

**HEL BIZ**

SFMTA Powered Scooter Share  
Program Permit Application

San Francisco, CA | August 2019

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# Letter to City of San Francisco

Dear SIR or MADAM,

HELBIZ is pleased to apply for the SFMTA Powered Scooter Share Program Permit Application within the City of San Francisco. The enclosed documents outline our response and vision.

Helbiz is a New York-based micro-mobility company that seeks to help urban areas reduce their dependence on cars by offering an affordable, accessible, and sustainable form of personal transportation. To achieve this, Helbiz takes a different approach than others in our industry. We believe dockless mobility can *only* work in the long run by doing it responsibly and in constant collaboration with our city partners.

In the dockless mobility space, an industry still in its infancy, we believe Helbiz is the only company that has consistently demonstrated a commitment to doing dockless mobility the right way – in a way that is responsible and safe, and that makes sense for the community. We view each and every one of our cities as true partnerships, and we hope to also agree to a mutually beneficial partnership with San Francisco.

Our interest is not deploying more scooters than are needed but to ensure a sustainable model that the city, its residents, and its visitors can depend on – a responsive mobility service aligned with its community. Given that, we have never had any interest in trying to replicate practices of deploying as many scooters (or bikes) as possible (often without permission) – a practice that we unfortunately see every other company doing.

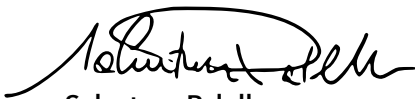
That is why we are proud to be leading the industry in developing and shaping regulatory framework for dockless mobility in all of our efforts, with the aim of providing good-faith policy proposals to balance public and private interests. We believe that we stand apart.

For us, collaborating with cities is a serious endeavor. It is an important part of our company's DNA, and it is why our entire government partnerships and policy team is comprised of people with public-sector transportation experience. We believe any new mobility option, such as scooters, requires a city with whom we can partner to regularly gauge and make adjustments based on our shared experiences. In San Francisco, we see such a partner.

We are excited about the opportunity to work with San Francisco to ensure a safe, responsible scooter-share system. At Helbiz, we believe in communities where people come first, and where citizens have access to more affordable, sustainable, and equitable means of shared mobility. We hope to build this future with the City of San Francisco.

Do not hesitate to follow up with me or other HELBIZ team members if you require additional information

Sincerely,



**Salvatore Palella**  
CEO, Helbiz Inc.

# Summary

Helbiz is seeking to cooperate with the City of San Francisco to deploy and operate the maximum number of 2,500 dockless e-scooters as made possible in the city's requirements, to be made available for hire directly through the Helbiz application.

Helbiz offers to work directly with the city to determine and enforce any restricted areas, and guarantee that scooters will not be able to park and/or physically enter these areas due to our active geofencing technology.

Our entire operations team will consist of local in-house full-time employees, who will take care of daily scooter deployment, repositioning, pickups, charging,, and maintenance based on the directions and commands of the dedicated fleet management team monitoring San Francisco 24/7, all while being directly integrated with the in-house customer service team specifically hired for each city/state. Our commitment to train and solely use professional staff, rather than using untrained freelancers, differentiates us from other operators in terms of guaranteed quality, reliability,, and social responsibility, as well as how we can best best work with the city.

Furthermore, Helbiz is determined to work closely with the city from a data prospective, and offer several Application Programming Interfaces (APIs), shared databases and weekly reports to monitor the entire fleet, all rides, trip data from trip origin/destination, the number of users to better understand the local transportation ecosystem, and overall usage and demand (described in the **Data-Sharing End Point I**).



## A - Device Standard and Safety Assurance

### 1) Proof of UL 2271 and UL 2272 battery certifications from the manufacturer

See Appendix A-1

2) The Test results from a qualified independent lab demonstrating that each model of scooter that will be put into service meets or exceeds California Vehicle Code §21223 requirements, including all the points from a) to d) has been made by:

ACT LAB LLC

3280 East 59th Street, Long Beach, CA 90805

mbaker@act-lab.com | act-lab.com

Tel: 562.470.7215 | Fax: 562.470.7220 | Mobile: 714.423.2258

and on a scooter bought and tested, not from a random model that we already had in stock in our warehouse, expressly for the SFMTA deployment in San Francisco; the models will be the same as the two scooters that we will make available for the Friday, August 23rd test that will be done by the SFMTA. We wanted to test the real ones that the SFMTA will test.

The Certificate will be sent and given in person Friday, August 23rd.

3) Helbiz is committed to making sure that all the deployed electric scooters will be safe for the entire period of operation in San Francisco, with each scooter being checked every morning before being deployed. If a safety issue with the device (or devices) is discovered or reported during the day, the Helbiz team will react in less than 20 minutes from the notification. We operate from a community first perspective, and our intent is to collaborate with the city and the SFMTA in the most open and productive way.

## B - Sample Scooters

The Helbiz team will be more than happy to be present two samples of the scooters on Friday, August 23, 2019 to make them available for inspection by the SFMTA; available as requested will also be our app, for review. The model we will present will be compliant with the requirements of the SFMTA.

## C - Pricing Structure

Believing that any successful programs must include good-faith outreach to the communities that we hope to serve, we will make efforts to demonstrate the tangible advantages of Helbiz's scooters to local residents. Focusing on affordability and convenience, we hope to generate interest and participation among low-income communities in a way that makes Helbiz's equity programming meaningful.

- 1)** Helbiz offers a 50% discount on single rentals or unlimited trips under 30 minutes (up to \$5.50) and cash options to people who have an income level at or below 200% of the federal poverty guidelines (verification of the status is required and can be ascertained when each applicant provides their full name, a phone number that will be used for the rides and to receive the unlock code, a valid government-issued photo ID, and proof of low-income status).
- 2)** As a special discount for San Francisco residents, we will waive the \$1 unlock fee during the first month of operation. We would also like to offer discounts for students, active military members (presenting military ID) and veterans waiving the \$1 unlock fee, leaving \$0.15 cents per minute of riding time
- 3)** When Helbiz is awarded the permit for 2,500 scooters, we will assure enrollment into our low-income plan a minimum of 500 members through a series of partnerships with as many organizations as possible from those listed in Appendix 3, as well as others not listed there. Adding to that, we will organize bi-weekly events in low-income communities, where the Helbiz team will assist with setting up accounts, showcasing the service, verifying eligibility, and topping up in-app wallets with cash or credit card -- all independent of smartphone ownership.
- 4)** Helbiz scooters have a flat \$1 unlocking fee, plus \$0.15 cents per minute of riding time. We also offer a subscription plan of unlimited 30-minute rides for \$29.95 per month.
- 5)** We allow customers who do not have a credit card to pay for our service in cash. Once the Helbiz app is downloaded, we will send notifications to identify the locations where cash-paying customers can top up their in-app wallet. We intend to partner with local stores who will help to provide the top-up service for commission paid by Helbiz, and we will allow all users to top up their account with cash at local events with the help of Helbiz team members.
- 6)** Through the same locations where customers can top up their accounts with cash, we are also offering the opportunity to register non-smartphone users. These users will have to provide their full name, a valid government-issued photo ID and cell phone number. After they top up their account, the user will be able to unlock any scooter by sending the four-digit code on the handlebar of the scooter they intend to rent as a text message to a local phone number of Helbiz that will be created for the San Francisco operation. When the user is done riding and has parked the scooter at a rack, he/she will send a text message with the word "END" to Helbiz, or press the red button on the handlebar in order to end the rental and deduct the amount from their wallet.
- 7)** To prioritize short-term trips, maximize fleet availability, and discourage an over-concentration of scooters in the downtown core, Helbiz operates solely with an in-house team and fleet of company owned vans and electric cargo bikes patrolling the streets 24 hours every day of the week, without the use of third parties or private freelance chargers. Since we monitor our scooter usage and whereabouts in real time, we can quickly assess when there are areas of over-concentration at peak times, including rush hour, we would like to incentivize riders to proceed with

their next stop at a discounted rate. If these riders help us to reduce congestion, they will be rewarded with a lower rate.

With this in mind, we retain full control of the operation and are able to seamlessly reposition scooters throughout the day while simultaneously conducting quality assurance. The City of San Francisco will be able to follow the repositioning operation, as well as scooter density, across the city through the API, and weekly/monthly reports. We believe this structure and our sole reliance on our internal team, offer added control and a much better overall experience for riders, while also supporting our ability to guarantee our service and uphold our responsibility to the City of San Francisco.

**8)** In a specific case that a scooter or attached helmet gets stolen or simply lost, Helbiz's dispute resolution team will decide on a case-by-case if the responsibility is that of the last customer that used the scooter and/or the helmet. If the user is deemed responsible, he/she will be charged a fee of \$500 for a stolen or lost scooter and/or \$50 for stolen or lost helmet.

If Helbiz is able to retrieve the missing scooter through its GPS position but the user is still at fault, we will refund 50% of the lost fee. After each charge, a ticket will be opened directly with our dispute team to ensure proper handling of each case.

**9)** Our vision of using electric scooters is--and will always be--to use the vehicle to facilitate the first- and last-mile daily commute. As such, we will advertise our service on transit hubs and onboard trains, with targeted messages highlighting the usage of electric scooters as ideal for the first and last mile. Also, after a few weeks from the start of the service, Helbiz will check to see which customers use the service for trips starting or ending along key transit lines or at the major transit hubs, and we will award them with discounts or even free rides. We want to engage with the SFMTA to find the right incentive that will help each customer that pays for a transit ticket (ie Metro, Bus for example) to automatically earn free rides for a certain amount of minutes on our scooters.

**10)** Helbiz plans further community engagement through dedicated community outreach programs for disadvantaged and low-income communities in order to raise awareness in these communities and drive participation in our scooter-share program. Events will be hosted bi-weekly at set locations where Helbiz staff will showcase the service, educate users, conduct on-the-spot verification of low-income status, accept cash Helbiz deposits, and set up non-smartphone plans to ensure that all members of these communities can begin riding within minutes, regardless of financial status, credit card availability or smartphone ownership.

Furthermore, Helbiz intend to support the Free City program, in partnership with City College of San Francisco, offering students that are covered by Free City discounted monthly subscriptions ensuring students fast and convenient transportation to, from, and around campus for just \$9.95 per month to help limit the dependency on car ownership, parking and public transportation. City College of San Francisco will promote this partnership and convenient transportation offering to eligible students, and also use it to attract new students.

## D - Operations Plan

- 1)** Helbiz scooters are available daily from 6:00 a.m. until 10 p.m. Pacific Time,. These hours include the morning deployment through the evening when our team will go around the city to bring the entire fleet back to the warehouse. Any devices flagged for repair, maintenance or charging, either by users, non-users or fleet management, will automatically alert the nearest operations team to be removed from the streets and brought back to our warehouse for further inspection during the day.
- 2)** Our operations teams will pick up the entire fleet, bringing all scooters to the dedicated Helbiz warehouse in the city for overnight charging, maintenance, and cleaning before being redeployed the following day for the morning shift. In accordance with the SFMTA, we will be more than happy to determine which areas need a small percentage of scooters to serve customers that need to use our service during non-operational hours, because they work at night, for example. Helbiz will ensure it always maintains a fully operable and reliable fleet by adhering to rigorous maintenance standards and industry-leading hardware monitoring approaches.
- 3)** To serve key neighborhoods as defined in the Distribution Guidelines and Requirements, Helbiz will deploy the minimum number required by the guidelines plus some more scooters: in Mission, Helbiz will deploy a starting number of 200 electric scooters, in SE Neighborhoods, Bayview - Hunters Point - Vis. Valley a total number of 300, in Western Addition 100, and in SW Neighborhoods SFSU - Ingleside - Excelsior a total of 200.
- 4)** The idea of the “micro-mobility world” is to offer everyone a modern form of transportation that is affordable, fun, sustainable, and helps riders save time and money. With this in mind, Helbiz will also concentrate on neighborhoods without existing powered scooter share services.
- 5)** Helbiz’s operations team works in three separate shifts daily with different responsibilities to ensure a consistently smooth and reliable operation for customers.

### Shifts

The city will be divided into a series of zones each with a dedicated team and one dedicated warehouse in the South City for charging and storing scooters overnight, all to be deployed in the morning, repositioned during the day, and picked up at night by the operations team in three shifts.

#### **Morning Shift:** 5:00 am - 1:00 pm | Morning Deployment

The various operations team members around the city inspect and unplug the scooters from their charging stands, and load them into cargo bikes, vans and cars, before receiving their predetermined route by the fleet management team of the drop-off locations around the city, locking them to the specific racks around the city.

#### **Lunch Shift:** 1:00 pm - 8:00 pm | Rebalancing and Monitoring

Throughout the day, the lunch shift is responsible for repositioning the fleet in order to optimize usage based on tendencies and patterns, as well as to ensure balanced scooter density in all zones. With real-time location data from each vehicle and a fluid fleet management system and a dedicated team monitoring each scooter and the overall scooter density in all zones commands are sent to the operations team to reposition scooters throughout the day to equally support the demand across the entire city to always ensure a well-balanced selection allowing all citizens

inside the operational area to always have a scooter within reach. Reliable accessibility is crucial for mainstream adaptation.

#### **Night Shift:** 8:00 pm - 2:00 am | Pickup and Charging

The night shift is responsible for picking up the end-of-the-day inventory, and returning them to the respective warehouses to be charged. At the beginning of the night shift, all scooters with less than 40% will be removed from the street, while following the commands of the fleet management team before at 10pm making the entire fleet unavailable for users and starting the pickup of the entire fleet.

Throughout the patrol of the day, the team will also address any scooters that may negatively affect our overall brand or experience. Any scooters that are dirty, knocked over or vandalized will be addressed immediately. The operations team will rebalance any scooters in the field that do not follow our guidelines of proper parking, including scooters that block pedestrian pathway or any scooters that are unpresentable to the public.

6) During operational hours, our local operations team will have a fleet of different vehicles patrolling the city for errant scooters which may have been mis-parked, misplaced, or in need of recharging or maintenance. Helbiz has developed an Artificial Intelligence- (AI-) powered backend solution which monitors the demand for scooters in real time around the entire operational area. Automatic updates will be received about the routes and directions for drivers patrolling the city in order to continuously pick up and redeploy scooters. They will do this according to demand, priority, and traffic in order to help to avoid overcrowding of scooters in high-demand areas. In case of overcrowding of scooters in those areas, Helbiz's proprietary algorithm will notify nearby users about an on-the-spot discount price (waiving the standard \$1 unlocking fee) to incentivize the use of the scooters to help the crowd disperse. Our AI-powered repositioning algorithm is based on a minute-by-minute analysis of the entire fleet, usage, users, and trips. By combining these metrics, it is possible to anticipate the demand in various areas at specific times, adjusting the scooter density area by area to ensure San Francisco is evenly covered based on demand all hours of the day.

7) Helbiz is committed to making our website content accessible and user-friendly for everyone. If any user has difficulty viewing or navigating the content on [www.helbiz.com](http://www.helbiz.com) or if they notice any content, feature, or functionality that they believe is not fully accessible to people with disabilities, they can call our Customer Service team at +1 (619) 313-5812, or email our team at [ask@helbiz.com](mailto:ask@helbiz.com), including "Disabled Access" in the subject line, along with a description of their specific question or suggestion. We take all feedback seriously and will be pleased to consider it as we evaluate ways to accommodate all our customers and our overall accessibility policies.

We would like to make available to persons with disabilities our scooters for trying this amazing way for moving around. We are working for example on a partnership with a manufacturer that make scooters with just a front part where the handlebar, the motor and the power of the scooter are and two safe hooks for connecting the front part with a wheelchair. we want and commit to find know ideas and technologies for open the service to all.

8) From the very first launch of our operations in October 2018, Helbiz made the strategic decision not to apply the gig-working model but to implement a professionalized operations model powered by technology. Managing our operations through this model allows us to have a greater control of the quality of our service and, most importantly, to ensure a service that fully integrates with the community in an orderly and effective way.

Throughout our past year of experience managing operations in three different countries in Europe, we learned that to manage a fleet of 2,500 scooters using our resources in the most efficient way, we will need the following operational plan elements:

We will hire a city manager who will be in control of the entire operations of the city, leading the operations team to run the service on the ground in an organized manner. To run the operations of the service, we will lease a warehouse with enough capacity to charge and maintain 2,500 scooters. We will need a space of 35,000 square feet total. Our warehouse will be strategically positioned in the South City, allowing us to respond quickly to any issues with the service, and to do so in a way that decreases the environmental impact of our vans driving around the city.

We will have a fleet of 17 vans driving the operations in the city. Proportionally, we will need 1 van per every 150 scooters. We will use our vans at their full capacity, by filling them with 70-80 scooters for the morning deployment and evening collection. Our goal is to reduce the environmental impact during the deployment and collection of the scooters by hiring full-time employees, which would otherwise be much higher if the gig-working model would be applied.

Our local operations team will comprise 80 to 90 full-time operation associates running the deployment, rebalancing, monitoring, collection and recharging of the scooters. Additionally, we will hire five full-time mechanics who will clean, maintain, and fix the scooters on a daily basis.

**9)** Our vision for success is not solely a system that yields high ridership; it also includes a robust effort to educate the public on what constitutes proper riding, parking, and overall usage of the system. We have adopted innovative ways to mitigate improperly parked vehicles, resolve instances of over-saturation of any particular area, and respond to vehicles that have been idle for too long.

Helbiz is deeply committed to working with local authorities to ensure that proper usage and parking of its fleet will become an integrated part of the city's existing transportation ecosystem. We will do this in a way that coexists with current transportation alternatives and with pedestrians--all without invading public space. As requested by the SFMTA, the process of parking the scooters at racks will make it easier to encourage preferred customer behavior. More details about the strategy and plan for proper scooter parking will be fully explained in the following Section E.

Helbiz also equips the entire fleet with sensors and electronic level systems to monitor whether a scooter is properly parked or tipped over. Any tipped scooter will trigger an alert for our operational team and it will automatically notify the nearest Helbiz personnel of the location with GPS navigation. This way, the scooter can once again be properly parked - and if it is clear that the scooter was left inappropriately by the previous renter, the user will be warned directly inside the app and with repeated offense, the user will either be fined or banned for a specific period of time and charged the possible expenses that the Helbiz's team will have to pay in case of relocation made by the city.

**10)** Helbiz intends to deploy 2,500 scooters in San Francisco to be made available for hire directly through the Helbiz application. After being awarded the official license, the team will deploy a total of 1,250 units to optimize the positioning algorithm, pickup app, and driver routes. Once the initial internal testing has been concluded, Helbiz will deploy the rest of the fleet (1,250) to reach the 2,500 total. The overall goal for the team is to make sure our fleet is visible, presentable, and rideable while ensuring a smooth and reliable experience for all users. During operational hours, our local operations team will have a fleet of vans patrolling the city collecting and re-deploying the scooters according to demand and in accordance with local regulations. There will be a city manager responsible for the local

employees. This critical team lead will be available 24/7 for any necessity by phone: +1 (619) 313-5812 and/or by email at [ask@helbiz.com](mailto:ask@helbiz.com).

The Service Area Map for San Francisco:

Neighborhoods	Number of e-scooters
Downtown Core	700
Mission	200
Bayview - Hunters Point - Visitation Valley	300
Western Addition	100
SFSU - Ingleside - Excelsior	200
Rest of Core Service Area	200
Richmond	350
Sunset	350
Presidio	100
<b>Total number of e-scooters</b>	<b>2,500</b>

11) In case of any event needing attention as a transit issue, the nearest operations team is automatically notified, utilizing a combination of custom software, GPS, Bluetooth scanners to quickly and effortlessly find and redeploy scooters around the city throughout the day with a reaction time of 20 minutes maximum to solve any problem. It is also what will allow us to manage our multi-modal fleet effectively and enable us to address issues in a prompt fashion. Our AI-powered repositioning algorithm is based on a minute-by-minute analysis of the entire fleet, usage, users, and trips. By combining these metrics, it is possible to anticipate the demand in various areas at specific times, adjusting the scooter density area by area to ensure San Francisco is evenly covered based on demand all hours of the day.

Simultaneously, by automatically connecting our AI-repositioning algorithm with the Helbiz app for the pickup team, we are able to optimize efficiency in real time and prevent over-saturation of certain areas or littering ensuring that Helbiz will coexist in the local street environment and properly serve the communities.

Unique for Helbiz is that it is operating solely with in-house personnel and warehouses, and not relying on private individuals to pick-up scooters at night, charge them at home, and reposition them in the morning. For extreme weather conditions, Helbiz will keep the entire fleet in its own warehouse, while for special events, the city manager



can work with the city or organizers to best accommodate weather through increased or decreased supply in specific areas.

We employ a number of methods to communicate this broadly to our users, including product display and in-app education, and we also have instituted newer techniques, features, and tactics to address each specifically. We take a multi-pronged approach to ensure our devices are parked in a manner that is safe, legal, and comply with local and state law. This includes informing our users of Helbiz's parking guidelines through multiple channels; employing a local operations team to monitor and address parking by customers; developing technology features to incentivize proper parking; and using geofencing to encourage parking behavior.

## E - Plan for Safe Scooter Riding and Parking

**1)** While scooter sharing offers many transportation benefits, we know there is a learning curve to address. Ensuring responsible parking, helmet wearing, and eliminating sidewalk riding are critical ways to increase the safety of pedestrians and riders, thereby maximizing public acceptance of scooter sharing. We are committed to hastening the adoption of the acceptable norms of this new service, which we believe has a long-term place in also reducing individual car trips (and the related Co2 emissions) in urban environments. For example just in the past month of July, 78 miles and 62 lbs. have been saved of Co2 in the City of Milan using the Helbiz scooters. From inception, Helbiz has made a proactive and concerted effort to educate and promote compliance with applicable laws through both online and in-community education campaigns. We understand our devices are not to be parked in a way that obstructs pedestrian traffic, nor should they inhibit accessibility to curbs, ramps, transit stops, or entranceways.

**1.a)** To ensure legal operation of scooters, keeping the safety of users and those around in mind, we provide in-app tutorials and educational tips, and we share educational content via social media, email campaigns and other web-based channels. Our community liaisons will also assist with securing or providing any translation or interpretation materials and services to ensure that our community outreach events are accessible and well-received. In addition, we will be present at events with our stands to educate the public on how to safely ride, where to properly park and where not to park, following the rules of the road (18+ for riding, one rider per vehicle, have a driver's licence or ID, traffic rules, street signs, stop signs, use caution on crosswalks, and wear safety equipment like helmets). Also, for non-customers or people with disabilities, our scooters have the Helbiz email address and customer service number listed for quick reference.

In all of our market launches, we employ local Brand Ambassadors to educate the community in person at high-density areas during high-traffic times. These team members wear Helbiz-branded apparel to make them easily identifiable. We plan to update this program by adding HelbizHubs at key locations, offering helpful safety tips. At Helbiz, safety comes first--from the employees that work in our offices to the ones that work on the streets every day with customers--we always stress all the requirements necessary to enjoy the work and the service. We think through everything for the riders; they just have to follow the rules and have fun with the scooters. We encourage them to avoid riding on sidewalks, obey the speed limits, wear the provided helmet all the time when riding, park scooters upright as directed, avoid uneven surfaces like grass, gravel, rocks or inclines, and always do a pre-ride safety check. Each Helbiz scooter is equipped with a heavy duty locks ensuring that our scooters will not be strewn about. Additionally, our team retrieves every scooter at the end of every day, so they are never in the way. In addition, during operational hours, our team will always be around patrolling the streets, repositioning scooters that might be founded tipped or knocked over even while locked, and in general, checking that and all the other requirements are followed.

**1.b)** Helbiz makes a concerted effort to explain to customers about how to properly park and ride our scooters. In San Francisco, riders must park scooters at the racks provided by the city, with no more than two scooters per side and without locking scooters one to another. Our mission is to increase mobility for everyone. As such, we promote guidelines, rules and regulations on how to properly park and drive our devices with in-app pictures, and with the request of having users send a photo of the scooter parked after each ride. We commit to reviewing all the photos, and we will check to see if there are any violations. For first-time riders, we will inform them with a text about the

violation; the second time, we will remind the rider that any following violations will be charged with \$50, and if a third violation occurs, we will have the right to inform the user that we will ban him or her from the service for 30 days. Riders will find a sticker with the clearly stated reminders on each scooter.

**1.c)** To encourage riders to properly park scooters at bike racks or to the SFMTA's specifications Helbiz has implemented several measures. To incentivize users Helbiz has implemented a rewards program awarding users bonus Helbiz miles for properly parking in specific areas that can be used for free unlocks, trips, and subscriptions over time. To verify proper parking Helbiz is keeping and analyzing the photographic record required by each user of the parking, through machine learning and manual review paired with cross referencing it with the GPS coordinates of the parked scooter to verify the exact location, matched against Helbiz internal database of accepted parking spaces.

**1.d)** For users who improperly park their scooter according to the SFMTA's specifications Helbiz has implemented various punitive measures. All parking jobs are reviewed through the machine learning algorithm analyzing both GPS coordinates and the photographic parking record provided by the user, and if any irregularities are found, the parking job is flagged for manual review.

If during the manual review it is determined that the scooter was not parked according the requirements the user will receive various warnings by the Helbiz team depending on the situation. A first-time offense will result in a warning, in-app and via email, that the user will have to acknowledge in order to rent another scooter. A second offense will result in a \$50 fine. A third offense will result in a 30-day suspension of service and 60-day probation. If a fourth offense occurs within 60 days of the second offense, the user will be permanently banned from the platform, and we will automatically open a case with our dispute team outlining the reasoning and each case of improper parking.

**1. e)** Describe rider accountability measures you commit to implementing and how you commit to monitoring compliance with applicable laws and regulations, including any penalties and/or technology innovations that allow monitoring, and what commitments you make to address users who are noncompliant.

Helbiz is implementing several measures to ensure rider accountability and will monitor compliance via parking verification through photographic parking analyses; AI-powered trip data analyses to verify riding behavior and compliance with both the riding zones and the streets prohibited for e-scooters; and implementation of an incentivized reporting system among users to notify Helbiz of bad behavior or potential issues of other users. Helbiz will credit users who report useful information proactively with unlocks and free minutes. If a user notifies Helbiz of an improperly parked scooter, the notifying user will be credited a finder's fee.

**1. f)** Through a combination of human input and AI, Helbiz is determined to ensure a safe operation. Helbiz tries to prevent any safety concerns through predicting potential errors or faults to scooter hardware as well as user behavior through improper parking or unsafe riding. We are determined to swiftly react upon any concerns and for user errors we are able to quickly limit user access or riding in specific areas through our geofence technology. If we should receive a scooter safety complaint the Fleet Management team will instantly take the scooter offline and deploy operations team for an on-street analysis.

Helbiz have a dedicated dispute team working to investigate and resolve any complaints or safety concerns to ensure the safety of all riders and a smooth operation.

**1. g)** In the case that our initial approach does not achieve desired levels of compliance after the first five to six months of operation, we commit to increased communication of all the messages that the SFMTA and the local laws require for the City of San Francisco. More informational flyers will be distributed and new strategies will be created and shared with the SFMTA, including tactics such as compelling viral videos, TV / radio commercials during events such as basketball, football or baseball games on the big screens at the stadium, and hiring influencers such as athletes, social media influencers or local celebrities to highlight how to enjoy riding a scooter safely and responsibly.

**2)** The entire Helbiz fleet will have cable locks built into its frame, allowing riders to securely fix the scooter to objects such as bike racks. Once a user rents a Helbiz scooter the app will provide the corresponding 4 digit code for the lock, for the user to manually unlock the scooter. To successfully end the ride the user is required to take a photo verifying both parking as well as successful locking.

The SFMTA will be provided with an account and API to instantly inquire any lock code.



**3)** In order to ensure customers have a valid driver's license, Helbiz is working with third-party MicroBlink's ID Scanning software which has been integrated directly into the Helbiz mobile application. All users will be prompted to scan their ID once in the app. They will be unable to unlock any scooter until they have successfully scanned and registered a valid government-issued ID verifying the user is over the age of 18.

**4)** All Helbiz Brand Ambassadors can answer questions about the product and remind users about riding on bike lanes and on streets, riding one person to a scooter, and wearing the provided helmet. We will have these teams available throughout the program, particularly during high-tourist times or major events. Helmets must be worn at all times while riding. We have employed several methods to communicate this broadly to our users - including product displays and in-app education. Safety is a high priority for Helbiz, and we work hard every day to ensure that all our customers have access to a helmet in order to ride safely. We will distribute helmets by locking them to each scooter. We invest significant resources for a dedicated Helbiz safety webpage and video series, and ensure that customers will have the chance to meet with our trained team members during events to learn the importance of helmet use, and about the possibility of collecting points to receive free rides. In the specific case Helbiz would have to pay a fine because one of our users gets caught riding without a helmet, we will immediately start the process of finding the responsible rider and charging him/her with the same amount from the method of payment provided.

**5)** Non-customers can notify Helbiz about improperly parked scooters in a few different ways. They can download the app and contact customer service from there or they can simply call or email Helbiz via the contact information provided on a sticker on each scooter. Any in-app complaints will be automatically added to the database, and complaints made by phone or email will be manually transcribed and added to the database by Helbiz customer service representatives. As requested by the city, Helbiz will share the database with the SFMTA in the format determined by the Agency. Our customer service is available 24/7 at the +1 (619) 313-5812.

**6)** Helbiz employs various procedures when responding to an over-concentration problem at a specific location including density prediction and leveraging the full in-house operations team to standby and respond in real time to redeploy scooters in less dense areas. In very severe cases, users can be prohibited from parking in severely overcrowded areas by instantly applying no-parking zones and/or by offering users in the area significantly discounted rides to incentivize the user base to help ease the saturation by riding elsewhere.

**7)** Helbiz is committed to educating every user on how to report a collision, and we will stress the fact that in case of an accident, it is important to call 911 immediately. A special emergency button is present in our app, providing a direct line of contact to our team, who are trained in proper handling.

## F - Recharging, Maintenance, Cleaning, and Sustainability Plan

**1)** Helbiz scooters are charged every night--or depending on need--throughout the day by our in-house operations team. The entire fleet is equipped with GPS and onboard sensors that provide real-time location, maintenance alerts and battery status of all vehicles. If a vehicle is determined to be outside the service area, not properly parked or low on battery, the fleet management team will alert the nearest operations team to retrieve and reposition the vehicle. The same method will be used to avoid overcrowding of scooters in a high-demand areas, as the Fleet Management system will check real-time scooter density in all areas in real time and automatically alert teams if a certain area is over or under supplied.

**1. a)** Helbiz is operating only with in-house staff, working in shifts to cover all areas of San Francisco. The team goes through a one-week training course led by our highly experienced senior operations team responsible for launching cities. The team will work directly with the Helbiz Fleet Management platform built in-house from the ground up, with an integrated Battery Management system, employee GPS tracking, real-time status and GPS of all vehicles (revenue- and non-revenue generating), across the City of San Francisco.

**1.b)** All our employees will go through a one-week training course and will be provided a “play book” which will explain the entire operation including how to safely and legally park when retrieving scooters for recharging, rebalancing, or maintenance (having as example Appendix 1 - Powered Scooter Parking Requirements and General Guidelines provided by the SFMTA). As all employees are directly hired by Helbiz and are considered an extension of the Helbiz brand on the streets, it is made abundantly clear that Helbiz’s reputation depends on their on-street behavior, with all employees consenting to their business vehicles, cars, vans or bikes, to be tracked by real-time GPS connected to the Helbiz Fleet Management system. If irregularities or breeches are detected, the city manager is automatically alerted.

Weekly, the city manager will be in charge of manually reviewing all trip data and driver logs to evaluate routes taken, parking chosen, and whether drivers have been driving according to local laws and speed limits. The first time a driver is caught breaking the rules, he/she is given a warning; the second time will result in a suspension; and the third time, he or she will be terminated.

**1. c)** Helbiz is committed to minimize potential negative impacts including congestion, double parking, excessive vehicle-miles traveled, and Co2 emissions, in regards to the operation. We achieve this through our end-to-end smart-tracked platform paired with an Artificial Intelligence powering all the routes and navigation, as well as the management related to collecting, redistributing, and recharging scooters for optimized routing, reduced miles traveled, and time spent in traffic while ensuring the maximum operational efficiency. Simultaneously, Helbiz is determined to limit its dependency on vans and fossil fuels contributing to congestion and pollution by incorporating a growing fleet of electric cargo bikes to handle the majority of redistribution and pickups on a local level.

**1. d)** Helbiz is operating solely with in-house staff to collect, redistribute, and charge scooters, with each non-vehicle already being equipped with custom 4G/GPS IoT devices in order to constantly track positioning, routes, and status to efficiently generate optimized routes, as well as operational reports. Since the entire staff and their vehicles are tracked on a 24-hour basis, we will be able to provide the SFMTA with exact numbers and lengths of trips, as well as exact routes, speed, and parking data for all non-revenue vehicles.

**1. e)** On a monthly basis, Helbiz will provide a full breakdown and report of every Helbiz-owned vehicle, along with a custom API allowing the city to easily inquire past and real-time trip data to the SFMTA including: hours of operating time, miles traveled, average speed, maximum speed, refueling times, refueling volume, average fuel efficiency (total miles traveled / total gallons fueled), times out of service, any system-detected irregularities regarding parking or routes. In the report, all vehicles will be listed by type (electric van, gasoline van, electric car, gasoline car, electric cargo bike, bicycle) as well as the model of each vehicle.

**2)** Regarding the Life-Cycle Analysis (LCA) of your scooter model(s) deployed we will provide within 6 months of permit issuance to the SFMTA a detailed plan as suggested and it will include:

We will specify the tracking real-time inventory levels. As inventory we will details four separate categories: raw materials, work in process, finished goods and merchandise.

We will commit to mitigate the various risks posed by climate change with a Life Cycle Zero CO2 Emissions Challenge seeks to completely eliminate CO2 emissions not only while vehicles are being driven, but throughout the entire vehicle life cycle. This includes materials and parts manufacturing, vehicle assembly, maintenance, disposal, and recycling.

Regarding the Life expectancy of component parts, including but not limited to the following:

- i) Deck: 1 year
- ii) Wheels: 3 to 4 months
- iii) Motor: 1 year
- iv) Battery: 1 year

**3)** We believe our commitment to having professionally trained and mostly local Helbiz employees as the operations team, rather than freelancers, differentiates us from other operators in terms of guaranteed quality, reliability, and social responsibility. The overall goals for the team include making sure our fleet is visible, presentable, and rideable, while also optimizing usage all hours of the day, and ensuring a smooth and reliable experience for all of our riders. This is made possible by combining integrated sensors in all units along with teams patrolling the cities around the clock. Our fleet management team is able to quickly and easily detect a series of technical issues that could impact future rides thanks to sensor feedback, as well as by reviewing detailed analyses of driving behavior.

Helbiz always has at least one trained in-house mechanic on duty in its main warehouse to service and maintain the fleet around the clock in order to ensure a reliable and smooth experience. All individual scooter trips are monitored from the backend by a dedicated team, paired with machine learning, to detect any irregularities in driving or vehicle behavior. This helps to diagnose issues before they happen so that users never have an unsatisfactory experience with Helbiz. All vehicle maintenance events will be tracked and logged in Helbiz's database on an individual vehicle and part basis, allowing for easy identification of trends and development of real-world serviceable real life metrics. Helbiz scooters will be visually inspected daily and will be required to adhere to a minimum cleanliness standard prior to being redeployed. The Helbiz operations team will clean and refurbish scooters that fall below our cleanliness threshold, and they will be redeployed the following day.

**4)** Helbiz has implemented several procedures to detect safety of maintenance issues with the fleet and automatically prevent usage of any vehicle that does not meet standards. Helbiz relies on manual user reports, automatic-error detection from the IoT, backend detection of irregularities, as well as thorough full inspections of each individual part of the scooter over fixed-time intervals.

If a potential error or issue is detected either through a user complaint or by our detection algorithm, the scooter will automatically be remotely disabled and, simultaneously, the device will notify the nearest operations employee to inspect the specific unit.

**5)** Helbiz will never rush to write off damaged inventory. Instead, we have professionally trained mechanics in each city that specialize in working with the Helbiz fleet, with an inventory of spare parts to quickly resolve issues and get scooters back on the street. Should any scooter, be deemed beyond the state of repair after being inspected by the mechanic, it will be disassembled and all individual pieces will be sorted in a proper way, managing hazardous components including batteries in the right way, following the instructions of the Guiding Environmental Principles. Parts that are still usable will be added to the inventory of spare parts while parts that cannot be reused or repaired will be sent directly to recycling. Helbiz will comply completely with the City's Zero Waste and producer Responsibility not only stating that we will be responsible for all the product waste, starting with toxic products (i.e., exhausted batteries) defined as universal waste but by also staying in ongoing communications with the Department of the Environment and the Department of Toxic Substances Control to ensure compliance with all rules and local laws. We want to support State efforts, and we will comply with the San Francisco Zero Waste commitments. All our team members will have monthly training about the rules and regulations defined in the San Francisco Environment guide, including mechanics and all qualified personnel that will handle deployment, maintenance, and oversight of each device.

We respect all the efforts that the City of San Francisco has been putting in on proper recycling, composting, and trash handling over the years. We intend to play our part in those efforts. The environmental policy and legislations of the city will be followed and each chapter will help us to create internal rules in the warehouse. This will also help to reuse most of the components from other scooters instead of buying new ones, fixing when is possible at the most but addressing to our specialized mechanics after intense use, keeping in mind that we will do daily checks anyway. As required from the Sustainability Guidelines and Requirements, Helbiz has given in this Application proof of UL 2271 and 2272 battery certifications from the manufacturer and the test results from a qualified independent lab demonstrating that each model scooter put into service meets California Vehicle Code §21223 requirements. We will connect directly with the San Francisco Department of the Environment and companies such as Recology, Inc. to take the right steps to properly recycle every single part of the scooter when necessary and not otherwise reusable.

**6)** With a serious commitment to the environment, Helbiz will deliver any batteries, metal or plastic that are labeled as unusable to specialized recycling vendors that follow the City's Zero Waste and Producer Responsibility policies. The entire Helbiz team is committed to an immediate reaction if a scooter is found in the Bay (or in another body of water) in order to remove it, and will always be available for any problem or situation involving our scooters on a 24/7 basis. Given that sustainability is one of the hallmarks of Helbiz's business, we will determine the best possible partners to ensure Environment Code compliance.

**7)** Given our proven daily maintenance process, we can guarantee the maximum 2,500 scooters on the street every day. We are able to achieve this with our advanced inventory management system, our scooter checklist, our extra 500 scooters that are ready to deploy as needed, and our generous amount of spare parts available for our mechanics to choose from at our warehouse. Our team is trained to always fix any kind of problem during operational and non-operational hours to ensure repaired scooters are ready for the next day.

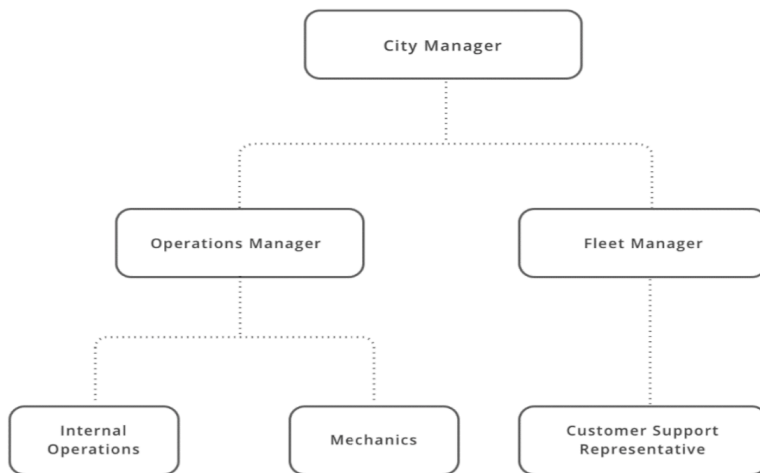


## G - Hiring and Labor Plan

**1)** We believe our commitment to having professionally trained, full-time local Helbiz employees as the operations team, rather than freelancers or independent contractors, differentiates us from other operators in terms of guaranteed quality, reliability, and social responsibility. It is also what will allow us to manage our multi-modal fleet effectively and enable us to address issues promptly. With dedicated teams able to respond and solve a string of potential issues in the field, we ensure a rideable and presentable fleet for a consistent experience for all users, and we uphold the quality and reputation of the Helbiz brand with authorities and citizens alike.

We will use various job portals to hire qualified and experienced professionals who will meet our hiring standards. We will advertise the job applications for operation and maintenance of the scooters on our Lever, LinkedIn, and Glassdoor platforms, as well as via our social media channels. The first step will be to hire a qualified local city manager with in-depth experience of warehouse management and of leading an operations team of 90+ people. Subsequently, together with the city manager, we will hire the operations team comprised of operations associates and mechanics.

At Helbiz, we strive to build a workforce comprised of individuals with diverse backgrounds and abilities that will help us to grow, not only as a company, but also as individuals. Helbiz is an Equal Opportunity Employer, our package when hired include great benefit, not only as Medical Insurance but also regarding vacation days (15days per year of paid vacation).



**2)** We will comply with all of the employment standards of the State of California. All of our team and operations team members will be full-time employees (salary employees, not hourly paid) who will be paid bi-weekly or on a monthly basis.

**3)** Our law firm in New York City, where Helbiz is headquartered, is in the process of selecting a Bay Area law firm to provide us with the best legal support regarding state and local laws. We are committed on matters of equal opportunity, local hiring and fair wages, and intend to be a fair employer that's why all our contracts, when requested will be shared with the SFMTA.

**4)** In the case our full-time employees will not be sufficient for the operation in San Francisco, and we will need to have contractors, Helbiz is committed to being transparent regarding hourly rates and net of job related expenses. Our company philosophy is to make our employees happy to enable them to deliver the best service possible to the community where we work, and this will also apply to contractors. We will stress the fact that we want to give full-time work to local people and that we prefer not to have to rely on contractors.

**5)** The Operations Manager for the San Francisco deployment will have to have the following skills and experience: 4-6+ years of experience in logistics, operations management, investment banking or consulting. Start-up experience is a plus. Entrepreneurship mentality. Make decisions, learn from experience and repeat. We need to move fast, but be mindful of our surroundings. The goal is to make our cities better every day. Be able to justify decisions to the team and measure the results. Get hands dirty. Work directly with staff on the ground. Be a true leader and mechanics. Strong analytical/Excel skills required. SQL proficiency a big plus. Humble and compassionate, we are building a large-scale community with individuals. Our City Manager will guide him or her throughout the first month of operations.

We are looking for Operation Specialists with the following skills and experience: 1-2 years in operations. He is a driven, high-energy individual with a mechanical background and interest, excellent communication skills, and a willingness to perform one-off tasks as needed. At a minimum, candidates must have a valid driver's license. This team member will receive training from the Operations Manager. We are also looking for Mechanics with the following skills and experience: 1-2 years of experience as a mechanic. Excellent knowledge of mechanical, hydraulic and electrical systems. Ability to follow standardized processes and instructions. Outstanding communication skills and ability to solve problems. This team member will receive training on how to maintain, repair, and clean the electric scooters from our Operations Manager.

**6)** Regarding labor harmony, Helbiz will provide the safest environment possible to all employees. From the team working on the streets to the mechanics and the management that will work inside the warehouse every day, the working conditions, working hours, and salaries will be in alignment with California state law, When requested from the SFMTA, we will be happy to share employee and contractor agreements. For example, we will support pregnant women during the 9 months of pregnancy and after the delivery as well keeping the health insurance and giving paid maternity leaves for the 3months after the delivery, that will be available as option also to new fathers for a period of 1 month. We will have a specialized law firm based in San Francisco to advise us about proper hiring procedures, as well as to handle contracts and advise on salaries for all our full-time employees, as well as possible contractors.

We want to create a nursery in our warehouse so that moms can be able to come back to work, after their months of lives, and still being able to nurse their babies or for fathers have the chance to take their babies at work with them.

## H - Community Engagement Plan

Helbiz shares the values of the City of San Francisco, particularly regarding equity, listening to and serving the needs of the communities we serve, and fair and open access to effective transportation services. We prioritize community engagement in all the jurisdictions we serve, and voluntarily implement expansive programs that demonstrate our good corporate citizenship. We welcome the opportunity to engage similarly in San Francisco, and intend to implement a program that meets and exceeds the standard requirements of the SFMTA. We believe that our shared values will result in a plan that creates outstanding social value for the city and its various stakeholders.

Below, we detail the status of our current efforts in implementing the required elements of the San Francisco Community Engagement Plan. After that, we outline additional plans, services, and capabilities that take our engagement efforts to an even higher level.

### Basic Plan Requirements

**Multilingual Communications Services.** Our app and website are currently offered in the following languages: English, Italian, and Spanish. Our internal development team maintains all public-facing interfaces in those languages, as well as implementing additional languages as we grow. We have engaged with some specialized company in New York City and started to check for some in the Bay where to handle translations for any new languages required by SFMTA that we do not currently support such as Chinese and Filipino. All interaction is only through the web and our app for now but customer services with the missing languages will be put in place before rolling out scooters in San Francisco.

**Communications Strategy.** Our application includes our initial communications strategy, which will be accessible on our website and app. The strategy section will include an easily viewable history of updates and changes. Our application includes a screenshot of the prototype strategy section of the website and app.

**Adaptive Scooter Pilot Plan.** Helbiz is committed to making our website content accessible and user-friendly for everyone. If any user has difficulty viewing or navigating the content on [www.helbiz.com](http://www.helbiz.com) or if they notice any content, feature, or functionality that they believe is not fully accessible to people with disabilities, they can call our Customer Service team at +1 (619) 313-5812, or email our team at [ask@helbiz.com](mailto:ask@helbiz.com), including "Disabled Access" in the subject line, along with a description of their specific question or suggestion. We take all feedback seriously and will be pleased to consider it as we evaluate ways to accommodate all our customers and our overall accessibility policies.

We would like to make available to persons with disabilities our scooters for trying this amazing way for moving around. We are working for example on a partnership with a manufacturer that make scooters with just a front part where the handlebar, the motor and the power of the scooter are and two safe hooks for connecting the front part with a wheelchair. we want and commit to find know ideas and technologies for open the service to all.

**Community Feedback Database.** Helbiz is in the process of coding this database. The SFMTA will be able to access it via a dedicated administrative section of our website.

To assist us in preparing our plan, we have already established an informal email dialogue presenting ourselves and our ideas with the community organizations listed below and we are still waiting for feedbacks for engaging while awarded with the Permit to operate, provided in Appendix 3 by the SFMTA:

Chinatown Community Development Corporation  
Chinese Progressive Association  
Senior Disability Action  
MoMagic  
Mission Neighborhood Center  
Healthy Southeast  
Village Project  
SOMA Pilipinas

## **Additional Helbiz Efforts**

Helbiz always seeks to go above and beyond basic requirements to serve the stakeholders of a community. In addition to the basic plan requirements outlined above, our plan intends to integrate the efforts described below. If granted a permit, Helbiz will engage with the local community to demonstrate our commitment to being a good partner for the city. For example, community outreach events will allow Helbiz's community liaisons to educate prospective users about our scooter-share program, including providing educational demonstrations of the scooters complete with proper usage and parking, as well as helping interested residents download the Helbiz app, create an account, and sign up in-person.

**Partnering with Local Shops:** Helbiz is enthusiastic about working with local San Francisco businesses, such as printing shops, to share our various promotions which can include the cash-payment option.

**Helbiz Local:** Helbiz Local supports local merchants by driving sustainable traffic to their brick- and-mortar stores. For our Helbiz Local partners, we provide a QR code that can be scanned in the store by Helbiz users to receive a refund on their ride or a ride credit, and we typically ask our Helbiz Local partners to assess some sort of discount as well. Our Helbiz Local partnerships also include collaborating on cross-promotional initiatives, such as organized rides or providing scooters for a storefront event. We will make promotional window clings available for any local merchants that participate.

**Helbiz for Business:** Helbiz for Business helps employers and organizations wishing to promote alternative and sustainable micro-mobility options for their employees and visitors. Our Helbiz for Business partners are guaranteed a certain number of Helbiz scooters at their location on a regular basis. Helbiz for Business can be tailored to meet the needs of our partners – such as allowing for employer-subsidized rides or providing an introductory promotional rate for employees.

**Community Events:** Helbiz proudly works with local agencies and community groups to promote safer streets, raise awareness of alternative mobility options, and sponsor public events. In fact, we welcome any invitations or requests from the community, and we always try our best to participate and be a good neighbor.

**Multicultural Communities:** Helbiz is proactive and responsive to our communities and the people who live in them. On a proactive basis, we will design and distribute literature in English, Filipino, Spanish, and Chinese, specifically for San Francisco, and our educational liaisons will promote and explain Helbiz's scooter-share services in person at community outreach events. On a reactive basis, we have a support line that will be provided once we are awarded the permit from the SFMTA with a local number and a common San Francisco prefix.

**Equitable Implementation:** Helbiz aims to serve every community, and we are particularly eager to provide personal mobility options to lower-income residents. In fact, Helbiz hopes to help cities achieve what other mobility modes have thus far struggled to implement for greater transportation equity.

At Helbiz, we think our scooter-share program – which does not receive any public funding -- is uniquely positioned to help improve transportation equity in certain priority neighborhoods by serving as a complementary or short-term measure until additional budget capacity for capital improvements is made available. In addition to effectively serving disadvantaged communities, Helbiz's equity programming will include our Helbiz Access program, which provides low-income residents a reduced rate and the ability to pay for rides using cash. Eligible residents can be discussed further upon issuance of permits. Residents wishing to sign up for our Helbiz Access low-income program can simply fill out the online application form, register in-person at one of our community events, or work directly with one of our community liaisons. Helbiz Access also provides eligible low-income residents who are unbanked with the ability to ride our scooters at the same discounted rate. Eligible low-income residents can use cash to purchase a Helbiz Access card at partner locations. Each Helbiz Access card will have a unique promo code that the user can enter into the app to “deposit” the Helbiz Access card's balance into their Helbiz app account.

## **Low-Income Community Outreach**

Helbiz believes that any successful equity programming must include good-faith outreach to the communities we hope to serve by demonstrating to residents the tangible advantages and opportunities of Helbiz's scooters. Focusing on affordability and convenience, we hope to generate interest and participation among low-income communities in a way that makes Helbiz's equity programming meaningful.

Helbiz plans further community engagement by conducting meet-and-greets with community leaders of disadvantaged and low-income areas. To raise awareness in these communities and drive awareness and participation in our scooter-share program, Helbiz also plans to conduct community outreach events which will be promoted in advance, and will include social-media outreach, emails, community liaisons on the ground, and flyers/ literature distribution.

The community outreach events will allow Helbiz's community liaisons to educate prospective users about our scooter-share program, provide educational demonstrations of the scooters including proper usage and parking, help interested residents download the Helbiz app and create an account, and sign up in-person for Helbiz Access including the opportunity to purchase Helbiz Access cards with cash.

## **Safety Programs Implementation Plans**

Helbiz has various safety programs to offer our partner communities, including:

- User education and notification via mobile application, scooter, and email.
- Public education via social media, website, flyers, and community events.
- Helmet giveaways at community events.
- Plan for public information and education to users and non-users.
- Helbiz has various measures to educate the public and our users about our scooters, including:
  - In-app push notifications

- Emails
- Parking rating tool
- On-scooter education
- Online education
- On-the-ground education
- Parking signs and zones/virtual stations
- Informational pop-ups

We believe that marketing is positively impacted when we are executing our operations at the highest level possible. This means offering a dependable fleet, a highly capable team, quick turnaround times for support requests and strong relationships with the local community. These are things that we strive for in every new and existing market.

When our day-to-day operations are running at a high level, we are able to generate a tremendous amount of awareness and ridership through word of mouth, in addition to the inherent visibility of our scooters. By giving our users the best experience possible and accommodating the surrounding community to the best of our ability, we create positive conversation around Helbiz that leads to more ridership.

We also employ traditional marketing tactics to generate buzz and awareness in the local community. Our primary goals with these marketing tactics are to educate people about our innovative service and to attract new users. We may use all or only a few of the below strategies – with the exact mix and spend depending on community needs, public reaction to the service, and ridership.

## Marketing Programs

Our marketing communications team is well-versed in working closely with local city liaisons, and in identifying the proper marketing and communications channels for our carefully crafted strategic messages. As part of a new service launch, our team will work with the city to host a launch event, issue a press release (with optional press conference including participation from city liaisons), and share key information with local news outlets.

Helbiz also equips city and community partners with materials that can be used in a variety of ways: weblinks, social media posts, blog posts, and many other materials in our marketing toolkit.

Our local marketing efforts are positively impacted by our global brand initiatives. Through pop-up events, social media, sponsorship of pre-existing local events, and an operations team always equipped with Helbiz gear, our marketing program aims to build strong visibility throughout the community. We will follow the lead of local organizations and collaborate where appropriate to ensure that everyone in the community learns about the Helbiz offerings in San Francisco.

## Strategies

**Local Media Placement:** Reach out to local reporters and pitch stories about Helbiz and our new form of dockless mobility. We will invite these reporters to meet with a Helbiz executive and try a scooter ride for themselves. The primary goal here is to educate the public as to what this new service is, the benefits using it, how it works, how to ride safely, and how Helbiz stands apart from competitors.

**Launch Day Events:** Set up tables and booths around town to bring users onto the service and generate ridership. These will be staffed by team members whose primary goal will be to educate passersby about Helbiz and encourage them to sign up for the service.

**Digital Advertising:** Run ads across a multitude of digital channels, all with the purpose of driving downloads to the Helbiz app. We will use a mix of social media and other channels to get in front of potential users and convert them into riders.

**OOH Advertising:** Use traditional out-of-home advertising to generate awareness and ridership in the community, such as bus stop posters, flyer placement, and, of course, the visibility of the scooters themselves. We have the ability to achieve interoperability or integration with other modes of transportation. Depending on the technological factors involved, Helbiz has the ability to integrate our app and services with other modes of transportation provided in San Francisco. We look forward to learning more about the city's ideas and to working with the city on interoperability agreements that prove beneficial to the broader transportation network in the area.

## Partnerships

Helbiz has enabled payment solutions to ensure that cities and transit agencies using our service can meet a minimum requirements to provide to unbanked passengers access to our network. For passengers without credit cards or checking accounts, we can work with community partners to allow individuals to purchase vouchers or paying with cash.

Rides can also be paid using prepaid debit cards. Prepaid debit cards can be purchased at most grocery stores, convenience store and pharmacy chains.

In addition, we are exploring new ways in which cash payments can be accepted through our community partnerships programs and would allow individuals to buy vouchers with one or multiple use codes to unlock scooters.

## Integration with other modes of transportation

Across all of our markets, 27% of riders report using Helbiz to get to or from public transportation. In many of our urban markets, this number is much higher. In order to facilitate a multi-modal network with existing forms of transportation, we approach this from both an operations and partnership perspective.

Operationally, the team identifies locations at or near existing transit hubs to deploy our vehicles. By ensuring that Helbiz scooters are available at any transit stops, the team creates the opportunity for transit riders to rely on Helbiz for their commute. As we gather more information about where San Francisco riders take scooters, we will adjust this deployment to have maximum impact and to create a smooth integration with existing transportation options.

From a partnership perspective, we work very closely with key transit agencies to identify areas to deepen collaboration and to ensure strong communication. Prior to the pilot program start date, we plan on having conversations with different partners and identify ways we can work together to improve mobility access and ridership on both systems. In other markets, we have created formal agreements with transit agencies to identify parking on their property, and we are also pursuing integrated payment options.

Helbiz's community first approach informs every aspect of how our company operates and conducts itself, including our community engagement efforts. We endeavor to be a part of the community in each of our cities and campuses, working closely with governments, universities, and local stakeholders to tailor our dockless mobility services and be responsive to the community. These efforts include, among others, partnering with local community groups, helping local businesses and employers, and providing low-income access to our services.

Helbiz has a centralized customer service department working 24/7, and in the case that Helbiz would close its San Francisco operation, all users will still be able to have direct phone contact +1 (619) 313-5812 with the company to solve any claims or complaints or writing at [ask@helbiz.com](mailto:ask@helbiz.com).

Helbiz is devoted to keeping a clear and direct line of communication between the company and its users, as well as between city officials and the Helbiz operational team. For daily users, Helbiz offers:

- In-app chat support with an average response time of 58 seconds with trained in-house staff, to quickly resolve any issues or questions users have on the street
- Support in four different languages (English, Spanish, Filipino, and Chinese) (Will be provided when we have a pre-approval)
- Dedicated +1 (619) 313-5812 for 24/7 support with trained in-house staff
- Intuitive rating / review system upon trip completion, complete with instant chat option with a current average response time of 58 seconds
- Public events and employees on the street
- Report / feedback system for scooter issue reporting or platform improvements

## I - Data-Sharing End Point

An API with data-sharing endpoints was built especially for San Francisco, and has been provided to [scootershare@sfmta.com](mailto:scootershare@sfmta.com) with authorization details to access the mds data for sf-core geofence.

## J - Experience and Qualifications

Helbiz launched its first fleet of shared electric scooter in October 2018 in the city of Milan, Italy. Since then, we have grown to a company operating across Italy in the cities of Milan, Rimini and Riccione, as well as Spain, in the city of Malaga. We have acquired a considerable amount of experience necessary to successfully manage a fleet of 2,500 electric scooter in the city of San Francisco.

When we first launched in Milan, Italy, we started with a pilot project with a fleet of 100 scooters, scaling up to 1,000 after just a couple of months and we were able to have on a daily basis all the scooters available on the streets. In total in the first six months we had an average of 250,000 trips and our service have never been suspended so far. We now have an operational team of more than 30 people working full time, and we have established ourselves as the leader provider of electric scooter service in the city by promoting educational events on safe riding and respectful parking, as well as through the quality and efficiency of the riding experience.

As a contact for the City of Milan we always worked directly with the Mobility Office of the city and as point of contact :



<b>Contact Details of City Authority</b>	
Name of City Authority Official:	Gianni Nardi
Designation:	Project Manager
Organisation:	Comune di Milano
Email Address:	<a href="mailto:nardi.comunedimilano@gmail.com">nardi.comunedimilano@gmail.com</a>
Contact Number: (Office / Mobile)	+39 333 165 8317

After our first six months of operations, we launched operations in Malaga, Spain, with a fleet of 250 scooters after having applied for a permit to operate in the city. We deployed the fleet within a week of obtaining the permit. We also launched in the cities of Rimini, Italy, and Riccione, Italy, where we have a fleet of 200 scooters in each city.

We have been awarded a permit to operate a fleet of 1,050 dockless electric scooters in the City of Atlanta. Our permit was temporarily put on hold due to an unfortunate scooter-related death. The city is determining the best way forward.

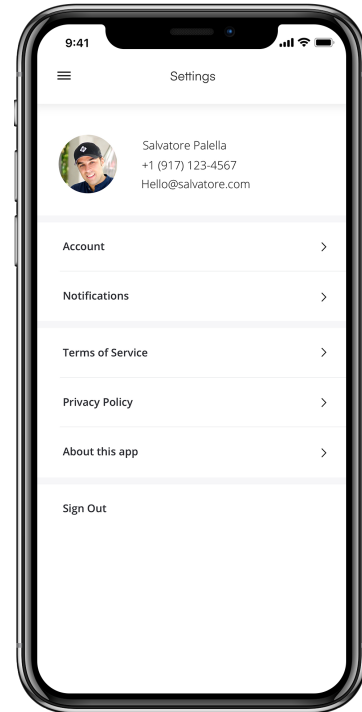
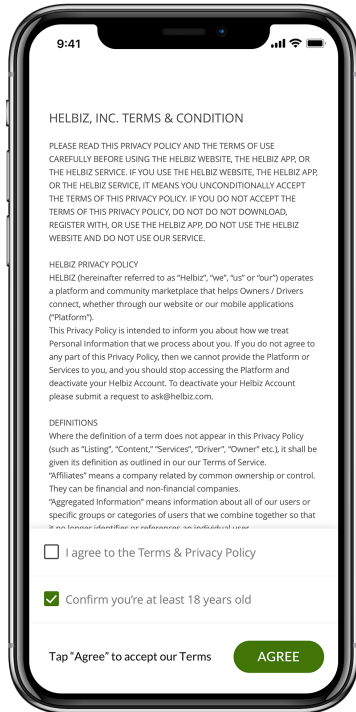
In every city where we operate, we first collaborate with each local administration to ensure that the introduction of our innovative shared electric scooter service is integrated as seamlessly as possible with the community. We have partnered with local businesses and existing transportation services to consolidate our shared mobility service as a reliable means of transportation.

We formed a joint venture between Helbiz and Telepass, a European market leader in transportation services in an effort to shape the future of mobility. This strategic partnership will allow riders to rent Helbiz electric scooters through the Telepass platform, an innovative app that allows users to pay for parking, fuel, and many other mobility related costs.

We created a partnership with Cipriani aimed at offering all clients of Mr. C. Hotels a sustainable and fun way to move around those cities. We believe this partnership will enhance the positive experience of visiting each city. The partnership will start in Miami, New York City, and Los Angeles's locations.

# K - Privacy Policy, User Agreement, and Terms of Service

- 1) The Privacy Policy, User Agreement, and Terms of Service can be found on [www.helbiz.com/terms](http://www.helbiz.com/terms)
- 2) Within the app the user is presented with the terms upon registration and will always be able to find both terms and privacy policy under settings

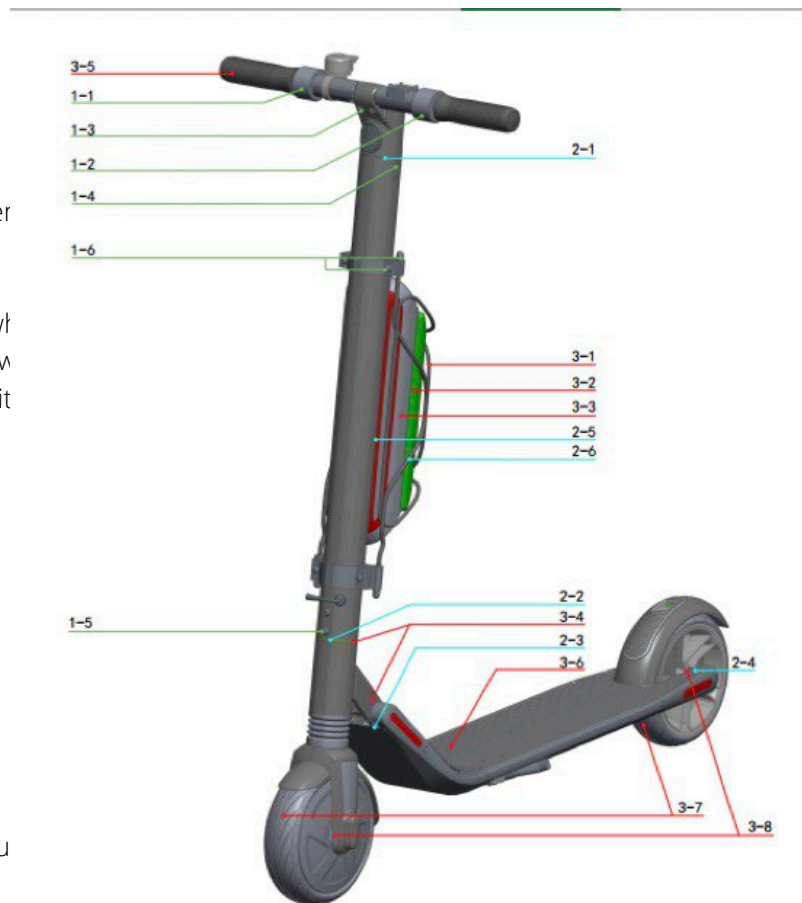


## L - Images and Descriptions of Powered Scooter

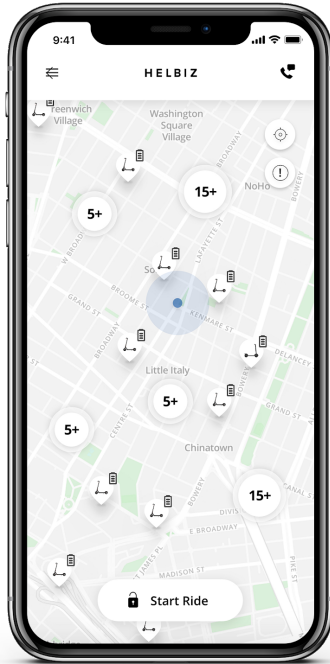
Helbiz will deploy a customized fleet of fully electric Segway Ninebot ES4 to ensure a smooth and safe ride. Along with one of our partners, a leader within the field, Helbiz has developed a sophisticated 4G module that was designed with top-of-the-line firmware and software, providing full control and seamless communication with our fleet management team. Designed with safety in mind, Helbiz scooters have been restricted to a top speed of 14 mph. All scooters have been created with the ability to be remotely and safely turned off by our fleet management and to be blocked if the vehicle leaves pre-defined geographic areas or enters restricted areas.

### Scooter Specifications Segway Ninebot ES4 Model:

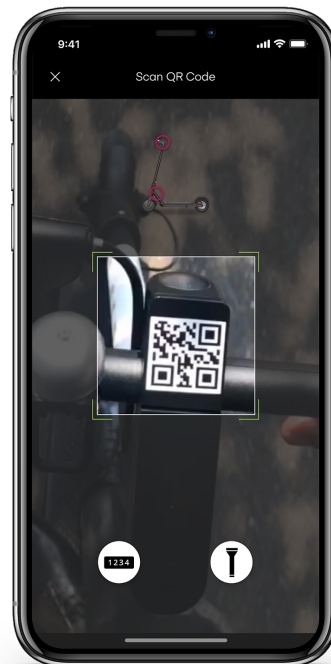
- 300W nominal power motor
- Maximum speed 15.5 mph
- Typical range 15.5 miles
- 700W maximum power motor
- Nominal capacity 187 Wh
- Maximum climbing angle 10°
- Built-in GPS
- Bell
- Applicable terrain asphalt/flat pavement
- Unit dimension L×W×H 40×17×45 in
- Total weight of 28 lbs.
- 8-inch diameter non-inflatable front wheel
- 7.5-inch diameter non-inflatable rear wheel
- Certified with overheating, short circuit
- Aluminum frame
- Front-tire lock when parked
- Front, rear disc, and anti-lock brakes
- Powerful white front headlight
- Rear red brake light
- Foot brake by rear fender
- QR code to unlock
- Additional battery
- Operating temperature 14–104°F
- Storage temperature -4–122°F
- IP rating IP54 water resistant
- Battery maximum charge time 3.5 hours
- Nominal voltage 36 VDC
- Maximum charging voltage 42 VDC
- Charging temperature 32–104°F
- Identification number



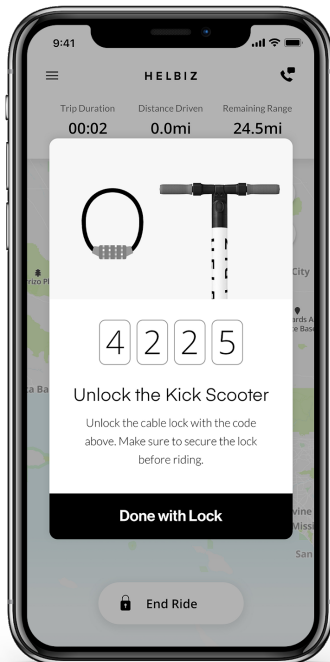
# M - Images and Descriptions of Mobile Application



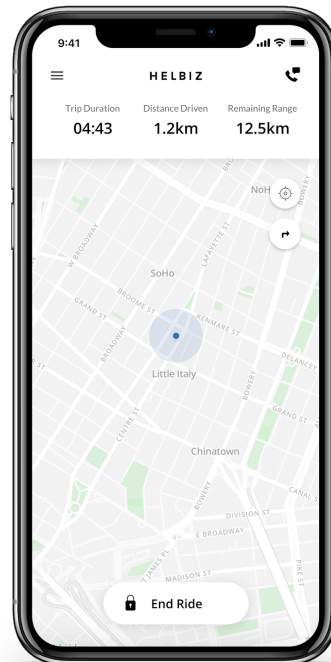
Map View



Scan QR to unlock



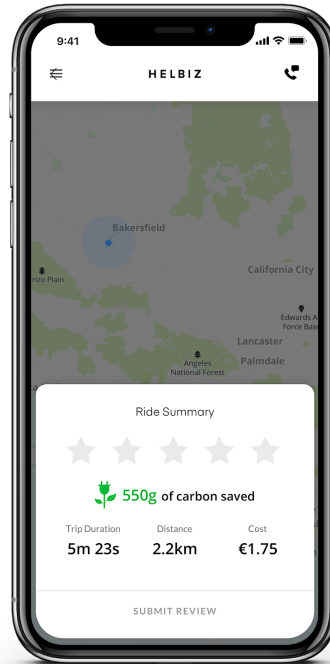
Cable Code



In Ride



Parking Photo



Ride Receipt

## N - Proof of Insurance

Helbiz is working with well-known global insurance companies and brokers to ensure coverage for claims from third parties for bodily injury or property damage caused by the company's employees, products or users. Our insurance plans will generally cover when the user gets injured while operating the Helbiz scooter, as well as in the case of a class-action suit for gross negligence or with regard to aiding and abetting assault.

As Proof of Insurance, below please find the scanned document that certifies that Helbiz has the Certificate of Liability Insurance and, once awarded with the Permit to operate, will add the certificate requested by the SFMTA. Meanwhile, we will provide the SFMTA with a statement of intent between Helbiz and our insurance provider (FounderShield) that shows our commitment to have all the coverage necessary before the service launch. (See Appendix N-1)



# Certificate of Compliance

Certificate: 70210726

Master Contract: 267218

Project: 70210726

Date Issued: 2019-02-27

Issued to: Ninebot (Tianjin) Tech Co., Ltd.  
Building 14, No.3 Tuanrui.Road  
Auto Industrial Park  
Park, Wuqing Dist.,  
Tianjin, Tianjin 301700  
CHINA  
Attention: Dollar Qian

*The products listed below are eligible to bear the CSA Mark shown with adjacent indicators 'C' and 'US' for Canada and US or with adjacent indicator 'US' for US only or without either indicator for Canada only.*



Issued by: Peng (Cheney) Chen  
Peng (Cheney) Chen

## PRODUCTS

CLASS - C370181 - BATTERIES FOR USE IN LIGHT ELECTRIC VEHICLES - CERTIFIED TO US STDS  
CLASS - C370101 - BATTERIES FOR USE IN LIGHT ELECTRIC VEHICLES

Li-Ion Battery Packs, Models noted as below:

Model#	Description	Max Vc	Max Ic	Max Io	Rated Voltage	Capacity
NEB1002-H1	Lithium ion battery	42 V	2A	10A	36 V	5.2Ah

Manufacturer's Recommended Charging Parameters:

BATTERY PACK Model	Temperature Range, °C	Normal Charging Voltage, Vdc	Normal Charging Current, A	Maximum Charging Voltage, Vdc	Maximum Charging Current, A
NEB1002-H1	0 to 40°C	42V	1.04A	42.5V	2A

Manufacturer's Recommended Discharge Parameters:



Certificate: 70210726

Master Contract: 267218

Project: 70210726

Date Issued: 2019-02-27

BATTERY PACK Model	Temperature Range, °C	Normal Discharging Current, A	Maximum Discharging Current, A	End of Discharge Voltage, Vdc
NEB1002-H1	-20 to 50°C	2.6A	10A	27.5V

Note:

1. The product must be used in combination with end product manufacture specified charger
2. The battery pack, Model NEB1002-H1 had been subjected to a Crush in vertical and lateral direction per section 32 of UL2271, but it had not been subjected to a crush in longitudinal direction, additional tests may be needed in the end application.
3. The enclosure material of the battery packs was not evaluated with the UV Resistance and the Water Exposure and Immersion tests in accordance with CAN/CSA-C22.2 No. 0.17 or UL 746C, additional evaluation shall be considered if intended to be directly exposed to sunlight and rain in the end use application.
4. The Battery Pack has been evaluated to IPX7 rating per the Standard for Degrees of Protection Provided by Enclosure (IP Code), IEC 60529.
5. The electronic circuits of the BMS board were relied upon as the primary safety protection, which had been evaluated in accordance with the standard for Tests for Safety-Related Controls Employing solid-State Devices, UL991. The functional safety of the electronic circuits should be considered in the end use application combined with the end controls.

**APPLICABLE REQUIREMENTS**

ANSI/CAN/UL/ULC 2271 - 2<sup>nd</sup> Edition - Batteries for Use in Light Electric Vehicle (LEV) Applications





## *Supplement to Certificate of Compliance*

**Certificate:** 70210726

**Master Contract:** 267218

*The products listed, including the latest revision described below,  
are eligible to be marked in accordance with the referenced Certificate.*

### **Product Certification History**

---

<b>Project</b>	<b>Date</b>	<b>Description</b>
70210726	2019-02-27	Original Certification of Battery for Use in Light Electric Vehicle (LEV) Applications, Model NEB1002-H1.

# Certificate



Certificate no.

CU 72191169 01

**License Holder:**

Ninebot (Changzhou) Tech Co., Ltd.  
16F-17F, Block A, Building 3,  
No.18, Changwu Mid Rd,  
Wujin Dist, Changzhou, Jiangsu  
China

**Manufacturing Plant:**

Fujian SCUD Power Technology  
Co., Ltd.  
No. 135, Rujiang Avenue,  
Mawei District,  
35000 Fuzhou, Fujian,  
China

Test report no.: USA-SS 50239464 001

Client Reference: QIAN DOLLAR

Tested to: UL/ULC 2271:2018

Certified Product: Li-ion Battery Pack

License Fee - Units

Model Designation: NEB1002-H

7

Norminal voltage: DC 36V  
Rated capacity: 5200mAh  
Max. charge voltage: DC 42V  
Max. charge current: 2000mA  
Rated Ambient Temperatur: 40°C (charging)  
50°C (discharging)  
Protection Class: III

7

Appendix: 1, 1-5

Licensed Test mark:



Date of Issue  
(day/mo/yr)  
30/04/2019

Date : 2019/04/30

Ninebot (Changzhou) Tech Co., Ltd.  
16F-17F, Block A, Building 3,  
No.18, Changwu Mid Rd,  
Wujin Dist, Changzhou, Jiangsu  
China  
Attn: Dollar Qian

**Re. : CU US + Canada Certificate**

Type of Equipment : Li-ion Battery Pack  
Model Designation : See Certificate  
Certificate No. : CU 72191169 0001  
File No. : 50239464 001  
Engineer/Contact : Sven-Olaf Steinke  
Standard(s) : UL/ULC 2271:2018

Dear Ms. Qian,

The above referenced technical equipment has been tested and was found to be in compliance with the listed test requirement(s). Enclosed, please find the TUV Rheinland approval document No. CU 72191169 0001. It authorizes you to label the listed product(s) with the TUV Rheinland Mark identified in the approval document. For compliance, the Test Mark must be on the approved unit.

Your product is subject to regular factory follow-up inspections as well as annual certificate and factory registration fees.

In using the TUV Rheinland Mark you are obligated to comply with the TUV Rheinland of North America Service Agreement.

If we can be of any further assistance to you, please do not hesitate to contact us.

Sincerely yours,  
Certification Body

Dipl.-Ing. Univ. S. O. Steinke  
QA Certification Officer

Enclosure

Produkte  
Products

**Prüfbericht - Nr.:** 50196230 002  
*Test Report No.:*

**Auftraggeber:** Ninebot (Changzhou) Tech Co., Ltd.  
*Client:* 16F-17F, Block A, Building 3, No.18, Changwu Mid Rd, Wujin Dist., Changzhou, Jiangsu, China.

**Gegenstand der Prüfung:** S-kick scooter  
*Test item:*

**Bezeichnung:** SNSC1.0, SNSC1.1  
*Identification:* **Serien-Nr.:** N/A  
*Serial No.:*


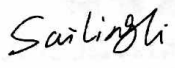
**Wareneingangs-Nr.:** A000881899-001  
*Receipt No.:* **Eingangsdatum:** 2019-02-27  
*Date of receipt:*

**Prüfart:** TÜV Rheinland (China) Ltd.  
*Testing location:* Room 303, 1st Area, Chuang Xin Building No.B, No.12 Hong Da Road(north), Economic Technological Development Area 100176 Beijing CHINA

**Prüfgrundlage:** ANSI/CAN/UL-2272:2016  
*Test specification:*

**Prüfresultat:** Der Prüfgegenstand entspricht oben genannter Prüfgrundlage(n).  
*Test Result:* The test item passed the test specification(s).

**Prüflaboratorium:** TÜV Rheinland (Shenzhen) Co., Ltd.  
*Testing Laboratory:* 1F East & 2-4F, Cybio Technology Building No.1, No.16 Kejibei 2nd Road, High-Tech Industrial Park North Nanshan District, 518057, Shenzhen, China

<b>geprüft/ tested by:</b>			<b>kontrolliert/ reviewed by:</b>		
2019-05-07	Jiawei Liu / Mai Miao		2019-05-08	Sailing Li / TC	
<b>Datum</b> <i>Date</i>	<b>Name/Stellung</b> <i>Name/Position</i>	<b>Unterschrift</b> <i>Signature</i>	<b>Datum</b> <i>Date</i>	<b>Name/Stellung</b> <i>Name/Position</i>	<b>Unterschrift</b> <i>Signature</i>

**Sonstiges/ Other Aspects:**  
This report is based on 50196230 001 (Certificate No. CU 72190111 01) for  
1. Adding optional accessory IOT module

<b>Abkürzungen:</b>	P(ass) = entspricht Prüfgrundlage	<b>Abbreviations:</b>	P(ass) = passed
	F(ail) = entspricht nicht Prüfgrundlage		F(ail) = failed
	N/A = nicht anwendbar		N/A = not applicable
	N/T = nicht getestet		N/T = not tested

**Dieser Prüfbericht bezieht sich nur auf das o.g. Prüfmuster und darf ohne Genehmigung der Prüfstelle nicht auszugsweise vervielfältigt werden. Dieser Bericht berechtigt nicht zur Verwendung eines Prüfzeichens.**  
*This test report relates to the a. m. test sample. Without permission of the test center this test report is not permitted to be duplicated in extracts. This test report does not entitle to carry any safety mark on this or similar products.*


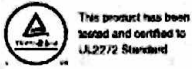
<b>Test item particulars:</b>	
Information about the product needed to establish a correct test program, such as product mobility, type of power connections and similar.	(Test item particulars are selected by the TRF Originator base on the requirements in the standard)
Designation.....	: SNSC1.0, SNSC1.1
Nominal voltage.....	: 42VDC
Rated capacity.....	: 374Wh / 187Wh
Maximum charge voltage.....	: 42VDC
Maximum charge current.....	: 2000mA
Final voltage.....	: 27.5
Max Ambient Temperature.....	: 40°C
Manufacturer's charge method.....	: Charging the battery with 1040mA constant current until 42V, then constant voltage until the charge current reduces to 100mA at ambient 25°C±2°C.
<b>Possible test case verdicts:</b>	
Test case does not apply to the test object.....	: N(/A)
Test object does meet the requirement.....	: P(ass)
Test object does not meet the requirement.....	: F(ail)
<b>Testing:</b>	
Date of receipt of test item.....	: 2019-02-27
Date(s) of performance of tests.....	: 2019-02-27 to 2019-03-21
<b>General remarks:</b>	
This report shall not be reproduced, except in full, without the written approval of the testing laboratory.	
The test results presented in this report relate only to the object tested.	
"(see remark #)" refers to a remark appended to the report.	
"(see appended table)" refers to a table appended to the report.	
Throughout this report a point is used as the decimal separator.	



Copy of marking plate



Model: SNSC1.0      Input Voltage: 42.0 V ==  
 Nominal Power: 300 W      Nominal Capacity: 374 Wh  
 Max Payload: 220 lbs (100 kg)  
 Max Speed: 15.5 mph (25 km/h)

SN: XXXXXXXXXXXXXXXX

This product has been tested and certified to UL2272 Standard

Manufacturer: Ninebot (Changzhou) Tech. Co., Ltd.  
 Address: 16F-17F, Block A, Building 3, No.18, Changwu Mid Rd, Wujin Dist., Changzhou, Jiangsu, China.


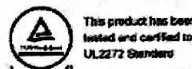
Segway Europe BV,  
 Hogehilweg  
 8, 1101 CC Amsterdam,  
 The Netherlands

POWERED BY  
**SEGWAY**

CAN ICES-3 (B)/NMB-3(B)



Model: SNSC1.1      Input Voltage: 42.0 V ==  
 Nominal Power: 300 W      Nominal Capacity: 187 Wh  
 Max Payload: 220 lbs (100 kg)  
 Max Speed: 15.5 mph (25 km/h)

SN: XXXXXXXXXXXXXXXX

This product has been tested and certified to UL2272 Standard

Manufacturer: Ninebot (Changzhou) Tech. Co., Ltd.  
 Address: 16F-17F, Block A, Building 3, No.18, Changwu Mid Rd, Wujin Dist., Changzhou, Jiangsu, China.

Segway Europe BV,  
 Hogehilweg  
 8, 1101 CC Amsterdam,  
 The Netherlands

POWERED BY  
**SEGWAY**

CAN ICES-3 (B)/NMB-3(B)

**警告 WARNING  
 AVERTISSEMENT  
 WARNUNG**

**驾驶不当可能导致摔倒或严重伤亡**  
 为避免受伤, 请务必在使用前阅读用户手册, 并按照用户手册操作使用。  
 不使用时请室内存放。  
 请仔细阅读用户手册如有任何疑问或问题, 请联系我们:  
 www.segway.com.

**RISK OF DEATH OR SERIOUS INJURY FROM FALLS AND COLLISIONS**  
 To reduce the risk of injury, user must read and follow the user materials.  
 Store indoors when not in use.  
 To obtain the User Materials or if you have any questions or if any incidents occur,  
 please contact: www.segway.com.

**DES CHUTES ET DES COLLISIONS PEUVENT ENTRAÎNER LA MORT OU DES BLESSURES GRAVES**  
 Pour réduire les risques de blessure, l'utilisateur doit lire et suivre les documents d'utilisation. Entrez-le à l'intérieur lorsque vous ne l'utilisez pas.  
 Pour obtenir le document produit, poser une question ou nous déclarer un incident, veuillez contacter: www.segway.com

**RISIKO AUF TÖDLICHE ODER SCHWERE VERLETZUNGEN DURCH STÜRZE UND AUFPRÄLLE**  
 Um das Risiko auf Verletzungen zu reduzieren, muss der Benutzer die Benutzerinformationen lesen und befolgen. Drinnen aufbewahren, wenn das Produkt nicht benutzt wird.  
 Nehmen Sie bitte Kontakt mit uns auf www.segway.com, wenn Sie die Benutzerinformationen erhalten möchten, es zu Vorfällen kommen sollte, oder falls Sie weitere Fragen haben.

**▲ 警告 WARNING / AVERTISSEMENT / WARNUNG**

请使用原装电源适配器进行充电。  
 充电完毕后请将充电塞塞紧。  
 若电池破损或进水, 禁止充电和继续使用。  
**Use only with the charger specified in the user manual.**  
**Close the charge port cover after charging.**  
**Do not charge or use your battery if it is damaged or water-damaged.**  
**Utilisez uniquement le chargeur mentionné dans les instructions.**  
**Remettez le couvercle du port de charge après la charge.**  
**Ne pas charger ou utiliser la batterie si elle est endommagée ou si elle a été exposée à l'eau.**  
**Nur mit dem im Benutzerhandbuch erwähnten Ladegerät aufladen.**  
**Schließen Sie nach dem Aufladen den Ladeanschluss.**  
**Laden oder benutzen Sie Ihre Batterie nicht, wenn Sie beschädigt ist oder einen Wasserschaden erlitten hat.**

Summary of testing:

Optional accessory IOT module added based on original report 50196230 001, IP X4 testing considered, no any other test.

Test items:

Clause(s)	Test(s)	Remark
42	Water exposure test	

**Description of the product:**

1. Only different between scooter SNSC1.0 and SNSC1.1 is SNSC1.0 has a internal Li-ion battery pack NEB1002-H and an external Li-ion battery pack NEB1002-H1 which have approved with standard UL 2271, SNSC1.0 only have internal Li-ion battery pack NEB1002-H. All battery pack have overcharge, over-discharge, over current and short-circuits proof circuit.

2. Only hardware protection used, System FMEA analysis report provided by manufacture according to UL 2272.

3. IOT module added as optional accessory

The main features of the cell in the battery pack are shown as below:

Model	Nominal capacity	Nominal voltage	Nominal Charge Current	Nominal Discharge Current	Maximum Charge Current	Maximum Discharge Current	Maximum Charge Voltage	Cut-off Voltage
INR18650M2 6	2600mAh	3.6V	1250mA	500mA	2500mA	10000mA	4.20V	2.75V
ICR18650/26 V	2500mAh	3.68V	1250mA	2500mA	2500mA	7500mA	4.20V	2.5V

The main features of the cell in the battery pack are shown as below:

Model	Upper limit charge voltage	Taper-off current	Lower charge temperature	Upper charge temperature
INR18650M26	4.25V	50mA	0°C	45°C
ICR18650/26V	4.25V	51mA	0°C	50°C

The main features of the battery pack are shown as below:

Model	Nominal capacity	Nominal voltage	Nominal Charge Current	Nominal Discharge Current	Maximum Charge Current	Maximum Discharge Current	Maximum Charge Voltage	Cut-off Voltage
NEB1002-H	5200mAh	36V	1040mA	2600mA	2000mA	10000mA	42.0V	27.5V
NEB1002-H1	5200mAh	36V	1040mA	2600mA	2000mA	10000mA	42.0V	27.5V

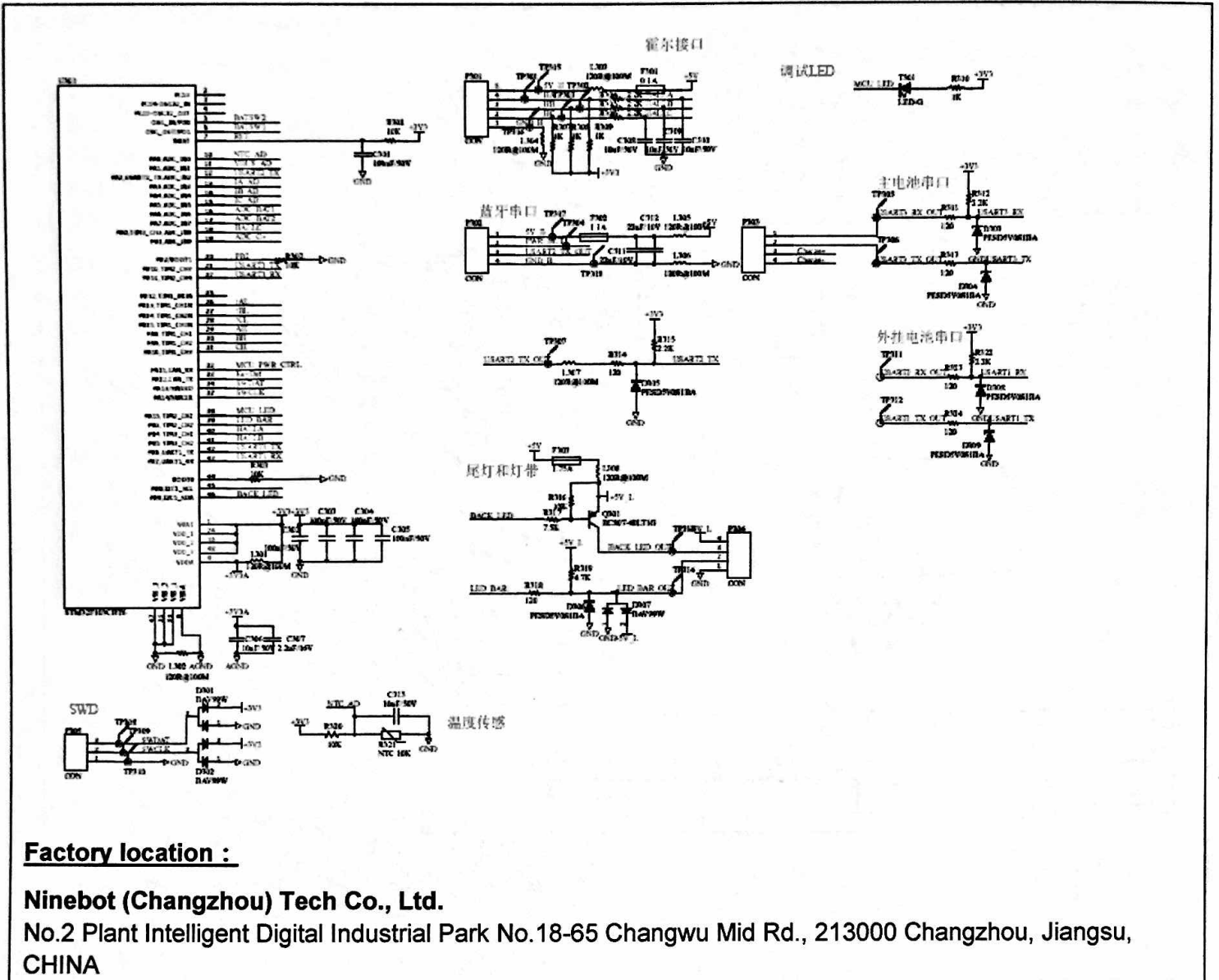
The main features of the battery pack are shown as below:

Model	Upper limit charge voltage	Taper-off current	Lower charge temperature	Upper charge temperature
NEB1002-H	42.5V	100mA	0°C	40°C
NEB1002-H	42.5V	100mA	0°C	40°C

**Circuit diagram:**







**Factory location :**

**Ninebot (Changzhou) Tech Co., Ltd.**

No.2 Plant Intelligent Digital Industrial Park No.18-65 Changwu Mid Rd., 213000 Changzhou, Jiangsu, CHINA

**ANSI/CAN/UL-2272:2016**

Clause	Requirement + Test	Result - Remark	Verdict
<b>ENVIRONMENTAL TESTS</b>			
<b>42</b>	<b>Water Exposure Tests</b>		<b>P</b>
42.1	IPX4 Code rating		<b>P</b>
42.1.1	This test is intended to evaluate the personal e-mobility device's ability to withstand potential water exposure in its intended use and is conducted in accordance with the test method outlined in 42.1.2.		<b>P</b>
42.1.2	A fully charged DUT shall be subjected to a water exposure test in accordance with the Standard for Degrees of Protection Provided by Enclosures (IP Code), IEC 60529 or CAN/CSA-C22.2 No. 60529, Tests for Protection Against Water Indicated by the Second Characteristic Numeral 4 (IPX4) unless the personal e-mobility device is provided with a higher IP Code rating, in which case the DUT shall be tested in accordance with its rating.	Tested according to IEC 60529, see attachment 1	<b>P</b>
42.1.3	If the DUT is operational after the test, it shall be subjected to a minimum of one charge/discharge cycle at the manufacturer's maximum specified values per Section 22, Post Test Cycle. The test shall be followed by an observation period per 20.7 except that the observation period will be for a minimum of 48 hours.		<b>P</b>
42.1.4	At the conclusion of the observation period, the samples with hazardous voltage circuits shall be subjected to a Dielectric Voltage Withstand Test, Section 29, or Isolation Resistance Test, Section 30, (without humidity conditioning).		<b>N/A</b>
42.1.5	As a result of the IPX4 Code rating test, any of the following results in (a) – (e) below are considered a non-compliant result. See also Table 22.1 and Results Criteria, Section 23. a) E – Explosion; b) F – Fire; c) R – Rupture (enclosure); d) L – Electrolyte Leakage (external to enclosure); and e) S – Electric shock hazard (resistance below isolation resistance limits or dielectric breakdown).		<b>P</b>
42.2	Partial immersion		<b>P</b>
42.2.1	The DUT is subjected to a partial immersion test representative of a personal e-mobility device exposure to puddles during operation as noted in 42.2.2.		<b>P</b>

<b>ANSI/CAN/UL-2272:2016</b>			
Clause	Requirement + Test	Result - Remark	Verdict
42.2.2	The DUT is subjected to immersion in salt water (5% by weight NaCl in H <sub>2</sub> O) at a height sufficient to reach the personal e-mobility device foot support surface. The personal e-mobility device is partially immersed for 5 minutes.		P
42.2.3	If the DUT is operational after the test, it shall be subjected to a minimum of one charge/discharge cycle at the manufacturer's maximum specified values per Section 22, Post Test Cycle. If the DUT is non-operational, it shall be connected to a charger and determined that no hazard exists. The test shall be followed by an observation period per 20.7.		P
42.2.4	At the conclusion of the observation period, the samples with hazardous voltage circuits shall be subjected to a Dielectric Voltage Withstand Test, Section 29, or Isolation Resistance Test, Section 30, (without humidity conditioning).		N/A
42.2.5	As a result of the partial immersion test, any of the following results in (a) – (e) below are considered a non-compliant result. See also Table 22.1 and Section 23, Results Criteria. a) E – Explosion; b) F – Fire; c) R – Rupture (enclosure); d) L – Electrolyte Leakage (external to enclosure); and e) S – Electric shock hazard (resistance below isolation resistance limits or dielectric breakdown).		N/A

<b>Critical Components</b>					
Object/part No.	Manufacturer/ trademark	Type/ model	Technical data	Standard	Mark(s) of conformity
Power adapter	AIRLINE MECHANICAL CO LTD	BCTA+71420-170z	Input: 100-240VAC, 50/60Hz, 2.0A Output 42VDC, 1.7A	UL 60950-1 CAN/CSA C22.2 No. 60950-1	UL and CUL E201787
PCB (main control board)	Interchangeable	Interchangeable	Max Operation Temperature 105°C, V-1 or better	UL 796	UL and CUL E
Terminal block 1 (White)	ZHEJIANG LIANHE ELECTRONIC CO LTD	PHB	Rated 250V, 3A, Tmax 8 °C	UL 1059 CSA-C22.2 No. 158	UL and CUL E364711
Terminal block 2 (White)	CWB ELECTRONICS (ZHEJIANG) CO LTD	TJC2004	Rated 250V, 3A, Tmax 85°C	UL 1059 CSA-C22.2 No. 158	UL and CUL E200881
Terminal block 3 (Black)	Changzhou Amass Electronics Co., Ltd	XT30UF	Rated 500V, 15A, Tmax 130°C	UL 1059 CSA-C22.2 No. 158	UL and CUL E482722
Internal wire	Interchangeable	Interchangeable	22AWG 60V, 80°C or better.	UL 758 CSA-C22.2 No. 127	UL and CUL
External battery pack	Ninebot (Changzhou) Tech Co., Ltd.	NEB1002-H1	36V 5200mAh 187Wh	UL 2271	CSA 70144741
Metal enclosure of Stem	Interchangeable	Interchangeable	Metal material: Steel Thickness 2 mm	UL 2272 UL 50E	Test with equipment
Main battery pack	Ninebot (Changzhou) Tech Co., Ltd.	NEB1002-H	36VDC, 5200MAH	UL/ULC 2271	CU 72191169 01
Motor	Jiangsu new Great Power Technology Co., Ltd.	XW36V300W	36V 300W	UL 1004-1	Test with equipment Report no. 50212117 001
Motor (alternative)	Taizhou Jinyu Electrical & Mechanical Co., Ltd.	JYX36300	36V 300W	UL 1004-1	Test with equipment Report no. 50212117 001
Magnet wire of motor	TONGLING NONFERROUS COPPER CROWN ELECTRICAL CO LTD	PEW	Max. temperature 155°C	UL 1446	UL E217937
Lead wire of motor	-	-	Min 16AWG for Power, 26 AWG for signal Rating: 80V min., 105°C or better.	UL 758 CSA-C22.2 No. 127	UL and CUL
IOT module (optional)	Ninebot (Changzhou) Tech Co., Ltd.	PJ22IOT	36VDC, 500mA max	UL2272	Test with equipment
<b>For IOT module</b>					

<b>PCB</b>	<b>Interchangeable</b>	<b>Interchangeable</b>	<b>Max Operation Temperature 130°C, V-0 or better</b>	<b>UL 796</b>	<b>UL E485155</b>
<b>Terminal</b>	<b>Interchangeable</b>	<b>Interchangeable</b>	<b>Rated 125V, 1A, Tmax 85°C</b>	<b>UL 1059 CSA-C22.2 No. 158</b>	<b>UL and CUL</b>
<b>Internal wire</b>	<b>Interchangeable</b>	<b>Interchangeable</b>	<b>Min 24AWG Rating: 30VAC, 80°C or better.</b>	<b>UL 758 CSA-C22.2 No. 127</b>	<b>UL and CUL</b>
<b>Plastic enclosure</b>	<b>SABIC INNOVATIVE PLASTICS B V</b>	<b>503R(f1)</b>	<b>V-0, 130°C</b>	<b>UL 94 ANSI/UL 746C CSA-C22.2 No. 0.17</b>	<b>UL and CUL E45329</b>

--End of Report--

**State of California**  
**Secretary of State**

**CERTIFICATE OF REGISTRATION**

I, ALEX PADILLA, Secretary of State of the State of California, hereby certify:

That on the **5th** day of **August, 2019**, **HELBIZ CA LLC**, complied with the requirements of California law in effect on that date for the purpose of registering to transact intrastate business in the State of California; and further purports to be a limited liability company organized and existing under the laws of **Delaware** as **HELBIZ CA LLC** and that as of said date said limited liability company became and now is duly registered and authorized to transact intrastate business in the State of California, subject, however, to any licensing requirements otherwise imposed by the laws of this State.

**IN WITNESS WHEREOF**, I execute  
this certificate and affix the Great Seal  
of the State of California this day of  
August 9, 2019.



A handwritten signature in black ink, appearing to read "Alex Padilla".

**ALEX PADILLA**  
**Secretary of State**

BMG



Secretary of State

LLC-5

Application to Register a Foreign Limited Liability Company (LLC)

201922110005

IMPORTANT - Read Instructions before completing this form.

Must be submitted with a current Certificate of Good Standing issued by the government agency where the LLC was formed. See Instructions.

Filing Fee - \$70.00

Copy Fees - First page \$1.00; each attachment page \$0.50; Certification Fee - \$5.00

Note: Registered LLCs in California may have to pay minimum \$800 tax to the California Franchise Tax Board each year. For more information, go to https://www.ftb.ca.gov.

FILED

Secretary of State
State of California

AUG 05 2019 MVA

This Space For Office Use Only

1a. LLC Name (Enter the exact name of the LLC as listed on your attached Certificate of Good Standing.)

HELBIZ CA LLC

1b. California Alternate Name, If Required (See Instructions - Only enter an alternate name if the LLC name in 1a not available in California.)

Empty box for California Alternate Name

2. LLC History (See Instructions - Ensure that the formation date and jurisdiction match the attached Certificate of Good Standing.)

a. Date LLC was formed in home jurisdiction (MM/DD/YYYY)

7 / 30 / 2019

b. Jurisdiction (State, foreign country or place where this LLC is formed.)

DELAWARE

c. Authority Statement (Do not alter Authority Statement)

This LLC currently has powers and privileges to conduct business in the state, foreign country or place entered in Item 2b.

3. Business Addresses (Enter the complete business addresses. Items 3a and 3b cannot be a P.O. Box or "in care of" an individual or entity.)

Table with 4 columns: Address, City, State, Zip Code. Rows for Principal Executive Office (Dover, DE, 19904), Principal Office in California, and Mailing Address (New York, NY, 10281).

4. Service of Process (Must provide either Individual OR Corporation.)

INDIVIDUAL - Complete Items 4a and 4b only. Must include agent's full name and California street address.

Table for Individual Service of Process with columns for Name (First, Middle, Last, Suffix) and Address (City, State, Zip Code).

CORPORATION - Complete Item 4c only. Only include the name of the registered agent Corporation.

c. California Registered Corporate Agent's Name (if agent is a corporation) - Do not complete Item 4a or 4b

Cogency Global Inc.

5. Read and Sign Below (See Instructions. Title not required.)

I am authorized to sign on behalf of the foreign LLC.

Signature

Salvatore Palella

Type or Print Name

# Delaware

Page 1

The First State

I, JEFFREY W. BULLOCK, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY "HELBIZ CA LLC" IS DULY FORMED UNDER THE LAWS OF THE STATE OF DELAWARE AND IS IN GOOD STANDING AND HAS A LEGAL EXISTENCE SO FAR AS THE RECORDS OF THIS OFFICE SHOW, AS OF THE THIRTIETH DAY OF JULY, A.D. 2019.



7539194 8300

SR# 20196238205

You may verify this certificate online at [corp.delaware.gov/authver.shtml](http://corp.delaware.gov/authver.shtml)

A handwritten signature in black ink, appearing to read "JBULLOCK", is written over a horizontal line. Below the line, the text "Jeffrey W. Bullock, Secretary of State" is printed.

Authentication: 203317913

Date: 07-30-19

**201922110005**





# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

06/21/2019

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b>  FounderShield, LLC 119 W 24th Street, 3rd Floor New York, New York, 10011	<b>CONTACT NAME:</b>	
	PHONE (A/C No. Ext): 646-854-1058	FAX (A/C No):
	E-MAIL ADDRESS: col@foundershield.com	
	INSURER(S) AFFORDING COVERAGE	NAIC #
	INSURER A : UNDERWRITERS AT LLOYD'S LONDON	15792
<b>INSURED</b>  HELBIZ Inc. 32 Old Slip, 32 C NY, New York, 10005	INSURER B :	
	INSURER C :	
	INSURER D :	
	INSURER E :	
	INSURER F :	

## COVERAGES

CERTIFICATE NUMBER:

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

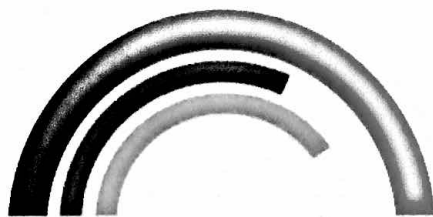
INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	COMMERCIAL GENERAL LIABILITY CLAIMS MADE <input checked="" type="checkbox"/> OCCUR			TBD	07/15/2019	07/15/2020	EACH OCCURRENCE	\$1,000,000.00
	GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER	DAMAGE TO RENTED PREMISES (Ea occurrence)	\$100,000.00					
		MED EXP (Any one person)	\$10,000.00					
		PERSONAL & ADV INJURY	\$1,000,000.00					
		GENERAL AGGREGATE	\$2,000,000.00					
		PRODUCTS - COMP/OP AGG	\$2,000,000.00					
	\$							
	AUTOMOBILE LIABILITY ANY AUTO OWNED AUTOS <input type="checkbox"/> SCHEDULED ONLY HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident)	
							BODILY INJURY (Per person)	
							BODILY INJURY (Per accident)	
							PROPERTY DAMAGE (Per accident)	
	UMBRELLA LIAB <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/>						Each occurrence	
							Aggregate	
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIV OFFICER/MEMBER EXCLUDED? Y/N N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N/A					PER STATUTE	
							OTHER	
							E.L. EACH ACCIDEN	
							E.L. DISEASE - EA EMPLOYEE	
						E.L. DISEASE - POLICY LIMIT		

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)  
Evidence Only.

## CERTIFICATE HOLDER

## CANCELLATION

Evidence Only.	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE



# FOUNDER SHIELD

To Whom It May Concern,

After reviewing RFP (RFP NUMBER) from the City of San Francisco City Development and Operations Department and its associated insurance requirements, Founder Shield and our carrier partners can confirm that we have received valid, bindable quotations that have been secured on behalf of Helbiz Inc., specifically for said RFP. In the event that Helbiz is awarded the contract with the city, upon receipt of premium payment, our carriers commit to insure the necessary risks and limits outlined by the city of San Francisco for which we currently maintain quotes and bound policies as evidenced by Helbiz certification of insurance.

The quotes secured are as follows:

## **Excess General Liability**

- Carrier: Apollo (Underwriters at Lloyd's of London)
- Limit: \$2,000,000
- Retention: Trailing SIR of \$250,000
- \*Helbiz already have a 1M Per Occurrence, 2M aggregate Commercial General Liability policy in place with this carrier

## **Professional Liability (Errors & Omissions)**

- Carrier: Evanston Insurance Company (Markel)
- Limit: \$2,000,000
- Deductible: \$2,500

## **Cyber Liability**

- Carrier: Evanston Insurance Company (Markel)
- Limit: \$2,000,000
- Deductible: \$2,500

**Auto Liability**

- Carrier Apollo (Underwriters at Lloyd's of London)
- Limit: \$2,000,000
- Retention: \$25,000

**Workers Compensation**

- Carrier Employers Preferred Insurance Company
- Limit: \$1,000,000
- Deductible: \$0

Sincerely,

Alec Giacco - Broker

Founder Shield

p: (646) 893-2546

e: [alec@foundershield.com](mailto:alec@foundershield.com)