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Closed on Saturdays, Sundays,  
and public holidays



# Keeping Singapore Moving Safely

The Gojek guide to **safe driving**

## Foreword

At Gojek, our unwavering commitment is to the well-being of every driver-partner and passenger on our platform. Safety is not just a guideline; it is a shared responsibility and a core value that guides every journey. This means that our continued success as a platform depends on you too.

Being a professional driver-partner means understanding the road and making decisions that always prioritize safety. To support you in this, this booklet covers information that you may need – bringing together practical guidance from industry standards, national codes of practice, and proven methods from the community.

By staying informed and alert, you're protecting yourself, your passengers, and the people who share the road with you. Thank you for your dedication and commitment to making our roads safer for all.



## Foreword

Every worker deserves to return home safely at the end of each workday. This includes our platform workers and our Private Hire Car Drivers.

Championing safer and healthier work environments for every worker is one of NTUC's key priorities. Together with our platform operators, we remain committed in ensuring our drivers in Singapore have a secure working environment to work in.

NTUC together with National Private Hire Vehicles Association, have been engaging our drivers on the ground to understand their concerns. We work closely with our platform operators to improve their work conditions and workplace safety. I am heartened that this collaboration between Gojek and us is a testament of the positive relationship. We trust that we can Do More for Gojek's Driver-Partners (DPs) to keep them safe on the roads.

I hope that this booklet with its safe driving and wellness tips will be a useful guide for our Driver-Partners so that they can provide a secure and pleasant ride for themselves and our customers.

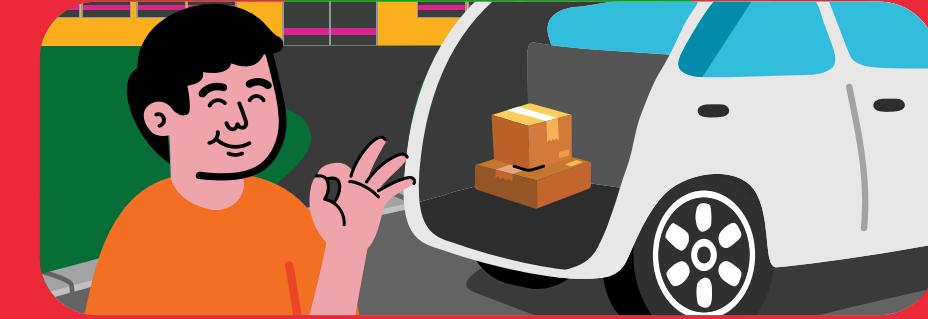
We look forward to more partnership opportunities to achieve win-win outcomes for our workers and Gojek.

Cham Hui Fong  
NTUC Deputy Secretary-General



# Safe driving 101

## Before you begin



- Store loose items in the car boot or glove box
- Make sure your view of the road is clear and unobstructed
- Put your seatbelt on
- Check your tires, brakes, lights, and warning indicators

## Driving on the road



- Focus on the road and follow all road signs
- Maintain a safe distance from the vehicle in front of you
- Look out for brake lights and observe the 2-second rule
- Keep to all the speed limits you see

## Picking a passenger up



- Ensure all passengers put on seatbelts
- Anyone below 1.35m in height will require a child car / booster seat

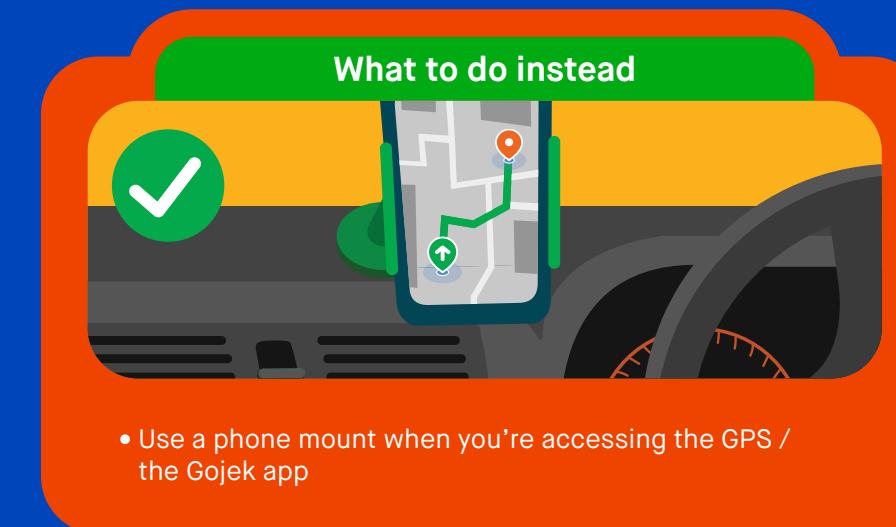
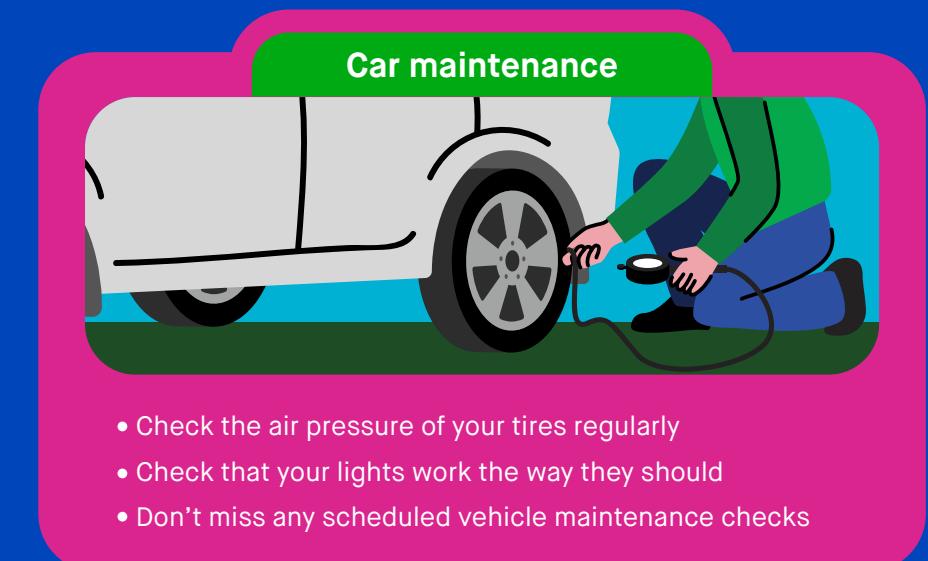
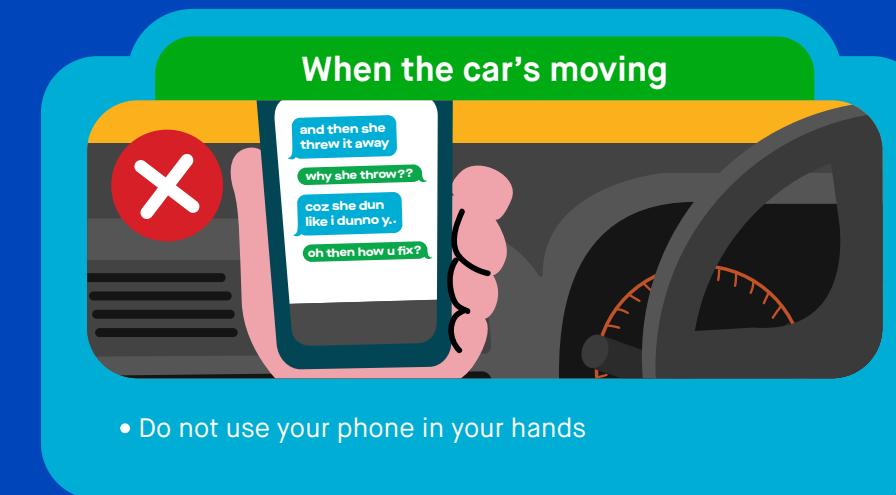
## Driving in wet weather



- Turn the headlights on to see the roads better
- Turn on fog lights if you need to
- Slow down – have time to respond to traffic around you
- Maintain a safe braking distance from the car in front of you
- Depress the brakes gently to prevent skidding

Tip: Choose a shelter/dry area for pick-ups/drop-offs to avoid slipping or injuries

# Avoiding common accidents



# After every trip

## Lost and found



- Check for any items left behind by passengers
- If you find something, report it on your Gojek Driver app
- Keep the item safe until it can be handed over to the passenger, police, or dropped off at GoHub
- Your passenger may also contact you via the app within 2 hours from trip completion
- They may also reach out to you with the help of Gojek's support team

## Cleaning up



- If your previous passenger appears sick, wipe down high-contact surfaces
- Keeping your car clean helps keep the vehicle safe for both you and your next customer!

## Taking a rest



### Throughout the day

- Take quick walks
- Take power naps in the car (when you are safely parked)
- Get out of the car to stretch

### If your back aches

- Put a bag of ice between your lower back and the seat while you're driving
- Disposable hot packs can also help

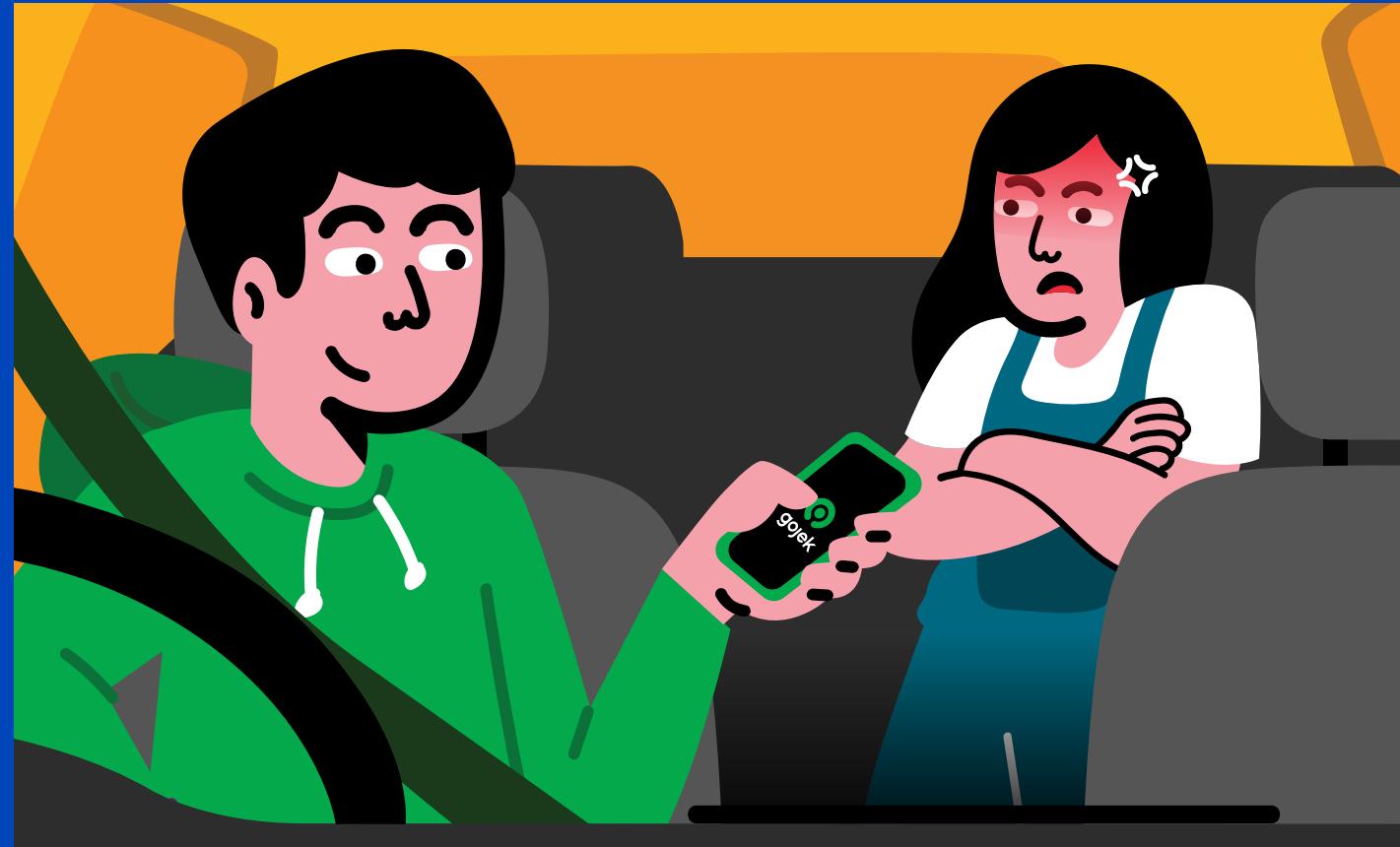
### Handling stress

- Put on music that makes you happy
- Breathe!

### At the end of the day

- Get at least 7–8 hours of sleep

# Handling conflict



You may encounter customers that may be upsetting / challenging. Stay calm and professional.

Here's how to manage the situation:

- 1 Listen
- 2 Acknowledge
- 3 Clarity
- 4 Offer solution
- 5 Check back

You may also write in to Gojek via in-app help, and a GoTroop member will contact you ASAP.

# What to do in an emergency

If there are **injured** parties



- 1 Call the **police (999)** or **SCDF (995)** immediately
- 2 **Collect details** of all parties involved  
*Contact numbers, vehicle numbers, pictures of the accident / any damage to vehicles*
- 3 **Seek medical attention** if anyone feels unwell
- 4 Call your **rental / insurance company** for any further advice
- 5 **Report the accident** to your insurance company within 24 hours
- 6 Report the accident to **Gojek** via in-app help

If no one is injured

- 1 Move the vehicle(s) to a **safe area**
- 2 **Collect details** of all parties involved  
*Contact numbers, vehicle numbers, pictures of the accident / any damage to vehicles*
- 3 Call your **rental / insurance company** for any further advice
- 4 **Report the accident** to your insurance company within 24 hours
- 5 Report the accident to **Gojek** via in-app help

# In case CPR is needed



Check for **danger**



Move the injured person to a **safe location**, away from danger



**Tap** them on the shoulder and **shout**: "Hello! Hello! Are you okay?"



Place your index finger **next to your middle finger**



Put the **heel of your other hand** on the **sternum**, next to the index finger



Place hands with **2 pointing fingers** on top of the other hand and **interlace fingers**



If there is no response, get someone to **call 995** and another person to **find an Automated External Defibrillator (AED)**



Perform a **head-tilt-chin-lift** manouevre to open the airway



Position yourself **immediately above** the person's chest



Give **30 chest compressions**



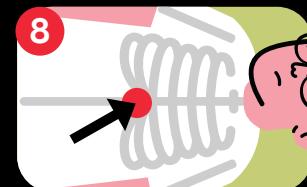
Give 2 ventilations after the 30 chest compressions. Continue CPR (30 compressions followed by 2 ventilations)



Look, listen, and **feel** for breathing for up to 10s



If there is **no breathing**, begin **CPR**



Run your middle finger from the **lower margin of the rib cage** until you reach the **notch in the center**



If AED is available, turn on the AED, attach the AED pads and follow AED instructions until an ambulance arrives, or when the person shows signs of life

# Getting started

## Setting up your car seat



### To remain comfortable driving long hours:

- Keep your headrest at the same height as the top of your head
- Recline your seat to 100–110 degrees

## Maintaining a good driving posture



- Sit all the way back in your seat
- Sit with knees level with your hips
- Keep your shoulders straight, relaxed
- Use a rolled-up towel or back support if you need to
- Keep your hands on the wheel at the 3 and 9 o'clock positions

*Your arms should remain relaxed – neither too straight or bent*