



Abu Dhabi Guideline



ABU DHABI GUIDELINES

ADG 28/2024



Second Edition

**Abu Dhabi Guideline for Safe use of bicycles,
electric bicycles, and scooters**

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1. Amendment Page

To ensure that each copy of this technical document (Abu Dhabi Guideline) contains a complete record of amendments, the Amendment Page is updated and issued with each set of revised/new pages of the document. This ADG is a live document which can be amended when necessary. QCC will take the necessary steps to make it available to all, to collect all comments as they are received and to prepare for a meeting of the (Abu Dhabi Guideline for the Safe Use of Bicycles, Electric Bikes and Scooters) Working Group which prepared this document and can review stakeholder comments to review and amend this document and issue an updated version when necessary.

| Edition Number | Date of Approval | Number of Pages | Sections Changes | Notes |
|----------------|------------------|-----------------|------------------|------------------|
| First Edition | January 2022 | 12 | - | New document |
| Second Edition | June 2024 | 33 | | Guideline Update |
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2. About the Abu Dhabi Quality and Conformity Council

Abu Dhabi Quality and Conformity Council (QCC) have been established in accordance with Local Law No. (3) of 2009 to raise the quality of Abu Dhabi's exports and products traded locally.

QCC consists of a council of regulators and industry in Abu Dhabi with a mandate to ensure solid foundations of Emirate's economy and provision of quality infrastructure in line with global standards.

- o QCC's functions are divided into six key areas:
 - Developing standards and specifications
 - Capacity building of metrology systems
 - Strengthening testing infrastructure
 - Launching conformity schemes
 - Protecting consumer interests
 - Ensuring fair trade
- o QCC's key stakeholders include regulatory authorities, consumers, retailers and wholesalers, industry, conformity assessment bodies (CABs) and importers.

QCC supports regulators and government organizations through offering quality and conformity facilities, expertise and resources that allow them to implement products safety and compliance requirements and regulations.

Additionally, QCC works towards promoting a culture of quality and protecting the interests of consumers. In doing this, QCC seeks to promote the Emirate's competitiveness to become one of the world's most attractive regions for investments and human capital, and to support the competitiveness of national industries in world markets.

Acknowledgement

| Sl. | Name | Entity |
|-----|----------------------------|--|
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| 3 | Duaa Muhammad Al Jabri | Integrated Transport Center |
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| 11 | Lt. Col. Muhammad Al Zaabi | Abu Dhabi Police |
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4. Foreword

Bicycles, electric bicycles and scooters are considered mini-mobility means that are used for personal mobility, recreation, short-distance trips and first- and last-mile trips that contribute to linking the transportation network and facilitating access to and from public transportation, facilities and vital centers in the Emirate, which in turn contribute to reducing traffic congestion and reducing air pollution.

Supporting bicycle, electric and scooter mobility across the Emirate requires the development of a cohesive network of micro-mobility paths and pedestrian walkways, taking into account safety and comfort requirements, to promote integration with public transportation while supporting a positive view of these means as safe, healthy and practical options for mobility, especially for short distance trips by defining the appropriate vehicle specifications in terms of size, radiation and power, in addition to educational awareness while explaining that walking and cycling as active transportation modes promote healthy lifestyles.

Accordingly, the “Abu Dhabi Guideline for the Safe Use of Bicycles, Electric Bicycles and Scooters - DAR 28/2022” was updated through proper coordination with relevant stakeholders in view of providing an efficient and safe transportation system that serves the public interest and contributes to the economic growth, quality of life, and environmental sustainability of the Emirate of Abu Dhabi.

5. Working Group

The Abu Dhabi Quality and Conformity Council (ADQC) Working Group was established in September 2023, following a request from the Integrated Transport Center (ITC), to update the Abu Dhabi Guideline for the Safe Use of Bicycles, Electric Bicycles and Scooters, with the participation of a number of relevant strategic partners in the Emirate of Abu Dhabi.

6. Objective

The updated Guideline aims to support the implementation of the Department of Municipalities and Transport Administrative Decision No.

21 of 2022 on “Regulating the Use of Bicycles in the Emirate of Abu Dhabi” (including bicycles, electric and scooters) in a safe and effective manner by the concerned parties in accordance with the best international systems, standards, practices and local and regional safety measures by recognizing the following:

- Classification of mobility vehicles and specifications and requirements for authorized and unauthorized bicycles and scooters in the Emirate of Abu Dhabi.
- Safety requirements, age limits, authorized speeds, personal safety equipment and accident reporting procedures to be followed by Riders of bicycles, electric bicycles and scooters whether for personal use, delivery or rental services.
- Requirements for the transportation of passengers, loads and cargo by bicycle, electric and scooter.
- Road safety driving requirements to avoid accidents and minimize potential risks.
- The necessary infrastructure for the use of bicycles, electric bicycles, and scooters, including paths, parking lots, and signage.
- The detailed legal violations included in the violation of non-compliance with the approved instructions, guidelines and safety requirements, and the violation of riding bicycles on prohibited roads and places.
- General operating requirements for shared micro-mobility service providers consisting of operators, shops, fixed rental points and app-based rental services, insurance and maintenance requirements, tracking technology, and data protection and security measures.
- Types and requirements of permits to practice shared micro-mobility services for operators, shops, fixed rental points, and rental services via smart applications, each in their respective areas of

competence, and the requirements for registration in the e-platform of the Integrated Transport Center (ITC).

7. The Scope

The Guideline addresses the Riders of bicycles, electric bicycles and scooters authorized for personal use for commuting, services, entertainment and sports, as well as shared micro-mobility service providers consisting of operators, shops, fixed rental points and rental services via smart applications that are authorized to practice the services, each within their purview, in the Emirate of Abu Dhabi as follows:

- The Center coordinates with the concerned authorities such as the three municipalities and Abu Dhabi Police to implement the legislation regulating bicycles in the Emirate of Abu Dhabi GHQ. based on the regulations, violations and fines stipulated in Decision No. 21 “Regulating the Use of Bicycles in the Emirate of Abu Dhabi” and the Abu Dhabi Guideline for the Safe Use of Bicycles, Electric Vehicles and Scooters, each within their purview.
- The fines stipulated in the legislation and regulations in force apply to Riders and providers of shared micro-mobility services represented by operators, shops, fixed rental points and rental services via smart applications authorized to practice the services, including the fines detailed in the Guideline regarding violations of Clauses (2, 3, and 4) of the Individual Violations and Fines Schedule, Decision No. 21 Regulating the Use of Bicycles in the Emirate of Abu Dhabi, for Riders of Bicycles, Electric Bicycles, Scooters and Mini Mobility Vehicles, whether for personal use, delivery services, or rental services.

8. Terms and Definitions

Unless the context indicates otherwise, in the application of this Guideline, the following words and expressions shall have the meanings indicated in their respective definitions in accordance with the Administrative Decision of the Department of Municipalities and Transport No. 21 of 2022 on “Regulating the Use of Bicycles in the Emirate of Abu Dhabi”:

| Term | Definition |
|--|---|
| 8-1 The Emirate | The Emirate of Abu Dhabi. |
| 8-2 DTM | The Department of Municipalities and Transport. |
| 8-3 ITC | Integrated Transport Center. |
| 8-4 Bicycles | Bicycles or electric bicycles with two or more wheels, and any recreational devices that are used on the road or the bike path. |
| 8-5 Foot Peal Scooter | A passenger-powered vehicle with a handlebar, floor and wheels that are moved by foot propulsion. There are models with one, three or four wheels. |
| 8-6 Electric Scooter | An upright scooter that is propelled by the electric motor itself, regardless of the Rider's kicking. Seated electric scooters are prohibited according to the Emirate of Abu Dhabi's requirements. |
| 8-7 Skateboard | A small rider-powered board consisting of a deck and four wheels that is propelled by foot propulsion and does not include a steering wheel. |
| 8-8 Motor Vehicle | A mechanical vehicle, motorcycle, car, or other device that propels on the road by mechanical force or by any other means, including a tractor. |
| 8-9 The Activity | Bicycle Rental Activity. |
| 8-10 Facility/Operator | The company or sole proprietorship authorized by the Center to practice the activity. |
| 8-11 Micro-mobility Vehicle Track | The route designated by the Department for the exclusive use of micro-mobility |

| | |
|-----------------------------------|---|
| | vehicles. |
| 8-12 The Road | Every route for public traffic where there is no need for special permission, and every public place that accommodates the passage of vehicles and allows the public to access it, whether by permission or license from a competent authority or otherwise, and whether access to it for a fee or without a fee. |
| 8-13 Authorized Places | Places that are identified by the Integrated Transport Center - Department of Municipalities and Transport, which are provided with signboards or signage on the ground authorizing their use. |
| 8-14 The Rider | The cyclist, whether he or she is a renter or owner of the bike. |
| 8-15 Competent Authorities | Local government entities whose approval is required by legislation to practice any activity related to bicycles, electric bicycles or vehicles. |
| 8-16 Activity Permit | Permit issued by the center for activity practitioners. |

9. Contents of the guide

The guide contains 7 sections as follows:

Section One: Classification and specifications of bicycles, electric bicycles and scooters. Section Two: Safety requirements for bicycle, electric bicycles and scooters. Section Three: Infrastructure for the use of bicycles, electric bicycles and scooters.

Section Four: Driving on the roads. Section Five: Violations.

Section Six: Micromobility service providers represented by the operator, shops, fixed points, and smart application services.

Section Seven: Registration requirements on the electronic platform of the Integrated Transport Center.

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a. Classification, requirements and specifications.


i. Classification of transportation vehicles

The following table shows the classification of transportation vehicles and explains the difference between micro transportation vehicles, medium transportation vehicles and motorcycles as follows:


| Classification | Photo | Type | Vehicle specifications | Requirements |
|----------------|---|----------|---|--|
| Micro-mobility | <p>Bicycle and motor bikes</p>   | Type (a) | A small vehicle with pedal power with human power with two, three, or four wheels with electric power with or without a motor | Authorized with the requirements for meeting the safety requirements, the requirements for meeting the technical specifications for bicycles and electric scooters authorized for use by the Emirate of Abu Dhabi. |

| Classification | Photo | Type | Vehicle specifications | Requirements |
|----------------|--|----------|---|--|
| |   | Type (b) | Vehicles that operate with the power of its passenger and all means of transport that operate with electric power with a speed of 20 km/h and a maximum weight of 35 kg | Authorized with the requirements for meeting the safety requirements, the requirements for meeting the technical specifications for bicycles and electric scooters authorized for use by the Emirate of Abu Dhabi. |
| Meso-mobility | <p>Medium and heavy vehicles</p>   | | Transport vehicles that operate with electricity with a speed of less than 60 km/h and a weight of more than 35 kg and less | Not Authorized - Not Registered - No Requirements |



| Classification | Photo | Type | Vehicle specifications | Requirements |
|---------------------------|---|----------|--|---|
| | | | than 72 kg and a power of more than 1400 watts and less than 2000 watts. | |
| Goods carrying motorbikes |  | Type (b) | A pedal-powered, human-powered mini-mobility vehicle with two, three or four wheels and a frame, with or without an engine to assist in propulsion, designed by the manufacturer and intended for the transport of goods and passengers. | Authorized to meet the requirements for the registration and specifications of micro-mobility vehicles and the general technical requirements authorized by the Emirate of Abu Dhabi. |



| Classification | Photo | Type | Vehicle specifications | Requirements |
|----------------|---|------|--|--|
| Motor bikes |  | | Only motorcycles with a maximum speed exceeding 60 km/h may be registered. | Authorized to meet the requirements and conditions for registration of the Abu Dhabi Police. |

This category includes bicycles, electric bicycles and scooters designed by the manufacturer specifically for the transport of goods and passengers according to the approved requirements in this document.

Specifications and requirements for micro-mobility vehicles - bicycles, electric bicycles and scooters

ii. Specifications and requirements for micro-transport vehicles - bicycles, electric bicycles and scooters

1. Specifications and requirements for bicycles, electric bicycles and scooters approved for use in the Emirate of Abu Dhabi.

The following table shows the requirements and specifications for bicycles, electric bicycles and scooters approved for use by the user, micro-mobility service providers and the network represented by. The operator, shops, fixed checkpoints, and checkout services through smart applications, are authorized to provide services and are classified as micro-mobility vehicles authorized to be used on authorized routes and places only in accordance with the following requirements and specifications in accordance with the “Technical Requirements Guide for

the Safe Use of Bicycles, Electric Bikes, and Scooters in the Emirate of Abu Dhabi”:



Scooters
powered by
foot



Electric
scooters



Electric
bicycles



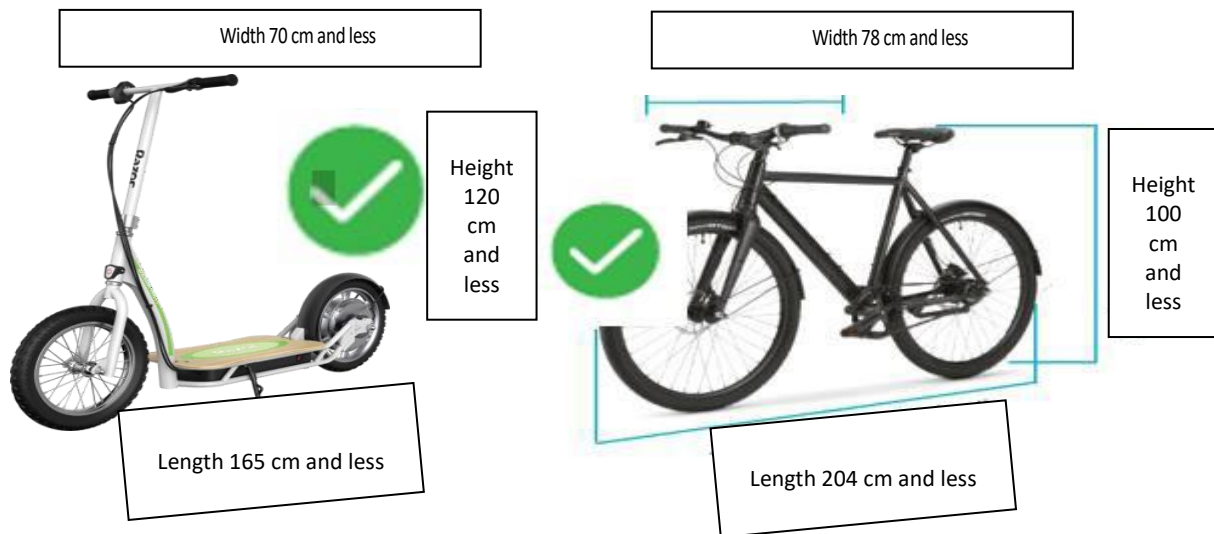
Bicycles

| Specifications and requirements for bicycles, electric bicycles and scooters approved for use | | | | |
|---|--|----------------------|---|----------|
| | Scooters powered by foot | Electric scooters | Electric bicycles | Bicycles |
| Weight (unloaded) | 75 kg and less | | | |
| Users | * One person | | | |
| Width ** | 70 cm and less | | 78 cm and less | |
| Length ** | 165 cm and less | | 204 cm and less | |
| Height | 120 cm (Steering wheel height from the ground) | | 100 cm and less (Seat height from the ground) | |
| Motor power | n/a | 700 watt and less | | n/a |
| Speed *** | 20 km/h and less | | | |

* (Except for cases permitted under the “Requirements for the Transport of Passengers and Goods Approved” in this document - Section 9.2.4.1

** The maximum specified dimensions do not apply to bicycles, electric bicycles and scooters designed and prepared by the manufacturer for the transport of passengers and goods

*** Not applicable in case of riding bicycles on closed paths or on roads using the General Command of Abu Dhabi Police permit. Riders shall comply with the speed limit specified in the terms and conditions.

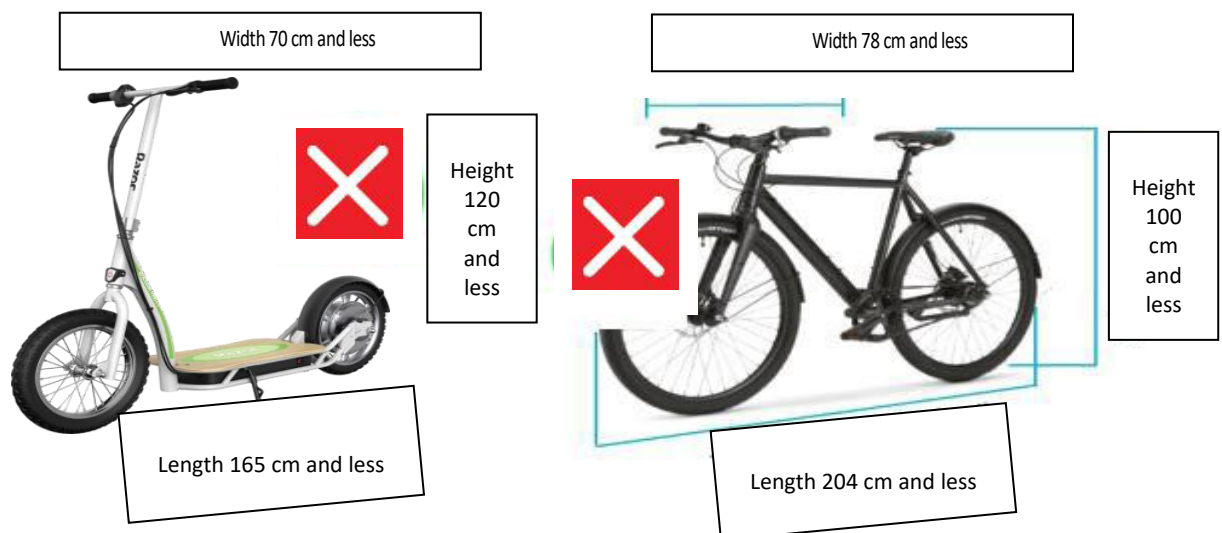


2. Specifications and requirements for bicycles, electric scooters and scooters not authorized for use in the Emirate of Abu Dhabi.

The following table shows the specifications and requirements for bicycles, electric scooters and scooters not authorized for use by the user, micromobility service providers and the network represented by the operator, shops, fixed pick-up points and smart application pick-up services authorized to provide services and classified as prohibited micromobility vehicles on roads, paths, sidewalks and authorized areas. They are not safe for use and may cause accidents to the user and pedestrians due to weight, size and radiation according to the "Guide to Technical Requirements for the Safe Use of Bicycles, Electric Scooters and Scooters in the Emirate of Abu Dhabi."

| Specifications and requirements for bicycles, electric bicycles and scooters not approved for use | | | | |
|---|---|--------------------|---|----------|
| | Scooters powered by foot | Electric scooters | Electric bicycles | Bicycles |
| Weight (unloaded) | 75 kg and more | | | |
| Users | * Two persons and more | | | |
| Width ** | More than 70 cm | | More than 78 cm | |
| Length ** | More than 165 cm | | More than 204 cm | |
| Height | More than 120 cm (Steering wheel height from the ground) | | More than 100 cm (Seat height from the ground) | |
| Motor power | n/a | More than 700 watt | | n/a |
| Speed *** | n/a | More than 20 km/h | | n/a |

* Except as permitted under the “Requirements for the Transport of Passengers and Cargo Approved” in this document Section 9.2.4.1



The following figure shows examples of micro-mobility vehicles that are not approved for use under the “Guide to Technical Requirements for the Safe Use of Bicycles and Electric Bikes in the Emirate of Abu Dhabi.”

| Reasons | |
|---|--|
| <ul style="list-style-type: none"> * Seat height from the ground is 75 cm * More than one rider |  |
| <ul style="list-style-type: none"> * Seat height from the ground is 75 cm |  |
| <ul style="list-style-type: none"> * Seat height from the ground is 75 cm |  |
| <ul style="list-style-type: none"> * Motor power is 700 watt * More than one rider |  |
| <ul style="list-style-type: none"> * With seat |  |

iii. Exceptions for vehicles for people of determination, the elderly and special health cases

Electric bicycles for the following categories are excluded: the elderly, people with special health conditions and people of determination. Their use on sidewalks is permitted only in accordance with the “Guide to Technical Requirements for the Safe Use of Bicycles and Electric Bicycles in the Emirate of Abu Dhabi.”



- The length shall not exceed 165 cm from the end of the rear wheel to the end of the front wheel.
- The radius shall not exceed 15 km/h.
- A basket is allowed if it is within the manufacturing specifications.

iv. General technical requirements

The user, micromobility service providers and the network represented by the operator, shops, fixed pick-up points and smart application pick-up services authorized to provide services must use bicycles, electric bicycles and scooters that meet the requirements and specifications authorized for use by the Integrated Transport Center, while ensuring the availability of the following technical requirements, for example, but not limited to, and ensuring periodic maintenance to ensure the safety of the bicycle before using it.

| Performance Criteria | Description |
|----------------------|---|
| 1 | Ensure that all types of bicycles (bicycles, electric bicycles and scooters) are maintained periodically and are fit for use. |

| Performance Criteria | Description |
|----------------------|---|
| 2 | A white main headlight in front, a red light that can be lit at night. In the back, a red reflector and a red rear light connected to the brakes. |
| 3 | A sound alarm device: fixed to the handlebar. |
| 4 | Brake on the rear frame. At least. |
| 5 | Tires are tightly installed and fit for use. |
| 6 | All parts of the vehicle are tightly tightened and the wheel cables are complete and tightly tightened. |
| 7 | A designated place is provided to install the phone* |

*Applies to shared micro-mobility service providers. For individuals, it is recommended to install a phone holder for their safety and the safety of those around them, as using the phone or other distractions while driving will result in a legal fine of AED 200.

b. Safety Requirements

i. Authorized Age Group

The use of electric bicycles, electric scooters, bicycles and foot-propelled scooters is permitted according to the age group specified in the Administrative Decision to be issued by the Director of the Department of Municipalities and Transportation in accordance with the legislation in force in the Emirate of Abu Dhabi.

The Operator shall commit to support the role of the (ITC) in ensuring that Riders adhere to the requirements related to authorized ages and satisfy the General Operating Requirements - Section 9.6.1 of the Guideline, so that safety requirements and age verification procedures are included as part of the Rider's registration processes when renting bicycles, electric

bicycles and scooters to ensure the safety of Riders and those by and around them.

The Operator shall prohibit the rental of electric scooters and e-scooters for a Rider under the age specified in the Administrative Decision to be issued by the Director of the Department of Municipalities and Transportation.

The parents of Riders are fully responsible in case of violating the requirements of the minimum age limit, noting that in case of non-compliance, a legal offense shall result according to the Schedule of Administrative Violations and Fines on Rider, which is attached in the Administrative Decision of the Department of Municipalities and Transport No. 21 of 2022 Regulating the Use of Bicycles in the Emirate of Abu Dhabi.

ii. Maximum Speed Limit

- Riders of bicycles, electric bicycles, scooters and authorized mini-mobility vehicles, whether for personal use, for delivery services, or for rental services, should not exceed the authorized speed limits (20 km/h), taking into account the speed reduction in case of bad weather conditions and around major facilities such as hospitals, schools, and event areas*.
- Under the Operating Requirements adopted in the Guideline, the Operator shall adjust the speeds of the devices to the authorized speed limit of (20 km / h) as a maximum for electric bicycles and electric scooters, provided that the speeds are reduced in the above cases in agreement with the ITC through supporting technologies and systems based on the assessment of the weather condition, pedestrian flow and density in line with the nature of the area (such as environmentally, culturally, security or other protected areas).
- Cyclists within groups that have a permit from the Abu Dhabi GHQ. to drive on the roads should adhere to the speed limits according to the permit's terms and conditions.

iii. Safety Standards and Requirements

Riders should apply the safety standards and requirements listed hereunder and this is an individual responsibility of the Riders and parents whether the bicycles, electric bicycles and scooters are for personal use, for delivery services or rental services.

Failure to comply with the following standards and requirements shall result in a legal offense according to the Schedule of Administrative Violations and Fines for Individuals attached to the Administrative Decision of the Department of Municipalities and Transport No. 21 of 2022 on “Regulating the Use of Bicycles in the Emirate of Abu Dhabi”, Clause (2) and Child Rights Law “Wadima Law”.

Under the approved Operating Requirements, Operators are required to ensure that Riders of authorized bicycles, electric bicycles and scooters, whether for personal use, for delivery services or for rental services, are familiar with and adhere to the safety requirements and standards by including them in the e-application and the terms and conditions of registration:

| Performance criteria | Description |
|----------------------|--|
| 1. | Compliance with all regulations and requirements for the use of all types of bicycles, Electric Bicycles, scooters, and local and federal legislation in force to this effect. |
| 2. | Observe the safety standards and requirements set by the concerned authorities, and instructions of the traffic signs guidelines that are installed on the roads and tracks of all types of bicycles, Electric Bicycles, and scooters. |
| 3. | Ride all types of bicycles, Electric Bicycles, and scooters on designated paths, sidewalks, or roads authorized for their use. |

| Performance criteria | Description |
|----------------------|---|
| 4. | Wearing a protective helmet and reflective vest or clothing while riding all types of bicycles and Electric Bicycles at all times. |
| 5. | Stop at a distance of at least five meters from the school buses, when they stop, and turning on the warning "stop!" sign, and open the lever in both directions. |
| 6. | Bicycles, electric bicycles and scooters of all kinds should be parked in the designated parking lots, wherever they exist, and should not be left in a way that hinders the movement of vehicles or pedestrians and should not be fixed on traffic sign poles or light poles. |
| 7. | Leave a sufficient safety distance between him/her and other bicycles in front of him/her and between them and vehicles or pedestrians. |
| 8. | Give traffic priority to pedestrians, slow down when see them walking, dismount from bicycles, scooters, and scooters, and walk at pedestrian crossings. |
| 9. | Use bicycles, Electric Bicycles and scooters of all kinds individually and do not transport anyone else unless the bicycle is equipped for that, in accordance with the passenger and cargo transportation requirements approved in this document, and that the driver and the additional passenger (if any) are equipped with safety and security means. |
| 10. | Report any accident, or material damage, to the supervisor or the competent authorities for action. |
| 11. | Ride all bicycles, Electric Bicycles, and scooters in a safe manner, with caution and voiding any actions that may cause danger to the life and safety of the rider and others. |

| Performance criteria | Description |
|----------------------|---|
| 12. | Avoid wearing loose clothing that can get tangled in the bike's wheel or chain. |
| 13. | Not to carry weights that could cause the bike to unbalance. |
| 14. | Not to use the beeper or bike stereo in a way that causes inconvenience to others. |
| 15. | Not to wear headphones that isolate ambient sounds when riding a bicycle. |
| 16. | All bicycles, electric bicycles and scooters should not be used in the opposite direction of the lane. |
| 17. | Not to hold on to any moving motor vehicle or trailer while using all bicycles, Electric Bicycles and scooters or enter their airspace while they are in motion. |
| 18. | Not to modify or increase the torque of the Electric Bicycle and e-scooter motor beyond the limit set by the manufacturer. |
| 19. | Not to drive on the public road before obtaining a permit and satisfying the authorities' requirements and procedures. |
| 20. | Not to exceed the approved speed limit, taking into account the conditions of the place, weather and other safety requirements. |
| 21. | Comply with the authorized age limits and requirements when driving all types of bicycles, Electric Bicycles, and scooters. |
| 22. | Providing safe battery charging technologies for Electric Bicycles and e-scooters and monitoring them when charging in order to minimize the risk of fire or explosion. |
| 23. | Inspect the parts of bicycles, Electric Bicycles and |



| Performance criteria | Description |
|----------------------|---|
| | scooters of all kinds periodically and before riding, and ensure that they are tight and safe from malfunctions. |
| 24. | Providing the means of alert and safety on bicycles, electric bicycles and scooters, such as: front and rear lights and sound alarm |

iv. Personal Protective Equipment (PPE)

In compliance with Article 16 of Cabinet Resolution 130 of 1997 under the UAE Traffic Law and Article 4 of Administrative Decision No. 21 of 2022 of the Department of Municipalities and Transport on “Regulating the Use of Bicycles in the Emirate of Abu Dhabi”, the Emirate of Abu Dhabi.



All bicyclists, motorcyclists and scooter riders of all ages should wear a protective helmet at all times, whether on short or long trips, as well as wearing reflective patches or clothing when riding at all times and in all weather conditions.

The Rider should also check the helmet periodically and replace it if damaged as a result of a collision or any other reasons

The helmet has to be specially designed for the purpose of riding bicycles, Electric Bicycles and scooters in accordance with the specifications of the Ministry of Advanced Industry and Technology, taking into account the following:

- It should be designed with the latest shock absorption technology, protect all sides of the Rider's head, and provide the necessary ventilation.
- It should be of an appropriate size and have the ability to adjust the size to fit the Rider's head.

- Have a design that allows for an adequate visual range.

Reflective clothing includes brightly colored, high-visibility clothing that can be seen from a distance, as well as a vest, belt, armbands or ankle bands made of reflective materials and should avoid items that may become entangled in the parts of bicycles, Electric Bicycles and scooters.

v. Passenger and Freight Transport

1. Passenger Transport

Electric Bicycles, E-scooters, and Foot-propelled Scooters

It is not permitted to transport another passenger or attach equipment to transport another passenger when riding Electric Bicycles, e-scooters and foot-propelled scooters, whether for personal use or for hire, due to the following reasons:

- Electric Bicycles and e-scooters speeds pose a safety risk to riders and those around them.
- Foot-propelled and e-scooters are designed so that only the Rider stands and cannot be adapted to mount equipment to carry another rider, which affects their balance.

Electric bicycles

It is not permitted to transport another Rider when riding bicycles unless they are pre-configured from the manufacturer to mount appropriate equipment that allows for the safe transportation of riders in a way that maintains the balance of the bicycle without posing additional dangers to the riders themselves and other users of the right of way. Such equipment includes the following:

- A specially designed bicycle seat that is sized for the Rider's age and bike size and does not affect the Rider's balance according to the specifications contained in the manufacturing instructions.

- A securely fastened trailer pulled by the bicycle that is sized for the age of the Rider and the size of the bicycle and does not affect its balance according to the specifications contained in the manufacturer's instructions.

All riders, the rider and passenger in authorized cases, are required to wear a helmet and reflective clothing and adhere to all safety requirements contained in the Guideline to ensure their safety and the safety of those around them.

2. Freight Transport

As for freight transport, both Riders and Operators should not carry, or suspend, loads on the handlebars, or other actions that would lead to unbalance of the bike and limit the ability to steer it while riding, or get tangled and stuck in the wheels, or other parts of the bike, unless the bike is designed for that.

It is permitted to transport loads on bicycles, Electric Bicycles and scooters that are authorized and pre-equipped from the manufacturer with equipment such as a basket, locker, trailer, or any similar device that has a dedicated space pre-configured by the manufacturer to allow the load to be carried and distributed evenly and safely without disturbing the balance of the bicycle.

- The loads transported should not exceed the weights stipulated in the manufacturer's label. The Rider, whether an individual or a worker on commercial delivery services on behalf of a company, should follow the maximum weight limit indicated in the manufacturer's transportation guidelines for the bike and/or the employer in accordance with the maximum weight limit specified by the manufacturer of the bike.
- In the event that the loads are transported without being placed in the equipment described above and the space previously provided by the factory, or that the weights carried exceed the weight specified by the manufacturer, which affects the balance of the

bicycle to the extent that it is potentially safe to ride, this is considered a violation under Article 3, Clause 2 and Article 6, Clause 6 of the Administrative Decision of the Department of Municipalities and Transport No. 21 of 2022 on “Regulating the use of bicycles in the Emirate of Abu Dhabi” and entails a legal violation according to the Schedule of Administrative Violations and Fines for Individuals and Establishments annexed to the Administrative Decision of the Department of Municipalities and Transport No. 21 of 2022. The Department of Municipalities and Transport No. 21 of 2022 on “Regulating the Use of Bicycles in the Emirate of Abu Dhabi”.

vi. Safety Incident Reporting

In the event of an accident involving Riders of authorized bicycles, Electric Bicycles, scooters and micro-mobility vehicles whether for personal use, for delivery services or for rental services, Riders and Operators should report the following cases as required to the Abu Dhabi Police, ITC and other competent authorities as the case may be:

Misuse, vandalism, improper parking or other complaints.

Contact numbers are available on all devices and service providers' apps.

The Operator follows the procedures for reporting safety incidents for Riders and Workers in accordance with the instructions contained in the Requirements for Operators and the Accident Reporting and Investigation Mechanisms of the Abu Dhabi Emirate Occupational Safety and Health System in accordance with the requirements of Regulation No. (0.11).

The Operator is also responsible for submitting periodic reports on accidents and complaints to the ITC to identify the causes of accidents related to bicycles, Electric Bicycles and scooters and work with the Operator to avoid these accidents to ensure the safety of road users and achieve safe mobility for all.

c. Infrastructure for Bicycling, E-biking, and Scootering

The Integrated Transportation Center (ITC) prepares the necessary infrastructure for the use of bicycles, Electric Bicycles and scooters, and issues standards related to infrastructure requirements and specifications, signage and markings indicating the types of paths by coordinating with developers and stakeholders on the implementation of infrastructure projects based on the comprehensive plan for walking and bicycling in the Emirate of Abu Dhabi

The "Comprehensive Plan for Walking and Cycling in Abu Dhabi" aims to provide a safe and convenient transportation infrastructure that promotes a culture of cycling in the Emirate and encourages its use as a practical and environmentally friendly means of transportation as well as a sport and recreation, which increases the level of happiness and well-being of the community and enhances the experiences of a comfortable and sustainable lifestyle in the Emirate of Abu Dhabi.

To ensure that all road plans and developments fully consider the mobility needs of pedestrians, cyclists and users of micro-mobility, several tests are applied to examine existing and developing roads and facilities, such as road safety audits conducted by safety experts and Abu Dhabi's technical standards, which are included in the "Micro-Mobility, Pedestrian and Bicycle Assessment Guide". The development of an integrated and connected network of bicycle, pedestrian and scooter-friendly roads and facilities is key to developing a culture of active transportation and sustainable mobility, including linking these networks with land use and other modes of transportation, especially public transport.

i. Paths and Places authorized for use by Bicycles, Electric Bicycles and Scooters

Riders of authorized bicycles, Electric Bicycles and scooters, whether for personal use, delivery services, or rental services, should ride on the authorized routes responsibly and safely, respecting the limits of the road and other users around them, and comply with approved safety precautions.

The Operator should also notify the Rider that their failure to adhere to the paths and places authorized for use shown below according to the type of bicycle falls under Clause 4 of the Administrative Violations Schedule for the Rider, in accordance with the Regulations on Organizing the Use of Bicycles in the Emirate of Abu Dhabi, Administrative Decision No. 21 of 2022.

The following places are authorized for the use of bicycles, Electric Bicycles, and scooters:

- Indoor tracks (for bicycles and Electric Bicycles only).
- Bicycle and Electric Bicycle trails (for bicycles, Electric Bicycles and scooters only).
- Shared paths and sidewalks (for pedestrians, bicycles and scooters).
- Internal roads with a speed of 40 km/h and below.
- Indoor spaces (parks, etc.).

In the event that one of the routes or places authorized for use is out of service, for example due to events, maintenance or road works, the ITC shall work in cooperation with the concerned authorities to place the necessary signage to temporarily prohibit use, and the bike rider should dismount and push their bike to reach an authorized trail to be used.

ii. Paths and Places not authorized for use by bicycles, Electric Bicycles and scooters

Authorized cyclists, Electric Bicycles and scooters, whether for personal use, delivery services, or rental services, should not use the following routes and places unless they are authorized for use under the instructions issued by the ITC, Abu Dhabi Police, or the relevant authorities.

Riders in these locations should dismount and push their bikes on foot until they reach an authorized path, where they can resume riding legally.

- Walking and running-only trails
- Sidewalks and crosswalks that do not have a directional sign or a sign authorizing use.
- Suburban and main roads at a speed of 60 km/h and above (bicycle groups are exempted only if a permit is issued by the police).
- Bridges and tunnels that do not have a dedicated path for bicycles, electric bicycles and scooters.
- Places that do not have a signboard prohibiting use permanently or temporarily, such as temporary event areas, whether or not there is a signboard or ground marking permitting use.
- Places that do not have a signboard or ground markings on the paths and places that indicate that they are safe and permitted for use.

The following table shows the paths for bicycles, electric bicycles and scooters that are permitted and not permitted for use under the “Guide to Technical Requirements for the Safe Use of Bicycles, Electric Bicycles and Scooters in the Emirate of Abu Dhabi.”



Skateboards
powered by
foot

Scooters
powered by
foot

Electric
bicycles

Bicycles

| | | | | |
|--|-----|-----|-----|-----|
| Closed spaces | Yes | Yes | No | No |
| Bicycle and electric paths (for bicycles, electric bikes and scooters) | Yes | Yes | Yes | Yes |

| | | | | |
|---|--|-----|-----|-----|
| Paths and sidewalks: networked (pedestrians, bicycles, electric bikes and scooters) | Yes | Yes | Yes | Yes |
| Pedestrian and jogging paths (for jogging and cycling only) | No | No | No | No |
| Internal roads (roads radius 40 km/h or less) | Yes | Yes | Yes | Yes |
| Secondary and main roads (roads speed is 60 km/h or more) | No Except athletes authorized by Abu Dhabi Police | No | No | No |
| Closed spaces such as parks | Yes | Yes | Yes | Yes |

iii. Signage and Ground Signs

To learn about the specifications of the signage and ground markings for bicycles, Electric Bicycles, scooters, and micro-mobility vehicles, the following guidelines are available on the Abu Dhabi Quality and Conformity (“QCC”) website and are approved at the Emirate level:

- Standard Drawings for Road Projects, TR-541, PART 1, Geometric Details.
- Standard Construction Specifications for Road Works.

The (ITC) assesses the conditions of the available paths, places and infrastructure of the right of way, studies the mobility conditions and safety requirements, works to identify authorized and unauthorized paths and develop appropriate solutions to the technical requirements, standards and specifications for the design and implementation of



signage, ground markings in line with the location and the requirements of the concerned authorities.

Abu Dhabi's Municipalities are also implementing projects to erect and upgrade signage and ground markings for bicycle, Electric Bicycle and scooter trails, as well as maintenance and removal operations in accordance with the technical conditions, standards and specifications specified by the ITC and approved in the Guideline and other guides.

iv. Bicycle, Electric Bicycle, and Scooter Parking Lots

- The ITC, in cooperation with the concerned authorities and service providers, is working on providing special parking lots for bicycles, Electric Bicycles, and scooters. This is to improve safety and preserve the public appearance of the Emirate. It is also working on installing micro-mobility vehicle parking lots near public transport stations and intersections in order to enhance the integration of first and last mile trips to and from public transportation.
- The Operator adheres to the Operational Requirements of the ITC, which ensures the activation of the Operator's role in supporting the efforts of the ITC and the concerned authorities in providing a parking network for bicycles, Electric Bicycles and scooters, and spreading awareness among users about proper parking practices.
- The Rider and Operator shall incur legal violations that fall within the Schedule of Administrative Violations for Individuals and Establishments under the Regulation on Organizing the Use of Bicycles in the Emirate of Abu Dhabi Administrative Decision No. (21) of 2022 in case of non-compliance with the authorized parking spaces and the related regulatory requirements approved in the Guide.



1. Authorized Parking Spaces

Authorized parking lots and spaces for bicycles, Electric Bicycles, and scooters come in many varieties:

- Parking lots that are marked with signs and/or markings on the ground.
- Bicycle racks or racks.
- Lockers and enclosed structures.
- Virtual parking lots marked by signs on websites and digital applications.

Bicycles, Electric Bicycles and scooters should be parked in a stable position, using their kick stand so that they remain stable in their location and do not fall or pose an obstacle or danger on the road, in authorized places of use whenever possible, and ensure that they do not obstruct the road or park in a way that distorts the appearance of the city if authorized places are not available, in contrast to unauthorized places of use, and users are encouraged to remove personal property and equipment (such as helmets) and use a lock or equivalent means to fix and secure private bicycles.

2. Unauthorized Parking Spaces

Riders of authorized bicycles, Electric Bicycles and scooters, whether for personal use, for delivery or rental services, are prohibited from parking in the following places:

- Crossings, pedestrian walkways, entrances and egresses for major buildings such as: bus stations, hospitals, event and celebration areas.
- Fastening bicycles, Electric Bicycles, and scooters to poles, fences, trees, or other street facilities.

- Designated parking lots for specific categories such as: People of determination, motorcycles and other vehicles.
- Places where there are signs prohibiting the parking of bicycles, Electric Bicycles and scooters.

d. Road Driving

i. Micro-mobility Vehicles - Bicycles, Electric Bicycles and Scooters

- **Internal Roads at 40 k/h and less**

Bicycles, Electric Bicycles, scooters and mini-mobility vehicles are generally allowed to be ridden on authorized internal roads with a speed of 40 km/h and below.

- **Secondary and Tertiary Roads at 60 k/h and more**



Groups of cyclists are authorized to ride for training purposes upon a permit issued by Abu Dhabi Police under the “Online Road Permit Service for Amateur Cyclists”, subject to all conditions and requirements of the permit.

Tourist groups wishing to organize group road trips using one of the of micro-mobility - bicycles, Electric Bicycles and scooters - should formally approach the ITC to request a permit for such trips.

ii. Medium Mobility Vehicles and Motorcycles

The following table shows the authorized routes for bicycles, Electric Bicycles and scooters:



| Type of Track / Classification | Sidewalks, Paths, and authorized Spaces for Bicycles, Electric Bicycles, and Scooters | Internal Roads (road speed 40 km/h or less) | Secondary and Tertiary roads (road speed 60 km/h and above) |
|--|---|---|---|
| Medium mobility vehicles  | authorized - prohibited to be used and not registered by the Abu Dhabi GHQ. | | |
| Registered Motorcycles  | No | Yes | Yes |

e. Fines

The Bylaw regulating the use of bicycles in the Emirate of Abu Dhabi, Administrative Decision No. (21) of 2022, contains Schedules of Violations and Administrative Fines for Riders and Establishments (Operators).

i. Violations related to non-compliance with instructions, guidelines and safety standards

The failure of users of bicycles, electric bicycles, scooters and authorized mini-mobility vehicles, whether for personal use, delivery services or driving rental services, to comply with the guidelines and safety standards listed below falls under violation item No. (2) listed in the Schedule of Violations and Administrative Penalties for Users under the Regulation on Organizing the Use of Bicycles in the Emirate of Abu Dhabi Administrative Decision No. (21) of 2022, for which the fine is set at AED 200 for each violation, and includes the following:

- Driving on roads with a speed of 60 km/h or more without prior authorization.
- Failure to comply with the safety standards and requirements set by the concerned authorities and the instructions contained in traffic signs and guidance.
- Not wearing a protective helmet while driving and a reflective vest or clothing.
- Not parking the bike in the designated areas and leaving it in a way that hinders the movement of vehicles or pedestrians.
- Fixing the bike to traffic light poles or lampposts.
- Not leaving enough safety distance between him and other bicycles in the front and between him and vehicles or pedestrians.
- Failure to give traffic priority to pedestrians and dismount at restricted areas and pedestrian crossings.
- Carrying another rider unless the bicycle (only) is equipped with all the manufacturer's authorized equipment.
- Carrying another rider when operating electric and foot-propelled scooters.
- Loading up a bike that could cause it to become unbalanced.



- Engaging in actions that may cause danger to the life and safety of the driver and others.
- Using an alarm or recorder in a way that causes noise or annoyance to others.
- Using a cell phone or other distractions while riding.
- Wearing headphones that isolate ambient sounds when riding.
- Reverse riding.
- Riding 20 km/h over the speed limit.
- Failure to reduce speed at road entrances and exits and pedestrian crosswalks.
- Riding in hazardous weather conditions and zero visibility.
- Holding onto any moving vehicle or trailer while using bicycles, Electric Bicycles, and scooters.
- Failure to stop at least five meters away from school buses when they stop.

ii. Violations related to the use of bicycles that contravene the approved technical specifications

The use of bicycles, Electric Bicycles and scooters, whether owned or rented, that violate the technical specifications and requirements listed below falls under the violation item No. (3) included in the Schedule of Administrative Violations and Fines for Users under the Regulation on Organizing the Use of Bicycles in the Emirate of Abu Dhabi Administrative Decision No. (21) of 2022, the fine for which is set at AED 200 for each violation and includes the following:

- Using bicycles that violate approved technical specifications*.
- Failure to install a steering wheel beeper.

- Failure to install a visible white light bulb to the right and a red light bulb that can be illuminated at night at the rear, connected to the brakes, reflecting light to the right and left.
- No brakes on the rear wheels of the bike.
- Using invalid and loose tires on the bike.
- Failure to stabilize and tighten bike cables and parts.
- Modifying or increasing the torque on bicycles, Electric Bicycles, and scooters beyond the manufacturer's specifications.

* Please refer to the Micro-Mobility Vehicles - Bicycles, Electric Bicycles and Scooters Specifications Section and the General Technical Requirements Section.

iii. Violations related to trails and places where bicycles are not allowed

The failure of the Rider to use bicycles, Electric Bicycles and scooters for personal or rented use in the trails and places authorized for their use falls under violation (4) contained in the Schedule of Administrative Violations and Fines for the User under the Regulation on Organizing the Use of Bicycles in the Emirate of Abu Dhabi - Administrative Decision No. 21 of 2022, the fine for which is set at AED 500 for each violation, and includes the following:

- Walking and jogging trails only
- Sidewalks unless their use is authorized by the ITC through signage or pavement markings.
- Secondary and tertiary roads with a road speed of 60 km/h and above, except for groups with a permit under the requirements of the ITC and the Abu Dhabi Police General Headquarters.
- Bridges and tunnels that do not have a dedicated path for bicycles, Electric Bicycles and scooters.

- Places where there is a sign that permanently or temporarily prohibits use, such as temporary event areas, whether or not there is a sign or ground sign authorizing the use.

f. Shared Micro-Mobility Service Providers

Shared micro-mobility services (bicycle, Electric Bicycle and scooter rentals) in the Emirate of Abu Dhabi consists the following services:

- **Service Providers (bicycle, Electric Bicycle and scooter rentals) – Operator**

This service enables Operators who have a license to practice the activity of renting bicycles, Electric Bicycles and scooters in the Emirate of Abu Dhabi to manage the operations of the rental services of the fleet of bicycles, Electric Bicycles and scooters through the smart application by signing an operating concession agreement to provide the service in specific areas of the Emirate for a specific period of time. Therefore, the operator should refer to the general operating requirements available in the manual and contact the center directly to inquire about the requirements of the concession agreements, applicable contractual requirements and procedures.

- **Bicycles Service Providers (only) – Shops, Fixed Point of Rental, and App-based rental services**

The service enables companies, shop owners, rental points, and companies and owners of shops, rental points and app-based rental services that have a license to operate a bicycle rental business in the Emirate of Abu Dhabi to obtain bicycles rental permit according to the terms and conditions set out by the regulatory authority, and through registration on the portal affiliated with the ITC.

Companies and owners of shops, fixed rental points, and rental services via smart applications are required to apply for a permit to practice bicycle rental services by registering on the e-platform of

the ITC and fulfilling the general operating requirements and the detailed requirements included in the permit application.

It is not authorized to start practicing activities related to the rental of bicycles, Electric Bicycles and scooters in the Emirate only after obtaining a permit from the center by registering on the e-platform and fulfilling the requirements and conditions of the activity to be authorized in accordance with the terms and conditions applicable according to the type of service, whether for operators, shop owners, fixed rental points and rental services through smart applications.

i. General Operational Requirements

For practicing the activity, it is necessary to comply with the general requirements and detailed requirements that will be provided by the ITC for each of the operators, shops, fixed rental points and rental services through smart applications, each according to its competence, taking into account the applicable legislation and the regulations of Resolution No. 21 to legislate the use of bicycles in the Emirate of Abu Dhabi.

- Fulfilling all the conditions and requirements set by the Department of Municipalities and Transport's Administrative Decision No. 21 of 2022 on "Regulating the Use of Bicycles in the Emirate of Abu Dhabi" and the Abu Dhabi Guideline for the Safe Use of Bicycles, Electric Bicycles and Scooters.
- Registering on the ITC's e-platform to receive the necessary approvals and permits.
- Meeting the specifications, requirements and technical requirements for bicycles, electric bicycles and scooters as determined by the Center and the concerned authorities in this regard, as stated in Section (9.1).
- Compliance with the safety requirements in Section 9.2 of the Guidance, including age verification procedures as part of the user registration process.

- Integrate with ITC databases and agree on procedures for system connectivity and data exchange for the purpose of monitoring and managing your micro-mobility services while protecting user privacy and confidential information.
- Comply with the Concession Agreement or Operating Permit issued by the ITC and abide by all operating requirements and any other requirements set by the ITC, either at the beginning of the operating permit period or by agreement during the operating permit period.
- Complying with any special operating procedures and protocols provided by the ITC or other competent authorities, such as but not limited to extreme weather conditions, emergencies, special events or planned/unplanned maintenance/construction.
- Restrict the use of bicycles, Electric Bicycles and scooters except in the licensed activity and request a prior permit from the center in case of canceling the service or changing the number of bicycles, Electric Bicycles and scooters.
- Provide full insurance coverage for all bicycles, Electric Bicycles, scooters and Riders as specified in the Guide Clause (9.6.2) and according to any additional requirements provided by the ITC (Integrated Transportation Center).
- Develop and implement a regular maintenance plan for the bikes following the manufacturer's or supplier's instructions, including but not limited to updating and maintenance of wheels and tires, brakes, battery life and safety, lights and indicators, and chain.
- Ensure that the Rider complies with the requirements and safety standards clearly stated in the terms and conditions for the Rider to read and undertake to abide by them and not to rent the Electric Bicycle to a Rider under the legal age of 18 years and above or to a Rider on behalf of another Rider under the age of 18 years.

- Ensure that numbers and identification marks are clearly displayed at all times on all bicycles, Electric Bicycles and scooters according to the specifications approved by the ITC.
- Register in the Occupational Safety and Health Management System - Department of Municipalities and Transport according to the requirements of the Abu Dhabi Public Health Center within 30 days from the date of obtaining and/or renewing the license via the website:

<https://www.adphc.gov.ae/en/legislation>
- Submit periodic reports with a copy of the Abu Dhabi Emirate Occupational Safety and Health System report to the ITC, providing information on the causes of the accident, the extent of personal, material and environmental injuries, as well as corrective actions by the ITC to improve and prevent the recurrence of the accident.
- Provide visual safety messages in different languages that are prominently displayed in the app, website, and on the bikes (sticker or poster) including speed limits, authorized ages, how to use, important safety requirements and standards, and emergency contact information.
- Conduct training and awareness programs to educate Riders on the proper use and behavior of bicycles, Electric Bicycles, scooters, and micro-mobility vehicles.
- Provide a comprehensive plan to provide physical and virtual parking for bicycles, Electric Bicycles, and scooters in safe locations that ensure safety and connectivity to other modes of transportation and technological systems, providing real-time information about the estimated parking capacity by location. *
- Undertake not to house bicycles, Electric Bicycles and scooters except in the designated areas and commit to providing the operating plan for parking operations, rebalancing the distribution

of parked bicycles, and communicating with the user to ensure correct parking practices. * *

- Bike parts such as tires, brake system, battery specifications, tracking system hardware, etc. should be functional and suitable for the UAE weather. ***
- The bike should have a nameplate showing the manufacturer's name and providing technical standards related to battery specifications, electrical components, power management and maximum battery voltage. *
- Keeping pace with the latest technology and working to develop innovative solutions in the design and specifications of the bikes and the service's smart application that contribute to reducing the carbon footprint in line with sustainability goals, such as the interchangeable battery and energy storage technology that minimizes downtime interchangeable battery and energy storage technology that minimizes downtime, provides efficient services and promotes low energy use.
- Bicycles should be equipped with the latest GPS technology with high accuracy and technologies related to tracking and management operations and updated according to modern industry standards to control the speed of the bike, stop or lock it, or locate it remotely with a 30-second update of the GPS site to ensure accuracy. *
- The bike should have a safe battery charging and monitoring system to minimize the risk of fire or explosion. *

* Applies only to Service Providers of rental of bicycles, Electric Bicycles, and scooters.

** Rebalancing the distribution of Electric Bicycles and scooters applies to bicycle, electric bicycle and scooter rental services only

ii. Insurance Requirements

The insurance requirements apply to service providers, operators, shops, fixed rental points, and rental services via smart applications, covering all types of bicycles, electric bicycles, scooters, and mobility vehicles and their users.

This insurance shall cover direct loss or damage to the micro-mobility vehicles themselves in the event of an accident as well as users in the event of injury or death, in addition to third-party liability insurance for death, injury, loss, or damage that users of the service may cause to other users of the roadway, infrastructure, property, or other assets.

Insurance requirements include the following:

- Service providers, operators, shops, fixed rental points and app-based rental services shall provide proof (and update as required) to the ITC that they have adequate insurance that covers the service users, their entire fleet and all aspects and risks of their operations
- The insurance should be with an authorized company in the UAE and cover all acceptable combinations of road traffic accidents, accidents between micro-mobility vehicles and pedestrians, and other operational risks, such as battery fires or explosions.
- A report on the registered insurance cases and supporting evidence should be provided showing the insurance procedures followed for each case, especially if it involves death, injury, damage, or loss to third parties.
- Careful arrangements should be in place to deal with uninsured incidents and ensure that the user is made aware of situations that are not covered by insurance and is exposed to the costs of accidents.

Owners of bicycles, Electric Bicycles, scooters and private micro-mobility vehicles are not required to have insurance for their bicycles, and the user assumes full responsibility and damage in the event of an accident.



iii. Data Protection and Security

Shared micro-mobility service providers, operators, shops, fixed rental points, and app-based rental services must develop, adopt, and implement procedures to maintain the confidentiality, privacy, and protection of information of users of bicycles, electric bicycles, scooters, and authorized micro-mobility vehicles, whether for personal use, delivery services, or rental services, at all times, in compliance with the requirements of the Integrated Transportation Center and all relevant federal laws and regulations. This system shall:



- Comply with the contractual requirements of the Center's service authorization requirements, industry standards, and local laws regarding data privacy and data protection.
- Restrictions on the collection, storage or use of any personal data or personally identifiable information of users are set out in the guidelines issued by the UAE Data Bureau under the UAE Personal Data Protection Law.
- Trip data can become personally identifiable information, especially when combined with other data sources, and should be treated as such in regulation and practice.
- Specifies when personal data and personally identifiable information can be used directly by exception, for example for the

purposes of enforcing the terms and conditions of operation, laws, and regulations.

- Set up a system for retention, use and retransfer of records and collected data, who has access to the data and penalties in case of data breach for the purpose of data quality management and to determine methods of data aggregation (to maintain anonymity) for project-specific purposes.
- Periodically updates its data ecosystem and practices to include modern digital security methods, storage, access, retention and deletion protocols, data breach plans, and cybersecurity insurance, reflecting best practices and guidelines as required by the UAE Data Bureau.

Shared micro-mobility service providers consisting of bicycle, electric and scooter rental operators must provide the ITC with dated (real-time) data to allow them to continuously monitor and analyze the agreed aspects of the use of bicycles and shared micro-mobility vehicles. This data should be at a level of detail and frequency that allows for accurate determination of compliance with activity permit and operational requirements, evaluation of system performance and impact, answering planning and regulatory questions, and supporting third-party consultancy and research studies commissioned by the Department of Municipalities and Transport or the ITC.

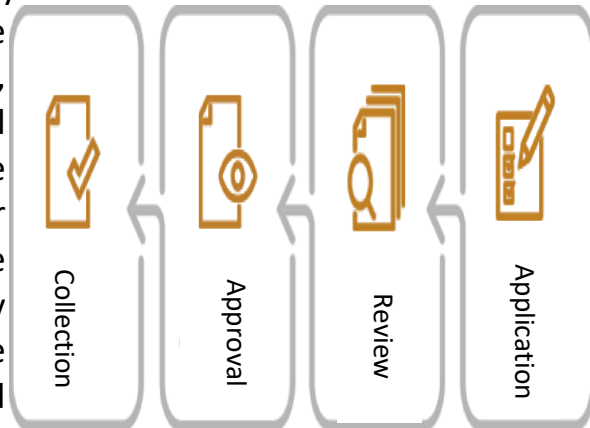
Bicycle rental service providers, including shop owners, fixed rental points, and app-based rentals, are required to periodically submit documented reports on bicycle usage information and related data when requested by the ITC.

The ITC has the right to suspend or revoke the activity permits of operators that provide incomplete or inaccurate data, such as under or over the total number of vehicles in service or the start and destination of trips.

The ITC is also authorized to commission a third party to conduct audits of micro-mobility vehicles and users at any time to verify the data shared by the operators.

g. Requirements for Registering on ITC's E-platform

The practice of shared micro-mobility services activities by service providers represented by operators, shops, fixed rental points and rental services via smart applications in the Emirate is only authorized after obtaining a permit from the Integrated Transport Center by registering on the Center's online platform and fulfilling the required requirements and conditions for practicing the activity.



The applicant is granted a license to practice the activity according to the following terms and conditions:

- The establishment/company should have an activity licensed by the Department of Economic Development in Abu Dhabi.
- The facility/company must be registered in the ITC's Service System.
- Obtaining approvals from the relevant authorities according to the activity when required.
- Register on the ITC's e-platform to apply for the activity.
- Comply with the instructions and conditions set forth in the Abu Dhabi Bicycle Regulations.
- Ensure that micro-mobility devices conform to the specifications, requirements and technical requirements as specified in the Abu

Dhabi Guideline for the Safe Use of Bicycles, Electric Bicycles and Scooters.

- Provide a contact number for users to report any emergencies during the rental period.
- Provide safety conditions and instructions for driving and using micro-mobility devices as determined by the ITC.
- Not to start practicing the activity until the permit is obtained.
- Permit extension or reissuance is allowed only after payment of transaction fees/removal of fines incurred during the operational period.
- This permit shall be deemed invalid if the commercial license of the establishment/company expires within the said period specified in the permit.
- The Center may suspend or revoke the permit if any of the requirements and conditions prescribed by the applicable decisions are not met, if the data submitted to obtain the permit is proven to be incorrect, or if the violations are not paid within a period of six months from the date of issuance of the violation.
- Pledge to abide by and not violate the terms and conditions of practicing the activity.

10. References

- Administrative Decision of the Department of Municipalities and Transport No. 21 of 2022 on “Regulating the Use of Bicycles in the Emirate of Abu Dhabi”.
- Department of Municipalities and Transport Decision No. 87 of 2022 on “Technical Guidelines for the Safe Use of Bicycles and Electric Bicycles in the Emirate of Abu Dhabi”.
- Abu Dhabi Guideline for the Safe Use of Bicycles, Electric Bicycles and Scooters - 2022.
- Traffic Law (Abu Dhabi Police General Headquarters).

Integrated Micro-Mobility Study in Abu Dhabi - Recommendations for Implementing Regulations - ITC 2022”.