

Sustainability Report

2024



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2024, what a year!

At Cooltra, we have continued to grow as a company not only in terms of numbers, but also in purpose and impact. We closed off 2024 by cementing our position as a European leader in urban mobility of two-wheeled vehicles, with **€60 million** in revenue (+32% vs. 2023).

However, what truly drives us goes beyond the numbers: it is the impact we have on cities, people, and the planet.

Thanks to our acquisition of **Cityscoot** in Paris as well as **felyx** in the Netherlands, we have not only strengthened our international presence, but also added talent, technology, and a greater vision to our company. We have expanded our motorcycle sharing service to the Barcelona metropolitan area, and added seven more cities to our mission, effectively **tripling our fleet**. This is a milestone that we are particularly excited about because it reaffirms our commitment to the same city where we were born.

In 2024, we also took a big step forward in the B2B sales channel by launching new operations in the Netherlands, and this is only the start of a path with enormous potential.

But it hasn't all been motorcycles, bicycles, and miles.

We said goodbye to our offices on Calle Reina Cristina, a place with a lot of history for us, and moved to Norrsken, a hub of impact that connects us with other projects that also want to make a real difference.

To continue, we've also made small but significant changes, such as our commitment to **100% renewable** and traceable energy. Another example is our **internal project named Venus**, created to digitize processes in the B2C Station Based area, which has enabled us to reduce our consumption of paper and toner. Because we are convinced that every decision counts.

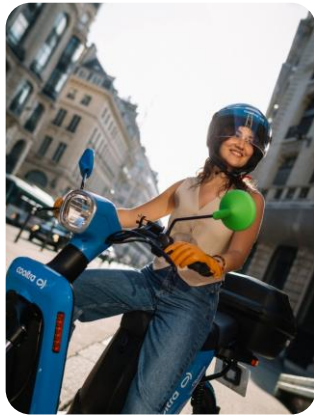
While all of this was happening, we were quietly working on something very special: **the Cooltra One**, our very first **e-bike** designed by us. A symbol of where we are headed: more technology, which in turn brings more sustainability, more real solutions for cleaner mobility, and **more bikes!**

Because yes, sustainability is—and always will be—at the heart of who we are. Not as an extra, but as the foundation of our model. That's **why this report is not just a summary of the year: it serves as a map to help us move forward** with greater consistency, greater ambition, and greater positive impact.



Timo BueteFisch
CEO & Cofounder

2. About Cooltra



**We want to improve the
quality of life in cities
through *sustainable
mobility.***

Sobre Cooltra

It all started in 2006, in Barcelona, when a small group of people were convinced that getting around the city could be much more sustainable, safe, and efficient. Since then, we haven't stopped.

We create two-wheeled mobility solutions (mopeds and bikes) that are suitable for all types of people, companies, and administrations. We were pioneers in offering e-moped sharing services in Barcelona. The idea? To make getting around the city easy, accessible, and with less impact.

Whether with shared electric mopeds and bikes **(B2C)** or through subscription; with customized fleets for companies and individuals who want to deliver without polluting **(B2B)**; or with sustainable solutions for city councils and public services such as police fleets **(B2G)**, our mission is to transform urban mobility so that it is cleaner, more agile, and free.

After almost 20 years, 80% of our fleet is already electric – and the fact we like the most: **in our B2C sharing service, 100% of the vehicles are electric.** Because we believe that the mobility of the future should not pollute the present.

30.000*
vehicles

* Including
felyx

80%
electric

Our fleet:

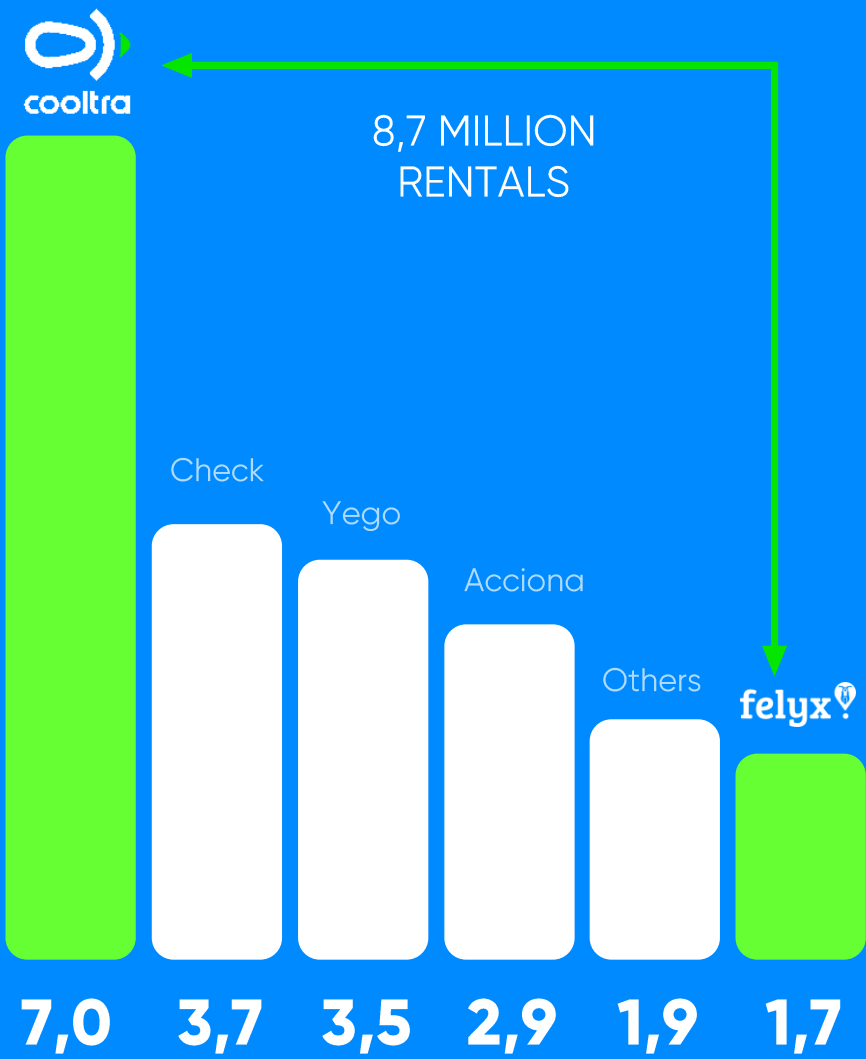
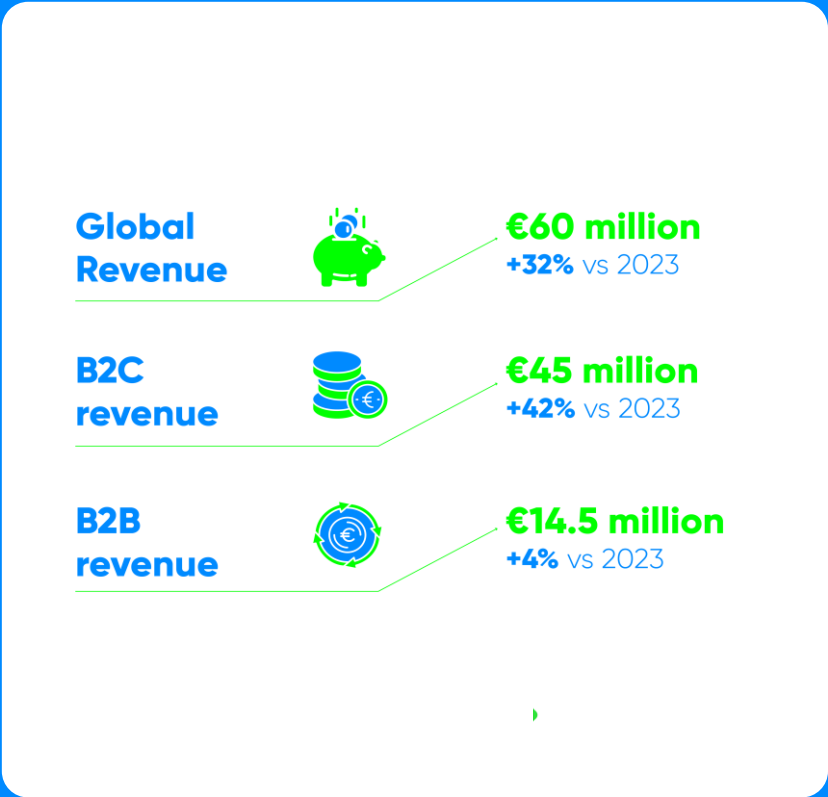
SHARING



RENTING, FLEETS AND RIDERS



Key numbers from 2024:



42%
market share in
the EU.

48%
market share in
cities we operate
in.

Established presence:

7 European countries

+30 cities



2006

COOLTRA
IS BORN
IN BARCELONA



2009

B2C
LONG TERM
RENTAL



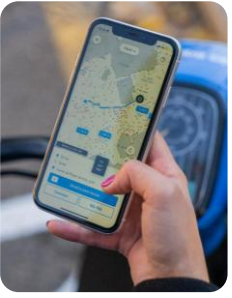
2013

B2B
BUSINESS
LINE



2016

B2C
1st MOTOSHARING
APP LAUNCH



2006-2024

CONSOLIDATION
AS EUROPEAN LEADER



2024

CITYSCOOT & FELYX
INTEGRATION

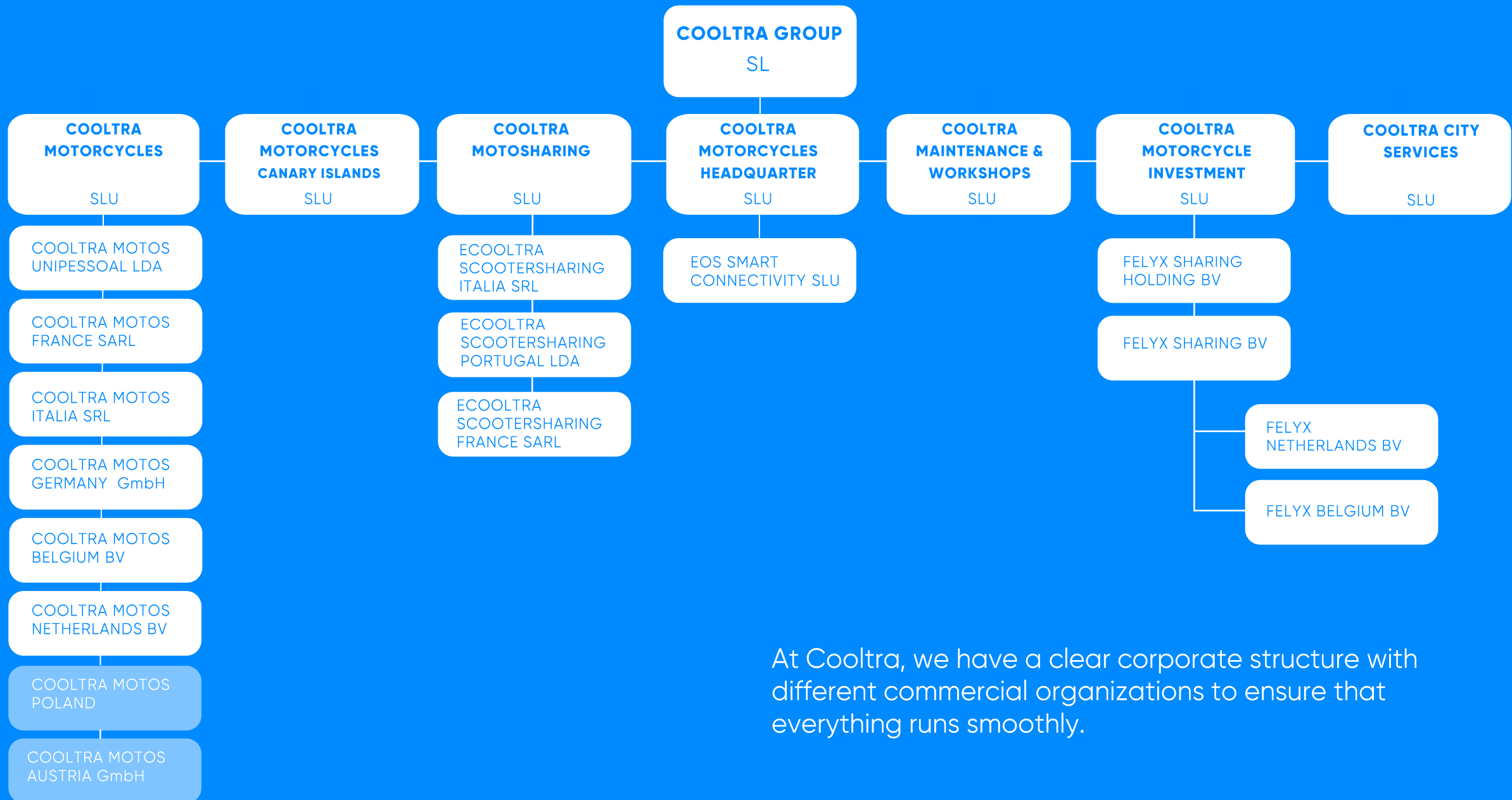


2025

E-BIKE STRATEGY
DEPLOYMENT



3. Our Structure



At Cooltra, we have a clear corporate structure with different commercial organizations to ensure that everything runs smoothly.

Who makes the key decisions? Here's our governance model.

SHAREHOLDERS: made up of **5 members**. The owners of the company discuss and make decisions on matters within their authority, as defined by law and the company's articles of association. These matters include:

- Capital increases
- Amendments to the bylaws
- Appointment and modification of the administrative body
- Appointment of an auditor
- Approval of the annual accounts and the management of the administrative body

The Shareholders meet once a year and the Board of Directors meets quarterly.

BOARD OF DIRECTORS:

made up of **6 directors** who make key decisions for the entire company. They also set the operating guidelines for the executive team. These decisions include:

- Control of the execution and achievement of strategic objectives
- Establishment and control of the company's budgets and financial projections.
- Formulation of annual accounts for the financial year.
- Corporate operations of any kind; incorporation of subsidiaries.
- Validating the disposal of assets and authorizing debt exceeding amounts already agreed upon.

This ensures a clear governance model tailored to the business, its structure, and risks of the company.

And to transform urban mobility, you need people who set the course.

At Cooltra, that team is the **CLS**, our steering committee: a group of professionals with diverse backgrounds, international experience, and a shared vision. Together, they drive a model of two-wheeled mobility that is cleaner, more efficient, and better connected to the real needs of cities.

Their commitment is clear: to lead with purpose.

13 executive positions

It is composed of **76% men and 24% women**, and we will continue to focus on promoting gender diversity in leadership positions.



Timo Buetefisch
CEO and Founder



Damián Martín
B2B General
Manager



Javier Gallarza
B2C General
Manager



Camille Loth
B2G General
Manager



Rossana
Montemurro
CPCO



Iván Herrero
CFO



Sebastian Barbú
COO



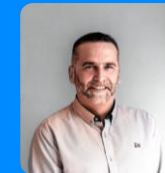
Alba Martín
CLO



Jan Trullàs
CCO



Oriol Marimón-Clos
CPO



Albert Diéguez
CTO



Francesc
Puigdemont
CMO



Diana Avram
Product
Manger

4. Overview

Why are we publishing this report?

At Cooltra, we have been transparently sharing our progress in sustainability for years through the Non-Financial Information Statement (EINF), in compliance with Law 11/2018 on non-financial information and diversity. This report has been our way of being accountable beyond financial results, making visible our environmental, social, and governance impact.

Now we are taking another step forward.

With this new sustainability report, we are reinforcing our commitment to transparency and aligning ourselves with the requirements of the new **CSRD (Corporate Sustainability Reporting Directive)**, which will set the European standard for the coming years. In line with this directive, starting in 2025, we will carry out a double materiality analysis that will enable us to update and strengthen our strategy.

Similarly, we also happily comply **with Royal Decree 214/2025**, of March 18th, which establishes the obligation to **calculate the carbon footprint** and to draw up and publish plans to reduce greenhouse gas emissions.

In addition, this report:

- Takes into account the European Sustainability Reporting Standards (**ESRS**).
- Is aligned with the United Nations Sustainable Development Goals (**SDGs**).
- Takes international best practices such as those of the Global Reporting Initiative (**GRI**) as a reference.

Because for us, sustainability is not just a requirement: it is part of how we move the world forward.

The methodology behind the report:



We all know **that sustainability is not only just nice words**, but also about actions, data, and real commitment. That's why, in this report, we speak clearly and directly about how we at Cooltra are working to be an active part of the change that our cities – and the planet – need.

This document **focuses on our activities in 2024 in the environmental, social, and governance areas**, but we don't limit ourselves to our most recent developments. In some sections, we draw on data* from 2023 (or even earlier years) when it helps to provide better context, observe the evolution, or tell the full story.

Geographically speaking, we don't just focus on Spain and our headquarters; **we include all sorts of data from France, Italy, Benelux, Germany, and Portugal**. Because to truly understand where we are, we must also look at where we come from.

*In most cases, this data is based on estimates derived from methodologies and assumptions deemed reasonable and accurate.

5. Commitments to sustainability



Commitments to sustainability:

As pioneers in two-wheeled fleet management and sharing and rental services, at Cooltra, we operate under a set of fundamental principles that guide our decisions throughout Europe. These principles are fully integrated into our operations and reflect **a genuine, long-term commitment to sustainability.**

This approach is aligned with several of the **United Nations Sustainable Development Goals (SDGs)**, to which we actively contribute on a daily basis.



- **SDG 3** – Good health and well-being, promoting safer, cleaner, and quieter mobility.
- **SDG 7** – Affordable and clean energy, promoting electric vehicles powered by renewable energy.
- **SDG 8** – Decent work and economic growth, ensuring quality employment and professional development.
- **SDG 9** – Industry, innovation, and infrastructure, promoting technological solutions for efficient mobility.
- **SDG 11** – Sustainable cities and communities, by offering transportation alternatives that reduce congestion and pollution.
- **SDG 12** – Responsible consumption and production, by optimizing resources and promoting the circular economy.
- **SDG 13** – Climate action, by directly reducing the emissions and carbon footprint of our services.

The 'Cooltra for future' team

Behind every one of our sustainable actions are our 613 employees, who truly believe in what they do. At Cooltra, we all move in the same direction – but there is one team that sets the course.

The **Cooltra for Future** team is made up of key individuals from different areas of the company, providing a cross-functional perspective that stays connected to the entire organization. This team coordinates internal efforts, aligns objectives, listens to employees, and fosters a culture of sustainability that goes beyond what's written in a report. They are the ones who make sure our words are always backed by action.

A dedicated team leading our ESG strategy with energy, vision, and a strong drive to create real change.

 Want to know more? Send us a message at:
sustainability@cooltra.com



Camille Loth – B2G
General Manager

"At Cooltra, we believe that public and private partnerships not only generate business but also have a real impact: we want to transform mobility into a common good."



Rossana Montemurro
– CPO

"Sustainability starts with people: creating an environment where our people grow, feel heard, and are part of the change is key."



Vanessa Petit –
Comms Manager

"Knowing how to communicate what you do with purpose is also a form of sustainability."

6. ENVIRONMENTAL MISSION

Environmental mission



Cooltra was founded in 2006 with the mission of transforming urban mobility towards more sustainable models. These are the principles that guide us in mitigating climate change:

Pioneers in electric mobility: From the very beginning, we have been committed to electric vehicles, long before it became a trend. Whenever possible, our fleet is 100% electric – because reducing emissions and improving air quality in cities is non-negotiable.

Responsible purchasing, lasting impact: We don't buy based on price, but on purpose. We choose durable, low-maintenance vehicles and components, and work with partners who share our standards of quality and sustainability.

Controlled growth and optimized fleets: We don't saturate cities with underused vehicles; at Cooltra, we grow thoughtfully. We maintain high usage rates and avoid obsolescence.

Maintenance to extend service life: Our maintenance protocols are designed to ensure each vehicle lasts as long as possible. Because extending service life also means reducing impact.

Circular economy: When renewing the fleet, we resell vehicles or reuse their parts. We do the same with batteries: repairing, recycling, and collaborating with specialists to give them a second life.

Environmental mission:



In 2024, we consolidated our climate strategy with a dual and complementary approach:

- On one hand, we conducted an **environmental assessment** across the entire organization to identify key impacts, risks, and opportunities related to our processes, services, and operations.
- On the other hand, we carried out a **phased measurement of our carbon footprint**, enabling us to understand the actual volume of greenhouse gas (GHG) emissions we generate and take action accordingly.

All lines of business have been included in the analysis: **B2C sharing, B2C station-based, and B2B**. Since many centers are shared across Cooltra's different business lines, the results are presented at both the country level and the group level.

The combination of this dual analysis provides us with a **solid foundation to define priorities**, guide decision-making, and align our actions with the most demanding regulatory and voluntary frameworks, such as the **GRI standards and the European ESRS**.

Assessment of environmental aspects

For the materiality analysis, we enlisted the support of Ainia Consulting, experts in this field. They helped us gain a **clear understanding of what matters most in terms of sustainability to our community, our teams, and the business**. We visited or collected data from more than 30 facilities across Spain, France, Italy, and Portugal, using the following as reference points:

Central warehouse and workshop – L'Hospitalet de Llobregat

Workshop and store – Consell de Cent, Barcelona

Sharing operations center – La Maquinista, Barcelona

Corporate headquarters – Norrsken House, Barcelona



All of this is done to define the main **environmental aspects**, which are:

- **Direct:** those we fully control (e.g., our energy use).
- **Indirect:** those we do not fully control (e.g., how a part is manufactured).
- **Significant:** the most important ones, to which we give top priority.
- **Environmental impact:** the change we cause in the environment, for better or worse.

We analyze all these aspects under normal, extraordinary, and/or emergency situations.

Assessment of environmental aspects:



Identify
Evaluate
Prioritize

The Sustainability Committee identifies, evaluates, and sets priorities for action in the environmental sphere.

Based on initial visits to Cooltra's facilities in Barcelona, 155 environmental aspects were identified and evaluated in 2024, of which 56 are highly significant.

Of these, we will ultimately include half in our **2025–2030 Environmental Plan**. These are the aspects with the greatest impact on our emissions and/or those on which we can take immediate action.

28
environmental
aspects **prioritized**.

*To ensure objectivity, standardized scoring scales are used throughout the evaluation process. This avoids any bias and allows for comparison between different centers and time periods.

Carbon footprint:

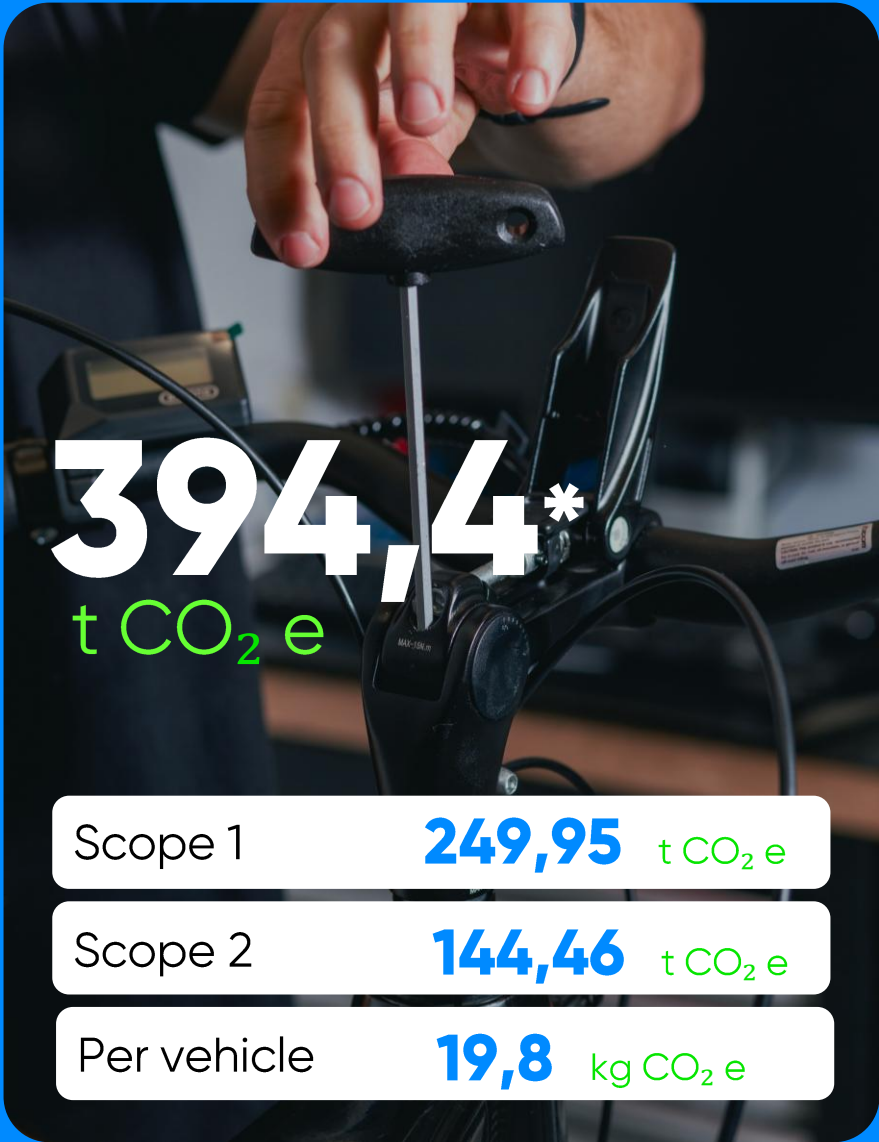
As a complement to the environmental assessment, in 2024 we quantified our carbon footprint following **the GHG Protocol**, focusing on two emission scopes:

- **Scope 1:** Direct emissions generated as a result of our operations.
- **Scope 2:** Indirect emissions from electricity consumption in offices, workshops, hubs, and charging centers.

Both scopes have been calculated across all our operations in **Spain, France, Italy, and Portugal**. At this stage, **Scope 3** is limited to our operations in Paris, in accordance with ISO 14064-1.

- **Scope 3:** Other indirect emissions, such as those associated with vehicle manufacturing and transportation, maintenance, and business travel.

This phased approach gives us a clear picture of our current impact and helps us move toward comprehensive measurement.



*calculations for 4 countries:
Spain, France, Italy and
Portugal

Carbon footprint

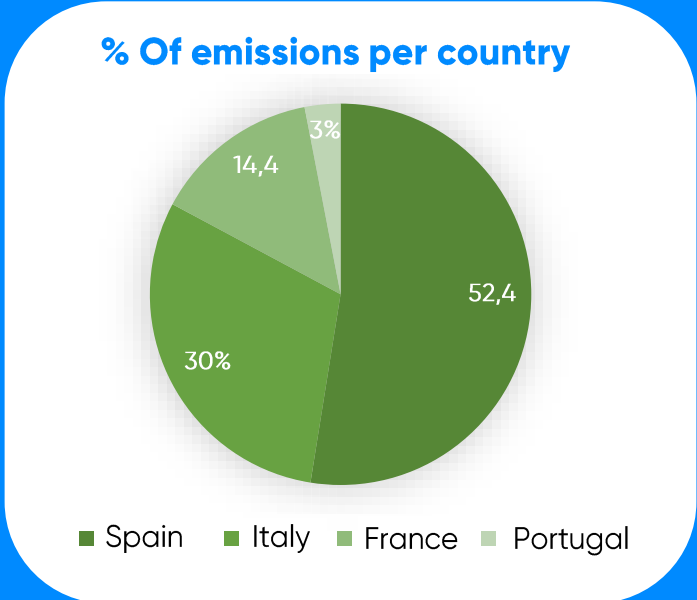
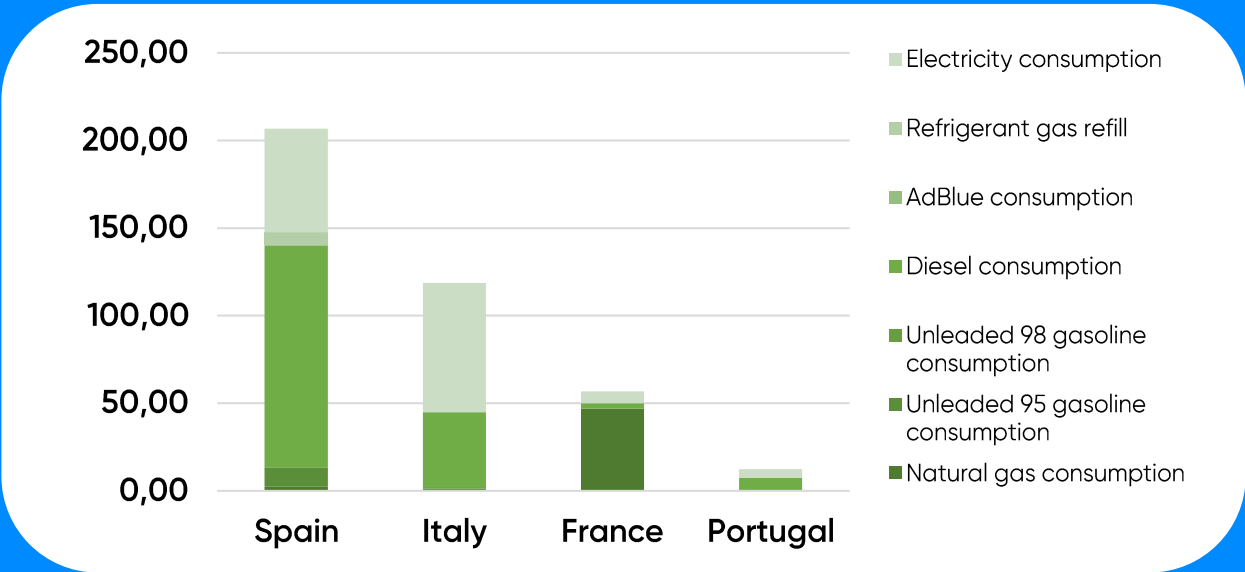
Where do these emission comes from?
The main sources are:

- Diesel consumption in Spain **126,81 tCO2**
- Consumption of electricity in Italy **73,76 tCO2**
- Consumption of electricity in Spain **59,23 tCO2**
- Consumption of natural gas in France **46,82 tCO2**
- Diesel consumption in Italy **42,62 tCO2**

To summarize, **88%** of group-level emissions come from just **five main sources**.

This means we know exactly where to act to achieve our goal: to **be carbon neutral by 2030**.

We have set an initial target for 2027, which includes reviewing energy suppliers, optimizing logistics, and continuing with fleet electrification.



Reduction potential of 2027*

24%
of our current emissions

~93 t CO₂e

Carbon footprint:

Our low carbon footprint is the result of a year of collective effort, shared strategy, and tangible improvements across the organization, guided by the 3Rs: **reduce, reuse, and recycle**.

- **Widespread use of renewable energy** across all countries to recharge our electric fleets.
- **Fleet and operations optimization:** fewer empty trips, greater logistical efficiency.
- **Commitment from both local and central teams:** every decision counts.
- **Process digitization (Venus project):** zero-paper target in the B2C Station-Based area.
- **Advanced battery management:** repairs, cell reuse, and recycling with strategic mineral recovery for the production of new units.
- **Reuse** of parts and **resale** of second-hand vehicles.

30 Million
kms traveled in
sharing in 2024

865
2nd hand sales
(56% of our retired
fleet)

524
batteries
internally repaired

2.348 t Co₂
of avoided emissions
into the atmosphere*

* 80 g CO₂ per km avoided

3.550
reused parts
(+110% vs 2023)

6,9 t
of batteries
processed



Batteries

Our fleet is mostly electric, which places batteries at the core of our sustainability strategy. In 2024, we managed 6.9 tons of lithium batteries, ensuring full traceability and proper treatment in accordance with **Council Directive 91/157/EEC**. The average lifespan of a motorcycle battery varies depending on several factors, but with proper maintenance, it typically lasts 3 to 4 years. In fact, **we recycle less because we repair more.**

We work under a circular economy model in collaboration with **GDV Recycling:**

- An initial assessment of each battery cell is carried out: those in good condition are reused.
- Batteries that are no longer suitable are processed to obtain "**black mass**", a concentrate rich in lithium, cobalt, and other strategic minerals used to manufacture new batteries.

The entire process is conducted in full compliance with environmental regulations and complete documentary traceability.

7. SOCIAL MISSION

Employment and working conditions

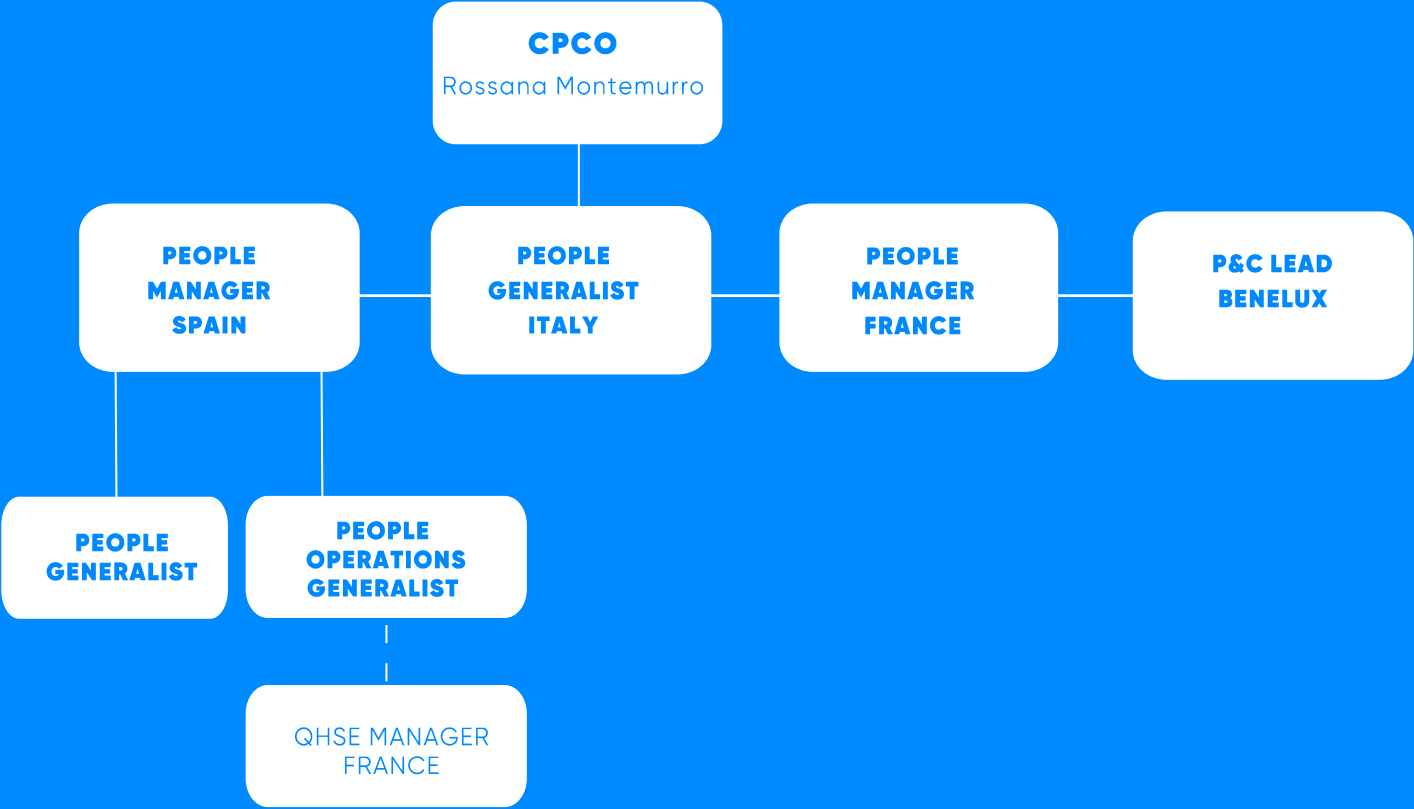
At Cooltra we firmly believe that **our greatest asset is our people.**

We are committed to a model of sustainable growth where **human capital plays a central role** in driving impact, innovation, and progress.

Our goal is to build a motivated, competitive, and committed team. That's why we invest in every stage of the **talent journey**—from recruitment to continuous development.

Our mission is to foster a **constructive and purpose-driven environment**, grounded in passion and commitment, where everyone has the opportunity to grow both professionally and personally, and contribute their very best to the Cooltra project.

To achieve this, we have developed a solid and well-defined structure in the People Area:



Employment and working conditions

Cooltra currently has 613 employees and 132 distinct professional profiles, distributed across countries/territories as follows:



274



136



92



88



21



2

We believe a great workplace begins with respect, active listening, and fair working conditions. That's why we are committed to creating safe, inclusive environments with opportunities for growth. Our approach to labor relations is centered on dialogue, fairness, and continuous improvement.

62%

between 30 and 50
years old

0,18%

wage gap

83%

fixed contracts

27.166€

average salary

42

accidents **resulting**
in sick leave

40 **days off**
(average)

3,2%

turnover rate

3.059

training hours

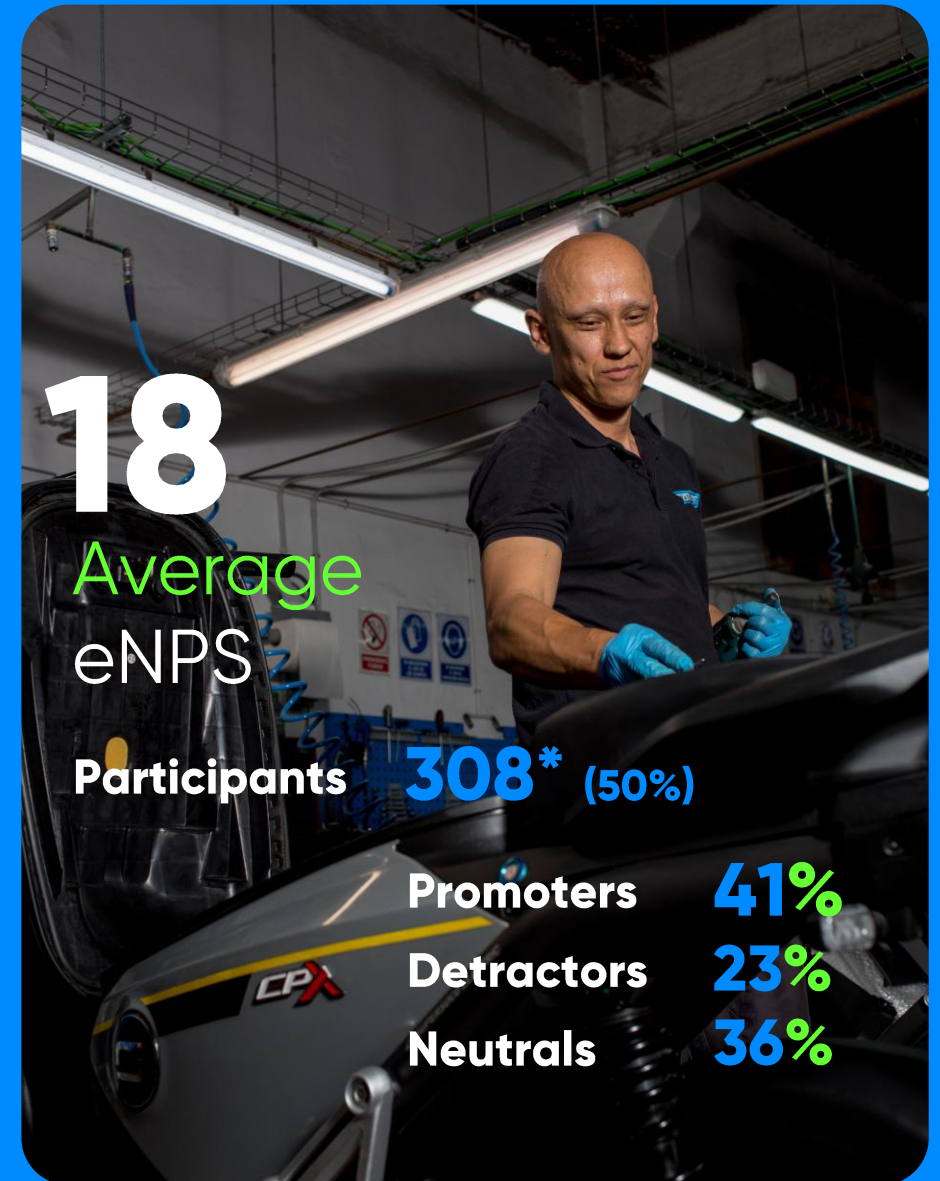
Employment and working conditions

We believe that creating a great experience for our team starts with something simple: **asking, listening, and acting.** That's why we use formal active listening tools like **eNPS** (Employee Net Promoter Score), which helps us understand firsthand how our people feel about their work environment, identify areas for improvement, and make decisions that have a real impact.

Our managers also participate in 360° evaluations, receiving feedback not only from their supervisors, but also from their team members and peers. The results are shared transparently, because we believe that **open communication is the foundation of a healthy and collaborative workplace.**

Here are some of the team's suggestions for continued improvement:

- Clearer communication between departments
- Greater recognition of effort and a job well done
- Training initiatives for team leaders
- Strengthening the wellness plan and continuing to promote remote work





We work every day to ensure that everyone has a place at Cooltra, **regardless of gender, ability, origin, or age**. Our team at Cooltra is young, with one-third of employees under the age of 30 and is predominantly male.

Age range	Men	Women	Non-binary	Total
< 30 yrs	156	32	0	188
Between 30 and 50 yrs	318	64	1	383
> than 50 yrs	38	4	0	42
	512	100	1	613

We comply with current regulations by implementing **Equality Plans** in all group companies with more than 50 employees. These companies also apply a harassment prevention protocol. In Portugal, France, and Italy, contractual measures are similar. Even so, men make up more than 80% of the team, reflecting a general trend in the sector and training centers, where there is also a higher male presence.

Employment and working conditions



TERRITORY / COUNTRY	MEN	WOMEN	NON BINARY	Total employees
GERMANY	2	0	0	2
SPAIN	203	71	0	274
FRANCE	85	3	0	88
ITALY	87	5	0	92
PORTUGAL	20	1	0	21
BENELUX	115	20	1	136
Total employees by gender	512	100	1	613
Percentage of employees by gender	83,7%	16,3%		

The figures clearly show our main objective: **to achieve full gender equality across our structure and management policies.** Of the 613 employees who are part of Cooltra internationally, only 16.3% are women. This shows that there is significant room for improvement.

With regard to equality plans, the ones approved in 2022 for COOLTRA Motos Headquater, S.L.U. and COOLTRA Motosharing, S.L.U. remain in effect. To these, we've added a new one: in 2024, we launched our **first Equality Plan at Cooltra Motos, which will remain in force until 2028.**

We are committed to increasing the representation of women—especially in roles where they are underrepresented—promoting training and advancement in equality, improving work-life balance, ensuring harassment-free environments, and clearly communicating rights related to gender-based violence, all with a focus on gender and psychosocial health at every stage.

Employment and working conditions

If anything defines us, it is our commitment to inclusion and diversity as an essential part of our corporate culture.

In 2024, our team included six people with disabilities in Spain and one more in Italy. They work across different areas of the company, contributing to a more diverse and enriching work environment.

When it has not been possible to meet the legal hiring quota, we have applied alternative measures provided for in current regulations, such as collaborating with social organizations specializing in workplace inclusion. Within this framework, we supported the AURA Foundation with a donation of €10,800, aimed at promoting the integration of people with intellectual disabilities into the labor market.

7

employees with disabilities

Additionally, we collaborate with employment services, agencies, and associations that help disadvantaged groups find work.



**PROGRAMA
LÀBORA**



In 2024, we continued to strengthen our commitment to a transparent remuneration policy, tailored to the reality of each country and with **significant improvements beyond the established legal frameworks**, such as the collective agreement of each country. Sometimes we use our own agreements because **we know that the standard does not always fit our reality.**

In some cases, a variable component is added to the fixed salary based on the achievement of previously defined and agreed objectives. And we always, always, always respect the country's minimum wage, and what each person earns depends on their role and level of responsibility. It's that simple.

27.166€
average salary

AVERAGE SALARY BY PROFESSIONAL CATEGORY

Management team	79.119,19 €
Middle managers and qualified technicians	45.355,14 €
Skilled professionals and support staff/Administrative staff	25.514,72 €

Employment and working conditions

At Cooltra **the average salary for women exceeds that of men**, despite women being a smaller group within the company.

This slight salary advantage for women **(+10.4%)** breaks the usual market trend and highlights our commitment to equality.

In fact, the pay gap between men and women is almost negligible.

AVERAGE SALARY BY GENDER	
Men	29.497,63 €
Women	26.708,52 €

AVERAGE SALARY BY AGE	
< 30 yrs	27.881,41 €
Between 30 and 50 yrs	28.728,01 €
> than 50 yrs	26.005,82 €

0,18%
Group
wage gap*

PROFESSIONAL CATEGORY	WAGE GAP (%)
Management team	0,30
Middle managers/ qualified technicians	0,06
Skilled professionals	-0,01

*The wage gap is the average unadjusted wage difference between men and women = (A-B)/A
• A: average annual wage of male salaried workers
• B: average annual wage of female salaried workers

Employment and working conditions



Contracts

We closed 2024 with **a team of 613 people**, distributed as follows: a handful of strategists (14 executives), a solid technical foundation (63 middle managers and qualified professionals), and—at the heart of the business—more than 500 people in operational and support roles. This a team powered by muscle, brains... and a lot of drive.

95%
permanent contracts

The **vast majority of our contracts are permanent (563)**, and over **80% of our workforce is employed full-time**. In short: we are committed to stability and building teams that grow with us.

Nº OF CONTRACTS BY GENDER,		DISTRIBUTION BY GENDER	
TYPE OF CONTRACT AND WORKING HOURS		Hombres	Mujeres
Fixed		465	97
Temporary		47	3
	TOTAL	512	100
Part time		103	18
Full time		409	82
	TOTAL	512	100

CONTRACTS BY AGE, TYPE OF CONTRACT, AND WORKING HOURS		AGE		
		<30	>=30 <=50	>50
Fixed		168	357	38
Temporary		20	26	4
	TOTAL	188	382	42
Part time		83	35	4
Full time		105	348	38
	TOTAL	188	382	42

Employment and working conditions

Nº OF DEPARTURES BY TYPE	DISTRIBUTION BY PROFESSIONAL CATEGORY		
	Manageme nt team	Middle managers and qualified technicians	Skilled profession and support staff/Administrativ e staff
Volunteer	2	2	96
Dismissal	0	1	36
Retirement	0	0	0
Death	0	0	0
	2	3	132

Nº OF DEPARTURES BY TYPE	DISTRIBUTION BY GENDER	
	Men	Women
Volunteer	79	21
Dismissal	33	4
Retirement	0	0
Death	0	0
	112	25

Globally, in 2024, **137 people moved on to new professional paths**, mostly by their own choice.

3,2%
turnover rate

Terminations also represent an opportunity for learning and improvement, with a focus on talent retention. That’s why we conduct offboarding interviews.

Employment and working conditions

At Cooltra, occupational health and safety are a top priority. In Spain, where we have the largest share of our workforce, we have intensified the monitoring and analysis of workplace accidents and absenteeism, **with the support of Asepeyo**. This approach helps us identify patterns, critical areas, and opportunities for improvement.

ABSENTEEISM

	DAYS	HOURS
ACCIDENT	2350	18800
ILLNESS	8389	67112
BIRTH AND CHILD CARE	1966	15728
TOTAL	12705	101640
	Cooltra	Market
OC ABSENTEEISM RATE	0,50	0,06
CC ABSENTEEISM RATE	4,56	1,99

WORKPLACE INCIDENTS

	Women	Men
Nº of workplace incidents resulting in sick leave	4	38
Nº of workplace incidents without sick leave	0	0
Days lost due to work related incidents with sick leave	42	2308
WORKPLACE INCIDENT SEVERY INDEX (*)	23,33	1282,22
WOKRPLACE INCIDENT FREQUENCY INDEX (*)	2,22	21,11

42 accidents with sick leave



17 accidents
438 days of absence



23 accidents
420 days of absence



2 accidents
6 days of absence

40 sick days (average)

Only 8,3% of cases are due to mental health disorders, but they account for 24% of sick days.

OC*:

- Falls and impacts in the workshops
- Muscular overextension
- Injuries to extremities (fingers, arms, legs)

CC*:

- Respiratory infections
- Digestive infections
- Mental health

OC: occupational contingenciess / CC: common contingencies

Employment and working conditions



Work-life balance

We are aware that it is important to know when to stop. That is why we apply a digital disconnection policy in all our companies, with clear commitments:

- Respect each person's rest and disconnection times.
- Avoid communications outside working hours, except in exceptional cases or force majeure.
- During vacations, employees are asked to leave an automatic message indicating their temporary absence and providing alternative contact details.

In addition to this:

- The standard workweek is 40 hours, except in France, where it is 35 hours.
- General office hours are from 9:00 a.m. to 6:00 p.m., although workshops and stores operate on their own schedules or in shifts according to local needs.
- At headquarters, a 3-2 teleworking system has been established (3 days in the office and 2 from wherever each person wants). In addition, during August, intensive working hours are applied, as established in the collective agreement.



Learn, improve, repeat. At Cooltra, our team grows, and we grow with it. That's why we see training as a driver of change and professional development.

Our approach: **useful, agile, and purposeful training.**

We identify technical and cross-functional needs annually and provide training that truly adds value.

That's why we offer flexible programs tailored to each person's needs, whether in-person or online. Some courses (languages, office software, etc.) are fully funded by Cooltra.

170
Employees
received
training in
2024

Employment and working conditions

We don't only focus on theory; we evaluate every session. In 2024, we gathered feedback from 132 participants after training sessions on leadership, sales, office automation, and languages.

Because what isn't measured, doesn't improve.



PROFESSIONAL CATEGORY	TOTAL HOURS	HOURS PER EMPLOYEE
Management team	54 h	27
Middle managers and qualified technicians	2.307 h	23,1
Administrative staff	698 h	12,5
	3.059 h	

GENDER	TOTAL HOURS	HOURS PER EMPLOYEE
Men	1.963 h	19,6
Women	1.096 h	18,6
	3.059 h	

CATEGORY	COURSE EXAMPLES	Nº OF HOURS
Languages	Inglés A1, Inglés B1, Francés A2, Italiano, Alemán	30–43 h
Soft skills	Stress management, emotional intelligence	8–18 h
Digital skills and automation	Basic and intermediate Excel	12 h
Technical safety training	Handling of dangerous goods, Due Diligence M&A, Fleet management	6–48 h
Leadership and teamwork	Key competencies for high-performance teams	18 h

Employment and working conditions

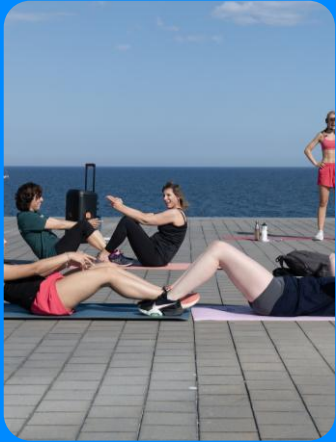


At Cooltra we take care of our team members by offering benefits that promote work-life balance and well-being (and, incidentally, good vibes).

These benefits are included in our internal policies and are tailored to the specific needs of each country where we operate.

Because we know times have changed, we use digital tools to simplify administrative and HR management tasks—such as clocking in, vacation requests, internal communication, and document handling. This also allows us to offer financial flexibility and personalized benefits designed to meet our employees' needs.

Employment and working conditions



Well-being and work-life balance:

- **Hybrid teleworking model (3+2)**, depending on position and location.
- Optional full remote work for IT, Product, Data, and Customer Service teams.
- Paid day off on your birthday in select countries.
- One vacation day earned per month worked for interns (depending on training center)

Growth and recognition:

- Referral program: earn between €250 and €750 with no participation limits, awarded after passing the trial period.

Culture and team:

- Corporate events, after-work gatherings, and team-building activities. On the third Tuesday of every month, we meet at our HQ to see each other face to face in what we call 3TT (Third Tuesday Together).

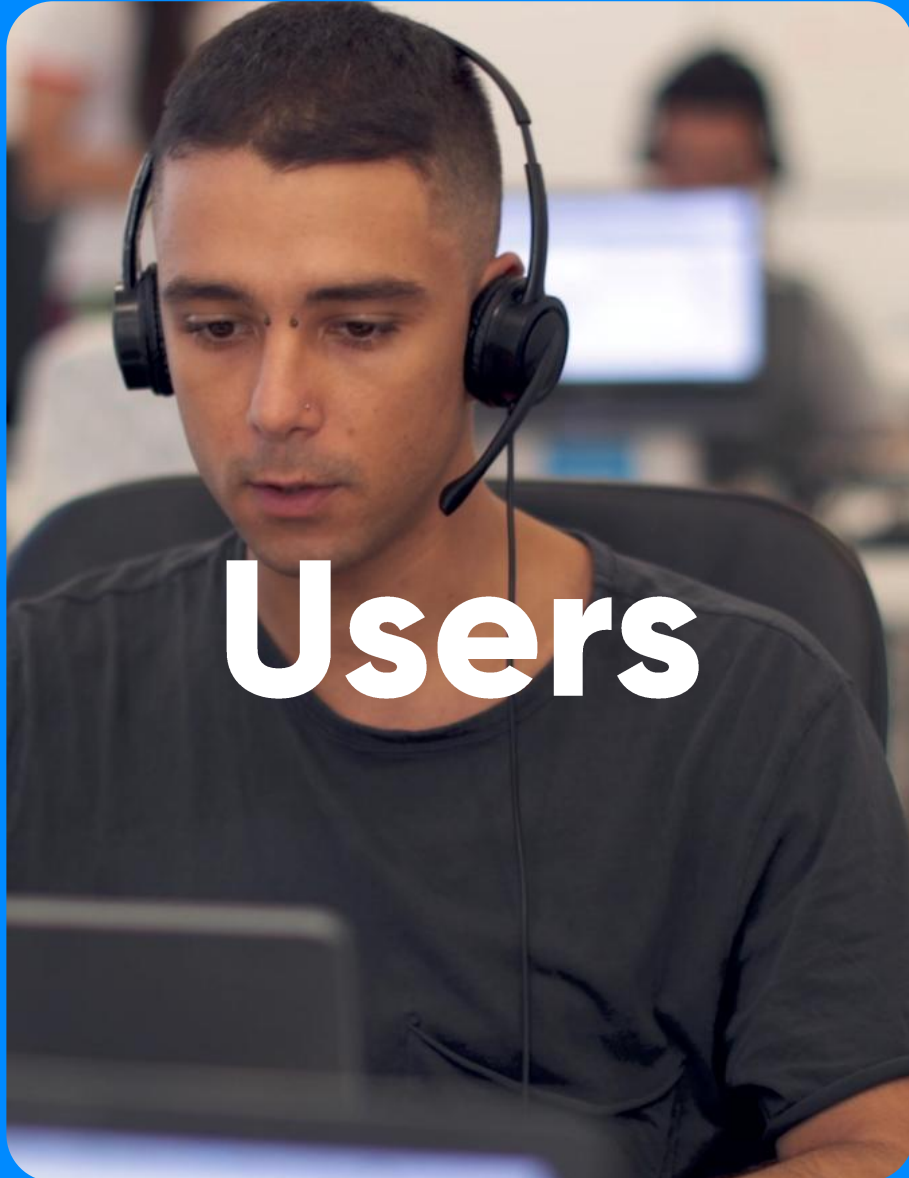
50% discount
on Cooltra rates
for employees

Savings and financial benefits:

- **TEAM rate:** 50% discount on Cooltra and Felyx services, plus an additional quarterly credit of €33 on Felyx
- **Flexible remuneration** through Cobee (Spain)
- Low price **health insurance** (Spain, France, and Italy)
- Option to request **payroll advances** (Spain via Payflow, France and Italy via HR)

OTHER





Users

Committed to the user

In 2024, the user continued to be at the heart of everything we do. Our Customer Service team, made up of **40** people, handled more than **661,000 contacts**. The contact-to-rental ratio stood at **8.7%**.

70%

of contacts related to administrative matters.

30%

of contacts related to rentals.

It has been a year with more rentals, greater automation, and a chatbot that already handles one third of all conversations. Thanks to all this, we continue working to offer a more agile, closer, and above all, more effective service.



Alliances

We currently collaborate with a dozen leading associations and organizations dedicated to promoting sustainable mobility, shared mobility, and the technology sector. These are entities that foster cooperation between companies, generate regulatory and technical knowledge, drive digital and technological innovation, and contribute to the international positioning of cities and the sector as a whole.

- **AEDIVE**
- **ADIGITAL**
- **BCN Tech City**
- **Barcelona Global**
- **AMBE**
- **CIE**

- **Osservatorio della Sharing Mobility**
- **ANCMA**
- **Assomobilità**
- **Alliance de Mobilité**



- **FOOD BANK:** In December 2024, a campaign was held in Spain to collect food at our headquarters, ensuring that people living in food poverty had access to necessary nutrition.
- **HELP FOR THOSE AFFECTED BY THE STORM:** Our warehouse in Massanassa, one of the areas hardest hit by the storm at the end of October 2024, was set up as a collection point and storage facility for food and essential items. It was available to receive donations of non-perishable food, hygiene products, clothing, and other necessities to help alleviate the situation for those affected. We also donated second-hand vehicles to the “Solidaridad sobre ruedas” (Solidarity on Wheels) platform to aid mobility.
- **LA MARATÓ DE 3CAT:** We couldn't miss the opportunity to collaborate with La Marató de 3Cat (Catalan regional television), which this year is raising funds for research into respiratory diseases. In line with our mission to promote less polluted and healthier cities, Cooltra joined the charity raffle organized by the La Salut Tennis Club, contributing two Cooltra credit gift vouchers worth €250 each.

8. Governance





At Cooltra we see governance not just as a set of rules, but as a way of doing things the right way. We apply principles of transparency, integrity, and security to protect people (our team and our riders), data, and trust

Data Protection and Cybersecurity:

- We comply with GDPR and LOPDGDD regulations, including proactive compliance reviews and security measures.
- Passwordless and two-factor authentication system.
- Digital custody of customer and employee data, with restricted access to authorized areas.

Contact for any inquiries or complaints:

rgpd@cooltra.com

Policy Manual and Code of Conduct:

This document lays the foundation for ethical and responsible management. It includes measures to prevent bribery, corruption, and conflicts of interest, as well as a confidential channel for reporting potential irregularities.

canaldenuncias@cooltra.com

It also promotes equality, diversity, and the prevention of workplace harassment, ensuring a respectful and safe working environment. Additionally, it defines clear guidelines for the responsible use of corporate resources, reinforcing transparency and efficiency in management.

Finally, it includes a dedicated section on Corporate Social Responsibility and provides for the continuous training of teams, ensuring compliance with policies and the strengthening of a governance model based on ethics and sustainability.

Ethics and Anti-Corruption:

We have a public and secure information channel available on our website for confidential reports of potential misconduct in the economic, social, or technological spheres.

<https://cooltra-spain.factorialhr.co.uk/complaints>

- Payment validation procedures: Double authorization and the existence of the Treasury Committee.
- Supplier selection: A minimum of three bids compared.
- Committee responsible for fraud and corruption prevention.

In 2024, there have been no sanctions or complaints regarding cases of corruption, bribery, or money laundering.

Sustainable Practices Manual

At Cooltra, sustainability is at the core of our mission, and we integrate it into all areas and levels of the company. We have our own **Sustainable Practices Manual** to guide every decision we make.

- We are committed to the 3Rs: reduce, reuse, and recycle.
- We use resources wisely—water, energy, and materials—always with responsible criteria.
- We manage what we leave behind properly: separated and controlled waste.
- We are committed to electric mobility and the fight against climate change.
- We have plans in place to respond to environmental emergencies.

Risk Management

- Identification and monitoring of operational, regulatory, technological, and reputational risks.
- Monitoring of international regulations and adaptation to the CSRD and ESRS frameworks.
- Internal audits of customer and/or supplier contracts regarding privacy and legal compliance.

09. Objectives

Cooltra for future

Carbon Footprint Neutrality by 2030

Our goal is to achieve carbon neutrality by 2030, addressing emissions in phases across all three scopes and comprehensively optimizing the key resources of our operations.

Energy Efficiency and Electrification

- Reduce Scope 1 (direct) and Scope 3 (indirect upstream/downstream) emissions.
- Neutralize Scope 2 emissions by consuming 100% renewable energy.
- Increase the percentage of electric vehicles and electric bicycles in the fleet annually.
- Reduce diesel consumption for logistics and natural gas usage in facilities.

Useful Life and Circularity

- Extend vehicle lifespan through efficient maintenance and second-hand sales.
- Decrease the use of spare parts and consumables (e.g., rearview mirrors: –22% incidents since 2022).

Towards Zero Waste

- Goal: Zero waste in workshops through reuse, recycling, and operational redesign.

Cooltra for future

Carbon Footprint Neutrality by 2030
1st PHASE: 2025-2027

N	ACCIONES / OBJETIVOS	GHG EMISSIONS 2024 (T EQ. CO ₂)	POTENTIAL REDUCTION*	TIME FRAME	COMPLEXITY/ COST	AREA
1	Changing electricity providers in Spain	59,23	-50% (30T)	2025-2026	LOW	E*
2	Changing electricity providers in Italy	73,76	-50% (37T)	2026	LOW	E
3	Reducing consumption of natural gas in France	46,82	-20% (10T)	2027	HIGH	E
4	Reducing consumption of diesel in Spain	126,81T	-10% (12T)	2027	HIGH	E
5	Reducing consumption of diesel in Italy	42,62T	-10% (4T)	2027	HIGH	E
	TOTAL	349,23 (88% of the total)	-24% of the total (-93T)	2027		

*E: Environmental / S: Social / G: Governance

Cooltra for future

Other environmental, social, governance aspects 2025-2030

#	ASPECTS / ACTIONS	2024 DATA	OBJECTIVES / PATHS	
6	Percentage of electric vehicles in the total fleet	75%	Continue to increase the percentage of electric vehicles in total fleet	E
7	Percentage of electric bikes in the total fleet	3%	Increase percentage of electric bicycles in the total fleet	E
8	Purchase of new vehicles	Electric motos: 1.326 Gas-powered motos: 1.315 E-bikes: 340	Limit the purchase of new vehicles thanks to high quality maintenance and fleet optimization. Develop a sustainable purchasing policy by incorporating Life Cycle Assessment (LCA) as a criterion in the selection of suppliers.	E
9	Purchase of new batteries	2.976	Limit the purchase of new batteries thanks to high quality battery fleet management and repair	E
10	Sale of used vehicles	865	Maintain or increase the percentage of used vehicle sales out of the total number of unregistered vehicles	E
11	Main categories of consumables and spare parts consumption	See table	Reduce consumption of key consumables and spare parts.	E
12	Use of second-hand spare parts from end-of-life vehicles	1.086	Increment the percentage of second-hand spare parts out of total parts consumed	E
13	Battery repairs	524	Avoid low voltage situations thanks to high-quality batter fleet management Increase the number of batteries repaired compared to those sent for recycling	E
14	Recycled batteries	6,89T	Investigate alternatives to GDV Recycling in each country to reduce associated logistics. Monitor GDV Recycling's "black mass" production project and assess its impact on GHG emissions	E

Cooltra for future

Other environmental, social, governance aspects 2025-2030

Main categories of consumables and spare parts:

#	ASPECTS / ACTIONS	2024 DATA	OBJECTIVES / PATHS	
11.1	Helmet consumption	52.592 units	Reduce consumption by taking greater precautions against left. Investigate the possibility of disinfection	E
11.2	Tire consumption	9.989 units	Investigate the possible of increasing its useful life. Continue educating drivers to reduce wear and tear caused by driving.	E
11.3	Rearview mirror consumption	20.930 units	Continue reducing consumption. We have already reduced consumption by 7% between 2023 and 2024 thanks to the new model.	E
11.4	Askoll spare parts consumption	Electricity: 9.991 parts Motor: 1.386 parts Plastic & seats: 13.305 parts	Maintain or reduce consumption despite the aging of the fleet	E
11.5	Consumption de Vmoto spare parts	Chassis: 1.304 parts Electricity: 1.809 parts Plastic & seats: 2.993 parts	Maintain or reduce consumption despite the aging of the fleet	E

RSC Cooltra for future

Other environmental, social, and governance aspects 2025–2030

#	ASPECTS / ACTIONS	2024 DATA	OBJECTIVES / PATHS	
15.1 15.2 15.3	Consumption of industrial solvents, motor oils, and valve oil	Solvents: 644 L Motor oil: 91.020 L Valve oil: 5.064 L	Reduce the consumption and danger of these products	E
16.1 16.2	Waste generation: tires, contaminated plastics, and metal containers	Tires: 11.252,50 kg Contaminated plastic and metal: 4.584,34 kg	Reduce volume. Use larger containers to decrease waste per unit consumed,	E
17	Water consumption	3.198 m3	Monitor water consumption from one year to the next	E
18	Obtaining ISO 14001 certification	N/A	Work on the significant areas to obtain certification in 2028	E
20	Reduce turnover in operational profiles	96%	Reduce up to 10%	S
21	Increase the presence of women globally	Less than 20% of the workforce are women	Increase the percentage of women to 25%. Review selection processes and actively promote female talent, especially in technical and operational areas.	S
22	Keep the wage gap below 0.5% with a trend towards zero	0,18%	Reach 0.1% with a trend toward full wage equality between men and women,	S
23	Achieving parity in management positions	29% of CLS employees are women	Achieve 50% female representation in the CLS: design professional development plans to promote internal advancement, with a special focus on women	S

Cooltra for future

Other environmental, social, and governance aspects 2025–2030

#	ASPECTS / ACTIONS	2024 DATA	OBJECTIVES / PATHS	
24	Reduce the incidence rate of workplace accidents in all countries where we operate		Reduce by 30%	S
25	Increase the presence of employees with disabilities	0.009% of the staff has a disability	Establish procedures to increase this percentage to 1% in all our offices	S
26	Reduce the overall absenteeism rate		Reduce absenteeism by 20% through more training, mental healthy programs, and prevention policies	S
27	Increase the average eNPS score to excellent. Reduce detractors and neutrals.	18 index eNPS	Move from 18 to 30 on the satisfaction index. Improve communication and internal recognition. Train leaders in team management. Strengthen emotional well-being and work-life balance. Listen actively and act on feedback	S

Cooltra for future

Cross-Reference Table: SDGs – ESRS– Cooltra indicators

RELATED SGD	INDICATORS	RELATED ESRS
SDG 3: Health and well-being	Accident reduction, mental health program	ESRS S1 (Working conditions), ESRS E1
SDG 7: Affordable and clean energy	100% renewable energy in operations, change of supplier	ESRS E1 (Energy, climate)
SDG 8: Decent work and economic growth	Permanent contracts, training, reduced turnover, eNPS	ESRS S1 (Employment), G1 (Government)
SDG 9: Industry, innovation, and infrastructure	Operational digitization(Venus), connected fleet	ESRS E1 (Technology), G1 (Governance)
SDG 11: Sustainable cities and communities	Electric shared mobility, CO2 savings in cities	ESRS E1, ESRS S3 (Affected communities)
SDG 12: Responsible production and consumption	Reuse of parts, reduction of waste and consumables	ESRS E5 (Circular economy), E2 (Pollution)
SDG 13: Climate action	Carbon footprint, emissions reduction plan, carbon neutrality by 2030	ESRS E1 (Climate change)

Cooltra for future

GRI Matrix- Cooltra Indicators

SUBJECT OF THE REPORT	GRI INDICATORS	CONTENT COVERED
GHG emissions	GRI 305: Emissions	Scopes 1, 2, 3 (Paris), reduction plan 2025–2027
Renewable energy	GRI 302: Energy	Switch to 100% renewable suppliers
Health and security	GRI 403: Security and health	Mental health program, accident reduction
Diversity and the wage gap	GRI 405: Diversity and equality	Wage gap of <1%, 2030 gender targets
Working conditions	GRI 401: Employment	High rate of permanent contracts, turnover, decent wages
Formation and well-being	GRI 404: Formation	Training hours, eNPS, emotional salary
Governance	GRI 2-9 to 2-27	Governance structure, ethics channel, compliance
Waste and circularity	GRI 306: Waste	Reuse of parts, zero waste in workshops
Supply chain	GRI 308 / 414	Indirect reference, pending expansion



Thank you!

For more information:

www.cooltra.com/en/sostenibilidad

TIME TO RIDE

cooltra 