

MO—OVE

Sustainability Report

2022

# Contents

|  |    |
|--|----|
| Publication of Moove Group's first ESG report .....    | 4  |
| ESG as part of our business strategy.....              | 4  |
| Moove Group, HB-Care and Dantaxi .....                 | 5  |
| Our business model .....                               | 6  |
| Company history .....                                  | 9  |
| Environment .....                                      | 11 |
| Climate footprint .....                                | 11 |
| UN Sustainable Development Goals .....                 | 11 |
| UN Global Compact's Ten Principles .....               | 11 |
| Making it attractive to drive a green taxi .....       | 11 |
| Green buses.....                                       | 11 |
| Solar panels on the roofs of HB-Care buses .....       | 13 |
| Continued growth and focus on zero emissions .....     | 13 |
| Social.....  | 14 |
| Inclusion, equality & diversity .....                  | 14 |
| Integration of refugees .....                          | 14 |
| More female HB-Care drivers.....                       | 14 |
| Seniors – 60+ .....                                    | 14 |
| Education and training.....                            | 16 |
| Strengthening Danish language skills .....             | 16 |
| Moove Group Academy .....                              | 16 |
| Dantaxi Academy .....                                  | 16 |
| HB-Care Academy.....                                   | 16 |
| A healthy and safe workplace .....                     | 16 |
| Whistleblower scheme ensures good business ethics..... | 16 |
| Policies are integrated in everyday life.....          | 16 |
| Employee engagement and pride .....                    | 16 |
| Governance .....                                       | 19 |
| Leadership and culture .....                           | 19 |
| Zero tolerance of corruption .....                     | 19 |
| Data and IT security.....                              | 19 |
| Code of Conduct.....                                   | 19 |
| The situation in Ukraine .....                         | 19 |
| Independent Auditor's assurance report .....           | 20 |
| Accounting principles.....                             | 21 |

Moove will be the human  
face of tomorrow's mobility.  
We will bring people together  
and onwards in life.

**People moove people.**

Moove Group enables new and better connections between people. In an increasingly digital world, we believe that connection between people happens through people – that people move people. For us, it's not only about transportation – we want to create new paths, new unique opportunities, and new sustainable ways for bringing people together.

With Moove Group, Dantaxi and HB-Care have taken the first steps towards the future of mobility by becoming a frontrunner in sustainability, digital transformation, and social responsibility. When united, we can inspire Danes to choose the better solution. No matter where the future takes you, we will be with you on your journey.

## Publication of Moove Group's first ESG report

This Sustainability Report for Moove Group and the Company's subsidiaries, Dantaxi and HB-Care, relates to the financial year 2022. The report has been prepared as a stand-alone Report to the Company's Annual Report in accordance with §99a, §99b og §99d of the Danish Financial Statements Act.

The report is based on the Company's environment, social and governance (ESG) strategy and is addressed to our customers, employees and other stakeholders. It describes Moove Group's responsibilities in relation to climate and environment, people and society, and company management.

For the past two financial years, Moove Group has reported relevant environmental key figures and initiatives to the

Company's owner, investment firm Triton, via the recognised Greenstone+ software solution. The reporting ensures quality in data collection and highlights the Company's performance and decisions about ongoing improvements for the coming year.

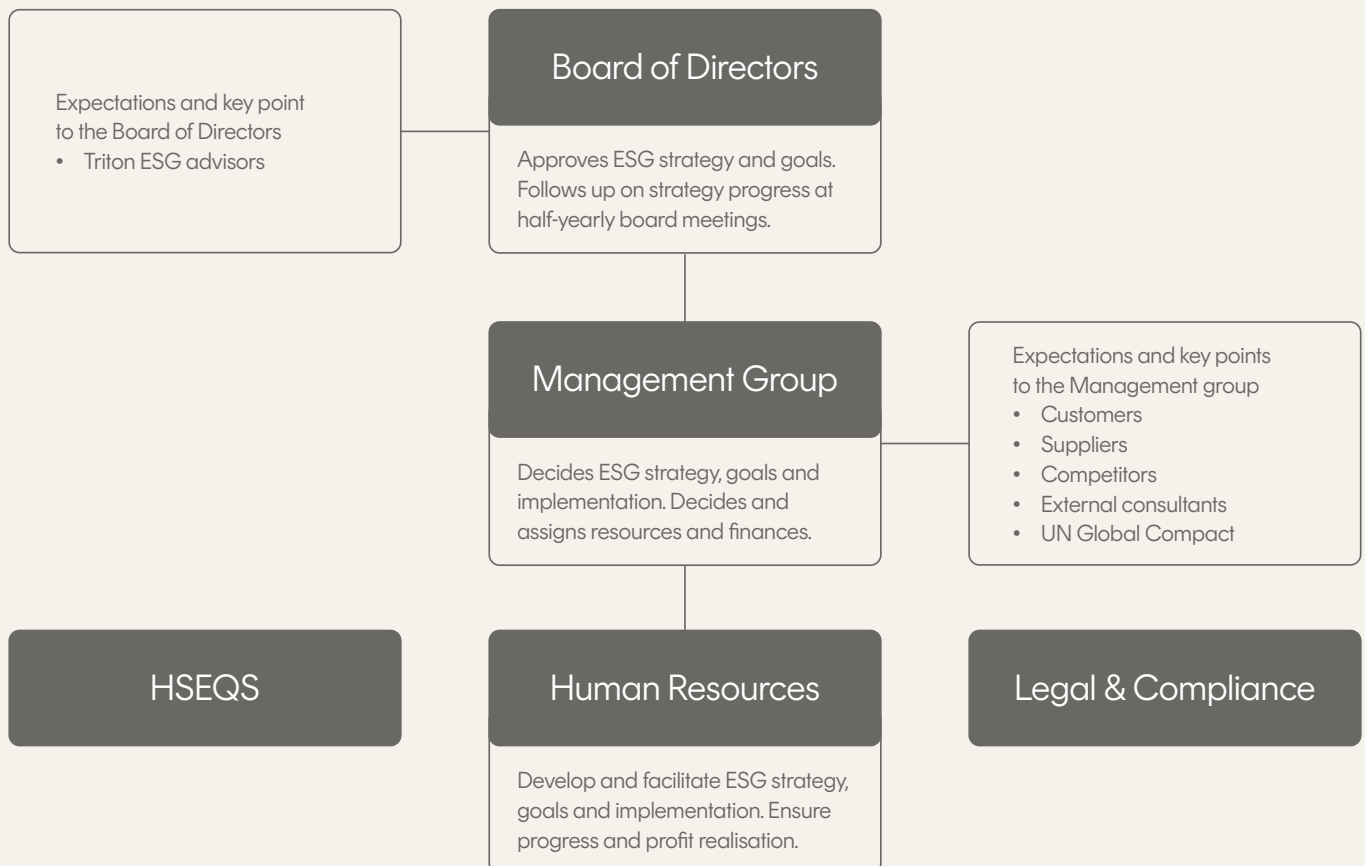
In 2021, Moove Group was considered one of the portfolio companies in the Nordic region to have the greatest improvement in Greenstone's ESG rating in a financial year. We are naturally very proud of that.

If you have any questions about the report, you are welcome to contact CEO Carsten Aastrup or HR and ESG director Anja Breum.

## ESG as part of our business strategy

The Company's ESG strategy is integrated in our business strategy, and ownership of goals and initiatives is anchored in the Board of Directors, in the Management Group, and across departments

and business functions. Ownership and responsibilities are illustrated below:



## Moove Group, HB-Care and Dantaxi

Moove Group enables new and better connections between people. In an increasingly digital world, we believe that connection between people happens through people – that people move people.

For us, it's not only about transportation – we want to create new paths, new unique opportunities, and new sustainable ways for bringing people together.

Moove Group is a people transportation company that specialises in passenger mobility with a primary focus on bus and taxi services. The brands are HB-Care on the bus side and Dantaxi on the taxi side. The Company is registered in Denmark and has its head office in Bagsværd in Greater Copenhagen.

HB-Care is the leading player in the transportation of citizens with special needs, including the disabled, the elderly and school students. Every day, a large number of citizens are serviced by approximately 465 minibuses and 450 skilled drivers.

Dantaxi is Denmark's largest taxi company, with a fleet consisting of more than 1,800 cars, of which 450 are electric.

Moove Group has almost 100 years of experience in ensuring our customers and users a safe and personal service. Both locally and regionally, we make a positive difference by using our skills in advanced trip allocation with consideration for people and the environment. We have regional administration in five cities across most of the country.

Moove Group is owned by Triton, a Swedish-German invest firm established in 1997 that invests in medium-size and large companies primarily within services, consumer, healthcare and industrial tech in Northern Europe, Italy and Spain. Triton focuses on companies with the potential to create sustainable long-term growth through changing economic conditions. Triton bought Dantaxi in 2018 and HB-Care in 2021. In 2022, Moove Group was established as a corporate brand.

### mo-ove group

- 240 employees in administrative functions
- 5 locations in Denmark
- Owned by Triton since 2018



### HB-Care

- 450 drivers
- 465 buses
- 1,500,000+ citizens transported in 2022



### Dantaxi

- 1,800 taxis
- 450 electric cars
- 1,100 hauliers
- 3,000 drivers
- 5,500,000+ taxi rides in 2022



## Our business model

Our business model is about bringing people together and onwards in life. With a nationwide platform of taxis and minibuses, we have a broad customer portfolio consisting of private customers, business customers and customers referred to us requiring special and safe transportation. We create security and ensure a high and consistent level of service in our performance.

Dantaxi operates with external hauliers, which are characterised by a low level of tied-up capital, a limited need for investment and excellent scalability. The hauliers own the cars and are responsible for the day-to-day operations, including the employment and remuneration of associated drivers.

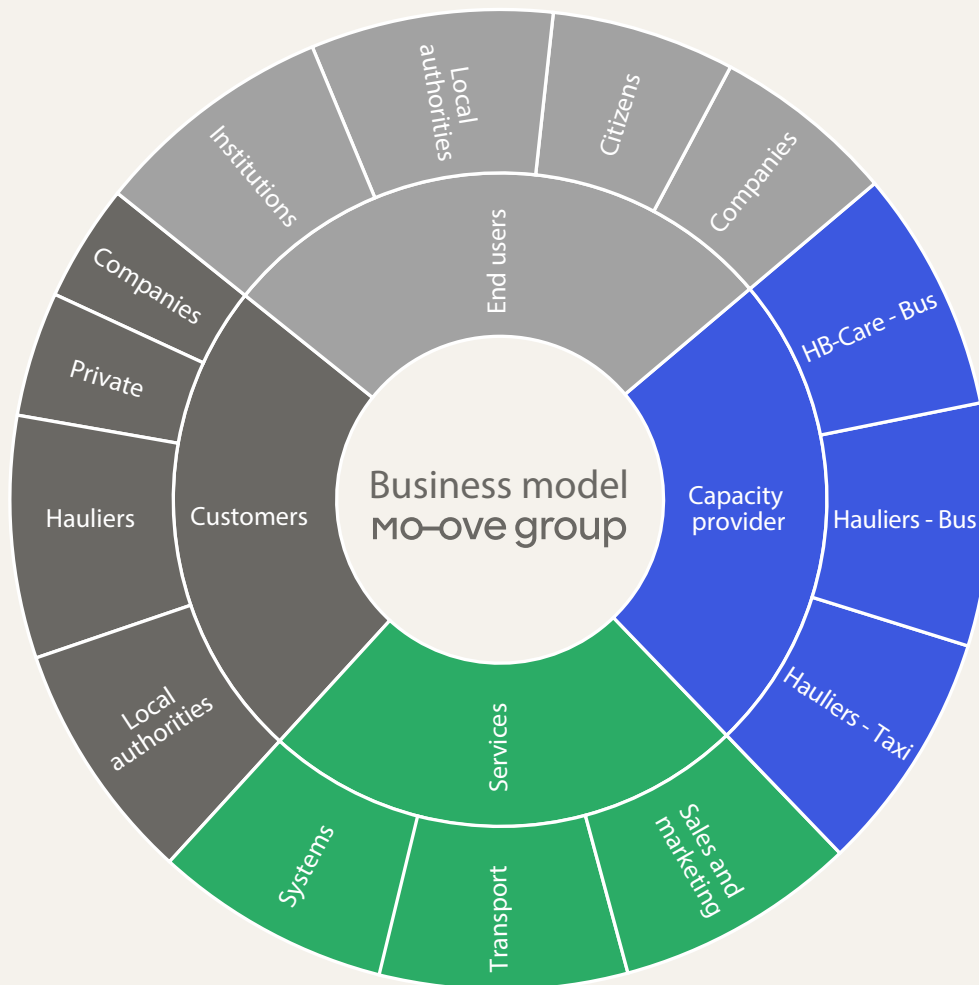
Dantaxi makes customer relationships and revenue potential available to hauliers. Moove Group and Dantaxi own the public procurement agreements and the agreements negotiated with business customers.

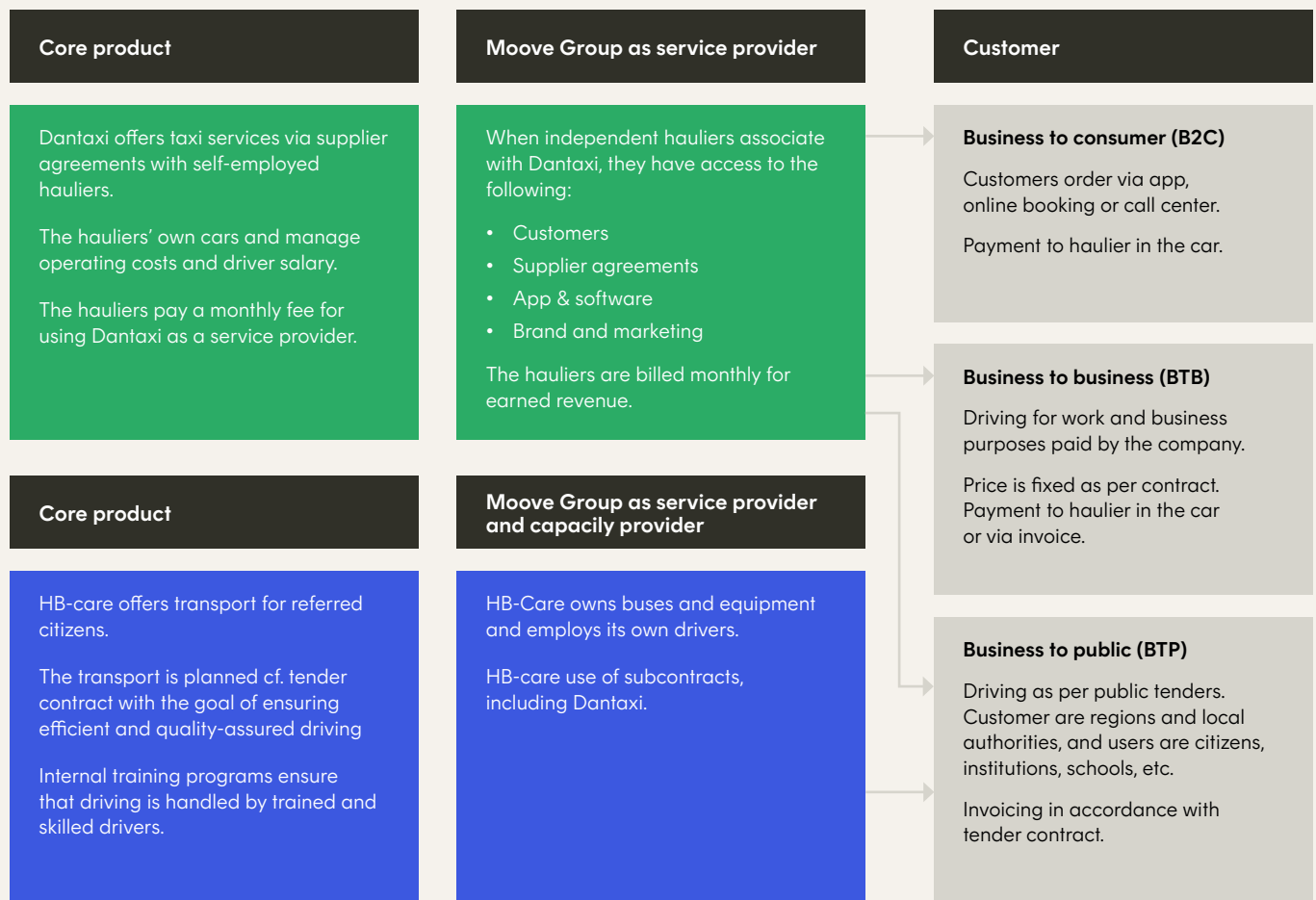
The hauliers pay a monthly fee to use Dantaxi as a service provider.

HB-Care provides specialised driving for persons referred to us by local authorities and institutions. The focus is safe transportation, where citizens experience a personal service from trained and skilled drivers with an in-depth understanding of disability.

HB-Care owns 465 minibuses and employs 450 drivers. In addition to providing a high-quality service for citizens, HB-Care's core competence is trip planning that is customer-efficient and has minimum impact on the climate and environment. Moove Group delivers the right bus or taxi for the given task and customer needs in a close collaboration between HB-Care and Dantaxi.

HB-Care uses subcontractor agreements, including with Dantaxi. Revenue resulting from winning public tenders is relatively stable during the contract periods, which is why HB-Care driving is considered an advantageous supplement to the independent haulier's total revenue.





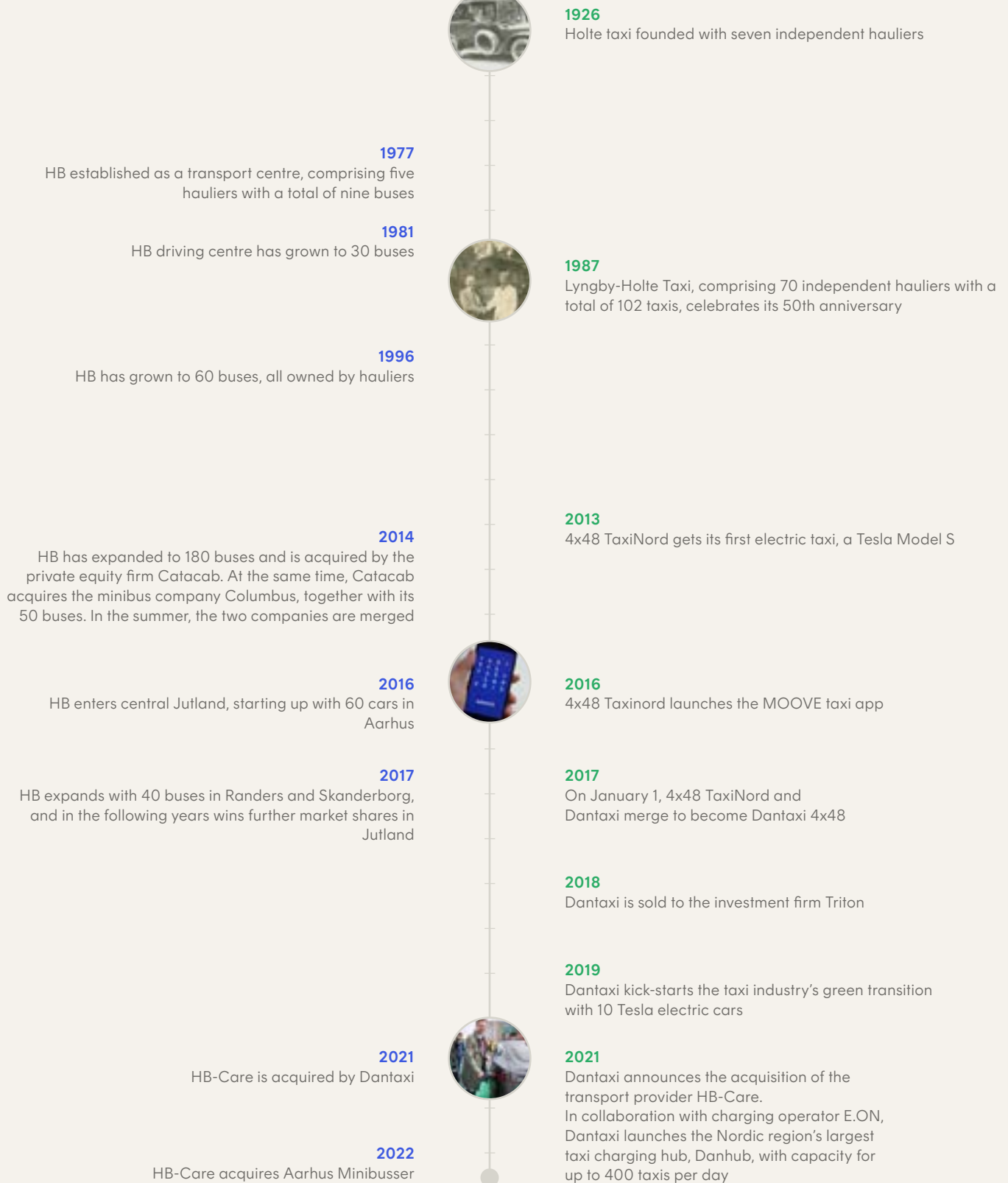
| <b>B2C</b><br>Our private taxi customers | <b>B2B</b><br>Our business customers, transported by our taxis | <b>B2P</b><br>Tender and contract driving, transported by both Dantaxi and HB-Care |
|--|--|--|
| 5,5 million taxi trips per year          | 75% use automatic payment devices                              | 35+ tenders  |
| 1 million booking via app                | 20+ segments   | 6,500 daily trips  |
| 2 million calls to the call centre       |  | 1,5 million citizens   |





# Company history


**HB-Care**

**Dantaxi**

**mo-ove group**

2022 established as a corporate brand



# Environment



## CLIMATE FOOTPRINT

At Moove Group, we are active in the green transition. We are purposefully working to reduce our own climate footprint and also selecting business partners who share our green vision. We buy green energy at our own locations throughout the country and ensure continuous expansion of our emission-free taxi fleet. Currently, 25% of our taxis are emission-free.

**Our goal is for 100% of our taxis to be emission-free by 2025.**

## Zero emissions

Running on 100% electricity, our emission-free taxis emit no CO<sub>2</sub> into the atmosphere.

We are aware that there are emissions associated with electricity production, which means that driving on electricity is only 100% green if the electricity comes from renewable sources. As our hauliers are self-employed and choose the charging station themselves, we do not have access to data on energy type.

### Calculation of CO<sub>2</sub> emissions from our fleet:

In collaboration with the consulting company COWI, Moove Group has prepared an Emission Calculator for use in calculating the CO<sub>2</sub> emissions of our taxis and minibuses. Emission factors are calculated using the TEMA2015 model.

## UN SUSTAINABLE DEVELOPMENT GOALS

The UN Sustainable Development Goals (SDGs) were adopted by the world's heads of state and government at the UN summit in New York on 25 September 2015. This marked an unprecedentedly ambitious and transformative development agenda.

The SDGs took effect on January 1 2016 and set a course towards more sustainable development for both people and the planet we live on up to 2030. There are 17 SDGs, which the UN aims to achieve by 2030.

At Moove Group, we work actively with SDGs 4, 8, 10, 13 and 17. The SDGs are integrated in our ESG strategy and we continuously follow up on our progress.

## UN GLOBAL COMPACT'S TEN PRINCIPLES

In March 2022, Moove Group joined the UN Global Compact, in which we are working together with more than 500 other Danish companies to tackle poverty and take better care of the environment. We are proud that Denmark has the highest proportion of Global Compact members by size of country.

We have integrated the UN's ten formulated principles for responsible business operations into our ESG strategy and objectives, and also into our Code of Conduct. The Ten Principles relate to human rights, labour, environment and anti-corruption.

## MAKING IT ATTRACTIVE TO DRIVE A GREEN TAXI

As part of our green transition, in 2021 we established Danhub, the largest charging hub in the Nordic region. Danhub was established in collaboration with E.ON to ensure that our own vehicles have access to fast charging, and to make buying an electric vehicles more attractive.

In our ordering app, we have also made it possible for customers to prioritise an electric car. If we have an electric car in the area, it will be allocated in preference to a diesel car.

## GREEN BUSES

Energy-efficient driving is now part of our basic training for hauliers and HB-Care drivers. In 2023, in collaboration with our training partner AMU JUUL, we will be running the "Energy-efficient driving" course for our HB-Care drivers. We will also be training our mentor corps, consisting of 15 mentors, to be able to subsequently train our drivers via the "train-the-trainer" principle. This training will take place as part of our five-day mentoring programme in relation to onboarding and in our ongoing follow-up and quality assurance.

The goal for 2023 is for all new hauliers and drivers to receive training in energy-efficient driving.

## Dantaxi

We have 450+ electric cars in our taxi fleet. In 2022, our electric cars made 1 million trips.

## HB-Care

In our car workshops, 85% of our waste is recycled.





### SOLAR PANELS ON THE ROOFS OF HB-CARE BUSES

As a pilot project, five HB-Care buses have been carrying solar panels on their roofs for the past two years. The solar panels provide extra power for the minibuses' 12-volt batteries – and this is greatly needed in buses for disabled persons, which have a power-hungry stairlift.

The company Green Energy Scandinavia in Vejle has installed the solar panels. In full sunlight, the solar panels deliver up to 380 watts per bus per hour. Charging with the help of the sun's rays saves HB-Care an annual purchase of 1,200 litres of diesel and spares the local environment 3 tonnes of CO<sub>2</sub> emissions.

In addition to the solar panels ensuring lower diesel consumption, the battery is charged more efficiently. The fact that the battery is almost always fully charged, and that it also charges when the bus is stationary and the engine switched off, also provides better flexibility for the drivers.

### CONTINUED GROWTH AND FOCUS ON ZERO EMISSIONS

Our goal is to continue to develop in the Danish market and maintain our position as the country's largest taxi operator, offering nationwide accessibility, mobile app booking and a 24/7 call centre.

We want to expand our taxi fleet, remain accessible to all, and ensure that our customers and citizens get safely and securely from A to B.

In line with the expansion of our taxi fleet, our goal is an emission-free taxi fleet by 2025. With new solutions and strengthened skills, we will continue to optimise the operational planning of our HB-Care buses to reduce driving with empty buses, and our goal is an emission-free bus fleet by 2030.

To proactively support the public sector's ambition to transition to zero-emission transport by 2030, we continuously engage in market dialogue with our tender customers, introducing them to our ESG strategy as well as the opportunities we see for cooperation around the green transition.

## CO<sub>2</sub> emissions

We prepare our CO<sub>2</sub> key figures in accordance with the Greenhouse Gas (GHG) Protocol international standard. The GHG Protocol gives companies a uniform way of calculating their overall climate footprint, which makes CO<sub>2</sub> emissions more transparent.

Definitions of the three Scopes:

**Scope 1:** Greenhouse gases that Moove Group itself emits from its own premises and vehicles

**Scope 2:** Emissions associated with production of the energy that Moove Group buys and our subcontractors' taxi fleet

**Scope 3:** Emissions associated with the value chain that Moove Group is part of (e.g. as a result of the Company's purchases).

*In collaboration with the consulting company COWI, Moove Group has prepared an Emission Calculator for use in calculating the CO<sub>2</sub> emissions of our taxis and minibuses. Emission factors are calculated using the TEMA2015 model.*

|                | Definitions   | Kg Co <sub>2</sub> - 2021 | Kg Co <sub>2</sub> - 2022 |
|----------------|---|---------------------------|---------------------------|
| <b>Scope 1</b> | Company owned cars – HB-Care buses and company cars | 4,498,087                 | 5,106,714                 |
| <b>Scope 2</b> | Taxi fleet  | 9,315,251                 | 9,847,290                 |

|                | Type of trip                    | 2021      | Kg Co <sub>2</sub> - 2021 | 2022      | Kg Co <sub>2</sub> - 2022 |
|----------------|---------------------------------|-----------|---------------------------|-----------|---------------------------|
| <b>Scope 1</b> | HB-care consumption per citizen | 1,324,512 | 3.40                      | 1,533,282 | 3.33                      |
| <b>Scope 2</b> | Taxi consumption per trip       | 4,493,361 | 2.07                      | 5,553,648 | 1.77                      |

## Social

### Diversity

In moove group we employ more than 38 nationalities – the five main nationalities are employees from Denmark, Turkey, Pakistan, Somalia and Afghanistan.

Our level of education ranges from primary school (845) and vocational education (541) to a PhD and researcher degree programmes (4).

*Data compiled by DST consulting, 20 February 2023.*

#### INCLUSION, EQUALITY & DIVERSITY

At Moove Group, we focus on diversity, equality & inclusion, well-being and health & safety.

Our ambition is to inspire, motivate, engage and upskill our employees in accordance with the Company's ESG goals so that we create ownership of strategy and goals and maintain a high level of well-being and employee engagement.

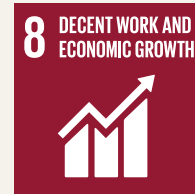
At Moove Group, we have zero tolerance of discrimination. This means we all have the same opportunities for training, development and promotion, with equal pay for comparable job functions. Our policy on offensive behaviour describes how we seek to ensure a working environment free of offensive treatment and harassment.

Moove Group is proud to be a diverse and inclusive organisation. The taxi industry has been a model for ensuring equal opportunities for all, and we have been working purposefully with diversity, equality & inclusion for several years.

We employ men and women of different nationalities and a wide range of ages, and we have successfully integrated employees with very different skills and backgrounds.

### 40% women

Our Management Group, with direct reporting to our CEO, consists of 40% women.



Our diversity target for 2025 is for the underrepresented gender on our Board to make up 40%. In our middle management group, the underrepresented gender should make up 30%. A target of 40% women in our Management Group is being maintained.

In recent years, we have built up a strong internal training department that takes care of the recruitment, onboarding and ongoing training of our own drivers and our self-employed drivers. This ensures we can create the right and necessary framework for attracting candidates, and for subsequent individual learning and development.

#### Integration of refugees

Since the war in Ukraine began in February 2022, Denmark has taken in a large group of refugees, of which the majority are women. We believe one of the best ways to integrate refugees into society is through employment. We would like to support this, and Moove Group has therefore initiated the Basic Integration Training Programme, known by the Danish acronym IGU. IGU is specifically aimed at refugees or their family members and enables them to obtain employment via a combination of classroom-based learning and a practical work placement.

We use IGU to recruit drivers for HB-Care in collaboration with educational institutions that provide teaching in the Danish language and driving. After successfully completing the training programme, the IGU driver is employed by HB-Care on an equal footing with our other drivers. Right now, 14 Ukrainian refugees (12 women and two men) are training to be drivers in central Jutland. We are looking forward to them starting with us in autumn 2023. In the near future, we will also start recruiting IGU drivers in Zealand.

#### More female HB-Care drivers

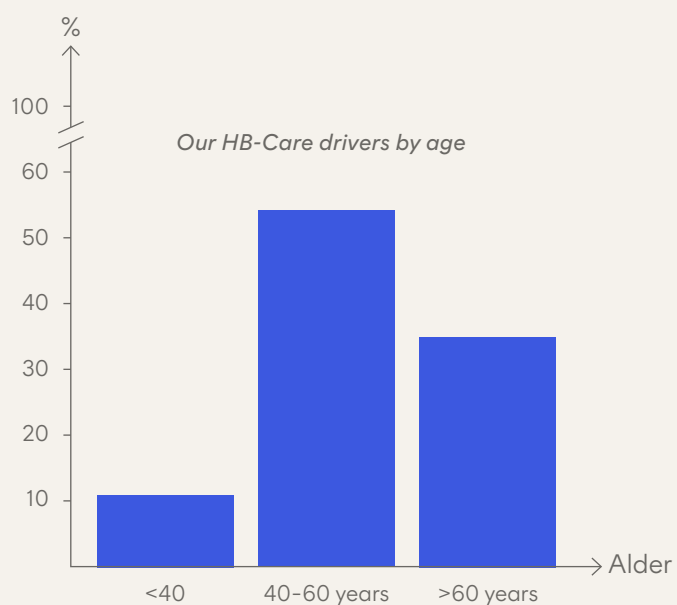
Other examples of integration projects in Moove Group are based on increasing the number of female drivers. We have therefore introduced initiatives to increase the recruitment of women. In 2022, we entered a collaboration with job centres and education providers in the project "More female drivers". The aim is to train more women to take up positions as disabled transport drivers.

#### Seniors – 60+

At HB-Care, we have good experience with seniors who want to spend their final years in the labour market doing something they are really passionate about. This might be employees from the transport industry, or employees who have worked in other industries and now want to use their personal skills to care for weak and vulnerable citizens. For many people, a driver's job with HB-Care is life-affirming and contributes to a feeling of making a big difference.

We deploy targeted recruitment campaigns with the aim of attracting and retaining seniors, and we are working to be able to offer various types of senior scheme.





## 20% women

At Moove Group, we are focused on getting more female middle managers, and we are generally aware of gender and diversity in our marketing. Currently, 20% of our HB-Care drivers are women.

Our 2024 goal is to have 25% female HB-Care drivers.

## EDUCATION AND TRAINING

### Strengthening Danish language skills

Research shows that 16% of all students leaving primary school have reading and writing difficulties that have a limiting effect in everyday life and in choosing education and work. For those with an ethnic background other than Danish, this figure can rise to 50% (source VIVE: PISA 2018).

Since it is important for the quality of our customer service that our hauliers and drivers can read and understand Danish, we have introduced several initiatives relating to dyslexia and Danish language skills. The teaching takes place at local schools or at the drivers' own premises. We focus on volunteering, collegiality and cohesion between Danish language skills, life and work. This is based on a mindset that when you improve at reading, you are able to achieve a higher degree of perceived freedom, well-being and competence, all of which contribute to a better working life.

### Moove Group Academy

In 2022, we presented the Moove Group Academy. This actually consists of two academies with internal training in HB-Care and Dantaxi. While for many years HB-Care has provided internal training to develop our drivers' skills, among Dantaxi's drivers the initiative is quite new.

### Dantaxi Academy

Dantaxi Academy's service training programme is aimed at new drivers. The purpose is to equip hauliers in relation to being part of a larger company, including requirements and expectations for the Company's service concept. In the service training, we also focus on Danish culture and what it means in terms of providing good service. The training runs throughout Denmark. The focus on training – both the service and Danish language programmes – has resulted in increased satisfaction among hauliers.

As things stand, §10 of the Danish Taxi Act of December 12 2017 regarding salary and employment conditions, as well as stricter rules on working hours, makes it difficult to run a taxi business with associated drivers. With the goal of informing and supporting our hauliers as effectively as possible with regard to the current legislation, we hold §10 training courses monthly and follow up with internal auditing of §10 compliance.

**Our goal is to maintain this targeted effort in 2023.**

### HB-Care Academy

We are stepping up competence development in HB-Care with a wide range of professional courses. The focus in 2022 has been on tachograph training and on upgrading truck drivers for HB-Care driving. We also teach injury-reducing driving and energy-efficient driving. In addition to the fact that both these elements have an economic and environmental benefit, we can see that the measures also promote well-being and retention among employees.

## A HEALTHY AND SAFE WORKPLACE

At Moove Group, our goal is that all employees should be able to perform their work without themselves or others being injured or becoming ill. We want to make health & safety a conscious part of our daily behaviour so that we each show responsibility for both our own safety and that of others. Health & safety is a high priority in all departments and across all job functions.

At the end of 2022, we carried out workplace assessments at all the Company's addresses and received a very positive response from employees. The Working Environment Organisation is now working purposefully to maintain good trends and identify potential that can be realised.

Through our health & safety policy, we want to ensure that our employees receive advice and guidance on identifying, assessing and effectively eliminating or reducing the risks associated with our work.

| 2022                                    | Employees | Percentage of number of employees |
|---|-----------|-----------------------------------|
| Number of lost-time injuries (LTI) = 19 | 700       | 2.7                               |

| Goal 2025                          | Percentage of number of employees |
|------------------------------------|-----------------------------------|
| Number of lost-time injuries (LTI) | 2                                 |

## WHISTLEBLOWER SCHEME ENSURES GOOD BUSINESS ETHICS

Our aim is to avoid breaches of good business ethics, including corruption. We want an open culture where all employees can safely and securely report suspected irregularities or illegal situations.

Reports are made via a secure portal managed by the law firm CLEMENS Lawyers, and all reports are treated confidentially and anonymously.

Moove Group did not receive any reports in 2022.

## POLICIES ARE INTEGRATED IN EVERYDAY LIFE

To ensure that all employees in the organisation are familiar with, and comply with, applicable policies and guidelines, we have brought these together on a shared drive that managers and employees can access. In addition, our mentors and managers are especially equipped for the task, and we have regular online questionnaires and competitions.

Our goal is that 70% of our employees should be trained in applicable ESG policies by the end of 2023.

## EMPLOYEE ENGAGEMENT AND PRIDE

With the goal of ensuring a safe and harassment-free working environment, we carry out an annual well-being survey in addition to the statutory three-yearly workplace assessment. The analysis includes measurement of employee engagement and eNPS.



# 35 questions

## Five main areas:

- 1) My work and my workplace
- 2) Influence and development opportunities in my work
- 3) The possibilities to carry out my tasks
- 4) The collaboration with my closest colleagues
- 5) My immediate manager

## Our response rate was 73%

### *Our employees rated these statements the highest (scale of 1-5):*

- 1) I know what is expected of me in my work (4.3)
- 2) I know when I have done my job well (4.2)
- 3) My colleagues and I are good at collaborating when problems arise that require joint solutions (4.1)

### *Where we have potential for improvement (scale of 1-5):*

- 1) I receive continuous feedback on how I can become even better (2.8)
- 2) My work gives me the opportunity to develop my skills (3.2)
- 3) I can influence and develop my work area and my tasks (3.3)

Our goals for 2023 are to increase our eNPS to 10 (from 2 in 2022) and to increase Moove Group's overall engagement score to 3.9 (on a five-point scale; from 3.7 in 2022).

eNPS (Employee Net Promoter Score) is a development of NPS (Net Promoter Score), which is a key figure used in measuring customer satisfaction, and in particular customer loyalty.

By adding the e to NPS, the question is addressed to employees: "How likely is it that you would recommend the company to a friend, colleague or business associate?"

## Calculation:

The proportion of ambassadors (promoters 9-10) minus the proportion of critics (detractors 1-6).

The result can thus range from -100 to +100.

eNPS below 1 is poor

eNPS of 1-9 is acceptable

eNPS of 10-29 is good

eNPS of 30 and above is very good.



# Governance

## LEADERSHIP AND CULTURE

Moove Group's ESG strategy and action plan are incorporated in the Company's overall strategy, and ownership of goals and initiatives is delegated to managers and employees across functions and professional areas. With a view to ensuring the right management empowerment to drive our ESG agenda, we regularly bring the management team together throughout the year to review progress and provide sparring on activities, strengths and potentials.

We have defined three management principles that should support management of the strategy and ensure empowerment throughout the organisation.

- **Principle 1: Understand your business.**
- **Principle 2: Put Moove Group first.**
- **Principle 3: Get things done.**

Under each of the three principles, behaviours and goals are specified, and the management principles are incorporated in the Company's performance dialogue.

## ZERO TOLERANCE OF CORRUPTION

We have zero tolerance of all forms of bribery, and through our anti-corruption policy the Company commits to compete on the quality and price of goods and services and not by offering services or favouring third parties. Third parties representing Moove Group (e.g. hauliers) are required to represent the Company in a manner consistent with the principles of the Company's anti-corruption policy.

As mentioned earlier, the Company's whistleblower scheme ensures that anyone can report suspected irregularities or illegal situations.

## DATA AND IT SECURITY

Moove Group works actively on managing information security with the aim of ensuring the availability, integrity and confidentiality of the Company's information assets, systems and data. The Company's data and IT security policy describes how Moove Group uses a risk-based approach where the level of protection and the associated costs must be based on a business risk and impact analysis carried out at least annually. Moove Group complies with relevant GDPR legislation and concludes data processing agreements with external parties.

## CODE OF CONDUCT

Moove Group's Code of Conduct for external suppliers forms the framework for the minimum requirements we set for our business partners and their sub-suppliers. We also expect our business partners to demand the same high level of integrity and business conduct from both their own employees and their business partners.

Collaboration partners are defined as companies (and their employees) or individuals who work for or with Moove Group as subcontractors, or who supply goods or services to Moove Group, including Dantaxi and/or HB-Care.

Collaboration partners must, in addition to the Code of Conduct, comply with applicable national and international laws and regulations. Moove Group expects our business partners to implement policies, procedures and training that we deem necessary to comply with our requirements for cooperation.

Our Code of Conduct is reviewed with all new employees and suppliers, and is an integral part of our training for self-employed hauliers.

## THE SITUATION IN UKRAINE

To ascertain that we are acting in accordance with the sanctions against Russia and Belarus imposed by the European Union, Switzerland, the United Kingdom and the United States of America, we have been in contact with our customers and strategically important suppliers.

We have received confirmation that our customers and suppliers do not have agreements or other engagements with natural or legal persons subject to the sanctions, and furthermore that no one has engaged in business activities subject to the sanctions, including, but not limited to, import/export of sanctioned products to/from Russia or Belarus, provision of restricted financial services to Russian or Belarusian entities, or transfer of restricted technologies or know-how to Russian or Belarusian entities.

# Independent Auditor's assurance report

Moove Group A/S has engaged us, as group auditor, to review the group's sustainability report for 2022, with the purpose of providing a statement on the data included in the report, which covers Moove Group's activities from January 1 2022 until December 31 2022.

Our review has been conducted to assess whether the data included in the report is consistent with the practices used and the reporting principles defined on page 21 of the report.

Our conclusion in the statement is expressed with limited assurance.

## Management's responsibility

Moove Group's management is responsible for the content of the report, and is responsible for collecting, analyzing, aggregating, and presenting the information in the report, as well as ensuring that the data is not affected by material misstatement as a result of fraud or error.

Moove Group's reporting principles contain the definitions for reporting as defined by the management. The definitions for the reporting principles can be found on page 21 of the report.

## Auditor's responsibility

It is our responsibility to express a conclusion with limited assurance as to whether the data stated in the report has been calculated in accordance with the criteria stated on page 21.

We have conducted our review in accordance with ISAE 3000, Other assurance engagements other than audit or review of historical financial information and additional requirements according to Danish auditor legislation with a view to obtaining limited assurance for our conclusion.

Redmark Godkendt Revisionspartnerselskab is subject to International Standard on Quality Management 1, (ISQM 1), which requires us to design, implement and operate a quality management system, including policies or procedures regarding compliance with ethical requirements, professional standards and applicable law and other regulations.

We have complied with the independence and other ethical requirements of the International Ethics Standards Board for Accountants' International Guidelines for the Ethical Conduct of Accountants (IESBA Code), which is based on the basic principles of integrity, objectivity, professional competence and due care, confidentiality, and professional conduct, as well as ethical requirements applicable in Denmark.

The scope of the procedures we perform in a limited assurance engagement is substantial less than in a reasonable assurance engagement. Consequently, the level of assurance obtained for our conclusion is significantly less than the assurance that would have been obtained had we performed a reasonable assurance engagement. Considering the risk of material error, we planned and performed our work to obtain all information and explanations necessary to support our conclusion.

Our review of the report has, among other things, included analyses, inquiries, review of data, information and underlying documentation as well as checking whether the practices used, and the reporting principles used have been complied with.

## Conclusion

Based on the review performed and the evidence obtained, we have not become aware of any circumstances that give us reason to believe that the report covered by our review is not presented in accordance with the definitions set forth in the reporting principles.

Copenhagen, March 1 2023

## Redmark

Godkendt Revisionspartnerselskab  
Company reg. no. 29 44 27 89



**Henrik Juul Thomsen**

State Authorised Public Accountant  
mne33734

# Accounting principles

## Reporting principles

The ESG main and key figures in this report comprise environment, social and governance data for Moove Group and its subsidiaries, HB-Care and Dantaxi. Over time, the key figures will be expanded to include new data in accordance with new industry standards, new legislation and best practice. Data for 2022 covers the period January 1 2022 – December 31 2022, unless otherwise stated.

## CO<sub>2</sub> emissions

We prepare our CO<sub>2</sub> key figures in accordance with the Greenhouse Gas (GHG) Protocol international standard. The GHG Protocol gives companies a uniform way of calculating their overall climate footprint, which makes CO<sub>2</sub> emissions more transparent.

## Definitions of the three Scopes

**Scope 1:** Greenhouse gases that Moove Group itself emits from its own premises and vehicles

**Scope 2:** Emissions associated with production of the energy that Moove Group buys and our subcontractors' taxi fleet

**Scope 3:** Emissions associated with the value chain that Moove Group is part of (e.g. as a result of the Company's purchases)

In collaboration with the consulting company COWI, Moove Group has prepared an Emission Calculator for use in calculating the CO<sub>2</sub> emissions of our taxis and minibuses. Emission factors are calculated using the TEMA2015 model. The TEMA2015 model is used by the Ministry of Transport as a calculation tool for energy consumption and emissions for the transport sector in Denmark. The model has achieved broad recognition and is used by ministries, agencies, educational and research institutions, local authorities and companies for green accounts. The emission calculation in the latest version of TEMA is based on COPERT version 4.

<https://www.trm.dk/publikationer/2015/tema-2015>

## Energy consumption

Data on energy consumption for power at own locations is based on regular consumption statements from energy companies or landlords.

## Organisational key figures

Key figures regarding Moove Group and Moove Group's subsidiaries, Dantaxi and HB-Care, are stated via calculations and extracts from the company's ERP system, CRM system and payroll system, and via Power BI.

## Number of Dantaxi trips

The key figure is calculated as the number of trips booked from A to B. This means that if there are four customers in a taxi, this counts as a single trip. This calculation is used because payment is made per trip and not per customer. In some contract driving cases, these are composite trips calculated per citizen in the car.

## Number of HB-Care trips

The key figure is calculated as the number of citizens associated with a trip. This means that if there are four citizens on the bus, this counts as four trips. This calculation is used with the goal of optimising our trip planning so that we have as many citizens as possible on the same trip.

## Definition of kilometres – Dantaxi

Kilometres are counted from the time the driver gets a ride on his taxi meter until they have picked up the customer, dropped them off at the destination and are able to register as available again. For street trips, kilometres are counted from the time the driver gets a customer into the car until they have dropped them off.

## Diversity

In collaboration with Statistics Denmark and DST Consulting, we have prepared tailor-made statistics on the number of nationalities and the number and type of education levels. The statistics are compiled based on data from the Central Person Register (CPR).

## Engagement survey

The engagement survey is carried out annually for all the company's employees. The analysis has been prepared in collaboration with the company Defgo, which has developed analysis tools and processed data and statistics. The report is divided into five subject areas, an assessment of overall satisfaction and an eNPS score. A 5-point scale is used to assess the subject areas, and an 11-point scale to assess overall satisfaction and eNPS.

