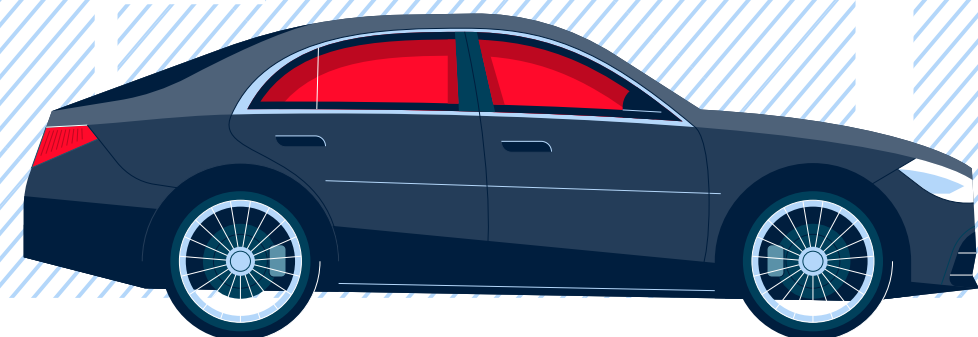


Mobility as a Service Report 2022

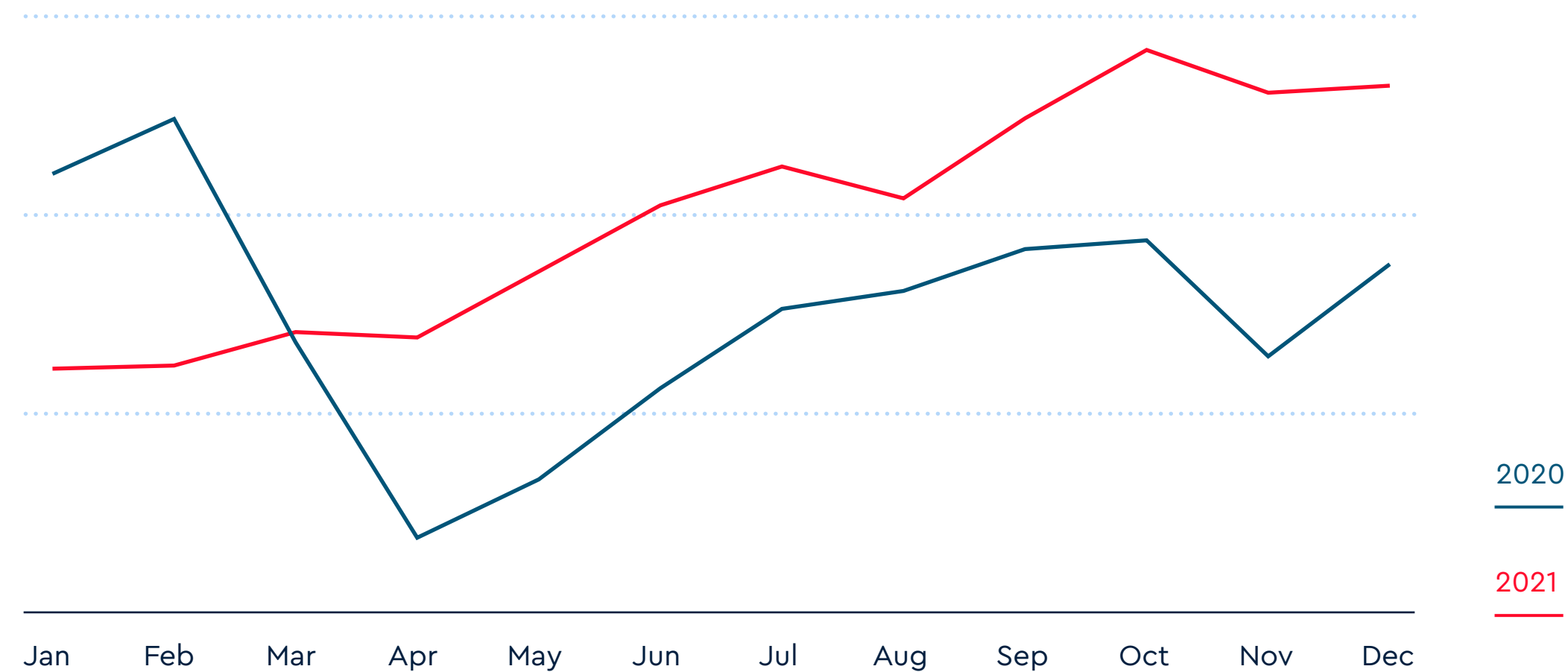
Building the Super App for Mobility

FREE NOW's evolution from a taxi app to a multi-mobility platform, outlook on 2022 and major trends for shared, green mobility.



Year in Review

Development of trips overall



In 2021 FREE NOW accomplished strong progress in many core areas despite the pandemic. The number of trips increased by over one-third. In September 2021, the pre-crisis level was reached.

16
active
countries

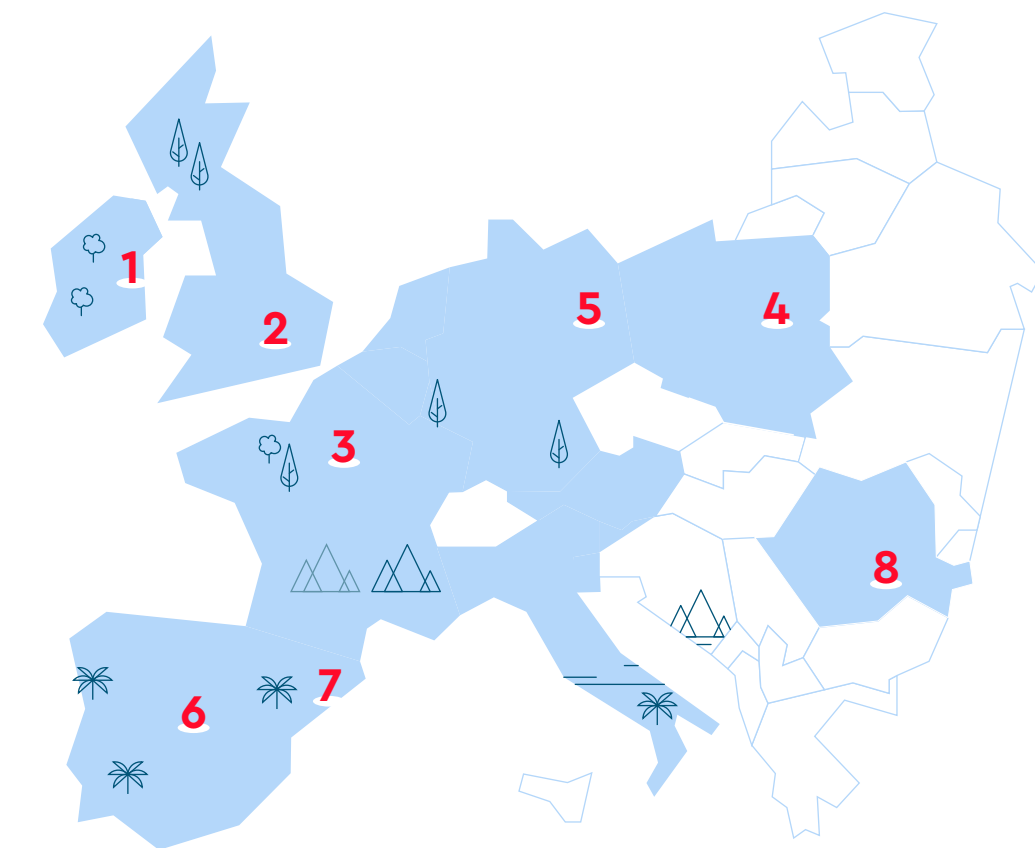
1,3M
drivers

170+
active cities

285
new app downloads
per hour

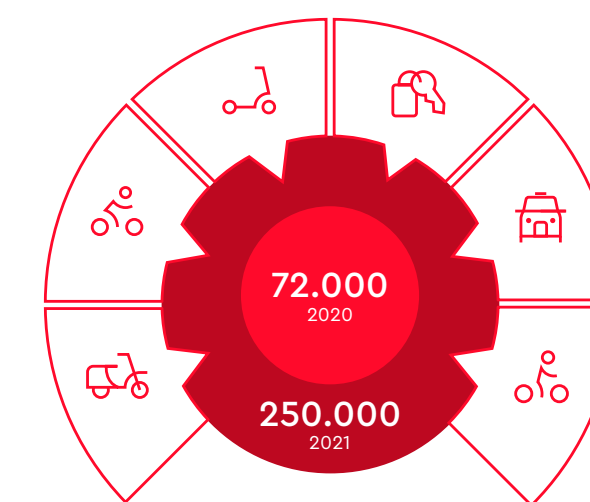
435
new employees
from 55 nations

Top cities by number of trips



- | | | | |
|----|--------|----|-----------|
| 1. | Dublin | 5. | Berlin |
| 2. | London | 6. | Madrid |
| 3. | Paris | 7. | Barcelona |
| 4. | Warsaw | 8. | Bucharest |

Total number
of vehicles



Number of
passengers



Source: All Data of the report is based on recent trip and fleet data or surveys from FREE NOW, unless otherwise specified.

Users desire a "Super App" for mobility

FREE NOW exists to empower smarter mobility decisions, helping people to move freely and cities to thrive. 2021 was the year FREE NOW became a **multi-mobility platform**, integrating

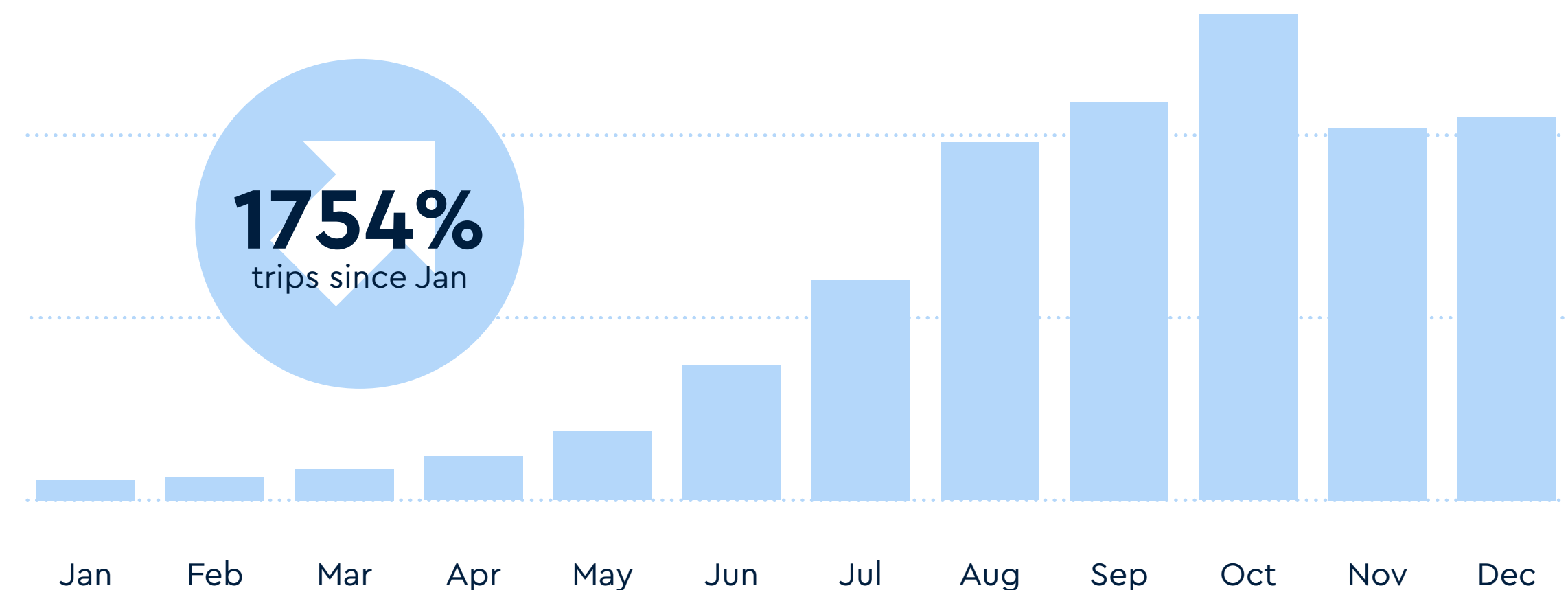
further sustainable micro-mobility options such as eScooters, eMopeds, and eBikes as well as our taxi, Private Hire Vehicle (PHV) and car sharing. Real-time collaboration with a large partner network and without additional vehicles on the streets is the solution to solve the complex urban mobility problem. This new offering has been very well adopted, with an increasing proportion of users choosing multi-mobility options within the app. The number of **trips using eScooters, eMopeds, eBikes and car sharing increased steadily** over the year. Nevertheless, due to COVID-19 restrictions, 2021 was also a challenging year and impacted the overall speed of business growth.

By offering discounted **vaccination rides** across Europe, FREE NOW made a **positive impact** in challenging times. This set important foundations for the future, with the announcement of the "Move To Net-Zero" program to

become **Net-Zero by 2030** as the first mobility platform in Europe. Furthermore the **Mobility Budget** was launched as a new service offering.



Users using more than one vehicle type

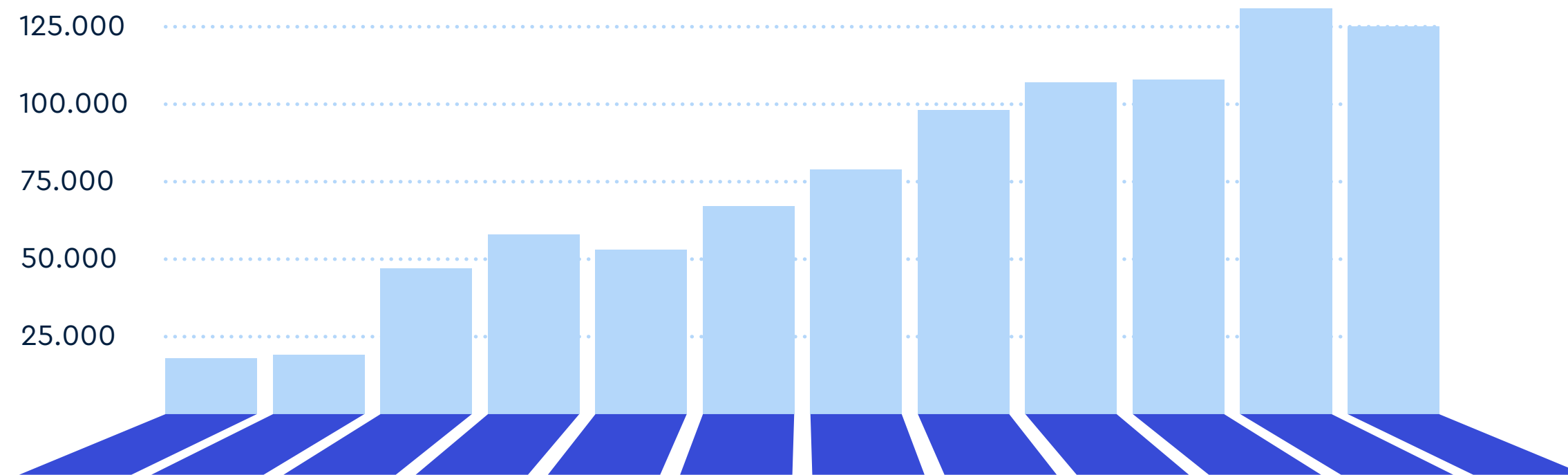


Development of trips with eScooter, eBike, eMoped & car sharing

In 2021 the total driving time of these trips combined amounted to over 35 years

Strong Partnerships for the future

Size of available eScooter, eBike, eMoped & car sharing fleet

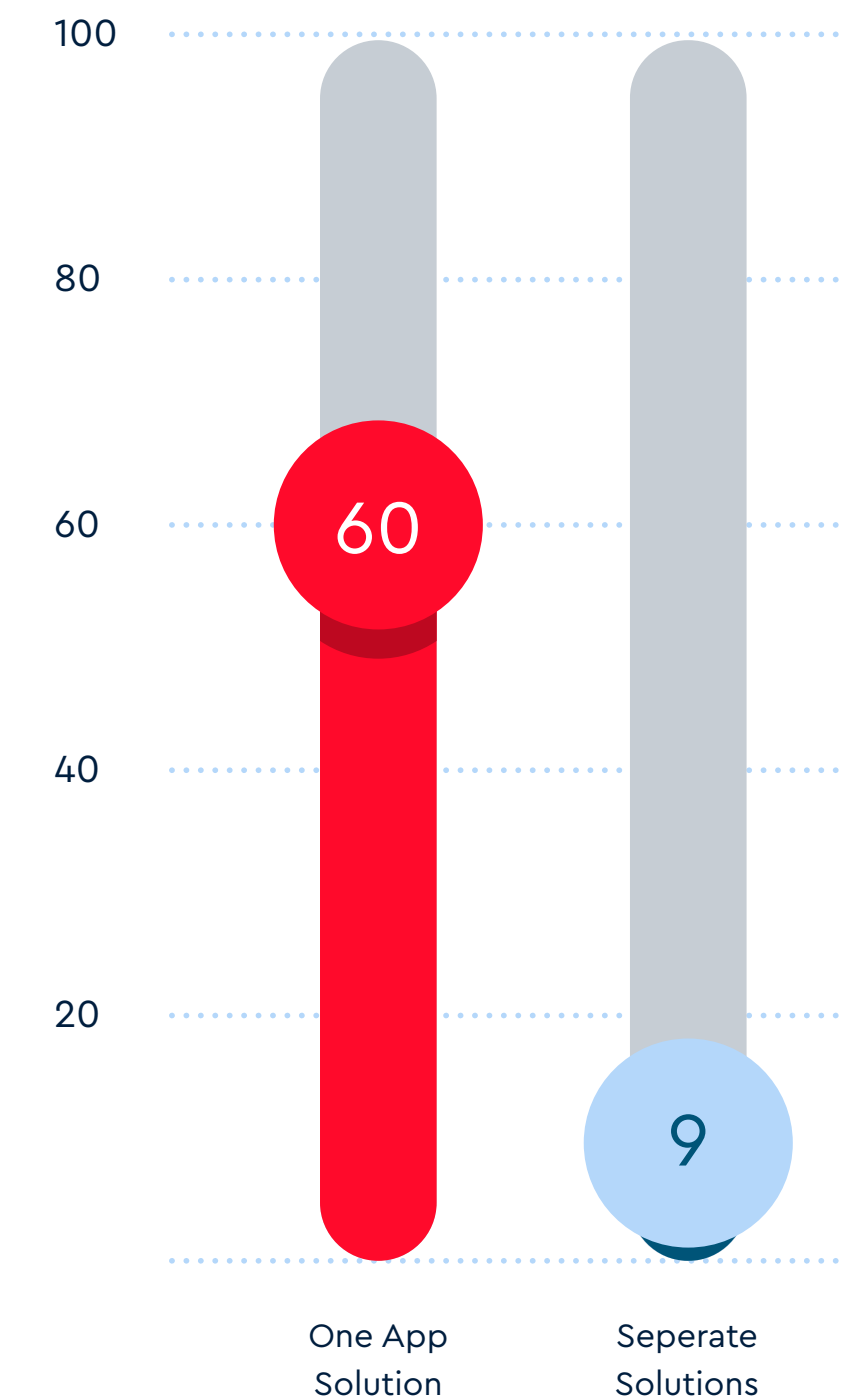


FREE NOW has transformed into a fully integrated multi-mobility platform with ride hailing at its core. The company announced new partnerships with **SHARE NOW**, **TIER**, **Cooltra** and **Dott**. Their vehicles are now available within the app as well as existing partner brands **emmy**,

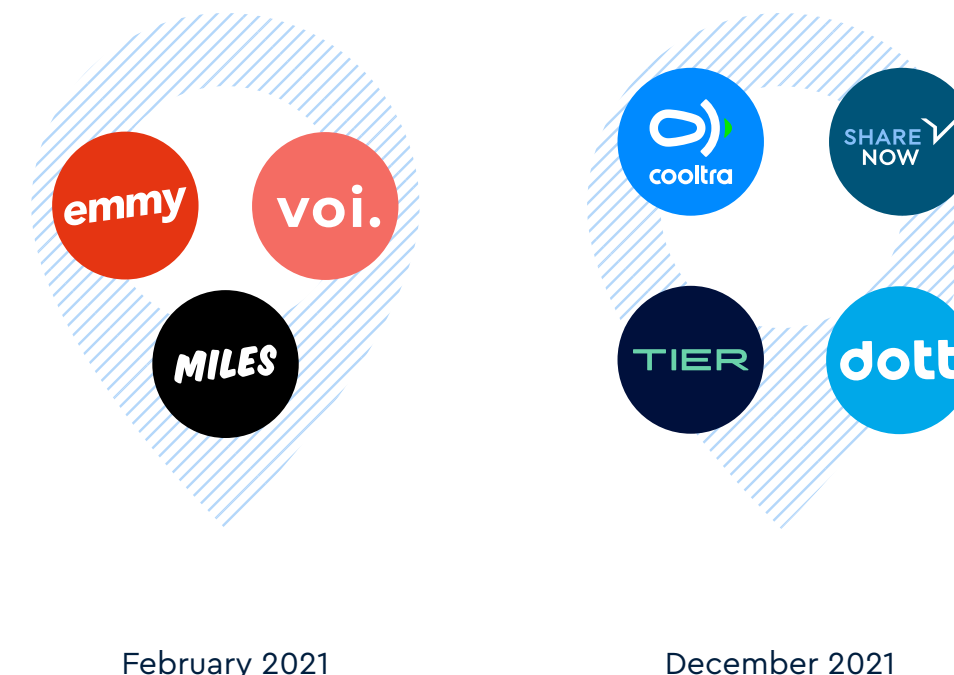
VOI and **MILES**. All available on one app, users can flexibly book the full range of mobility services in **over 170 cities** with the largest vehicle choice for consumers across Europe. In 2022, **FREE NOW** plans to launch **10+ new partners** as the first choice in European multi-mobility.

The company will further accelerate the expansion of its offering with the broadest range of mobility types and the most vehicles per type. This correlates with users' strong desire for **one mobility app** that integrates all mobility options, instead of individual apps for each city.

Users seek a one app solution



Partner Development

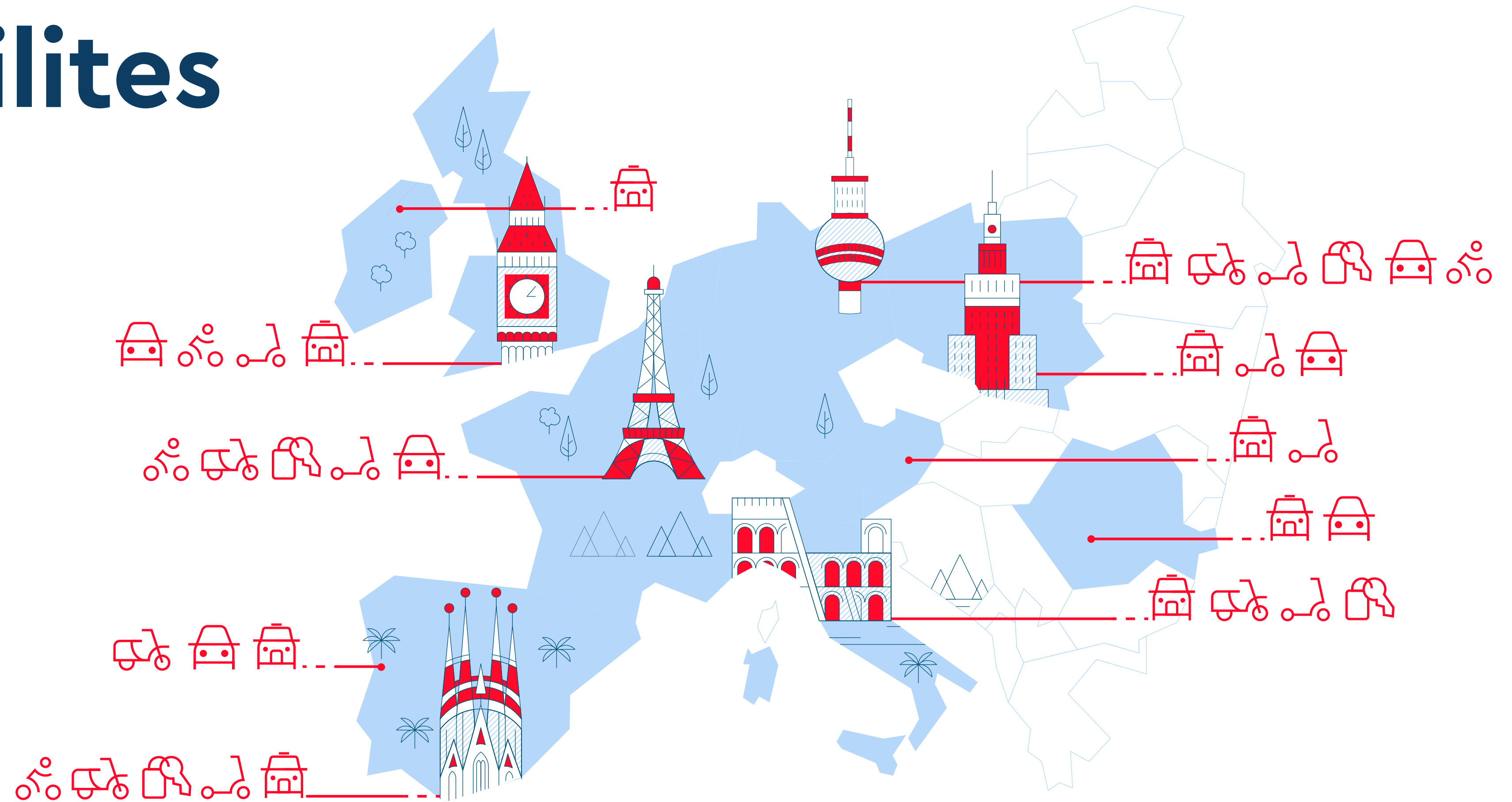


One App, all possibilities

+225,000
active eScooter, eBike,
eMoped & car sharing users

+2300%
multi-mobility trips

+300%
utilisation
per vehicle

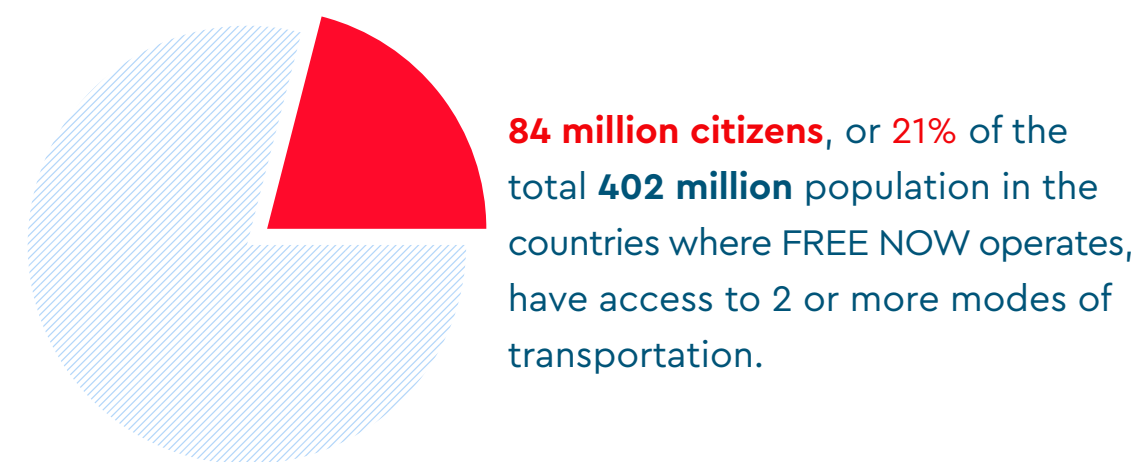


These services are available via the FREE NOW app



Multi-Mobility to become Mainstream

In 2021 additional partners, vehicles and new mobility options were introduced and resulted in **high growth rates** and efficiency gains. Overall, Germany had the highest market share



of multi-mobility offerings in 2021. Among micro-mobility options and car sharing, eScooter rides have been the **favourite option across Europe**.

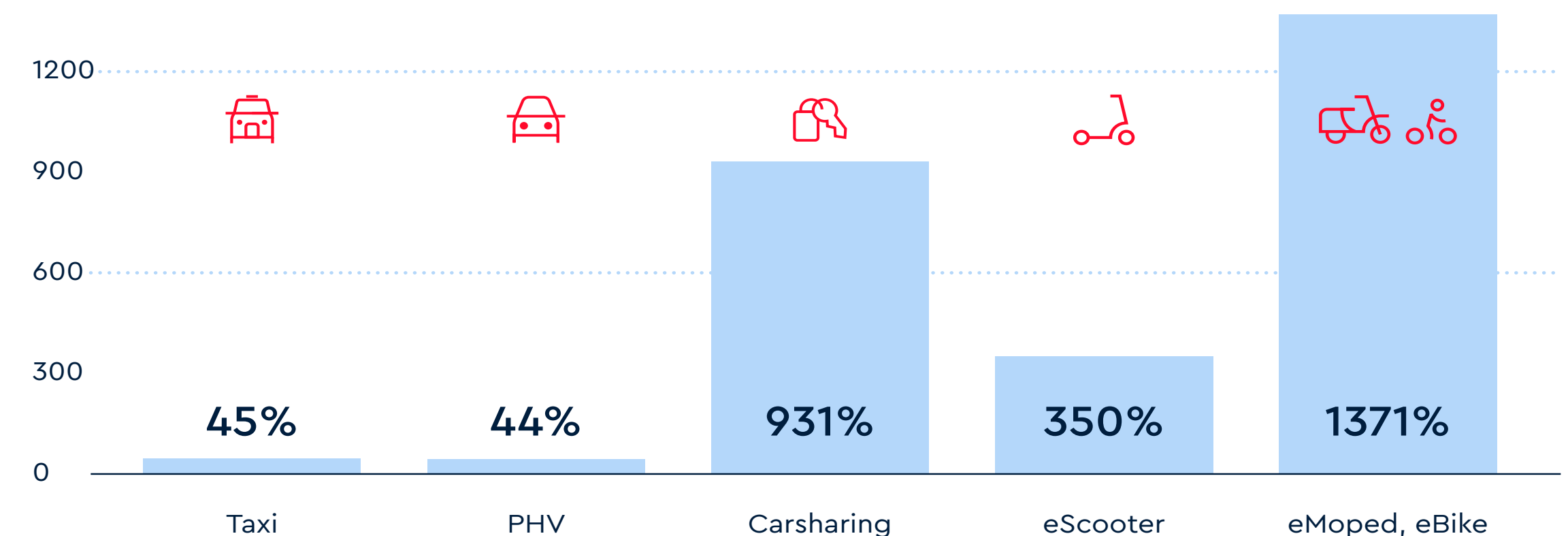
At the same time, this growth did not lead to a decrease in taxi and PHV trips. In fact, it was quite the opposite. The number of trips with both options **increased** by over **40%**. Nevertheless, micro-mobility and car sharing trips grew at an even greater growth rate as FREE NOW expanded the offer. Since the end of 2021 approximately **84 million** Europeans have had access to two or more modes of transportation via **FREE NOW**.

Top 6 Cities with highest MaaS usage

- | | |
|-------------------|---------------------|
| 1. Berlin | 4. Munich |
| 2. Hamburg | 5. Gdansk |
| 3. Paris | 6. Frankfurt |

The future of urban mobility is fully connected and users want to get from A to B with the best mobility option at any given moment. For 2022, experts expect multi-mobility to become mainstream and that new user groups will explore the possibilities

of flexible mobility on demand. That's why FREE NOW will offer even more multi-mobility options in cities and consolidate its offering as a core differentiation from competition throughout 2022.



Increase of trips 2021 vs. 2020 in percentage
 Trips with car sharing, eMoped and eBikes recorded a strong increase, due to high user demand and new available partners via the FREE NOW app

Improved Green Footprint



5144t CO₂ emissions saved compared to 2019. Equals mobility footprint of 2600 people.

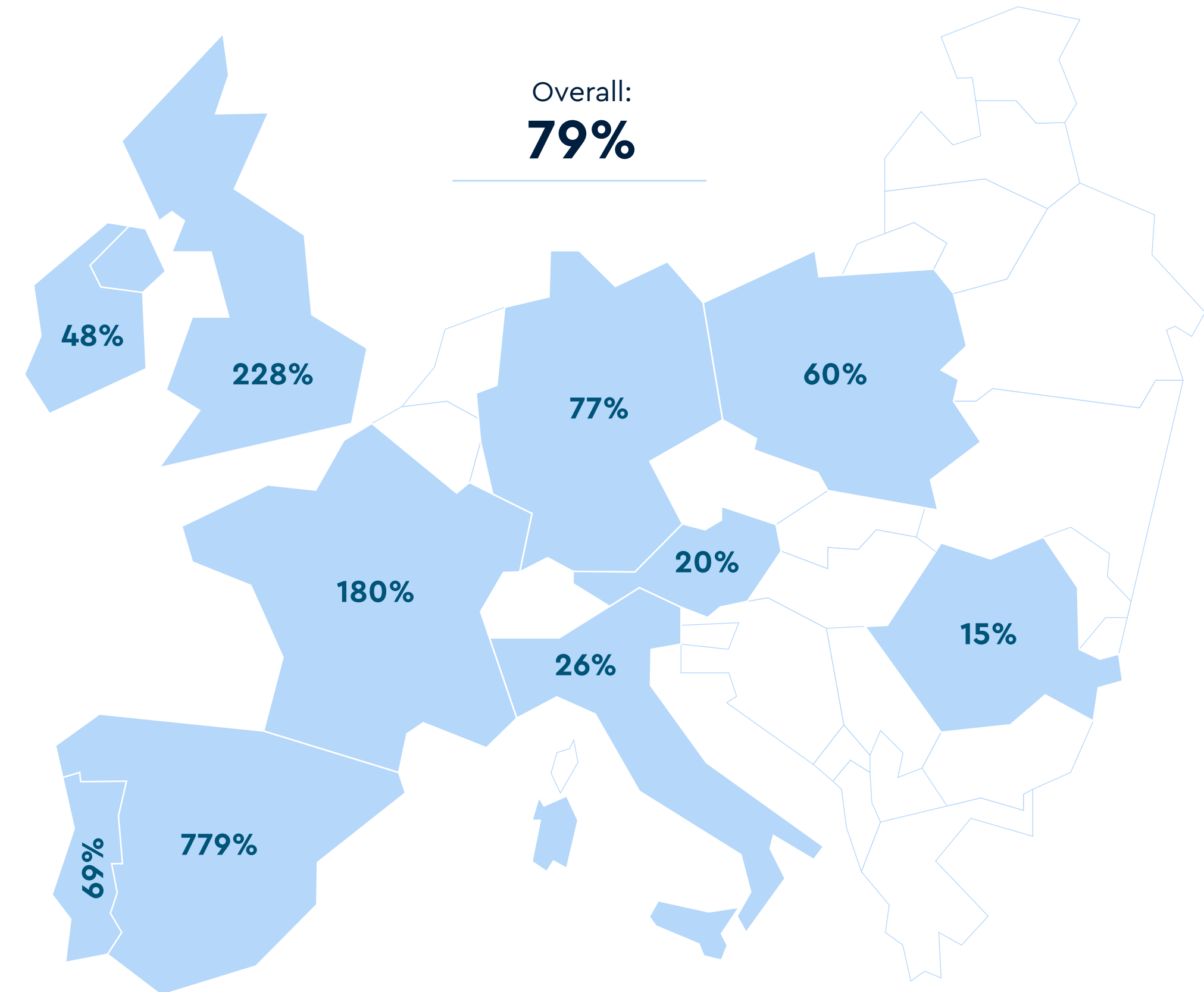
Users demonstrated a desire for **seamless, convenient, fast and affordable mobility** to get from one place to another, all within **one app**.

They also acknowledged the benefits of multi-mobility for **reducing mobility's carbon footprint**. In 2021, FREE NOW recorded a growing demand for greener mobility options and saw users switching away from traditional

combustion engines. The number of trips taken using electric vehicles has significantly increased across Europe, especially in Spain and the UK. Overall, FREE NOW has **substantially reduced emissions and significantly improved the efficiency** of its trips. In 2022 this accomplishment will reach even higher levels.

+199%

Electric vehicle fleet size



Increase of average battery electric vehicle trips 2021 compared to 2020

Efficient Mobility wanted

90%
less vehicles needed in a purely shared mobility city¹

95%
of the time a private car is parked²

68%
of Europeans wish for fewer cars

Looking at the big picture, the number of **private cars** in Europe is set to rise to **273 million by 2025**, compared to 263 million today. These 10 million new private cars will remain **parked 95% of the time** and will require additional parking space equivalent to the size of Dublin. In contrast, a **shared vehicle is used up to six times more often** than a private car on average. In a purely shared mobility city, fewer than 10% of the vehicles are needed to get citizens where they want. This would lead to disappearance of congestions, CO2 emissions dropping by one third and a non-existing demand for on-street parking. Mobility platforms therefore can greatly contribute to zero-emissions goals.

FREE NOW wants to make a significant contribution to a sustainable, efficient world of mobility by promoting the shift to zero-emission transport methods and is already **climate neutral since 2020**. The long-term goal is to offer around 50% of rides with fully electric vehicles by 2025 and achieve 100%

zero emissions by 2030. In 2022, FREE NOW aims to make public transportation available through the app in major European cities to help transform urban mobility without adding more cars to the streets.



10,000,000 additional new cars **by 2025** will result in an extra **115km²** parking space needed.³ That equates to an area about the size of **Dublin**.

¹ ITF: <https://www.itf-oecd.org/itf-work-shared-mobility> (2015)
² Senseable City Lab: Massachusetts Institute of Technology (2020)
³ ACEA: acea.auto/publication/report-vehicles-in-use-europe-january-2021 (2021)

Multi-Mobility Trends for 2022

#1 Ride hailing recovers

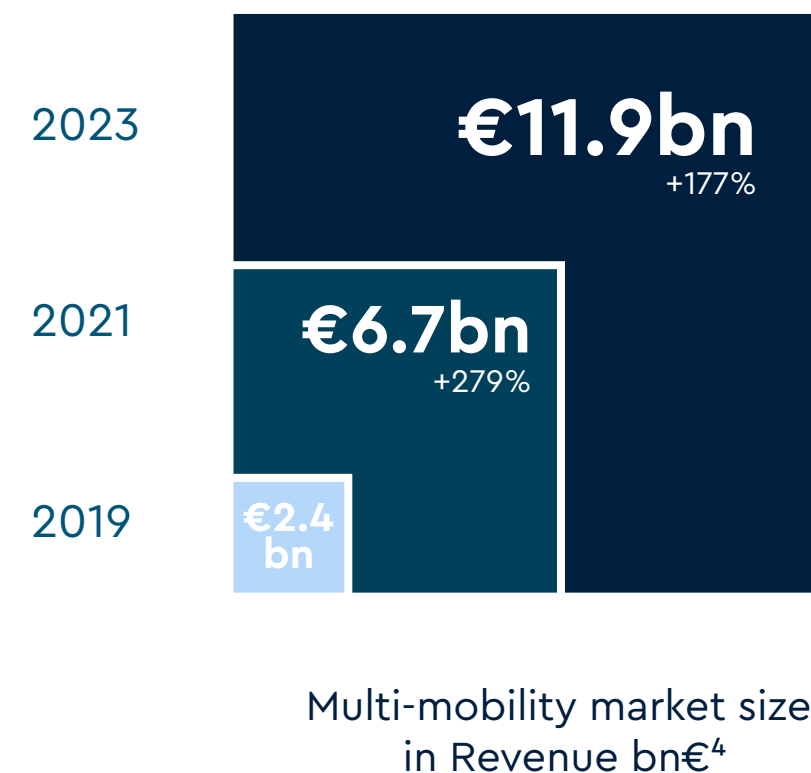
Ride hailing will recover fully after the winter period as the main business shifts to the summer months. The COVID-19 pandemic has shown that ride hailing does not need a recovery period. For example, when business travel picks up after travel restrictions, FREE NOW trip numbers will immediately return to pre-crisis levels or better.

#2 E-volution of fleet and extended offer

We observe a high willingness from users and drivers to contribute to CO2 reduction, reflecting the rapid transition to electric vehicles in our taxi and ride hailing fleet and huge demand for eco-options. Incumbent players will acquire new users by extending their offerings, e.g. passes and demonstrate profitability.

#3 Collaboration for green mobility

Cities must provide access to high-quality, multi-mobility options, prioritizing green transport solutions for people over individual mobility. Therefore the collaboration with MaaS platforms will be key. Cities don't need more vehicles. Platforms like FREE NOW aggregate existing supply and make new mobility more efficient.



#4 One app solutions wanted

People demand a one app solution for mobility to have every available opportunity at their fingertips – be it taxi, car sharing or eBikes. The future is a fully integrated urban mobility ecosystem. In this complex market, specialised players will be good at customised solutions.

#5 Better market regulation

The last relevant closed market will select micro-mobility tender winners next year in Ireland. With additional players entering the market in Europe, more cities will follow the tender approach. People will also benefit from enhanced safety regulations such as speed limits or designated eScooter zones, contributing to greater road safety.



Untapped potential⁵

#6 Car sharing and Car rental

The shift to electric vehicles will be the main driver as well as further dilution into each other, i.e. car sharing providers will offer long-term rentals and car rentals try to access a more seamless way of renting cars. FREE NOW will also embrace this trend and enable long-term rentals within the app in the near future.

What's next? – Outlook 2022



Marc Berg
CEO of FREE NOW

In 2021, FREE NOW has become the largest multi-mobility platform in Europe. Through the integration of new partners we massively expanded our micro-mobility and car sharing offer. Together with these partners, we are providing users with a fully integrated urban mobility ecosystem. Still, ride hailing is and will be our backbone. In 2022, we want to ensure that

backbone is as robust as possible to expand our multi-mobility services on top of it. In the beginning of this year we will have major launches in further European cities with Dott, SHARE NOW and some other exciting new partners.

People want to get easily from A to B – no matter how, where and when. With the seamless integration of multiple mobility brands and various vehicle options bookable within one app, we are meeting the trend of on-demand consumption. Flexibility and almost unconditional availability are the decisive factors for services in the 21st century, also for sustainable urban mobility. We see huge market potential for the European multi-mobility market. 2022 will be the year multi-mobility becomes mainstream and reaches a

wider audience. By offering our users new services like the Mobility Budget, bundle options and the upcoming integration of new mobility modes, we will cover all transportation needs to provide fast and friction-free urban mobility, achieving Europe-wide recognition as the leading multi-mobility player.

Looking further into the future, we know it's all about mobility, which doesn't just include cars. The future of mobility works within a holistic ecosystem with good collaboration and strong partnerships, particularly

in urban areas. We will thrive thanks to our existing and new partnerships and will seamlessly integrate more innovative services into our app. We believe that we can offer the most intuitive user journey across many areas, which includes external data like weather or services that take place before and after trips, such as availability of accommodation, flight dates and food options.

