

1. Introduction

Bolt is a technology platform that connects independent drivers with passengers. Drivers using the Bolt platform are expected to maintain high standards of safety, professionalism, and ethical conduct. As per Paragraph F(i) of APAD (Agensi Pengangkutan Awam Darat) Guidelines No. 3/2018, this Code of Ethics sets out platform usage guidelines to ensure a safe and positive experience for all platform users. Drivers remain independent service providers, responsible for complying with all applicable legal, regulatory requirements and industry standards.

2. Compliance with Laws and Regulations

Drivers are responsible for complying with all relevant local, national, and international laws governing transportation, safety, and business operations. This includes:

- Holding and maintaining a valid driver's license, vehicle permit, and insurance as required by law.
- Ensuring their vehicle meets roadworthiness and safety requirements, including compliance with APAD safety standards in Malaysia.
- Operating only in areas where ride-hailing services are legally permitted.
- Adhering to any tax and business registration requirements applicable to independent service providers.
- Ensuring compliance with the Code of Ethics for Drivers of Public Service Vehicles in the Taxi, Rental Car, Luxury Taxi, and E-Hailing Categories as set out in the Driver Training Program Trainee Handbook, a copy of which is available on APAD's website https://www.jpj.gov.my/en/web/main-site/pemandu-en/-/knowledge_base/driver/e-hailing

3. Safety and Security

Drivers must prioritize safety for themselves, passengers, and other road users. This includes:

- Driving in accordance with traffic laws, speed limits, and local transportation regulations.
- Keeping the vehicle in good working condition and conducting regular safety checks.
- Never driving under the influence of alcohol, drugs, or substances that impair driving ability.
- Refraining from smoking or vaping during trips.
- Encouraging passengers to wear seatbelts, where required by law.
- Following all safety-related platform features, including emergency assistance tools in the Bolt app.
- Respecting passenger privacy and not recording or photographing passengers without consent.

Accident or Emergency Situations

If an accident or safety incident occurs:

- Ensure the safety of all passengers and seek medical assistance if needed.
- Report the incident to local authorities if required.

4. Professionalism and Respect

Drivers using the Bolt platform are expected to maintain professional and respectful interactions with passengers. This includes:

- Treating all passengers with courtesy and professionalism.
- Avoiding discrimination or harassment based on race, gender, religion, nationality, disability, or sexual orientation.
- Using appropriate and respectful language when communicating with passengers.
- Not engaging in personal conversations that may make passengers uncomfortable.

- Respecting personal boundaries and avoiding unnecessary physical contact.

Prohibited Conduct

- Refusing service to passengers based on their race, gender, religion, or other legally protected characteristics.
- Engaging in arguments, political discussions, or unsolicited personal conversations.
- Asking for a passenger's contact information for personal reasons.

5. Fair and Honest Business Practices

To ensure transparency and fairness, drivers must:

- Charge only the fares presented in the Bolt app.
- Accurately complete trips and follow the best route, unless the passenger requests otherwise.
- Avoid fraudulent practices, such as:
 - Manipulating fares or falsely claiming a trip was completed.
 - Forcing passengers to cancel a trip to avoid penalties.
 - Making unauthorized stops or detours.
 - Request direct payments from passengers outside the Bolt platform.

Prohibited Fraudulent Conduct

- Using fake GPS applications or software to manipulate ride locations.
- Colluding with passengers to generate fraudulent transactions.
- Creating multiple driver accounts or sharing accounts with others.

6. Zero Tolerance for Violence and Misconduct

Bolt enforces a zero-tolerance policy for:

- Physical violence, threats, or intimidation against passengers, other drivers, or Bolt representatives.
- Sexual harassment, inappropriate comments, or verbal abuse.
- Actions that compromise passenger safety, including reckless driving or unsafe behavior.

7. Responsible Use of the Bolt Platform

To maintain the security and integrity of the Bolt platform, drivers must not:

- Decompile, reverse engineer, or attempt to access the source code of the Bolt App or Driver Account.
- Modify or use altered versions of the Bolt App or Driver Account.
- Transmit malware, viruses, or corrupted files that could damage the Bolt platform.
- Attempt to gain unauthorized access to the Bolt App or other Bolt services.
- Share, transfer, or assign their driver account to another person.
- Engage in any activity that disrupts, manipulates, or interferes with the proper functioning of the Bolt platform.

8. Consequences of Violations

Bolt reserves the right to take appropriate action for violations of this Code, including:

- Warnings or temporary suspensions for minor infractions.
- Permanent deactivation for serious violations, such as fraud, violence, or safety risks.
- Reporting violations to relevant authorities, where legally required.

Bolt may, at its discretion, investigate reported violations and take appropriate action based on the severity of the offense.

9. Reporting Concerns

Drivers can report safety concerns, fraudulent activities, or violations of this Code through Bolt's designated support channels. Bolt ensures confidentiality in handling reports and does not tolerate retaliation against those who report violations in good faith.

10. Acknowledgment

By using the Bolt platform, drivers acknowledge and agree to comply with this Code of Ethics.