

CABBY

Issue 95 / June 2020

MCI (P) 013/01/2019
Company Reg No. 200300002K 199303821R 199601557N

Shield Up!

Shield Up!



Social distancing takes on new meaning with new plastic shields that are going up in 400 ComfortDelGro taxis.

The trial will see 400 taxis fitted with a special patented plastic material which aims to minimise contact between cabbies and their passengers and hopefully reduce the spread of COVID-19.

Called V-shield, the locally-manufactured shields have been patented and trademarked by Moove Media, the outdoor advertising arm of ComfortDelGro Corporation.

Measuring 1m x 0.7m x 0.6m, the V-shield covers the driver's cabin entirely, and has two "window" openings for passengers to make payment. Made of an unbreakable material which enables it to serve as an added protection against any violent physical harm, the shield encases only the driver's cabin area and does not

obstruct airflow in the rest of the cab.

Mr Ang Wei Neng, CEO of ComfortDelGro Taxi said: "Our cabbies are exposed to passengers throughout the day and night. And while our drivers take as much precaution as they can by wearing masks and constantly disinfecting their cabs, there is still a risk. These shields will hopefully further reduce that level of risk as it serves as an added layer of protection for the cabbies."

Cabby Koh Tian Moo (top right image, left), is happy his taxi has been installed with the V-shield. He said: "I'm grateful for the efforts the Company is taking to protect us. This will give passengers and cabbies like myself peace of mind."

At least 8 in 10 passengers have given the V-shield the thumbs up!

安装保护罩!

为了进一步确保安全的社交距离,康福德高德士将为 400 辆德士安装特别的塑料保护罩。

公司将在实验性阶段为 400 辆德士安装特制的塑料保护罩,以减少德士师傅和乘客的接触,进而降低冠病毒传播的风险。

由本地制造的 V-shield 保护罩是由康福德高的全资子公司 Moove Media 所注册。

V-shield 保护罩长 1 米,宽 0.7 米,高 0.6 米,能完全遮盖司机的座位,它有两个供乘客付款的“窗口”,是用牢不可破的不碎塑料制成,也可为德士师傅提供多一层保护,免受乘客的肢体伤害。

保护罩只遮盖司机的座位,不会阻碍车内的气流。

康福德高德士总裁洪维能先生能说:“我们的德士师傅日夜接触乘客,他们虽然戴口罩和不断为德士消毒,采取各种防护措施,但依然面对一定的风险。这些保护罩将为他们提供多一层保护,进一步降低感染的风险。”

德士师傅许展谟 (66 岁,上页,右图) 期待 V-shield 的装置。他说:“我非常支持公司这项措施,因为它提供了多一层的保护,减少前座和后座乘客,以及德士师傅感染的风险。这将让乘客和我们这些德士师傅更为安心。”

在每 10 名乘客当中,至少有 8 人对 V-shield 防护罩表示赞赏。

Protecting Our Cabbies

On top of trialling shields, it is equally important to keep our taxis clean and our cabbies and customers safe.

To aid in this effort, Veltex Singapore has donated 1,200 bottles of multipurpose disinfectant and 1,000 pieces of surgical masks to ComfortDelGro Taxi. These will be distributed to our cabbies participating in food and grocery delivery services, as well as those serving as safe distancing ambassadors.

Thank you, Veltex Singapore!



保护我们的德士师傅

除了装置保护罩的实验性计划,保持我们的德士整洁,以保障德士师傅和乘客的安全,也同样重要。

为此, Veltex Singapore 为康福德高德士捐赠了 1,200 瓶多用途消毒剂,以及 1,000 个手术口罩。公司将分发给参与送餐和送货服务,以及担任安全距离大使的德士师傅。

谢谢 Veltex Singapore 的支持!

ComfortDelGro Taxi Recognised At May Day Awards

ComfortDelGro Taxi has added yet another feather to its cap.

On 16 May 2020, it was one of 18 organisations to be awarded the Plaque of Commendation by the National Trades Union Congress (NTUC) in this year's May Day Awards.

Nominated by the National Taxi Association (NTA), the Award was given to recognise the contributions that ComfortDelGro Taxi has made to improve the livelihood of its cabbies, including the introduction of ComfortRIDE, its contribution to cabbies' Medisave accounts, as well as its commitment to equip its cabbies with digital skills through the SkillsFuture Digital for Workplace (SFDW) course.



康福德高德士获颁五一劳动节奖项

康福德高德士再次获得奖项的肯定。

在今年 5 月 16 日的五一劳动节颁奖典礼上，公司获得全国职工总会所颁发的表彰奖，成为 18 家得奖机构之一。

康福德高德士积极改善德士师傅福利的努力，是公司获得全国德士协会提名的原因。其中包括推出 ComfortRIDE，为德士师傅的保健储蓄户头提供补助，以及致力于通过技能创前程职场数码课程，帮助德士师傅掌握数码技能。

Taxi Rental Halved for Cabbies in June

ComfortDelGro Taxi has halved taxi rental for its cabbies for one month from 2 to 30 June as the nation commences Phase 1 of the reopening plan.

Said Mr Ang Wei Neng, CEO of ComfortDelGro Taxi: "We know that things will continue to be tough for our cabbies still but having already extended full rental waiver for the last two months, we are unable to do so for a third. We hope that the 50% rental waiver for the month of June will however help ease some of their financial load."

德士师傅租金 6 月减半

在 6 月 2 日至 30 日我国开始第一阶段经济活动重启计划的首个月，康福德高德士将把德士租金减半。

康福德高德士总裁洪维能先生说：“我们知道我们的德士师傅依然面对很大的挑战，但公司之前已免除两个月的德士租金，而在面临亏损情况下已无法在第三个月持续免租。我们希望 6 月的租金减半，能够协助德士师傅缓解一部分的经济负担。”

ComfortDelGro Cabbies to Deliver Medication



First food. Then groceries. And now, essential life-saving medical supplies!

ComfortDelGro Taxi has tied up with ALPS Pte Ltd, the supply chain arm of the public healthcare system, to deliver essential medication to patients with pre-existing conditions, who require regular refills during the COVID-19 period.

Deliveries take place on Mondays to Fridays, from 10am to 10pm and on Saturdays from 10am to 6pm. Delivery fees are charged to the public health institutions. But, unlike food deliveries where cabbies are paid by the F&B merchants on the spot, delivery fees for medicine are credited to the cabbies' UOB bank accounts by ComfortDelGro Taxi the next working day.

Cabbies already delivering food only need to undergo digital training for medication delivery to start. They then have the choice to deliver either food or medicine or both. ComfortDelGro cabbies interested to sign up with ComfortDelivery can write to comfortdelivery@cdgtaxi.com.sg.



康福德高德士师傅 提供送药服务

先送餐，后送货。如今，也负责运送必要药物！

继送餐和送货服务，康福德高德士如今也与 ALPS 医疗保健供应链管理公司合作，在疫情期间为须定期服药的病患运送必要药物。

送药服务是从每星期一至五，上午 10 时至晚上 10 时，星期六上午 10 时至傍晚 6 时之间。运费由公共医疗机构承担。但与送餐服务不同的是，德士师傅不是现场收取现金，而是由公司在下个工作日将运费进账至德士师傅的大华银行账户。

已在送餐的德士师傅只须接受数码培训，就可开始提供送药服务。他们还能选择送餐或送药或两者兼顾。有意加入 ComfortDelivery 服务的康福德高德士师傅，可发电邮至 comfortdelivery@cdgtaxi.com.sg。



Burpple Is Now On **ComfortDelivery**



Burpple is now tapping on ComfortDelivery and offering it as another delivery option for about half of its 550 Burpple Beyond merchants.

This just means more jobs for our cabbies onboard ComfortDelivery!

Said Mr Ang Wei Neng, CEO of ComfortDelGro Taxi of the partnership: "We are always on a look out for more F&B outlets to come onboard ComfortDelivery so that there are more jobs for our cabbies. As such, it was timely that Burpple reached out to us especially since our cabbies can continue to carry out delivery jobs until end-September."

Cabby Tan Yi Sheng is grateful for this potential income stream.

He said: "I am thankful that the Company is consistently exploring ways to look after its cabbies."

ComfortDelivery 为 Burpple 提供服务

本地美食网站 Burpple 与 ComfortDelivery 合作, 为旗下 550 个 Burpple Beyond 商家中的大约一半合作伙伴提供送餐服务。

这也意味着通过 ComfortDelivery 提供送餐服务的德士师傅, 将能获得更多的工作!

针对这项合作计划, 康福德高德士总裁洪维能先生说: "我们致力争取更多餐饮店加入 ComfortDelivery 的服务平台, 从而为我们的师傅争取更多工作。为此, Burpple 的加入可说非常及时, 特别是我们的德士师傅将继续提供送餐服务直到 9 月底。"

对于这个潜在的收入来源, 德士师傅陈义胜表示感激。他说: "我很感激公司不断的想方设法, 照顾德士师傅的福利。"

Rising Above The COVID-19 Crisis



Some cabbies are learning that even when one door closes, another opens.

About 2,000 cabbies are now doing delivery jobs. And some are even surprised at the supplementary income that they have earned in the last two months or so.

Cabby Lim Tong Hwa (top right), 42, is one of them. He has earned on average over \$90 per day from delivery jobs alone.

He said: “I have the taxi to myself so this allows me to take ComfortDelivery jobs at any time of the day. It can be tiring doing deliveries and I have even lost some

weight. But I’m happy to support ComfortDelivery as it is a new initiative by the Company to help us, cabbies.”

Once, he had to deliver a steamboat set, which included soup and frozen ingredients, amounting to nearly 5kg. Fortunately, the merchant helped him carry some items to the taxi.

Having had experience doing deliveries in the past, the switch was easy for 39-year-old Cabby Kok Wai Kong (Page 9, bottom right). To-date, he has completed more than 200 delivery jobs, and earns on average \$14 per job.

But still, he admits that it is

more tiring doing deliveries as it involves more walking. He said: “Collecting the food and delivering it fresh to the customers is a race against time.”

Cabby Tay Kwang Hwee (Page 9, bottom left) is also no stranger to delivery jobs as he used to run his own logistics company more than a decade ago. But, unlike parcels, one challenge he has is in ensuring the food doesn’t spill. However, he is used to it now.

The 56-year-old, who earns more than \$50 per day from ComfortDelivery trips, said: “Handling food is more delicate but at least I’m earning some income.”

战胜逆境

德士师傅体验到天无绝人之路。

将近有 2,000 名德士师傅选择加入送餐及送货服务的行列。而过去两个月来的收入,甚至让一些德士师傅感到意外。

42 岁德士师傅林冬华(上页,上图)就是其中之一。这段期间,他每天都平均赚取 90 元的送餐费。

他说:“平日只有我一人驾驶这辆德士,因此我能够随时接下 ComfortDelivery 的工作。送餐工作相当劳累,甚至让我体重减轻。但我很乐意加入 ComfortDelivery 的行列,因为公司的这项创举能够帮助我们这些德士师傅。”

有一次,他必须运送一个火锅套餐,包括汤料和冷冻食材,重量将近

5 公斤。幸好,店家帮他拿一些物品到车上。

对于过去曾提供送货服务的 39 岁德士师傅郭伟光(右图)来说,身兼两职并非难事。至今,他已经完成超过 200 个送餐工作,每次送餐平均赚取大约 14 元。

尽管如此,他坦言提供送餐服务必须走更多路,让他感到疲累。他说:“我们领取食物后,要确保食物到顾客手里还是新鲜的,

就得和时间赛跑。”

10 多年前经营物流公司的经验,也帮助德士师傅郑光辉(左图)更好地胜任送餐工作。不过,不同于邮包,他面临的挑战之一是确保食物不会溢出。他现在也已经习惯了这项差事。

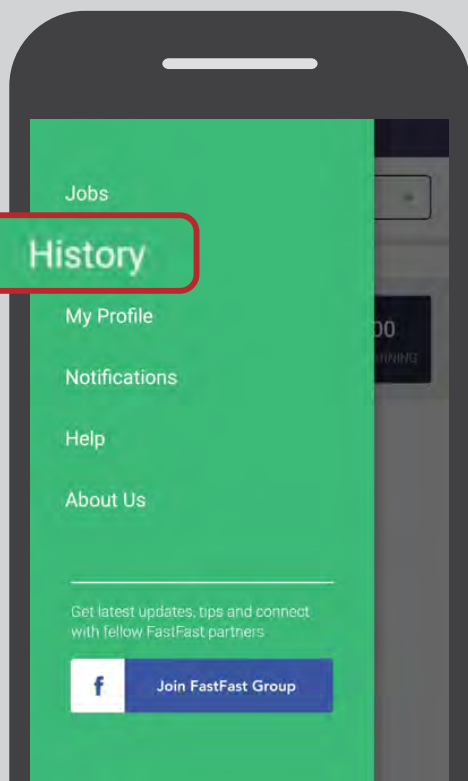
这名每天平均赚取 50 元的 56 岁德士师傅说:“处理食物必须更加细心,但至少我还能赚取一些收入。”



Did You Know?

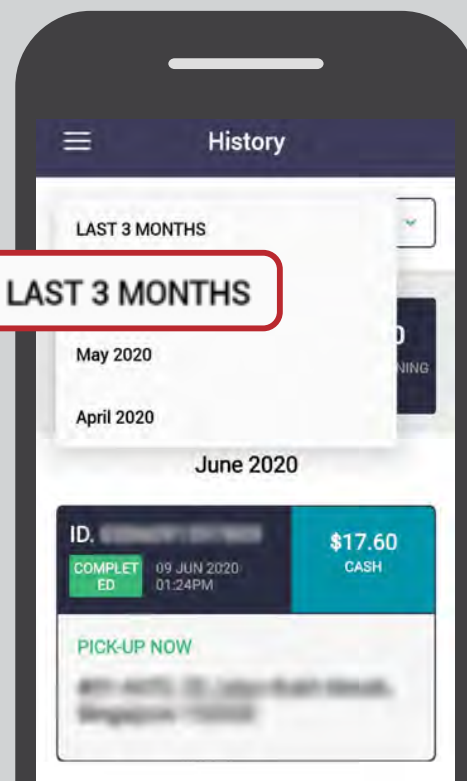
Step 1

Log into the FastFast Driver App and tap on "History" in the dropdown menu.



Step 2

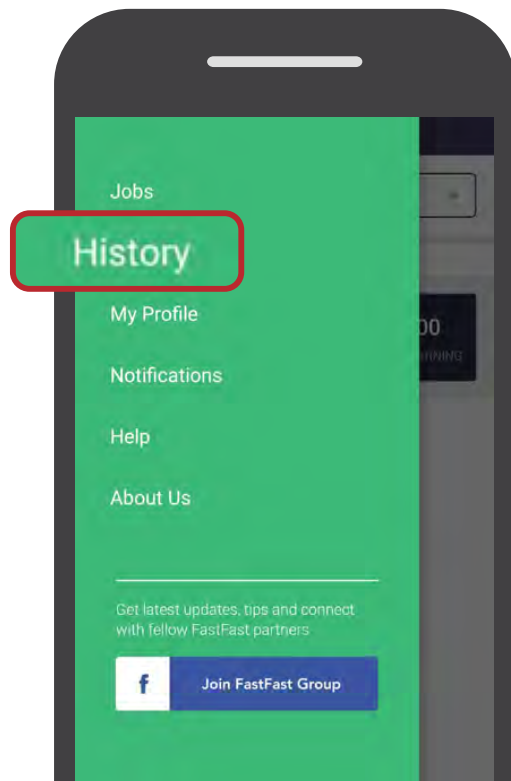
Tap on "LAST 3 MONTHS" to view the number of completed jobs and earnings for each of the past three months.



你知道吗?

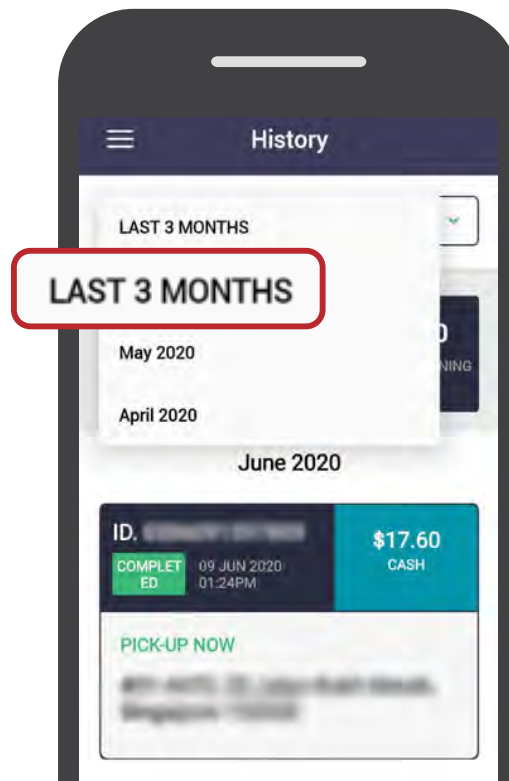
步骤一

登录 FastFast Driver 应用, 点击菜单上的“历史记录”。



步骤二

点击“过去 3 个月”查看过去 3 个月所完成的工作和收入。



New Jobs for Cabbies

With the Government easing point-to-point regulations to allow cabbies to participate in delivery service trials, the Company has been working with its partners to offer cabbies alternative job options, including either food or grocery delivery. A few cabbies shared their experience doing something different.



为德士师傅提供新工作

随着政府放宽点对点载客服务的限制，让所有德士师傅都能参与快递服务的试行计划，公司已着手与合作伙伴密切配合，为他们提供其他工作选项，包括送餐或送货。听听几位德士师傅对于这项新体验的看法。



I am very thankful to the Company for the full rental waiver and providing me with an opportunity to earn an extra income to help make ends meet during this difficult time. The alternative job also gave me the opportunity to pick up new skills.

Cabby Anuar Bin Ali, 47
Stay Home Notice Checker
居家通知稽查员

“我非常感谢公司让我免付房租，并在这段非常时期为我提供赚取额外收入的机会。这份新工作也让我有机会学习到新的技能。”

Cabby Chua Junjie, 39
Transfer Service

“I’m doing this not just to supplement my income, but as a way to contribute to society. I understand the risks involved but I’m not worried as I make sure to take the necessary precautions when ferrying a patient. In fact, when I told my family that I would like to provide transport for suspected COVID-19 patients in this way, they supported my decision.”

德士师傅蔡俊杰, 39 岁
载送服务

“我这么做不仅是为了补贴收入，而是希望回馈社会。我清楚其中的风险，但我并不担心，因为我在载送病患时，做足了防范措施。事实上，当我告诉家人我要为冠病疑似病患提供交通服务时，他们都支持我的决定。”





Cabby Evelyn Lam, 61

Food Delivery



Food delivery will not only help to stem the spread of infections by reducing the number of people going out to buy food, but it also serves as an additional form of income for me during this time. I see it as a form of exercise, and these deliveries help me discover more food places. When things go back to normal, I can recommend these places to my passengers.

德士师傅林叔霞, 61 岁 送餐

“送餐不但有助于减少外出购买食物的人潮，降低病毒传播的可能性，还能在这非常时期成为我的额外收入来源。我把这份工作当成一种运动方式，而通过送餐工作，我也发现了更多餐饮场所。当一切恢复正常时，我将能为我的乘客推荐这些地方美食。”





Cabby Jade Cho, 46
Food/Medication Delivery

"I never thought that one day I would be providing delivery services. But with the COVID-19 pandemic, I decided to step out of my comfort zone and do so. After doing a few deliveries, I realised I could handle them. Delivery is tiring but at least, it is supplementing my income."

德士师傅曹翡翠, 46岁
送餐/送药服务

“我从未想过自己有一天会提供运送服务。但在冠病疫情下，我决定走出舒适圈。我送过几次后，发现自己可以胜任这项工作。尽管工作劳累，但至少能够补贴收入。”

Cabby Ho Sean Yeow, 39

Parcel Delivery/Safe Distancing Ambassador

"Delivering parcels has its challenges especially during rainy days because I have to plan my route to ensure the parcels do not get wet. Usually, I am able to deliver a rather high volume of parcels within five to six hours. When I am not delivering parcels, I double up as a safe distancing ambassador. Thanks to the Company, I am assured of a steady source of income because of these two jobs and this has helped my family and I during these difficult times."

德士师傅何森耀, 39 岁
邮包运送/安全距离大使



邮包运送工作有其挑战之处，特别是在雨天。这是因为我必须规划路线，确保邮包不会淋湿。一般上，我能够在 5 至 6 小时内送出相当多的邮包。当我不在运送邮包时，我也兼职担任安全距离大使。感谢公司的安排，让我能够身兼两职，确保收入稳定，从而帮助我和家人度过这段艰难的时期。





I have been providing food delivery service for Cedele for more than a month now and the experience, though new, has been surprisingly enjoyable so far. At least, I am guaranteed a daily income to provide for my family.



“我为 Cedele 送餐已经有一个月余的时间。尽管这是一份新工作，我很享受这个新体验。最起码，我每天有收入养家。”

Cabby Muhamad Azhar Bin Kamarudin, 43

Food Delivery
送餐



Cabby Ramalingam S/O Kulanthivel, 62

• Transport Ambassador
• 交通大使

"It's not easy to find passengers on the roads so I'm thankful that the Company is helpful in finding me jobs to supplement my income. Commuters are friendly and I have no trouble so far. As a cabby, I know how to manage people but it is quite hot standing around the LRT station. It's ok, I will get used to it!"



“现在载客不容易，因此我很感谢公司帮我找工作，补贴收入。乘客们都非常友善，我至今没有遇到任何问题。身为德士师傅，我知道如何与人相处。虽然，在轻轨站周围站岗相当闷热，不过还好，我会慢慢习惯的！”



“It’s good that ComfortDelGro did something for us cabbies during this difficult period. Being able to apply as a Bus Captain has eased a lot of my burden. I can spend my income on my mother’s medication and my living expenses. I don’t want to be in debt, that’s why I am really happy to apply for this. I feel hopeful now. Before that, I felt hopeless.”

Ms Tan Soek Hwee, 54
Ex-Cabby turned Bus Captain

在这段艰难的时期，很高兴康福德高为我们德士师傅的生计设想。能够申请成为一名巴士车长，帮我减轻了不少负担。我能够赚钱负担我母亲的医药费，以及维持自己的日常生计。我不想负债，因此很高兴能够申请这份工作。现在，我对未来重燃希望。在这之前，我感觉前途茫茫。



陈姝滢小姐, 54 岁
前德士师傅转职成公交巴士车长

Cabby Teo Kim Yew, 58

Food Delivery



I was so used to ferrying passengers till 11pm every day, that when I deliver for Pizza Hut now, I chose to deliver from 5pm to 11pm. It took me some time to get used to delivering food but after I set my heart and mind to it, it got easier. There are plenty of orders during dinner, and it has helped me tide through the circuit breaker.

德士师傅张钦佑, 58 岁 送餐服务

“我已经很习惯每天载客到晚上 11 点, 因此当我为披萨屋送餐时, 我选择从下午 5 时到晚上 11 时的工作时间。我花了一段时间才适应送餐的工作, 但随着我投入更多的心力, 工作过程也变得比较容易。晚餐时间的订单很多, 有助于减轻我在病毒阻断措施期间的经济负担。”



Cabby Toh Kian Seng, 57
Food Delivery

“Delivering food is unlike driving a taxi but it is interesting as I have never done anything similar before. I also received proper training before I started and am constantly learning on my job. At least now I know I will be able to earn some money every day. Although I have to walk more when doing deliveries compared to driving a taxi, I treat it as a form of exercise!”

德士师傅卓建成, 57岁
送餐

“送餐和驾驶德士不同，不过因为我从未做过这类工作，因此感觉很新鲜。我也在开始工作前接受培训，并不断从中学习。至少现在我每天都能够赚取一些收入。虽然比起驾驶德士，我在送餐时必须走更多路，但我把它视为一种运动方式！”



SafeEntry QR Codes in Taxis



ComfortDelGro Taxi has rolled out the SafeEntry system in its taxis to better support contact tracing for street-hail trips.

Once on board the taxi, passengers are encouraged to scan the SafeEntry QR Code that is placed on the side of the passenger doors to “check in” by keying in their particulars. Before alighting, they need to scan the QR Code again to “check out”.

Cabbies can help by reminding passengers to check in and out, offering them printed receipts and to encourage street hail passengers to pay for their fares using the “Pay for Street Hail” function in the booking app.

德士内的 SafeEntry QR 码

康福德高德士已经启用 SafeEntry 访客登记系统，让路边截德士的乘客进行扫描，以便在有需要时协助追踪病例的密切接触者。

公司鼓励德士乘客上车后，扫描车门上的 SafeEntry 访客登记系统 QR 码，输入个人资料登录。下车前，他们必须再次扫描 QR 码登出。

德士师傅可协助提醒乘客登录和登出，并为他们打印收据，以及鼓励路边截德士的乘客使用预订程序的“Pay for Street Hail”的功能。



Project #CoKnitwithLove

Thank you for your contribution in keeping our nation and us safe during this challenging period! Allow us to make your days brighter with a little gift from our team!

Do share your "strap look" with us as it would be a great motivation for our team to carry on spreading love! Stay safe, with love!

 **coknitwith** 

<https://m.facebook.com/coknitwithlove/>



Knitted with Love

用爱心编织

Wearing a mask for prolonged periods of time can cause a strain on the ears.

To help lessen the strain on our cabbies' ears, Project Co-Knit with Love – a group made up of volunteers – has donated 2,500 knitted mask extender straps for our cabbies.

Created out of just yarn and two buttons, these straps can be worn around the head to relieve the strain on the ears. Cabbies can collect one strap each at the temperature check station at Marymount Fuel Kiosk at 600 Sin Ming Avenue whilst stocks last.

While the materials used are simple, these mask straps are a labour of love!

Thank you, Project Co-Knit with Love!

长时间戴口罩会导致耳朵疲劳。

为了减轻德士师傅的耳朵所承受的压力，本地志愿组织 Project Co-Knit with Love 为我们的德士师傅捐赠了 2,500 条针织口罩延长带。

这些带子仅由纱线和两个纽扣制成，可以戴在头上，以减轻耳朵的压力。德士师傅可在新民道 600 号玛丽蒙油站的体温检测站领取一条带子。

尽管使用的材料很简单，但这些口罩带都是志愿者爱心的表现！

感谢 Project Co-Knit with Love!

Editorial Team 委员会

Advisors 顾问 Ang Wei Neng, Tammy Tan • **Editor** 编辑 Yvonne Tang

Deputy Editors 副编辑 Elizabeth Tan, Sheryl Tan • **Photographer** 摄影 Spencer Loh

Address 地址 205 Braddell Road Singapore 579701

Email 电邮 cabby@cdgtaxi.com.sg • **Website** 网址 www.cdgtaxi.com.sg

The copyright of this publication belongs to Comfort Transportation Pte Ltd (CTPL) and CityCab Pte Ltd (CCPL). Contents may not be reproduced in any form without the prior written permission of CTPL and CCPL.

References in this publication to any commercial goods or services, or any form are for the information and convenience of the public, and do not constitute any endorsement by CTPL and CCPL. CTPL and CCPL assume no responsibility for any consequences arising from the use of or reliance on such information.

All information is correct at the time of printing. Printed by Colourscan Print Co. Pte. Ltd. Design by Silicon+