



Mr Graeme Irvine, Senior Coroner
Walthamstow Coroner's Court
Queens Road
Walthamstow
E17 SQP

[REDACTED]

6th February 2023

Dear Mr Irvine,

RE: REGULATION 28 REPORT TO PREVENT FUTURE DEATHS - Inquest into the death of Fatima Abukar [REDACTED]

We write further to your Regulation 28 report dated 14th December 2022.

Firstly, please may we extend our sincerest condolences to the family and loved ones of Fatima Abukar, and all others who have tragically lost their lives whilst using an E-Scooter.

We are saddened to learn the truly concerning statistics advised under section 5 of your report and remain committed to doing what we can as a business to ensure the safety and wellbeing of all of our customers.

At the time of writing, customers are advised at the point of sale that E-Scooters purchased from Harrods are not suitable for road use and text is added to their sales receipts to reflect this. Furthermore, we routinely recommend to customers that they purchase helmets for use with their E-Scooters. Helmets are available for sale in the Technology department and are displayed alongside the E-Scooters. We are also implementing age verification checks at the point of sale to ensure that E-Scooters are not sold to persons under the age of 18.

Further to the above, we are now taking steps to prepare notices to be displayed in the Technology department and on our online retail website, harrods.com. Such notices will make clear that it is illegal to use an E-Scooter on a public road and in spaces that are set aside for use by pedestrians, cyclists and horse-riders



(including the pavement and cycle lanes). We enclose a copy of the notice in the Schedule to this letter.

The notices will be prominently displayed (i) in the area(s) containing E-Scooters within the Technology department in Harrods' Knightsbridge store, and (ii) on product pages for E-Scooters on harrods.com. Furthermore, customers purchasing an E-Scooter in store will be directed to read the content of the notice before completing any purchase. We anticipate these notices will be on display and clearly visible for customers by 10th February 2023.

We trust that the above clearly sets out the actions that we have taken and will be taking in the near future (along with our anticipated timeline for implementing the same). However, please do not hesitate to contact us if we can assist any further.

Yours sincerely,

Harrods Limited



SCHEDULE - E-Scooter Notice

NOTICE/DISCLAIMER

Electric 'E' Scooters are powered transporters. Given how powered transporters are motorised and designed, they fall within the legal definition of a "motor vehicle" under UK legislation. Therefore, the laws that apply to motor vehicles apply to powered transporters.

In the UK, other than specific, approved Electric 'E' Scooter rental schemes, it is currently illegal to use a powered transporter:

- on a public road without complying with the legal requirements for the use of motor vehicles on public roads; and
- in spaces that are set aside for use by pedestrians, cyclists, and horse-riders - this includes on the pavement and in cycle lanes.

Any person who uses a powered transporter on a public road or other prohibited space in breach of applicable laws is committing a criminal offence and can be prosecuted. Save where the legal requirements for the use of motor vehicles on public roads are complied with, it is otherwise currently only legal to use a powered transporter on private land with the permission of the landowner. It is the Customer's complete responsibility to ensure that their Electric 'E' Scooter is used in accordance with all domestic legislation applicable in the country of use.

Using an Electric 'E' Scooter can be a challenging activity and carries with it risks, including the risk of personal injury. Customers must act reasonably and sensibly at all times and follow all safety warnings and instructions. It is strongly advised and recommended that all Customers wear protective equipment (including a helmet) when using an Electric 'E' Scooter. Use of Electric 'E' Scooters remains at all times at the Customer's own risk. When purchasing through Harrods Limited, the Customer fully accepts and assumes all risk and liability associated with the use of an Electric 'E' Scooter.

The Customer further accepts full responsibility and waives all and any rights it may have against Harrods Limited in relation to any liability arising out of or in connection with, directly or indirectly, their use of an Electric 'E' Scooter (save in the event of negligence of the company or a defective product).

For further guidance in relation to the use of powered transporters, please see: <https://www.gov.uk/government/publications/powered-transporters/information-sheet-guidance-on-powered-transporters>