

Safety tips for using taxis and ride-hailing services for work travel

Taxis and ride-hailing services can be a quick and cost-effective way for employees to travel. It's important to keep in mind that employer, supervisor and employee safety responsibilities still apply whenever employees use those services for work. Use the guidance below to help establish the practices your employees can use to keep safe.

Tip

As part of an employer's due diligence, it's beneficial for each employer to establish a preferred service provider, often based on criteria such as reliable pickups, good fare values and safe trips. Some ride-hailing apps enable customers to hire preferred drivers.

1. Use trip planning

- Establish a check-in contact. Tell them where you're going, how you're travelling and when you expect to arrive.
- When you arrive, advise your check-in contact. [TripCheck](#) is a free online trip planning tool that can help.

2. Choose safe pickup and drop-off spots

- Always enter and exit away from traffic.
- Take extra care when entering or exiting beside a bike lane or busy sidewalk.

3. Check the facts before you get in

- Only get into the vehicle if the make, model and licence number of the vehicle, and the driver's name and appearance match the information provided by the ride-hailing app.
- If using a taxi, check that the information on the car door matches the company called.

4. Choose where you sit

- It's usually safer to sit in the back seat because there are two possible exits and it increases space between you and the driver.

5. Use tracking features

- If the ride-hailing app allows you to track ride progress, share it with your check-in contact.

6. Consider additional personal safety devices

- There are a variety of apps, tools and devices that can enhance your personal safety. These can be effective in emergencies. But remember - if you're worried, you probably shouldn't get in.

7. Expect the driver to follow the rules of the road

- Tell the driver that a safe trip is your top priority, and that you expect them to follow the rules of the road.
- Have realistic expectations, don't ask the driver to do anything illegal or unsafe.

8. Be a good passenger

- Wear your seatbelt and don't unnecessarily distract the driver.
- Don't be a backseat driver, but if you see a hazard the driver doesn't, warn them.

9. Share feedback

- If the driver lacked skills or any aspect of the trip was unsafe, tell the service provider and your employer or manager. Or, use the ride-hailing app to rate the driver and the trip. Sharing an objective evaluation helps others benefit from the services of good operators and encourages marginal operators to improve their performance.

Resources

[Staying Safe When Using Ride-Hailing Services](#)

[Protect your safety while riding with Uber](#)

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