

### WHAT'S NEW?

At Grab, safety is our utmost priority. We wish to remind all delivery-partners to follow traffic rules while you're fulfilling orders. Be sure to make the necessary phone adjustments before operating your vehicle (if applicable) so you can stay focused on the road!

### What happens if you're met with an accident?

If you're utilising bicycles or Personal Mobility Devices (PMDs) to fulfil the orders, please adhere to local laws using these modes of transport.

#### 4 Steps to Remember

**STOP** and offer help (if you are able to)

- Keep calm and do not lose your temper
- Make sure you and the other party is alright

**CHECK** for danger or injury

- Call 995 if anyone is seriously injured or in need of medical attention
- Do not move the injured or vehicles unnecessarily while waiting for help

**GATHER** information

- Take pictures of the damaged and surrounding areas
- If there are witnesses, you may exchange contact numbers
- Get as much evidence as possible
- Note the place and time of accident
- Exchange the following particulars with the involved parties
  - Full name
  - NRIC/FIN
  - Address
  - Contact number

**REPORT** the accident (recommended within the next working day)

- Report to Grab if you do get into an accident as we care about your welfare
- Depending on the severity of the accident, you are advised to make a police report within 24 hours when it involves injury, death, pedestrian, cyclist, government or foreign vehicles and government property.

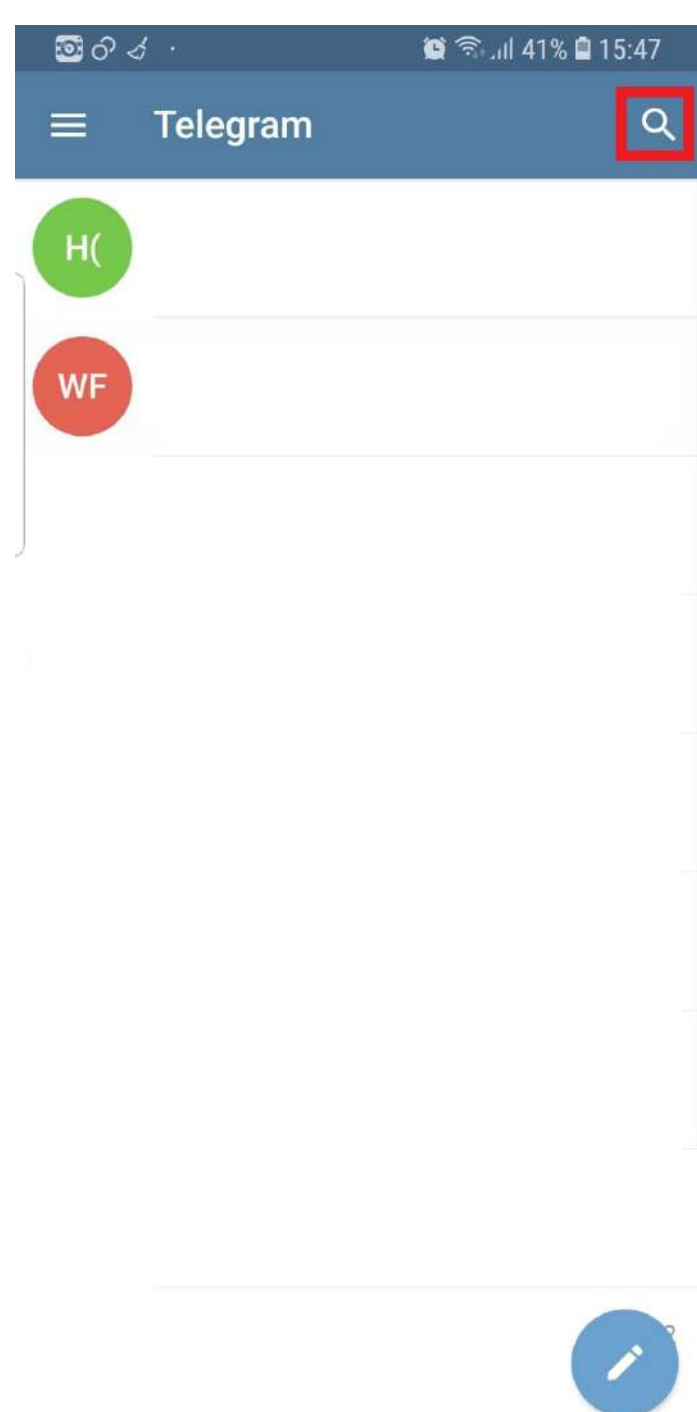
**For emergencies**  
Dial 999 for the Police  
& 995 for Medical Assistance

**Bookmark this link**

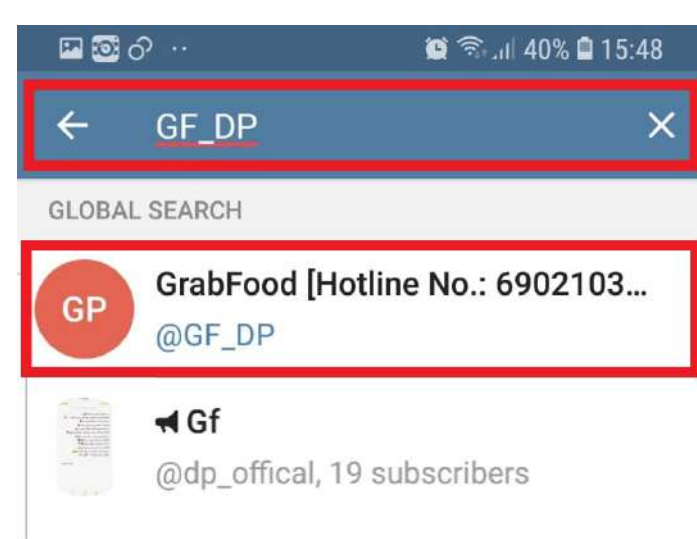
[grb.to/gfaccidentsop](http://grb.to/gfaccidentsop)

### Reminder: What to do when you encounter big orders

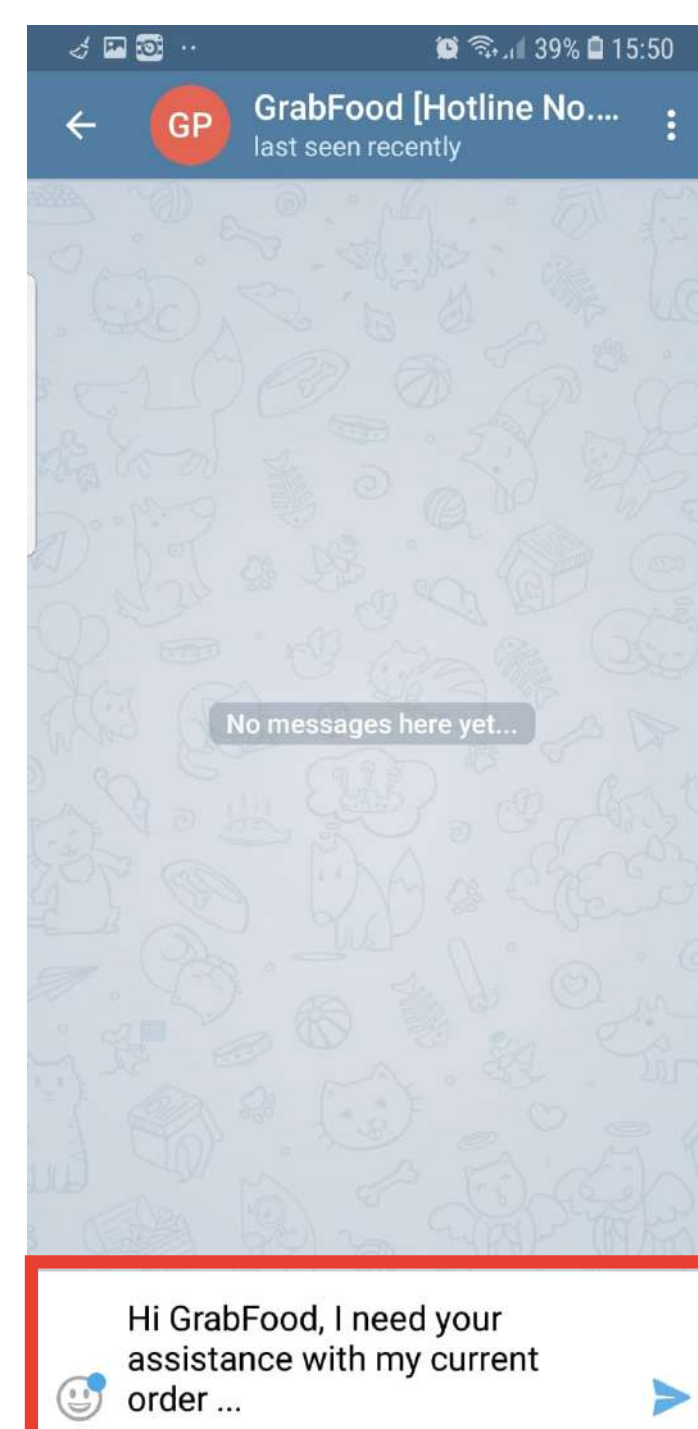
- Contact the GrabFood support hotline at 6902 1038 and Telegram @GF\_DP.
- We will dispatch a fellow delivery-partner to help you out with the order!



Perform a search for our @GF\_DP username by tapping on the icon on the upper right hand corner of the screen



Tap onto the GrabFood contact that appears under the Global search list



Inform us of your issue so that we can help!

### Notice: Be mindful of delivery and pick-up areas

For delivery-partners picking up food from merchants inside NPARKs or similar government properties, please park your vehicles at the carparks while performing orders. Thank you for your cooperation!