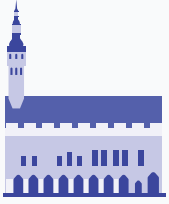


Bolt Scooter Safety Pledge

As a partner to cities, we pledge to embed the following principles into Bolt's global scooter operations.

Our aim is to support city efforts to achieve Vision Zero – the elimination of all traffic fatalities and severe injuries.





01 Deep partnership with cities

It is critical for shared scooter operators and cities to work together in establishing the infrastructure, regulations, and other initiatives needed to unlock the full potential of shared scooters as a safe and sustainable urban transport option.

We pledge to work in mutual partnership with cities through transparent two-way dialogue to understand the challenges and concerns related to scooter safety, share learnings and best practices, and identify and implement solutions together.

We will openly communicate with city partners on safety data, infrastructure needs such as protected micromobility lanes, regulations such as speed limits and parking rules, and the establishment of operational zones like slow-speed and no-go areas.

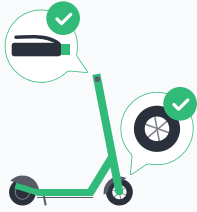


02 Effective rider education

Because shared scooters are still a new form of transportation, it is critical for operators to educate users and other members of the public about safety issues related to scooters.

We pledge to offer riders educational materials in person, through our app and website, and through public campaigns, providing them with the knowledge they need to keep themselves and other road users safe.

We will provide users with information on national and local regulations, as well as safety training through the Bolt app and in person. Where possible, our education will be implemented in partnership with relevant experts. Within our app, this includes safety features such as Bolt's industry-first Beginner Mode (reduced speeds for new users), rider scores, tandem riding prevention, and parking verification, all of which can help users adopt safe riding habits and also refine our educational materials.



03 Safe vehicles on the road

Safe and durable scooter design, combined with regular and high-quality maintenance, are fundamental to maximizing the safety and lifespan of shared scooters.

We pledge to only put safe scooters on the road by exceeding EU-wide vehicle standards, placing responsible limits on scooter speeds, conducting inspections on a weekly basis at minimum, and immediately removing from circulation all scooters that require maintenance.

In addition to meeting EU standards (EN 17128), our scooters will be certified to exceed more stringent national-level requirements at a country level. Maintenance checks will continue to be conducted on a biweekly and biannual basis, as well as in response to on-board self-diagnostic sensors, end-of-ride feedback from users, and customer service reports.



04 Preventing intoxicated riding

A wide range of independent studies demonstrate that rider intoxication is a key driver of scooter-related injuries.

We pledge to combat intoxicated scooter riding through a range of initiatives that provide deterrence, disincentives, and education.

We will continue to implement and refine our drunk driving prevention feature, public campaigns, in-person and in-app education, and incentives to use alternative transport modes.



05 Preserving public space

The use of shared scooters can help to reclaim public space by reducing the need for private cars. To do so successfully, it is essential to ensure proper scooter parking, which will keep public space accessible for all and minimize the chances of safety incidents involving badly parked scooters.

We pledge to work in partnership with cities to develop and implement location-specific parking rules as well as automated solutions to deter improper scooter parking and educate users on how to park appropriately.

This includes user education, our AI-based parking verification feature, fast local response to reports of improperly parked scooters, and the use of charging docks and other infrastructure for scooter charging and parking.



06 Protecting vulnerable groups

In order for shared scooters to provide sustainable and equitable benefits to cities, it is crucial to ensure that they do not negatively impact vulnerable groups, such as people with disabilities or people with visual impairment.

We pledge to work in collaboration with organizations representing disadvantaged groups as well as cities to identify and implement solutions that protect vulnerable people from dangerous scooter riding and improper parking.

This includes public education campaigns as well as partnerships with organizations representing disadvantaged groups that lead to new features and initiatives focused on the protection of vulnerable groups, such as the scooter ambient sound feature that is currently being rolled out. Additionally, this includes existing initiatives such as AI verification of parking photos, manual parking correction, and the deployment of Bolt charging docs.



07 Safety data collection and transparency

Today, publicly available scooter incident data is still limited and is often gathered using inconsistent methodologies and data classifications. This is true across shared scooter operators, independent research institutions, and agencies such as police and hospitals.

We pledge to continually refine our safety data collection methods using all available tools, while also improving data transparency so that cities and the public can have an evidence-based understanding of scooter safety metrics.

We will collaborate with researchers and other operators to reasonably share data intended to improve scooter safety understanding and performance, and advocate for common data reporting standards for shared and privately owned scooters. We will continue to refine our existing data collection methods, such as through user reports, and will also apply new data collection tools such as insurance claims data and our collision detection feature that is currently under development. Relevant data and results will be shared through our annual safety report.



08 Staff and warehouse safety

For Bolt to be a reliable and trusted partner to cities, it is vital to protect the safety of local Bolt staff and their workplaces.

We pledge to implement procedures that minimize the safety risks faced by our staff and the local communities where we operate warehouses, with a particular focus on the safe management of scooter batteries.

We will continue to develop and implement standard operating procedures for the prevention and response related to workplace safety incidents, as well as processes that govern battery handling, charging, repair, recycling, and disposal.



09 Continuous safety improvement

Supporting city efforts toward achieving Vision Zero will require a continuous process of evaluation and improvement.

We pledge to prioritize the safety of our riders and other road users in all aspects of our work, continually evaluate our performance, identify areas of strength and weakness, and take action to address any gaps.

We have a wide range of solutions in place to address the most pressing scooter safety issues, but we will continue to refine these initiatives while also seeking new avenues to improve safety based on data, evidence, and feedback from cities and riders.



Safety is an indispensable piece of Bolt's mission to re-shape urban transportation.

To continue building trust with cities and our users, we promise to be measured by these pledges using concrete indicators. Results will be shared at least once per year through our annual Safety Report.

Bolt