

A woman with long dark hair, wearing a black helmet and a tan jacket, is riding a green Bolt bicycle. The bicycle has a black basket on the front and the word 'Bolt' written on the frame. She is looking off to the side with a slight smile. The background is a blurred outdoor setting with green foliage and a building.

Bolt

Bolt Sustainability Overview 2025

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1. Introduction and Leadership Message

Bolt started with a simple problem: reliable, affordable ride-hailing should be easier to access. Today, we serve more than 200 million customers in 850 cities across over 50 countries, with services ranging from ride-hailing and micromobility to delivery and rentals. At this scale, we have a real opportunity to help make cities better for the people living in them.



In Europe, private cars are parked 92% of the time, taking up valuable city space. Yet people still rely on them for many journeys when other options do not work well enough. Bolt's biggest contribution to more sustainable cities is to provide alternatives that compete on price, reliability and availability, so more people can choose them instead of a private car.

Ride-hailing accounts for more than 96% of Bolt's emissions, making fleet electrification central to our 2040 net-zero pathway. Progress depends on solving practical barriers in each market: access to suitable electric vehicles, charging infrastructure and economics that make switching viable for drivers. This report shows the progress we're making market by market.

Sustainability also depends on the experience of the people who use the Bolt platform and the people who work at Bolt. For drivers, couriers and fleet partners using the Bolt platform, this means clear platform standards, safety tools and clear information about using the platform. Within Bolt, we hire and promote people based on merit, and our team spans more than 110 nationalities. Through the Bolt Urban Fund and the Sustainable Urban Transitions Lab with ETH Zurich, we also work with municipalities on multimodal transport and public space.

Accountability requires clear ownership and regular review. Bolt's ESG Committee brings together representatives from across the business and reviews progress quarterly.

Our work is practical: cleaner fleets and services people choose because they are reliable and affordable. That is how we help build cities for people, not cars.

Kristel Volver

Senior Vice President of Operations, Bolt

2. About Bolt and Its Verticals



Founded in

2013

Headquartered in

Tallinn, Estonia

850+ cities

in Europe, Africa, Asia,
North and Latin America

50+

countries

200 million

registered users

4,284

employees globally

Bolt is a global operator of shared mobility services, founded and headquartered in Estonia. It operates across more than 50 countries and 850+ cities in Europe, Africa, Asia, North and Latin America, serving over 200 million registered users. Bolt's product suite spans ride-hailing, car sharing ([Bolt Drive](#)), e-scooters and e-bikes ([Micromobility](#)), delivery from stores and restaurants ([Bolt Food](#)), grocery delivery ([Bolt Market](#)), and corporate travel ([Bolt for Business](#)). In 2025, Bolt had 4,284 employees globally.

Bolt's mission is to make cities for people, not cars, by reducing reliance on private vehicles through shared mobility alternatives integrated into a single platform. Bolt enables users to choose between several shared transport modes, including lower-emission options such as e-scooters, e-bikes, and EV ride categories where available. Oliver Wyman's impact modelling illustrates the potential scale: under its multimodal transport scenario for Berlin, private car use could be [20% lower and passenger transport emissions up to 40% lower by 2030](#).

Sustainability framework

Bolt's [Sustainability Strategy](#) is built around three core areas: environment, social and governance.

- **Environment:** Bolt is committed to reaching net-zero greenhouse gas emissions across Scopes 1, 2, and 3 by 2040. This is a target validated by the Science Based Targets initiative (SBTi) in 2024, ensuring alignment with the Paris Agreement, and supported by near-term 2030

milestones. The priority is emissions reduction, with neutralisation of residual emissions at the net-zero target year in line with [SBTi criteria](#). Bolt also targets directing at least 90% of the waste it produces back into the circular economy by 2030.

- **Social:** Bolt prioritises safety and wellbeing for customers, employees, and partners worldwide, and via the Bolt [Urban Fund](#) partners with leading academic institutions, cities, international organisations, and local communities to empower sustainable urban living.
- **Governance:** Bolt has processes in place to identify, oversee, and manage sustainability-related risks. Relevant vertical and cross-functional teams track sustainability performance against defined goals, reviewed by Bolt's ESG Committee on a quarterly basis (see [Section 3.1](#)). Bolt has been a participant in the United Nations Global Compact (UNGC) since January 2025.

2.1 Ride-hailing

Ride-hailing is Bolt's largest vertical and the dominant source of the company's greenhouse gas emissions. The transition of vehicles operating on the Bolt platform to electric vehicles is a key part of Bolt's net-zero pathway. EV charging hubs, collaborations with fleet partners, and driver-facing initiatives support this transition.

The primary barriers to driver EV adoption [identified through Bolt's driver surveys](#) are charging availability and fast charging costs (cited by 72% of respondents), the need for more information (60%), and electric vehicle prices (35%). Through its [Project Zero](#) initiative, Bolt is accelerating the transition to zero-emission vehicles (ZEVs), targeting ZEVs to account for 50% of vehicles operating on the Bolt platform in Europe, and up to 70% in select markets by 2030.

In 2025, Bolt launched several initiatives to address one or more of the core barriers to EV adoption:

- [Charging partnerships](#) expanded across Norway, Denmark, Belgium, Switzerland, Thailand and the Baltics, offering drivers discounted charging credits and EV cost-of-ownership tools (via Volteum).
- In the Baltics and Poland, Bolt partnered with Eleport to install [750 electric vehicle charging points](#) and launch a driver EV charging incentive programme.
- In Europe, Bolt works with fleet operators in major cities (including Amsterdam, Berlin, Paris, Oslo, and London) to make electric vehicle options available to eligible drivers. We continued partnerships and initiatives in Central Europe and the Nordics that provide charging-related discounts (e.g., with [Electra](#) in Belgium).
- In the UK, collaborations with [Weflex and Splend](#) make flexible rent-to-buy options available to eligible drivers (500 drivers in the Splend pilot).
- In Thailand, Bolt partnered with [Evolt](#), launching a category in Bangkok with over 2,000 hybrid and electric cars. The number of electric and hybrid vehicles on the platform grew by approximately 260% since the category's April 2025 launch.
- In Kenya, electric motorbikes reached over 40% of motorbikes operating on the Bolt platform, making Bolt the largest electric bike provider in the country's ride-hailing sector. The platform recorded 4.8 million EV rides in the past year, with over 1,700 [M-KOPA](#)-financed riders onboarded (reaching its 2025 target ahead of schedule).

- In Tallinn, Estonia, Bolt works with fleet partners that choose to introduce green hydrogen-powered vehicles with zero tailpipe emissions.
- In Stockholm, Sweden, Bolt has a partnership with JBCharge who operates an [ultra-fast EV charging hub](#) (launched in late 2024), equipped with four 150 kW chargers servicing up to 200 electric vehicles daily, helping drivers avoid range anxiety and earnings loss during charging. In 2025, we launched an ultra-fast charging hub in Oslo in partnership with [Stella](#).
- In cities where a sufficient number of EVs are available, Bolt promotes the [EV ride category](#) in-app and sends in-app messages encouraging passengers to choose zero-emission vehicles.

2.2 Bolt Drive

Car sharing reduces the need for private vehicle ownership. Bolt surveys show that [63% of people who sold their car in the past year said car-sharing services like Bolt Drive had a significant influence on their decision](#). A single shared car can potentially replace multiple private vehicles, reducing urban congestion and aggregate emissions. Bolt Drive, a car-sharing service launched in 2021, now operates across seven countries: Estonia, Latvia, Lithuania, Germany, Poland, Czechia, and Portugal. In 2025, Bolt Drive focused on fleet rotation towards more fuel-efficient vehicles and enhanced driving behaviour features to reduce harsh driving and accident rates.

2.3 Micromobility

Bolt's micromobility fleet, including e-scooters and e-bikes, operates across 30 countries. Bolt e-scooters and e-bikes produce no exhaust emissions while being used. Bolt's scooters that are designed in-house give the company direct control over materials selection, maintenance, and vehicle utilisation. Circular economy principles are central to micromobility operations, and these activities directly influence Bolt's climate footprint, resource use, and waste metrics.

Modular design and repairability

Bolt scooters are modular, enabling 100% of parts to be individually sourced and replaced. The aluminium alloy frame is technically recyclable, subject to local recycling infrastructure and end-of-life handling.

Bolt-6 model

The Bolt-6 scooter model is a clear example of these design principles in practice. In service since 2023 and assessed by [Ladera](#) via LCA, it achieves a 15% lower per-kilometre greenhouse gas emission rate than its predecessor. Designed in-house based on feedback from cities, the Bolt-6 integrates sensors, microprocessors, and data mining capabilities to protect riders and pedestrians. It is fully compatible with Bolt's SafeRide System, enabling real-time detection of tandem riding, skidding, abrupt braking, and collisions. These same capabilities support preventive maintenance by automatically flagging technical issues before they affect ride safety, helping keep every scooter on the road in optimal condition and extending its operational life. A 1.1 kWh vandalism-resistant swappable battery provides up to 90 km of range per charge, reducing the frequency of battery swap operations and the associated vehicle emissions. Key circular economy metrics for Bolt-6:

- 70% of aluminium parts sourced from recycled material (doubled from the 2019 model)
- Bolt-6 parts are designed to be technically recyclable, with an assessed recyclability rate of 89.52% under ISO 22628.

- Battery designed for second-life applications (energy storage)
- Expected lifespan of 8 years (up from 5 years for previous models)

Battery charging

Bolt's hybrid charging model, combining swappable batteries for fast, localised operations with dock-based charging in high-traffic areas, significantly reduces the environmental footprint of fleet operations. Charging docks cut service-vehicle mileage by up to 70%, with each station saving up to 724 kilometres of travel per year, reducing congestion, noise, and emissions in dense urban areas. Bolt matches electricity consumption from charging infrastructure and operational facilities with renewable electricity procurement or Energy Attribute Certificates where direct procurement is not yet available.

In January 2025, Bolt partnered with the City of Tartu, Estonia, to pilot modular charging stations across the municipality. Fifteen stations were installed in high-impact locations during Q1, with further expansion planned. The pilot delivered a 30% reduction in service vehicle trips, monthly CO₂ savings of up to 200 kg, and improved parking compliance, while remaining financially self-sufficient, with operational savings covering station costs. The initiative was publicly recognised by the city's leadership for its contribution to urban organisation, pedestrian safety, and public-realm quality.

End-of-life management

Bolt follows a reuse, refurbish, recycle hierarchy for all decommissioned vehicles. Scooters are retired only when the repair cost exceeds a defined threshold relative to remaining useful life (not on a fixed schedule). Vehicles that complete their service life in one market are refurbished in-house and redeployed to other markets, avoiding the emissions associated with new vehicle production. All usable components from decommissioned scooters are recovered and redistributed as spare parts (over 1,000 parts reconditioned to date in Germany alone), with detailed consumption tracking to minimise new parts purchases.

Bolt manages battery and vehicle end-of-life through a dedicated €1.85M ISO 9001-certified European Battery Lab in Poland. Batteries that cannot be restored are repurposed for second-life applications via a partnership with [Bib Batteries](#), while non-reusable components are processed by WEEE-certified partners, achieving high recovery rates for metal (100%) and e-scrap (97.5%), with a future target of 99.5%. In line with the waste hierarchy, decommissioned scooters are recycled according to the [WEEE](#) Directive, following thorough assessments for [repair and refurbishment](#) to extend their operational life.

Supporting verified carbon projects

Bolt measures the full life-cycle emissions of scooters and e-bikes and supports verified carbon projects for residual emissions through Climate Impact Partners certification. The certificates are renewed annually on Bolt's website. As each new model is introduced, Bolt aims to reduce life-cycle emissions further, with offsetting reserved for the residual emissions that cannot yet be eliminated. See more in [Section 5](#).

Safety

Bolt is committed to its Bolt [Scooter Safety Pledge](#), which focuses on strong city partnerships, effective rider education, safe vehicles on the road, preventing intoxicated riding, preserving public space, protecting vulnerable groups, safety data collection and transparency, staff and warehouse safety and continuous safety improvement.

Bolt's [Riding Score](#) gives riders post-trip feedback on safety behaviours (see Section [7.5](#)). Higher scores reflect safe, responsible riding and unlock perks visible in the app; lower scores signal room for improvement. The system is designed around consistency rather than perfection: riders can review which trips affected their score and what steps to take to improve it.

2.4 Bolt Food

Bolt Food is a delivery platform connecting customers with stores and restaurant partners, and with independent couriers or fleet partners where applicable. As a marketplace, Bolt uses platform tools and partner engagement to promote more sustainable outcomes for partners and customers.

Packaging

Bolt does not add cutlery to orders automatically, helping reduce unnecessary single-use items where customers do not need them. Bolt Food has a "Reusable packaging" category highlighting restaurants offering these options (e.g., Ringo in Estonia). Customers can opt for reusable packaging, scan the container after use, and return it to a collection point for a deposit refund. Availability varies by market.

Sustainable options

On the Bolt Food app, customers specifically looking for sustainable options can search for categories such as vegan, vegetarian and healthy. Availability can vary by region. How these choices are displayed also varies by the restaurant's menu.

Delivery emissions

Emissions from food delivery are captured within Bolt's Scope 3 GHG reporting. 18.8% (2025) of Bolt Food orders globally were delivered on foot or by bicycle, up from 14.9% (2024), while Bolt Food's total delivery volume nearly doubled compared to 2024. Following the 2024 introduction of electric scooters as a delivery vehicle type, Bolt made information and offers available about no-tailpipe-emission delivery modes, including courier communications, local bike shop discounts, and pedestrian delivery options where available. Scooter usage went from 2.1% (2024) to 4% (2025). These efforts contributed to an increase in the share of zero-emission deliveries during 2024-2025.

2.5 Bolt Market

Bolt Market is an on-demand grocery delivery service operating from dark stores (micro-fulfilment centres) across the Baltics, Poland, Romania and Portugal.

Sustainable options

Vegan, bio and special nutrition products can be browsed under specific categories. Those products are also surfaced under general categories without special labels, [reducing friction](#) for less sustainability-focused shoppers.

Food waste prevention

The "Save Me" category offers products nearing their expiry date at a 40% discount. In 2025, the Save Me category prevented 148 tonnes of food from becoming waste, with the volume of food saved growing 70% year-on-year in 2024. In 2024, Bolt Market achieved a [30%](#) year-on-year reduction in food waste by purchase value compared to 2023. A dedicated Save Me dashboard was developed and rolled out across all countries in 2025 to monitor category performance and set acceptable write-off thresholds. Unsold products are [donated to food banks](#) (e.g., Fudloop and Toidupank in Estonia, Refood in Portugal).

Operational efficiency

In 2024, Bolt Market piloted [energy-saving initiatives](#), including repurposing residual warmth from refrigeration units to reduce heating requirements, and in 2025 continued upgrading to LED lighting. Bolt Market also consolidated its store network to improve operational efficiency, which reduced per-unit resource consumption.

Renewable energy

Bolt Market's dark store operations have become more energy efficient since 2024 through targeted sustainability improvements. We reduced heating needs by turning off central heating in most facilities, while optimising operational zones for better energy flow. We also encouraged landlords to switch to renewable electricity sources. In parallel, we digitalised processes by replacing printed materials with mobile and tablet solutions, including fully digital training, to minimise paper use and streamline operations. Since the end of 2025, Bolt Market premises run on [100% renewable electricity](#) either via direct procurement or [Energy Attribute Certificates](#).

2.6 Bolt for Business

Bolt for Business is a corporate travel and food delivery management solution enabling companies to centralise ride-hailing, car sharing, food delivery and micromobility usage for employee travel.

Low-emission ride options

In 51 cities across Europe and Africa, Bolt for Business users can choose from EVs, hybrid vehicles, or e-scooters for commutes and business trips.

Emissions tracking and climate contribution for Bolt for Business trips

All Bolt for Business trips are tracked for distance, duration, and vehicle type, and their associated emissions are measured. For scooters and e-bikes this covers full life-cycle emissions; for other

services it covers emissions from the trips taken. For these measured emissions, Bolt funds verified carbon projects through [Climate Impact Partners](#) as a contribution to climate action. Every time a team member travels with Bolt for Business, their journey is tracked, [allowing administrators to monitor distance travelled and access the associated emissions data](#). Note that these externally funded projects are a contribution and are not deducted from a client's own reported emissions.

Travel visibility

Clients' administrators can monitor all team travel from the Bolt for Business dashboard and export ride reports showing distance, duration, and vehicle type, enabling client organisations to integrate Bolt for Business travel into their own Scope 3 emissions reporting. Bolt is investing in automating ride-hailing emission calculations to provide client-facing emissions visibility.

Reducing private car dependency

Bolt for Business also supports organisations looking to reduce reliance on company cars by giving employees access to shared mobility options. Company cars are driven on average [2.25 times further](#) than personal cars, and [87%](#) still have petrol or diesel engines.

3. Sustainability Management

Bolt integrates sustainability into its governance structure through dedicated oversight bodies, a formal policy framework, and systematic progress tracking. This section describes how Bolt's sustainability-related policies are made available to internal and external stakeholders, explains how sustainability risks are integrated into risk management and decision-making, and sets out how financial resources are allocated against the transition plan. It also summarises Bolt's readiness for CSRD reporting.

3.1 ESG governance structure

ESG Committee

Bolt's cross-functional ESG Committee is the primary body responsible for sustainability governance. The Committee comprises senior representatives from each business vertical (Rides, Micromobility, Bolt Food, Bolt Market, Bolt Drive, Bolt for Business) and key functional areas including Procurement, Finance, Communications, Legal, Compliance, and People. The ESG Committee convenes quarterly to review progress against sustainability targets, identify emerging risks, evaluate regulatory developments, and drive cross-functional initiatives. The ESG Committee reports to the Governance, Risk and Compliance (GRC) Committee, which manages risks and strengthens controls to support ethical business growth, ensuring that sustainability considerations are embedded in strategic and operational decision-making. The GRC Committee in turn reports to Bolt's senior management.

Sustainability team

Day-to-day implementation of the Sustainability Strategy is led by Bolt's dedicated Safety and Sustainability team, which includes the Head of Safety and Sustainability, Sustainability Compliance Manager, and Environmental Manager. This team implements the strategy as confirmed by Bolt's management, coordinates with the ESG Committee, and works with vertical-specific teams to operationalise sustainability targets.

3.2 How policies are made available to stakeholders

Bolt makes its sustainability-related policies available to both internal and external stakeholders through multiple channels:

External stakeholders

Bolt's policies are publicly available on Bolt's website (See Section [7.2](#)). The [Supplier Code of Conduct](#) is also communicated directly to all suppliers as part of the onboarding and assessment process. Bolt regularly publishes progress updates, including the annual sustainability wrap-up.

Internal stakeholders

Bolt's policies and procedures are available to all employees through its Integrated Management System and internal knowledge base. E-learning covers key policies, including sustainability, safety, anti-bribery and corruption, data protection, information security, and diversity and inclusion. Country-specific Workplace Sustainability Guidelines are complemented by Sustainable Living Guidelines and access to UN Global Compact Academy training.

3.3 Integration of sustainability into risk management and decision-making

Sustainability is embedded into Bolt's risk management framework through the Integrated Management System, which encompasses ISO 9001 (quality management), ISO 14001 (environmental) and ISO 45001 (occupational health and safety) standards. The Sustainability Policy commits Bolt to identifying environmental and social risks, either eliminating or reducing their severity, and maintaining a management framework that is regularly assessed for effectiveness.

Bolt conducts ESG risk assessments across its material topics: environmental, including climate risks, social topics and business conduct. Risk identification findings are overseen by the ESG Committee and inform how sustainability actions are prioritised and resourced.

Transition plan alignment

Financial resources allocated to sustainability are directed toward the actions with the greatest emission reduction impact, consistent with the priorities established in the Double Materiality Assessment and the SBTi-validated transition plan. The largest investment area is ride-hailing fleet electrification (see Section [2.1](#)). Additional financial commitments include carbon offsetting and climate action funding through Climate Impact Partners and Milkywire, renewable electricity procurement (via direct contracts and Energy Attribute Certificates), EcoVadis supplier assessments, and the [Bolt Urban Fund](#).

Real estate decisions, including site selection, lease negotiations, and fit-out, are assessed against sustainability criteria as part of Bolt's procurement and capital allocation process. This includes energy performance requirements, landlord renewable electricity commitments, and building certification standards where available, in support of Bolt's Scope 1 and 2 reduction targets.

3.4 CSRD and reporting readiness

Bolt completed its Double Materiality Assessment in 2024 to determine the most relevant sustainability topics for the company. Subsequently, we mapped the specific reporting requirements and assigned responsibilities. In 2025, we implemented Workiva, a sustainability reporting platform, to improve the data collection process, traceability, and readiness for future assurance. This platform serves as a single source of truth, automating sustainability data collection from various departments to ensure audit-ready, qualitative, and quantitative sustainability data. We are preparing for Bolt's first sustainability report under the Corporate Sustainability Reporting Directive in 2028 (covering the 2027 fiscal year), with progress measured against our SBTi-validated targets. In 2025, we also started implementing Workiva Carbon for greenhouse gas accounting. This investment is designed to provide the data quality and automation required for audited sustainability disclosures.

4. Materiality and ESG Framework

Using the Double Materiality Assessment, Bolt identified the sustainability topics that matter most both in terms of Bolt's impact on people and the environment, and in terms of how sustainability developments affect Bolt as a business. These topics form the ESG framework against which Bolt will track and report its performance.

Environment

Bolt's material environmental topics are climate change, pollution, and resource use and circular economy. Climate change is the most significant: as a shared mobility platform, Bolt's largest emissions footprint comes from ride-hailing vehicles operating on its platform, which is why fleet electrification is at the centre of Bolt's transition plan. Pollution is closely linked, as reducing vehicle emissions also improves urban air quality in the cities where Bolt operates. Resource use and circular economy matters arise primarily from scooter design, manufacturing, and end-of-life management, as well as food waste prevention in Bolt Market. These are areas where Bolt applies circular principles to minimise its material footprint.

Two environmental topics were assessed as not material for Bolt: (1) water and marine resources, (2) biodiversity and ecosystems. This reflects Bolt's business model as a platform-based technology company with limited direct impacts in these areas.

Social

Bolt's material social topics are its own workforce, workers in the value chain (drivers, couriers, and other platform partners), affected communities (the cities and neighbourhoods where Bolt operates), and consumers and end-users (riders, customers, and delivery recipients). These cover areas such as working conditions, safety, accessibility, inclusion, and data protection.

Governance

Business conduct is material, covering ethics, anti-corruption, whistleblower protection, and responsible supply chain management.

5. Environmental Impact

Bolt's climate transition plan prioritises emission reduction at source, with financial resources directed toward the actions with the greatest impact.

The largest investment area is ride-hailing fleet electrification, addressing approximately 96% of total platform emissions. Bolt also completed the transition to 100% renewable electricity across all Bolt-controlled sites by end 2025. Bolt's targets are compatible with limiting global warming to 1.5°C, as confirmed by SBTi validation in 2024.



Carbon projects

For residual emissions that cannot yet be eliminated, Bolt funds verified carbon projects in specific verticals via Climate Impact Partners. For micromobility scooters and e-bikes this covers the full life cycle. For Bolt for Business, Bolt funds these projects on behalf of Business Account clients. For ride-hailing, Bolt's largest source of emissions, the long-term approach is to reduce absolute emissions through fleet electrification (see Section [2.1](#)).

Since 2024, as voluntary climate action, Bolt has also partnered with [Milkywire's Climate Transformation Fund](#), which directs climate finance across three pillars that support the global net zero ambition:

- Durable carbon removal
- Nature protection and restoration
- Decarbonisation

Stakeholder engagement

Across its material environmental topics, Bolt works with a range of partners, including city governments, fleet and charging partners, scooter component suppliers and [WEEE-compliant recyclers](#). Bolt is also a member of the European Green Digital Coalition. Further details on key decarbonisation levers are covered in Sections [2.1](#), [2.3](#), and [2.5](#).

5.1 Carbon footprint (Scopes 1–3)

In 2025, Bolt's total gross greenhouse gas emissions were 2,453,715.38 tCO₂e (tonnes of carbon dioxide equivalent). This figure is calculated using the market-based method (see Section 5.4). This includes:

- **Scope 1:** Gross Scope 1 GHG emissions – 596.58 tCO₂e.
- **Scope 2:** Gross Scope 2 GHG emissions – market-based – 5,343.49 tCO₂e.
- **Scope 3:** Gross Scope 3 GHG emissions – 2,447,775.30 tCO₂e.

Where relevant, biogenic CO₂ emissions¹ are disclosed separately rather than included in the Scope 2 and Scope 3 figures.

Two things changed between 2022 and 2025, as shown in the table below. Bolt's absolute emissions rose due to platform growth: more rides, trips, and deliveries increased kilometres travelled, mostly by vehicles Bolt doesn't own or operate. Meanwhile, emissions intensity per kilometre fell across all verticals compared to 2022. These per-kilometre reductions are the measure Bolt's SBTi-validated target tracks: a 51.6% cut in Scope 3 emissions per kilometre by 2030 against the 2022 base year, on the pathway to net zero across all scopes by 2040.

Vertical	Intensity factor (kg CO ₂ e/km)		Gross total emissions (tCO ₂ e)	
	2025	2022 (SBTi base year)	2025	2022 (SBTi base year)
Ride-hailing	0.177	0.199	2,355,715	2,034,544
Bolt Drive	0.100	0.283	10,073	13,755
Micromobility	0.089	0.099	14,680	12,682
Bolt Food	0.170	0.171	43,954	34,250
Bolt Market	1.881	1.939	29,283	16,963
Bolt for Business	0.170	not reported	138,965	not reported

5.2 GHG boundaries and Scope 3 methodology

Organisational and operational boundaries

Bolt's GHG inventory is prepared on an operational control basis, covering all entities under Bolt. This includes partner markets, franchise-like ride-hailing operations in markets not centrally managed by Bolt, as well as third-party operations such as outsourced rental warehouses.

¹ Biogenic emissions are CO₂ emissions released to the atmosphere at the point of oxidation (from combustion, decomposition, or other processes) from biogenic products (e.g., bioenergy feedstocks, fiber, etc.).

Scope 1: direct emissions

Scope 1 covers direct GHG emissions from sources owned or controlled by Bolt: stationary combustion of natural gas, heating oil, and biodiesel at offices, rental warehouses, and Bolt Market stores; mobile combustion from Bolt-owned or -leased service vehicles used in micromobility operations (scooter pick-up and field servicing); and fugitive emissions from cooling and air-conditioning equipment, assessed where relevant.

Lease agreements for new Bolt-controlled sites are evaluated against energy performance criteria, and landlord renewable electricity commitments are sought.

Scope 2: energy indirect emissions

Scope 2 covers indirect GHG emissions from purchased electricity and district heating at all Bolt-operated sites. Both the market-based method (primary reporting method) and the location-based method are disclosed, in line with GHG Protocol Scope 2 Guidance and ESRS E1. The market-based method reflects the emission factors attributable to Bolt's actual electricity purchases, including renewable energy contracts and Energy Attribute Certificates (see [Section 5.4](#)).

Scope 3: other indirect emissions

Scope 3 covers 11 of the 15 GHG Protocol categories, as determined through a Scope 3 screening exercise. Four categories were assessed as not applicable to Bolt's business model and excluded: downstream transportation and distribution (Cat. 3.9), processing of sold products (Cat. 3.10), downstream leased assets (Cat. 3.13), and investments (Cat. 3.15).

Key Scope 3 categories

Category 11, use of sold products, captures emissions from vehicles operating on Bolt's platform in its main markets: ride-hailing cars and motorbikes, Bolt Drive, e-scooters and e-bikes (Bolt Rentals), Bolt Food delivery couriers, and Bolt Market delivery. Emissions are calculated using a distance-based method: kilometres reported per vehicle type and fuel type are multiplied by the corresponding emission factor. Car emission factors are drawn from UK Government BEIS annual emission factor sets (2024), assigned by vehicle model, size, and fuel type. For e-scooters and e-bikes, Bolt's in-house Life Cycle Assessment (LCA) data (assessed by Ladera) are used for the operational phase.

Category 14, franchises, covers partner markets for ride-hailing, Bolt Drive, and micromobility where operations are not centrally managed by Bolt. The same distance-based methodology applies as for Category 11.

Category 1, purchased goods and services, includes Bolt Market purchases, cloud services, office supplies, and other services. Emissions are calculated primarily using spend-based emission factors (CEDA 6 database), with supplier-specific data applied for major cloud providers (Google, AWS, Slack, Okta, Workday).

Categories 2 (Capital goods), 3 (Fuel- and energy-related activities), 4 (Upstream transportation), 5 (Waste in operations), 6 (Business travel), 7 (Employee commuting and teleworking), 8 (Upstream leased assets), and 12 (End-of-life treatment of sold products) collectively account for less than 1% of total GHG emissions and are calculated as a mix of primary data, spend data and estimations, depending on data availability.

Emissions intensity per vertical is expressed as kg CO₂e per kilometre of service delivered and calculated as total allocated GHG emissions divided by total reported kilometres for the reporting year.

Data quality and primary data share

98.2% of Scope 3 emissions are calculated using primary data: activity data sourced directly from Bolt's operations or suppliers, including vehicle distance data from the platform, site-level energy and waste data, and capital equipment records. 1.8% rely on secondary data such as proxies and spend-based estimates (e.g., where site-level energy data is unavailable and building estimator models are applied). Supplier-specific emission factors account for 0.002% of total Scope 3 emissions.

5.3 GHG emissions intensity and revenue context

Bolt calculates GHG emissions intensity as total market-based GHG emissions (Scope 1 + 2 + 3) divided by consolidated net revenue (EUR). Revenue used in the intensity calculations corresponds to Bolt Group consolidated revenue under IFRS 15 as reported in the audited financial statements. This metric is used to track Bolt's emissions efficiency relative to business scale, reflecting the reality that absolute emissions in the near term will grow alongside platform volume.

The intensity metric complements Bolt's SBTi-validated Scope 3 intensity target, a 51.6% reduction in Scope 3 emissions per kilometre by 2030 against the 2022 base year, and the absolute Scope 1 and 2 reduction targets. Revenue-based intensity captures total business efficiency across all verticals, while the per-kilometre intensity metric tracks performance on the dominant emission source.

5.4 Contractual instruments and Scope 2 disclosure

Bolt discloses Scope 2 GHG emissions under both the market-based and location-based methods. The market-based method is used as the primary method in Bolt's total GHG footprint and reflects the specific emission factors associated with Bolt's actual electricity procurement choices. The location-based method uses country-average grid emission factors irrespective of purchasing decisions while contractual instruments such as EACs are not reflected in that calculation.

Under the market-based method, the following contractual instruments are available:

- **Direct renewable energy contracts:** In markets where electricity market structures allow, Bolt procures electricity directly under supply contracts from renewable generators. These contracts provide a zero-emission factor for the matched consumption volume under the market-based method. Bolt uses this approach in its annual GHG accounting.
- **Energy Attribute Certificates (EACs), unbundled Guarantees of Origin (GOs):** Where direct renewable procurement is not available, Bolt uses unbundled EACs sourced through accredited bodies aligned with the Association of Issuing Bodies (AIB) framework. These certificates attest to the renewable origin of a corresponding volume of electricity generation. As much as these allow a zero-emission factor to be applied to matched consumption under the market-based method, Bolt has chosen not to use these in emissions accounting.

Still, unbundled EACs and Guarantees of Origin are used on markets where direct renewable contracts are not yet available so as of end 2025, Bolt matches 100% of the electricity consumed at

Bolt-controlled sites (offices, rental warehouses, and Bolt Market stores) with renewable electricity on a market basis - completing Bolt's internal target for company-controlled sites. On a location-based basis, which reflects the average grid mix regardless of procurement, these sites' electricity carries the grid emission factors of their respective countries.

5.5 Methodologies, assumptions and emission factors

Bolt's GHG inventory is prepared in accordance with the GHG Protocol: A Corporate Accounting and Reporting Standard (Revised Edition) and the Corporate Value Chain (Scope 3) Accounting and Reporting Standard. The GHG accounting follows the five GHG Protocol principles: relevance, completeness, consistency, transparency, and accuracy.

Emission factors are sourced primarily from UK Government BEIS annual emission factor tables (2024 edition) for mobile combustion, stationary combustion, waste, and business travel. Country-specific electricity grid factors are sourced from AIB (European markets), national grid operators, and the IEA where applicable. Spend-based emission factors use the CEDA 6 (2024) database. Bolt LCA data (Ladera-assessed, 2024) is applied for scooter and e-bike operational emissions.

Global Warming Potentials (GWPs) are based on the IPCC Fifth Assessment Report (AR5): CO₂ = 1, CH₄ = 28, N₂O = 265. HFCs and PFCs use AR5 species-specific values. AR5 is applied consistently with UK BEIS reporting standards and ensures comparability with the 2022 SBTi base year.

Estimation methodologies are applied for a small share of Scope 1 and 2 data where site-level activity data is missing. For natural gas and electricity, Bolt uses a building estimator model applying facility-area-based energy intensity factors adjusted for operating days in the reporting year. For refrigerant losses at sites without measured data, equipment type and facility area are used to estimate annual operating losses.

The base year for Bolt's GHG inventory is 2022, aligned with the SBTi-validated targets. Base year recalculations are triggered when structural changes, methodology updates, or data errors cumulatively exceed a materiality threshold of 5% of base year emissions. Organic growth or contraction (new market launches or closures) does not trigger a recalculation. From 2025 emission accounting year, GHG accounting and reporting has transitioned in-house using the Workiva Carbon platform, providing Bolt with full ownership of methodology, data management, and the ability to report dynamically throughout the year.

6. Social Impact

This section describes how Bolt's social impact extends across own workforce, partners in the value chain, communities, customers and end-users. Safety, inclusion, and access run as common threads across all of these groups.

6.1 Bolt's own workforce

Bolt employs several thousand people across 50+ countries. As a technology company scaling rapidly, Bolt's approach to its workforce focuses on building a meritocratic, diverse, and safe working environment.

Diversity and inclusion

In 2024, Bolt published its [Diversity and Inclusion Policy](#), accompanied by [company-wide goals](#): increasing female representation in senior roles to 30% by 2027 (2025: 28%), in managerial roles to 40% by 2027 (2025: 34%), increasing the proportion of employees from international markets in senior roles to 25% by 2027 (2025: 24%), achieving a 0% adjusted gender pay gap and improving the proportion of employees who feel treated equally regardless of background. An Equal Employment Opportunity Policy is also publicly available.

The Bolt Women in Tech network was launched to support, develop, and grow female representation in tech roles (2025: 19%). To widen the reach of our impact past HQ, a Local Diversity & Inclusion Champions' initiative was launched in our main hub offices, like London, Berlin, Warsaw, Bucharest, Nairobi and Lisbon. A Global Diversity & Inclusion Council was also founded to ensure diverse insights and feedback to the company's people policies and processes.

Diversity and inclusion policies at Bolt are developed through a cross-functional review process involving the D&I function, Governance, Risk and Compliance, and senior management before implementation. Policies are reviewed and updated on a regular cadence to remain current and effective. This governance approach underpins both the Diversity and Inclusion Policy and the Equal Employment Opportunity Policy. These set out specific procedures for preventing, identifying, and acting on discrimination, and for advancing Bolt's measurable inclusion targets across the organisation.

Anti-discrimination and whistleblower procedures

Bolt is committed to providing a safe, inclusive, and respectful workplace. Employees are encouraged to raise concerns through their manager, HR, or an anonymous third-party-facilitated whistleblower tool SpeakUp. All cases are investigated impartially, and reporters are protected from retaliation. Bolt's Equal Employment, Anti-Discrimination and Anti-Harassment Policy is [public](#), and the company continuously raises awareness of reporting tools and company policy among all employees. In 2025, we upgraded to an improved version of our reporting tool, held training for case investigators and improved our case-handling process further. The full description of the whistleblower tool, its scope, and anti-retaliation protections is in Section [7.1](#).

Health and Safety

Bolt holds ISO 45001 certification for occupational health and safety, which is an independently verified framework that governs our risk assessments, incident management, and training across all Bolt-controlled locations globally, from offices and micromobility rental warehouses to Bolt Market stores and driver hubs. All operating environments have been mapped and assessed, with dedicated procedures in place for higher-risk activities such as lithium-ion battery handling and transport.

We track employee safety performance through the Total Injury Frequency Rate (TIFR) and target an annual reduction. Equally important is building a proactive safety culture: the share of hazard and near-miss reports against total safety events has grown steadily from 16% (2022) to 40% (2024) and 60% (2025), reflecting an organisation increasingly focused on identifying and addressing risks before incidents occur.

Beyond physical safety, Bolt provides a mental health benefit to employees across all markets, covering access to counselling, therapy, and wellbeing support. While the specific provision varies by country, the commitment is consistent: every Bolt employee has access to confidential mental health support as part of their benefits package.

Accessibility

Bolt is actively retrofitting its larger existing offices to accommodate employees and visitors with disabilities. Works include automated doors, wheelchair-accessible entrances and exits, and upgraded bathroom facilities. Employees are encouraged to disclose disabilities so that individual accommodations can be built into workplace planning, including office evacuation procedures. When selecting new office locations, accessibility features (including automated doors, wheelchair-accessible entrances, and compliant bathroom facilities) are treated as a baseline requirement in the site selection process. Where such features are absent, they are incorporated into the long term fit-out scope as a condition of lease execution.

Skills development for employees

Bolt supports employee skills development through LearningHub, its internal learning platform powered by Docebo, which hosts curated internal content alongside the full Go1 library, giving all employees access to courses from providers including Coursera and Blinkist. As a [UN Global Compact](#) participant, Bolt additionally provides every employee with access to the UNGC Academy sustainability training catalogue. Professional development is further supported through Bolt's performance management framework and through internal mobility across its global offices.

6.2 Partners in the Value Chain

6.2.1. Couriers and drivers

Over [4.5 million drivers and couriers](#) use the Bolt platform globally. They are important participants in the platform ecosystem. Bolt focuses on safety-related tools, clear platform standards, and transparent information about earning opportunities.

Earnings transparency

Bolt aims to provide clear information in the driver and courier apps about fares, earnings, bonuses, incentives, and tips (where available). Drivers and couriers can choose when to use the Bolt platform, subject to local requirements and applicable platform requirements, and receive payouts in

accordance with the applicable payment schedule. Information available to drivers and couriers may vary by market and product functionality.

Insurance

Insurance programmes are available for drivers and riders in multiple markets. In some countries, including [Nigeria](#) and [Georgia](#), Bolt has purchased dedicated insurance cover for both drivers and passengers, covering bodily injury, temporary and permanent disability, and loss of personal effects during active rides, at no cost to users. In micromobility, Bolt has partnered with [Allianz](#) to offer insurance coverage for scooter riders in Europe. Insurance coverage and providers vary by country.

Safety and well-being

Safety for users of the Bolt platform is a core priority. Across our markets, we operate a suite of in-app safety tools including driver selfie checks, trip anomaly detection, audio trip recording, emergency assist, trusted contacts, and location sharing. The specific combination of features varies by market based on local risk profiles and regulatory requirements.

We also conduct ongoing rider and driver verification, which we continue to refine. Our [Global Community Guidelines](#) set out the standards of behaviour expected of all drivers and riders on the platform, ensuring a fair, safe, and respectful experience regardless of location or background. Bolt applies platform-wide safety policies, while specific tools and features vary by market based on local requirements and risk profiles.

Grievance mechanisms

Drivers and couriers can contact Bolt through 24/7 in-app Customer Support, including for safety-related reports. Reports are handled with care and escalated where appropriate. Riders can flag driver behaviour through the rating system. Reports of conduct indicating a possible breach of platform standards may be reviewed and, where appropriate, may lead to suspension.

Optional resources and programmes

Recognising that vehicle choice can affect the costs of using the platform, Bolt works with fleet companies and charging providers to make information and offers available to eligible drivers, helping reduce some barriers to EV adoption, as described in Section [2.1](#). Bolt provides optional resources and programmes that drivers and couriers using the platform may choose to access, like the [Bolt Urban Fund Accelerator Programme](#) for business mentorship and seed funding, part of the Bolt Urban Fund, which is described in [6.3](#).

Community building

Bolt seeks feedback from drivers, couriers, riders and eaters through surveys and engagement sessions in multiple markets. We seek to understand the experience of our partner drivers and couriers via annual in-app surveys, regular summits and workshops. We also review safety reports, user feedback, and incident data to improve safety tools and operational responses.

Through the Bolt Urban Fund we have also partnered with the UN International Organization for Migration (IOM) to improve the social and economic integration of Third-Country Nationals (TCNs) in the ride-hailing and food delivery industry. The first pilot was launched in Malta and includes a multi-stakeholder Advisory Group forum to facilitate information sharing and joint action, and training by UN IOM experts for partner fleet companies and TCN drivers and couriers.

6.2.2. Supply chain

Bolt's [Supplier Code of Conduct](#) sets minimum expectations for all suppliers on human rights, labour conditions, health and safety, environmental impact, quality, and governance, including an explicit prohibition on forced, compulsory, and child labour. Beyond the Code, Bolt has commissioned [EcoVadis](#) to assess its highest-risk, highest-spend suppliers on environmental, social, and ethical performance, including human rights criteria. ESG categorisation tools within Bolt's procurement systems support ongoing supplier risk identification by risk level and environmental impact. Bolt has also published a [Modern Slavery Notice](#), setting out the steps taken to identify and address modern slavery risks across its operations and supply chain.

The [information security code of practice for suppliers](#) extends governance expectations to cybersecurity, requiring suppliers to maintain incident response capabilities, conduct employee security training, and submit to periodic audits. All suppliers undergoing Bolt's assessment process are also evaluated for risk and physical safety practices, in line with Bolt's ISO 45001 certification.

6.3 Community programmes

Bolt engages with the communities where it operates through the Bolt Urban Fund, a dedicated social impact charitable programme with a vision to empower sustainable urban living. The Bolt Urban Fund strategy aligns with the United Nations Sustainable Development Goals (SDGs), identifying sustainable transport as central to sustainable development and a catalyst for accelerating progress on other critical topics (e.g. reducing poverty, increasing inclusivity, empowering women).



The Bolt Urban Fund flagship programmes aim to establish multistakeholder partnerships with leading academic institutions, international organisations, NGOs, cities, and local communities in order to empower the transition to sustainable cities via shared mobility and multimodal transport planning. The Bolt Urban Fund programmes focus on three key pillars: Sustainable Urban Living, Economic Empowerment, and Mobility for Good community support.

Sustainable urban living

The Sustainable Urban Transitions (SUT) Lab, launched in 2025, is a partnership of the Bolt Urban Fund and ETH Zurich, Chair of Infrastructure Management and Chair of Transportation and Mobility Planning in the Department of Civil, Environmental, and Geomatic Engineering.

The purpose of the SUT Lab is to bring innovative, data-driven research into practical solutions for city planning teams, to accelerate and optimise their sustainable urban mobility and infrastructure planning. The SUT Lab aims to bridge science and policy with hands-on reports, using Bolt's proprietary data, planning instruments analysis, simulation models, and citizen science approaches and surveys for more sustainable, multimodal transport networks. In the context of the European Union, the SUT Lab supports cities to address critical urban transport projects linked to their Sustainable Urban Mobility Plans (SUMP).

The SUT Lab initial pilots are with the cities of Seville and Hanover, working on specific projects related to their mobility plans. Using Bolt e-bike, e-scooter, and ride-hailing data, surveys via Bolt's app, transport planning analysis, and simulation models, the SUT Lab supports city planning teams with recommendations for targeted interventions (where to improve cycling infrastructure, where to investigate safety issues, where traffic bottlenecks occur, how metro expansion can be better integrated to maximise accessibility) and ways to best connect cycling, shared mobility, and public transport as part of a multimodal transport system.

Economic empowerment

The Bolt Urban Fund Accelerator Programme is an economic empowerment programme available to eligible drivers and couriers using the Bolt platform. The Accelerator offers optional business resources, mentorship, and seed funding for selected business ideas, addressing a gap in initial entrepreneurial capital. Several graduates of the Accelerator have been able to win further funding and awards and participants may continue to engage through an alumni network.

In September 2025, the Bolt Urban Fund also joined forces with the [United Nations International Organization for Migration](#) (IOM) for a social and economic integration programme for Third Country Nationals in Malta. The programme, called 'Bridging the Gap', includes a multi-stakeholder advisory forum, IOM expert training and guidance for fleet owners, drivers and couriers.

Mobility for Good community support

The Bolt Urban Fund supports small-scale community projects that improve accessibility and inclusivity, including a partnership with the Bike Project providing refurbished bikes to refugees in the UK, preferential scooter access for paramedic teams in Poland, and free rides connecting young unemployed South Africans to job interviews. Bolt also coordinates emergency response efforts. During the catastrophic flooding in Kenya, Bolt launched a Flood Assist ride type and, in collaboration with the [Kenya Red Cross](#), donated a portion of every order to relief efforts. Following the invasion of [Ukraine](#), Bolt donated 5% of every order in the Bolt and Bolt Food apps to Non-Governmental Organisations (NGOs) in Europe, including the Red Cross, totalling over €5 million.

6.4 Customers and End-Users

Bolt's platform serves over 200 million registered users: passengers in ride-hailing and car sharing, riders of e-scooters and e-bikes, customers and delivery recipients in Bolt Food and Bolt Market. The most relevant topics here are safety, accessibility, equal treatment, and data privacy.

Safety

[A dedicated Safety Team](#) of over 500 Bolt employees works on rider and passenger protection across all verticals. Their work underpins the in-app safety tools (described in Section [6.2.1](#)): emergency assist, audio trip recording, trip anomaly detection and trusted contacts, as well as the AI-based detection (Section [7.4](#)).

Passenger protection on ride-hailing extends beyond in-app features. [Vehicles operating on the Bolt platform](#) must be four-door cars with working seat belts, air conditioning, and maintained interiors. Drivers operate under consecutive driving hour limits to manage fatigue risk. Passenger phone numbers and addresses are hidden from drivers; calls made through the app mask both parties' numbers. Pickup codes allow passengers to verify they are boarding the correct vehicle before the trip begins. [Women for Women](#), which lets female passengers request a female driver, is available in several markets including Poland, Romania, and Estonia. Availability and specific features vary by country. All trips are tracked and recorded; passengers can share the car's make, model, registration plate, and live GPS location with a contact of their choice via a shareable link.

The driver rating system connects user feedback directly to platform access decisions: drivers who repeatedly receive low ratings are reviewed and may be removed from the platform. Passengers can report concerns 24/7 through the Bolt app or by phone.

Ride [insurance](#) covering injuries, medical expenses, and hospital stays is available across Bolt's operating markets for selected Bolt services, with policy documents and insurer information by country published on Bolt's homepage. Coverage type, limits, insurers, and claims processes vary by service. For scooter riders, coverage in most markets includes two layers: personal injury insurance and third-party damage as a result of using Bolt's scooters. Bolt conducts monthly maintenance checks on scooters to identify mechanical issues between trips. New scooter riders are subject to beginner mode for their first five rides, during which maximum speed is capped at 15 km/h.

Accessibility

[Accessibility](#) requirements have been incorporated into the design and development of the Bolt apps, with the majority of core user flows adapted against WCAG 2.1 Level AA and EN 301 549 criteria. Additional improvements are being implemented on an ongoing basis.

In some markets, Bolt already offers an "[Assist](#)" ride category with trained drivers and wheelchair-accessible vehicles. In Ireland, Assist vehicles are specifically licensed as wheelchair-accessible and drivers receive government-provided training. All passengers have the legal right to travel with their assistance animal when using Bolt. This is distinct from the separate pet-friendly category available in select cities. Drivers can use a [speech-to-text](#) feature to dictate in-app messages, which are automatically transcribed and translated into the rider's preferred language. In Poland, visually impaired riders can add an eye emoji to their in-app name to signal to drivers that they may need assistance or are travelling with a guide dog. Bolt Food and Bolt Market also extend access for people with mobility limitations who cannot leave home.

Bolt's [micromobility fleet](#) includes features for visually impaired pedestrians: ambient sound on scooters to signal their approach, and an RTB Bluetooth system that connects to a visually impaired user's device to alert them to nearby parked scooters and reduce tripping hazards. The latest e-bikes are compact and lightweight with an adjustable seat and throttle, designed to be operable by a wider range of riders including older people and those with mild physical disabilities.

Non-discrimination in service

[Bolt's Community Guidelines](#) prohibit drivers and couriers from declining a ride or refusing service based on a user's perceived identity. Protected characteristics covered include race or ethnicity, religion, age, gender, gender identity, pregnancy, sexual orientation, disability, and national origin. Refusing service to a passenger travelling with a service animal is also prohibited (this applies to service animals; emotional support animals are explicitly excluded from this requirement). Refusing to accept or make payment based on a passenger's perceived identity is likewise prohibited. Passengers who experience discriminatory treatment can report it through the in-app reporting mechanism. Bolt may remove users from the platform for violations of these standards, including cases that do not meet the threshold of a criminal offence.

Data rights

Bolt publishes separate [privacy notices](#) for passengers, drivers, couriers, eaters, Bolt Drive users, and micromobility users. All personal data is stored in EEA data centres. Users may submit a data subject access request or exercise other GDPR rights via the in-app support menu, the Privacy Web Form, or directly by email. Bolt has published an EU Data Act Information Notice describing what trip data is generated, how users can access it, and under what conditions it may be shared in compliance with Regulation (EU) 2023/2854. The full data protection and cybersecurity governance framework is in Section [7.3](#).

6.5 Summary of social approach

Bolt's social commitments are guided by the [UN Sustainable Development Goals](#), particularly SDG 8 (decent work and economic growth), SDG 11 (sustainable cities and communities), and SDG 17 (partnerships for the goals), and the [UNGC's ten principles](#) on human rights, labour, environment, and anti-corruption. The [Sustainability Policy](#) commits Bolt to respecting human rights across its own operations and supply chain, upholding ILO fundamental conventions on workers' rights, and engaging with stakeholders to ensure accountability. The [Supplier Code of Conduct](#) extends these expectations to supply chain partners, including an explicit prohibition on forced, compulsory, and child labour at every tier. On non-discrimination and equal opportunity (UNGC Principle 6) and occupational health and safety, Bolt's policies, targets, and ISO 45001-certified management system are described in Section [6.1](#). On freedom of association (Principle 3), Bolt respects employees' rights to freedom of association in line with applicable law and its policy commitments.

7. Governance and Ethics

Bolt is committed to conducting business ethically, legally, and responsibly across all markets. This section describes Bolt's ethics and compliance framework, including anti-corruption and anti-bribery measures, data protection and cybersecurity, supply chain responsibility, and responsible use of technology and AI.

7.1 Anti-corruption and anti-bribery

Bolt maintains an Anti-Bribery and Anti-Corruption Policy, which forms part of the company's internal compliance framework. The policy prohibits bribery and corruption in all forms and requires compliance with applicable anti-corruption laws across Bolt's operating markets, including the UK Bribery Act and other relevant legislation. The policy applies to all Bolt employees globally. Its core requirements are extended to the supply chain through the publicly available [Supplier Code of Conduct](#). Anti-Bribery and Anti-Corruption training is globally mandatory for all employees and provided during onboarding. Periodic, role-specific refresher training is provided for high-risk roles. Training completion is tracked by the risk and compliance function. All Bolt employees additionally have access to anti-corruption learning materials through the UN Global Compact Academy as part of Bolt's UNGC participation.

Bolt's financial control processes are designed to prevent and detect corruption. All outgoing financial transfers require approval by at least two authorised persons, with a Transaction Approval and Signatory Policy governing escalation thresholds: the larger the transaction, the more rigorous the approval process. Comprehensive financial auditing ensures that all monetary movements adhere to Bolt's ethics policies, including employee and Supplier Code of Conduct requirements.

Employees are required to declare conflicts of interest and to report any suspected breaches. Bolt provides SpeakUp, an anonymous, third-party-facilitated whistleblower tool available to all employees, partners, former employees, and contractors in 30+ languages, enabling confidential reporting of ethical concerns without fear of retaliation.

7.2 Ethics and compliance framework

Bolt's compliance framework is built on a set of published policies and codes that establish expectations for employees, partners, and suppliers. The key policies are:

- [Sustainability Policy](#). Bolt is committed to minimising its environmental impact and managing its social impact through eight management principles that guide its sustainability efforts. These include lowering emissions, reducing waste, complying with ESG regulations, and choosing suppliers with strong sustainability practices. Bolt also respects human rights and International Labour Organisation conventions, promotes workforce diversity and equal opportunity, and ensures transparent sustainability reporting. The company engages stakeholders for feedback and accountability, identifies and mitigates environmental risks, and regularly reviews its management framework to achieve these objectives.
- **Code of Conduct** sets the ethical standards and expectations for all employees, contractors, and representatives. It covers responsible business practices, fair dealing, data protection, human rights, environmental sustainability, and workplace respect. It ensures everyone acts with integrity, complies with applicable laws and regulations, and contributes to a culture of

trust, accountability, and inclusion across all markets where Bolt operates. Code of Conduct training is mandatory.

- [Supplier Code of Conduct](#) sets clear expectations for all suppliers conducting business with or on behalf of Bolt.
- [Diversity and Inclusion Policy](#). Published in 2024, this policy sets [six company-wide goals](#) including increasing female representation in senior roles to 30% by 2027, achieving a 0% adjusted gender pay gap, and training the entire workforce on diversity and inclusion by 2025. The policy is underpinned by Bolt's Equal Employment Policy, also publicly available via the careers page.
- Workplace Sustainability Guidelines. These internal guidelines establish a systematic approach to environmental, social, and risk governance in the workplace. They provide practical guidance on waste segregation, recycling, and responsible disposal across all Bolt operational environments, offices, rental warehouses, and Bolt Market stores, supporting Bolt's [circular economy target](#) of directing 90% of waste to circular solutions by 2030.
- [ISO 14001](#) certified global environmental management system.
- [ISO 45001](#) certified occupational health and safety management system.
- ISO 9001 certified quality management system.
- [Community Guidelines](#) and [Passengers Code of Conduct](#) Guidelines set behavioural standards for riders, drivers, and couriers on the platform.
- Anti-Bribery and Anti-Corruption Policy is an internal policy communicated to all employees, governing prevention and detection of corruption and bribery.
- Transaction Approval and Signatory Policy is an internal policy governing multi-person approval for financial transactions.

These policies are housed within Bolt's Integrated Management System and are accessible to all employees. External-facing policies are published on bolt.eu/en/legal and bolt.eu/en/suppliers.

As a participant in the [United Nations Global Compact](#) since [January 2025](#), Bolt has committed to the UNGC's ten principles on human rights, labour, environment, and anti-corruption.

7.3 Data protection and cybersecurity

As a technology platform processing personal data for over [200 million users](#), data protection and information security are critical governance priorities.

Certifications and standards

Bolt is certified to [ISO 27001](#) (information security management) and complies with PCI DSS (payment card data security). These certifications provide independently verified frameworks for managing data security risks, access controls, incident response, and continuous improvement.

Data protection

Bolt complies with GDPR and applicable local data protection laws across all markets. Our Data Protection Officer and Privacy Team are accessible to all users via the in-app support menu, the [Privacy Web Form](#), or directly by email. Bolt publishes separate, detailed privacy notices for [passengers](#), [drivers](#), [couriers](#), [eaters](#), [Bolt Drive](#) users and [micromobility](#) users. Technical and organisational measures include data encryption in transit and at rest, privacy and security training for employees, and information security controls around confidentiality, integrity, and availability. All personal data is stored in data centres located within the EEA.

Data protection governance at Bolt is managed through two complementary privacy functions. The Privacy Legal team provides day-to-day advisory support to business verticals, while the Office of the Data Protection Officer (ODPO) monitors compliance, maintains the policy framework, coordinates audits, and manages breach notifications. This separation ensures that advisory and oversight functions operate independently, consistent with the DPO independence requirements under GDPR Article 38.

Bolt has established processes for responding to data subject access requests (DSARs) and other rights requests under GDPR and applicable local laws. Requests are triaged, verified, and fulfilled within regulatory timelines. For complex requests, Bolt engages specialist external partners to ensure thoroughness and accuracy. The process is supported by internal tooling that tracks request status, response times, and outcomes.

Cybersecurity

Bolt maintains a [public vulnerability reporting policy](#) encouraging security researchers to report discovered issues responsibly. Bolt also publishes an [information security code of practice](#) for suppliers, requiring all third parties with access to Bolt data to comply with industry standards (including ISO 27001/27002), maintain documented information security policies, conduct regular independent audits, and have business continuity and disaster recovery plans in place. Bolt reserves the right to audit supplier compliance and conducts ad hoc security testing and application reviews.

Incident and breach management

Bolt maintains a documented data incident response plan covering detection, investigation, containment, regulator notification, and affected individual communication. The plan is managed by the Office of the Data Protection Officer and is regularly reviewed and tested. All incidents are assessed against GDPR Article 33 thresholds, and notifications to supervisory authorities are made within the required 72-hour window. Bolt is not aware of any reportable data breaches that resulted in significant harm to data subjects during the reporting period.

EU Data Act compliance

Bolt has published an [EU Data Act Information Notice](#) describing what data is generated when users ride Bolt vehicles, how users can access this data, and under what conditions it may be shared in compliance with Regulation (EU) 2023/2854.

7.4 Responsible technology and AI

As a technology company, Bolt deploys AI and machine learning across its platform: in pricing, routing, matching, safety features, and operational efficiency. Bolt's approach to responsible technology is guided by practical application of AI to improve safety outcomes, reduce environmental impact, and enhance the user experience.

Technology and AI for safety

Bolt uses AI-driven features across its operations to identify and address unsafe behaviour.

Micromobility

- Bolt's [Riding Score](#) analyses scooter and e-bike trip data such as braking patterns, speed, and parking behaviour, to give riders live feedback after each ride. Higher scores reflect safe, responsible riding and unlock perks visible in the app; lower scores signal room for improvement. The system is designed around consistency rather than perfection: riders can review which trips affected their score and what steps to take to improve it.
- [ParkAssist+](#) uses AI to validate proper scooter parking through user-submitted photos, achieving correct parking in 97.2% of cases.
- [Tandem riding detection](#) is a patented feature that uses sensors to detect when more than one person is riding a scooter.
- Intoxicated riding prevention uses a [cognitive reaction test](#) to identify potentially impaired riders before they begin a trip.
- Bolt's [Advanced Mobility Intelligence System](#) (AMIS) uses onboard AI, including camera-based pavement detection developed with Drover, to detect and discourage prohibited riding behaviour such as pavement riding, entry into no-go zones, and improper parking. When pavement riding is detected, the system alerts the rider and can automatically reduce speed if the behaviour continues. AMIS also enforces slow-speed and no-parking zones mapped in collaboration with each city. AMIS uses about 80 sensors and 6 microprocessors to assess the vehicle's health and the probability of scooter component malfunction. The predictive maintenance model flags scooters for repair.

Rides

- [Trip safety monitoring](#) detects unexpected stops during rides and triggers welfare checks.
- In ride-hailing, Bolt uses driver [selfie verification](#) during registration and periodically during active use. The feature matches the selfie to the driver's registered identity to prevent impersonation.

Environmental efficiency

Bolt uses data-driven optimisation across its operations: routing algorithms minimise delivery distances and idle kilometres, demand prediction models improve scooter and e-bike deployment, and fleet management tools support the transition to electric vehicles. Bolt is also a member of the [European Green Digital Coalition](#), committing to using digital technology in support of environmental sustainability.

Green digital infrastructure

Bolt's platform runs on [Amazon Web Services](#) (AWS), which matched 100% of electricity consumed in its data centres with renewable energy in 2025 for the third consecutive year. AWS states that its infrastructure can be more energy-efficient than typical on-premises infrastructure under certain workload assumptions. Bolt continues to rely on cloud-provider disclosures for this part of its digital infrastructure footprint.

Responsible AI governance

Bolt's use of AI is subject to internal governance processes and is designed with transparency and fairness in mind. Safety-related AI features (such as the Riding Score) follow clear escalation protocols with opportunities for human review. Passengers can appeal decisions to Bolt's [Customer Support](#). As the EU AI Act takes effect, Bolt is assessing its AI systems against the Act's risk classification framework to ensure compliance with emerging regulatory requirements.

7.5 Transparency and reporting

Bolt is committed to transparent sustainability reporting and is preparing for CSRD compliance. The first full sustainability report is planned for 2028 (covering the 2027 fiscal year). In the interim, Bolt discloses its sustainability targets, progress, and governance framework through:

- The sustainability page on [bolt.eu](#)
- Annual [sustainability blog updates](#)
- Published policies mentioned in the previous chapters
- The [Micromobility Safety Report](#) published annually via the Safety Lab
- This Sustainability Overview

Bolt