

CHILD SAFETY POLICY (UK)

This policy sets out Bolt's Best Practice approach towards the safeguarding of Children in the United Kingdom.

Key Sections:

- *The purpose of this policy (Section 2)*
- *Bolt's expectations of Customers (Section 3)*
- *Bolt's expectations of Service Providers (Section 4)*

1. Policy Definitions

Throughout this policy, some words and phrases are capitalised. This means that they have the defined meanings set out below:

- 1.1. **Best Practice** means the way Bolt chooses to operate its business for the protection of Children within the United Kingdom.
- 1.2. **Bolt** means Bolt Services UK Limited (a limited company incorporated and registered in the United Kingdom with company number 11063356, having its registered office at Leather Market, Unit J, Taper Studios, 175 Long Lane, London, SE1 4GT).
- 1.3. **Bolt Platform** means the technology platform(s) provided by Bolt.
- 1.4. **Child / Children** means one or more persons under the age of 18 as defined by the United Nations Convention on the Rights of the Child (UNCRC) which is ratified in the United Kingdom.
- 1.5. **Customer** means a Bolt Platform user who accesses the Bolt Platform in order to request services including transportation services.
- 1.6. **Journey** means transportation services arranged via the Bolt Platform.
- 1.7. **Responsible Adult** means an adult over the age of 18 that is a relative or guardian of the relevant Child.
- 1.8. **Service Provider** means a Bolt Platform user who, pursuant to their contract with Bolt, accesses the Bolt Platform in order to provide services including transportation services.

2. Purpose

- 2.1. The purpose of this policy is:
 - 2.1.1. to remind Customers they are responsible for the continued security and safety of any Child that is transported by services arranged via the Bolt Platform; and
 - 2.1.2. to remind Service Providers that they are expected to uphold Bolt's Best Practice approach to the safeguarding of Children.
- 2.2. Bolt considers that any attempted use of the Bolt Platform for the transportation of unaccompanied Children falls below its Best Practice approach to safeguarding Children and that such activity puts Children, Customers and Service Providers at risk of compromised safety and comfort.
- 2.3. In accordance with Bolt's Best Practice approach, Customers and Service Providers must comply with this policy at all times.

3. Expectations of Customers

In accordance with Bolt's Best Practice approach:

- 3.1. Customers should not attempt to use the Bolt Platform for the transport of any Child that is not accompanied by a Responsible Adult unless:
 - 3.1.1. the Child is in danger; or
 - 3.1.2. there are other serious circumstances (such as an emergency) that necessitate the transport of the Child.
- 3.2. Customers are advised that:
 - 3.2.1. a Service Provider may (at their discretion) refuse to provide a Journey if the Service Provider believe that doing so would be contrary to this Child Safety Policy and/or place a Child in danger;

3.2.2. any Customer that attempts to use the Bolt Platform for the transport of any Child will be responsible for the continued security and safety of the Child and therefore the Customer should take all necessary precautions to ensure the safety and comfort of the relevant Child at all times (including before and after any relevant Journey and in circumstances where a Journey is refused by a Service Provider);

3.2.3. Customers should contact emergency services directly and without delay in circumstances where there is concern for the immediate safety of a Child or any other person; and

3.2.4. Customers should contact Bolt as soon as it is safe to do so if there has been a failure to comply with this policy.

3.3. A Customer's access to the Bolt Platform may be suspended or terminated if Bolt determines (at its discretion) that there has been a failure to comply with this policy.

4. Expectations of Service Providers

In accordance with Bolt's Best Practice approach:

4.1. Service Providers should not allow the transport of any Child via Journeys unless:

4.1.1. the Child is accompanied by an adult that the Service Provider believes is a Responsible Adult; or

4.1.2. the relevant Service Provider believes that:

4.1.2.1. the Child is in danger; or

4.1.2.2. there are other serious circumstances (such as an emergency) that the Service Provider believes necessitates the transport of the Child.

4.2. Service Providers are advised that:

4.2.1 a Service Provider may (at their discretion) refuse to provide a Journey if the Service Provider believes that doing so would be contrary to this policy and/or place a Child in danger;

4.2.2. Service Providers should contact emergency services directly and without delay in circumstances where there is concern for the immediate safety of a Child or any other person;

4.2.3. Service Providers are responsible for ensuring that all persons associated with their Bolt Platform account comply with this policy;

4.2.4. Service Providers should contact Bolt as soon as it is safe to do so if there has been a failure to comply with this policy.

4.3. A Service Provider's access to the Bolt Platform may be suspended or terminated if Bolt determines (at its discretion) that there has been a failure to comply with this policy.

5. Updates to Bolt's Child Safety Policy

Bolt reserves the right to update this policy and all processes relating to it from time to time to ensure and/or improve its Best Practice.

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