# CORPORATE SOCIAL RESPONSIBILITY

2022



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### INTRODUCTION BY WARD

We are proud to present BMS's first CSR report. We help our customers increase the sustainability of their mobility. In addition we aim to be at the cutting edge of sustainability. In 2021 this led us to take our strategy and sustainability activities to a higher level. By choosing BMS, our customers opt for a sustainable partner with a robust strategy and clear goals.

BMS is growing, both organically and by international acquisitions. In addition to our activities in the Netherlands, Germany and Belgium, we have been operating in the Austrian and Swedish markets since 2022. Our revenues in 2022 therefore increased by 74 % compared to 2021. This growth enables us to fulfil our ambitions of providing our customers with sustainable means of transport, i.e. by bicycle! Moreover, we are achieving this making a minimal impact on people and the environment. This is why all of our new business divisions are immediately involved in our CSR policy.

We have drawn up our sustainable vision, mission statement and goals as a Pledge; an explanation of our ambitions. In May 2022, all the businesses that make up BMS signed this Pledge: Movelo, Lease a Bike, B2Bike, BusinessBike and FietsNed.

To adapt the Pledge to each individual organisation, we have initiated a CSR Ambassador programme, with group businesses learning from each other and jointly developing new sustainability activities.

We can look back on a successful year in which we entered into new partnerships, reduced our carbon emissions, planted trees, donated bikes and grew our organisation.

On behalf of BMS, our businesses and CSR ambassadors, we invite you to explore all our sustainability activities in this, our first CSR report.



Managing director BMS
Ward Matser

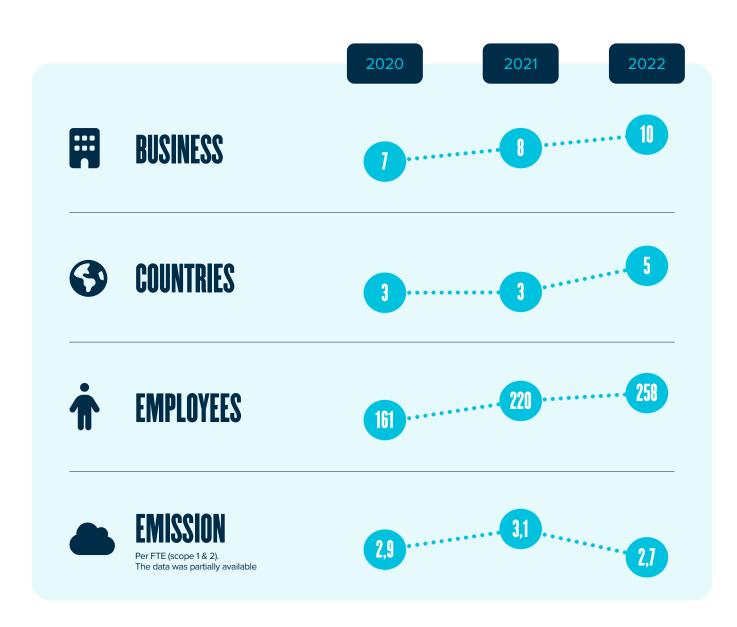
#### **BMS**

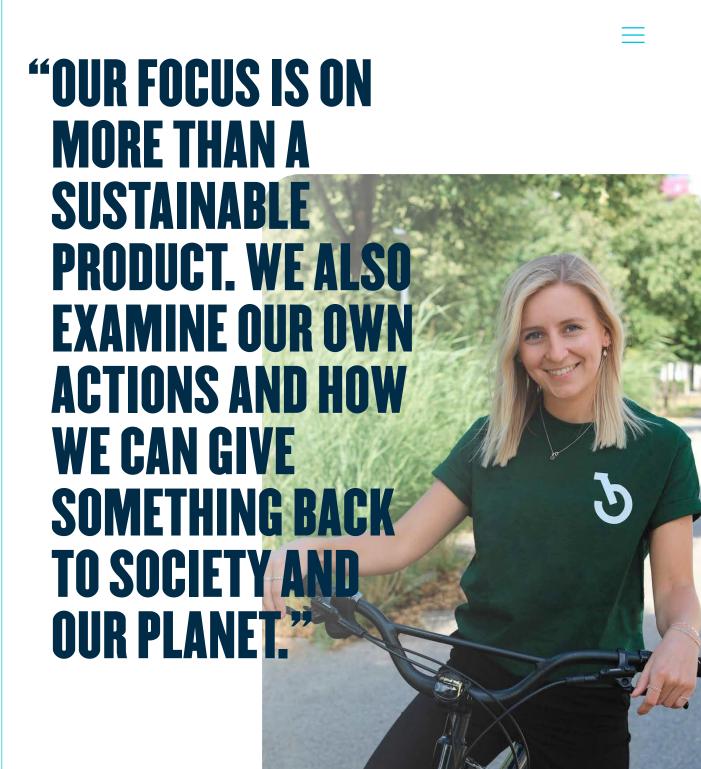
Bike Mobility Services, BMS, is a subsidiary of PON. With over 250 employees,

#### BMS owns 10 businesses:

- Lease a Bike Netherlands
- Lease a Bike Germany
- Lease a Bike Belgium
- Lease a Bike Austria
- Movelo Netherlands
- Movelo Germany

- BusinessBike Germany
- BusinessBike Sweden
- B2Bike
- FietsNed





**Magdalena** Lease a Bike Austria

#### 1. OUR CSR STRATEGY MISSION, VISION AND OBJECTIVES

**Bike Mobility Services (BMS) is** developing sustainable and affordable cycling services for employers and employees. We are an international group of companies, together making up the BMS Group. In 2021 the desire arose from within our businesses to develop a joint CSR strategy and approach for the future.

From a CSR working group, with representatives from all our businesses, we got to work with some external guidance. We carried out discussions to analyse what was already being done related to CSR, the individual businesses' ambitions and their perspectives on CSR. We then used co-creation to develop our mission statement, vision and strategy. Ultimately the strategy was endorsed by every business in a Pledge, with clear and concrete goals at BMS level. Our CSR strategy is based on five of the 17 SDG goals that match BMS's ambitions. To ensure support during introduction of our strategy we have developed a CSR Ambassador programme. This is helping us to convert our ambitions into concrete results.

The product that is central to our service, the bike, is part of the solution for the challenges of the future. We want to set a pioneering example by delivering zero emission mobility for our customers, but also for society and our planet. We see it as our responsibility to create sustainable mobility solutions, to create awareness about behavioural change and to share insights about behavioural change and sustainable mobility with our customers and stakeholders.

Together with our employees and partners, we will invest in the sustainability of our core activities and support sustainable activities in the local community. We wish to contribute to solving these challenges and to build a better world for future generations. Our Pledge is updated every two years to set new goals. At the end of each year we will report on the sustainable progress we have made.

By enabling people to make use of our products and services, we are striving to make a difference to the challenges of tomorrow.

## THE 5 SDG PILLARS OF OUR SUSTAINABILITY











#### **MISSION**

Our mission is to be a CO<sub>2</sub> neutral company (scope 1 & 2) and to make zero emission mobility easily accessible for a growing group of people. We strive to contribute to society and our planet by providing or supporting sustainable initiatives around cycling and health.

#### **VISION**

By enabling people to use zero emission mobility\* we strive to contribute to the solution for tomorrow's challenges.

\*Zero emission mobility: the use of the service is emission free.

## THE 4 MAIN GOALS WITHIN OUR PLEDGE

- We are offering access to zero emission mobility solutions for a growing group of people
- We are taking responsibility for increasing the sustainability of our business and our supply chain
- We are investing in our employees
- We monitor our sustainability efforts and publish our progress on our websites.



#### CSR AMBASSADOR PROGRAMME

To integrate sustainability within our businesses and to convert our goals into results, we have established a CSR Ambassador programme. Each business has appointed a CSR ambassador and these ambassadors are jointly responsible for implementing our sustainability strategy. The CSR ambassadors meet monthly online and work towards our goals in working groups. The ambassador programme has a chairperson who is responsible for the entire CSR programme.



One part of our strategy aims to actively involve employees in sustainability. The ambassadors have actively disseminated the Pledge within their own businesses and they have organised vegetarian CSR lunch sessions. During these sessions, they discuss one aspect of the strategy, suggest new ideas and discuss opportunities and challenges within the community.



**Lara de Koning** Movelo

#### 2. OUR BUSINESS

## WE ARE TAKING RESPONSIBILITY FOR INCREASING THE SUSTAINABILITY OF OUR BUSINESS AND OUR SUPPLY CHAIN

Sustainable responsibility begins with ourselves. In our CSR strategy, we have incorporated clear goals to increase the sustainability of our business operations. We set ourselves the goal of offsetting our CO<sub>2</sub> emissions by 2022 (scopes 1 & 2). We achieved this goal in 2021.

Offsetting is necessary but always results by setting clear goals for reduction. We aim to reduce our CO<sub>2</sub> emissions per FTE by 55 % by 2030. In 2022 we started to get insight into our CO<sub>2</sub> emissions and have further optimised this by using SmartTrackers in 2023. Our carbon footprint has been

designed to make our businesses comparable. During a meeting of the ambassadors, we shared these insights and jointly determined which actions we could implement to reduce CO<sub>2</sub> emissions even further.

#### **Carbon footprint**

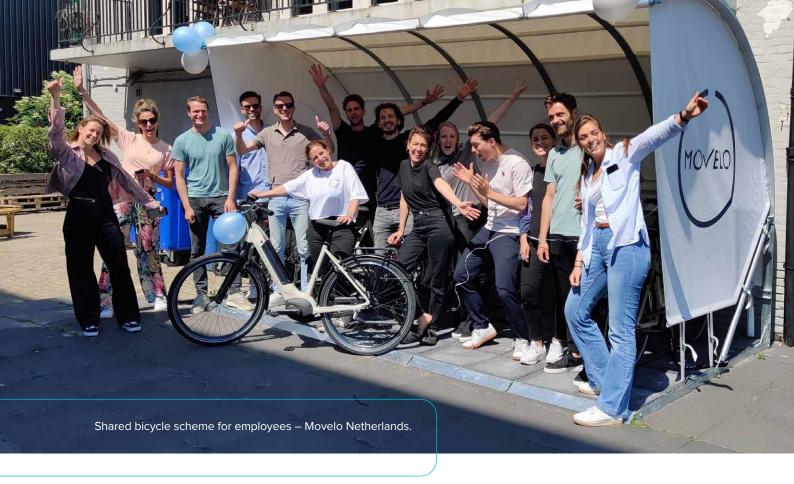
In 2022 we had a tool developed to give us insight into our CO<sub>2</sub> emissions. The greatest challenge for our businesses is to collect data because the majority of our buildings are rented, often with several renters using electricity, etc. With some external support, we have been able to determine our carbon footprint.

The emissions we include in our carbon footprint are gas, electricity, our vehicles (company cars and lease cars), public transport and air travel. In the future we also intend to gain insight into emissions from our waste.

#### Carbon footprint of the BMS organisation (scope 1 & 2)



N.B. Our carbon footprint was drawn up without Lease a Bike Austria's data They started up in 2022 and were not yet able to deliver the correct data. They are therefore not included in the number of FTEs.



Our CO<sub>2</sub> emissions per FTE has reduced by 10 % since 2020. During the Covid-19 crisis, many people were working from home and there were very few customer visits. This is reflected in 2020's emissions. In 2021 we were for the most part able to return to the office and to customer visits, hence emissions in 2021 rose. In 2021, in response to CO<sub>2</sub> emissions reports and insights into consumption, every business was asked to develop a reduction plan. The businesses that have this under their own control have switched to purchasing 100 % green electricity sources. Furthermore we have invested in electric lease vehicles for employees and use our own products for our employees, e.g. lease bikes and shared bikes. The majority of businesses have also started to look more critically at their energy consumption, for instance by turning down the central heating by a degree.

#### CO<sub>2</sub> offsetting scheme: planting trees

In addition to offsetting our own emissions, we plant trees on behalf of our customers. Five businesses have already planted their first trees. Six businesses entered into partnerships in 2022 so in 2023 we were able to plant a tree for every new lease cyclist, service contract or for every 250 kilometres cycled.



60 % of our businesses are now purchasing green power



In 2022 we reduced our electricity consumption per FTE by 26 %

(excluding Lease a Bike Germany as comparisons were not possible)



In 2022 we reduced our gas consumption per FTE by 34 % compared to 2021

(excluding Lease a Bike Belgium as comparisons were not possible)

## HOW FAR HAVE WE GOT WITH OUR TREE-PLANTING COMPENSATION SCHEME?

- In 2022 Lease a Bike Netherlands planted 5,000 trees.
- Movelo Netherlands and Germany plant trees via Plant-for-the-Planet.
   They plant one tree per 250 km ridden by lease bike. Since 2016, they have already planted 26,203 trees!
- BusinessBike planted 10,000 trees in 2022 via the Bergwald project.
- Lease a Bike Germany planted
   360 trees in collaboration with
   Planted in 2022.
- Lease a Bike Austria has a collaboration with Regenwald der Österreicher.
- Lease a Bike Belgium and B2Bike have entered into a partnership with Bos+ to start planting trees from 2023.
- FietsNed has a collaboration with Trees for All. From 2023, trees are being planted according to the number of service contracts signed.

## SUPPLY CHAIN INITIATIVES

We want to operate sustainably and in addition to setting ourselves the goal of doing business sustainably, we have set the goal of also increasing sustainability for our products and the supply chain. We have set up initiatives to take advantage of our sphere of influence. For instance, we have collected information about bicycle shops' vision on sustainability. We are recycling packaging materials and have reached out to suppliers to reduce packaging materials if possible. In another example, we have also agreed with our suppliers to take back used parts to reduce waste. Movelo Germany has already established a collaboration whereby they return e-bike screws to the supplier so that they can be reused.



#### 3. OUR PEOPLE **WE INVEST IN OUR EMPLOYEES**

Part of BMS's success is due to its employees. Our people are important to us, which is why we invest in them. We are researching our employees' needs, facilitating training and personal development. We stimulate health and fitness programmes and safeguard inclusivity and diversity.

#### **HR** developments

At the end of 2022, we conducted a survey into the needs and challenges of our employees. Using a questionnaire, we collected information about the following subjects: CSR within BMS, diversity and inclusivity. Based on the findings, we will determine follow-up actions and draw up a roadmap per business. In addition to collecting employee needs, we look for ways to accommodate them. For instance, in 2022 we paid out a € 500. energy bonus to all our employees.

#### **Training and development**

We want to develop our individual employees' talents. Based at our mother organisation PON, we offer courses and training to our Dutch businesses in the form of Winter and Summer labs. In 2022. employees followed 25 courses. The businesses outside the Netherlands have set up their own initiatives such as a LinkedIn Learning package. In 2022 PON started an analysis for purposes of developing an e-learning platform for the businesses outside the Netherlands. The plan is for the platform to be operational in 2023.



#### **Health & fitness programme**

Health and exercise is the foundation of our organisation. The health of our employees is an important part of that. We offer a range of activities which employees can take advantage of and we stimulate exercising in various ways.

- We offer subsidised gym membership
- We encourage colleagues to exercise together
- We encourage people to cycle to work and to walk at lunchtime.

For our Dutch businesses, there is a competition during the PON sports competition. Teambuilding activities often have a sporting slant. For instance, the Lease a Bike Belgium team is going to take part in a MudRun. Some businesses give the option of exercising during working hours, e.g. Movelo Germany offers HIIT training at the office.





In addition to bodily health, mental health is also important. A mental coach is available to employees. Movelo Germany is taking this a step further: they have several 4-legged feel-good managers at the office!

#### Business culture: inclusivity and diversity

We have already taken positive steps towards inclusivity and diversity. Within BMS we have a healthy male-female ratio: 54 % of our employees are women. In addition we are conscious of the challenges posed in the areas of inclusivity and diversity. We have developed four webinars to increase awareness throughout BMS. In addition we have appointed a 'Diversity and Inclusivity (D&I) Ambassador' for each business. The ambassadors work together to create awareness, analyse the challenges and develop policy.

"I HAVE NOW BEEN WORKNG FOR 4 YEARS AT B2BIKE AND IN THAT TIME, I HAVE SEEN THE BUSINESS GROWING. HAVING SO MANY NEW COLLEAGUES WITHOUT CHANGING THE FAMILY FEELING, IS REALLY SOMETHING SPECIAL."



**Sylvie Eggermont** B2Bike



#### 4. OUR IMPACT **AVAILABILITY OF ZERO EMISSION MOBILITY SOLUTIONS**

At BMS we believe it is important to make zero emission mobility available to as many people as possible. We aim for our reach to be wider than our own customers. We want our products and services to make a society-wide impact. This is why we have developed the BMS 'one hundred a year' programme. Every year we donate 100 bikes or e-bikes for reuse by relevant community organisations. In addition to the impact we are making with our bikes, we are also investing time and money into society.

Donating 100 bikes for reuse

2022 is the first year that BMS has donated 100 bikes. BusinessBike donated a total of 50 used company bikes to the non-profit organisations IG Mühle für Stolberg and Lebenshilfe Neustadt an der Aisch Bad Windsheim.

Lease a Bike Germany and Movelo jointly donated 50 bikes to Kinderdorf (children's villages). B2Bike and Lease a Bike Belgium have partnered with Mobiel21 to start donating 15 bikes annually from 2023. The Dutch and Austrian businesses have contributed financially and next year they will be responsible for the organisation of the 'one hundred a year' programme.



Donation to the Leergeld Foundation (supporting low-income families) Lease a BIKE Netherlands



#### Social responsibility

BMS is socially engaged in the countries where it works. We do this by contributing financially and by investing time. We encourage our employees' own initiatives and we try to put their good ideas into practice. For instance, we supported a Lease a Bike Austria employee housing Ukrainian refugees, by being flexible with their working hours and workplace. In addition we try to give our team days and team outings a socially responsibility tint, for example by going to cook for a homeless shelter or taking part in a charity bike ride.

#### **"WE HAVE BEEN INVOLVED WITH SUSTAINABILITY FOR A VERY LONG TIME AND IN FACT WE'VE BEEN WANTING E-BIKES FOR** 2 OR 3 YEARS. SO WE **ARE DELIGHTED THAT WE ARE REALLY GOING** TO GET THEM TODAY!"

Kinderdorf children's village reacting to the donation by Lease a Bike Germany and Movelo Germany





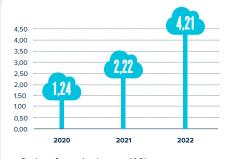
#### Lease a Bike Netherlands 2022





We celebrated the kick-off of our CSR programme with the whole team.
Sustainability is teamwork. That's why all our employees are involved in the CSR programme, for instance during our monthly CSR breakfast.





#### Carbon footprint (scope 1&2). Our carbon footprint per FTE has risen.

Our carbon footprint per FTE has risen. The main reason for this is the growth of our organisation in 2022 with fewer FTEs. Our gas consumption is lower, but we have a large increase in the kilometres driven in our lease vehicles. Post-Covid, in 2022 we started visiting customers and working from the office more often. If we examine our emissions compared to our revenues, we have made a reduction of 25 %. Moreover, all the figures were not available in 2020.





We planted **5,000 trees** with our bicycle dealers, via the Trees for All organisation.



At Lease a Bike Netherlands we believe that fit and healthy employees are important, so we exercise together.





We strive towards mobility for all for as long as possible. This is why we are collaborating with Tworby (tricycles) and Van Raam bikes (adapted bikes).

We donate all the kilometres cycled during Cycle to Work Day to the Leergeld Foundation, because every child counts!

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#### Lease a Bike Germany 2022



Our people



"We are proud to be contributing towards a greener future by providing environmentallyfriendly mobility solutions. We promote actively sustainable strategies and processes within our company, so that our internal operations also have a positive environmental impact. We believe that we can make a difference by collaborating with our customers and partners, working together to create a more sustainable future."

#### Christian Wölbern

- Managing director, Lease a Bike Germany

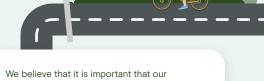
Our impact



Our businesses

#### Carbon footprint (scope 1&2).

In 2022 we took great strides towards reducing our emissions. This resulted in a reduction of 29 % compared to 2020. The steps we took included: switching to green power, 1 desktop instead of 2, electric vehicles as new lease vehicles and turning off the central heating at night.



employees are fit and contribute to this by offering a Hansefit sport pass. Hansefit offers all our colleagues the chance to add balance to their daily life at the office.

Lease a Bike Germany supports its employees in financially difficult periods. This is why we paid all our employees an energy bonus and an inflation bonus in 2022.



Lease a Bike Germany planted 360 trees in Germany in collaboration with Planted in 2022.



Together with Movelo Germany we donated 50 bikes to SOS-Kinderdorf (children's villages). Watch the video to learn more about our donation!



We support several charities in Germany, e.g. Lease Plan and No racism. We also encourage our employees' local initiatives and are keen to contribute, e.g. planting flowers for bees.



To the website



#### Lease a Bike Belgium 2022





At Lease a Bike Belgium, our sustainability highlights for 2022 were all related to change and renewal. We moved to a new and more sustainable office, we appointed a new sustainability ambassador, Laurien Sevenants, and we entered into partnerships with organisations with whom we can cooperate to shape our CSR vision.



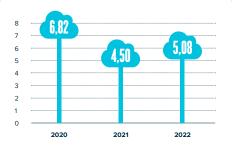








We have entered into a partnership with Bos+ to further increase offset of our CO2 emissions and to contribute to nature conservation in Belgium.



#### Carbon footprint (scope 1&2).

Our carbon footprint per FTE has increased. Following our move to new premises, we have been able to enter all the information in the carbon footprint this year. We see the biggest increase in our gas consumption. As an organisation, we have grown in turnover, but with fewer FTEs. Looking at our emissions related to our turnover, we were able to realise a reduction of 34%.



We believe that it is important that our employees are fit and healthy. To prevent us from sitting still all day, we try to go for a walk together at lunchtime every afternoon.











We are proud of the diversity in our team at Lease a Bike Belgium. There is an almost equal split between men and women in our team of 15 people, with 3 different cultural backgrounds.





We have partnered with Mobiel21 to start donating bikes in 2023. This will give our used bikes a second life and get even more people cycling!



In 2022 we had discussions with several partners on cooperating to improve cycle safety. We are working on organising workshops for cyclists, thus contributing to traffic safety. We will make this more concrete in 2023.







#### Lease a Bike Austria 2022



Lease a Bike Austria was founded in 2022. This makes 2022 an opening year in which we were able to take positive steps in sustainability and the team has already put follow-up actions in motion.



Sustainability is teamwork. We involve our entire team in the sustainable choices we make and the initiatives that we start. This photo was taken during our vegetarian brainstorming lunch.





Our people



We have entered into a collaboration with **Regenwald der Österreicher** to plant trees, starting in 2023.



We have made a start with filling in our carbon footprint in SmartTrackers. The information is not complete for 2022. We do not yet have full insight into our emissions, but we are consciously working to reduce our emissions, e.g. the majority of our colleagues come to work by bike and we are switching to electric company cars.



We offer all our employees a free sport pass and the whole team goes to exercise together once a month. This is how we motivate and encourage our employees' health and fitness.



1

We are proud of the international team at Lease a Bike Austria, representing diverse cultures and countries.



We have a collaboration with Kinderdorf children's villages in Austria. From 2023 we will donate bikes and will invest time to help children pass their bicycle permits



We volunteer for local initiatives. For instance, at Christmas we cooked for the homeless shelter and we support our employees if they want to contribute to a charity.

The the website

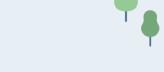
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#### FIETSNED 2022



Tackling sustainability within FietsNed. In 2022 we were proud to sign our CSR policy.







#### Our people



We make the link between our colleagues' health and fitness and charities. This is why we sponsor Ride for Life to the tune of € 1,500 and 8 colleagues are participating in this cycling event to raise money for research into Duchenne muscular dystrophy.

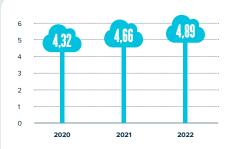


We also incorporate health and fitness into our team building. We take part in the annual PON football tournament.





FietsNed has a collaboration with Trees for All. From 2023, trees are being planted according to the number of service contracts signed.



#### Carbon footprint (scope 1&2).

Our emissions rose slightly in 2022. We have used 100 % green power since 2020 and our gas consumption has reduced by nearly 50 %since 2020. The increase in emissions is related to the addition of lease vehicles to our fleet since 2022.





At FietsNed we give our employees the space they need to continue their personal development. We do this by facilitating and encouraging participation in the PON winter and summer labs.



Our impact



We donate annually to several charities, one of which is the Leergeld Foundation for underprivileged children. Together with Lease a Bike , we donated  $\mathop{\,{\in}\,} 715$  for Christmas gift packages.



#### **B2BIKE 2022**







We are actively tackling sustainability at B2Bike. In 2022 we were proud to sign our CSR policy.





Our people



Together with Lease a Bike Belgium we have partnered with **Bos+** to start planting trees from 2023.

Our impact



#### Carbon footprint (scope 1&2).

In 2022 we took great strides towards reducing our emissions. This resulted in a reduction of 23 % compared to 2020. The steps we took included: switching to green power, turning down the heating by one degree and using electric vehicles as our new lease vehicles.



Every B2Bike employee is given a lease bike.





At B2Bike we motivate our employees to go by bike. We do this by treating the people who cycle to a tasty breakfast on Cycle to Work Day.







We want to make cycling possible for everyone, so we have entered into a partnership with Mobiel21 to start donating 15 bikes annually, from 2023. Mobiel21 lends these bikes to graduates of the cycling school so that they can continue to cycle!

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#### **BUSINESSBIKE GERMANY 2022**





We are actively tackling sustainability within BusinessBike Germany. In 2022 we were proud to sign our CSR policy.



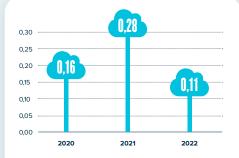








BusinessBike planted 10,000 trees in 2022 via the Bergwald project.



#### Carbon footprint (scope 1&2).

In 2022 we took great strides towards reducing our emissions. This resulted in a reduction of 31 % compared to 2020. The steps we took included: switching to green power, turning down the heating by one degree and using electric vehicles as our new lease vehicles.

Our employees have access to training and special offers related to sustainable mobility. We also strive towards an inclusive and diverse business culture.









We donated 50 used bikes to non-profit organisations: 40 of them to flood relief organisation IG Mühle für Stolberg and another 10 bikes to the Lebenshilfe Neustadt Bad Windsheim.





We are donating € 5,000 to the Dietrich-Bonhoeffer Secondary School in Neustadt an der Aisch for them to start up a mountain biking club!

To the website





#### **MOVELO NÉTHERLANDS 2022**





We are actively tackling sustainability within Movelo Netherlands. In 2022 we were proud to sign our CSR policy.







We foster our employees' health and fitness by facilitating lunchtime sport classes at the local gym.



Movelo Netherlands and Germany plant trees via Plant-for-the-Planet. We plant one tree for every 250 km cycled on our bikes. Since 2016, we have already planted **26,203 trees!** 



We have made a start with filling in our carbon footprint in SmartTrackers. The information is not complete for 2022. We do not yet have full insight into our emissions, but we are consciously working to reduce our emissions, e.g. everybody comes to work by bike or public transport and our 2 lease vehicles are electric.



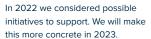


At Movelo Netherlands, happiness at work and a close-knit team are our number one priority. We go for drinks on Thursdays and Fridays and take part in activities together such as the Young Pon skiing holiday. In addition we eat a freshly prepared vegetarian lunch every day at the office. Delicious and good for the environment!











To the website





#### **MOVELO GÉRMANY 2022**





We are actively tackling sustainability within Movelo Germany. In 2022 we were proud to sign our CSR policy.





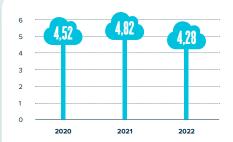
In 2022 we made advances in our waste management. We recycle the cardboard packaging and batteries from the e-bikes and return used screws to the supplier so than they can be reused







Movelo Netherlands and Germany plant trees via Plantfor-the-Planet. We plant one tree for every 250 km cycled on our bikes. Since 2016, we have already planted **26,203 trees!** 



#### Carbon footprint (scope 1&2).

In 2022 we took great strides towards reducing our emissions. This resulted in a **reduction of 5** % compared to 2020.



Our people





We foster our employees' mental health by allowing feel-good managers to walk around.



We encourage health and fitness by offering free gym lessons during working hours and providing e-bikes to our employees.



Our impact



Together with Lease a Bike Germany, we donated **50 bikes** to SOS-Kinderdorf (children's villages).



To the website

Every year we sponsor academies to train children and young adults to become Sustainability Ambassadors at Plantfor-the-Planet.





Stationsplein 19A 3818 LE Amersfoort Concept and layout: Turn - Unleashing Potential May 2023 Graphic design: Planet Zero









