



## *Operations Safety of Lalamove*

### *Safety Contents – Road Safety*



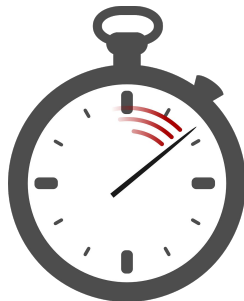
# Key facts – Singapore Figures



- Due to road traffic accident



**120**  
road deaths and  
up to **7,690** road  
accidents involving  
injuries



Motorcyclists accounts  
for  
**every 1 in 2**  
of the overall road  
fatalities



**73%**  
of heavy vehicle drivers  
speed when the traffic is  
light



Road fatality at  
**2.20 per**  
**100,000** people

Every one of those deaths and injuries is **PREVENTABLE**

Data sources:

<https://www.budgetdirect.com.sg/car-insurance/research/road-accident-statistics-in-singapore>

# Key facts – Major causes



## Impairment by Alcohol

**2,002** persons were arrested for drink driving

**176** drink driving accidents



## Traffic Light Violations

Disobedience to traffic light signals increased to **53,910** cases  
**120** total red light accidents



## Distracted Driving

**83%** of drivers admitted to using their phones

- pressured to reply a message
- confident in one's driving abilities

Data Sources:

<https://www.budgetdirect.com.sg/car-insurance/research/road-accident-statistics-in-singapore>

# Basic principle of a traffic accident



"In more than **90%** of traffic accidents, human error is the cause;

**accidents do not just happen by chance, they are the consequences of unsafe driving practices."**

- Roadcraft - The Police Driver's Handbook, Page 1, Chapter 1, The Stationary Office, UK, 1997.

1

## Acts that cause an accident

Deliberate Acts of Rule Breaking - e.g. speeding, red-light running, illegal overtaking and etc.

2

## Failure to act, preventing an accident

Unable to react timely to prevent an accident - e.g. not focus on the road, not driving defensively, impairing driving (by alcohol or drugs) and etc.

3

## Failure to act, reducing the consequences of an accident

No usage of safety equipment - e.g. Not wear seatbelt, not wear helmet and etc.

# **Obey Traffic Laws Always When Driving**

The basics to keep you away from traffic accident



# Obey traffic signs when driving



- Follow speed limits
- Do not beat red lights
- Follow the traffic signs and road markings
- Use your turn signals early to show your intention (e.g. changing lanes)



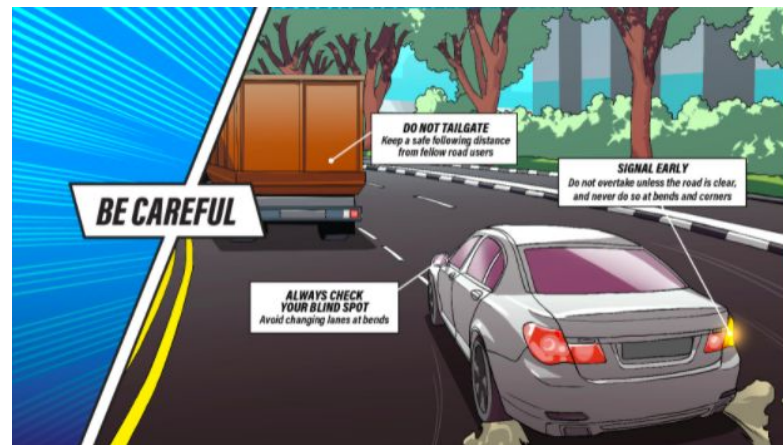


# Be responsible and careful while on the road



Do not operate your vehicle if you are feeling unwell, tired or drowsy.

Be aware of your surroundings and always signal early.



Data Sources:

<https://www.police.gov.sg/Advisories/Traffic/Road-Safety-Tips>

# Is it worth to speed?



Average Speed	Time to go 10km	Time Saved (Saved in %)	Risk increment of crash with injury	Risk increment of fatal crash
50 km/h	12mins			
60 km/h	10min	2mins (Saved 16%)	34%	62%
70 km/h	8m34s	3m26s (Saved 29%)	81%	160%
80 km/h	7m30s	4m30s (Saved 38%)	242%	432%
90 km/h	6m40s	5m20s (Saved 44%)	326%	703%
100 km/h	6m	6m (Saved 50%)	438%	1147%

Data sources:

Facts about Road Safety - Speed ([https://www.who.int/violence\\_injury\\_prevention/publications/road\\_traffic/world\\_report/speed\\_en.pdf](https://www.who.int/violence_injury_prevention/publications/road_traffic/world_report/speed_en.pdf))



# Defensive Driving

Expect the unexpected



# Defensive Driving



## SAVE LIVES

Drivers learn the knowledge and skills needed to *avoid preventable collisions*

+

## SAVE TIME

Save time *lost due to injury and car damage*

+

## SAVE MONEY

Save money *lost due to injury, car and other property damage, and lost work time*

## Defensive Driving

The National Safety Council (NSC) defines Defensive Driving as  
*“Driving to save lives, time and money in spite of the conditions around you and the actions of others”*

# Characteristics of Defensive Driver



✗ Lightning fast reflexes

✗ Unusual mental and physical ability

✓ Clear thinking

✓ Education

✓ Safe attitude

✓ Be courteous under any circumstances

01

## KNOWLEDGE

- Know how to recognise hazard and avoid collisions
- Know the traffic laws
- Know how to react quickly and correctly
- Know how to properly maintain their vehicles

02

## ALERTNESS

- Alert to traffic conditions in the front, side and rear
- Alert to own mental and physical conditions may affect driving
- Give all attention to driving

03

## FORESIGHT

- Assume other drivers will make mistakes
- Anticipate hazards by scanning as far as possible
- Prepare for hazards instead simply react to them

04

## JUDGEMENT

- Maintain control of their behaviours
- Resisting the temptation to make risky maneuvers
- Be courteous even other drivers are not

05

## SKILL

- Able to operate vehicle properly and safely
- Able to perform simple emergency repairs
- Able to listen cars for signs of engine trouble

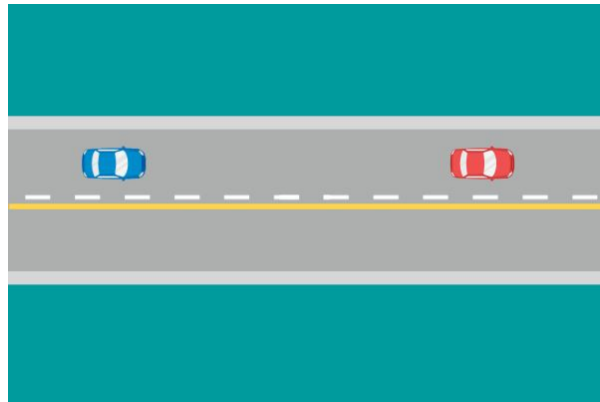
# No tailgating - 2-Second Rule



- To avoid an accident, you need to have room to adjust to dangerous situations.
- If the car in front of you slam on its brakes suddenly, you need enough stopping distance to stop your car

Your following distance should be **at least 2-3 seconds travel time** behind the vehicle in front of you

- Pick a landmark (e.g. lamp post or tree)
- As the vehicle in front of you passes it, start counting '1001 , 1002'
- If you pass the landmark before you finish saying 1002, you're following too closely
- Slow down and repeat the court until your following distance to 2 seconds



Under certain conditions, you should follow **4-second or even 5-second rule**:

- **Visibility is low (i.e. heavy rain)**
- **Road is wet and slippery**
- **You are being tailgated**
- **You are driving heavy vehicle (i.e. lorry)**

## Know more

When you are being tailgated, you should

1. Allow extra distance in front of you. Preventing tailgater from pushing you into the car in front
2. Resist revenge (Don't increase your risk)

# Keep a watch on the traffic around you



- ❖ Maybe you are an experienced driver, but others may not be
- ❖ Being prepared for other drivers' mistake
  - Pay attention to the traffic
    - In front of you
    - Beside you
    - Behind you
    - Passing you

## Tip #1

**Slow down when passing parked cars and junctions as cars may come out**

## Tip #2

**Always check your blind spots**  
(i.e. changing lanes, before moving off, static and etc.)

## Tip #5

**Be extra cautious at intersections**  
(while waiting for green lights, check both directions to ensure no vehicles have beaten the red light)

## Tip #4

**Choose a gap that's big enough to pull into traffic safely**  
(Esp. for 2 wheel riders)

## Tip #3

**Don't enter a roundabout until you're sure the way is clear**  
(Some drivers may not indicate properly)

# Stay alert and remain focus



Collisions and accidents happened in a flash, these will greatly increase your chances of being involved in an accident.

- You should not take your eyes off the road for couple seconds (**Distracted driving**)
- Slow instincts and reactions (**Impairment driving**)

## The 3 Main Types of Distracted Driving



### **Tips for our drivers while driving:**

- Use your mobile phone only when your vehicle has stopped
- No texting while driving
- If you are unsure of the directions, find a safe place to stop

### **Facts you should know**

On average you will need 5 seconds to read and reply a message. If you are driving at 85km/h, the distance travelled in 5 seconds is equals to the length of a football field.

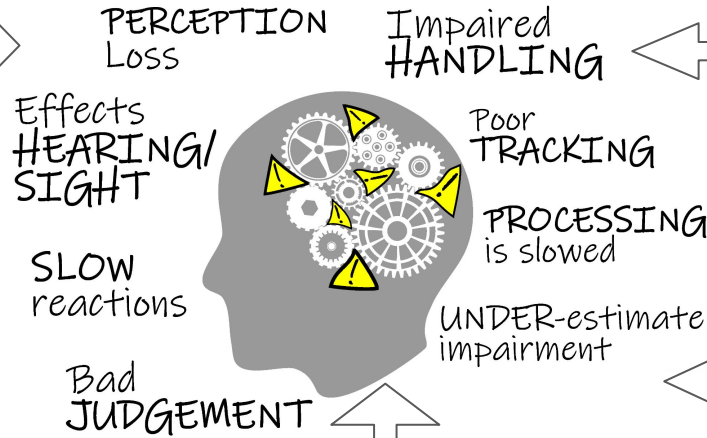
# Driving while impaired - Alcohol, Drugs and Drowsiness



Impairment can greatly reduce your ability to react to the situations you will encounter on the road

**Avoid drinking alcohol**  
before/while taking orders

Do not take the risk of  
drinking alcohol up to  
the **blood alcohol  
concentration (BAC)  
limit**



**Ensure sufficient rest** during  
prolonged periods of  
driving/riding

**Keep an eye on the warning  
signs of drowsiness**  
(Yawning or blinking  
frequently, drifting within  
your lane, hitting a rumble  
strip on the side of the road)

Drivers should not operate their  
vehicle if they are experiencing **side  
effects from medications**  
(Some prescription drugs and OTC  
drugs induce drowsiness, cause  
nausea)



# More Defensive Driving Tips



- Keep an eye on drivers who **change lanes suddenly and frequently or without using their turn signals**
- **Make yourself visible**
  - Using **turn signals** to show your intention (blinks for 2-3 seconds before action)
  - Turn on **headlights** from **7pm to 7am** or when it is raining or when you are in low light environment
  - Ensure your **headlights, brake lights, and turn signals** are fully operational
- Keep a **steady pace** and go with flow, do not keep changing lanes in a traffic jam
- **Adjust your driving** according to the road condition (wet/dry) or any construction nearby
- **Avoid slamming on the brakes, tap your brakes gently** to signal cars behind that you intend to slow/stop



# Aggressive Driving & Road Rage

Bad driving behaviour





# Aggressive driving and road rage



Aggressive driving and road rage define an individual commits a combination of moving traffic offenses triggered by emotional impacts, so as to endanger other persons or property. Aggressive driving behaviours include:

- Tailgating
- Yelling
- Honking in anger
- Making angry gestures
- Trying to block another vehicle from changing lanes
- Cutting off another vehicle on purpose
- Getting out of the vehicle to confront another driver
- Bumping or ramming another vehicle on purpose

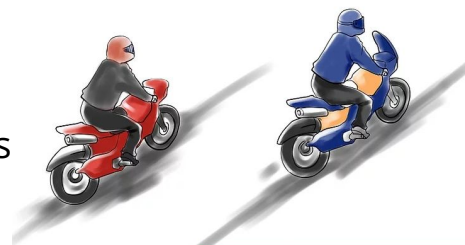


 <b>DO's</b> 	 <b>DON'Ts</b> 
<b>No reciprocation.</b> Stay in your car and call the police if needed	<b>Honking</b> out of frustration
<b>Increase the gap</b> between you and the road rage driver	<b>Disregard</b> for others and the law
<b>Don't rush and cool off.</b> If you are upset, take time to calm down	Don't engage with road rage behaviour by <b>looking at the aggressive driver</b>

# More Defensive Driving Tips for 2 Wheel Riders



- **Ride with confidence and assertiveness** but not aggressiveness  
timidness
- **Be seen and be heard**
  - Turn on your lights while riding and tap your horn to warn others  
danger
- **Avoid lane sharing** when riding with another bike
- **Reduce your speed** while approaching a bend to prevent the inertia from  
pushing you out
- **Brake early** and **gently** to prevent locking of tires which could result in falls
- Take note of **lane markings** as they can be slippery when wet



with How to Ride a Motorcycle Defensively to Prevent Accidents



# Use of Protective Equipment

To reduce the consequences of a crash



# Buckle up

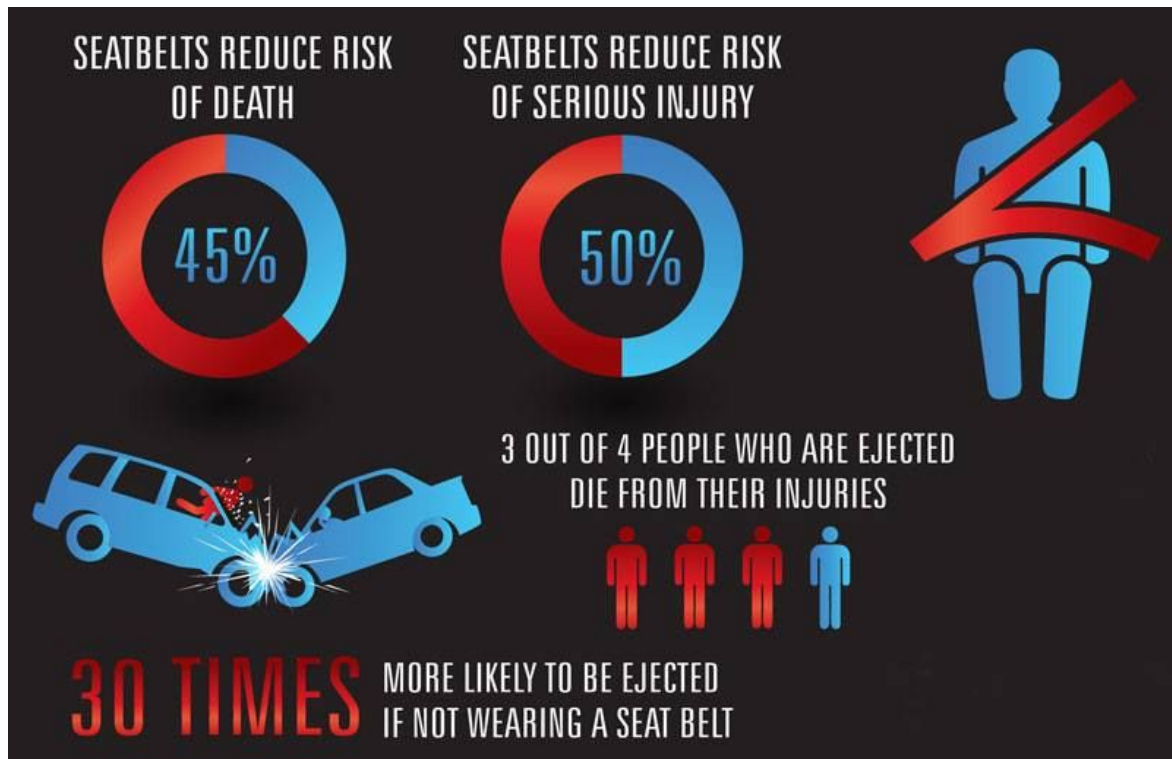


**Seat belts are the best defense** against impaired, aggressive, and distracted drivers.

Being buckled up during a crash helps **keep you safe and secure inside your vehicle**

**Air bags are designed to work with seat belts, not replace them**

**NEVER USE A SEAT BELT CLIP OR BUCKLE INSERT For CONVENIENCE**



# Protective gears for 2 Wheel Riders



Proper **Motorcycle Safety Gear** can make a difference in an accident. Here are some guides that you can follow:

## Personal Gear

- Wear proper footwear
- Wear approved helmets (See next slide)
- Secure your chin strap

## Motorbike Checks

- Ensure sufficient tread on tires
- Brake pads and disc are in good condition
- Your lights are in working order
- Chain is not loose or too tight



Data Sources:

<https://www.police.gov.sg/Advisories/Traffic/Road-Safety-Tips>



# Protective gears for 2 Wheel riders



Proper Motorcycle Safety Gear Can Make the Difference in an Accident

- Ensure that your helmets are affixed with the approved PSB Sticker



# Preventive cycling measures



Path/ Road	Footpath Typically paths beside roads and within HDB estates	Cycling Path Paths marked with 'Cyclist' or 'PCN' logos	Road Except for expressways and road tunnels
Device type			
Bicycle			
Power-assisted Bicycle (PAB) or e-bike			
Motorised Personal Mobility Device (PMD) e.g. e-scooter, e-unicycle, hoverboard*			
Non-motorised PMD e.g. manual kick scooter			
Personal Mobility Aid (PMA) e.g. mobility scooter or electric wheelchair			

\*From 3 April 2020, the riding of motorised PMDs, including e-scooters, are prohibited from footpaths.

## Data Sources:

<https://www.srsc.org.sg/road-safety-advisories.html#prettyPhoto>  
<https://ebike.sg/pages/ita-regulations-and-approval>

Keep within the speed limits<sup>3</sup>

<sup>3</sup>The speed limit will continue to be reviewed with safety in mind

Maximum Penalty \$2,000 fine 6 months jail term

Dismount and walk your device when you see 'No Riding' signs

Maximum Penalty \$2,000 fine 6 months jail term

Switch on front white lights and rear red lights<sup>4</sup> in the dark

<sup>4</sup>Rear red reflectors are accepted on bicycles and PABs

Maximum Penalty \$2,000 fine 6 months jail term

Offer help and provide particulars if you are involved in an accident<sup>5</sup>

<sup>5</sup>Which results in injury or property damage

Maximum Penalty \$5,000 fine 2 years jail term

Do not ride recklessly on paths

Maximum Penalty \$5,000 fine 6 months jail term

# Protective gears for 2 Wheel Riders



Proper **Bicycle Safety Gear** can make the difference in an accident. Here are some guides that you can follow:

## Personal Gear

- Helmets have met approved standards and are worn at all times
- Helmet retention straps are securely fastened at all times
- Bright and fluorescent clothing to improve visibility
- Covered shoes

## Bicycle Checks

- Ensure sufficient tread on tires
- Brake pads are in good condition
- Front and rear lights are in working condition
- Chain is not loose or too tight and is well lubricated



# Personal safety during loading and unloading



Maintain proper posture while lifting heavy items during loading and unloading.

If the item is too heavy for you to carry, you should:

- Seek assistance to reduce the amount of strain on your body.
- Use a trolley to transport items over longer distances.



# Securing of items during delivery



For pastries and food items, do store them in the LalaBag to help minimize spills and damage during delivery.

Do use elastic bands and hooks, tie down straps or even tape to seal boxes which can help secure items, minimizing movement within your vehicle while you are on the road, reducing distractions and injury in the event of an accident.





# Valuables and Vehicle Security



We received reports from the Police that Driver Partners have been leaving their vehicles unlocked and unattended to while making their deliveries.

Do not leave your valuables in plain sight and ensure that you have locked your vehicle while you are out for delivery, even if it is for a short period of time

Some other tips that you can follow:

- Park in a well lit area
- Wind up all windows and close all doors
- Remove the key from the ignition



Data Sources:

<https://www.ncpc.org.sg/motortheft.html>

# Securing your bicycles



Proper Bicycle Safety Gear Can Make the Difference in an Accident. Here are some guides that you can follow:

## Personal Gear

- Wear proper footwear
- Wear helmets
- Secure your chin strap

## Bicycle Checks

- Ensure sufficient tread wear
- Brake pads and disc are in good condition
- Front and rear lights are in working condition
- Chain is not loose or too tight

**YOU CAN KEEP YOUR BICYCLE SAFE**

**ABOUT THE BICYCLE SECURITY LABEL**  
The label comes with a unique serial number that helps you and the Police to identify your stolen bicycle.

**GET YOUR FREE BICYCLE SECURITY LABEL NOW!**  
Head down to your nearest Neighbourhood Police Centre (NPC) to collect a label for your bicycle.

**NO LIMIT!**  
There is no limit to the number of bicycles you can bring to the NPC for labelling.

**OTHER USEFUL INFORMATION**  
The Bicycle Security Label is meant only for bicycles.  
The label is not a form of bicycle registration. Bicycle owners need not report to the Police when they sell or dispose of their bicycles. However, bicycle owners should provide the unique serial number when they report loss or theft of their bicycles to facilitate police investigation.  
It is unnecessary to affix the Bicycle Security Label for motorized bicycles as all LTA approved motorized bicycles already come with a unique serial number.

Happy Cycling!

For more information on Bicycle Security Label, visit the National Crime Prevention Council website at [www.ncpc.gov.sg](http://www.ncpc.gov.sg).

**贴上自行车防窃标签，  
避免自行车丢失**

温馨提醒  
新加坡国家犯罪预防委员会



# DISCLAIMER



These materials are intended to assist Lalamove and our business driver partners to improve on our safety awareness and culture. While we attempt to thoroughly address specific topics, it is not possible to discuss everything necessary about operations safety in a presentation of this nature. Thus, this information must be understood and used as a tool for addressing key and critical hazards driver partners may face on the road, rather than an exhaustive statement of our legal obligations, which are defined by statute, regulations, and standards.

Likewise, to the extent that this information references practices or procedures that may enhance health or safety, but which are not required by a statute, regulation, or standard, it cannot, and does not, create additional legal obligations. Finally, over time, regulators may modify rules and interpretations in light of new technology, information, or circumstances; to keep apprised of such developments, or to review information on a wide range of road safety and traffic laws topics, you can visit regulatory web sites.

