

COMFORTDELGRO CABBIES TO ADD MEDICINE TO DELIVERY REPERTOIRE

2 June 2020 – First food. Then groceries. And now, essential medical supplies!

ComfortDelGro Taxi has tied up with ALPS Pte Ltd, which is 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.

Enter ComfortDelivery, the month-old delivery service launched by ComfortDelGro Taxi specifically for delivery jobs during the ongoing pandemic period.

The service is offered to all public healthcare institutions (PHIs). PHIs that wish to tap on the service to delivery medication to its patients can set up individual accounts with ComfortDelivery, log in to select “Medicine” and start placing delivery jobs. Delivery fees are charged to the PHIs by the distance, with a starting fee of \$6.50 for up to the first 3km. All fees go directly to the cabbies. 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. PHIs will continue to engage the patients who need medication delivery via ComfortDelivery or other delivery platforms.

Upon successful booking, cabbies will have to notify and confirm delivery details with each recipient before delivery. They are to also ensure that all medication is transported in accordance to the temperature requirements. They will also be taught to ensure that the parcels are kept away from direct sunlight, heat and moisture. Upon delivery, cabbies have to verify the identity of the recipient before signing off on behalf of the recipient to minimise contact.

Mr Ang Wei Neng, CEO of ComfortDelGro Taxi, said: "With the Government allowing cabbies to continue with delivery services till end-September, we wanted to expand our delivery services beyond the F&B sector. We are therefore pleased to partner ALPS to ensure that medicine is

delivered to patients when they need them. This will help to increase the medicine delivery capacity of the PHIs, allowing more patients to receive medication delivered right to their doorsteps, and also provide our cabbies with more delivery job options during the post-circuit breaker period.”

Since ComfortDelivery was launched, close to 2,000 cabbies have come onboard. 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.

Forty-six year old Cabby Jade Cho is one of the cabbies to join ComfortDelivery. She said: “I am looking forward to more delivery jobs. Having completed numerous food deliveries, I am very familiar with the ComfortDelivery App and the contactless delivery process. Although there are stricter guidelines for medication delivery, I am confident that I can easily switch between delivering food and medicine and fulfil each order.”

Background

ComfortDelGro is one of the world's largest land transport companies with a total fleet size of over 41,600 buses, taxis and rental vehicles. We also run 83km of light and heavy rail networks in Singapore. Our global operations span seven countries – Singapore, Australia, China, the United Kingdom, Ireland, Vietnam and Malaysia.