

SOCIAL

DTC is dedicated to creating a supportive and safe working environment for its employees and drivers while ensuring high standards of customer service and community wellbeing across all operations.

Human Rights Commitment

Dubai Taxi Company is committed to respecting and upholding human rights across its operations. The Company does not tolerate human trafficking, forced labour, or child labour and promotes fair and ethical employment practices in line with applicable UAE laws.

DTC upholds the principles of non-discrimination, equal opportunity and respect for dignity in the workplace. Employment decisions are based on merit, and all employees are treated with fairness and respect. The Company supports safe working conditions, access to grievance mechanisms, and the protection of individual rights through established whistleblowing and reporting channels.

This commitment applies to DTC's own operations, including employees and contractor drivers, and is reinforced through governance frameworks and internal controls. DTC also expects suppliers and partners to adhere to ethical conduct, labor standards and responsible business practices consistent with these principles.

➤ Read more in the [Diversity and Inclusion section](#)

Human Rights Risk Assessment Process

Dubai Taxi Company follows a structured process to identify and manage human rights risks among employees and suppliers.

- 1. Policy Commitment** – Human rights principles are embedded in DTC's Code of Conduct and Supplier Code of Ethics, aligned with UAE labour law and international standards.
- 2. Risk Screening** – Employees are assessed for compliance with labour, health, safety, and ethical requirements.
- 3. Employee Safeguards** – Confidential grievance and whistleblowing channels allow workers to report concerns without retaliation.
- 4. Monitoring and Governance** – Compliance, internal audit and governance teams review findings and recommend corrective actions.
- 5. Continuous Improvement** – Outcomes from reviews and feedback inform policy updates, training, and engagement efforts.



Non-Discrimination and Anti-Harassment Statement

Dubai Taxi Company maintains a zero-tolerance policy toward discrimination and harassment in any form, including sexual and non-sexual harassment. The Company is committed to providing a workplace free from intimidation, abuse, or unfair treatment based on nationality, gender, religion, age, or any other protected characteristic.

All employees are required to uphold respectful and professional conduct. Clear reporting and escalation channels are in place to address concerns related to discrimination or harassment, and all complaints are treated confidentially and investigated promptly. Where misconduct is confirmed, appropriate corrective or disciplinary action is taken in line with Company policies.

Employee awareness is reinforced through mandatory workplace conduct training, ensuring that all staff understand their rights, responsibilities, and the standards expected across DTC's operations.