

Keeping you up to date with the latest happenings at Grab





July 2018



GrabAcademy Award Ceremony

In June 2018, Grab gave out our very first GrabAcademy Bursaries and Scholarships Award **Ceremony**. The award ceremony was attended by 160 driver-partners and their family members.

Congratulations to our Driver-Partners and their children on receiving the GrabAcademy University Scholarships and Bursaries! All the best and we look forward to your bright future!

Look out for the next GrabAcademy Bursary and University Scholarship application rounds in November 2018 and mid 2019 respectively!

For more information, please visit https://driver.grab.com/sg_grab_academy

Better 365: Promises Made, Promises Kept! =

As part of **Better 365**, we want to **serve you better and improve your lives**. Below is an **update** of current and upcoming initiatives, to keep you informed, and us, accountable.

In June 2018: - Getting you closer to what matters with Emerald Circle

- Breakthrough in discussions with IRAS on PHV tax deductions
- GrabAcademy University Scholarships & Bursaries Award Ceremony

In May 2018:

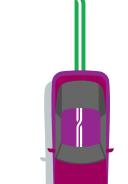
- Subsidised healthcare with Grab x SATA CommHealth
- Providing resources to upgrade with GrabAcademy x SkillsFuture
- A safer way to navigate with In-App Grab Maps - Passenger No-Show Cancellation
- Better fares with GrabCar Plus

In April 2018:

- Auto Accept feature for an easier way to drive with Grab
- Guarding you with Grab Partner Guard
- Kerbside Hotline for emergency situations

Map learning workshop for children of Driver-Partners

In June 2018, the Grab MapOps team conducted a half day Introduction to Maps 101 workshop for children of GrabCar Driver-Partners who were interested in Information Technology (IT). The kids had lots of fun and most of them found it useful!



We look forward to organizing more workshop such as this. Stay tuned for future invitations!

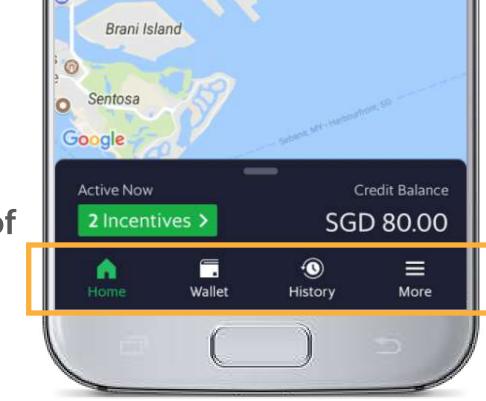


New Driver App Interface We are introducing a new way for you to quickly access

your most used functions of the Grab Driver App!

The full menu of options will be available at the **bottom of** the app for ease of access.

To experience the new interface, please update your Driver App to v5.43.0 (for Android) or v1.30.0 (for iOS) and above.

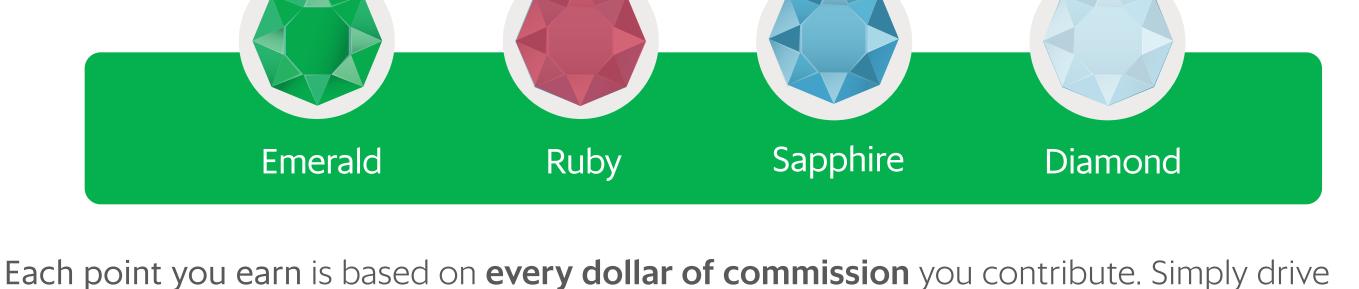


Introducing Emerald Circle Emerald Circle is an unprecedented Driver-Partner experience at Grab that's going to

change the way you drive forever.

Made up of four tiers, Emerald, Ruby, Sapphire and Diamond, Emerald Circle is a brand

new points-based rewards system that empowers you to live a better everyday life, whether you're out on the road or in the comfort of your home.



more, to accumulate more points, and level up! Learn more at https://grb.to/grabemeraldcircle

Monthly Top Rated Partners





I aim to provide good service to every passenger such as help-

Mr. Pang Tze W

I try to treat all passengers as my family members so I can

give them the best service such

as making sure to greet them



I try to stay positive and look

on the bright side as it helps to

motivate myself to keep going

beyond what I can do such as

Best Practices

Feedbacks

from

passengers

ing them with their big luggage. I believe it also helps to stay positive rather than focus on the negative as it will affect my mood on the road and how I treat my passengers. "Superb driver! Very friendly, flexible and helpful, and drives smoothly and safely. Went the

extra mile to help riders reach

their destination efficiently and

comfortably. One of the best

when they get onto the car and say, "Thank you, have a nice day!" when they alight from my car. " He has such an amazing heart and goes way beyond the extra mile to ensure that his passen-

gers have a comfortable ride.

Car is also very clean. Thank

sheltering passengers from the heavy rain when they get onto or alight from my car. " Very good navigation and conversational skills. Excellent service and had a very nice

conversation with the driver.

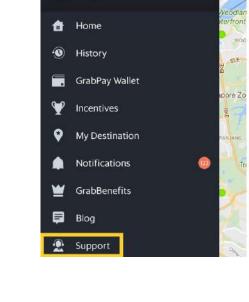
Thank you for bringing me you for making my day! Fantashome safely!" tic service! "

drivers I've had. " Visit http://grb.to/TopRated to find out more about our 50 top rated partners in June.

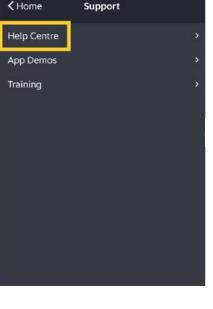
Retirement of Credits Top-up service with M1

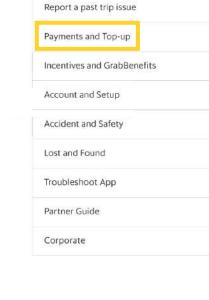
Credits Top-Up with M1 will be retired with effect from 23 Jul 2018 11:00hrs.

Find out more via Help Centre in your Driver App.



Jerry Wong (Test)





Help Centre