

# Bolt Noticeboard

Last update: 15 May 2025

## Latest Bulletin

### GMB NATIONAL STANDARDS – PROPOSAL FOR PRIVATE HIRE DRIVERS

Posted on: 15 May 2025

Dear Members,

GMB has a long history of representing drivers on the Taxi and Private Hire industry, which is an integral element of a modern, sustainable and safe transport system.

However, the present licensing system which places clear obligations on operators and details clear rights for customers (riders), is almost silent when it comes to driver safety and welfare.

It is no longer feasible to effectively ignore the safety and welfare of thousands of workers, as it will undermine the future sustainability of the TPH industry, and by association integrated transport systems.

#### SAFETY

At present there are very detailed obligations on operators to ensure rider safety, and obligations on drivers too (Cert of GC etc) however the safety of drivers themselves, is almost non-existent in licensing requirements.

The failure to incorporate any protective measures for drivers within licensing frameworks is an omission that cannot be sustained.

Drivers are a central component of the TPH industry, and their safety is at least worthy of the same consideration as riders. It is difficult to identify any other industry where the health and safety protections



for the workforce are almost non-existent.

On that basis GMB is calling for the following safety measures to be included in national standards:

- Removal of all vehicle signage;
- Mandatory CCTV inc audio within vehicles<sup>[1]</sup>;
- Operators to regularly assess and update health and safety policies for driver protection.

## SUSTAINABILITY

Sustainability, whether economical or environmental, is a key aspiration of any integrated transport system, without is the system loses credibility and efficiencies, and the TPH industry is no different.

<sup>[1]</sup> This raises questions of funding installation – which should be supported as a safety initiative – in the absence of subsidies, drivers should face no impediment if they choose to install CCTV inc audio recording.

The growth in driver and vehicle numbers is having a detrimental impact on the driver earnings, and any increased volume of journeys overwhelming benefiting operators and riders. The lack of transparency over fares impacts both drivers and riders, with neither one able to assess if ‘fares are fair’, with online operators banning drivers from asking riders about fares they have paid. It is difficult to identify another UK industry where significant sections of the workforce have no transparency or say in how their earnings are calculated.

GMB members report declining hourly earnings, which means the only way to maintain, let alone increase earnings, is to drive for more hours and longer distances, which has a consequential negative impact on infrastructure, road traffic and the environment.

It is not reasonable to expect any UK industry workforce to work for decreasing earnings when the wider industry continues to grow.

GMB believes that national licensing standards need to strike a balance regarding fares, earnings and driver welfare, including:

- Regulators to have powers to cap vehicles numbers as necessary;
- Operator licenses should include a cap on driver numbers;



- Fare calculation using time by distance travelled or;
- Full transparency over how fares are calculated for both drivers and riders;
- Consistency between Regulator and Operator standards in cases of driver deactivation and;
- The principles of natural justice to be incorporated into all procedures involving disputes between drivers and riders.

Yours in union,

**GMB NATIONAL PH REPS & GMB NATIONAL OFFICER**

## **GMB MEMBER SURVEY – HEALTH AND SAFETY LAWS AND ANTI-RACISM**



**Posted on: 18 March 2025**

Dear members,

Racism in any workplace is a serious health and safety issue.

In the Summer of 2024 workers were attacked by racist rioters because of their (perceived) ethnic background or faith, and the risk for global majority workers has not gone away this year.

We cannot allow this to happen again.

That's why GMB is surveying its drivers, riders and couriers members on how the riots impacted them, so we can focus on building future solidarity, and identifying what responsibilities Platform Operators may have under the Health and Safety at Work Act 1974 to provide safe workplaces.

The evidence from this survey will also be used in a Special Report to GMB Congress 2025 on Anti-Racism.

It is vital that you complete the survey so we can stand together against racism and improve safety in all workplaces.



Please complete the survey here: <https://www.gmb.org.uk/race-riots-survey>

Yours in union,

GMB NATIONAL DELIVEROO, UBER AND UBER EATS REPRESENTATIVES

GMB NATIONAL OFFICER

## GMB REPS UPDATE FROM QUARTLERLY MEETING WITH UBER



**Posted on: 27 February 2025**

Dear Members,

GMB Uber National Committee Reps met with Uber management earlier this week to discuss a number of issues including those we shared prior to the meeting.

At previous meetings your GMB Reps have raised a number of important issues and yesterday there was some movement on some of them too.

Our update in no particular order is:

- For trips with multiple stops we are now expecting a reduction in the level of waiting time between stops;
- We have urged Uber to give Drivers the final decision on riders who try to add more stops after a trip has been accepted;
- We're aware that on occasion Drivers have reported a drop in fare following additional stops being added - we need Drivers to screen shot this and share with your National Rep;
- We proposed a dedicated meeting with Uber on Driver earnings, as there is increasing concern amongst members about earning levels;
- Uber understood that where airport jobs were cancelled then a Driver should be able to return to the same place in the queue, not the end;



- Manchester Airport Geofencing – Uber is investigating complaints that some drivers are not being placed in the queue unless they enter the private hire holding area;
- Airport Queue Opt-Out – We have asked Uber to introduce an opt-out option for drivers who do not wish to take airport jobs;
- Requested again that Riders be prevented from taking screenshots of Drivers profile pictures, particularly because this is often being used in misleading posts on social media;
- Electric Vehicle (EV) Support – Drivers are encouraged to use their accrued clean air fee before the deadline to avoid losing it;
- The EV support scheme has been extended, providing continued assistance for those making the switch;
- Members should also look out for exclusive EV offers, including potential savings on select vehicle models;
- Disappointingly Uber rejected our request to have Holiday Pay taken off the fare offer card and returned to the previous arrangement.
- Uber is open to enhancing the insurance offerings available to TfL drivers and is considering collaborations with other firms that may provide competitive choices and potential savings, subject to market availability;
- We called for stronger protections for Drivers against false allegations to prevent unjust deactivations. Uber indicated that it was prepared to support Police referrals in instances of fraudulent Rider claims;
- We asked if Uber could introduce facial recognition for Riders so that to are actively pursuing discussions to address these issues and ensure that drivers are treated fairly;

We will be monitoring the changes that were discussed in order to ensure that they come onboard.

As a reminder, please monitor trips with multiple stops and if the fare drops after stops are added please make sure you take screen grabs to share with your Reps.

Also as previously mentioned coming up is an online safety survey that will be sent out to members, please make sure you complete it.



## GMB MEMBER ISSUES FOR QUARTERLY MEETING WITH UBER



**Posted on: 19 February 2025**

Dear members,

We will shortly be meeting Uber for our regular quarterly meeting.

GMB members have raised the issues below with your Reps, and we have sent into Uber for discussion at the upcoming meeting:

- Driver Earnings – this is a key issue and we are seeking a dedicated meeting to discussing driver earnings;
- Holiday Pay – Many members want Holiday Pay to be removed from the fare offer card;
- Insurance Documents – GMB members are concerned that genuine mistakes are being classed as fraudulent actions;
- Driver Deactivations – GMB members have ongoing concerns at speed of deactivation/level of evidence being relied upon/;

We are also seeking updates on issues that have been raised at previous quarterly meetings, some of them are below:

- Stopping riders from screenshotting Drivers' profile picture;
- Changes in airport cancellation fees;
- Giving Riders the ability to change bookings when needed i.e. X to XL
- Giving Drivers final say when Riders try to add stops/change destination mid-trip;



- Luggage expectations.

GMB has secured changes to Trip Radar since its trial last year but we are aware that it is still causing concern so will continue to engage Uber on the issue.

Following the meeting we will post updates on the talks once we confirm the details.

## VALENTINES DAY

Ahead of Valentines Day, GMB knew that many members across the Country would be taking the chance to express their concerns on Valentines day, concerns that we understand.

That's why GMB proposed to Uber (and Uber Eats/Deliveroo too) that they consider an additional bonus payment for Drivers (and Couriers) who decided to work Valentines Day; something we called for last year in the lead-up to Christmas.

GMB knows that our proposal wouldn't have solved the overall issue of Driver earnings, but we believed that it was worth proposing to all the operators on behalf of members, and to give Operators a fair opportunity to respond.

As we move forward our focus again turns to the issues listed above including the overall earnings of members.

## DRIVER SAFETY

Lastly GMB is worried that there may be an increasing amount of fake online posts about Drivers in our communities.

We will shortly be reaching out to members and the industry about how we can address these concerns.

Please look out for our message/email/survey in the next week.

Yours in union,

GMB National Officer

GMB National Uber Reps

## ALGORITHMIC TRANSPARENCY



Posted on: 23 January 2025



Dear GMB Members,

Today there have been public calls for greater transparency over algorithmic transparency from platform operators.

<https://www.theguardian.com/business/2025/jan/20/food-delivery-apps-ubereats-deliveroo-justeat-urged-to-reveal-how-algorithms-affect-uk-couriers-work>

GMB has very clear position on algorithmic transparency, as it is important to supporting members in their efforts to increase their earnings via negotiation.

That's why we've issued the following supportive statement:

*"Algorithmic transparency is a massive issue across the entire platform economy.*

*"How much members are paid is a crucial building block of negotiation between workers and bosses.*

*"GMB needs to know how and when members are paid if we're going to be effective in raising their earnings and addressing inequality.*

*"Our members want greater transparency in how their earnings are calculated, particularly in terms of 'dynamic pricing', as our members seek to keep pace with the rise in cost of living."*

In solidarity,

Eamon O'Hearn

GMB National Officer

## **BOLT DECISION AND MEETING WITH GOVERNMENT MINISTER FOR LOCAL TRANSPORT**



**Posted on: 6 December 2024**

Dear members,

We hope you are all well and that you are looking forward to the festive season.

This is a short update on the recent Bolt decision.





There has been significant coverage of the decision and the two main parties, Leigh Day solicitors and Bolt have yet to reveal their next steps, and we expect that there will either be some form of negotiated settlement or an appeal by Bolt.

We have recently taken our own legal advice on the decision, as we want to also understand how this judgement could impact the industry more widely.

This is also because GMB has recently met with the Government Minister for Local Transport, including Taxi and Private Hire, Simon Lightwood, to outline our support for minimum industry standards, particularly those that include rights and standards for drivers.

This is just the start of the process but we are beginning to coordinate GMB members and resources across all our Regions to identify members' priorities, and continue the campaign for dignity and respect for driver members.

Over the coming months we will be seeking your views, and asking you to actively support the campaign, so please ensure that when we send out surveys you take the chance to have your say or join us in campaign activities.

Yours in union,

GMB National Officer

## **BOLT TRIBUNAL – WORKER STATUS AND WAITING TIME DECISION**



**Posted on: 8 November 2024**

Dear members,

Today an Employment Tribunal has reached a decision on the status of Bolt drivers.

It builds on the decision GMB secured against Uber and brings the issues of waiting time and multi-apping into focus.

GMB will be reviewing the judgement as well as convening a meeting of National Reps to consider the implications for individual members, but also for the industry as a whole.

At first glance it appears to provide clarity on waiting time for drivers who are only logged into the Bolt app, but the judgement doesn't explore multi-apping.



We will do our best to provide updates to members as we go along.

Yours in union,

**GMB National Uber Reps & GMB National Officer**

## **GMB Campaign For Fair Treatment For Bolt Drivers Continues.**



**Posted on: 13 December 2022**

GMB has submitted a collective grievance to Bolt management, followed up by a series of test cases to the employment courts. We are campaigning with licensing authorities to make sure Bolt treat its drivers to the industry standard – offering them guaranteed minimum earnings, holiday pay, representation before de-platforming and accepting a duty of care for drivers for the safety and well being.

The UK Supreme Court has already confirmed these rights for drivers using similar Apps and an industry standard has been established that Bolt should follow.

Drivers using the Bolt platform are encouraged to join the GMB legal action to enforce this judgement – even if you also drive for Uber and other platforms. Please [click on the link](#) to get involved.

### **GMB Union takes on Bolt App over not providing self employed worker rights**

Dear Colleagues,

The next cab to leave the rank in GMB Union drivers fight to level up the Private Hire Sector and obtain for drivers the self-employed rights that are being denied to them by Bolt. Just around the time of the outbreak of Covid GMB Union was sitting down and talking to Bolt senior executives regards setting up a positive relationship and making an agreement that covered all drivers. Our demands were the same then as they are now, that Bolt drivers are self-employed, but because they are controlled by Bolt, therefore they are denying drivers certain legal rights and protections that self-employed drivers are entitled to.

The simple question is as a driver do you want:

- Guaranteed Pay rise of 12.04%
- Holiday Pay



- Protection of earnings being the minimum of NLW
- A contributory company pension scheme
- Protection from whistleblowing and detriments

We believe you do – GMB Union won for drivers using the Uber app, and we will win for drivers using the Bolt App.

Existing GMB members – Sign up to our legal claim now it is that simple – click on the link [Need support? Contact us | GMB](#)

Not a GMB member: (or you know someone that uses the Bolt App) – get them to join the GMB Union on the grade 2 contribution rate click here [Join GMB | GMB](#)

Want to Know More? click on the link [Need support? Contact us | GMB](#)

See just some of the press and media links on these court cases click on the link <https://www.gmb.org.uk/bolt>

[Union takes Bolt to court over pension rights – FTAdviser.com](#)

[GMB targets Bolt in fresh workers' rights legal action | GMB](#)

Yours In solidarity

**Mike Tinnion Mick Rix**

**President GMB T&PHNOC National Officer, GMB**

