

**Appendix A** – Non-prescribed licence conditions for Bolt Services UK Limited (010088).

The following conditions are to be applied to the London private hire vehicle (PHV) operator’s licence Bolt Services UK Limited.

References used:

- “the 1998 Act” is the Private Hire Vehicles (London) Act 1998;
- “the 2000 Regulations” is the Private Hire Vehicles (London) (Operators’ Licences) Regulations 2000;
- “PHV” is private hire vehicle;
- “Licensing Authority” and “TfL” are Transport for London;
- “the operator” is Bolt Services UK Limited, trading as Bolt;
- the “MPS” is the Metropolitan Police Service;
- reference to “days” means calendar days;
- the “Licence Checker” is a page on TfL’s website ([link](#)) which operators can use to confirm the licensed status of London PHVs and London PHV drivers; and
- the “Daily Download” is an online solution provided by TfL that provides operators with access to a list of all currently ‘active’ licences held by London PHVs and London PHV drivers. A list of licences is made available on TfL’s website ([link](#)) at regular intervals throughout the day (6 times per day) which operators can then use to confirm the ongoing licensed status of London PHVs and London PHV drivers.

Where any correspondence is required to be sent by the operator to TfL in order to comply with these conditions, then it is expected that the operator will include its licence number in any such correspondence.

No	Title	Condition	Why is this condition required?	What we expect by way of compliance
1	Independent Assurance procedure	<p>The operator shall maintain an independent assurance procedure designed to review and validate the effectiveness of its systems, policies, procedures and oversight mechanisms for promoting compliance with its obligations as a licensed operator in accordance with the relevant legislation as well as these conditions.</p> <p>The operator shall provide TfL with details about all existing and new customer and/or driver safety and</p>	<p>A version of this condition has applied to all licences issued to the operator since 28 May 2019. TfL considers that it is necessary and appropriate to continue to apply this condition to the operator’s new licence.</p> <p>An independent assurance process will help to ensure that any significant changes to the current operating model, compliance failings or complaints are brought to TfL’s attention and introduced in a way that continues to</p>	<p>The report is to be provided to TfL every six months from the date of licence grant together with a summary of actions the operator proposes to take in response to that report, and timescales for implementation.</p> <p>Evidence of assurance should be in the form of a written report which focusses on key areas of concern identified by TfL, regulatory compliance and any processes or procedures to ensure the safety of both passengers and drivers including any action to be taken in response. Examples of areas to be covered include:</p>

		<p>security initiatives, safety and security related products and the independent assurance procedure shall also include a review of these safety and security initiatives, safety and security related products and services.</p> <p>The independent assurance procedure shall include a review of all failures to comply with its obligations as a licensed operator and identify how the operator will address and remedy any such failures.</p> <p>The independent assurance procedure shall include an update on the effectiveness of its complaints handling process, as well as up-to-date figures concerning the number of reports made to the police within each relevant period.</p> <p>The operator shall provide TfL with a copy of an independently verified assurance procedure report produced every six (6) months from the date of this Licence together with a summary of actions the operator proposes to take in response to that report, and timescales for implementation.</p> <p>The first report will cover 28 November 2021 to 27 May 2022, and every 6 months thereafter. Each report shall be provided to TfL within one month of the relevant period end.</p>	<p>comply with relevant private hire legislation.</p> <p>Given the intention to grow the operation (as evidenced by an application for a higher tier licence); the large number of drivers/vehicles that is intended to be available to Bolt, it is important that Bolt maintains robust systems and procedures to compliance with regulatory requirements.</p> <p>The procedure and any supporting work should be carried out by an independent person or organisation as opposed to by Bolt’s own staff so as to ensure robustness and transparency.</p> <p>The addition of those obligations will give TfL greater visibility.</p> <p>TfL seeks assurance that Bolt meets and continues to meet all the legal obligations which apply to it as a London PHV operator.</p>	<ul style="list-style-type: none"> <li>• record keeping;</li> <li>• driver and vehicle licence validation;</li> <li>• compliance with data protection legislation</li> <li>• evidence of continual improvement against existing systems, policies and processes</li> </ul> <p>The raw data supporting the contents of the report should also be provided.</p> <p>The preparation of the report should be independent in the sense that:</p> <ol style="list-style-type: none"> <li>a. All figures and data should be independently verified.</li> <li>b. The completeness of all data provided should be independently verified (where possible).</li> </ol> <p>Operators are strongly encouraged to review guidance for independent assurance reports provided by TfL.</p> <p>Reports are to be sent to TfL by email to <a href="mailto:TPHOperators@tfl.gov.uk">TPHOperators@tfl.gov.uk</a> and to the Taxi and Private Hire Head of Operator Licensing, General Manager, and Director of Licensing, Regulation and Charging, unless notified otherwise.</p>
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2	Notification of significant/material changes	<p>In addition to and without derogation from its obligations under regulation 9(13) of the 2000 Regulations, the operator shall give TfL at least 28 days' advance notice of any material change that it intends to make to its operating model, systems or processes, that may affect compliance with the 1998 Act, 2000 Regulations or other licence conditions, including but not limited to:</p> <p>a) Any material proposed changes to the way in which the operator collects and holds passengers' and drivers' data;</p> <p>b) Any material proposed changes concerning the operator's booking systems and arrangements for making bookings;</p> <p>c) Any material proposed changes relating to the safety and security of passengers and drivers;</p> <p>d) any proposed changes related to the boundary in which the operator allocates bookings to TfL licensed drivers; and</p> <p>e) any material proposed changes to driver and vehicle registration and / or verification ('onboarding') processes.</p> <p>Any notice provided must be full, detailed and transparent. Such notice should be made in writing and shall include details of the risk assessments carried out and the impact on the safety</p>	<p>This condition has applied to all licences issued to the operator since 28 May 2019. TfL considers that it is necessary and appropriate to continue to apply this condition to the operator's new licence.</p> <p>This condition ensures that the licensing authority is given sufficient time to consider material changes to the operator's operating model, in advance of them being made.</p> <p>The operator has, throughout the course of its licence, notified TfL of material changes to its operating model in certain respects.</p> <p>The condition also requires notification of any boundary changes that the operator may make as it operates in areas outside of the London licensing area.</p> <p>The condition also requires the risk assessment for changes to fully consider and address the potential for unintended consequences and/or exploitation of any vulnerabilities that follow from the changes.</p> <p>For the avoidance of doubt, the operator may adopt whatever changes it sees fit without waiting for formal authorisation or approval from TfL and operators remain responsible for their compliance with all applicable legal requirements.</p>	<p>TfL has published guidance on Regulation 9(13) of the 2000 regulations which is available via this <a href="#">link</a>.</p> <p>The guidance explains what we consider an "operating model" and a "material change" to be and it provides examples of changes which we consider warrant notification (and those we don't).</p> <p>By "public safety" we are referring to the safety of passengers, drivers, other road users and the public more generally.</p> <p>Risk assessments should cover any safety risk arising as a consequence of the change, identify who is at risk and any measures to minimise, mitigate and, where possible, remove the risk identified.</p> <p>Notifications and risk assessments are to be sent to TfL by email to <a href="mailto:TPHOperators@tfl.gov.uk">TPHOperators@tfl.gov.uk</a> and to the Taxi and Private Hire Head of Operator Licensing, General Manager, and Director of Licensing, Regulation and Charging, unless notified otherwise.</p> <p>The operator should include evidence of its compliance with this condition via the independent assurance process in condition 1 as appropriate.</p>
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3	<p>Reporting of breaches to TfL, law enforcement and regulatory authorities</p>	<p>The operator shall, to the extent permitted by law, provide a written report to any relevant regulatory and law enforcement authority in the United Kingdom, and to the extent permitted by law, to TfL of all data breaches, material data losses or infringements of data protection law affecting the data of UK drivers and/or customers, whether those incidents occur in the United Kingdom or elsewhere.</p> <p>This requirement to notify includes but is not limited to all investigations in which</p>	<p>A version of this condition applied to the operator's licence issued by TfL on 28 May 2019. TfL considers that it is necessary and appropriate to continue to apply this condition to the operator's new licence.</p> <p>Operators handle substantial quantities of data, much of which contain sensitive personal data (related to customers, drivers and/or vehicle owners). This data can be held in different locations, it is easily transferable, and a data breach,</p>	<p>Reports are to be made without undue delay and, where feasible, no later than 72 hours after an operator becomes aware of a data breach, material data loss or infringement of data protection law.</p> <p>Where necessary, the operator should also contact the individuals affected to let them know.</p> <p>The operator is also strongly encouraged to notify TfL regardless of whether the breach affects the</p>

		<p>a Relevant Person (see below) has been implicated in, or found personally culpable for, such a data loss.</p> <p>Following any report made, the operator shall co-operate fully, openly and transparently with any investigation conducted by any regulatory or law enforcement authority and/or by TfL.</p> <p>In addition, the operator shall, to the extent permitted by law, provide written notification to TfL of the outcome of all investigations, in the United Kingdom or elsewhere, concerning data breaches, material data losses or infringements of data protection law affecting the data of drivers and/or customers.</p> <p>In this condition:</p> <ul style="list-style-type: none"> <li>- a "Relevant Person" means any person who during the term of this Licence is, or has been, employed or engaged by the operator as a Senior Manager and/or Director.</li> <li>- a "data breach" means a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data transmitted, stored or otherwise processed in particular.</li> <li>- a "material data loss" means the loss of control over a person's personal data or</li> </ul>	<p>material data loss or infringement of data protection law could cause distress, harm or other detriment to the customer or driver and reputational harm to the operator and TfL.</p> <p>We consider it vital that operators report any such incident to the responsible regulatory and law enforcement authorities as well as TfL, and that any such incident is properly investigated with the outcome of any such investigation being made known to TfL including any remedial steps to prevent any recurrence.</p> <p>Responsible regulatory and law enforcement authorities in the UK include the Information Commissioner's Office, the Metropolitan Police Service and other UK police services.</p>	<p>customers of the operator or its drivers and vehicles.</p> <p>TfL has published data protection guidance for operators which is available via this <a href="#">link</a></p> <p>Reports are to be sent to TfL by email to <a href="mailto:TPHOperators@tfl.gov.uk">TPHOperators@tfl.gov.uk</a> and to the Taxi and Private Hire Head of Operator Licensing, General Manager, and Director of Licensing, Regulation and Charging, unless notified otherwise.</p> <p>The operator should include evidence of its compliance with this condition via the independent assurance process in condition 1 as appropriate.</p>
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4	<p>Arrangements with the Metropolitan Police Service (MPS)</p>	<p>The operator shall, unless the MPS lawfully requires or agrees otherwise, maintain the following arrangements with the MPS:</p> <p>a. for the reporting of passenger complaints alleging behaviour that may be criminal;</p> <p>b. consult the MPS at least every calendar year as to whether the operator's policy relating to criminal reporting remains fit for purpose;</p> <p>c. notify TfL of any updates to this policy that are agreed with the MPS; and</p>	<p>A version of this condition applied to the licence issued to the operator on 28 August 2020. TfL considers that it is necessary and appropriate to continue to apply this condition to the operator's new licence.</p> <p>The implementation of a formalised arrangement between the operator and the MPS will give confidence to TfL that the operator is acting appropriately and reporting serious criminal behaviour to the MPS. This contributes to the safety of passengers and drivers.</p> <p>The operator is a large operator with a first-tier licence meaning they are permitted to operate with more than 10,001 vehicles at any one time. The</p>	<p>Notifications are to be sent to TfL by email to <a href="mailto:TPHOperators@tfl.gov.uk">TPHOperators@tfl.gov.uk</a> and to the Taxi and Private Hire Head of Operator Licensing, General Manager, and Director of Licensing, Regulation and Charging, unless notified otherwise.</p> <p>The operator should include evidence of its compliance with this condition via the independent assurance process in condition 1 as appropriate.</p>

		<p>d. comply with any guidance about reporting criminal behaviour issued by the licensing authority.</p>	<p>operator therefore handles a significant number of passenger-carrying bookings in London.</p> <p>To aid the prevention and detection of crime, it is necessary and appropriate that an operator the size of the operator has formal reporting policies and procedures in place with the MPS and acts appropriately in the reporting of serious criminal behaviour.</p>	
5	Criminal Reporting Policy	<p>The operator shall liaise with and seek to establish and maintain appropriate arrangements for the reporting of passenger complaints alleging behaviour that may be criminal with any other relevant police force and notify TfL of any such arrangements.</p>	<p>A version of this condition applied to the licence issued to the operator on 28 August 2020. TfL considers that it is necessary and appropriate to continue to apply this condition to the operator's new licence.</p> <p>This condition ensures that similar arrangements for the reporting of passenger complaints are in place with forces outside of the MPS's jurisdiction, but within the boundaries of the operator's operations.</p> <p>The operator is a large operator with a first-tier licence meaning they are permitted to operate with more than 10,001 vehicles at any one time. The operator therefore handles a significant number of passenger-carrying bookings in London.</p>	<p>Information on the arrangements the operator has put in place with police forces other than the MPS should be sent to TfL by email to <a href="mailto:TPHOperators@tfl.gov.uk">TPHOperators@tfl.gov.uk</a> to the Taxi and Private Hire Head of Operator Licensing, General Manager, and Director of Licensing, Regulation and Charging, unless notified otherwise.</p> <p>The operator should include evidence of its compliance with this condition via the independent assurance process in condition 1 as appropriate.</p>

			<p>To aid the prevention and detection of crime it is necessary and appropriate that an operator of this size has formal reporting policies and procedures in place with all relevant police forces and acts appropriately in the reporting of serious criminal behaviour.</p> <p>The operator shall maintain contact will all identified police authorities and ensure formal information sharing arrangements are in place.</p>	
6	Safety incidents	<p>The operator shall, within 48 hours of receiving a safety related complaint concerning a driver:</p> <p>a) assess whether it is necessary to suspend or remove that driver account pending further enquiries;</p> <p>b) notify any such decision to suspend or remove the driver to TfL, including specifying the details of the driver and the allegation;</p> <p>c) provide a report to TfL and the relevant police force even in the event that the driver is unlicensed;</p> <p>d) upon conclusion of each investigation into a safety related complaint, notify TfL of the outcome of the investigation and any resulting action taken.</p>	<p>A version of this condition applied to the licence issued to the operator on 28 August 2020. TfL considers it necessary and appropriate to continue to apply this condition to the operator's new licence.</p> <p>The safety and security of passengers travelling in licensed private hire services is paramount.</p> <p>The operator is a large operator with a first-tier licence meaning they are permitted to operate with more than 10,001 vehicles at any one time. The operator therefore handles a significant number of passenger-carrying bookings in London.</p> <p>To ensure swift action is taken in the event of a safety related complaint or the identification of a safety related incident, it is considered necessary and appropriate</p>	<p>Notifications should be sent to the Licensing Authority via the existing operational processes, via email to <a href="mailto:TPHLicensingSupport@tfl.gov.uk">TPHLicensingSupport@tfl.gov.uk</a></p> <p>Issues which need to be escalated should be sent to the Taxi and Private Hire Head of Operator Licensing, General Manager, and Director of Licensing, Regulation and Charging, unless notified otherwise as well as to <a href="mailto:TPHOperators@tfl.gov.uk">TPHOperators@tfl.gov.uk</a></p> <p>The operator should include evidence of its compliance with this condition via the independent assurance process in condition 1 as appropriate.</p>



		<p>The operator shall, on a monthly basis, provide a report to TfL, confirming the current status of all outstanding safety related complaints and the action to be taken.</p> <p>Notwithstanding the obligation above, the operator shall ensure that all serious safety related incidents or other non-safety allegations that require wider awareness are escalated to TfL senior management through an agreed escalation process in addition to the operational notification process. This will include, but is not limited to, any issue that may indicate a wider safety concern or breach of the operator's legal obligations.</p>	<p>that any such incident is quickly assessed by the operator and notified to the relevant authorities, including TfL, so that appropriate action can be taken.</p> <p>TfL has provided clarification on the information that should be provided in order to adhere with this condition.</p>	
7	Ride-sharing – training	<p>Where the operator offers ride-sharing services, the operator shall provide training to all drivers to ensure that any advanced bookings of private hire vehicles at separate fares are carried out safely.</p>	<p>A version of this condition has applied to all licences issued to the operator since 28 May 2019. TfL considers that it is necessary and appropriate to continue to apply this condition to the operator's new licence.</p> <p>New developments in technology have resulted in important changes in the way that private hire services are delivered in London. One such change is the expansion of ride-sharing services in which passengers share vehicles and pay separate fares.</p> <p>Strangers sharing a vehicle can create risks to safety which do not arise in exclusive hires. A booking at separate fares may</p>	<p>Should driver training only be provided at the point of registration for new drivers, then existing drivers should be provided with refresher training on a regular basis as deemed appropriate by the operator.</p> <p>The operator is requested to provide to TfL copies of all course material(s) delivered to new drivers as part of the registration process and to existing drivers within three months of licence grant or, if introduced subsequent to the licence being issued, within three months of the service being introduced.</p> <p>Further information related to the training delivery methods (face to face, online tutorial or a</p>

			<p>lead to up to eight strangers sharing a vehicle. Drivers need training on how to adapt their approach depending on the number of passengers sharing a trip.</p> <p>The requirement for driver training will enable ongoing management, monitoring and maintenance of driver and passenger safety and welfare. Drivers should know what action to take in different situations including when to call the police or the operator and how to appropriately manage a situation without putting themselves at risk e.g. how to deal with abusive or aggressive behaviour by a passenger (either towards a fellow passenger or the driver), unwanted sexual behaviour or any general instances of anti-social behaviour.</p> <p>We have sought assurances from operators of ride-sharing services regarding driver training and an incident involving three sharing passengers still occurred and the reports indicated that the driver felt insufficiently prepared to deal with the situation. This demonstrates the importance of ensuring that drivers are comprehensively trained to appropriately deal with incidents.</p>	<p>combination of the two), duration, location, possible outcomes and benchmarks and whether completion is mandatory, should be made clear to drivers in the course material and prior to attendance.</p> <p>TfL may request access to the operator's training programme as part of evidence of compliance with this condition.</p> <p>Course materials are to be sent to the Taxi and Private Hire Head of Operator Licensing, General Manager, and Director of Licensing, Regulation and Charging as well as to <a href="mailto:TPHOperators@tfl.gov.uk">TPHOperators@tfl.gov.uk</a> unless notified otherwise.</p> <p>The operator should include evidence of its compliance with this condition via the independent assurance process in condition 1 as appropriate.</p>
8	Ride-sharing - insurance	Where the operator offers ride-sharing services, the operator shall ensure that appropriate insurance is held for private	A version of this condition has applied to all licences issued to the operator since 28 May 2019. TfL considers that it is necessary and appropriate to continue to	Compliance with this condition could include the provision of:

		<p>hire vehicles carrying out bookings accepted at separate fares.</p>	<p>apply this condition to the operator's new licence.</p> <p>The sharing of vehicles by strangers creates risks which may not arise in exclusive hiring e.g. if there is an altercation between passengers or if there is a theft or damage to property.</p> <p>It is permissible under the Transport Act 1985 for PHVs to be hired at separate fares but PHVs must hold the applicable insurance policies which cover this specific form of private hire service so as to be sure that the liabilities arising are appropriately insured against.</p>	<ul style="list-style-type: none"> <li>- a written statement from the relevant insurer(s) that ride sharing is covered within the terms of the applicable policy;</li> <li>- confirmation by reference to the terms of the individual policy; and/or</li> <li>- a declaration by the insured person that ridesharing is covered.</li> </ul> <p>The written statement (or other evidence) shall be made available as part of the standard inspection process carried out by TfL Compliance Officers (carried out every six months at least) or in the event of an unannounced inspection.</p> <p>Any such evidence provided at the time of the inspection should also be made available to TfL's Head of Licensing following the inspection.</p> <p>Evidence is to be sent to the Taxi and Private Hire Head of Operator Licensing, General Manager, and Director of Licensing, Regulation and Charging as well as to <a href="mailto:TPHOperators@tfl.gov.uk">TPHOperators@tfl.gov.uk</a> unless notified otherwise.</p> <p>The operator should include evidence of its compliance with this condition via the independent assurance process in condition 1 as appropriate.</p>
9	Ride-sharing – risk assessments	<p>Where the operator offers ride-sharing services, the operator shall ensure that risk assessments are carried out for services in which passengers travel at separate fares insofar as this is not required to comply with another licence condition.</p>	<p>A version of this condition has applied to all licences issued to the operator since 28 May 2019. TfL considers that it is necessary and appropriate to continue to apply this condition to the operator's new licence.</p>	<p>The risk assessments may be general and address the overall safety of service delivery covering issues such as the needs and behaviour of passengers, driver supervision, the selection and review of pick-up and drop-off points, journey planning etc.</p>

			<p>Strangers sharing a vehicle can create risks to the safety of passengers which do not arise in exclusive hires.</p> <p>While reports of incidents in ride sharing services have been limited in recent years, our research has indicated that passengers (particularly those deemed vulnerable) feel less safe to travel in shared services.</p> <p>We consider that the process of identifying and mitigating risks which may arise in shared services is a worthwhile exercise not only to ensure that shared services are safe but that they are perceived to be safe by London's travelling public.</p>	<p>Individual risk assessments may also be appropriate in some circumstances depending on the nature of the service being offered, for example for unusual or non-routine journeys or where a passenger has special accessibility requirements.</p> <p>A risk assessment should identify:</p> <ul style="list-style-type: none"> <li>• Hazards;</li> <li>• The likelihood of a hazard occurring;</li> <li>• The likely severity of any injury or property damage;</li> <li>• Who might be affected;</li> <li>• Existing safety measures;</li> <li>• New safety measures that might be needed;</li> <li>• How safety measures are implemented; and</li> <li>• Emergency procedures.</li> </ul> <p>Risks assessments should be revisited or repeated at regular intervals to ensure continued safety of ride-sharing service delivery.</p> <p>Risk assessments are to be provided to TfL at the end of six (6) months from the date of licence grant and each six months thereafter. TfL may request that the frequency be reviewed, where appropriate.</p> <p>The operator is asked to confirm who is undertaking the risk assessment(s) including the competency of that person to perform the role.</p> <p>Risk assessments are to be sent to the Taxi and Private Hire Head of Operator Licensing, General</p>
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10	Document checks	<p>The operator shall ensure that it has in place, and makes use of, appropriate checks to verify that all documentation provided by a driver is legitimate and that it relates to that driver. This will include, but is not limited to, use of online tools such as Tfl Licence Checker, Daily Download reports the DVLA and Home Office websites as well as direct contact with insurance companies.</p> <p>The operator will be required to provide evidence of the checks that have been carried out, when reviewing documents, during the licence period, including prior to any inspection.</p> <p>In the event that the operator identifies a potentially fraudulent document, the operator shall ensure that no further bookings are undertaken by the driver (or vehicle) pending further inquiries; and</p> <p>a) The operator shall initiate an internal investigation of all drivers and vehicles available to identify any other fraudulent documents.</p>	<p>A version of this condition has applied to all licences issued to the operator since 28 August 2020. Tfl considers that it is necessary and appropriate to continue to apply this condition to the operator's new licence.</p> <p>The operator should have in place robust systems and processes to ensure that fraudulent documents are identified and not accepted. This prevents bookings being allocated to drivers that have provided fraudulent documents, and unlicensed bookings being undertaken.</p> <p>The operator had previously been presented with fraudulent documentation by unlicensed and uninsured drivers seeking to carry out booking on its behalf. Incidents of this kind present public safety concerns as bookings may be allocated to unlicensed and uninsured drivers.</p> <p>The introduction of Jumio as an additional measure to verify the identity of a driver at the point of registration and on an ongoing basis should prevent a reoccurrence.</p>	<p>Tfl will confirm compliance with this condition as part of the regular inspection process.</p> <p>The operator will be required to provide evidence of the checks that have been carried out, when reviewing documents, during the licence period, including prior to any inspection.</p> <p>If a fraudulent document is identified, the operator should initiate an internal investigation.</p> <p>Full details should be provided to Tfl immediately or within 72 hours of finding out by email to <a href="mailto:TPHLicensingSupport@tfl.gov.uk">TPHLicensingSupport@tfl.gov.uk</a></p> <p>The operator should include evidence of its compliance with this condition via the independent assurance process in condition 1 as appropriate.</p>

		<p>b) The operator shall, on a weekly-basis, provide a report to TfL, specifying all of the potentially fraudulent documents identified and the action taken.</p> <p>c) The operator shall, upon conclusion of each investigation into a potential fraudulent document, notify TfL of the outcome of the investigation and any resulting action taken.</p>	<p>Whilst the issues have not been repeated, the establishment and application of appropriate checks is essential in protecting passengers and the public.</p> <p>The operator is a large operator with a first-tier licence meaning they are permitted to operate with more than 10,001 vehicles at any one time so the application of appropriate checks is essential in protecting passengers and the public.</p> <p>Where identified, TfL will require the operator to investigate these cases in order to understand the root causes and identify ways in which it can prevent such behaviour.</p> <p>Swift action in reporting any such incidents to TfL and other relevant authorities is also essential.</p>	
11	Driver and vehicle licence checks	<p>The operator shall confirm the validity of both:</p> <ul style="list-style-type: none"> <li>• The London PHV driver's licence; and</li> <li>• The London PHV licence</li> </ul> <p>before making that driver and that vehicle available to carry out private hire bookings using TfL's Licence Checker or Daily Download reports and other TfL data sources.</p>	<p>A version of this condition has applied to all licences issued to the operator since 28 August 2020. TfL considers that it is necessary and appropriate to continue to apply this condition to the operator's new licence.</p> <p>The operator should have in place robust systems to ensure PHV bookings are only fulfilled by licensed PHV drivers using licensed PHVs as well as to identify fraudulent documents. This will prevent bookings being allocated to drivers that have provided fraudulent documents, and</p>	<p>If a fraudulent licence or any other documentation is identified, the operator should initiate an internal investigation and provide full details to TfL immediately or within 72 hours of finding out.</p> <p>Reports are to be made by email to <a href="mailto:TPHLicensingSupport@tfl.gov.uk">TPHLicensingSupport@tfl.gov.uk</a></p> <p>The operator should include evidence of its compliance with this condition via the independent assurance process in condition 1 as appropriate.</p> <p>TfL will seek to confirm compliance with this condition as part of the regular inspection process.</p>

			<p>unlicensed bookings being undertaken. The establishment and application of appropriate checks protects passengers and the public.</p>	<p>By this, we require the operator to provide evidence of the checks that have been carried out any driver or vehicle.</p>
12	Operational reporting	<p>The operator shall provide to TfL on a monthly basis a report setting out:</p> <p>(i) any breaches of the operator’s regulatory obligations (including these Conditions) that it has identified;</p> <p>(ii) the outcome of each investigation into a safety incident pursuant to condition 13 (including any resulting action taken) concluded by the operator;</p> <p>(iii) any suspensions or deactivations of licensed drivers that it has notified to TfL;</p> <p>(iv) the current status of all outstanding safety related complaints and the action to be taken as required by condition 13; and</p> <p>(v) fraudulent documents as required in condition 10 above, in the preceding month.</p> <p>The report is to be provided to TfL at the end of each month from the date of licence grant (and no later than 7 days after the end of each month).</p>	<p>A version of this condition has applied to all licences issued to the operator since 28 August 2020. TfL considers that it is necessary and appropriate to continue to apply this condition to the operator’s new licence.</p> <p>As above, the operator should have in place robust systems to ensure that regular checks are carried out throughout the period that a driver or vehicle remains available to the operator.</p> <p>These checks and the frequency of them shall ensure that fraudulent documents are identified at the earliest opportunity. This prevents trips being allocated to drivers that have provided fraudulent documents, and unlicensed trips being undertaken.</p> <p>The provision of a regular report will assist TfL in understanding the effectiveness of the driver and vehicle documentation processes the operator has in place.</p>	<p>The report to be provided by the operator should include the:</p> <ul style="list-style-type: none"> <li>- Number of drivers that have been registered by the operator;</li> <li>- Number of driver applications that the operator has declined and the reason for refusal in each case;</li> <li>- Number of applicants detected by the operator who do not hold a valid London PHV driver’s licence and the actions taken by the operator;</li> <li>- Number of drivers that have left by mutual consent;</li> <li>- Number of drivers that have been dismissed by the operator;</li> <li>- Number of drivers that have had their access to the operator’s booking platform temporarily suspended and the conclusion of that suspension;</li> <li>- Evidence of and details of any issues identified regarding the validity of any documentation presented for the purposes of being available to The operator;</li> <li>- Number of checks conducted of London PHV licences and any associated vehicle documentation (e.g. insurance, MOT,</li> </ul>

		<p>The report should cover data for the previous month (e.g. by no later than 7 December 2021, provide data for 1 – 30 November 2021 and so on).</p>		<p>V5C), along with the frequency of those checks; and</p> <ul style="list-style-type: none"> <li>- Number and details of any issues identified regarding the validity of a London PHV licence or any associated documentation.</li> </ul> <p>Where any drivers are dismissed, the operator should also provide further details including:</p> <ul style="list-style-type: none"> <li>• Summary of the PHV/105's dismissal notifications submitted &amp; platform suspensions</li> <li>• The reason for dismissal per driver</li> <li>• All trip data per driver, including initial and final dates available to the operator, total trips undertaken, complaints history etc</li> <li>• Highlight any incidents that are a serious public safety concern and/or involve any fraudulent activity, such as, but not limited: <ul style="list-style-type: none"> <li>○ Any alleged serious violent and/or indecent offences;</li> <li>○ Any fraudulent behaviour exhibited by drivers;</li> <li>○ Any issues identified with the veracity of required documentation (e.g. TfL issued licence documents, MOT, insurance)</li> </ul> </li> </ul> <p>The report is to be provided to TfL at the end of each month from the date of licence grant (and no later than 7 days after the end of each month).</p>
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13	Basic Disclosure and Barring Service (DBS) checks for existing directors and office holders	<p>The operator shall ensure that a basic Disclosure and Barring Service check is conducted for all directors and office holders every twelve (12) months</p>	<p>This condition applied to the operator’s licences issued by TfL since 28 May 2019. TfL considers it necessary and appropriate to continue to apply this condition to the operator’s new licence.</p> <p>A related company, Taxify LDN Ltd, previously applied for an operator’s licence and TfL prosecuted it in December 2018 for launching PHV services in London without having been granted a licence.</p> <p>One of the criteria to be licensed as a London PHV operator is that TfL is satisfied that the applicant is a ‘fit and proper person’ to hold such a licence.</p> <p>Where a company is applying for a licence, TfL needs to be satisfied that the people who make up that company are fit and proper.</p>	<p>As the operator provided relevant documentation in May 2021, the next submission is required in May 2022.</p> <ul style="list-style-type: none"> <li>• To apply for a basic DBS check, applicants will need to provide details of where they have lived over the last 5 years, their National Insurance number, passport and driving licence.</li> <li>• A company secretary is an example of an “office holder”.</li> <li>• Further information on how to apply for a DBS check is available via this <a href="#">link</a></li> </ul> <p>The operator is expected to provide to TfL the DBS disclosure certificates securely. Should an electronic format be preferred, the submission should be password protected. If provided via post, then the submission should be sent by recorded delivery.</p>

			<p>This condition will help TfL to continue to ensure that the people who make up the company remain fit and proper for the duration of the licence.</p>	<p>The DBS disclosure certificates are to be sent by the operator's Nominated Representative.</p> <p>The information is to be provided to TfL as soon as possible and without undue delay following twelve months of licence grant.</p> <p>The DBS disclosure certificates are to be sent to TfL by email <a href="mailto:TPHOperators@tfl.gov.uk">TPHOperators@tfl.gov.uk</a> to the Head of Operator Licensing.</p> <p>The operator should include evidence of its compliance with this condition via the independent assurance process in condition 1.</p>
14	<p>Criminal record checks for any new appointments – directors or office holders</p>	<p>The operator shall ensure that a basic Disclosure and Barring Service check is conducted where a new director or office holder is appointed.</p> <p>The operator shall also ensure that a Certificate of Good Conduct is conducted where that individual has lived outside of the United Kingdom for a period of more than three continuous months.</p>	<p>This condition applied to the operator's licence issued by TfL on 28 May 2019. TfL considers it necessary and appropriate to continue to apply this condition to the operator's new licence.</p> <p>Where a company is applying for a licence, TfL needs to be satisfied that the people who make up that company are fit and proper.</p> <p>Where the operator has carried out basic Disclosure and Barring Service (DBS) checks for all current directors and office holders, TfL needs to be satisfied that the same process will be applied to all new staff members.</p>	<p>The operator is expected to provide to TfL the certificates securely. Should an electronic format be preferred, the submission should be password protected. If provided via post, the submission should be sent by recorded delivery.</p> <p>Any DBS disclosure certificates or certificate of good conduct are to be sent by the operator's Nominated Representative.</p> <p>The information is to be provided to TfL as soon as possible and without undue delay following twelve months of licence grant.</p> <p>Reports are to be sent to TfL by email <a href="mailto:TPHOperators@tfl.gov.uk">TPHOperators@tfl.gov.uk</a> to the Head of Operator Licensing.</p>

			The DBS cannot access criminal records held overseas. We therefore consider it appropriate to seek criminal records information from overseas in appropriate cases to support the decision-making process.	The operator should include evidence of its compliance with this condition via the independent assurance process in condition 1.
15	Transparency during any investigations	<p>The operator shall, to the extent permitted by law, provide written notification to TfL of the outcome of:</p> <p>a) all investigations concerning any regulatory breaches or infringements of law by the operator or any affiliated company (such as Taxify OU, Taxi LDN Limited, the operator (Hopp Operations Limited), or Bolt Services UK Limited), to the extent that any Relevant Person has been implicated in such conduct or found to be personally culpable for such breach or infringement;</p> <p>b) all civil or criminal proceedings, in the United Kingdom or elsewhere, against the operator or any affiliated company, or against any driver(s) or vehicle licensee(s) delivering services for them; and</p> <p>c) all investigations, whether criminal or civil, in the United Kingdom or elsewhere, that any Relevant Person has been implicated in or found to be personally culpable.</p>	<p>A version of this condition has applied to all licences issued to the operator since 28 August 2020. TfL considers that it is necessary and appropriate to continue to apply this condition to the operator's new licence.</p> <p>TfL considers that it is necessary and appropriate for this condition to apply to the operator's next licence.</p> <p>The operator has previously notified TfL of the outcome of investigations conducted in relation to data breaches and fraudulent documentation cases.</p> <p>This condition will strengthen TfL's confidence in the operator's governance and culture of transparency and effective working with TfL as its regulator. It will allow TfL to be better informed of any such matters and consider whether any further appropriate action is required to be taken.</p>	<p>Compliance with this condition should include the provision of:</p> <ul style="list-style-type: none"> <li>- a written statement from the operator that provides the details, current status and outcome of any and all investigations concerning any regulatory breaches or infringements of law by the operator or any affiliated company, to the extent that any Relevant Person has been implicated in such conduct or found to be personally culpable for such breach or infringement;</li> <li>- a written statement from the operator that provides the details, current status and outcome of any civil or criminal proceedings, in the United Kingdom or elsewhere, against the operator or any affiliated company, or against any driver(s) or vehicle licensee(s) delivering services for them</li> <li>- a written statement from the operator that provides the details, current status and outcome of all investigations, whether criminal or civil, in the United Kingdom or elsewhere, that any Relevant Person has</li> </ul>

		<p>In this Condition, a "Relevant Person" means any person who during the term of this Licence is, or has been, employed or engaged by the operator as a Senior Manager, office holder and/or Director.</p>		<p>been implicated in or found to be personally culpable</p> <p>Notification by way of a written statement (and other evidence) shall be sent by email to <a href="mailto:TPHOperators@tfl.gov.uk">TPHOperators@tfl.gov.uk</a>, and to the Taxi and Private Hire Head of Operator Licensing, General Manager, and Director of Licensing, Regulation and Charging unless notified otherwise.</p> <p>The operator should include evidence of its compliance with this condition via the independent assurance process in condition 1.</p>
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