SUSTAINABILITY APPROACH

Dubai Taxi Company places sustainability at the heart of its operations and decision-making. Embedding sustainable practices into every aspect of business, DTC works to reduce its environmental footprint and build lasting trust with customers, partners, and the wider community.

Taking an integrated approach to align commercial performance with environmental protection and social progress, DTC combines long-term responsible growth with advances in sustainable mobility.

Through its commitment to responsible mobility, DTC integrates ESG principles across its operations to strengthen resilience, support Dubai's sustainability ambitions, and advance the Company's mission.

DTC Mission

To lead in digital and safe mobility services that meet communities' needs for convenience, connectivity, and sustainability

Guided by a Clear ESG Framework

DTC's sustainability agenda is guided by a structured ESG framework that ensures environmental, social, and governance priorities are embedded across the organisation. Strong governance structures and dedicated sustainability functions oversee implementation, ensuring accountability, regulatory compliance, and continuous improvement.

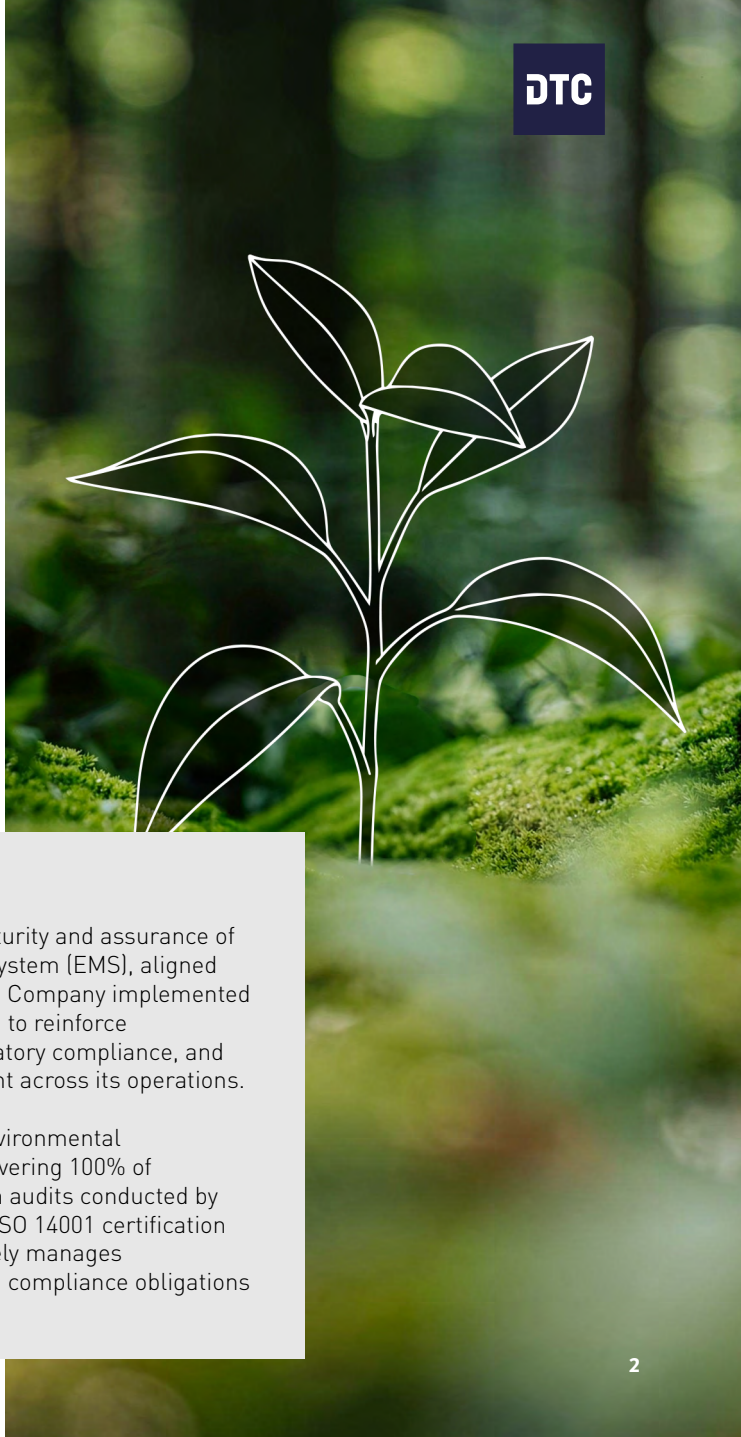
Executive ESG Committee

Find out more about DTC's sustainability governance

ISO Certifications Achieved in 2025

In 2025, Dubai Taxi Company strengthened its commitment to operational excellence and sustainable performance by obtaining multiple independent ISO certifications, including:

- ISO 22301 Business Continuity Management
- ISO 9001 Quality Management
- ISO 14001 Environmental Management
- ISO 45001 Occupational Health and Safety
- ISO 10002 Customer Complaint Handling and Satisfaction Management

In parallel, DTC advanced the maturity and assurance of its Environmental Management System (EMS), aligned with ISO 14001 requirements. The Company implemented a structured verification approach to reinforce environmental governance, regulatory compliance, and responsible resource management across its operations.

This process included internal environmental assessments and QHSE audits covering 100% of operations, alongside certification audits conducted by an accredited external body. The ISO 14001 certification confirms that DTC's EMS effectively manages environmental aspects, risks, and compliance obligations across the organisation.