

Our People

DTC's people are central to the safe and reliable delivery of its mobility services. The Company focuses on fair employment practices, capability development, and workforce wellbeing to support consistent performance and long-term organisational resilience.

Fair Employment and Workforce Development

DTC supports workforce wellbeing and professional development through fair employment practices and clear people management processes. A positive and inclusive work environment supports engagement, service quality, and operational consistency across the organisation.

A comprehensive Human Resources Policy governs recruitment, onboarding, training, performance management, compensation, benefits, employee relations and offboarding processes. These policies provide a consistent framework for equal opportunity, transparency, and effective workforce management.

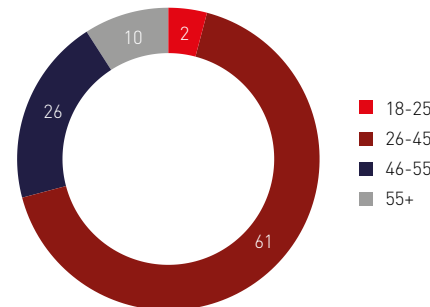
Workforce Composition

DTC operates a diversified workforce model comprising drivers and employees across multiple service lines. Taxi and limousine drivers operate under DTC sponsorship on a performance-based commission model, while bus and My Driver service drivers are directly employed with fixed salaries and benefits. Administrative, technical, and operational teams support service delivery, safety, and the execution of the Company's strategic priorities.

Employee Data

	2023	2024	2025
Total employees	556	554	570
Total employees (men)	487	494	507
Total employees (women)	69	60	63
	2023	2024	2025
Employees of 18-25 years	3	4	12
Employees of 26-45 years	326	336	350
Employees of 46-55 years	153	152	149
Employees of 55+ years	74	62	59

Employees by Age Group, % (2025)



Fair Labour Commitment

Dubai Taxi Company is committed to fair treatment, safety, and wellbeing for all employees and contractor drivers. The Company ensures equitable working conditions, provides a safe and healthy workplace, and promotes respect, dignity, and welfare across its operations.

New People Initiatives and Policy Enhancements

In 2025, DTC introduced several structured people initiatives to strengthen engagement, governance, and employee development. These enhancements supported workforce sustainability, performance alignment, and organisational growth.

- Recognition Policy establishing a structured framework to acknowledge employee contributions and desired behaviours aligned with Company values.
- Launch of the Kafo digital recognition portal enabling monthly, real-time appreciation across teams.
- Comprehensive revision of the HR Policy to enhance clarity, governance, and regulatory alignment.
- Introduction of a Diploma Sponsorship Programme to support capability development aligned with business needs and future skills.

The methodology for calculating the number of employees has changed from 2024. Previously, bus drivers and bus conductors were included in the total employee count; however, the current reported number of DTC employees excludes these categories.

Driver Data

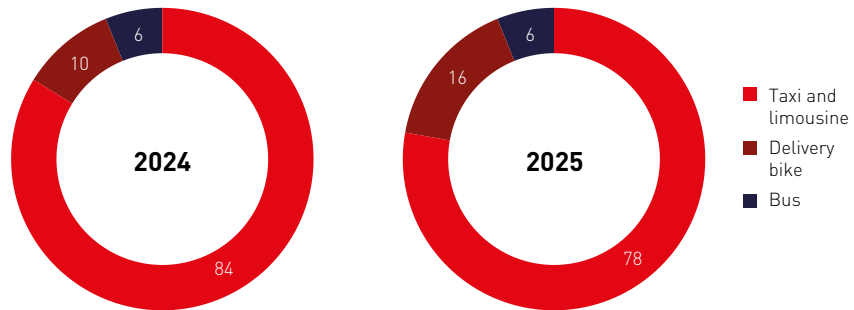
	2024	2025
Total Drivers	18,621	18,743
Taxi and limousine	15,671	14,633
Delivery bike	1,799	2,945
Bus	1,151	1,165

Driver Gender Data

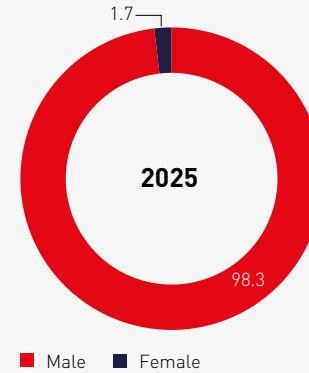
	2024	Percentage	2025	Percentage
Male	18,229	97.9%	18,424	98.3%
Female	392	2.1%	319	1.7%



Driver Split by Segment, %



Driver Split by Gender, %



Driver Split by Age, %

