



# Keeping Singapore Moving Safely

The Gojek guide to **safe driving**

## Contact us

Website: [www.gojek.com/sg](http://www.gojek.com/sg)

Email: [drivercare.sg@gojek.com](mailto:drivercare.sg@gojek.com)

Telegram: [gjk.sg/joinchannel](https://t.me/gjk.sg/joinchannel)

## Find us in person

GoHub

38 Sin Ming Lane S(573957)

Mon–Fri, 10AM–12PM / 1PM–6PM

Closed on Saturdays, Sundays, and public holidays

## Foreword

Safety has always been something that we're fiercely committed to and ensuring the safety of our drivers and customers is our topmost concern.

It brings me immense pride to share that, in recognition of our unwavering dedication to upholding safety, the Singapore Government honoured us with the Point to Point Operational Safety (Merit Award) at LTA's recent Public Transport Safety and Security Awards 2023. 99.99% of our rides this year have also been accident free. However, even one accident is one too many, because every driver-partner and passenger matters.

This year, we have chosen a theme close to our hearts for Gojek's 5th anniversary celebration - one that resonates deeply with our core values and emphasises our steadfast commitment to safety. Safety isn't merely a priority; it's a way of life at Gojek. We believe that everyone, from our riders to our drivers, deserves a safe experience every time they use our platform.

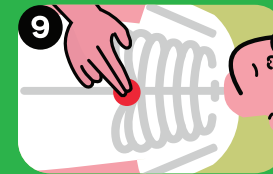
I hope that this booklet can serve as a comprehensive guide and be a source of valuable information for our driver-partner community. It is designed to offer our driver-partners easy access to vital safety tips and guidelines whenever they need them. Our goal is to empower drivers to prioritise safety, ensuring every ride is a safe and secure experience for both them and our valued customers.

Thank you for being a part of this incredible five-year journey. Here's to a safer and brighter future for all.

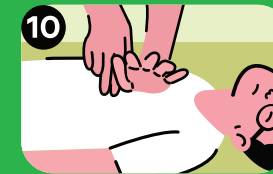
**Lien Choong Luen,**  
General Manager  
Gojek Singapore



# In case CPR is needed



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



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



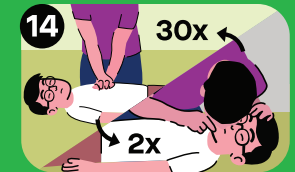
Place hands with 2 pointing fingers on top of the other hand and **interlace fingers**



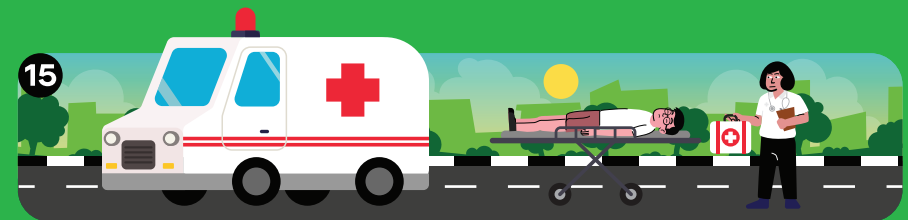
Position yourself **immediately above** the person's chest



Give **30 chest compressions**

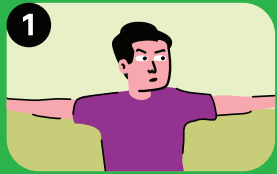


Give 2 ventilations after the 30 chest compressions. Continue CPR (30 compressions followed by 2 ventilations)

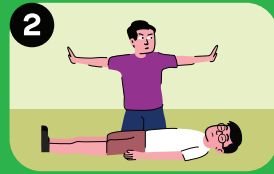


If AED is available, turn on the AED, attach the AED pads and follow AED instructions until an ambulance arrives, or when the person shows signs of life

# In case CPR is needed



Check for **danger**



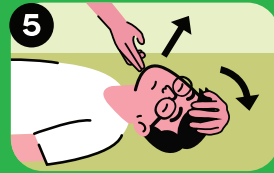
Move the injured person to a **safe location**, away from danger



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



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



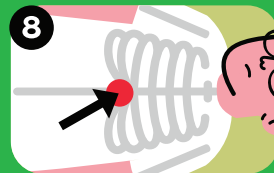
Perform a **head-tilt-chin-lift** manoeuvre to open the airway



**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**

## 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.

I wish Gojek a happy 5th anniversary celebration. We look forward to more partnership opportunities to achieve win-win outcomes for our workers and Gojek.

**Cham Hui Fong**  
NTUC Deputy Secretary-General

**ntuc**  
National Trades Union Congress

# Contents

Getting started .....	1
Safe driving 101 .....	2
Avoiding common accidents .....	4
Taking a rest .....	6
Handling conflict .....	7
What to do in an emergency .....	8
In case CPR is needed .....	10

Contents are adapted from information provided by the Health Promotion Board, Singapore Civil Defence Force, and First Responders LLP.

## What to do in an emergency

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**

# 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**

# Getting started

## Setting your car seat up



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

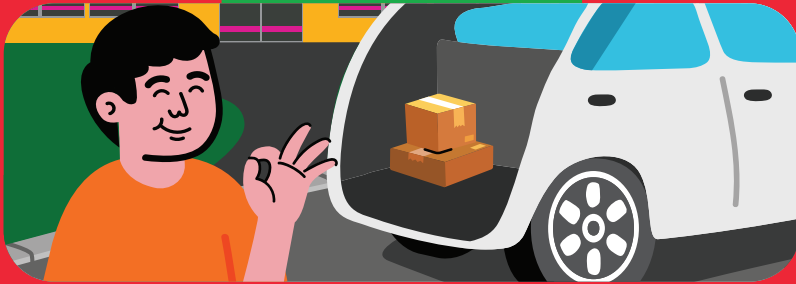
## Maintaining a good driving posture



- Sit in **all the way**
- 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

# 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

## Picking a passenger up



- Get passengers to put their seatbelts on too
- Anyone below 1.35m in height will require a child car / booster seat

# Handling conflict



You may encounter customers that may be difficult. Take a **deep breath, count to ten**, and after **calming down**, here's what to do:

- 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.

# Taking a rest

## Throughout the day



### Throughout the day

- Take quick walks
- Take power naps in the car
- 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 help too

### Handling stress

- Put on music that makes you happy
- Breathe!

### At the end of the day

- Get at least 7–8 hours of sleep

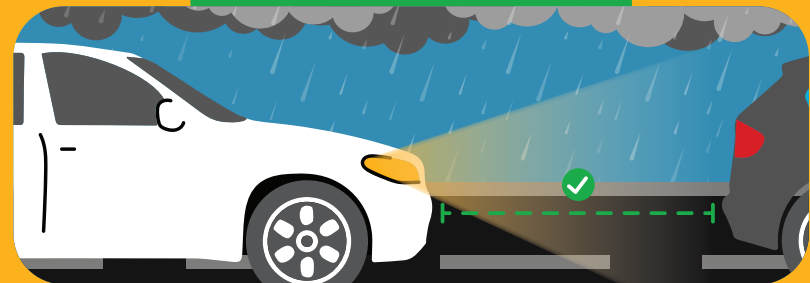
# Safe driving 101

## 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
  - If you don't see any, the speed limit is 50km/h

## 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

# Avoiding common accidents

## What not to do when the car's moving



- Use your phone in your hands
  - Don't send SMSes or emails, watch videos, or browse social media

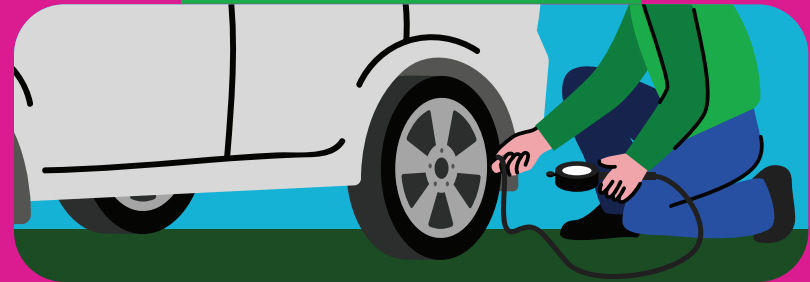
## What to do instead



- Use a phone mount when you're accessing the GPS / the Gojek app

# Avoiding common accidents

## Car maintenance



- Check the air pressure of your tires regularly
- Check that your lights work the way they should
- Don't miss any scheduled vehicle maintenance checks

## Portable first aid kit



### Your portable first-aid kit should include

- Disposable glove
- Scissor
- Crepe bandage
- Tapes
- Plasters
- Triangular bandage
- Plastic bags
- Gauzes