

EVERA: Safety Policy

Rider & Driver

We developed our guidelines to help make every experience feel safe, respectful and positive. They apply to everyone who uses any of our apps, including drivers, riders & EVERA customers. Thank you for joining us to support and safeguard a welcoming environment.

The guidelines below help in explaining some of the specific kinds of behaviour that may cause you to lose access to the EVERA application. There might always be unforeseen events that may ultimately lead you to lose access to the EVERA applications. We will update these guidelines regularly, but the following guidelines are sufficient cause for EVERA to take action. Please take a moment to read them.

Guidelines for all of us

Everyone who signs up for EVERA account is required to follow EVERA safety policy. They reflect the following pillars and the standards in each of these sections.

Treat everyone with Care & Convivence

Our community is remarkably diverse and, chances are, you will encounter people who might not look like you or share your beliefs. The guidelines in this section help to foster positive interactions during every experience.

Help & Safety Priority

We're hard at work every day to help create safer experiences for everyone. Your safety drives us. That's why these standards are written.

Follow the process & guidelines

We're committed for following all applicable existing laws and regulations earning your trust, and we expect everyone who uses our apps to do their part and adhere to applicable laws and regulations, as well as Do's & Don'ts requirements wherever applicable.

Your feedback matters

If something happens, whether it's good or bad, we make it easy for you to tell us. Our team is continuously improving our standards for which your feedback is utmost important for us to keep our standards relevant as our technology evolves.

Our Commitment to Safety

We want you to move freely, make the most of your time, and be connected to the people and places that matter most to you. That's why we are committed to safety, from the creation of new standards to the development of technology with the aim of reducing incidents.

How safety is built into your experience

Safety features in the app - Share your trip details with your loved ones through SMS. Track your trip during your ride.

Support at every turn - A specially trained team is available to revert of your query, request or complaints 24/7. Reach them in the app, day or night, with any questions or safety concerns you will get prompt revert within Turn Around Time as per scenarios.

Building safer journeys for everyone

Driver safety - Count on 24/7 support to help with any questions or safety concerns. Our focus is on your safety, so you can go where the services are required.

Drive with confidence - You deserve to be able to go wherever the opportunity is. Get there with support on the road and technology that helps to protect you and those around you.

Designing a safer experience

Help if you need it

Specially trained incident response teams are available (QRT- Quick Response Team) anytime.

An inclusive community

Through our joint efforts with cities and safety experts and by working together, we're helping to create safe journeys for everyone.

Peace of mind, wherever you go

Safety is designed into the experience. So, you feel comfortable driving even at night. So, you can tell loved ones where you're going. And so, you know you have someone to turn to if anything happens.

24/7 Incident support

EVERA customer associates trained in incident response are available around the clock

2-way ratings

Your feedback matters. Low-rated trips are logged, and users may be removed to protect the EVERA users.

GPS tracking

All EVERA rides are tracked from start to finish, so there's a record of your trip if something happens.

Safer roads for everyone, thanks to you

You play a key role in helping to make cities safer and roads friendlier to move around in.

Rider safety

Rides are requested every day. Every rider has access to safety features built into the app. And every ride has a support team if you need them.

Designing a safer ride

Driver screenings

All potential EVERA driver-partners have to complete a review process that includes a review of photo ID and other relevant documentation to determine eligibility prior to being authorized to take trips through the app.

An inclusive community

Through our joint efforts with cities and safety experts and by working together, we're helping to create safe journeys for everyone.

Emergency assistance (SOS) button in the Cabs

You can use the emergency (SOS) button in cab to get help if you need it.

24/7 Incident support

Our customer support team is specially trained to respond to urgent safety issues.

Safety Centre

Access EVERA safety features all in one place in the app whenever you're riding with us.

2-way ratings (Riders & Drivers)

Your feedback matters. Low-rated trips are logged, and users may be removed

GPS tracking

All EVERA rides are tracked by GPS from start to finish so there's a record of your trip if something happens

Check your ride, every time

Before you log in, take a second to double-check the app for your driver's information. Follow these 3 steps to make sure you get into the right car

Step 1 - Match the CAB No.

Step 2 - Match the driver Name & ID Card

Step 3 - Check the driver's photo

Public safety officials

EVERA has an investigative team of operation experts & law enforcement professionals who offer immediate assistance to provide public safety officials in any case.

More about covid-19 safety for drivers

All measures are being taken to ensure our cabs Covid Safe. For us the safety of our customers, drivers & stakeholders are of utmost importance and our endeavor is not to compromise with it any possible manner.

All Cabs are being disinfected twice a day to ensure our passengers & drivers can commute in a Covid Safe environment to the extent possible.

All drivers have undergone further training with regards to Covid Safety and have been equipped with gloves, sanitizers and masks

All our Cabs are now equipped to be completely cashless in order to minimize the need to make contact with others.

Our operating staff members are constantly undergoing regular health check-ups including but not limited to temperature checks to ensure our service is Covid Safe.

We are permitting drives only who do not have any symptoms of COVID at the time of starting his duty. Moreover we urge our customers to wear mask all the time while in cab.

Oximeters are there in the cab as well.