

CHILD SAFETY POLICY (CA)

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Last Updated: 07 November 2024

This policy sets out HOPP Canada's Best Practice approach towards the safeguarding of Children in Canada.

Key Sections:

- *The purpose of this policy (Section 2)*
- *HOPP Canada's expectations of Customers (Section 3)*
- *HOPP Canada'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 HOPP Canada chooses to operate its business for the protection of Children within Canada.

1.4. **Child / Children** means one or more persons under the age of majority.

1.5. **Customer** means a HOPP Platform user who accesses the HOPP Platform in order to request services, including transportation services.

1.2. **HOPP Canada** means Bolt Services CA Inc. (an Ontario corporation registered in Ontario, Canada, with Ontario corporation number 1000767984, operating under the trading name HOPP).

1.3. **HOPP Platform** means the technology platform(s) provided by HOPP Canada.

1.6. **Transportation Services** means transportation services arranged via the HOPP Platform.

1.7. **Responsible Adult** means an adult over the age of majority that is a relative or guardian of the relevant Child.

1.8. **Service Provider** means a HOPP Platform user who, pursuant to their contract with HOPP Canada, accesses the HOPP 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 HOPP Platform; and

2.1.2. to remind Service Providers that they are expected to uphold HOPP Canada's Best Practice approach to the safeguarding of Children.

2.2. HOPP Canada considers that any attempted use of the HOPP 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 HOPP Canada's Best Practice approach, Customers and Service Providers must comply with this policy at all times.

3. Expectations of Customers

In accordance with HOPP Canada's Best Practice approach:

3.1. Customers should not attempt to use the HOPP 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 Transportation Services if the Service Provider believes 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 HOPP 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 Transportation Service and in circumstances where a Transportation Service 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 HOPP Canada 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 HOPP Platform may be suspended or terminated in accordance with the terms and conditions that apply to the Customer if HOPP Canada suspects, considers or determines (at its discretion) that there has been a failure to comply with this policy.

4. Expectations of Service Providers

In accordance with HOPP Canada's Best Practice approach:

4.1. Service Providers should not allow the transport of any Child via Transportation Services 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 Transportation Service 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 HOPP Platform account comply with this policy;

4.2.4. Service Providers should contact HOPP Canada 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 HOPP Platform may be suspended or terminated in accordance with the terms and conditions that apply to the Service Provider if HOPP Canada suspects, considers or determines (at its discretion) that there has been a failure to comply with this policy.

5. Updates to HOPP Canada's Child Safety Policy

HOPP Canada 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. Customers will be notified of such updates 30 days before they come into force, and Customer's continued use of the HOPP Platform after the entry into force of such updates will be deemed to constitute consent to the updated policy. Customers can refuse to consent to the update by terminating access to the HOPP Platform without cost, penalty or cancellation indemnity within 30 days of the effective date of the update.