

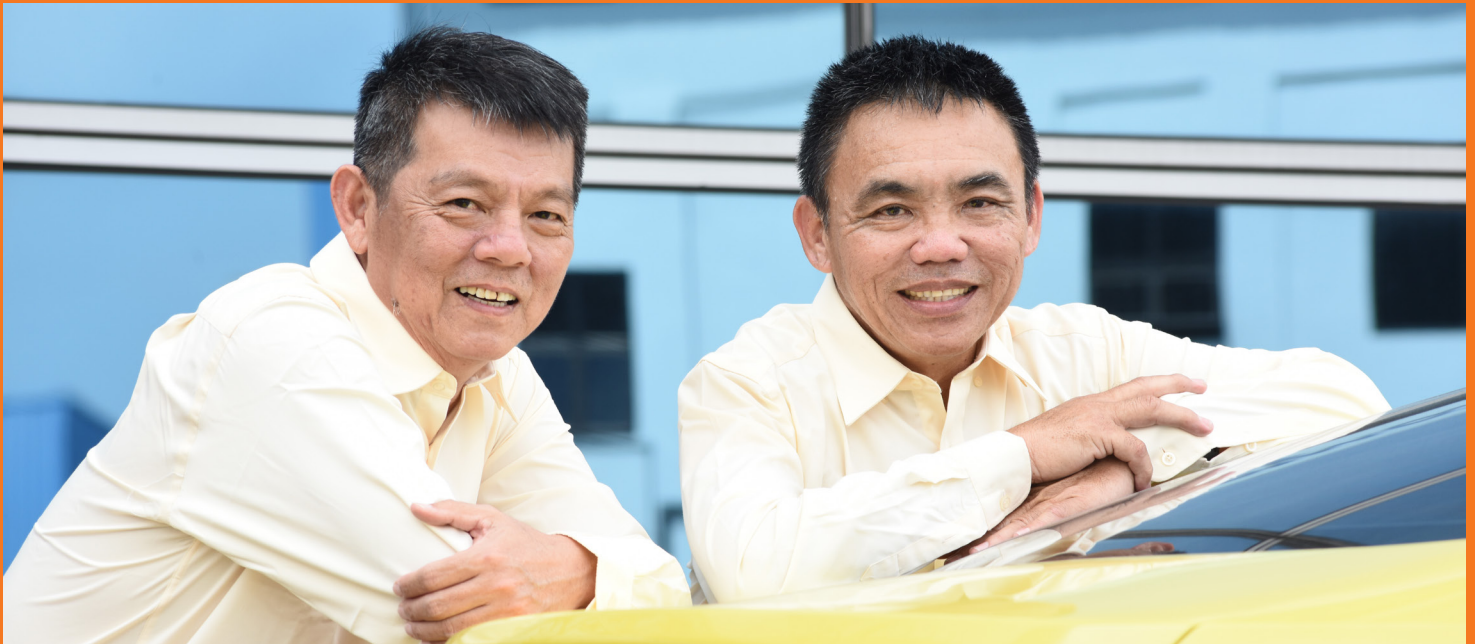
CABBY

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Choosing ComfortDelGro

Choosing ComfortDelGro



Driving a taxi is no walk in the park, but that has not stopped Cabby Ho Chin Kwee (right) from switching to taxi-driving.

The 58-year-old first joined ComfortDelGro Taxi as a short-term hirer for eight months before switching to full time in May 2019. As a new hirer, he enjoyed 12-day free rental.

He said: “While driving a taxi has its challenges, I still wanted to be a cabby because it allows me flexibility and control over my own schedule and time.

“With ComfortDelGro, I feel I get more bookings and job opportunities. It is also very convenient as there are 14 diesel/petrol kiosks to refuel at.”

Cabby Ho's friend, Cabby Tan Ghim Heng (left) has also jumped ship. He joined ComfortDelGro Taxi as a hirer in January 2019 after a stint as a private hire car driver. Like Cabby Ho, Cabby Tan also enjoyed 12-day free rental.

"With ComfortDelGro, I got 12-day free rental which is better than nothing. I also see more regular earnings," he said.

Cabby Mohd Mazli bin Minhat, who joined in November 2018, has no regrets doing so. He said: "I chose ComfortDelGro as it is the biggest taxi company in Singapore. This means that there are always many calls coming in, so there is no need to worry that there are no bookings. In fact, 70% of my daily trips are call bookings!"

选择康福德高

驾驶德士并非易事，但德士师傅何进贵 (右) 依然义无反顾，投身成为德士师傅。

这名 58 岁的德士师傅先是加入康福德高德士，担任 8 个月的短期租车师傅，随后于 2019 年 5 月转为全职德士师傅。身为新的租车师傅，他享有 12 天的免费租车优惠。

他说：“尽管驾驶德士充满挑战，我还是要成为德士师傅，因为我能够灵活地安排自己的时间表。我认为康福德高给我更多电召预订和工作机会。此外，它还有 14 个柴油/汽油站，非常方便。”

何师傅的朋友陳錦兴师傅 (左) 也做出了跳槽的决定。这名前私召车司机是在 2019 年 1 月成为康福德高的租车师傅，并与何师傅一样，享有 12 天的免费租车优惠。

“康福德高为我提供 12 天的免费租车优惠，总比没有好。我也获得更多的定期收入。”

2018 年 11 月加入康福德高的德士师傅 Mohd Mazli bin Minhat 并没有后悔这么做。他说：“我选择康福德高，是因为它是新加坡最大的德士公司。这意味着我们会接到许多电召工作，因此无需担心没有电召预订。实际上，我每天的工作大约 70% 都是电召预订！”





To Cabby Noor Hairin Bin Misri (top), father of four, the flexible hours were what made him decide to become a cabby when he left his previous nine-to-five job a decade ago.

While it was initially tough, Cabby Noor Hairin gradually got used to it.

He said: "Becoming a self-employed cabby

was a big change but ComfortDelGro Taxi has a good framework in place."

With a hiring agreement in place, and multiple channels of communications available, Cabby Noor Hairin was able to approach Driver Relations Officers for help.

The 41-year-old was also one of 12 cabbies to attend a chit-chat session with Mrs Josephine Teo, Minister for Manpower and Second Minister for Home Affairs (bottom, second from right), on 29 July as ComfortDelGro Taxi had met the Tripartite Standards for Self-Employed Persons.

Said Cabby Noor Hairin: "We were able to share our experiences and are glad that she was open to some of our suggestions."



ComfortDelGro Taxi Meets Tripartite Standards for Self-Employed Persons

康福德高德士 符合自雇人士 三方标准

当康福德高师傅 Noor Hairin Bin Misri (左) 在 10 年前离开朝九晚五的工作岗位时, 灵活的工作时间是这名 4 个孩子的父亲决定成为德士师傅的原因。

虽然当初很艰难, 但 Noor Hairin 师傅还是逐渐习惯了德士师傅的生活。

他说: “成为一名自雇的德士师傅是一个很大的改变, 但康福德高德士具有一个良好的框架。”

在与公司签署招聘协议后, Noor Hairin 师傅可通过多种通信渠道向司机联系员寻求协助。

由于康福德高德士符合自雇人士三方标准, 这名 41 岁的德士师傅与另外 11 名同行在 7 月 29 日与人力部长及内政部第二部长杨莉明 (右上) 进行交流。

Noor Hairin 师傅说: “我们与她分享了我们的经历, 也很高兴她对我们的一些建议持开放态度。”



SkillsFuture Digital Workplace Course for Cabbies



Mrs Josephine Teo, Minister for Manpower and Second Minister for Home Affairs has urged cabbies to embrace digital skills and was pleased to learn that ComfortDelGro Taxi is sending 10,000 cabbies to the 1.5-day SkillsFuture Digital Workplace training.

Cabby Karen Chan, 53, who attended the course in

July said: “It was very useful and I learned how to use the CDG Driver App, which I feel allows me to bid for jobs faster.”

To-date, 1,000 cabbies have completed the course.

为德士师傅开办技能创前程 数字工作场所课程

人力部长及内政部第二部长杨莉明鼓励德士师傅学习掌握数字技能, 并对康福德高德士安排 1 万名德士师傅参加 1 天半的技能创前程数字工作场所课程表示欣慰。

在 7 月份参加课程的 53 岁德士师傅陈月凤说: “这非常有用, 我学会了如何使用 CDG 司机应用程序, 我觉得这可以让我更快地竞标工作。”

迄今已有 1,000 名德士师傅完成这项课程。

Close to Half the Booking Jobs Are ComfortRide

ComfortRIDE was rolled out to all customers via the ComfortDelGro App about three months ago.

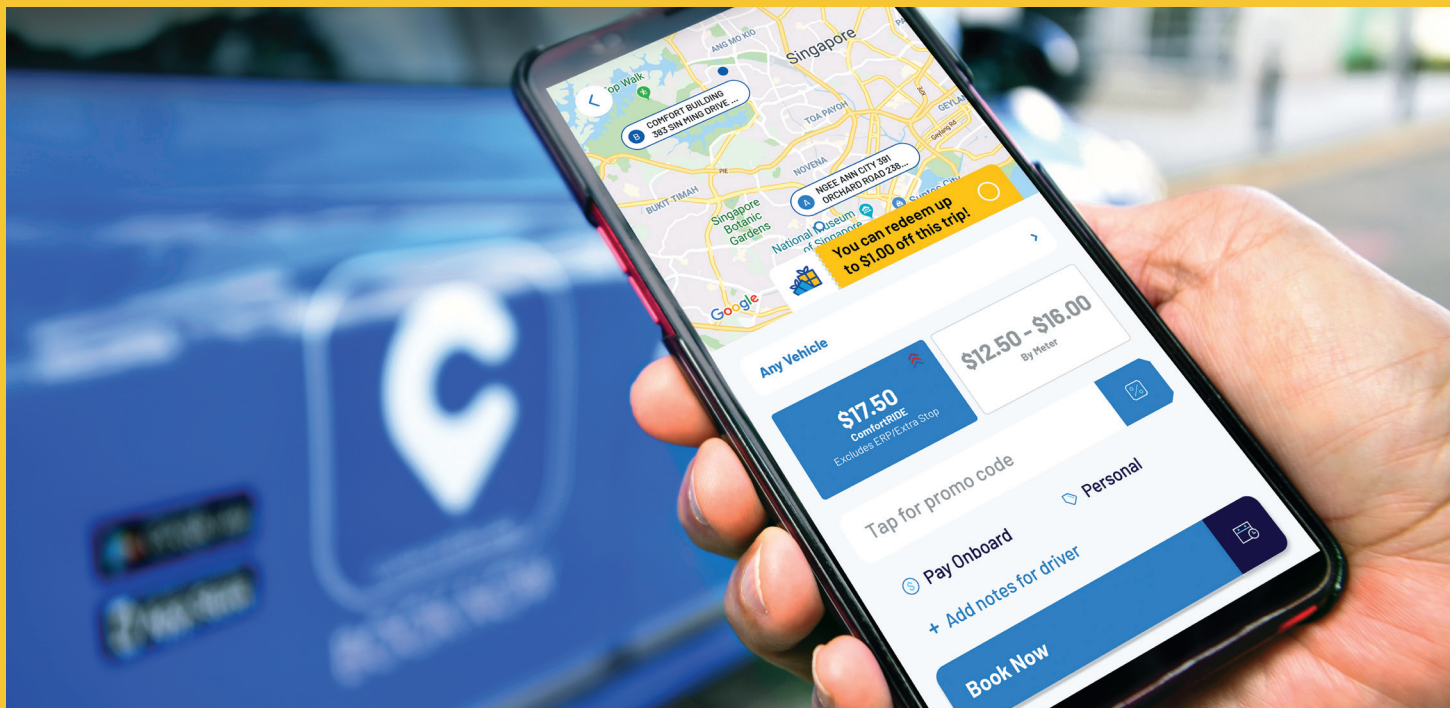
And already, close to half the bookings are ComfortRIDE trips.

Some cabbies have observed an increase in the number of ComfortRIDE jobs that they accept.

Cabby Lee Kim Cheng (next page, top), 57, said: “About half of my booking jobs now are ComfortRIDE trips. I think having this new service is a move in the right direction.”

Cabby Koh Ngiak Seng (next page, bottom), 49, also noticed that ComfortRIDE has helped improve his income especially when the fares are higher in the morning due to dynamic pricing.

He said: “It has helped increase my income, especially the ComfortRIDE jobs that I take in the morning. About half of my booking jobs are ComfortRIDE now.”



近半数电召 工作为Comfort Ride



公司在三个月前通过康福德高应用为所有乘客推出 ComfortRIDE 服务。

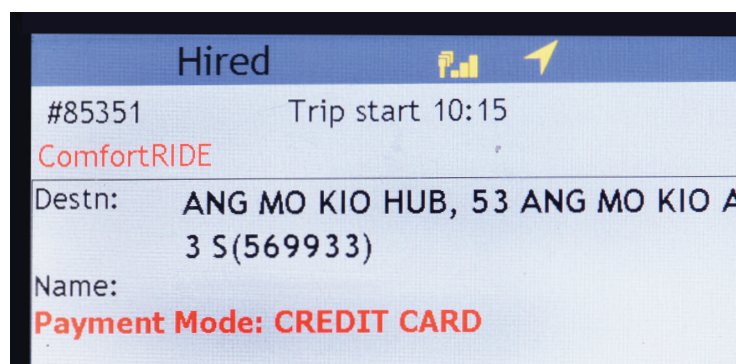
至今, 已有将近半数的电召工作为 ComfortRIDE 行程。

根据一些德士师傅观察, 他们所接到的 ComfortRIDE 工作数量有所增加。

57 岁的德士师傅李金鐘 (上) 说: “如今, 我所接到的电召工作, 大约有一半是 ComfortRIDE 行程。我认为, 推出这个新的服务是正确的决定。”

49 岁的德士师傅许业成 (下) 也表示, ComfortRIDE 帮助他增加收入, 特别是在早上, 因为这段时间的车资因实行动态计费而有所提高。

他说: “它确实帮助我增加收入, 特别是在早上接到的 ComfortRIDE 工作。现在, 我的电召工作将近一半都是来自 ComfortRIDE。”



Go Cashless for Comfort Ride



Cashless Payment Feature Available in ComfortDelGro App

A new in-app cashless payment feature has been introduced to make credit/debit card payments more convenient.

It allows passengers to add their credit/debit cards, as well as Cabcharge cards into the app. The same feature also allows passengers to sign in with their Masterpass. They only need to select their default or preferred cashless payment method before booking a trip.

Cabbies will see the payment mode that passengers have selected on the Mobile Data

Terminal when they are confirmed a booking job. At the end of the trip, cabbies simply tap on the payment method reflected in the cashless payment terminal to process the refund.

康福德高应用提供全新无现金卡支付功能

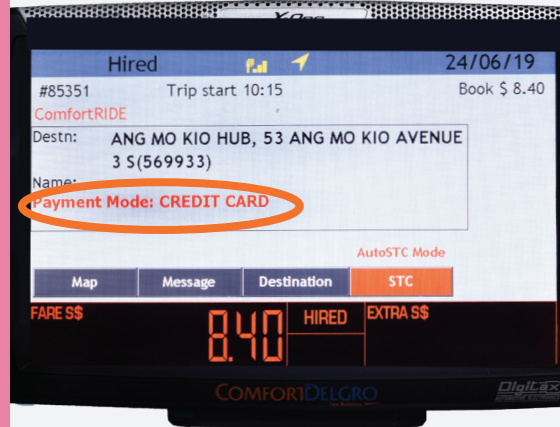
为了让信用卡/借记卡付款更加便利，我们推出了全新的应用内无现金支付功能。

它让乘客将他们的信用卡/借记卡，以及 Cabcharge 卡添加入应用程序中。这项功能也让乘客通过他们的 Masterpass 进行登录。他们只需在电召德士前，选择默认或首选的无现金支付方式。

在确认电召工作时，德士师傅将看到乘客在移动数据终端机上选择的付款方式。在行程结束时，德士师傅只需点击无现金支付终端机所反映的付款方式，即可处理退款。

1

When a booking has been confirmed, you will see the Payment Mode selected by the passenger.



1

确认预订后，乘客所选择的付款方式将会呈现。

2

At the end of the trip, please confirm the payment by tapping on the payment method reflected in the cashless payment terminal. It is important that cabbies tap on the payment method reflected in the cashless payment terminal.



2

在行程结束时，请通过点击无现金付款终端机所显示的付款方式确认付款。重要的是，德士师傅必须点击无现金付款终端机所显示的付款方式。

3

Once the payment has been approved, the refund will be credited to your account by the next working day.



3

一旦付款获得批准，退款将在下一个工作日存入你的账户。

Having Fun Through Sports



GetActive! Singapore on 3 August was an outing that Cabby Ong Swee Ker (right), his wife and four god-daughters had looked forward to.

The family of six joined last year and were excited about being able to do it again.

Said the 64-year-old cabby: "This is the fourth time my family and I are participating. It is a good time for us to bond as a family."

In fact, over 550 cabbies and their family members also participated in the event. They were joined by Mr Ang Wei Neng, CEO of ComfortDelGro Taxi.

The highlight of the event was the formation of a heart involving President Halimah Yacob.



运动乐无穷

德士师傅王顺踞、太太和 4 名干女儿非常期待 8 月 3 日举行的“动起来! 新加坡”活动。

去年, 王师傅一家六口参与其盛, 并对今年的活动充满期待。

这名 64 岁的德士师傅说: “这是我和家人第四次参与活动。这是我们增进凝聚力的好机会。”

超过 550 名德士师傅和他们的家人参加了这项活动。康福德高德士总裁洪维能先生也到场同欢。

参与者和哈莉玛总统围成一个心型, 将活动推向高潮。



Dealing with Fare Evaders and Assailants

It is not right for passengers to get away with assault and fare evasion.

Should you encounter an aggressive passenger or a fare evader, do not put yourself in harm's way by confronting them or take matters into your own hands.

Report the matter immediately to the Company and we will do our best to help you. Here's what you should do when you encounter such incidents:

- 1 Activate the distress button.
- 2 Switch off the engine.
- 3 Get out of the taxi if you have to and as soon as it is safe to do so. Remember to take the taxi key with you.
- 4 Remember physical features and distinguishable marks of the assailant or fare evader and the direction in which he/she is headed.
- 5 Provide the name and contact number of the assailant or fare evader if available as well as details such as the date, time, pick-up and drop-off point.
- 6 Take photographs of damages done to the taxi as evidence. Allow the Company to download video footage captured by the outward-facing camera.



Reminder

The publishing of someone's personal information such as their photos, contact numbers or employment details with the intention to harass or cause violence can be considered a form of deliberate harassment, even if threatening words were not used. Those caught doing so could face a fine of up to \$5,000 or a jail term of up to 12 months.

We would like to remind our cabbies to refrain from committing this offence.

如何应付拒付车资 乘客和攻击者

公司绝对无法容忍乘客攻击德士师傅和拒付车资的行为。

倘若你碰到态度咄咄逼人或拒付车资的乘客，切勿与对方发生冲突或自行解决，以免受到伤害。

立即向公司呈报，我们将尽力协助你。一旦碰到这类状况，你应该：



- 1 启动求救按钮。
- 2 熄掉引擎。
- 3 若有需要，请在安全的情况下迅速下车。记得将德士钥匙收好。
- 4 记住乘客的外貌特征，以及他/她离开的方向。
- 5 如有，提供攻击者或拒付车资乘客的姓名和联络号码，以及日期、时间和上下车地点等详情。
- 6 拍下德士受损的照片，作为证据。让公司下载外向摄像头拍摄的视频片段。



提醒

即使没有使用威胁性言论，发布某人的个人信息如照片、联系电话或雇佣细节，以及骚扰或引发暴力的行为可被视为蓄意骚扰。违者可能会面临高达 5,000 元的罚款或长达 12 个月的监禁。

我们要提醒德士师傅切勿犯下此罪行。



What To Do During A Flash Flood

碰到突发性淹水 怎么办？

每逢雨季，新加坡可能会出现突发性淹水的情况。

Flash floods may happen suddenly during the monsoon season in Singapore.

If you are caught in a flash flood while driving, here's what you should do:

如果你在驾驶时碰到这种状况，应该：



Check for alternative routes, follow traffic updates on road conditions and stay alert.

查看其他路线，掌握最新的路况和交通信息，并保持警惕。



Maintain your taxi at a steady speed. Do not accelerate suddenly or brake too hard. Try not to stop the taxi if you can help it.

保持车速稳定。不要突然加速或猛踩刹车。如果能够，尽量不要停车。



If water has entered into the engine area, immediately switch the engine off to prevent further damages.

如果积水进入引擎部位，马上关掉引擎，避免进一步损坏。



If the taxi has stalled, leave it where it is and call our emergency recovery hotline at 6553 1111 immediately.

如果德士抛锚，将其留在原地，并马上拨打紧急修复热线 6553 1111。



Keep calm. Do not panic or attempt to open the doors until it is safe to do so. If you're unable to wind down the windows, break one of the windows with a heavy and blunt object, so that you can get out of the taxi.

保持冷静。除非是在安全的情况下，不要惊慌或试图打开车门。如果你无法调下车窗，可用沉重的钝物打破车窗脱困。



Assure your passengers that help is on the way and do your best to keep both you and your passengers safe at all times.

协助安抚你的乘客，告诉对方将获得救援，并随时随刻保障你和乘客的安全。

Shaving for Hope



He could have been resting at home having driven the night before, but Cabby Warren Consigliere (bottom) chose instead to spend the morning of 27 July volunteering as a shaver for Children's Cancer Foundation's Hair for Hope 2019.

In fact, he was joined by another 41 cabbies at the annual event held at Vivocity.

Said Cabby Warren: "It's the least I can do as it is a very meaningful event. I want to show my support for children with cancer and my fellow CabbyCare cabbies."

This is the sixth consecutive year that CabbyCare cabbies have shaven in support of Hair For Hope.

Keep it up!

散发希望

在驾驶晚班后，德士师傅 Warren Consigliere (下) 原本可在家中休息，但他却选择在 7 月 27 日早上的时间，以义工的身份出席 2019 年儿童癌症基金会的“散发希望”活动，为筹集善款而落发。

除了他之外，另有 41 名德士师傅出席了这项在怡丰城举行的常年活动。

德士师傅 Warren 说：“我希望能为这项非常有意义的活动，做出一点贡献，也为我们的爱心德士师傅打气。”

这是康福德高德士师傅连续第六年为支持“散发希望”活动而落发。加油！



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