



Road safety is smart business.

Tip sheet

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. Keep in mind that safety responsibilities for employers, supervisors, and employees still apply when using these services for work.

For employers

Choose a preferred service provider

Decide which service(s) your organization will use. Consider factors such as safety, reliability, and value. Some ride-hailing apps let customers hire preferred drivers.

For employees

Use trip planning

- Use our [TripCheck](#) free online trip planning tool
- 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

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

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

- Verify that the information on the taxi door matches the name of the company you booked
- If something is off, don't get in

Choose where you sit

- It's usually safer to sit in the back seat. There are 2 possible exits and it increases space between you and the driver

Use tracking features

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

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

Share feedback

- Tell the service provider and your employer or supervisor if the driver lacked skills or any aspect of the trip was unsafe. Use the ride-hailing app to rate the driver and the trip. Sharing an objective evaluation helps others and encourages marginal operators to improve their performance

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