



I-RIIDE SUPPLIER CODE OF CONDUCT

Version 01.03.2025

Trust and Quality in Every Journey

Introduction

At I-RIIDE, trust, quality, and user confidence define every connection within our mobility ecosystem. Our mission depends on working with partners who share our commitment to reliable services, transparent operations, and sustainable mobility.

This Supplier Code of Conduct ("Code") outlines the standards we expect from all partners – including platform operators, parking service providers, EV charging networks, car sharing partners, and two-wheel mobility providers who collaborate with I-RIIDE to deliver seamless mobility experiences.

Application of the Code

Suppliers and partners must adhere to this Code across all operations linked to the I-RIIDE platform, including digital integration, customer support, infrastructure management, on-ground service delivery, and data exchange.

Suppliers are responsible for ensuring compliance with this Code throughout their entire chain of subcontractors or service providers.

I-RIIDE reserves the right to review, audit, or terminate relationships with any supplier failing to meet these standards.

A. SERVICE RELIABILITY AND USER EXPERIENCE

I-RIIDE partners must provide services that are safe, dependable, and consistent with the quality users expect from our network.

Suppliers must:

- Maintain reliable and accurate service uptime, availability, and data feeds.
- Ensure all vehicles, charging points, parking areas, or related assets meet safety and maintenance standards.
- Provide responsive customer support and issue resolution processes.
- Uphold fair pricing and avoid misleading practices or inconsistent user experiences across channels.
- Guarantee accessibility and inclusivity in service design where applicable.

B. OPERATIONAL SAFETY AND ENVIRONMENTAL RESPONSIBILITY

Sustainable, safe operations are foundational to modern mobility.

Suppliers must:

- Operate equipment, vehicles, and facilities according to all relevant safety and environmental standards.
- Implement preventive maintenance, infrastructure inspection, and incident-reporting systems.
- Minimize emissions, waste, noise, and energy consumption.
- Support I-RIIDE's sustainability efforts through clean energy use, shared resource optimization, and eco-friendly practices.

C. DATA INTEGRITY AND INFORMATION SECURITY

Data security and privacy are crucial for maintaining user trust in digital mobility ecosystems.

Suppliers must:

- Protect all I-RIIDE and user data in compliance with applicable data protection laws (e.g., GDPR).
- Use I-RIIDE data only for authorized purposes and store it securely.
- Notify I-RIIDE promptly in case of any data breach, system vulnerability, or relevant incident.
- Ensure API integrations and platform connections follow I-RIIDE's technical and privacy standards.

D. ETHICAL BUSINESS PRACTICES

I-RIIDE expects partners to conduct all business fairly, transparently, and with integrity.

Suppliers must:

- Avoid bribery, favouritism, or any form of corruption.
- Disclose potential conflicts of interest openly.
- Ensure honest communication in all public and partner-facing representations.
- Accurately maintain records and comply with applicable legal, tax, and regulatory obligations.

E. QUALITY CONTROL AND CONTINUOUS IMPROVEMENT

Suppliers are expected to maintain ongoing quality assurance processes.

They must:

- Implement policies for monitoring operational performance and user satisfaction.
- Address any identified service or compliance issue promptly.
- Collaborate with I-RIIDE on continuous improvement initiatives related to technology, sustainability, and customer experience.

I-RIIDE continuously monitors partner performance using operational metrics and user feedback. Persistent failure to maintain expected standards may result in corrective actions or removal from the platform.

F. REPORTING AND COMPLIANCE

Suppliers may report suspected violations or quality concerns confidentially to I-RIIDE's Compliance Team:

Email: hello@i-riide.com

All reports are confidential. Retaliation against individuals raising concerns in good faith is strictly prohibited.

G. AUDIT AND TERMINATION RIGHTS

I-RIIDE may audit Supplier systems, integrations, or operational data to confirm adherence to this Code. Non-compliance, or failure to implement corrective actions, may result in suspension or termination of partnership.