



# ARIO

Safer. Smarter. **Different.**



Ario acknowledges Traditional Owners of Country throughout Australia and recognises the continuing connection to lands, waters and communities. We pay our respect to Aboriginal and Torres Strait Islander cultures; and to Elders past and present.



# Introducing Ario

## The future of shared transport in Australia



Launched in Australia in 2024, Ario represents the next generation of shared transport. Designed in-house by leading e-mobility experts and guided by industry professionals from Australia and beyond, Ario offers more than just a ride—it's a commitment to the community.

Councils across Australia have voiced the need for safer, incident-free travel for all, regardless of the mode of transport.

Our goal is to exceed current safety and operational standards, addressing the needs of both councils and communities. By incorporating feedback from across Australia, we've ensured that our vehicles and operations are not only safer but smarter.

### **Ario is Safer. Smarter. Different.**

Ario is redefining how the shared transport sector engages with the communities we serve. With our focus on continuous improvement and positive community impact, we're introducing Australian-first technologies that enhance vehicle safety and set new industry standards.

We are excited about what we have ready for you.

# Ario improves safety for riders and pedestrians

As a sector, e-scooter and e-bike designs have remained relatively static. Ario is changing that.


We are the first company in Australia to be able to detect dangerous situations and mitigate the risk of accidents.

Through the addition of four onboard cameras and depth sensors that enable pedestrian detection, our e-scooters automatically slow down when in close proximity to pedestrians. This feature alone will go a long way to ensuring pedestrian safety.

Our industry-leading three-wheeled e-scooter possesses the latest safety features available today. Advanced suspension and active surface awareness technology provide riders with much better control, leading to safer roads and pathways.

The introduction of tandem-rider detection, as well as our ability to detect rider behaviour, gives Ario the unique ability to identify and manage rider behaviours previously not possible in the micromobility sector; this creates a safer rider population.

Our products represent the leading edge in safety management and incident avoidance, and directly address the stubborn micromobility challenges in our communities that councils have been trying to manage for years.



Ario came about because we looked at what was out there and thought, ‘We can do better.’ We’ve teamed up with top designers and embraced the latest technology to create an e-scooter that meets today’s needs and challenges.

Our goal with Ario is simple: to provide communities everywhere with the e-scooter that genuinely meets their needs.

**ADAM ROSSETTO, GENERAL MANAGER, ARIO AUSTRALIA**







# A community-first approach

**Ario understands that working effectively with councils and communities is critical to our success.**

We are also aware of the issues constantly raised by communities such as poor parking, lack of helmet compliance, dangerous riding, blocked footpaths, and even pollution, with devices being tossed into local waterways.

So we have developed ways to manage each of these problems.

First and foremost is our commitment to managing our fleets in-line with council and community expectations. To this end, we have established the **Ario Good Operations Approach**. Our Approach details Ario's advanced attitude to operational activities and our commitments to the councils with whom we engage.



# Our commitment to local councils

Councils, public landholders, and e-bike-share operators must collaborate to balance transport, environmental, and health goals with the fair use of public space. Working together ensures these objectives are met while respecting the needs of the community and public resources.

**We are fully committed to the Australian market, with a compliant company registration, insurance coverage managed by local brokers, and a clear plan to invest in fully electric vehicles to support our operations and minimise our carbon footprint.**

We have the appropriate level of financial resources to maintain a consistent high quality service while still investing into continuous improvement and future product development. Our parent company is a NASDAQ-traded company.

Our privacy policy is robust and adheres to privacy legislation in Australia.

We have a highly experienced operational team that is committed to the highest levels of compliance for the team on the ground.





Ariio is ready to provide a world-class micromobility service across Australia. We're eager to connect with councils to address any questions and explore opportunities together.

# The Ario Good-Rider Commitment

## E-scooters and e-bikes have an important role to play in Australia's transport future.

As with any new industry, the need for shared transport operators to learn and evolve is paramount to becoming a sustainable and welcomed participant in our communities.

Ario has been engineered to seamlessly integrate into our cities through the adoption of ground-breaking safety and technical features. We believe that the riders of our vehicles, our customers, have a responsibility to reflect our efforts and respect the environments in which we operate.

Every Ario rider is required to abide by our Ario Good-Rider Commitment and agree to our terms and conditions as a prerequisite to ride. We incentivise good behavior, such as considerate parking, and penalise poor behavior, such as not returning a helmet, to ensure a safer, more enjoyable experience for all users and to maintain the integrity of our service.

### The Ario Good-Rider Commitment

All riders must agree to this commitment before riding with Ario:

- 1 I will act in a courteous and respectful manner to everyone.
- 2 I will wear a helmet and practice safe riding.
- 3 I will park my Ario in designated parking places or in accordance with local regulations and rules.
- 4 I will ensure at all times that my device does not constitute a hazard or cause anyone to be placed in a hazardous situation.
- 5 While riding my Ario device, I will abide by all relevant road laws.
- 6 At the conclusion of my ride I will ensure that my vehicle is parked appropriately and the helmet returned.
- 7 If there are any problems or defects with my device I will notify Ario immediately through the Ario app.



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**Better parking compliance, full adherence to speed limits, reduced footpath clutter and accident prevention capabilities are just a few of the next-generation capabilities that Ario e-scooters offer.**

Our e-scooters are tailored to what communities and councils want for a sustainable transport system.

Ario products reflect the understanding that a successful shared-transport program needs to be good for everyone.

## Safety Features

### **Parking Assessment and Remote Reparking:**

Non-compliant parking is detected by using four onboard cameras. We can remotely repark vehicles in minutes, not hours, so path access is maintained.

**Accidental Toppling Prevention:** Ario prevents accidental toppling. Our flexible stem self-corrects when tilted up to 35 degrees, so public nuisance is minimised.

**Dangerous Riding Regulation:** Advanced cameras detect and mitigate unsafe riding behaviors such as tandem riding, jumping from height and riding too fast for the conditions.

**Seats for Inclusivity and Greater Comfort:** Our seated model, with its height-adjustable seat and cargo hold, is the best choice for comfort and inclusivity, making longer trips possible

**Self-Balancing Three Wheel Design:** The e-scooter features two 12-inch front wheels and a 10.5-inch rear wheel, improving traction and reducing skid risk – particularly in wet conditions.

**Advanced Suspension:** Five-point suspension minimises the impact of uneven terrain on rider safety.

**Helmet Lock+:** An RFID-equipped lock ensures accurate helmet monitoring.

**Active Rider Communication:** In-app warnings address unsafe behaviour, helping to prevent dangerous situations.

**E-Brake+:** An e-brake and three mechanical brakes provide rapid stopping power, reducing collision risks.

**Safe Navigation:** A pull-up mobile phone holder encourages hands-free operation, reducing the risk of one-handed riding.

- 1 Indicator lights
- 2 Mechanical bell
- 3 Pull-up phone holder
- 4 Speed and battery display
- 5 Throttle
- 6 Mechanical brake levers
- 7 Front headlight
- 8 IoT compartment
- 9 Status light
- 10 Foam-filled tyres
- 11 Front double-wishbone suspension
- 12 Side custom lighting
- 13 Adjustable seat lever
- 14 Cargo holder
- 15 Rear dampeners
- 16 E-brake
- 17 Helmet lock
- 18 Front dampeners
- 19 Steering motor
- 20 Rear brake light



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## 360 Degree Cameras and Depth Sensors

- 360° environmental awareness through four integrated cameras and depth sensors
- Enables precise parking self-assessment and obstacle detection
- Supports real-time remote monitoring and situational awareness

## Remote Piloting – World First

- E-scooters can be remotely reparked to be compliant and considerate
- E-scooters can be moved away quickly from pedestrian access ways and driveways
- This provides improved access for people with strollers, wheelchairs or mobility challenges

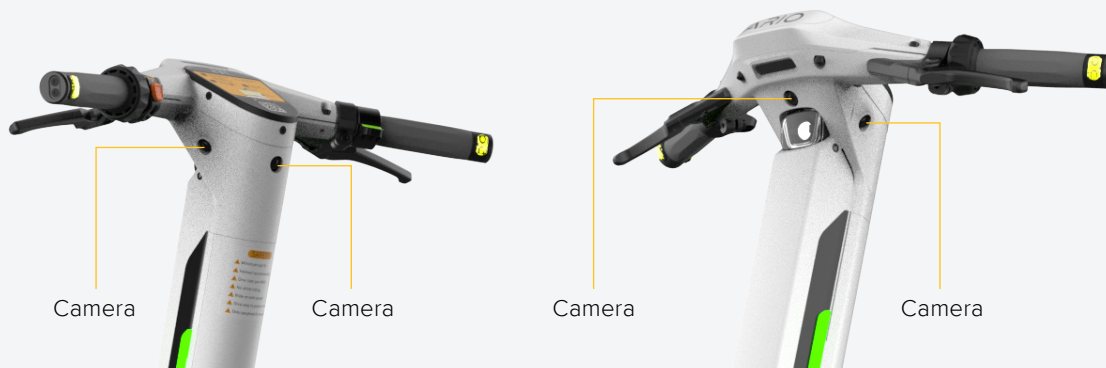
## Dangerous Riding

- If dangerous riding is detected, an automatic adjustment is made to the e-scooter's speed
- Continued dangerous riding results in account suspension or banning

## Anti-Social Behaviour

- Moving an unlocked e-scooter triggers an incident recording warning
- Continued attempts prompt staff to warn the vandal via prerecorded audio messages
- Recording ensures we know if an e-scooter is submerged leading to rapid retrieval

Four cameras - front, back and sides - provide a 360 degree view around the vehicle and recognise road conditions, and can detect pedestrians.



## Ario e-scooters are powered by next generation technologies and are a smarter option for councils and communities.



Ario is the first micromobility company in Australia to **introduce real-time pedestrian awareness**, which means that our e-scooters can detect high pedestrian activity and automatically lower their speeds to lower risk and avoid accidents.

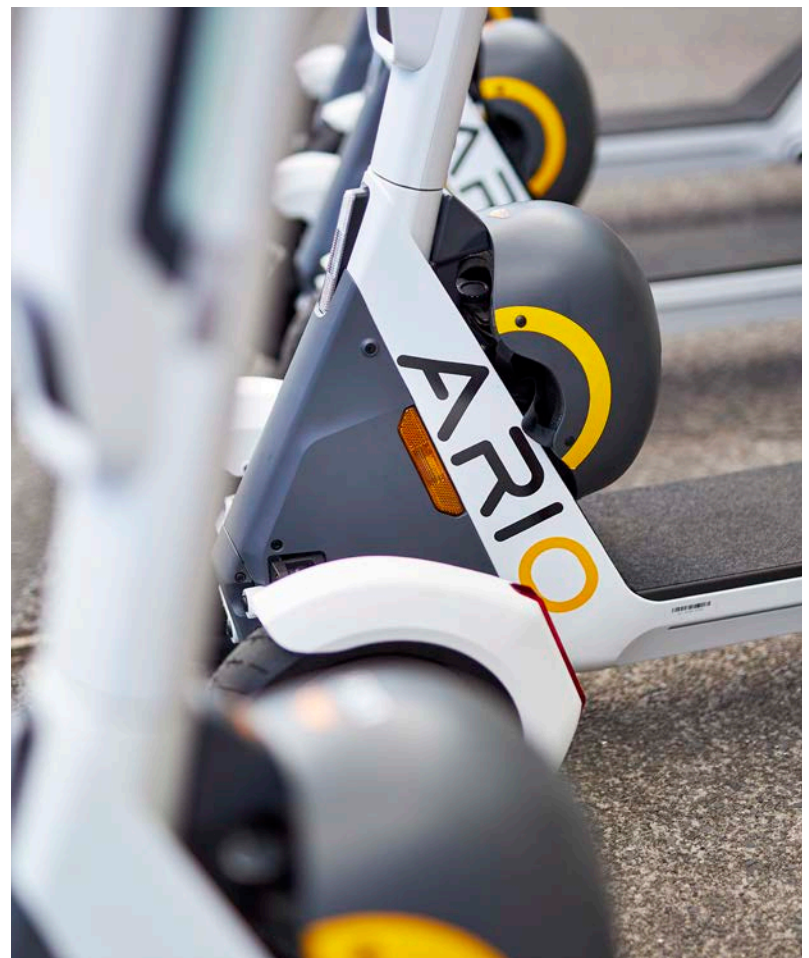
Another smart technology introduced by Ario is the ability for our operators to **remotely control our e-scooters** if we detect them to be a hazard, are parked dangerously or are at risk of causing harm. This capability will radically change the street dynamics and drastically reduce community concerns about hazardous devices left on footpaths.

Recognising the challenges that device theft and vandalism cause across communities and for councils, Ario is introducing state of the art **theft and vandalism deterrence** with Sentry Mode, as well as real-time Remote Incident Response.

As a community first operator, Ario recognises that monitoring and changing rider behaviours is critical to community satisfaction with our devices on the streets and paths.

Another Australian-first innovation by Ario is our ability to **automatically detect dangerous riding and adjust device speed profiles immediately**.

Ario has listened and developed capabilities that councils and communities need.



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## Dynamic Speed Regulation

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Surface detection technology enables our e-scooter to automatically adjust maximum speed limits based on the terrain. This advanced capability allows the vehicle to distinguish between different surfaces, promoting safer and more responsible riding. For instance, in busy areas, we can set a lower speed limit of 12 km/h on footpaths, while allowing a higher limit of 25 km/h on roads. By optimising speeds for each environment, we encourage riders to use the road where appropriate, ensuring they can travel at a safe speed alongside moving vehicles.

## Dangerous Riding Detection

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Occasionally, large crowds may gather outside of designated slow zones, such as during public events, concerts, or races. To mitigate the risk of injury or incidents, Ario e-scooters are equipped with advanced cameras that intelligently detect nearby pedestrians and automatically reduce the rider's speed. This ensures public safety even in areas where a slow zone hasn't been pre-established.

If a rider is detected moving at high speed too close to people or property, the e-scooter will issue a warning and decrease the maximum speed. Should the rider persist in unsafe behavior, the trip will be terminated. Riders who consistently demonstrate dangerous behavior over multiple trips will be removed from the Ario platform, preventing them from hiring an e-scooter in the future.



## Ario's first e-bike boasts a lightweight and inclusive design, equipped with features that enhance user convenience and comfort.

Key attributes include automatic uphill detection, a lightweight frame for easier maneuvering, wider tires for a smoother ride, a height-adjustable and cut-resistant seat, and a handy cargo hold space.



### Safety Features

**Top Speed and Range:** Ario's e-bike reaches speeds of up to 25 kmph with a maximum range of 70km, perfect for extended city commutes.

**Enhanced Climbing Capability:** Tackle inclines up to 12° with ease, thanks to the e-bike's powerful motor and durable design.

**Dual Drum Brakes for Safety:** Equipped with dual drum brakes on both front and rear wheels, providing superior stopping power for extra safety.

**Helmet Lock with RFID Detection:** Integrated RFID-tagged helmet lock ensures the helmet is securely in place.

**Fall Detection System:** The e-bike is equipped with a fall detection system that alerts the support team in case of accidents, enhancing rider safety.

**Pull-Up Mobile Phone Holder:** A convenient mobile phone holder is integrated into the design, encouraging riders to avoid one-handed riding and stay focused on the road.

**Weather-Resistant Build:** Built to endure a wide range of temperatures and weather conditions, with an IPX7 water resistance rating, ensuring reliable performance rain or shine.

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## At Ario, we take a different operational approach.

Unlike other operators, we know that technology alone cannot solve the parking, safety and amenity issues that are so commonly seen across Australia. Technology must be supported by effective education, real enforcement and a well resourced and considered operational approach that meets the specific needs of a particular community.

**The Ario Good Operations Approach** is underpinned by our values of transparency, accountability and integrity and sets out our commitment to every community.

- 1** Ario will not flood communities with too many vehicles - we don't just consider population density when deploying vehicles, we consider demographics, car ownership, access to public transport, land use, infrastructure and the character of the area. We always start with a small fleet, take the time to understand demand, and scale-up only when we are confident that we are meeting community expectations.
- 2** Ario will employ a sufficient number of operational staff to effectively manage our fleet. We work on a model of one employee per ten vehicles deployed. Our ground team will be active and visible and prioritise safety and community related tasks like inappropriately parked vehicles over commercial tasks like battery swapping.
- 3** Ario will work with the community to design our local operations. We will work with council, local businesses, residents, community groups and schools to implement appropriate geofencing and identify parking areas, no-go zones and slow zones.
- 4** Ario will never purposely deploy vehicles outside of known alcohol venues at high risk times. Instead we will work with the community to identify safe areas, away from these hot spots, where sober riders can safely access our vehicles.
- 5** Ario will educate the whole community, not just our riders. We take a whole of community approach to education, ensuring that everyone is familiar with our vehicle, understands the rules and expectations and knows how to contact us if there is a problem. Importantly, we don't just educate in-app, we use a range of forums to ensure we are communicating with the whole community.
- 6** Ario supports operations with 24/7 access to a responsive customer service team. Riders and community members will be able to call, text and email Ario at any time of day or night and not have to wait until the next business day to have their issue resolved.
- 7** Ario will provide our council partners with access to a live data portal and publish our performance metrics for all to see. We want to be held to account for the commitments we make and will publish data relating to our response times, complaints, incidents, reckless riding and banned riders.



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## Ario Australia

Ario has been established to change the way that micromobility works here in Australia. The problems and challenges that have plagued the industry for the past six years need to be resolved. Unfortunately, one of the key challenges lies in changing the attitudes and behaviours of the companies that introduced e-scooters and e-bikes into the Australian market.

**Ario is committed to a new way of managing micromobility in Australia - we're here to break the cycle.**

The first step in us being different is captured in our values:



### Reliable

We always follow through on our commitments.



### Responsive

We swiftly address problems and ensure clear, timely communication.



### Respectful

We prioritise building and maintaining strong, respectful relationships.



### Responsible

We recognise that with great micromobility comes great responsibility.



## Our Team

We've assembled an experienced all-Australian leadership team from across the micromobility spectrum, integrating cutting-edge technology and the smartest minds in AI, industrial design, IoT, and automotive technology, based in Singapore.

Our team boasts a high pedigree of talent, having honed our skills and expertise within the very companies that dominate the Australian micromobility landscape. We've witnessed firsthand the areas ripe for improvement and have drawn upon our collective experience to address these gaps.

We are also intimately familiar with the needs of local government, enabling us to craft solutions that not only meet regulatory standards but also support the unique goals and priorities of each city

**As visionaries and industry leaders,  
we've banded together to deliver  
something remarkable—a new  
standard in micromobility that surpasses  
anything currently available globally.**



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## Council Engagement – Reporting and Data

Ario is committed to working collaboratively and collegiately with local government partners. To this end we make the following commitments:

- Provide regular and relevant reporting
- Be proactive and consistent with our council communications
- Agree and measure performance metrics
- Develop and deliver community engagement activities

In partnership with Ride Report, Ario will provide councils with all relevant data from our operations, including:

- Dashboard: daily operations metrics such as total rides, distance travelled, vehicle utilisation
- Trip History: map visualisation of routes used during rides with places of interest
- Live Vehicles: all current locations of Ario vehicles in the city, updated in real-time
- Councils can also export the raw data used within the dashboard.

## Our Commitment to Sustainability

At Ario, we're dedicated to significantly reducing our carbon footprint and achieving Carbon Neutral Certification by 2025. From the outset, we're committed to using renewable energy for all vehicle charging, securing sustainable materials, and optimising our operations for maximum efficiency.

Our key initiatives include deploying a 100% electric service vehicle fleet, establishing battery station partnerships with local businesses, and leveraging our innovative Remote Reparking technology to reduce vehicle mileage, ease road congestion, and lower emissions.

**At Ario, sustainability isn't just a goal; it's at the heart of everything we do.**

We're also focused on cutting manufacturing emissions, improving waste management, and increasing the use of recycled materials in our products.

Looking ahead, we plan to introduce an industry-leading end-of-commercial-life program, ensuring that sustainability is upheld throughout the entire product lifecycle.



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**Adam Rossetto**  
General Manager

+61 402 766 404  
adam.r@ario.ai  
ABN: 15 671 729 258