



**Subject:**  
**Date:**



Re: In the matter of Fatima Abukar ( [REDACTED] ) Regulation 28 (Preventing Future Deaths) report  
09 February 2023 14:35:35

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Dear Graeme Irvine, Senior Coroner, for the coroner area of East London

Onboards is deeply sorry to hear what has happened to Ms Abukar in this unfortunately incident

onBoards, as a company, proactively promote safety among our customers, electric bicycles and scooters users

Below please find a list of measurements we have in place in order to inform clients and users about how to maximise safety while riding these products

1. We have helmets displayed among our bikes and scooters in order to bring awareness of the use of such products
2. We offer discount in helmets when they are bought together with bikes and scooters
3. When liaising with clients in our shop we encourage the use of helmets and high vests clothing and try to bring awareness of the importance of using such safety devices
4. All our lifestyle pictures in our website and social media have riders always appear wearing helmets
5. We do not sell electric scooters to persons under 18 years old
6. In the scooters section of our shop we have displayed a sign that explicitly mentions the illegality of using electric scooter that are not from rental companies in public roads
7. All invoices specifically mentions the illegality of using private electric scooters in public roads, footpaths and cycle lanes
8. The footer of all our web pages includes the same disclaimer

Although no effort is enough to assure safety among rides, we are committed to always do as much as possible in order to bring awareness, inform and promote safety

Should you consider that other measures should be in place please let us know as we are always willing to collaborate and improve safety

Regards

[REDACTED]

Director of OnBoards

[REDACTED]

[REDACTED]