



DISCLOSURE MATERIALS

Certified B Corporations must complete a Disclosure Questionnaire to identify potentially sensitive issues related to the company (e.g. historical fines, sanctions, material litigation, or sensitive industry practices).

This component does not affect the company's score on the B Impact Assessment. If the company answers affirmatively to any items in the Disclosure Questionnaire and B Lab deems them to be material, the company must:

- 1) Be transparent about the disclosure issues identified on the company's public B Impact Report
- 2) Describe how the company has addressed this issue.
- 3) Demonstrate that management systems are in place to avoid similar issues from arising in the future.

In all cases, the Standards Advisory council reserves the right to refuse certification if the company is ultimately deemed not to uphold the spirit of the community.

In addition to the voluntary indication of sensitive issues in the Disclosure Questionnaire, companies pursuing Certification also are subject to background checks by B Lab staff. Background checks include a review of public records, news sources, and search engines for company names, brands, executives/founders, and other relevant topics.

Sensitive issues identified through background checks may or may not be within the scope of questions in the Disclosure Questionnaire, but undergo the same review process and are subject to the same possible review by the Standards Advisory Council, including ineligibility for B Corp Certification, required remediation, or disclosure.

This document contains a copy of the company's completed Disclosure Questionnaire and related disclosure documentation provided by the company.



DISCLOSURE QUESTIONNAIRE

Company Name: Swapfiets
Date Submitted: 08/08/2022

Industries & Products	Yes	No
Please indicate if the company is involved in production of or trade in any the following. Select Yes for all options that apply.		
Animal Products or Services		✓
Biodiversity Impacts		✓
Chemicals		✓
Company Explanation Of Disclosure Item Flags		✓
Disclosure Alcohol		✓
Disclosure Firearms Weapons		✓
Disclosure Mining		✓
Disclosure Pornography		✓
Disclosure Tobacco		✓
Energy and Emissions Intensive Industries	✓	
Fossil fuels		✓
Gambling		✓
Genetically Modified Organisms		✓
Illegal Products or Subject to Phase Out		✓
Industries at Risk of Human Rights Violations		✓
Monoculture Agriculture		✓
Nuclear Power or Hazardous Materials		✓
Payday, Short Term, or High Interest Lending		✓
Water Intensive Industries		✓
Tax Advisory Services		✓

Supply Chain Disclosures	Yes	No
Please indicate if any of the following statements are true regarding your company's significant suppliers.		
Business in Conflict Zones		✓
Child or Forced Labor		✓
Negative Environmental Impact		✓
Negative Social Impact		✓
Other		✓

Outcomes & Penalties	True	False
Please indicate if the company has had any formal complaint to a regulatory agency or been assessed any fine or sanction in the past five years for any of the following practices or policies. Check all that apply.		
Anti-Competitive Behavior		✓
Breaches of Confidential Information		✓
Bribery, Fraud, or Corruption		✓
Company Explanation Of Disclosure Item Flags		✓
Company has filed for bankruptcy		✓
Consumer Protection		✓
Financial Reporting, Taxes, Investments, or Loans		✓
Hazardous Discharges Into Air/Land/Water (Past 5 Yrs)		✓
Labor Issues		✓
Large Scale Land Conversion, Acquisition, or Relocation		✓
Litigation or Arbitration		✓
On-Site Fatality		✓
Penalties Assessed For Environmental Issues		✓
Political Contributions or International Affairs		✓
Recalls	✓	
Significant Layoffs		✓
Violation of Indigenous Peoples Rights		✓
Other		✓

Practices	True	False
Please indicate if the following statements are true regarding whether or not the company engages in the following practices. Check all that apply. If the statement is true, select "Yes." If false, select "No."		
Animal Testing		✓
Company/Suppliers Employ Under Age 15 (Or Other ILO Minimum Age)		✓
Company Explanation Of Disclosure Item Flags		✓
Company prohibits freedom of association/collective bargaining		✓
Company workers are prisoners		✓
Conduct Business in Conflict Zones		✓
Confirmation of Right to Work		✓
Does not transparently report corporate financials to government		✓
Employs Individuals on Zero-Hour Contracts		✓
Facilities located in sensitive ecosystems		✓
ID Cards Withheld or Penalties for Resignation		✓
No formal Registration Under Domestic Regulations		✓
No signed employment contracts for all workers		✓
Overtime For Hourly Workers Is Compulsory		✓
Payslips not provided to show wage calculation and deductions		✓
Sale of Data		✓
Tax Reduction Through Corporate Shells		✓
Workers cannot leave site during non-working hours		✓
Workers not Provided Clean Drinking Water or Toilets		✓
Workers paid below minimum wage		✓
Workers Under Bond		✓
Other		✓



B Corp Certification - Disclosure Questionnaire Documentation

PROVIDED BY: **Swapfiets** UPDATED AS OF: **08/08/2022**

DISCLOSURE QUESTIONNAIRE CATEGORY	Recalls
ISSUE DATE	August 2020
TOPIC	Recalls due to product defects
SUMMARY OF ISSUE	Swapfiets has had 1 recall in the last five years. The company recalled the Power 7 bikes due to alerts of collisions.
SIZE/SCOPE OF ISSUE (e.g. \$ financial implication, # of individuals affected)	Swapfiets was alerted about two collisions involving the Power 7 bikes. Out an abundance of caution, the company recalled the units, totalling 2400 bikes, 1500 of which were with users, 900 of which were in stock. This represented 3.6% of the total bikes purchased in 2020
IMPACT ON STAKEHOLDERS	Two Swapfiets members were involved in the crash, but neither experienced serious injuries.
RESOLUTION	The crashes both involved Swapfiets' Power 7 bikes. The company worked with an independent research center (www.zedler.de) to investigate the issues. It was found that both bikes had an issue with the front fork, but that these defects were results of the crashes. The fork tube posed the risk of breaking during another crash or other high impact to the company's members. No defects prior to the crashes were reported.
IMPLEMENTED MGT PRACTICES	<p>The issue was detected on 10th of August 2020 and immediately investigated. Whilst investigation continued, on the 12th of August 2020, Swapfiets released a press report communicating the recall to its customers and the broader public.</p> <p>The company followed its official internal recall process. A crisis team was established and chaired by the Director of Product (consisted of relevant team members from team Tech, Product, Operations). This team reported back to the Management Team which informed the rest of the company.</p> <p>To mitigate this product defect, a plastic safety tube was added around around the fork tube of the Power 7 bikes. This prevents the fork tube from breaking during a crash or other high impact. The company's Power 7 bike complies to all applicable safety regulations according the EPAC NEN-EN-ISO 15194.</p> <p>The company also increased the energy impact test of the fork with 250% above the norm.</p>
RELATED INCIDENTS (YES/NO)	This is the only recall the company has experienced in the past 5 years.



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DISCLOSURE QUESTIONNAIRE CATEGORY	Environmentally Intensive Industries
ISSUE DATE	Ongoing
TOPIC	Energy and Emissions Intensive Industries
SUMMARY OF ISSUE	<p>Swapfiets is a bike rental and repair company. As a product-as-a-service company, Swapfiets generates a material environmental footprint from its energy and emissions.</p> <p>The company's main contributors to its carbon footprint come from its gas consumption, travel and vehicle fleet. Specifically, the company's operations generate an emission of atmospheric pollutants from its vehicle fleet and, among its branches, the company consumes gas for the operation of its retail and warehouse locations.</p>
SIZE/SCOPE OF ISSUE (e.g. \$ financial implication, # of individuals affected)	<p>The majority of Swapfiets' emissions come from Scope 1, that is, direct emissions to power owned or controlled resources (its facilities and fleet).</p> <p>In 2021, the company's Scopes 1-3 generated a total impact of 1,344,000 kg CO₂eq. 36.6% of this was attributed to its vehicle fleet, and 22.9% was from gas used in the company's facilities.</p> <p>The total gas used for company facilities in the same year was 163040 m³, which was a slight increase from the previous year (146830 m³) as a result of opening new locations. The company's fleet is currently a mix of electric (17.7%), petrol (45.4%), and diesel (36.9) powered vehicles.</p>
IMPACT ON STAKEHOLDERS	The carbon emissions associated with Swapfiets' operations and its contribution to climate change, along with air pollution and associated health impacts of air quality, are potential impacts of the company's energy intensity.
IMPLEMENTED MGT PRACTICES	Swapfiets measures its waste production, energy usage, and emissions production annually, which is shared publicly on its website. Energy and emissions are measured according to the Greenhouse Gas Protocol. For each KPI, the company uses a targeted reduction approach such as switching electricity to renewable sources, transforming its vehicle fleet into a zero emission fleet, and managing its downstream waste impact.
RESOLUTION	<p>The company is working on creating a gas consumption dashboard to more clearly visualize its consumption patterns. Swapfiets is also planning additional implementation strategies to reduce the impact of gas.</p> <p>Regarding its vehicle fleet, the company is aware that Scope 1 emissions have a proportionally large impact and is developing strategies to reduce this. The company has created a goal to be 100% zero-emission vehicle fleet by 2025.</p>
REPORT	<p>Swapfiets Sustainability Report:</p> <p>https://d21buns5ku92am.cloudfront.net/69121/documents/49191-1653917992-Swapfiets%20sustainability%20report%202021%5B16714%5D-175255.pdf</p>