

1. Our commitment

At Bolt, we are committed to building products and services that are inclusive, intuitive, and accessible to everyone. This commitment applies across all of our services, including rides, rentals, and food delivery.

We recognise that accessibility is a legal, ethical, and product imperative. Our goal is to ensure that every person — whether a rider, driver, courier, merchant, or member of the general public — can access and benefit from our platform independently and with dignity.

2. Compliance status

Bolt is actively working to improve the accessibility of its digital services. We aim for compliance with the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA and the harmonised European standard EN 301 549, as referenced by the European Accessibility Act (EAA), the Americans with Disabilities Act (ADA), and other national laws, where applicable. We consider these standards in the design and development of our mobile apps, websites, and other digital interfaces.

Based on our internal audits, our primary mobile apps (Bolt and Bolt Food) currently partially conform with WCAG 2.1 Level AA / EN 301 549. This means that, while we have made progress, some parts of the user experience do not fully conform to the accessibility standard yet.

3. Non-accessible content

We are aware of the following areas where our mobile apps do not yet fully meet WCAG 2.1 Level AA / EN 301 549 standards:

- a. Dynamic text resizing: While this is supported on the Bolt app for Android, it is not yet fully enabled on the Bolt app for iOS. The status of this feature in the Bolt Food app is currently under review.
- b. Colour contrast: While our design system's colour theme meets WCAG contrast requirements, these updates have not yet been fully applied across all screens and elements within the Bolt and Bolt Food apps. Some text and visual elements may therefore have insufficient contrast.
- c. Screen reader support: While basic support exists, full compatibility with screen readers (e.g., VoiceOver on iOS and TalkBack on Android) across all features, workflows, and interactive elements in the Bolt and Bolt Food apps is still under development. Some elements may not be properly announced, navigable, or operable using screen readers.

4. Accessible alternatives

We are working to resolve the issues listed above. In the meantime, if you encounter difficulties accessing specific information or functionality within our apps, please contact our support team. We will do our best to provide assistance or alternative means of accessing the service or information required.

5. Measures taken to improve accessibility

Bolt is actively working on improvements and has taken the following steps to enhance accessibility:

- a. Conducted internal accessibility audits of our mobile apps
- b. Developed and deployed tooling and guidelines for our design and development teams to ensure accessibility requirements (including colour contrast and screen reader compatibility) are

considered from the design phase onwards

- c. Implemented support for features like dynamic text sizing
- d. Prioritised fixes for identified accessibility barriers, including screen reader compatibility issues
- e. Worked to raise awareness and provided training on accessibility for our product, design, engineering, and support staff
- f. Integrated accessibility considerations into our development workflows and governance frameworks

6. Feedback, complaints, and contract information

We welcome feedback from anyone using our platform. If you experience a barrier or have suggestions for how we can improve accessibility, please reach out to us at:

Email: notices@bolt.eu

Mail: Bolt Accessibility Team, Vana-Lõuna 15, Tallinn 10134 Estonia

We aim to acknowledge all accessibility-related queries within five business days and will take appropriate action based on the nature of the request.

This digital accessibility statement is prepared in accordance with the requirements of Directive (EU) 2019/882 and EN 301 549. The services listed are partially compliant with these standards due to the non-conformities outlined above. This statement will be reviewed and updated as our services, standards, and legal requirements evolve.

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