



OFFICIAL RYDE DRIVER-PARTNER HANDBOOK

2026

It's a better ride

Dear Driver-partner,

Welcome to Ryde!

Thank you for being part of our Ryde driver-partner community.

Before you hit the road and start turning miles into money, we want to ensure that you familiarise yourself with this handbook so that you will get a seamless experience with us!

It's always a better ride.

Click to watch how to sign up for Ryde::

Private Hire (PDVL)
English
Chinese
Malay

Taxi (TDVL)
English
Chinese
Malay

Useful links:

Ryde Blog: https://www.rydesharing.com/blog/

Official RYDE Facebook Group: https://www.facebook.com/groups/rydedrivers
Official RYDE Driver Telegram Channel: https://t.me/RydeDriverOfficial
Official RYDE Driver Bot: https://web.telegram.org/k/#@RydeDriverOfficialBot

FAQ page: https://help.rydesharing.com/hc/en-us

For other questions and assistance: support@rydesharing.com

Follow us on social media:

rydesg ryde_sg rydesg rydedriversg

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MISSION & VISION

Mission

We want to create value sustainably for our users by providing simple, seamless and reliable transportation and logistic services at reasonable prices. The aim is to build a platform and ecosystem that makes every ride a better one.

Vision

We aspire to be the best ride-hailing choice in Singapore with better rides for the community.

Belief

With community and morality at the heart of what we do, we will continue to conquer all odds by being the outlaw and caretaker for our riders and drivers.

Values

Stewardship

We uphold high standards in everything we do. We utilise and manage all resources under our care to work toward the betterment of our organisation. We are unconventional, humble and efficient, with no empty promises and excuses.

Community

We strive to serve the Ryde community to the best of our abilities and continually upkeep the community to ensure that it is trustworthy, like-minded and respectable.

Growth

We will continuously create new services and opportunities for our users. We are focused on our goals, and believe that dedication and hard work will bring the team to a higher level. We adapt in the face of adversity, and strive towards continuous improvement.

Integrity

We value uprightness and transparency in all that we do. We are sincere in our endeavours to serve our community.



Engagement with the Ryde community

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CODE OF CONDUCT

It's a better ride



Safety First

Ryde driver-partners must adhere to driving rules and regulations at all times, including speed limits and road signs. Regular vehicle maintenance should also be conducted to ensure vehicle conditions are safe and reliable.

Additionally, driver-partners should refrain from using their phones while on the road.



Be Punctual

Please travel directly to the passengers' pick-up and drop-off locations once you have accepted the trip.



Communicate

Drop your passenger a message to let them know you are on your way along with your estimated time of arrival. Upon arrival, confirm the drop-off destination with your passenger.



Mutual Respect

Any forms of crimes is not tolerated on our platform. Please avoid passing any comments on anyone's appearance or make any remarks on race, religion or other forms of personal beliefs.

Contacting your passenger after the trip has ended is strictly prohibited.

7 DRIVER COMMITMENTS



7 Driver Commitments

0% COMMISSION, BUILDING A FAIRER PLATFORM

At Ryde, we aim to empower our driver-partners with every journey. Our 7 Commitments serve as guiding principles, shaping how we support and empower our driver-partners. Along with our groundbreaking 0% Commission, these commitments highlight our dedication to creating a fairer platform for you, our valued driver-partners.

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7 Driver Commitments

Fair Earnings

We prioritise transparent pricing with more earning opportunities and we provide the lowest fees in the market.

- 0% Commission for PDVL and TDVL drivers
- Cancellation and Waiting Time Fee Policy
- Edit destination feature
- Diverse range of Ryde services

Safety First

We prioritise driver-partner safety across all aspects of our platform and ensure a secure and reliable driving experience.

- 24/7 towing service & roadside assistance
- Call masking
- Live trip tracking
- Emergency support

Professional Development

We are dedicated to upskilling our driver-partners through resources and continuous training.

- In-house training and education
- Driver-partner quizzes
- Onboarding session
- Driver performance and community standards

Dedicated Support

We offer multiple support channels for driver-partners and provide prompt responses via real-time chat support.

- In-app RydeHELP driver support
- Real-time chat support

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7 Driver Commitments



Job Flexibility

We empower driver-partners to choose jobs, set working hours, and work on their own terms for both part-time and full time drivers.

- Freedom to choose your own trips
- Accept next trip before current drop off feature
- Advance job feature



Sustainability

We focus on sustainable transportation solutions by promoting eco-friendly practices such as RydePOOL, and multi-stops feature to reduce our carbon footprint.



Active Engagement

We actively listen to our driver-partners' feedback and recognise their contribution through various online channels, and offline events.

- Facebook Community and Telegram Channel
- Ryde Education Merit Awards (REMA)
- Driver feedback session and appreciation events
- #MakanWithRyde Food Giveaway

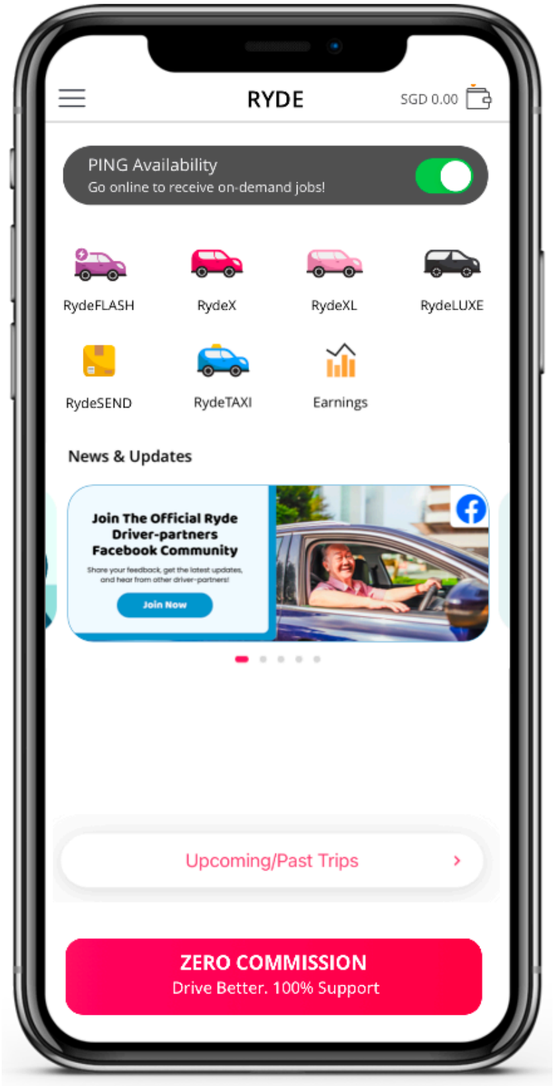
- Multi-stops feature
- RydePOOL service
- AI-driven delivery route optimisation

APP FEATURES

Dashboard

You can see all the various services available.

Tap on each icon to see the jobs available to you.

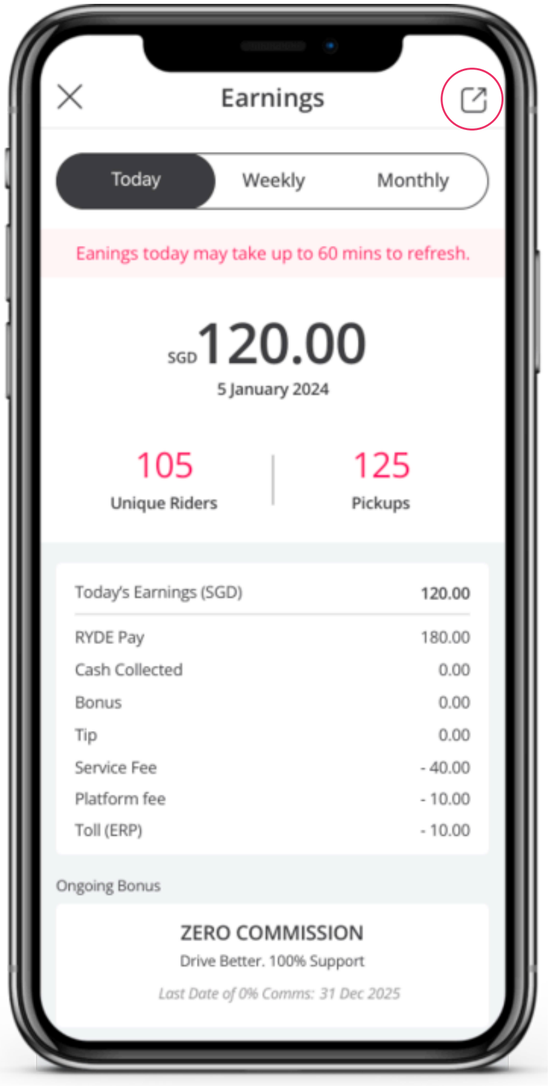


Earnings

You can view a summary of your daily, weekly, monthly earnings and breakdown.

You may export a monthly statement by tapping on the icon on the top right corner.

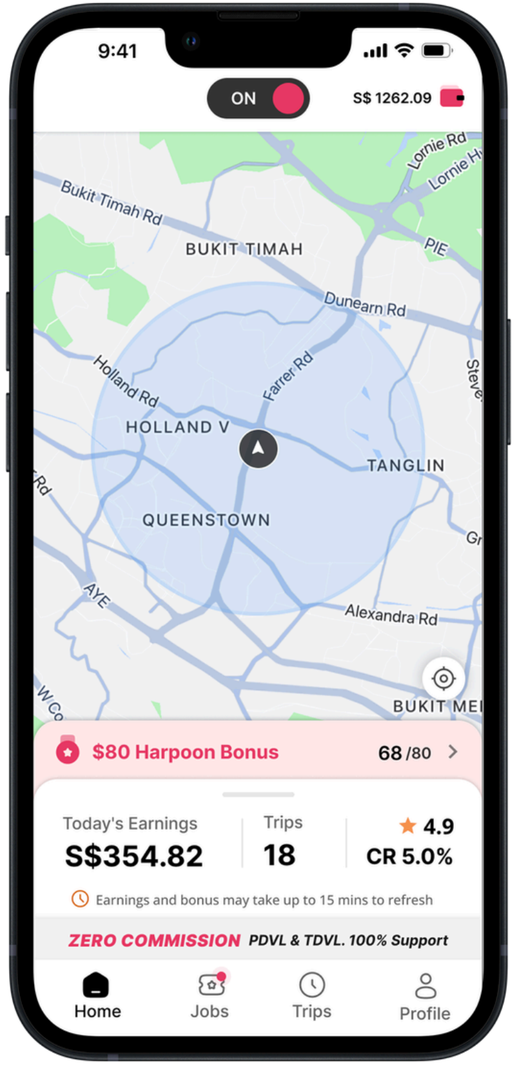
Monthly earnings statements are only available after the 10th of each month.



Dashboard

You can see all the various services available.

Tap on each icon to see the jobs available to you.



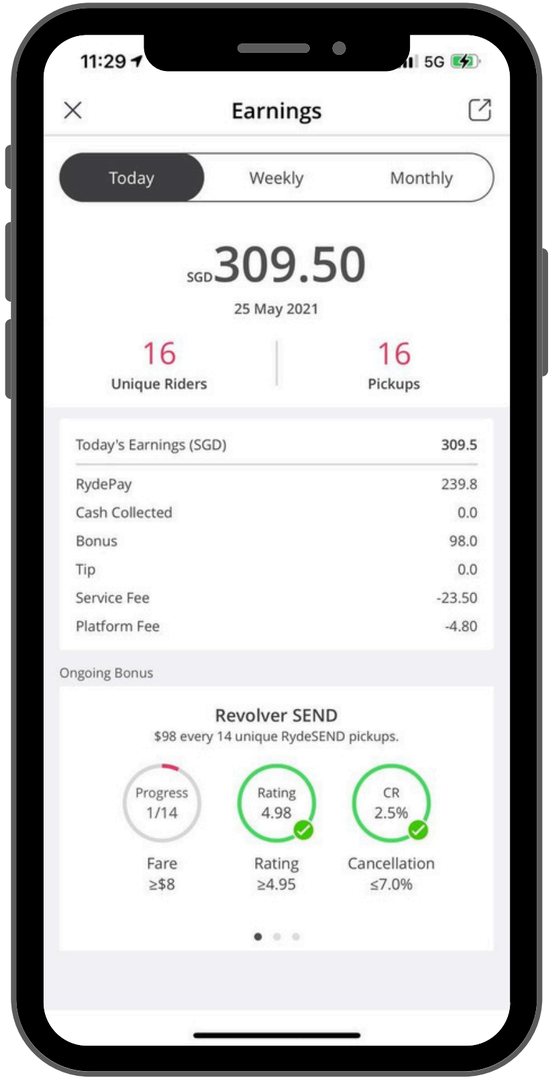
Earnings & Bonus

You can view a summary of your daily, weekly, monthly earnings and breakdown.

You may export a monthly statement by tapping on the icon on the top right corner.

Monthly earnings statements are only available after the 10th of each month.

You can also see all the bonuses available to you and your progress.

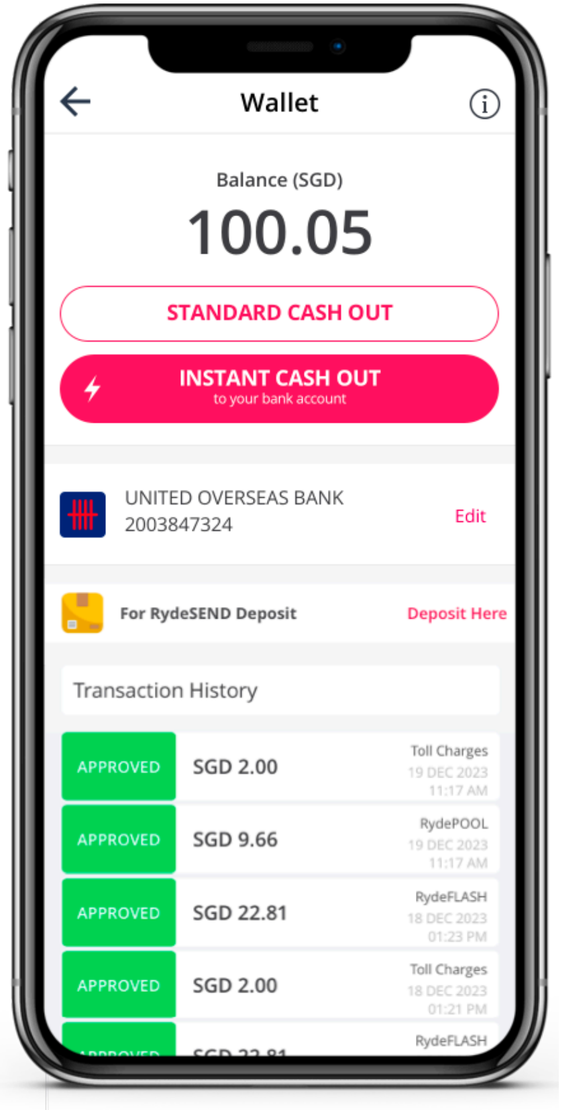


Wallet

You can view all transactions of your Ryde Driver Wallet, any additions or deductions can be viewed.

For Cash Payments, fees will be deducted from your Ryde Driver Wallet while you collect the full fare.

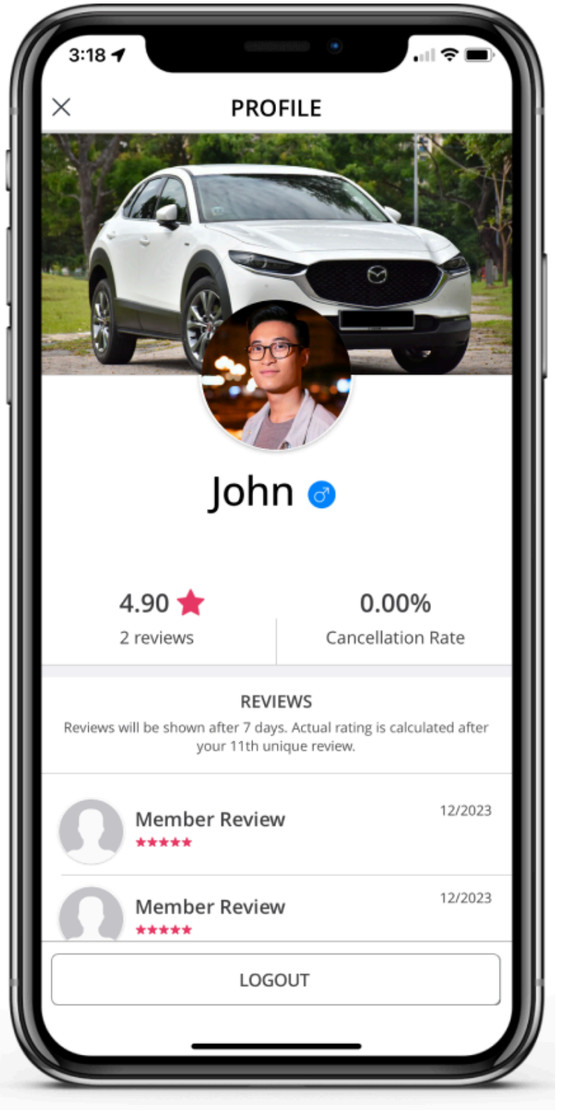
Apart from cash, riders can pay using RydePay - Payment is credited directly to your Ryde Driver Wallet which can be cashed out to your registered bank account.



Profile

You can view your Driver Ratings, Cancellation Rate and past reviews here.

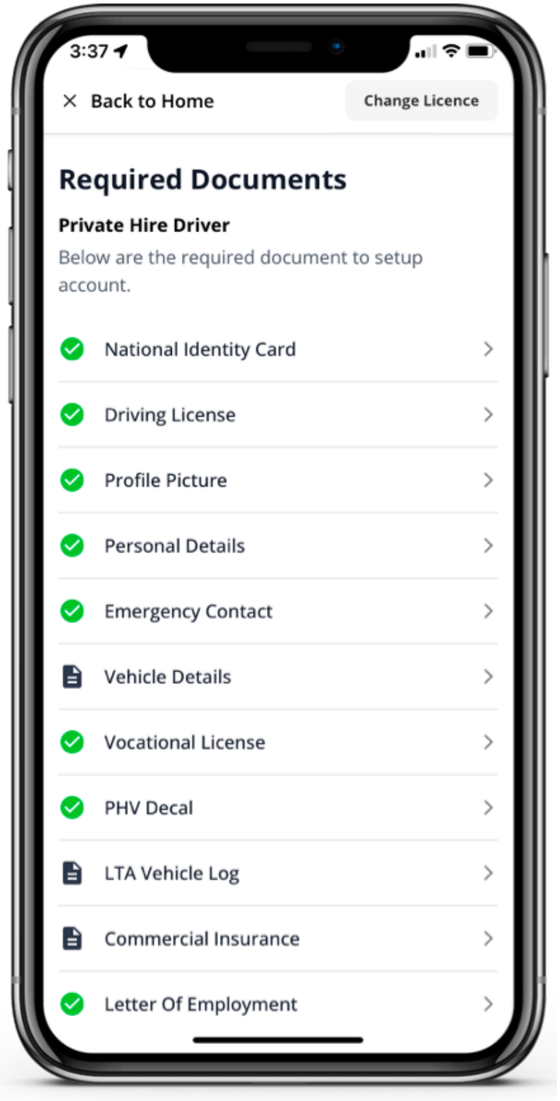
If you need to edit your profile or vehicle details, please click "edit" on the bottom of the page.



Document Screen

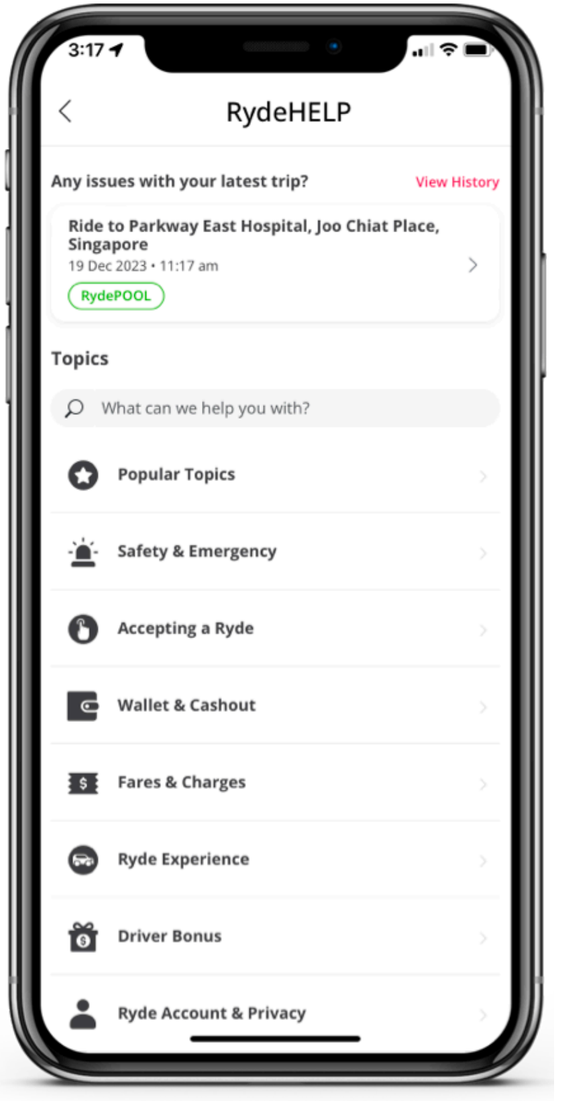
You will be able to edit and view the documents that have been submitted on this page.

You will also be able to check if your submitted documents have been verified.



RydeHELP

You will be able to view our FAQ and submit for help if needed where our virtual Driver Hub Team will assist you.



RYDE SERVICES OVERVIEW

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Overview



RydeX

4 Seater Private hire car & Taxi only



RydeX GO

4 Seater Private hire car



RydeFLASH

1-4 Passengers Carpool drivers only



RydeXL

6 Seater Private hire car onlu



RydeLUXE 4

4 Seater Premium eligible vehicle models



RydeLUXE 6

6 Seater Premium eligible vehicle models



RydePET

Up to 3 pax, excluding pets. Maximum of 2 medium sized or 1 large sized pet on board



RydePET XL

Up to 5 pax, excluding pets. Maximum of 2 medium sized or 2 large sized pet on board



RydePOOL

1 passenger only Drop-off sequence dependent on rout. Only 2 paid trips in a day



RydeTAXI

Metered-Taxi only



RydeSEND

On demand delivery within 50 minute. Users can add up multiple stops

***The fares for RydeFLASH / RydePET / RydeX / RydeXL / RydeLUXE / RydeTAXI exclude ERP.*

YOUR EARNINGS

It's a better ride

0% Commission, 100% Support

Take Home All Your Earnings With 0% Commission*

- Sign up as a Ryde driver-partner to qualify for 0% Commission
- Once your account is verified, you will be able to enjoy 0% Commission on all your trips from the date of verification till 31 December 2027
- Whether you are driving with us full-time or as a side-hustle, you will always have complete flexibility and control over your trips and earnings

*Applicable to PDVL and TDVL drivers only

Earnings

Standard Cash Out

- Minimum of $1, No Maximum Amount
- $1 Admin Fee (excluding GST) will be charged
- Credited to your bank account within 5 working days

Instant Cash Out

- Minimum of $1, Maximum of $300
- $1 Admin Fee (excluding GST) will be charged
- Credited to your bank account immediately

Please ensure that you have keyed in your bank account number correctly.

Tip!

Have enough cash on hand for change on cash transactions.

Earnings

Standard Cash Out

- Minimum of $1, No Maximum Amount
- $1 Admin Fee (excluding GST) will be charged
- Credited to your bank account within 5 working days

Instant Cash Out

- Minimum of $1, Maximum of $300
- $1 Admin Fee (excluding GST) will be charged
- Credited to your bank account immediately

Please ensure that you have keyed in your bank account number correctly.

Tip!

Have enough cash on hand for change on cash transactions.

Bonus & Incentives

In addition to the below market rate commission of 10%, our Driver-partners will also be entitled to a range of bonuses that will boost your earnings.

Do note the following:

- Number of trips are only counted once you have met the criteria for Ratings and Cancellation Rates (CR).
- Unique trips refer to the first trip you have with any Rider.
- Bonus Payouts are strictly based on the terms and conditions listed with the Bonus.
- Bonus payments are discretionary and subjected to low cancellation rates, high ratings from Riders, etc.
- Bonus Payouts are limited to a specific time period (Quarterly, monthly, weekly, etc) unless stated otherwise.

DRIVER PERFORMANCE & COMMUNITY STANDARD

It's a better ride

Driver Performance

We strive to continually upkeep the community to ensure that it is trustworthy, like-minded and respectable. In order to do so, our app will monitor the driver-partner's performance via the following metrics – driver ratings, cancellation rates, reviews and account activity, etc.

Conditions where driver accounts will be temporarily disabled:

Driver Rating (DR)	< 4.80
Cancellation Rate (CR)	> 17.5%
Adverse Ratings	Drivers who receive poor ratings for errant behaviour. Eg. racist, ethnicity, national origin, disability, etc.
Min. Acceptance Rate (AR)	We do not have a minimum AR criteria
Fraudulent Activity	Drivers who overcharge riders and/or complete the trip without the rider on board
Dormant Account	Did not complete at least one trip within a 12 month period



Cancellation and Waiting Time Policy

On-Demand Trips

All cancellations made within 3 mins of matching are not chargeable.

- Driver will receive a Cancellation Fee of $4.50* if rider cancels after 3 mins of matching

- Driver may charge a Waiting Time Fee of $5 at the end of the trip if:
  - The driver pressed “I’m Here”, waits for > 3 mins for rider to arrive at pick-up point and cancels the trip OR
  - The driver pressed “I’m Here”, waits for > 3 mins for rider to board, and continues the trip

Advanced Trips

All cancellations made more than 15 mins before Scheduled Trip time are not chargeable.

- Driver will receive a Cancellation Fee of $4.50* if rider cancels after the Cancellation Window
  - Cancellation Window refers to <15mins till the time of the Scheduled Trip

- Driver may charge a Waiting Time Fee of $5 at the end of the trip if:
  - The driver pressed “I’m Here”, waits for > 3 mins for rider to arrive at pick-up point and cancels the trip OR
  - The driver pressed “I’m Here”, waits for > 3 mins for rider to board, and continues the trip

*After deducting Platform Fee and Service Fee

Account Disablement

You play an extremely important role in providing a great experience for riders. Although we do not have a minimum trips or Acceptance Rate (AR) criteria, any of the following may result in your account being disabled:

Driver Rating (DR)

The driver's rating is calculated based on his/her last 100 trips to ensure that it reflects the driver's recent performance. All new drivers will have a new default rating of 4.90 and will be adjusted after the 11th unique review. Please allow up to 7 working days for the update to be reflected.

High Cancellation Rate (CR%)

The driver's Cancellation Rate will be calculated based on his/her most recent trips. The driver's Cancellation Rate will increase after a driver accepts a trip booking and cancels. We strongly advise drivers to only accept jobs that they can fulfil.

In the case of rider no-shows, drivers can still cancel the trip. Drivers do not have to worry about accounts being disabled from trip cancellations. Our app algorithms will look at the driver's most recent trips. As long as the driver continues accepting trips, his/her account will not be disabled from cancellations.

3A. Trip Acceptance and Cancellation Policy

Drivers are strictly prohibited from accepting a trip and subsequently canceling it without a valid reason after the rider has boarded the vehicle. Such behavior undermines trust and violates Ryde's community standards. Valid reasons do not include, but are not limited to:

1. Cancelling due to the rider's race, ethnicity, or national origin
2. Cancelling due to the rider's pet type or the presence of pets
3. Cancelling for any discriminatory or prejudiced reasons
4. Cancelling for personal preferences not related to safety or legal regulations

Account Disablement

You play an extremely important role in providing a great experience for riders. Although we do not have a minimum trips or Acceptance Rate (AR) criteria, any of the following may result in your account being disabled:

Inactivity

All driver accounts must be active in the past 12 months, that is to complete at least one trip within a 12 month period. This is to ensure that the drivers on Ryde remain active. We want to prevent compromised driver accounts and eliminate fraud risks.

In-Vehicle Recording Devices (IVRDs)

To maintain the privacy and safety of all users, in-vehicle recording devices (IVRDs) are not allowed on the Ryde platform.

If you currently have IVRDs installed in your vehicle, you are required to remove them immediately. Ryde takes privacy seriously, and the use of such devices may constitute a breach of local data protection regulations.

Should any reports be received regarding the use of IVRDs, your account may be suspended immediately, with or without prior notice. The matter may also be reported to the Land Transport Authority (LTA) for further investigation and possible enforcement action.

Reporting To Government Authorities

Ryde enforces a strict zero-tolerance policy against fraudulent activity to uphold the integrity of our platform and ensure compliance with government regulations. Any suspected fraudulent or misleading activity may result in immediate temporary suspension pending investigation, and if confirmed, may lead to account suspension, forfeiture, and/or reversal of payments, incentives, bonuses, vouchers, or rewards, as well as reporting to the relevant authorities.

Fraudulent behavior may take many forms. This includes, but is not limited to:

1. Overcharging riders or manipulating fares
2. Completing trips without the rider onboard
3. Misrepresenting trip or rider details to obtain incentives
4. Submitting false documents or declarations
5. Remaining stationary and uncontactable after accepting a ride to trigger cancellation or waiting fees
6. Using another person’s account or allowing others to use your account
7. Attempting to bypass platform policies or system checks
8. Abuse of Cancellation and Waiting Fee Policy

Where Ryde reasonably suspects serious or repeated violations, it may report such conduct to government agencies such as the Ministry of Manpower (MOM), Land Transport Authority (LTA), Inland Revenue Authority of Singapore (IRAS), and the Central Provident Fund Board (CPF Board). These agencies may take enforcement actions, including license revocation, financial penalties, or legal prosecution, which may result in possible imprisonment.

We expect all driver-partners to operate responsibly and lawfully. Ryde is committed to investigating all reports of misconduct fairly and impartially. Driver-partners will be given the opportunity to respond before final decisions are made, except in urgent or high-risk situations. Repeated or severe breaches may lead to permanent suspension from the Ryde platform.

Account Restoration

All disabled driver accounts will be sent an electronic invoice to their registered email address to pay a $10 processing fee (excluding GST). Driver accounts will be restored within 48 hours of payment. Upon account restoration, the driver ratings will be reset to the default settings.

Disabled Accounts

Repeated failure to abide by Ryde community standards will lead to permanent disablement from the Ryde platform. This is to ensure we uphold high standards and offer a good user experience for our community.

If your driver account has been disabled, you may still request for Standard Cash Out. To do so, you may submit a request here. Please note that the account will be subjected to investigation for fraudulent activity before the amount is processed (5 working days excluding Public Holidays). Your driver account will remain disabled. You will be subjected to a $10 processing fee (excluding GST) if he/she wishes to continue driving with Ryde.

Account Restoration

All disabled driver accounts will be sent an electronic invoice to their registered email address to pay a $10 processing fee (excluding GST). Driver accounts will be restored within 48 hours of payment. Upon account restoration, the driver ratings will be reset to the default settings.

Dormant Accounts

Drivers who are unable to log in after 12 months of inactivity must appeal by writing in to support@rydesharing.com. Drivers will need to pay a processing fee of $10 (excluding GST) for restoration. Driver ratings and cancellation rate will reset to 4.90 and 0% respectively. Please allow up to 48 hours for processing upon successful appeal.

Closed Accounts

Driver accounts will be de-activated upon three years of inactivity from the date of the last completed trip.

Should you wish to drive on the Ryde platform again, you would then have to write in to support@rydesharing.com to obtain the approval from the Operations Team to create a new driver account. Criteria for approval include, but is not limited to, your track record of conduct that is in line with our driver community standards. Please allow up to 7 working days for approval.

LOST AND FOUND

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If Trips Are Known

If you find a lost item in your vehicle and know which trip it is from, do write in via RydeHELP with the following:

- Item Description
- Trip ID/Details
- Where in the vehicle that the item was found
- Consent to release your mobile number to the rider for contact purposes

If Trips Are Unknown

If you are unsure which trip the lost item is from, please proceed with the following:

- Confirm the item is from a Ryde trip
- Make a police report immediately
- Submit a copy of the police report to support@rydesharing.com titled "Police Report: Item Found"
- Ryde will then look out for any rider who makes a report for a lost item that matches the details from the provided police report

The following will be carried out according to our Standard Operating Procedures (SOP):

- We will assist to contact the rider immediately
- Please provide us with your consent to release your mobile number to the rider
- Make arrangements with the rider to have the item returned within 24 hours
- Communicate closely with the rider until the item has been returned
- We recommend that you receive compensation from the rider for the trip made based on current RydeX fares or a minimum of $25 for your time. However, this is exercised at the rider’s own discretion. Ryde will not be responsible for the fare compensation

BEST PRACTICES



Safety First

- Safety will always be a priority over time
- Return safely to your loved ones
- Do not endanger others while on the road



The Essentials

- Be insured
- Use a phone mount
- Prepare enough cash change
- Don’t multitask while you’re driving
- Observe speed limit and traffic rules
- Drive extra careful in bad weather



Maximise Productivity

- Stay updated on the best and fastest routes to take
- Take regular breaks
- Join Ryde's Official Telegram and Facebook Community Group for the latest Ryde updates



Get Those High Ratings

- Offer great customer service
- Ensure your vehicle is clean and comfortable
- Read the passengers’ cues and behave respectfully - some just want a quiet ride, while others might prefer having a conversation

Do

ENSURE YOU ARE WELL RESTED

Different individuals have different thresholds of fatigue that they can handle. Before hitting the road, ensure that you have at least 7-8 hours of uninterrupted rest so you are alert and reactive.

ADOPT THE CORRECT DRIVING POSITION

Adjust your seat so that you will have an unobstructed view. Adjust your seat forwards / backwards so your knees are slightly bent when your foot is on the pedal. Ensure that your seat belt is on at all times when you're on the road!

ADAPT TO CHANGING ROAD CONDITIONS

The conditions of the road are ever-changing and can be subject to factors such as the weather or obstructions. Remember to adjust the way you drive accordingly. In the event of rain, drive slower, keep your distance and avoid making sharp turns.

ANTICIPATE HAZARDOUS SITUATIONS

It is important to constantly be alert to your surroundings and wary of potential hazards. Always anticipate and be on the lookout for erratic behaviour so that you can react accordingly. In addition, please remember to check your blindspot!

KEEP YOUR DISTANCE

In ideal weather, ensure that you drive at least 3 seconds behind the vehicle in front. In the event of rain, you should be at least 9 seconds behind the front vehicle, to account for the slippery road.

Do

EXPECT OTHERS TO MAKE MISTAKES

You may have signalled your intention, but that doesn't mean other drivers will automatically give way to you, so watch before changing lanes. When it comes to intersections, be prepared for drivers or pedestrians running a red light, and be ready to react. Don't move just because the light is green for you.

LOOK AT THE BIG PICTURE AND BE ALERT

Always keep an eye on the road and your surroundings to identify potential hazards. Stay alert and react safely to unforeseen situations. Stop at a safe place and take a short break before continuing if you feel tired or sleepy while driving.

ALWAYS HAVE A WAY OUT

In the event your path of travel is suddenly blocked, leave yourself an alternate route for your vehicle to move. To avoid being blocked by other vehicles, make sure you don't follow other cars too closely.

HANDLE RYDESEND PACKAGES WITH CARE

Ensure items are delivered in the same condition they were picked up in. Do not tamper with them. Upload clear photos at each stage of the trip to prevent disputes!

Don't



DRIVE IF YOU ARE TIRED OR EMOTIONAL

Do not get behind the wheel if you are not in a fit state to do so. You may be putting your own life and that of others at risk.



DRIVE UNDER THE INFLUENCE OF SUBSTANCES THAT IMPAIR JUDGEMENT

Do not drive after having consumed alcohol or medications that induce drowsiness.



DRIVE ERRATICALLY

Be courteous on the road. Always signal your intentions and do not engage in reckless behaviour such as speeding, tailgating and the sudden cutting of lanes.



AVOID PERSONAL CONVERSATIONS

Driver Safety: Weather, Haze and Fatigue

1. Stay Weather-Safe

Singapore's weather can change quickly. Driver-Partners are encouraged to use the myENV app by NEA to monitor:

- Heat stress: WBGT readings to assess outdoor heat risks.
- Lightning: Alerts during thunderstorms.
- Haze: Updates on haze conditions and air quality.

During hazy or extreme weather conditions, stay hydrated, take breaks in sheltered areas and consider wearing a well-fitted N95 mask when haze levels are elevated. If you feel unwell, stop driving when safe to do so and seek medical attention if necessary.
Check myENV for updates.

3. Additional Resources

Refer to the LTA website for further safety guidance.

2. Driver Fatigue Management

Fatigue affects concentration and reaction time. Driver-Partners should:

- Take regular breaks and get adequate rest.
- Stop at a safe location to rest if feeling tired or drowsy.
- Resume driving only when sufficiently alert.

For more guidance, refer to the WSH Council's videos:

- Simple Tips to Manage Fatigue
- 5 Essential Safety Tips for Platform Workers on the Job

THANK YOU

Last updated: 29 Aug 2025

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