

YANGO

2024 — 2025



YANGO RIDE SAFETY REPORT

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A MESSAGE FROM THE SAFETY TEAM



Safety is a continuous responsibility. It requires us to keep learning, improving technologies, and adapting our approach to the realities of every market where Yango Ride operates.

This report presents the progress made in 2024–2025 to strengthen safety for passengers and partners' drivers. It reflects the combined work of our product, support, and local operations teams, as well as the authorities and expert organisations that work with us.

We aim to provide a clear view of the systems working silently behind each trip made through our service in countries all over the world, helping people move in a safer and more predictable environment.

Sincerely,
The Safety Team
Yango Ride

A MESSAGE FROM THE CHIEF EXECUTIVE OF YANGO RIDE

Dear Readers,

Thank you for taking the time to read this report.

Yango Ride is a technology service that connects passengers with partners' drivers. Our job is to build the digital infrastructure that makes those connections safer, more predictable, and more accountable.

This infrastructure supports identity and document checks before a partner driver receives ride requests, detects signals that may indicate potential risks during a trip, and connects users with trained support in times of need. Feedback and platform data then help us strengthen these systems for different cities, regulations, and mobility patterns.

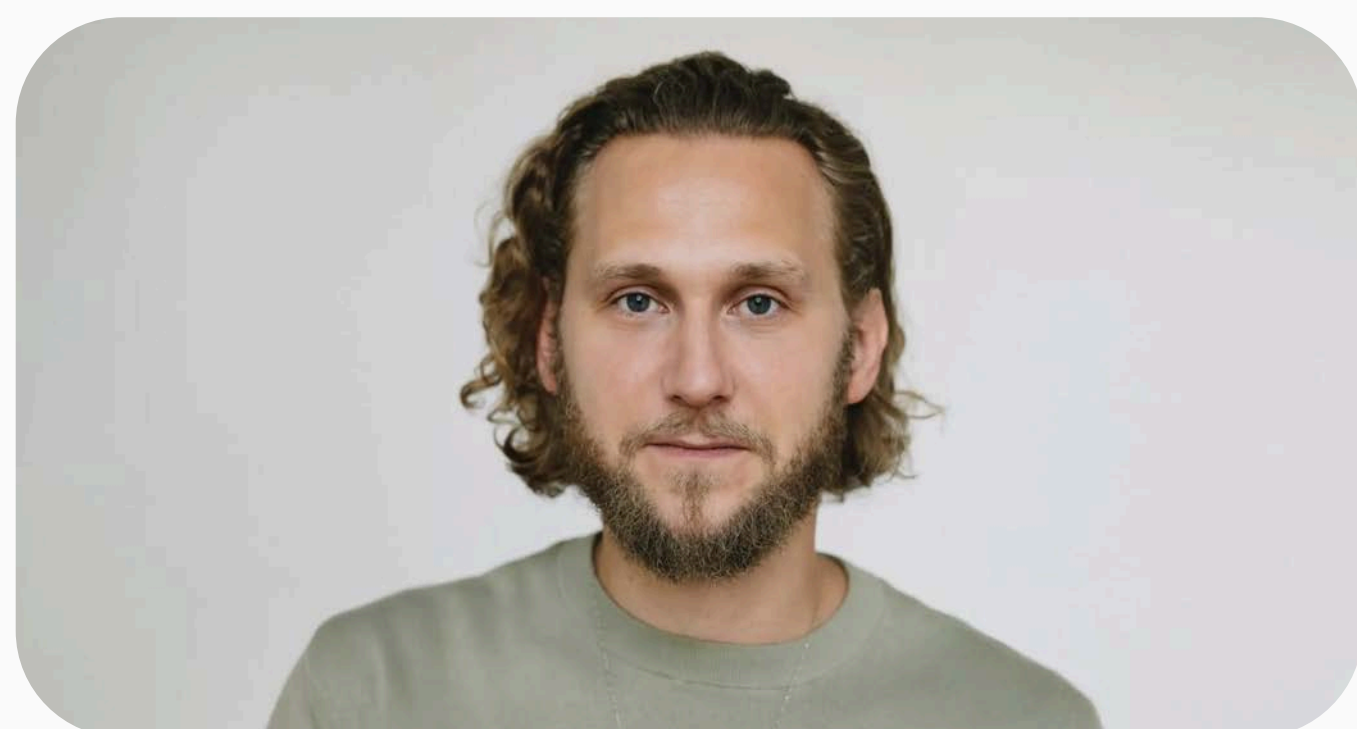
During 2024–2025, our continued investment in these systems delivered measurable progress. **Reported grave traffic violations decreased globally by 31%, from 9.83 to 6.76 per million trips.** Reported reckless driving incidents also declined across every reporting region: by 38% in Africa, 24% in Latin America, and 47% in MENA and South Asia. These results reinforce our belief that consistently applied technology, supported by human expertise and local knowledge, can make mobility safer for both passengers and partners' drivers.

Cities change, user behaviour evolves, and new risks emerge. We will therefore continue investing in prevention, detection, and support, rather than treating safety as a fixed set of features.

I would like to thank our passengers, partners' drivers, Yango employees, public-sector counterparts, and expert partners for their trust and contribution. Their feedback helps us improve the service every day.

“ ”

"Continued investment in technology is delivering measurable improvements in road safety and stronger protection for passengers and partners' drivers"



Roman Karlash
Chief Executive of Yango Ride

EXECUTIVE SUMMARY

Yango Ride invests in technology to prevent risk, protect passengers and partners' drivers, and turn feedback into safer service operations. During 2024–2025, investment focused on profile and document verification, fraud detection, driving behaviour analysis, route monitoring, privacy-protecting communication, technology-assisted urgent support, and safety education for drivers.

Trained specialists complement these technologies, while authorities, road safety organisations, and local experts help adapt them to local conditions. The results demonstrate meaningful progress.

OUR RESULTS

31%

Decrease in reported grave traffic violations globally

From 9.83 to 6.76 per million trips.

1 per 64,000 km

That's equivalent to approximately 1 incident or near miss every 2 round trips between Yango's offices in Peru and Pakistan.

Reported reckless driving incidents declined across all reporting regions:

38%

in Africa

from 13.05 to 8.08 per million trips.

24%

in Latin America

from 11.77 to 8.91 per million trips.

47%

in MENA and South Asia

from 19.25 to 10.1 per million trips.

5 minutes

In 90% of urgent cases across Yango's global operations, the average time for first contact is targeted at five minutes.

17,275

During 2024–2025, Yango blocked 17,275 passenger accounts globally after its systems identified signs of possible fraud.

81%

in Peru

31%

in Pakistan

78%

in Colombia

Data from 2026 reveals that post-trip contacts have decreased by 81% in Peru, 78% in Colombia, and 31% in Pakistan.

SAFETY BUILT INTO THE SERVICE

As a technology service, Yango Ride places safeguards around every stage of the ride: identity checks before access is granted, risk signals and protected communication during each ride, and digital records that support review and response afterwards.

Yango's framework follows the full ride lifecycle:

Accessing the service

Selfie, document, and profile checks help prevent ineligible or suspicious users from accessing service.

During the ride

Route monitoring, protected communication, Safety Center tools, and fatigue management systems help passengers and partners' drivers manage risk in real time.

When support is needed

Technology helps identify urgent requests, while trained specialists retain responsibility for reviewing circumstances and making decisions.

After the ride

Ratings, reports, GPS-based signals, and driving style analysis help identify repeated unsafe behaviour and inform proportionate action.

Core capabilities are adapted to local regulations, road conditions, public safety infrastructure, and patterns of use. A shared framework therefore does not mean an identical configuration in every country.

The result is one connected system spanning road safety, documentation and platform integrity, personal security, support, and responsible data use.





***BEFORE THE RIDE:
VERIFICATION
AND PREVENTION***

BEFORE THE RIDE: VERIFICATION AND PREVENTION

During 2024–2025, Yango's systems detected signs of possible fraud and blocked 17,275 passenger accounts globally. Signs may include repeated non-payment, suspicious ordering or cancellation patterns, or responsibility for an incident on the platform.

Yango Ride combines document checks, personal verification, and anti-fraud systems to reduce risk before a passenger and partner's driver are matched.

Verifying partners' drivers

Before receiving access to ride requests, prospective partners' drivers must complete the checks required for their market. A driver's licence check is required in all markets. Depending on local regulations and risk, further requirements may include checks of identity documents, vehicle documentation, vehicle photos, relevant licences, and background.



Verification is designed to be both rigorous and efficient. A driver's licence photo check can usually be completed within **5 minutes**, while other document and photo verifications can usually be completed within **15 minutes**.

Yango rejects registration attempts when the submitted information does not meet the service requirements. The most common reasons include suspected document fraud, low-quality or incomplete images, expired documents, and other inconsistencies. Safety requires active controls, not one-time formalities.

Checks continue after access is granted. For instance, partners' drivers may be asked to complete recurring selfie verifications or vehicle checks, depending on the market. Access to ride requests is automatically restricted when required documents expire. Anti-fraud systems also look for signs of account sharing or attempts to circumvent identity controls.

During 2024–2025, Yango expanded selfie-based anti-fraud scenarios in Peru, Colombia, Bolivia, Pakistan, Côte d'Ivoire, and Zambia. The system can identify suspicious attempts to pass selfie checks and generate reports of suspected fraud or false identity. In Peru and Colombia, background screening history is checked as part of the market standard.

Protecting partners' drivers before pickup

Safety before a ride also matters to partners' drivers. Depending on the market, partners' drivers may see the passenger's profile picture, rating, name, number of trips, completed profile user status, or a PIN used to confirm the correct passenger. In selected higher-risk scenarios, an ML model can ask a passenger to take a selfie before gaining access to ride requests. Yango also uses alert zones informed by local knowledge, including information provided by the police and feedback from partners' drivers. When a trip begins or ends in an alert zone, the partner's driver can see the relevant location and decline the request without losing service points or being deprioritised. This gives partners' drivers more information and control where local conditions may require additional caution.

DURING THE RIDE: TECHNOLOGY WHEN IT MATTERS MOST

Once a ride begins, technology inside the Yango app provides passengers and partners' drivers with visibility, communication, and direct access to help. The Safety Center brings core tools together in one place, including an SOS button, route sharing, trusted contacts, route monitoring, and urgent support.

Route sharing, trusted contacts, and the SOS button are available to passengers and partners' drivers across all Yango Ride markets. These features allow users to share ride details with people they trust and reach safety resources without leaving the app.

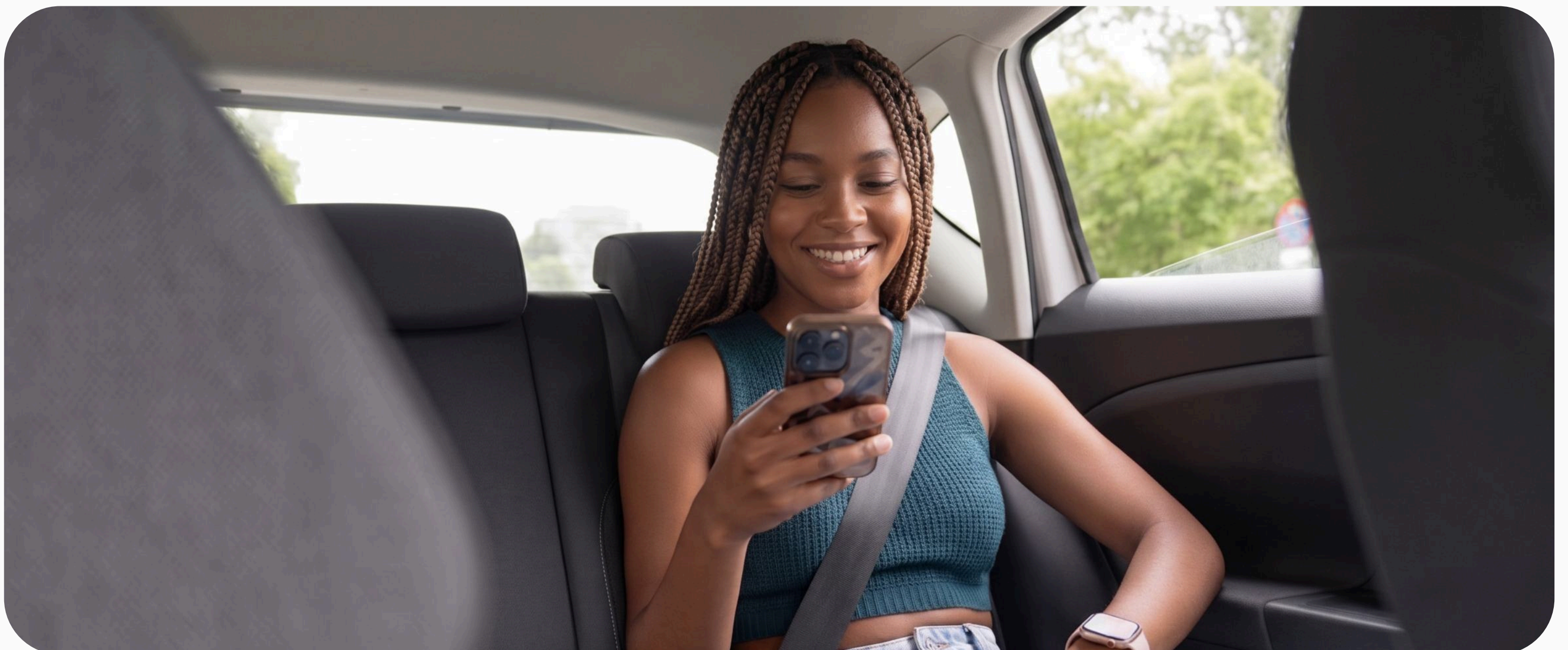
Managing fatigue

Fatigue can affect judgment and reaction time. Therefore, Yango applies market-specific limits on continuous time online and rest periods. Partners' drivers receive a notification two hours before reaching the applicable limit. The exact thresholds vary by country, reflecting local operating conditions and requirements, but the principle remains consistent: technology helps reduce the risk of excessive continuous time on the road.

Route monitoring

The route monitoring feature uses trip signals to identify patterns that may require attention. For passengers, these include a deviation from the expected route, an extended stop during the ride, or an extended stop at the destination. When the system detects one of these scenarios, it sends the passenger a notification asking whether everything is all right. If help is required, the passenger can move directly to the urgent support chat.

Partners' drivers also receive proactive notifications when the platform detects relevant stop scenarios, offering direct access to their Safety Center. These capabilities are designed to evolve as Yango's route intelligence becomes more sophisticated.



DURING THE RIDE: TECHNOLOGY WHEN IT MATTERS MOST

Communication without exposing personal numbers

Passengers and partners' drivers need to communicate, but they should not have to disclose permanent personal contact details. Yango uses several complementary technologies to facilitate safe communication:

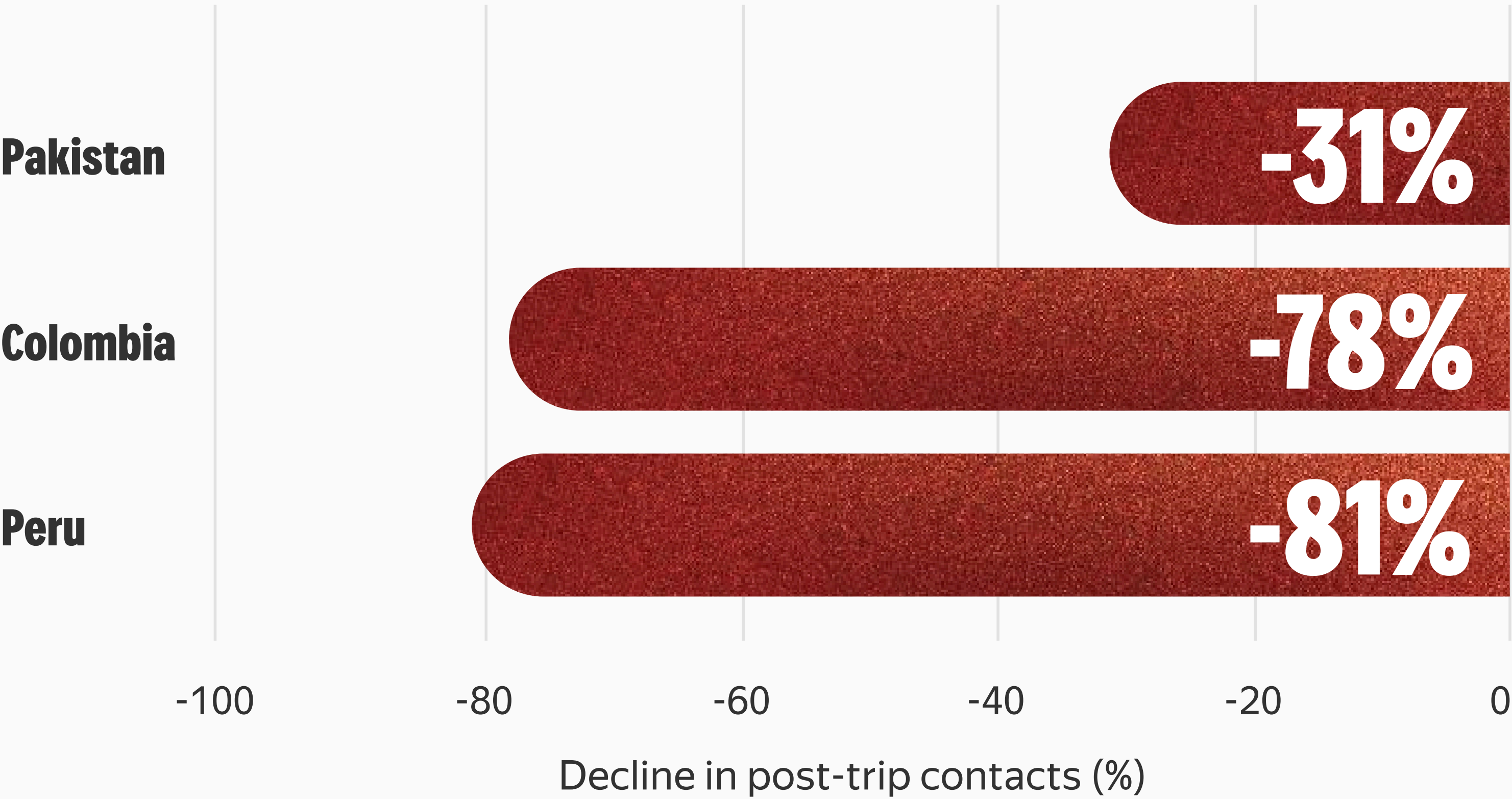
- **In-App Calls** enable internet-based voice calls directly through the Yango and Yango Pro applications.
- **Number Masking** routes a standard phone call through a temporary number that belongs to neither party.
- **"Hide My Number"** allows passengers to ensure that partners' drivers contact them only through in-app calls.

Post-reporting period update:

Following the continued rollout of privacy-protecting call technologies, the latest year-on-year data show that post-trip contacts decreased by 81% in Peru, 78% in Colombia, and 31% in Pakistan, helping limit opportunities for off-platform disputes.

Communication can only be safe when it's protected on both sides of the line.

In-app calling is available across the vast majority of Yango Ride markets. By keeping communication within protected channels, these technologies reduce the opportunity for unwanted contact after a ride.



AFTER THE RIDE: FROM FEEDBACK TO ACCOUNTABILITY

After a ride, ratings, passenger reports, and service signals reveal patterns that are difficult to detect in informal or street-hailed transport. Passengers can rate their ride and use the feedback tool to indicate whether they considered the driving unsafe or if any serious behaviour appeared. Reports may relate to severe traffic violations, a sleepy partner driver, or suspected impairment.

These reports are considered alongside technology-based signals:



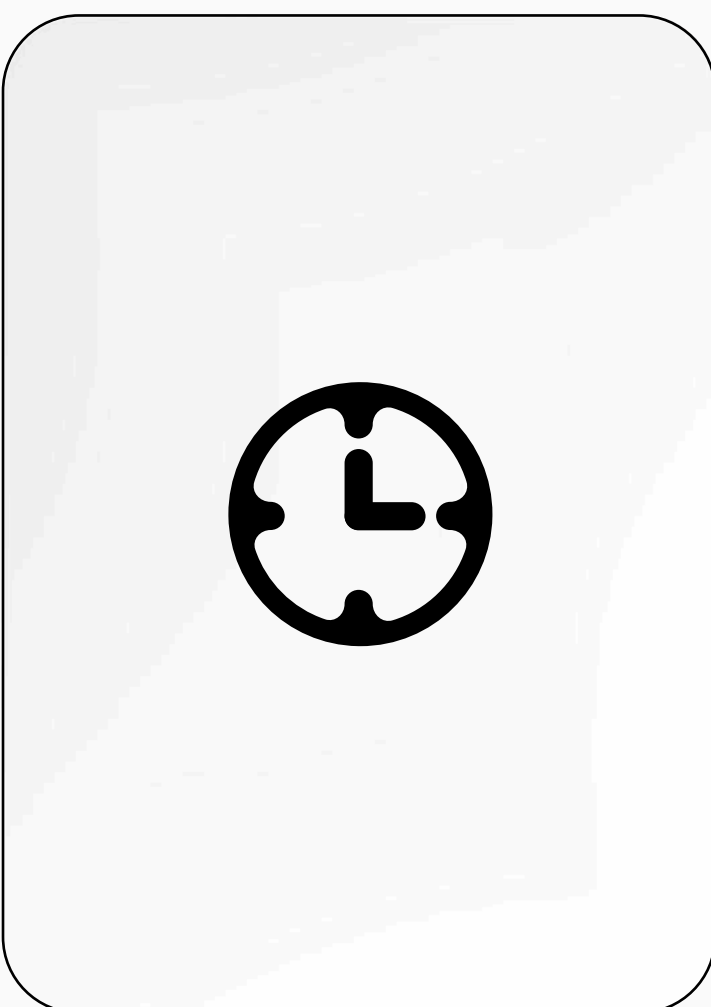
DRIVING STYLE

Accelerometer data is used to identify repeated sharp maneuvers



SPEED CONTROL

GPS signals identify recurring speeding patterns rather than reacting to a single isolated event



TIME LIMITS

Driving limits and mandatory rest periods help drivers manage fatigue



SURVEY

Passengers can also report distracted driving or inconsistencies in the driver or vehicle information shown in the app

Depending on the frequency and severity of negative feedback, Yango can respond with communication and warnings, reduced priority for ride requests, temporary restrictions, or loss of access to the service. This structured escalation is designed to encourage safer behaviour while allowing serious or repeated patterns to trigger stronger action.

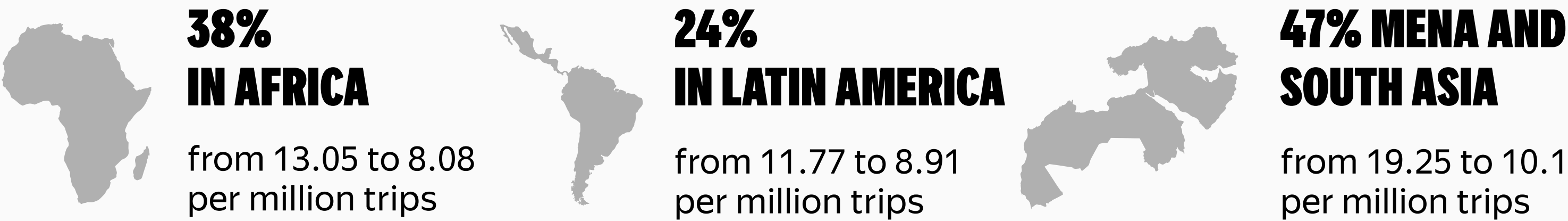
Following the expansion of speed and driving style control to more countries and the introduction of stricter intervention rules, reported road safety indicators improved.

AFTER THE RIDE: FROM FEEDBACK TO ACCOUNTABILITY

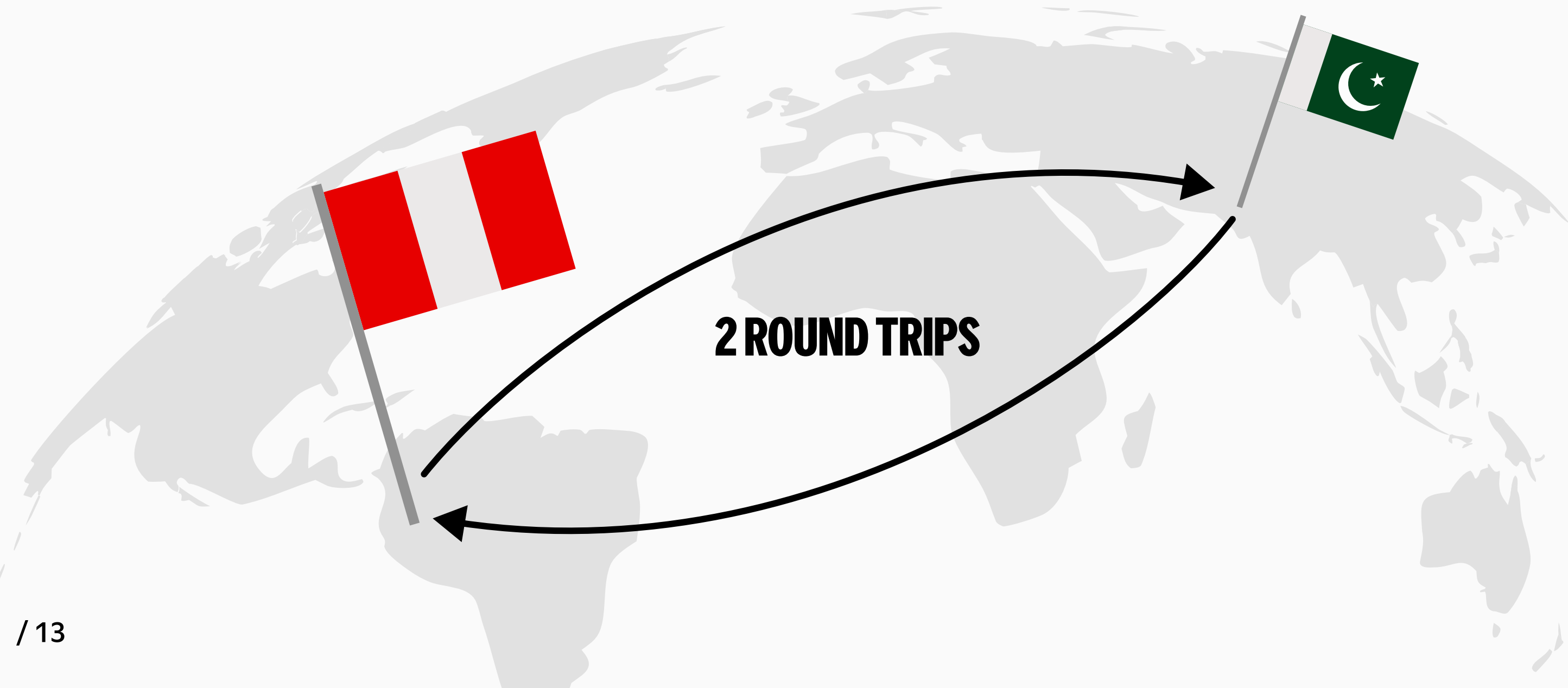


Reported grave traffic violations decreased globally by 31%, from 9.83 per million trips in 2024 to 6.76 in 2025.

Reported reckless driving incidents declined across all reporting regions:



Across Yango's global operations, an incident or near miss is reported, on average, once per 64,000 kilometres travelled. That is equivalent to approximately 2 round trips between Yango's offices in Peru and Pakistan.



PROTECTING PASSENGERS AND PARTNERS' DRIVERS

Every ride has two sides. That's why the service gives both passengers and partners' drivers all relevant information, control, and access to support.

For passengers

Before pickup, passengers can see the partner's driver's rating and profile picture. Recurring identity, vehicle, and document controls for partners' drivers help reduce account sharing and expired credentials

During and after the ride, the Safety Center, SOS button with fast track reach to local authorities, route sharing, trusted contacts, route monitoring, in-app calls, ratings, and structured reporting provide visibility and a record for follow-up.

Together, more than 25 safety features for passengers and 25 for partners' drivers make both sides of the ride more informed, protected, and accountable. Availability varies by market.

For partners' drivers

Depending on the market, partners' drivers can see passenger profile information, ratings, trip history, and completed profile status. Alert zones add destination visibility and penalty-free refusal, while the Safety Center, SOS button with fast-track access to local authorities, route sharing, trusted contacts, and conflict button give partners' drivers greater visibility, control, and access to support during a ride.

Partners' drivers can also rate passengers and report inappropriate behaviour. Specialists can then review trip records and service signals instead of relying on an unrecorded exchange. Availability varies by market.



SAFETY ACROSS MOTORCYCLES, TUK-TUKS, AND RICKSHAWS

Motorcycles, tuk-tuks, and rickshaws are an essential part of mobility in many Yango Ride markets. They can move efficiently through congested streets, connect underserved areas, and offer an accessible alternative for short urban trips. Their road safety profile, however, requires controls adapted to the dynamics of two- and three-wheeled transport.



Yango brings a digital layer of verification and accountability to a segment that has traditionally relied heavily on street hailing. A ride ordered through the service can combine the speed and accessibility that passengers value with a verified partner's driver profile, a recorded route, protected communication, feedback mechanisms, and access to support.

Reckless Driving Control

Yango has adapted its Reckless Driving Control to the moto rate using a stricter enforcement methodology. Passenger reports of potentially dangerous driving can lead to warnings, reduced priority, or temporary restrictions. These controls are already active in the service. The next stage will be a telemetry model designed to analyse motorcycle driving patterns automatically. This will extend Yango's approach from feedback-based control toward technology that can identify driving patterns directly and support more timely intervention.

**Passenger
reports**

**Warnings
to partner's driver**

**Telemetry
model**

As the technology matures, these controls can be calibrated more precisely to the movement patterns and risk profile of each transport mode.

URGENT SUPPORT: TECHNOLOGY-ASSISTED, HUMAN-LED

Technology can help identify urgent requests quickly, but sensitive decisions require human judgment. Yango's incident response model therefore combines automated detection and routing with trained specialists who review each case in context.

Passengers and partners' drivers can report safety-related situations through the in-app support, SOS chat, official support email address, and social media channels. Partners' drivers can also use the conflict button or contact support through a service partner organisation.

Urgent support operates **24/7 across all Yango Ride markets** and in all official service languages. In 90% of urgent cases across Yango's global operations, the average time for first contact is targeted at five minutes.

Finding urgent cases in the support flow

Yango uses a combination of technology and manual categorisation to detect potentially urgent situations. LLM-based models analyse the context of support conversations and help identify signals that a request may be urgent. Requests entering through the SOS chat are routed directly to urgent support, where a specialist determines the appropriate response.

An automated acknowledgement confirms receipt of the request, and the case is passed to a person immediately. All subsequent review and decision-making is carried out by a specialist.

Reviewing and responding

The specialist contacts the people involved, checks the available trip information and status, reviews relevant platform signals and support history, and records the circumstances. The specialist may also look at the partner's driver service history, rating, activity, and any previous restrictions.

Depending on the circumstances and market, possible actions may include account restrictions, compensation, referral to an insurance provider, internal escalation, or cooperation with authorities. When public authorities submit an official request, Yango provides the information required for an investigation in accordance with applicable procedures.

URGENT SUPPORT: TECHNOLOGY-ASSISTED, HUMAN-LED

Preparing specialists for high-pressure work

New urgent support specialists complete a two-week training programme covering support tools, case categorisation, escalation logic, and local market specifics. They practise SOS scenarios using real cases and role-play, complete tests throughout the course, and pass a final assessment.

Training is followed by **12 mentored shifts**, during which a senior specialist supports the agent on every real case. Once the specialists begin working independently, their performance remains subject to continuous quality monitoring, feedback, and additional training. Agents scoring below 92 out of 100 complete further development and corrective work. The team's current average internal quality score is **95.4 out of 100**.



95.4 OUT OF 100

CONNECTING TECHNOLOGY WITH PUBLIC SAFETY INFRASTRUCTURE

Yango connects service tools with local public safety infrastructure by maintaining current emergency numbers in the app, responding to official authorities' requests, and developing deeper integrations where local systems allow.

Pakistan

Faster access to police support

In Punjab, Yango works with the Punjab Safe Cities Authority. When a user contacts local emergency number (15) via Yango's in-app safety feature, their trip information, vehicle and partner's driver details, and location are automatically transmitted to the police. This gives emergency services more precise information and can support a faster response.

Users can also contact the PSCA Virtual Women Police Station directly through the app to receive dedicated support in cases involving gender-based violence.

Angola

Strengthened Cooperation with Public Security Authorities

Yango has entered into a Memorandum of Understanding with the Integrated Public Security Center of Angola (CISP), where CISP facilitates coordination between the service and departments of the Angolan National Police on relevant incidents. The partnership provides a structured channel for communication and referral of criminal cases, helping accelerate investigations and responses by the competent authorities.

TRAINING AND AWARENESS IN LOCAL COMMUNITIES

During 2024–2025, Yango reinforced its service tools with road safety training, public awareness programmes, and local expertise. Programmes covered service safety features, incident response, responsible conduct, and road safety practices, with additional themes such as wellbeing, respectful behaviour, and health support where locally relevant.

Zambia

Partners' drivers safety and conduct

In October 2025, Yango launched the Driver Safety and Conduct Training Program in Lusaka, implemented by Copper Rose Zambia. **50 partners' drivers** took part in structured in-person sessions.

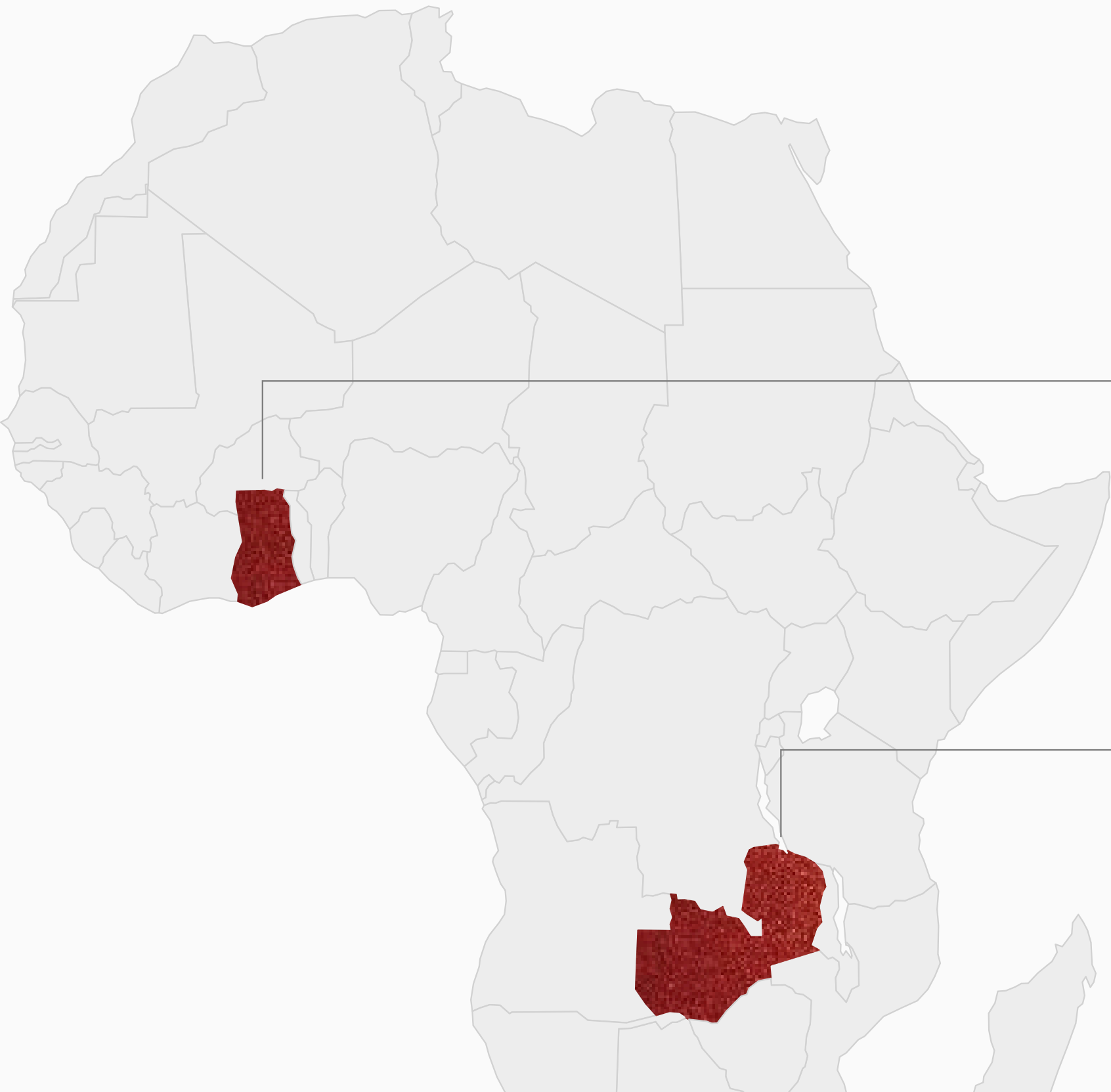
The programme covered defensive driving, road incident prevention, mental health and stress management, and gender-sensitive professional conduct aligned with national gender-based violence prevention standards. A drug enforcement team also provided guidance on avoiding the transport of illegal packages for passengers.

Ghana

Preventing drunk driving

Yango launched a nationwide **Don't Drink and Drive** campaign in Ghana. Its opening safety forum in Accra brought together more than **150 partners' drivers, passengers, and representatives of safety organisations.**

Certified instructors covered the signs of impairment, ways to prevent drunk driving, and the use of alternative mobility options. The broader campaign also included in-app notifications, regular training, public advertising, and outreach activities. Participants also learned how to use the Yango safety tools available to passengers and partners' drivers.



150+
Ghana

50
Zambia

TRAINING AND AWARENESS IN LOCAL COMMUNITIES

During 2024–2025, Yango reinforced its service tools with road safety training, public awareness programmes, and local expertise. Programmes covered service safety features, incident response, responsible conduct, and road safety practices, with additional themes such as wellbeing, respectful behaviour, and health support where locally relevant.

Côte d'Ivoire

Sustained road safety engagement

Yango held multiple road safety events in Abidjan in both 2024 and 2025. In September 2024, several dozen partners' drivers and couriers completed three training sessions with police and representatives of the Office de Sécurité Routière (OSER). The programme covered responsible driving, road rules, practical responses to emergencies, and the use of Yango's safety features.

In July 2025, Yango's Safety Awareness Month brought together **more than 100 participants**, including partners' drivers, couriers, institutional partners, and civil society representatives. OSER, the National Social Security Fund, and the Red Cross contributed to activities focused on road behaviour and direct dialogue between mobility professionals and prevention institutions. The National Social Security Fund also promoted and supported Universal Medical Coverage and the social security scheme for self-employed workers, helping to strengthen social protection for independent drivers.

The event also introduced **Bon Chauffeur**, an educational card game developed by Puzzle Media. It turns road safety rules into an accessible question-and-answer format designed to reinforce learning and support continuous training.

100+
Côte d'Ivoire



TRAINING AND AWARENESS IN LOCAL COMMUNITIES

During 2024–2025, Yango reinforced its service tools with road safety training, public awareness programmes, and local expertise. Programmes covered service safety features, incident response, responsible conduct, and road safety practices, with additional themes such as wellbeing, respectful behaviour, and health support where locally relevant.

Senegal

Road safety at scale

In November 2024, Yango held a road safety event in Dakar attended by **300 partners' drivers**. The programme focused on responsible behaviour and shared responsibility for safer roads.

Yango continued its public education initiative in 2025 through radio messages around periods of increased travel, including the Grand Magal of Touba. The messages encouraged adherence to road rules, rest breaks, responsible speed, and use of Yango's route sharing feature to stay connected with trusted contacts.



300
Senegal

TRAINING AND AWARENESS IN LOCAL COMMUNITIES

During 2024–2025, Yango reinforced its service tools with road safety training, public awareness programmes, and local expertise. Programmes covered service safety features, incident response, responsible conduct, and road safety practices, with additional themes such as wellbeing, respectful behaviour, and health support where locally relevant.

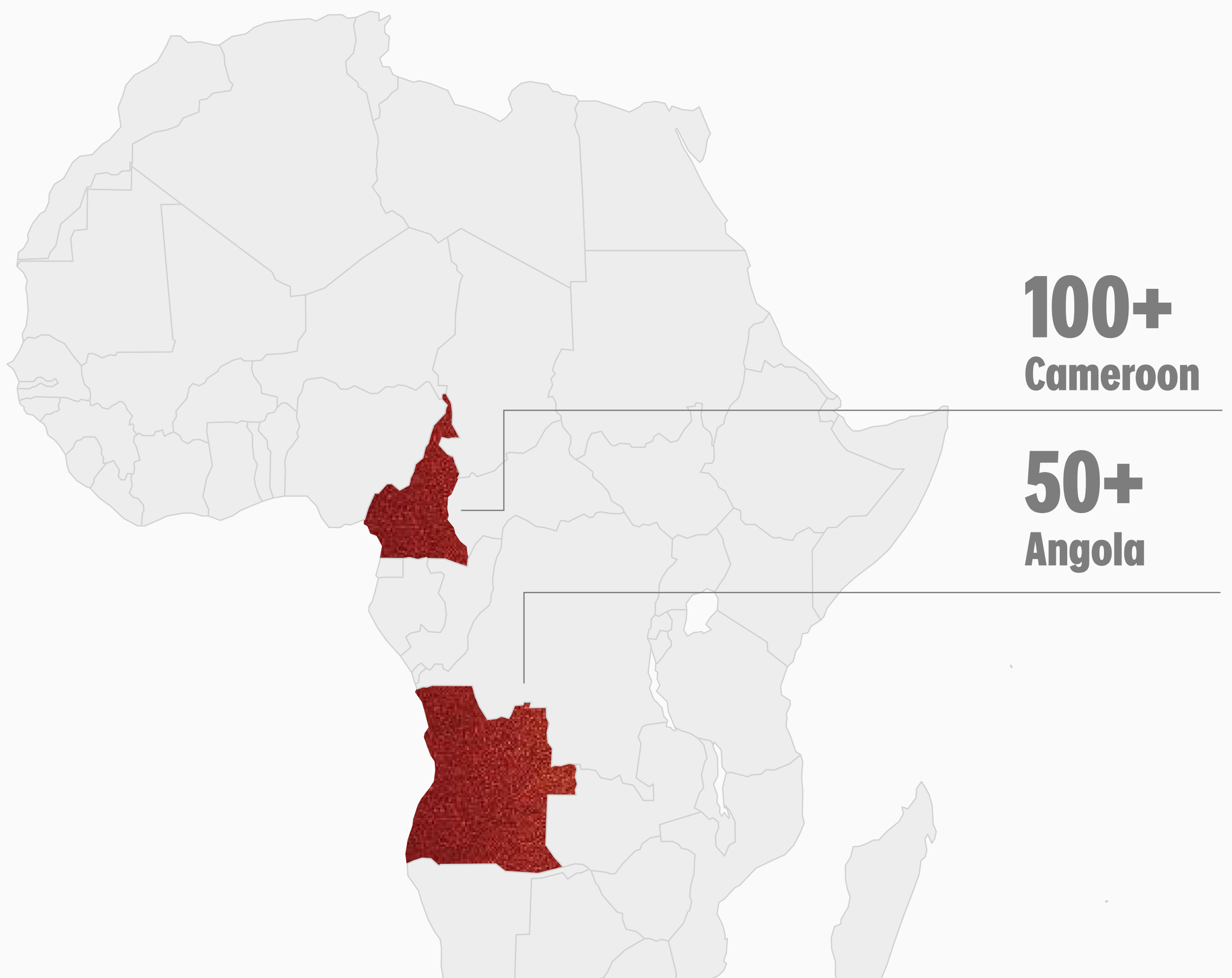
Angola and Cameroon

Local authorities and driver wellbeing

In Angola, Yango presented its service safety features to partners' drivers in March 2024 and held a further safety training with local authorities in May 2025. The programme, attended by **more than 50 people**, combined practical safety education with health check-ups.

In July 2025, Yango held two events in Douala and Yaoundé in partnership with the local city halls. Each brought together **more than 50 participants** to learn about the safety features and complete health check-ups for partners' drivers.

These programmes also created direct dialogue between partners' drivers, authorities, and safety experts.



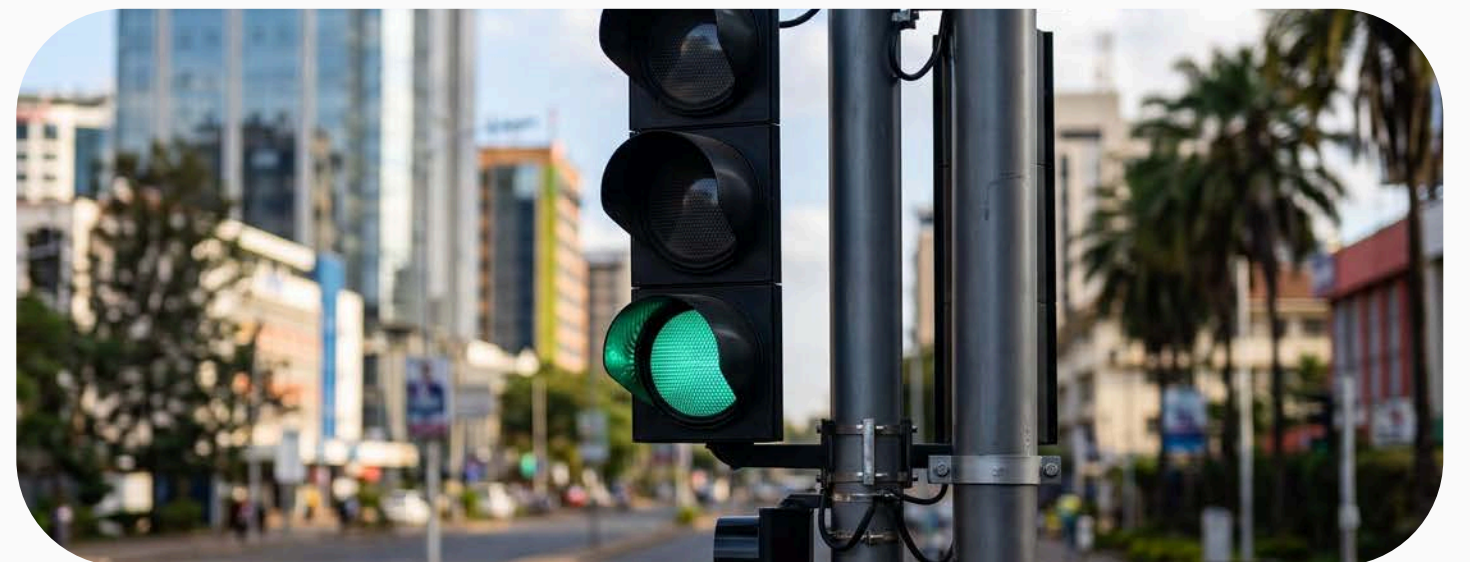
BEYOND THE RIDE: SAFER JOURNEYS TO SCHOOL



Yango's technology and road safety partnerships can also support communities beyond individual service rides.

Five schools in Lusaka

In 2025, Yango Zambia and the Zambia Road Safety Trust launched the pilot phase of **Safer Journeys to School** at five schools in Lusaka. The initiative was designed to reduce the risk of pedestrian crashes affecting children near high-risk school zones.



8,000 learners

Physical improvements included zebra crossings, speed humps, clear road markings, and visible school zone warning signs. Workshops reached approximately **8,000 learners**, covering safe street-crossing habits, recognition of traffic signs, and responsible roadside behaviour. The Road Safety Champions Club and student ambassadors helped extend those lessons within school communities.

The initiative also connected physical infrastructure with service technology. Yango introduced school zone alerts in the app to remind partners' drivers to slow down when approaching participating campuses.

The project combined digital alerts with infrastructure, education, and local road safety expertise.



RESPONSIBLE DATA USE AND SERVICE PROTECTION

Monitor ride signals

Sensitive information is protected in transit and at rest using industry-standard encryption. Yango's security-by-design and defence-in-depth controls are supported by continuous monitoring, scanning, penetration testing, and independent evaluations.

Support review

Applicable local requirements govern each market, with the EU General Data Protection Regulation (GDPR) serving as a benchmark for data minimisation, purpose limitation, and security.

Verify identity

Identity information enables verification, location signals support route monitoring, and trip records help specialists review reported situations. However, Yango only uses this information for the purposes required to provide and improve its services.

Protect contact details

In practice, this means using only the information necessary to verify users, identify potential risks, and support fair review processes, while minimising the exposure of personal data. Protected calls put these principles directly into operation within the user experience.

HOW WE MEASURE PROGRESS

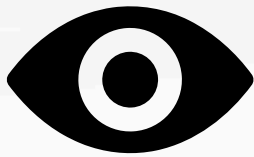


This report covers Yango Ride's safety work and results during 2024–2025.

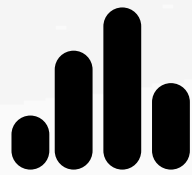
Where rates are presented per million trips, normalisation allows changes to be compared across periods and regions with different levels of service activity.



Reported grave traffic violations are classified passenger reports submitted through the in-app urgent channels concerning fast, unsafe, or careless driving.



Reported reckless driving incidents are classified passenger reports covering grave traffic violations, sleepy partners' drivers, partners' drivers reported to have fallen asleep, or suspected impairment.



The rate of 1 reported incident or near miss per **64,000 kilometres** reflects reports from passengers and partners' drivers.

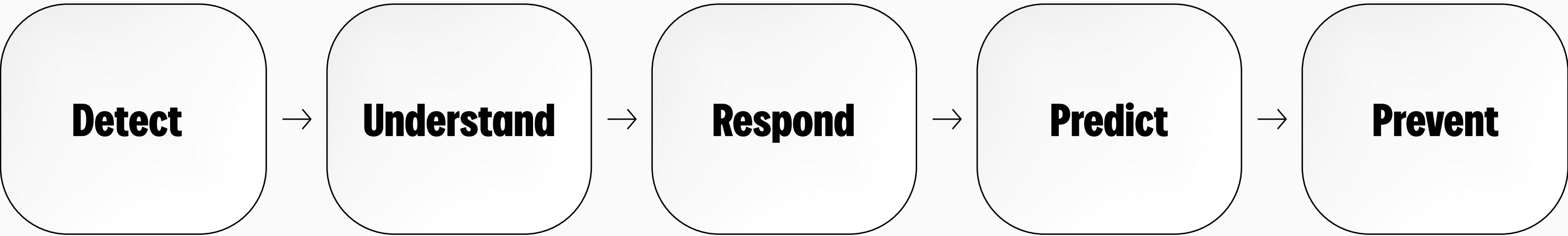
Feature availability may vary by market in response to local regulation, identified risk, and operational need. References to common service capabilities should therefore not be interpreted as meaning that every optional configuration is identical in every country.

THE NEXT GENERATION OF SAFETY TECHNOLOGY

Yango will continue moving from incident response towards earlier risk detection and prevention

Future work includes AI-powered risk detection, stronger identity verification, route intelligence, proactive crash detection, and driving behaviour analysis adapted to different transport modes, including 2/3-wheelers.

The service will also continue improving support tools, safety education, and cooperation with authorities, NGOs, and experts.



The direction is clear: more accurate verification, earlier detection, and faster, more effective support.

APPENDIX: INVENTORY OF SAFETY FEATURES

Yango Ride's safety ecosystem includes more than 25 features for passengers and more than 25 for partners' drivers. Availability and configuration may vary according to local regulation, identified risks, and market needs.

For passengers

For partners' drivers

1

Before the ride

Driver and vehicle verification

Driver identity, licence, and vehicle information are verified through document and photo checks, recurring selfies, and anti-fraud controls. Background checks may also be used where available to help ensure that verified drivers and vehicles are providing rides.

Know your ride

Before the trip, passengers can see their driver's photo and rating, as well as key vehicle details. PIN verification provides an additional way to confirm that the passenger is entering the right vehicle before the trip starts.

Safety reminders

Passengers receive timely safety prompts, including a seat belt reminder at the beginning of the trip, to encourage safer behaviour from the moment the ride starts.

Know your passenger

Before accepting or starting a trip, partners' drivers can see relevant passenger information, including their name, profile picture, and rating. Completed profile indicators provide additional context and help drivers make more informed decisions.

Safer trip decisions

Partners' drivers are informed when a trip takes place in an alert zone and can decline it without penalty. For these trips, additional information, such as the destination address, may be shown in advance, helping drivers assess potential risks before accepting.

Trip verification and safety reminders

PIN verification helps confirm that the right passenger has entered the vehicle before the trip starts. Audio safety reminders enhance driver safety by reinforcing essential practices, such as seat belt use for all occupants, while reminders to check the vehicle for belongings help prevent lost items and reduce potential post-trip complaints.

APPENDIX: INVENTORY OF SAFETY FEATURES

For passengers

For partners' drivers

2

During the ride

Safety Center and emergency help

The Safety Center brings essential safety tools together in one place. Passengers can quickly access urgent support or use the SOS button to seek emergency assistance when needed.

Share and stay connected

Passengers can share their trip with trusted contacts, allowing friends and family to follow the route and monitor trip progress in real time.

Smart trip monitoring

Technology monitors trips for unusual events such as route deviations, unexpected stops, or extended stops at the destination. In selected markets, sharp manoeuvres detected by accelerometers can also trigger proactive notifications or calls to check whether assistance is needed.

Safety information and protection

Passengers can access safety tips and educational content directly in the app. Depending on the market, additional insurance solutions may also provide protection during the trip.

Safety Center and emergency help

The Safety Center brings essential safety tools together in one place. In an emergency, partners' drivers can use the SOS button to quickly contact local authorities or emergency assistance.

Share and stay connected

Partners' drivers can share their trip and route with trusted contacts, allowing someone they trust to follow their journey in real time.

Smart trip monitoring

Technology monitors trips for potentially unusual activity or route deviations, while additional location-based reminders — such as school zone alerts in selected markets — support safer driving.

Conflict support and protection

If a difficult or potentially unsafe situation arises, partners' drivers can use a dedicated conflict button for fast-track access to support. Depending on the market, insurance solutions may provide additional protection during trips.

APPENDIX: INVENTORY OF SAFETY FEATURES

For passengers

For partners' drivers

After the ride

Reporting and incident support

After the trip, passengers can use a dedicated in-app survey to report safety concerns, including distracted driving or inconsistencies in the driver or vehicle information shown in the app. Local language support helps ensure incidents can be reviewed and addressed effectively.

Safer driving

Technology helps identify potentially risky driving patterns through speed monitoring, driving style analysis, and controls around driving hours, supporting safer behaviour on the service.

Privacy protection

In-app calling and number anonymisation allow passengers and drivers to communicate without revealing their personal phone numbers.

Passenger ratings and incident support

Partners' drivers can rate passengers after a trip, helping promote accountability and safer interactions across the service. Local language support is available to help report and address safety incidents.

Privacy protection

In-app calling and number anonymisation allow partners' drivers and passengers to communicate without revealing their personal phone numbers.



CONCLUSION

YANGO

2024 — 2025

As a technology-driven service, Yango Ride places a layer of digital safety around each ride, ensuring verification before access, visibility during the journey, protected communication, structured feedback, and trained support.

2024-2025

Results from 2024-2025 show that sustained investment can make a measurable difference. Reported road safety indicators declined, protected calls reduced unwanted post-trip contact, and technology-assisted routing helped urgent cases reach trained specialists quickly. Local integrations connected these capabilities with public institutions and communities.

Yango will continue to combine advanced technology and data with human judgment and local expertise to strengthen protection for passengers and partners' drivers.

That is how a technology service earns trust: not through a single feature or statement, but through consistent improvement and results that can be seen over time.

31%

Decrease in road safety incidents