GuyWay for Business

Safety and duty of care

Drivers

- Every driver is vetted in person in Georgetown: driver's licence, police clearance and insurer approval, then a safety induction.
- Each document is kept with its expiry date. A driver whose document expires is taken off duty automatically until it is renewed.
- Drivers are named in the app before the car arrives: first name, photo, car and plate.

Cars

- Every ride is a fully electric Tesla Model 3 or Model Y operated by GuyWay.
- Cars in service are insured comprehensively for hire use, with no named drivers and a register of the drivers contracted to drive them. Third-party liability limits on the current policy are G$3,000,000 / G$5,000,000.
- A fleet technician under contract maintains the cars, answers a breakdown within four working hours (08:00 to 18:00, Monday to Saturday) and reports on the fleet every month.
- Each car reports its position from its own telematics, so GuyWay can see where a car is during a ride.
- A seatbelt reminder reaches the rider one minute after every trip starts.

During the ride

- Trip PIN: at night the rider gives the driver a PIN before the trip starts, so nobody gets into the wrong car. A rider can turn it on for every trip.
- Trip sharing: a live tracking link the rider can send in one tap, or automatically to trusted contacts for every trip or for night trips.
- SOS: one button in the app reaches GuyWay's safety desk. It opens a critical case with a 15 minute response target and pages the person on call.
- Guests booked by your team get the driver's name, the car, the plate, the PIN and the live link on WhatsApp.

If something happens

- Drivers file incident reports at the roadside in the app. Photos are fingerprinted when taken and checked on arrival, and a sent report is never edited; later notes are added beside it.
- Your company can name a safety contact, who is told if one of your riders presses SOS on a business ride and has agreed to it.

Your controls

- Ride policy: limit business rides to set hours, days, places, airport transfers or a cost per ride.
- A live view of business rides under way, and every business ride in the Trips list and its CSV export.
- Your company sees business rides only, never a rider's personal rides.

Service levels

- On time means the driver arrives within 15 minutes of the booked time. Our target is 90% of rides booked 2 hours or more ahead, each month. If we miss it, we credit 5% of that month's booked-ride fares (10% under 80%).
- Booked rides: Free to cancel up to 2 hours before pickup. A later cancellation or a no-show is billed at the ride's fare.
- No driver found: A booked ride nobody takes is never charged. Your admins and coordinators get an email at once, the rider gets a WhatsApp, and our desk works on it as a priority.
- SOS: A 15 minute response target, 24 hours a day, 7 days a week, and the person on call is paged.

- Urgent help: Phone or WhatsApp +592 655-7775, 24 hours a day.
- Written questions: An answer within the hour, 08:00 to 22:00 every day.
- Measured when at least 20 booked rides count in the month. Not counted: a rider who did not show, rides your company cancelled or changed less than 2 hours ahead, and force majeure such as floods, road closures, police or official action and severe weather. A booked ride no driver took counts as late. Credits are GuyWay's own money, paid into your balance and used on your next statement; they never come out of a driver's fare and are never paid out in cash.

For your procurement or HSE review

- Insurance certificates, each car's maintenance record, and the on-duty hours recorded for every car each day are available on request for your procurement or HSE review.

https://ops.guyway.gy/business/safety