

move

**IMPACT REPORT
2022/23**



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ABOUT THIS REPORT

Scope of data

This impact report covers Moove's environmental, social, governance and impact performance for the 12-month period from 1st January 2022 to 31st December 2022 ("2022"), unless stated otherwise. The report covers Moove's global operations, including our vehicle financing product and the Moove App Suite. Moove has offices and operations in seven countries, namely Nigeria, Ghana, Kenya, South Africa, United Kingdom (with operations launched in June 2022), UAE (with operations launched in June 2022) and India (with operations launched in July 2022). Unless otherwise stated, Moove has sourced and collated all the information and data contained in this report.

Definitions

'Moove App Suite'	Refers to our digital product suite, consisting of three digital mobile applications; The Moove App, Moove Wallet and MooveCharge™.
'Gig worker'	Refers to a person who carries out temporary or freelance work, especially an independent contractor engaged on an informal or on-demand basis.
'Mobility entrepreneur'	Refers to gig workers across ride-hailing, logistics, and instant delivery, mass transit or other related mobility sectors.
'Moove customer'	Refers to an independent third-party contractor providing mobility and/or delivery services, whilst paying for a Moove vehicle, and/or an individual using the Moove Wallet for financial transactions.
'Vehicle OEM'	Stands for Vehicle Original Equipment Manufacturers. 'Future productivity' refers to the evaluation of a Moove customer's potential future work productivity, which is based on their current and past work performance.
'Local community'	Refers to the wider community around Moove's operations and includes individuals that do not necessarily interact with our products and services directly.



Report guidance

The rocket icon you see throughout the report serves as a visual representation of a future plan.



Feedback

For more information or to share feedback, please email impact@moove.io

FOUNDERS' LETTER

Moove was born as a response to the pressing challenge faced by many mobility entrepreneurs in Lagos who lack access to credit, preventing them from owning their own cars and limiting their socioeconomic mobility. We soon realised that this problem was not unique to Lagos, but was also faced by millions of mobility entrepreneurs worldwide. **Our mission is to financially empower every mobility entrepreneur by welcoming them into the global financial system through our credit scoring products and fintech platform.** Since Moove's inception, we have always focused on the impact that our business has on people's lives. It is important to recognise that behind every data point and dashboard, there are real people whose lives are affected by our decisions. As we look back on the past year, we are proud of the significant impact that Moove's growing operations have had on numerous lives around the world.

We take great pride in the investments we have made in the **electrification of mobility**, in the **partnerships we have forged**, and in the initiatives we have launched to promote a more **inclusive workplace**. We are committed to continually striving towards ethical and responsible business practices, which we aim to achieve through the implementation of our comprehensive **Environmental, Social, Governance (ESG) Framework**. In 2022, we integrated ESG screening criteria into our vendor selection process. Additionally, we have taken steps to **align our impact objectives with the United Nations Sustainable Development Goals (UN SDGs)**. This enables us to map our contributions towards advancing this shared blueprint for peace and prosperity, for both people and the planet. This year, we will also be taking steps to calculate our carbon footprint in order to **establish our Net Zero Strategy**.

Looking ahead, we have a number of plans for expansion and product development that will enable Moove to offer a diverse range of financial services, bringing value for an even broader customer base than ever before.

We are excited to share our first impact report with you, and we look forward to the future as we continue to Moove with Impact.



Co-founders **Jide Odunsi & Ladi Delano**



01

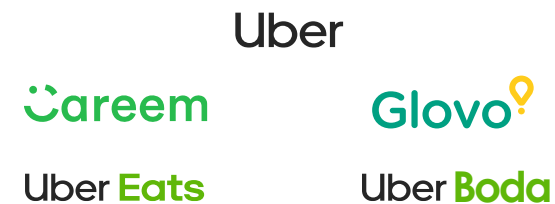
ABOUT MOOVE

ABOUT MOOVE

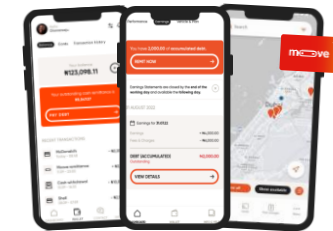
Moove is an African-born, global mobility fintech that is democratising access to financial services for mobility entrepreneurs. We do this by embedding our alternative credit scoring technology onto ride-hailing, logistics, mass transit, and instant delivery platforms, using proprietary performance and revenue analytics to underwrite customers that have previously been excluded from financial services. Moove's digital credit scoring and fintech platform connects lenders, vehicle original equipment manufacturers (OEMs) and mobility marketplaces, to provide revenue-based vehicle financing and other financial services for mobility entrepreneurs. We have operations across Africa, the Middle East, Europe and Asia, and we have become Uber's largest vehicle supply partner across EMEA in less than three years since launch. With a commitment to ensuring that at least **60% of our fleet is compressed natural gas (CNG) and electric vehicles (EV)** and that **50% of our customers are women**, **Moove is a mission-led business** that puts impact at the core of our business.



MOBILITY MARKETPLACES



MOOVE APP SUITE



THE MOOVE PLATFORM



VEHICLE OEM'S



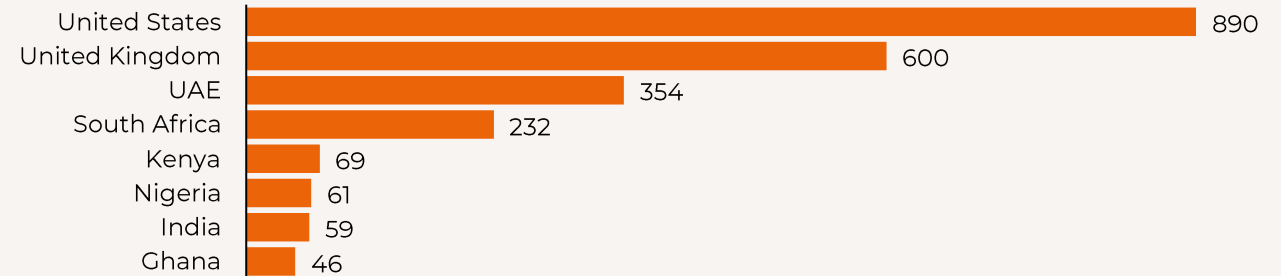
LENDERS

WHY WE MOOVE

There are **1.4 billion people** still unbanked globally¹ and half of the world's **1.1 billion gig workers** are denied access to financial services.²

Moove was established to address the challenge of access to credit for mobility entrepreneurs. In Sub-Saharan Africa (SSA), only 4% of entrepreneurs have access to credit.³ Traditional financial institutions require high levels of collateral or credit history, making it difficult for customers with little or no credit history to borrow money. This is known as 'credit invisibility' and it continues to inhibit millions of marginalised groups from starting businesses, buying homes or even paying for fundamental necessities, such as education and healthcare. It also prevents mobility entrepreneurs from financing their vehicles. The chart on the right shows the disparity in vehicle ownership between developed and emerging markets.⁴

Vehicles per 1000 people by country



“Helped me to remove myself from a financial snag”

“To own the vehicle, that's a big dream for me”

“It has helped me to pay my bills and help my family”

1. World Bank, 'COVID-19 Boosted the Adoption of Digital Financial Services', 2022 [here](#).

2. Moove, 'Moove launches in India', 2022 [here](#).

3. The World Bank, 2023 [here](#).

4. Vehicles per 1000 people: United States (Hedges & Company 'How Many Cars are there in the World in 2023', 2021, [here](#)); United Kingdom (Gov.co.uk 'Vehicle Licensing Statistics', 2022, [here](#)); UAE (consultancy-me.com 'UAE's new passenger car sales market', 2021, [here](#)); South Africa (Nation Master 'Vehicles in use in South Africa', 2022, [here](#)); Kenya (CEIC 'Kenya Road Transport: Number of Motor Vehicles 2021', [here](#)); Nigeria (Vanguard '77% of vehicles on Nigeria's roads uninsured', 2021, [here](#)); India (Car Sales Base 'India Automotive Sales Data & Trends', 2021, [here](#)); Ghana (Nation Master 'Ghana - Vehicles in use', 2022, [here](#)).

WHAT IS MOOVE DOING DIFFERENTLY?

We are challenging the status quo by creating credit scores for customers with little to no credit history. Moove's digital platform is powered by an alternative credit scoring engine that combines data from mobility partners on customers' historical and current driving performance, as well as proprietary productivity data from telematics tracking devices. The credit scoring engine then uses machine learning to run productivity and affordability algorithms to accurately assess risk and successfully underwrite loans for customers.

"When I look back [before Moove] I could not see myself living beyond 2020 because if you have no income you have nothing...Now, I have an affordable car, I am using it to make income and I started seeing my lifestyle change!"

Jacqui Monyemoratho



"My finances have improved tremendously with Moove and I have been able to pay my rent without hassle for the first time in many years."

Kingsley Orji



"I would like to [thank] you Moove for being in my life. It has really changed my life using these cars. The safety, the maintenance on the cars!"

Prisca Dube



OUR CUSTOMER CASE STUDY

MAUREEN'S STORY

Moove customers have generated more than **\$11m** in earnings over the last 2 years

Maureen is a mobility entrepreneur and a Moove customer based in Johannesburg, South Africa.

Maureen joined Moove in September 2022. Her decision to do so came after the passing of her husband and the realisation that she would now have to step up as the primary provider for her daughter and grandchildren.

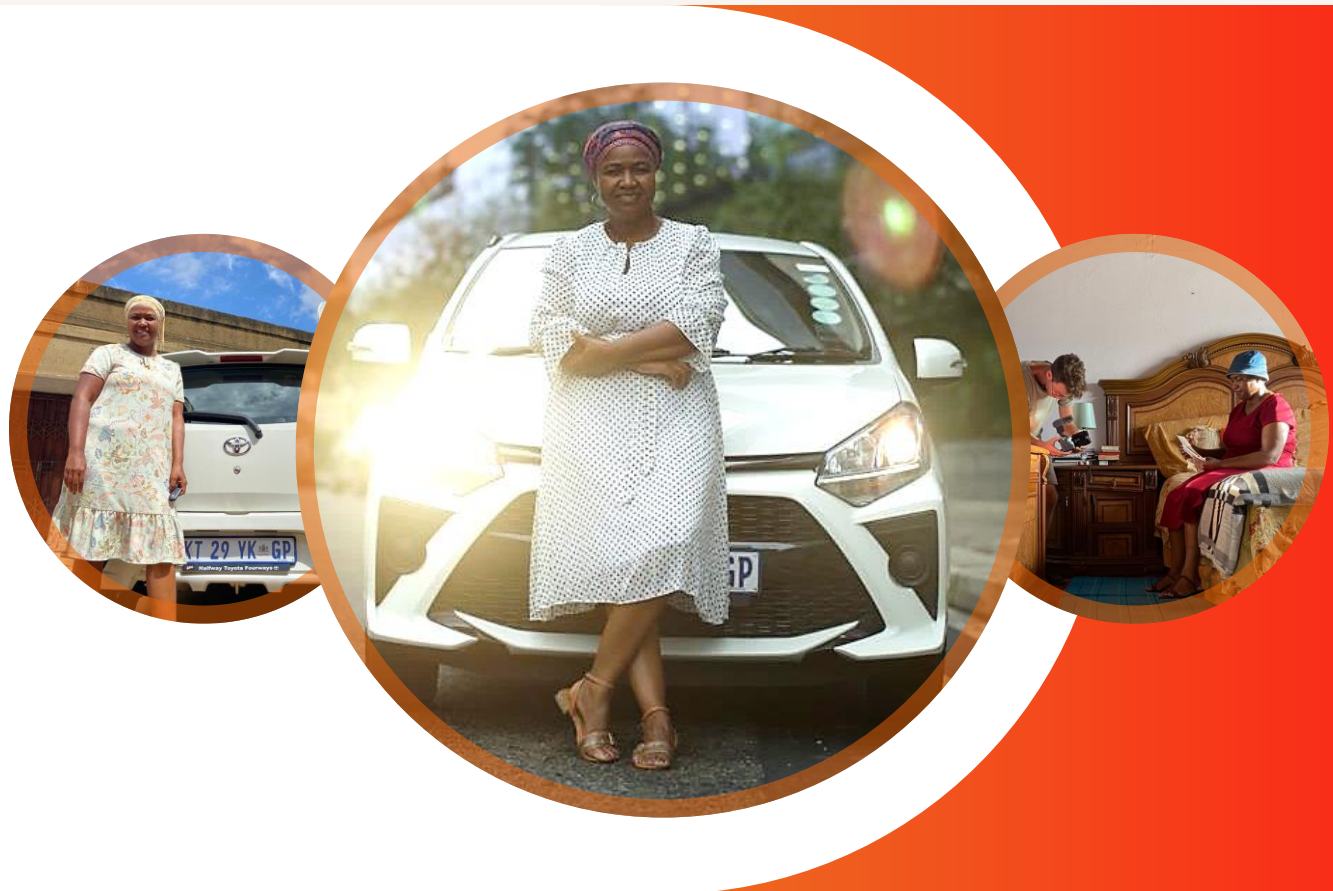
The issues surrounding the lack of access to finance is very acute in South Africa. **Maureen was unable to get access to credit** to sustain herself and her family. She visited numerous financial institutions trying to find financing for a car but didn't have the deposit amount or even a high enough credit score to qualify for vehicle finance. She described the experience as **'frustrating'** and **'harder for women'**.

Moove's Drive-to-Own product provided Maureen with what she had been looking for – **a way to build a future** for herself and her family.

Since beginning her journey with Moove, Maureen explained that she has been filled with 'a lot of confidence...to work harder than ever before'. In the future, Maureen aspires to pay off her DTO product and **work towards building her own business** with more cars. She sees this as the best way to grow her 'independence'.

Becoming a gig worker has allowed Maureen to work flexibly and on her own terms to support her family. She encourages women not to allow their situation to 'define' them.

Moove was founded to empower customers like Maureen all over the world.

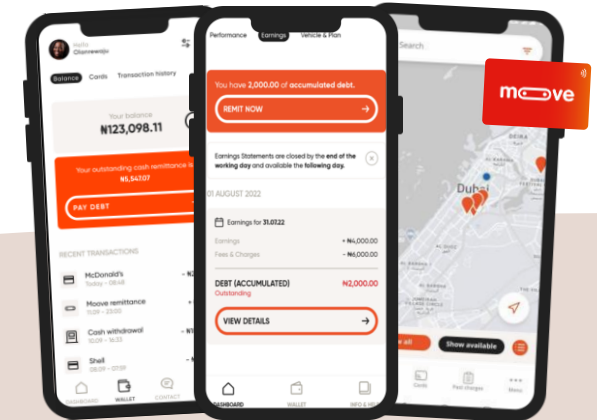


OUR PRODUCTS

Since inception, we have designed and adapted our products to best serve our customer needs across different markets.

Moove offers two products:

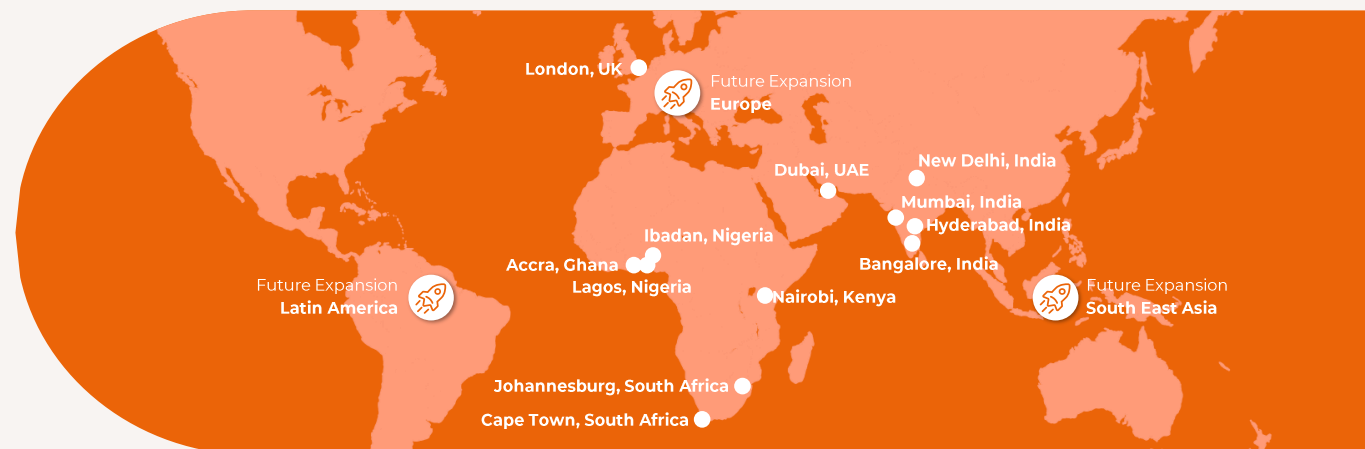
- 1** Our Drive-to-Own (DTO) vehicle financing product is offered across multiple vehicle classes: CNG cars, EV cars, ICE cars, bikes and trucks. In the UK and UAE, we finance EVs, whilst in India our core product is CNG vehicles.
- 2** The Moove App Suite is our digital product suite, consisting of three digital mobile applications: the Moove App, Moove Wallet and MooveCharge™. The first of the two apps, the Moove App and Moove Wallet, empower customers financially by allowing them to check their vehicle details and payment plan, track progress against their key performance indicators (KPI's), and send and receive payments. The third mobile application, MooveCharge™, is the first end-to-end and complete EV charging network app solution specifically for ride-hailing customers, enabling Moove customers to locate, control, and pay for charging. MooveCharge™ provides access to over 7,000 charging points across London.



OPERATIONAL FOOTPRINT

As of December 2022, Moove was operational across 11 cities, 6 cities in Africa, and a further 5 across the Middle East, Europe and Asia. Over the past two years, Moove has created **over 8,000 jobs** for mobility entrepreneurs globally¹, and has provided over **12.1 million working hours** for customers to earn a living. By the end of 2022, a total of **11.3 million trips** had been completed in Moove-financed vehicles.² We have forged strong partnerships with OEMs, including Toyota, Tesla and Suzuki, and **6 mobility marketplaces** including Uber, Careem, UberEats and Glovo.

Moove continues to roll out its revenue-based financing model globally to serve the millions of mobility entrepreneurs in markets around the world who have limited or no access to financial services. By the end of 2023, we plan to expand our vehicle financing and Moove App Suite into two new regions, South East Asia and Latin America, through new marketplace partnerships.



Our continued growth has been supported by our investors...

LEFT LANE

VK VEROD KEPPLE

Future Africa

TEKTON VENTURES

AFRICINVEST

KAAF INVESTMENTS

dcm

LocalGlobe

CLOCKTOWER TECHNOLOGY VENTURES

Si Speedinvest

FJ LABS

MUFG Innovation Partners

KREOS CAPITAL

الأحدث thelatest.ventures

PALMDRIVE CAPITAL

Emso

OUR PEOPLE

Since our launch in Lagos in 2020, Moove has become a truly global business. By the end of 2022, we had **401 employees across 19 countries**.

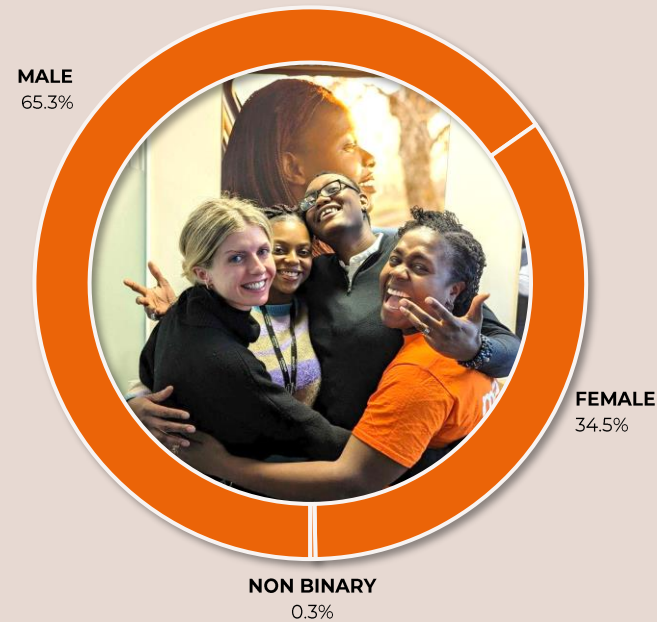
401
employees¹

19
countries

LOCATION²



GENDER⁴



SENIOR LEADERSHIP



1. This number indicates full-time employees (as per the data in the ESG disclosure section).

2. Source: HiBob, Moove's human resources information system (HRIS).

3. Spain, Jordan, Kazakhstan, Pakistan, Israel, Ukraine, Austria, Morocco, Indonesia, Germany, Netherlands, USA, Canada.

4. Gender is self-reported by employees via Moove's human resources information system (HRIS).

5. 57% of employees at Senior Leader level are women. Within the wider senior leadership team, 67% are women.



02

OUR IMPACT

MOOVERS ARE DRIVEN BY SOCIAL IMPACT

Moovers feel a real sense of purpose through the work we do

"There is a mobility problem in Nigeria. Knowing fully well what the impact is, I can see the impact that I can make in my role"



"You meet customers and they didn't have a job, they didn't have a bank account. It is such a huge impact on the community"

"We are at this great stage of the company where every hour of work that we do, we see an hour's improvement in the business"



"People genuinely believe in what we are doing"



Alex Mwaura

Country
Manager,
Kenya

"I am especially drawn to the potential impact – socio-economic and environmental – that the company is positioned to have at such a time as this. Whilst we have grown rapidly and impacted many lives, we have barely scratched the surface. The idea behind making customers entrepreneurs through a uniquely empowering model, coupled with the chance of dramatically impacting the environment through greener technology within the mobility space which is the greatest contributor to mortality rates in Africa because of pollution. This makes my work more intriguing and a joy to wake up to."

WHAT IS THE IMPACT OPPORTUNITY?

The intersection of fintech and the gig economy is an area to watch, as both industries continue to evolve and innovate. With the rise of mobile technology, more and more people are turning to digital banking solutions for their financial needs. This has opened up a huge market for companies to offer innovative services and products that can help people manage their money more effectively. These include mobile payments, budgeting and savings apps, and cryptocurrency wallets. As more people become familiar with these solutions, the potential for Moove to serve a growing customer base through financial services is truly significant.

The potential for social impact through financial inclusion is mission critical for Moove. Our employees feel a real sense of purpose through the work we do.



Thapye Mashalane is a Johannesburg female Moove customer who joined the business on the 6th of October 2021 and has completed a total of 7932 Uber trips.

“Driving with Moove has had a very positive financial impact in my life as I am now able to buy food and pay accommodation for my family. The training provided at Moove is very helpful, I appreciate that Moove pays for the service and inspection of the vehicle.”

There are four key areas where we have the greatest positive impact:

Financial inclusion



Moove has served over ,000 customers.¹ If we take into consideration a customer's dependants and families, there is an opportunity to positively impact 4x that number of people², through additional financial services that benefit dependents.

Gender equality



We have worked towards the financial inclusion of women and their dependents by establishing programmes to increase the number of female customers. Our aim is to provide them with access to credit, insurance and e-banking through the Moove Wallet.

Access to health & life insurance



We also provide customers with vehicle, health and life insurance to safeguard against any unforeseen expenses and enable access to a better quality of life. For example, in Nigeria and Ghana penetration rates in the insurance sector are below 2%, with life expectancies below 65 years of age.³

Environmental impact



Through our commitment for 60% of our fleet being EV and CNG vehicles, we recognize the environmental and economic benefits of decarbonisation and transportation. Where possible, we contribute to the development of charging infrastructure to help speed up the adoption of EVs. We also contribute to our partner Uber's clean energy goal in the UK and UAE; we estimate that Moove represents 27% of Uber's EV growth in the UK in 2022.⁴

MOOVE'S ESG JOURNEY

To establish and advance our ESG & Impact efforts we have built an Impact Team led by our Chief Capital, Strategy & Impact Officer. This team is responsible for developing and implementing Moove's ESG Framework. The team also monitors and reports on progress towards achieving our impact goals, and ensures that our ESG and Impact principles are embedded into our business operations. **Moove management is involved in ensuring resources are allocated towards our goals**, and the Board is kept up to date on ESG & Impact progress.

**2020**

Launch in Nigeria, with 40 employees and sole partnership with Uber. With social impact at the core of our mission, we recognise the importance of identifying our positive and negative impacts and carry out an ESG materiality and risk assessment. We identify emissions, financial inclusion and gender as three core impact areas.

**2021**

We hire a dedicated internal ESG specialist at the end of the year, to deliver on environmental social action plans from our lenders and begin to work across the company to develop EHS systems and procedures under Moove's ESMS.

**2022**

Now with over 300 employees, we unveil Moove's ESMS in June 2022. We work with the legal and procurement teams to integrate ESG criteria into our supplier screening process, and begin working with data teams to understand the social impact data available. In November, we educate all employees with ESMS roles and responsibilities via 4-days of in-person training. 2022 is our year for educating employees and understanding our impact baseline across various departments.

**2023**

In order to ensure ESG is incorporated into every aspect of our organisation, we set a Corporate Key Result to impact '50,000 of Moovers' lives through implementing Moove's ESG Framework'. We are working with each and every department to set targets aligned with this Key Result and our 2023 Group E&S action plan, due December 2023 is currently at 28% completion. We have also rolled out a monthly internal ESG newsletter to support and guide our employees to integrate ESG into their roles.



We recognise we have a way to go in terms of defining our sustainability roadmap and will be taking big steps this year

Strategy

- Defining a Group sustainability strategy with targets, aligned to the GRI Standards
- Setting goals for our most material ESG topics, identified via stakeholder engagement
- Ensuring ESG is integrated into Moove's employee onboarding experience
- Calculating our climate footprint and set climate goals, in a bid to establish a net zero strategy

2022 ESG & IMPACT HIGHLIGHTS¹

These highlights illustrate the positive social and environmental contribution that we had as a business in 2022. They are not a report on progress against impact goals as Moove is currently defining a group sustainability strategy and associated goals - this is our aim for 2023. We are revising the 3 goals we set in 2020² and will be identifying our material topics and setting goals appropriately.

During the year Moove was recognised as an impactful business via a number of awards:



BOLD QUALIFIED
Black Ownership and Leadership
for Development



TRANSFORMATIONAL BUSINESS AWARDS
(Shortlisted for Climate Change Solutions)



ANNUAL CORPORATE AWARD
One of the top 20 most impactful
and transformational projects



2X QUALIFIED
30% or above females in
senior leadership



1. Kindly note that all data points provided on this page are current as of 31st December 2022.

2. 60% of loans spent on EV and CNG vehicles, 100% financial inclusion and 50% gender equality.

3. 57% of employees at Senior Leader level are women. Within the wider senior leadership team, 67% of employees are women.

4. Note that this percentage represents 100% customers in South Africa, Nigeria, Ghana and the UAE, where all customers are offered insurance. By 31st December 2022, UK and India had not rolled out insurance.

5. Total jobs created is defined as the total number of customers subscribed to Moove as of 31st December 2022.

6. Data from Freshdesk for total outgoing and incoming calls responded to between 1st June 2022 to 31st December 2022. This figure includes Nigeria, Ghana, India, Kenya, South Africa, UAE and the UK.

7. Approximate number of total hours of customer training in various markets (Ghana, India, Kenya, South Africa and Nigeria).

INTERNAL OUR PEOPLE

57%
women
in senior leadership³

Employees across
19
countries

34%
women
Moovers globally

4
days
of in-person organisation
wide ESMS training

EXTERNAL CUSTOMERS & PARTNERS

77%
of customers
covered by health and
life insurance⁴

8,958
total jobs
created for our customers⁵

35,000+
lives impacted
(including dependents)

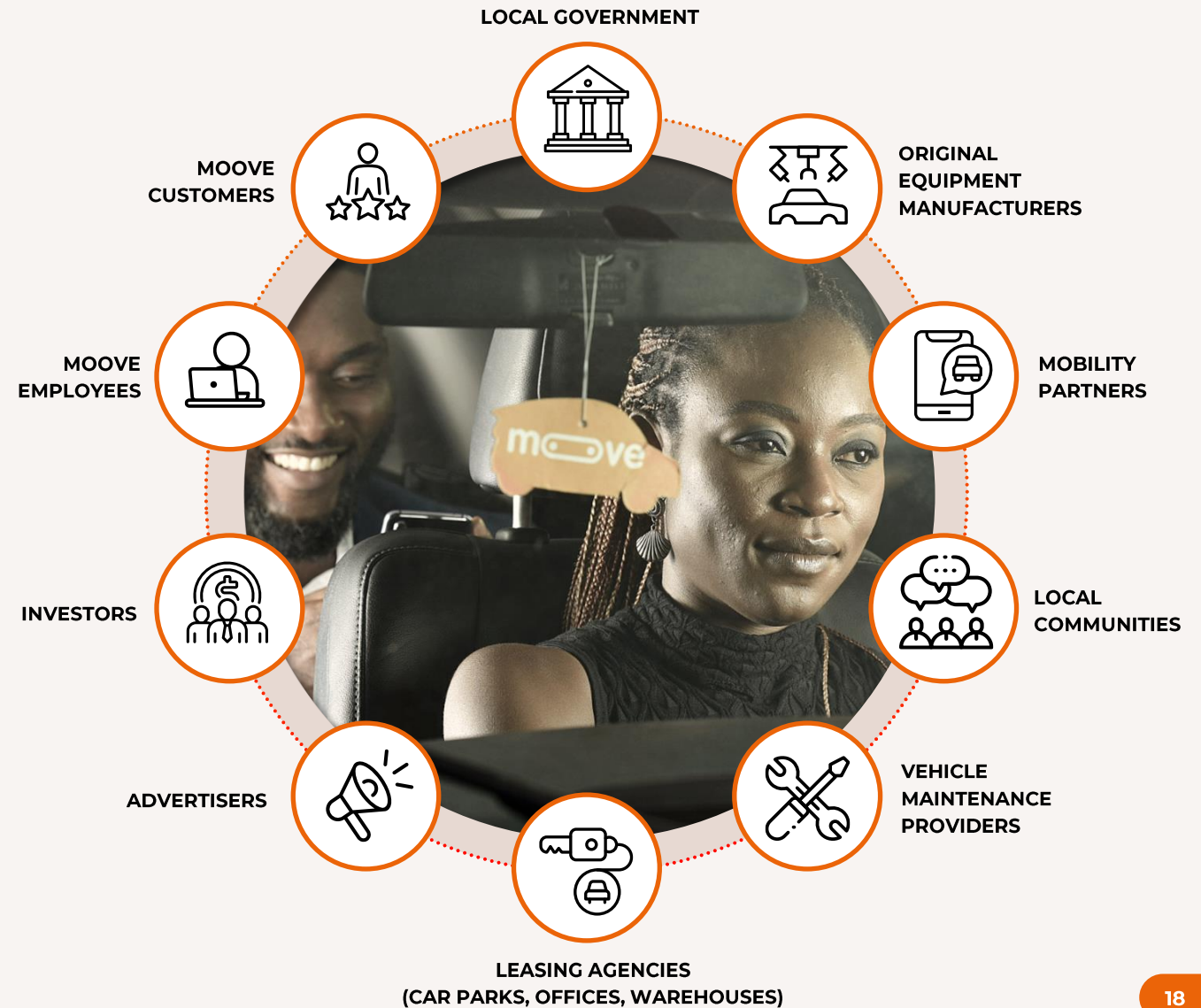
40,000+
total customer calls
responded to⁶

4,357
total hours
of customer training⁷

2,736
Total EVs and CNGs
purchased by Moove

STAKEHOLDER ENGAGEMENT

At Moove, we cannot do what we do alone. Our customers complete trips in Moove financed vehicles every day, spanning 11 cities across three continents. **To achieve this feat, we rely on a robust network of partners and stakeholders.** We closely monitor the status of our vehicles and work alongside local regulators to ensure seamless provision of services to our customers. We acknowledge the significant impact of our stakeholders on our business, and vice versa. That's why we prioritise engaging with our stakeholders as we grow and develop as a business, recognising that every voice matters. We are customer obsessed. However, beyond our customers we recognise there are many other stakeholders. Our key stakeholders include: customers, employees, investors, partners (OEMs, mobility marketplaces, telematics providers), vendors, and local governments.



HOW WE ENGAGE WITH OUR KEY STAKEHOLDER GROUPS

We actively seek feedback from our stakeholders, through surveys, bi-monthly townhalls, investor outreach, customer focus groups and social media monitoring, among others. We listen to our stakeholders needs, concerns, and expectations, and strive to incorporate their feedback into our decision-making processes. We also participate in industry associations, consultations, forums and events, in order to stay on top of industry trends and collaborate with partners.

Our People	Our Customers	Our Investors & Lenders	Our Partners ¹	Vendors	Local Governments
<ul style="list-style-type: none"> • 'Ask the Founders' and business improvement email, where our founders address employee questions, concerns and respond to business improvement ideas. • Bi-monthly Townhalls, held by leadership to inform and engage employees on the business strategy. • Monthly employee newsletter. • Employee onsite for 140 of our senior leaders and managers. 	<ul style="list-style-type: none"> • Customer focus groups to understand the customer's experience using our products. • Product design workshops with women customers. • Customer Success Team responded to 40,192 customers queries in 2022 through calls, emails, and social media analysis.² • We train our customers on road safety. 	<ul style="list-style-type: none"> • Annual Investor event. • Regular reporting cadence via newsletters, meetings and calls about business performance. • Monthly board meetings and conference presentations. 	<ul style="list-style-type: none"> • We have regular meetings and calls about business performance and future opportunities. • We participate in Quarterly Business Reviews with our key mobility marketplace partners. • Coordinated market research as part of business planning. 	<ul style="list-style-type: none"> • Partner Code of Conduct. • Screen all of our vendors against ESG criteria, working with them to improve practices where any risks are identified. 	<ul style="list-style-type: none"> • We work closely and meet with local regulators to ensure we can provide our services to customers without any issues.



2023 Plans for Stakeholder Engagement

We will revisit our stakeholder engagement model and develop a more formal approach to stakeholder management. This includes a stakeholder mapping and prioritisation matrix, a materiality assessment, and disclosure of management approach and performance data for identified ESG topics.

WHAT IS MOOVE'S ESG FRAMEWORK?

Moove's ESG Framework has been developed to effectively manage and mitigate ESG risks and issues across our operations and encompasses **environmental, social, health & safety, security and business integrity considerations**. The Framework consists of two key components: the Environmental Social Management System (ESMS) and the upcoming Business Integrity Framework. The ESMS, which is already in place, addresses operational environmental, health & safety, and social risks, aligning with **IFC performance standards**, and international standards **ISO 14001:2015** and **ISO 45001:2018**.

The Business Integrity Framework, set to launch by July 2023, will concentrate on corporate governance risks such as money laundering, corruption and bribery.






Pillar	Risk Area	Relevant Policies and Procedures
E Environmental	<ul style="list-style-type: none">• Climate Change• Pollution and waste• Resource and land use	<ul style="list-style-type: none">• Contractor management Procedure• Supply Chain and Fleet Management Procedure• customer and Employee Grievance Management Procedures• customer Health and Safety Onboarding Procedure• Employee Travel Health and Safety Procedure• Incident and Accident Reporting Procedure• Office EHS Policy• Emergency Response Procedure• Stakeholder Engagement Procedure• Environmental Management Procedure• Retrenchment Policy and Procedure• Security Management Procedure• Moove EHS and Social Policy
S Social	<ul style="list-style-type: none">• Health and safety• Human Rights• Diversity and Inclusion	
G Governance	<ul style="list-style-type: none">• Anti-corruption and bribery• Cybersecurity• Business Ethics• Risk management• Tax transparency• Data Privacy and Protection	<ul style="list-style-type: none">• Third-party Risk Management Policy• Cybersecurity Policy• Code of Business Ethics• Anti-money laundering policy• Anti-bribery and corruption policy• Anti-corruption policy

Environmental
Social
Management
System
(ESMS)

Business
Integrity
Framework

LOOKING AHEAD: OUR IMPACT FRAMEWORK & OBJECTIVES

Gender Equality	Financial Inclusion	Community & Economic Development	Climate Change
<p>Through gender-focused initiatives for customers and employees, we are increasing females in decision making positions, increasing female capacity for earning and providing increased access to digital and financial services.</p> <div>   </div>	<p>Through offering financial products and technical support to customers who may not otherwise have had access, we are contributing to increased financial inclusivity and literacy across our markets.</p> <div>   </div>	<p>Through partnering with local businesses, training youth and encouraging safe driving practices, we are contributing to better work opportunities, greater circulation of goods and services and growth of local businesses.</p> <div>  </div>	<p>As a mobility fintech, we recognise the importance of measuring the impact of our fleet on the environment. We are committed to identifying ways to reduce our impact on the climate.</p> <div>  </div>
Snapshot of some of the initiatives we have carried out			
<ul style="list-style-type: none"> Run diversity and unconscious bias training for all employees Introduced a Women Ambassador Programme for customers Committed to the IFC N2E programme, which aims to reduce the gender gap across entrepreneurship and employment in Nigeria's private sector Piloted female DTO product in our SA markets Goal to maintain at least 30% women in senior leadership - we are at 57% 	<ul style="list-style-type: none"> Providing first-time access to asset (vehicle) ownership First-time loans to previously unbanked 	<ul style="list-style-type: none"> We are introducing a responsible procurement strategy to encourage partnerships with low-carbon and female led businesses. 	<ul style="list-style-type: none"> Rolling out EVs and CNGs in India, London and Dubai Launched MooveCharge™ and forging partnerships in the EV supply chain We will be calculating our carbon footprint and our Net Zero Strategy in 2023 
 <p>Partner with Lami in Kenya, a female-founded and led insure tech startup that provides insurance for our vehicle assets</p>	 <p>NawiriPro helps the Kenyan Moove team secure trained riders. They equip youth with skills to disrupt the systemic problem of youth unemployment.</p>		

MEASURING OUR IMPACT AGAINST THE SDGs

Our impact framework highlights four key areas that we directly contribute to through our business activities. Parallel to these we have identified the following **5 UN Sustainable Development Goals (SDG)** as those we have the most potential to contribute to:

- **SDG 1:** No Poverty
- **SDG 5:** Gender Equality
- **SDG 8:** Decent Work and Economic Growth
- **SDG 10:** Reduced Inequalities
- **SDG 13:** Climate Action

We recognise that the 17 SDGs are interconnected and that actions which contribute to one of the SDG targets may also have a positive or negative impact on other targets. As such, we have mapped our impact across all SDGs and have identified an additional 6 SDGs that we lightly contribute to, which we classify as our Tier 2 linked SDGs:

- **SDG 3:** Good Health and Well-being
- **SDG 4:** Quality Education
- **SDG 9:** Industry, Innovation and Infrastructure
- **SDG 11:** Sustainable Cities Communities
- **SDG 12:** Responsible Consumption and Production
- **SDG 17:** Partnerships to Achieve the Goal



2023 Plans for Our Impact Framework and Objectives

This year, we are committed to rolling out our Impact Framework and officially signing up to the UN SDGs to demonstrate our contribution. We are focused on taking a closer look at how we define our impact. As such we are developing a carefully curated catalogue of industry aligned metrics to further enable us to benchmark our impact against industry peers. In addition to this, our framework will guide our upcoming impact initiatives (i.e., Womens Ambassador Programme and Community Engagement Programme) and provide us with the granularity to track outputs that we believe will result in larger impact.



03

DISCLOSURES

ESG & IMPACT DISCLOSURES

Metric	Data
Number of direct employees ¹	383
Male	250
Female	132
Non-binary	1
Number of contracted employees working for Moove over the reporting period ²	24
Male	19
Female	5
Number of FTE full time employees (not including management) ³	401
Number of FTE Part time employees (not including management) ⁴	5
Total man hours worked per week – employees ⁵	16,040
Total number of employee lost time occupational injuries ⁶	0
Total number of employee fatalities ⁷	0
Percentage of employees earning above the minimum wage ⁸	100
Percentage of contractors earning above the minimum wage ⁹	Not Available
Number of temporary workers working for Moove over the reporting period ¹⁰	24
Average duration of work of temporary employees (months) ¹¹	11
Average duration of work of independent or contracted workers / full time (months) ¹²	8

1. Moove defines direct employees as employees with permanent contracts. They have contracts with EOR (Employee of Record) and are paid directly through Mooves payment channels.
2. Moove defines contracted employees as employees who are freelancers and who have fixed-term contracts with no employee benefits.
3. Moove defines full time employees as those who are contracted to work 40 hours per week.
4. Moove defines part time employees as those who are not contracted to work 40 hours per week. I.e., they work less than 40 hours per week.
5. Approximate number of employee hours worked assuming a 40 hour week (full time employees). This is calculated as 401 full time employees x 40 hour week.
6. A work-related injury –physical damage-causing the absence to work for at least one full workday (or shift) beyond the day on which the accident occurred.
7. A death caused by an accident at the workplace, on the way to and from the workplace, or during other works or movements directly or indirectly related to the occupation.
8. Minimum wage as reported for each country, converted into USD per month, for comparison to Moove salaries.

9. Please note that while we cannot confirm whether outsourced contractors are paid above minimum wage as part of our 2023 partner screening process we are in the process of gathering this information.
10. Moove defines temporary workers as contractors or freelancers who have fixed- term contracts with no employee benefits.
11. Defined as the average tenure in years of contractors or freelancers (who are not permanent employees) that do not work full time. (Including 3 employees who do not work full time).
12. Defined as the average tenure in years of contractors or freelancers (who are not permanent employees) that work full time.
13. Both founders retain an active role in Moove's leadership.
14. Customers who have used or are using one or more products on the Moove Platform
15. Total customer supply hours spent in Moove vehicles for Nigeria, Ghana, India, South Africa, UAE and Kenya. Note that UK data was estimated based on the average number of weekly hours driven by Uber customers in the UK, as Uber data is not provided for the UK.

16. Total number of customer fatalities across all markets during the reporting period.
17. Total number of third-party fatalities across all markets during the reporting period.
18. Number of workdays (consecutive or not) beyond the date of injury that the employee was away from work because of an occupational injury. It is to be reported as calendar days rather than working days.
19. Safeguarding refers to (1) forced labour / modern slavery, (2) gender-based violence and harassment (GBVH) and (3) child exploitation and/or abuse.
20. Please note that this number represents the average supply hours per car in Nigeria between March 2022 and December 2022.
21. Note that the data reflects consumption in Nigeria alone.
22. Ibid.

Metric	Data
Number of the organisation's male and female founders that retain an active role in the company as of the end of the reporting period ¹³	2
Number of customers using the Moove platform ¹⁴	8,958
Number of incidents relating to the safety and security of female customers	0
Total man hours worked – customers ¹⁵	12,100,000
Total number of customer fatalities ¹⁶	3
Number of third-party fatalities (i.e. pedestrians or other road users) ¹⁷	2
Total number of customer lost workdays due to injuries ¹⁸	0
Total number of employee safeguarding incidents recorded ¹⁹	1
Average availability hours and continuous driving hours per week over the last 52 weeks (NG) ²⁰	56.6
Consumption of grid electricity (KWh) per Moove owned site ²¹	41,808
Consumption of coal (tonnes) per Moove owned site	N/A
Consumption of diesel (litres) per Moove owned site ²²	17,000

ADDITIONAL DATA DISCLOSED WITHIN THIS REPORT

Metric	Data
Total number of jobs created for mobility entrepreneurs globally ¹	8,958
Estimated total number of lives impacted by Moove ²	35,832
Total number of trips completed in Moove financed vehicles ³	11,300,000
Percentage of employees located in each Country (%) ⁴	
Nigeria	20
Dubai	18
South Africa	15
UK	11
India	11
Ghana	9
Kenya	7
ROW ⁵	9
Moove's contribution to Uber's EV growth in the UK in 2022 (%) ⁶	27
Percentage of customers covered by health and life insurance (%) ⁷	77
Total number of countries where Moovers are based ⁸	19
Percentage of female Moovers globally (%) ⁹	34
Percentage of women in senior leadership team (%) ¹⁰	57
Total number of customer calls responded to ¹¹	40,192
Total number of hours of customer training ¹²	4,357
Total EVs and CNGs purchased by Moove	2,736
Total customer earnings powered by Moove's revenue-based vehicle financing (USD)	11,339,074

1. According to data sourced by Moove's operations team on the total number of Moove customers served as of December 2022.

2. This number is the total number of customers served, multiplied by the estimated number of dependents (4). It is based on the assumption that the average household size across our markets of operation is 4 people.

3. This is the number of trips that have been completed in vehicles financed by Moove.

4. Location of employees as self reported in their employee profile.

5. Rest of the world.

6. Number of EVs supplied by Moove to Uber that contributed to Uber's total EV growth in 2022.

7. This represents the percentage of Moove customers that are covered by health and life insurance. Note that this covers SA, UAE, Nigeria and Ghana.

8. This number represents the number of countries where Moove employees were based in the reporting period.

9. The percentage of direct employees who are female.

10. The percentage of people on Moove's senior leadership team that are women. Within the wider senior leadership team, 67% are women.

11. Data from Freshdesk for total outgoing and incoming calls responded to between 1st June 2022 to 31st December 2022. This figure includes Nigeria, Ghana, India, Kenya, South Africa, UAE and the UK.

12. The approximate accumulated number of hours of customer training in various Moove geographies (Ghana, India, Kenya, South Africa and Nigeria).

LEGAL DISCLAIMER

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