

# Quality & Environmental policy

## Mission

Lease a Bike's mission is to inspire people across Europe to get on a bike. For sport, to bike to work and everyday life.

## Quality policy

### Lease a Bike customers and other stakeholders can expect to:

- We deliver on time and according to agreement.
- We are at the forefront in the field of the bike leasing market with good knowledge and high competence.
- We create long-term satisfied customers by delivering services that meet both specified and unstated customer requirements.
- We have a high level of service with qualified support.
- We are reliable as a business partner, employer, or other partner.
- We cooperate with carefully selected competent suppliers.
- We develop the skills of our employees to meet our customers' requirements and expectations.
- Our quality policy is understood and applied by everyone in the organization and is continuously revised.

### Each employee undertakes to:

- Meet customer and other applicable stakeholder requirements, including applicable laws and regulations.
- Contribute to continuously improving operations and raising the quality level of our projects.

# Environmental policy

At Lease a Bike we strive to protect the environment, reduce our environmental impact, and continually improve our environmental sustainability performance. As a team and with our partners we encourage people to live healthier and more sustainable lives. This is an integral and fundamental part of our business strategy and operating methods.

## Our customers and other stakeholders can expect us to:

- Train and motivate our employees to perform their duties in an environmentally responsible manner.
- Evaluate our environmental aspects from a life cycle perspective and create action plans to reduce our negative impact on the environment.
- Prioritize environmentally certified suppliers and dealers as far as possible.
- Strive to reduce the environmental footprint of the business over time by traveling environmentally conscious.
- Take responsibility for our waste by contributing to recycling as far as possible.
- Inform employees and suppliers and dealers about environmental management work and about the importance of considering environmental issues in daily work.
- Strives to become climate neutral.
- Contribute to the environmental transition through our business model by making bicycles and bicycles accessible and affordable.

We encourage all our stakeholders to live healthier and more sustainable lives

## Each employee and internal resource with us undertake to:

- Comply with applicable environmental laws and regulations and other applicable mandatory requirements.
- Contribute to continuously improving our environmental management system by working to meet environmental objectives and achieve better environmental performance in our operations.

The policy is last edited on 2024-02-28