

CABBY

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Celebrating Our Kindness Champs

On 31 October 2017, 39 ComfortDelGro cabbies and staff received the National Kindness Award - Transport Gold 2017. Of these, Cabby Loh Nee Giap, Ong See Heng, Ong Swee Ker and Tan You Tse received the Outstanding Award in the Taxi Operations category.

Congratulations to all our winners!

向我们的行善 金牌得主致敬

今年 10 月 31 日，共有 39 名康福德高德士师傅和职员获颁全国行善运动 - 公共交通金牌奖。其中 4 名德士师傅 - 罗尔业、翁书兴、王顺锯和陈友师 - 获颁德士运营组的杰出奖。

恭喜大家！



**Congratulations
To All Winners!**



Cabby Ong See Heng (SHA3566P)

A heroic act can be as simple as making a detour.

Cabby Ong See Heng (left) had picked a mother and daughter up on a rainy afternoon. Halfway through to Pasir Ris, the daughter answered a phone call and learned that her father had sustained serious head injuries after a fall at Ubi Techpark. Sensing their helplessness, Cabby Ong offered to detour to where the father was, and then sent them to a nearby clinic.

He said: "I could see that the daughter was helpless and it was a matter of life and death. It didn't matter at all that I was drenched or if the seats were stained with blood. It was more important that the father was safe."

德士师傅翁书兴 (SHA3566P)

德士师傅见义勇为，改道为乘客伸出援手。

事发当天下午，德士师傅翁书兴（左上）在雨中接载一对母女。在前往巴西立的途中，女儿接到电话通知，惊闻父亲在乌美科技园摔倒，头部重伤。眼看母女俩一脸无助，翁师傅立刻伸出援手，改道开往伤者所在的地方，将他们送到附近诊所。

他说：“面对生死关头的时刻，女儿显得十分无助。无论是我全身淋湿，或者是德士座位沾满血迹，这一切都不重要。最重要的是她的父亲安然无恙。”



Cabby Loh Nee Giap (SHC7215R)

Every minute counts when it comes to life and death.

When a middle-aged passenger looked like she was about to faint and asked to be driven to hospital, Cabby Loh Nee Giap (top right) knew that he had to react quickly. He offered her medicated oil and engaged her in conversation while contacting her daughter. Thankfully, they got to the hospital fast. Cabby Loh even waived off the entire taxi fare and refused to collect a single cent.

德士师傅罗尔业 (SHC7215R)

抢救生命，刻不容缓。

当一名中年妇女感觉晕眩，要求德士师傅罗尔业（右上）载她到医院时，他意识到自己必须做出迅速的反应。于是，他立刻为她提供药油，一边和她交谈，一边联络她的女儿。所幸，他们及时赶到医院。不仅如此，罗师傅还免收德士车资，分文不取。

Cabby Tan You Tse (SHA9923C)

Mrs Michelle Ng had trouble finding transport for her 13-year-old wheelchair-bound son, Jay, until she chanced upon Cabby Tan You Tse (bottom left) in 2015. Impressed with his service, the family asked him to be Jay's regular cabby. He agreed without hesitation.

Two years on, Cabby Tan still picks Jay up at 7am and fetches him to school and back. He carries him in and out of the taxi and even buys lunch for him when his family is unable to.

Said Mrs Ng: "Uncle Tan is truly amazing and very very kind... Jay adores him and looks forward to each trip with him."

德士师傅陈友师 (SHA9923C)

由于 13 岁的儿子 Jay 需要依靠轮椅代步，朱秀玲女士总是为他的交通安排而烦恼，直到她在 2015 年遇到德士师傅陈友师（左下）。她见陈师傅服务表现良好，便要求他帮忙每天接送儿子，而陈师傅也一口答应了她的请求。

如今两年过去了，陈师傅还是风雨不改，星期一到星期五早上上午 7 时送 Jay 上学，再负责接送他回家。除了抱他上下德士，陈师傅还会在 Jay 的家人没空时，帮忙为他买午餐。

朱女士说：“陈师傅是一名超级大好人，非常非常热心。Jay 也很喜欢他，每天都期待他来接送。”

Cabby Ong Swee Ker (SHA1641T)

Our 62-year-old cabby (bottom right) was first mentioned in CABBY for the "treasures" – spare mobile phone cables, charging ports, bottled water, biscuits, sour plums, medicated oil and lozenges – that he stocks up in his taxi for passengers who may need them. He even equips his taxi with Wi-Fi!

So impressive is his inventory that he's been awarded for excellent service!

德士师傅王顺锯 (SHA1641T)

这名 62 岁的德士师傅（右下）曾因他的“宝物”而成为 CABBY 的新闻人物。为了满足乘客的需求，他总在德士内准备了一堆“宝物”，包括备用手机充电线、充电端口、瓶装水、饼干、酸梅、药油和含片，甚至还为乘客提供免费无线网！

凭着如此贴心丰富的服务内容，王顺锯师傅终于获得杰出奖的肯定！





From the Heart

仁心善举

They may not have won the National Kindness Award recently but that hasn't stopped these cabbies from showing kindness to both passengers and non-passengers alike.

尽管他们并没有在最近的全国行善奖中赢得奖项，但这些德士师傅依然对乘客及其他人展现了爱心和关怀。

Cabby Chia Peng Swee (SHA3654T)

It's been said "finders keepers, losers weepers".

But, that was not the case for Cabby Chia Peng Swee (page 6 photo, left) and Ms Vel Low.

When the 62-year-old cabby found a wallet while exercising at Signature Park on the afternoon of 6 October, his first instinct was to return it. As the estate had the same unit numbers at two different blocks, Cabby Chia left a note at the wrong house. Minutes later, a lady approached him, claiming to be the owner. Sensing she was not truthful, Cabby Chia asked her to describe the items in the wallet, but she couldn't. Cabby Chia didn't hand it to her, and made a second attempt to return the wallet.

Luckily, he left the note at the right house this time round. The grateful owner, Ms Low, wanted to give Cabby Chia a red packet and small gift but he declined.

Said Ms Low: "ComfortDelGro is very blessed and fortunate to have Mr Chia."

Indeed, we could not agree more.

德士师傅谢炳水 (SHA3654T)

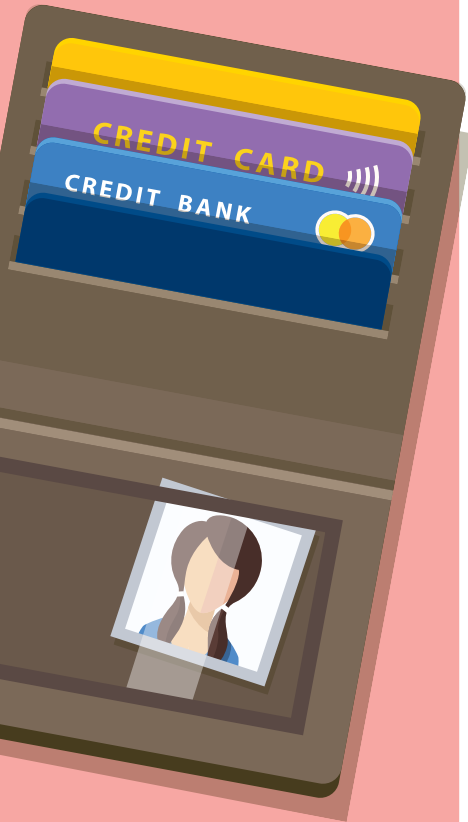
有句俗话说：“谁捡到归谁，谁丢了谁倒霉。”

对德士师傅谢炳水（第 6 页的照片，左侧）和 Ms Vel Low 而言，事实并非如此。

今年 10 月 6 日，这名 62 岁的德士师傅在 Signature Park 做运动时，无意间捡到了一个钱包。当时，他的第一个想法就是要物归原主。由于这个住宅区的两座大楼单位门牌相同，让谢师傅开始时留错了字条。几分钟后，一名妇女找上他，声称自己是钱包的失主。谢师傅意识到对方有意骗他，便要求她说出钱包里有哪些物件，令她哑口无言。

谢师傅最终没有交出钱包，并再次尝试归还失物。所幸，他这回将字条留在失主的单位。心怀感激的失主 Ms Low 要给谢师傅一个红包和小礼物，但遭谢师傅婉拒。

Ms Low 说：“康福德高很有福气，能够拥有谢先生这位好员工。”事实确实如此。



Cabby Seet Choo Tong (SHB4051X)

Cabbies know to never enter bus lanes during operating hours to avoid being penalised.

But on 21 September 2017, when his passenger saw an elderly lady on wheelchair go over the edge of the pavement and onto the bus lane along Thomson Road, Cabby Seet Choo Tong (page 6 photo, right) did what he would not do normally.

He activated the hazard lights, stepped on the accelerator and drove into the bus lane. He stopped about 4m away from the elderly lady and the toppled wheelchair, so that an oncoming bus would avoid them. Cabby Seet then asked his passenger if he could alight to help.

Cabby Seet's kind act left a deep impression on the passenger. She said: "I like to congratulate ComfortDelGro for having such a heroic, considerate and safety conscious driver and his good deed must be duly recognised."

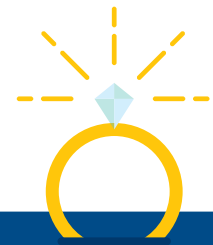
德士师傅薛聚铜 (SHB4051X)

德士师傅都知道不能在操作时间内进入巴士道，以免遭到当局处分。

然而，当德士师傅薛聚铜（第6页照片，右侧）的乘客今年9月21日在汤申路看见一名老妇，连人带轮椅从人行道摔入巴士道时，他做了自己通常不会做的事。

他亮起了危险指示灯，踩油门进入巴士道。他把德士停在距离老妇和轮椅大约4米外的地方，好让路过的巴士能够及时回避。薛师傅也请乘客下车帮忙。

薛师傅的善举让这名乘客留下了深刻的印象。她说：“康福德高拥有这位为他人安全着想的英勇司机，真是可喜可贺。我们必须给予他应得的肯定和表扬。”



Cabby Lee Choon Wah (SHD3538E)

The couple, who had dropped a ring in his taxi, had given up finding it, but not Cabby Lee Choon Wah. Even after alighting them at 8pm on 5 November, Cabby Lee carried on searching! Fortunately, his efforts were not in vain. Close to midnight, he called the couple with the good news. So grateful were they that they later wrote in to thank Cabby Lee.

德士师傅李俊华 (SHD3538E)

尽管在其德士内遗失戒指的夫妻已经放弃寻找，但李俊华依然不肯放弃。即使在11月5日晚上8时让他们下车，李师傅还是继续寻觅！所幸，皇天不负有心人，他在接近午夜的时候，终于找回戒指，并向夫妻俩报喜。随后，满心感激的夫妇还特地写信感谢李师傅。

Cabby Lek Seng Chye (SHA6597E)

He has never had a mark on his clean service record.

So when Cabby Lek Seng Chye lost a special cushion belonging to a wheelchair-bound passenger he had picked up at EdgeField Plains, he went all out to make amends.

Cabby Lek had placed a cushion of the wheelchair on the rooftop of the taxi while loading the wheelchair into the boot. When done, he forgot about the cushion and drove off. Minutes later, he remembered and immediately drove to look for it but to no avail. He then drove the passenger to school, and promised he would return the cushion.

Cabby Lek drove back to EdgeField Plains but could not find the cushion. He called the passenger's father to explain, and then offered to pick the father up from Chai Chee to buy the cushion at Ubi. Despite having to pay \$500 out of his own pocket for the cushion, Cabby Lek did so willingly and quickly.

Speedy service recovery, Cabby Lek!

德士师傅陆生才 (SHA6597E)

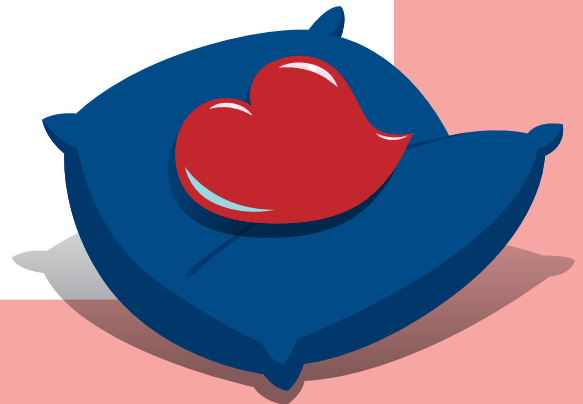
他的服务记录一向十分优异，毫无瑕疵。

因此，当德士师傅陆生才在埃奇菲尔坪把一名以轮椅代步的乘客的特制坐垫给弄丢后，他便竭尽所能地作出补偿。

事发时，陆师傅先把坐垫放置在德士车顶，再帮忙乘客把轮椅放入后车厢。没想到，他却忘了取回坐垫，离开几分钟后才猛然想起，马上开车去找坐垫，却不得要领。于是，他便送乘客到学校，并向其保证自己将归还坐垫。

陆师傅开车回返爱德菲尔坪，却找不到遗失的坐垫。他拨电向乘客的父亲解释，并建议到菜市接后者到乌美购买坐垫。尽管得自掏腰包花费 500 元，陆师傅还是毫不犹豫地买了新坐垫还给乘客。

陆师傅的优质服务精神，值得一赞！



Cabbies Who Care



Who says our cabbies are all about work?

They have heart too!

Despite their busy schedule, our CabbyCare cabbies would still provide trips to non-profit organisations – for free!

For 2017 alone, they have given as many as 126 trips to three non-profit organisations, the latest being for 13 patients from the Kidney Dialysis Foundation and their family members on 5 November as they spent their day at the Singapore Zoo.

爱心德士师傅

谁说我们的德士师傅只会埋头工作？

他们也拥有满满的爱心！

尽管工作繁忙，我们的爱心德士师傅仍然不忘热心行善，为非营利组织提供免费的交通行程！

今年到目前为止，他们已经为 3 家非营利机构提供了 126 趟的行程。今年 11 月 5 日，他们刚为来自肾脏透析基金的 13 名病友及家人提供交通服务，载送他们前往新加坡万礼动物园游玩。



Vocational Licence Courses Available At ComfortDelGro Taxi

Members of the public interested to apply for the Taxi Driver's Vocational Licence (TDVL) has more than one training provider from now on.

On 15 November 2017, the Land Transport Authority announced that ComfortDelGro Taxi has been appointed to provide the TDVL Course

and the TDVL Refresher Course (TRC). The first TDVL class took place on 29 November 2017.

Here's what you need to know to sign up for the TDVL and TRC:

康福德高德士开办 职业执照课程

有意申请德士司机职业执照的公众人士，现在又有多一家培训中心可供选择。

今年 11 月 15 日，陆路交通管理局宣布康福德高德士获委为德士司机职业执照课程和复习课程。首个德士司机职业执照课程已在今年 11 月 29 日开办。

如果你的朋友或家人有意申请德士司机职业执照，可按照以下步骤提出申请。有意参加复习课程的德士师傅，可参阅以下详情：



Taxi Driver's Vocational Licence (TDVL) Course

Application Criteria

- Be a Singapore Citizen holding a pink NRIC
- Be at least 30 years old
- Possess a qualified Class 3/3A Licence for a continuous period of at least one year at the point of application
- Be able to speak and read simple English

Course Information

Total training hours: 25 hours (16 hours of classroom and 9 hours of self-study)

Language: Conducted in English

Class duration: 2 days, from 8.30am to 5.30pm daily

Course Pre-requisite

Applicants must obtain:

- LTA approval letter to attend the Vocational Licence course
- A certification from a doctor to be medically fit (VL medical examination report and Chest X-ray examination report).
- GCE 'O' or 'N' Level pass in English (Grade D7 and above) or Level 3 pass in English under the Workplace Literacy (WPL) programme

德士司机职业执照课程

申请条件

- 持有粉红色身份证的新加坡公民
- 年龄至少 30 岁
- 申请时持有至少一年的有效 3 级/ 3A 级执照
- 拥有简单的英语对话和阅读能力

课程信息

培训时间: 全长 25 小时

(上课 16 小时和自修 9 小时)

语言: 英语

上课时间: 2 天, 每天上午 8.30 时至傍晚 5.30 时

申请课程的先决条件

申请者必须获取:

- 陆路交通管理局的批准书, 以参加职业执照课程
- 医生提供的健康证明 (职业执照医药检报告和胸腔 X光检查报告)。
- GCE 'O' 水准或 'N' 水准英文及格 (D7 及上) 或职场读写能力计划英文获得第三级的及格成绩。

How To Apply 如何申请

Online registration: http://elearn.cdgtaxi.com.sg/comfortdelgro/CDG_Logon.aspx

Walk-in Registration**: Level 1, CityCab Building, 600 Sin Ming Avenue Singapore 575733

Passing Criteria

Applicants are required to pass 3 tests:
Paper 1 – Service Quality, Health & Safety
Paper 2 – Taxi and Private Hire Car Rules
& Regulations
Paper 3 – Route Planning

Fees*

Course Fee: \$200
Training Material: \$50
Test Fee: \$25
Re-test: \$10 for registration + \$5 per test paper

及格标准

申请者需通过三项测试：
试卷1: 服务品质、保健与安全
试卷2: 德士和私召车条例与规则
试卷3: 路线规划

学费*

课程收费: 200 元
培训材料: 50 元
测试收费: 25 元
重考收费: 报名费 10 元 + 每份试卷 5 元

* Subject to prevailing GST 须缴付现行消费税
* SkillsFuture credits are applicable 可用技能创前程津贴

**Please bring along:

- Approval letter from the Land Transport Authority
- Medical and X-ray reports
- GCE N or O level English (Grade D7 and above) or WSQ Conversational English (Competency level 3)
- Payment for course fee. (Cash or NETS)
- NRIC and Valid Driving Licence

**请携带:

- 陆路交通管理局批准书
- 医药和 X 光检查报告
- GCE 'N' 水准或 'O' 水准英文及格 (D7 及以上) 或职场读写能力计划英文获得第三级的及格成绩。
- 课程费用付款。(现金或 NETS)
- 身份证及有效驾驶执照

Taxi Driver's Vocational Licence Refresher Course (TRC)

- Taxi Driver's Vocational Licence (TDVL) Holders are required to attend a mandatory refresher course once every 6 years.
- To attend a 3-hour mandatory refresher course if the VL holders fall within the service record criteria set by LTA as an Active Taxi Driver
- To attend a 5-hour mandatory refresher course if the VL holders fall within the service record criteria set by LTA as Non-active Taxi Driver and/or with navigational related offences.

Fees*

3-hours mandatory Refresher Course Fee: \$40
5-hours mandatory Refresher Course Fee: \$45

* Subject to prevailing GST

德士司机职业执照复习课

- 德士司机职业执照持有者, 每 6 年必须参加一次强制的复习课程。
- 倘若职业执照持有者属于陆路交通管理局服务记录标下的活跃德士司机, 须参加 3 小时的强制性复习课程。
- 倘若职业执照持有者属于陆路交通管理局服务记录标准下的非活跃德士司机, 以及/或者曾触犯与导航相关的条例。

学费*

3 小时强制性复习课程收费: 40 元
5 小时强制性复习课程收费: 45 元

* 须缴付现行消费税

Celebrating the Festival of Light



For ComfortDelGro Cabby Ramasamy S/o Kupusamy, 70, Deepavali celebration is one he likes to celebrate with the community.

On 26 October 2017, he and about 50 ComfortDelGro cabbies celebrated the Festival of Light with the seniors at the Sunshine Welfare Action Mission Home.

The Company specially arranged with the Home's kitchen to serve an eight-course sumptuous lunch to the residents. Some cabbies even distributed packed lunch to SWAMI seniors staying in the Woodlands District, and then performed alongside SWAMI staff to entertain the audience.

Mr Ang Wei Neng, CEO of ComfortDelGro Taxi, also took time off his busy schedule to join in the celebrations.

Said Cabby Ramasamy: "I am glad my fellow cabbies and I were able to bring some cheer to the seniors at SWAMI. It makes Deepavali more meaningful this way."





欢庆万灯节

对 70 岁的康福德高德士师傅 Ramasamy S/O Kupusamy 来说，他非常期待和社区群众一同欢庆屠妖节。

今年 10 月 26 日，他便和大约 50 名康福德高德士师傅，与阳光福利协会养老院的年长居民一同欢庆万灯节。

公司特别与养老院的厨师合作，为养老院的居民提供总计 8 道菜的丰盛午餐。其中一些德士师傅甚至还为住在兀兰区的阳光福利安老院年长居民分发饭盒，并与安老院职员一同为居民呈献精彩的表演。

康福德高德士总裁洪维能先生也在百忙中抽空出席了庆祝会。

Ramasamy 师傅说：“我很高兴能与其他德士师傅为阳光福利协会养老院的年长居民带来欢乐。这种庆祝方式也让屠妖节显得更有意义。”





Eleventh Decommissioned Taxi And Counting!

Our taxis due for the scrapyards can sometimes still be given a new lease of life! On 24 November 2017, we donated this Hyundai Sonata taxi to Ang Mo Kio-Thye Hua Kwan Hospital in place of the Toyota Crown one as a rehabilitative aid for elderly and disabled patients.

第 11 辆退役德士

原本要送往废车场的德士，有时也能重获新生！今年 11 月 24 日，我们将这辆现代索纳塔德士捐给宏茂桥太和观综合医院，取代原有的丰田皇冠德士，为年老和残障病患提供康复辅助。

Editorial Team 委员会

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