



WHAT'S NEW?

We want to thank all Delivery-Partners for your support and patience as we work towards better serving you. Meanwhile, here are some quick tips to help you succeed as a GrabFood Delivery-Partner!

Tips to Succeed as a GrabFood Delivery-Partner

Dress to impress

Wear and carry our GrabFood swag when you're out doing deliveries. Not only will you look sharp, but you'll also help our eaters know to expect you! Check your incentive email to find out how to get your very own GrabFood T-Shirt.



Ensure your phone settings are optimal

Especially for Cyclists, PMD users and Walkers: Apart from keeping your display on, you can change the settings on Google Maps to avoid highways by tapping on the following:

Tap on "Route Options" after entering destination

Ensure "Avoid Motorways" option is on

It's important to note that PMD users will face strict penalties if caught riding on roads and highways. Read more about it at grb.to/ltapmd.

Take care of your belongings

There has been a series of missing food thermal delivery bags, mostly because they were left unattended in a multi-storey carpark. Both the Police and the GrabFood team would like to advise you to take prevention measures such as:

- Bringing along your bag during deliveries
- Park your vehicles in well-lit areas
- If you notice any suspicious character(s) loitering around carparks or motorcycles, please call the police at 999

Be mindful of Delivery-Partner Etiquette

Here's a gentle reminder that the experiences we provide our customers directly impacts their confidence in GrabFood and the likelihood of patronising our platform. Satisfied customers = more earning opportunities for you!

Hence, we would like to take this opportunity to address some immediate concerns:

- Delivery-Partners **should not** request for cash from customers under any circumstances.
- Delivery-Partners should only swipe complete **after** the order has been successfully handed over to the customer, or the Drop-Off Policy (grb.to/dropoffpolicy) has been observed in the event the customer is uncontactable.
- If you are unable to cancel the job, please contact the GrabFood support hotline at 6902 1038 or Telegram @GF_DP and do not swipe complete.

Please note that Grab does not tolerate dishonest behavior and will continue to suspend accounts deemed to be engaging in practices that contend our Code of Conduct. To refresh yourself with our code of conduct, visit grb.to/gfoc.

Together, let's work towards providing the best experience for everyone.