

Client Alert

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Safety Guidelines for P-Hailing Services

The Ministry of Transport ("**MOT**") has issued guidelines for 'p-hailing' services. These guidelines apply to all businesses that engages motorcycle riders to deliver food, beverages and parcels. P-hailing services provide an alternative to logistic services provider especially in this climate. This is particularly the case where the size of the parcels to be delivered can be transported by motorcycle.

Regulatory, Health and Safety Guidelines for P-Hailing Services

The MOT has issued the following guidelines which must be complied with by all p-hailing service providers during the period under the Movement Control Order:

- (a) all riders are required to be at least 18 years of age and possess a valid competent driver's license. The riders cannot have been blacklisted by the Road Transport Department ("**RTD**") or Royal Malaysian Police;
- (b) all riders must adhere to general traffic regulations and laws. The boxes carried by the p-hailing motorcycle riders must also adhere to the dimensions and usage as prescribed by the RTD and must be sanitised daily according to the guidelines provided by the Ministry of Health ("**MOH**");
- (c) all businesses and individuals must ensure their riders have the appropriate insurance coverage and the motorcycles used are in safe working condition;
- (d) all operators and riders must use the proper health, social distancing and contactless transaction practices, including wearing face masks, using hand sanitiser and washing hands frequently after making each delivery; and
- (e) if any rider contracts COVID-19, the business engaging the rider must assist the MOH to carry out contact tracing and management of the rider in accordance with applicable guidelines and procedures for COVID-19 patients. Any rider that contracts COVID-19 or shows symptoms must immediately take necessary steps to self-isolate and cease provision of delivery services.

Administration and Operation in respect of P-Hailing Services

The MOT has also prescribed the following:

- (a) riders are advised against using inter-state highways to travel further than 10km, and must adhere to advisories issued by the National Security Council ("**NSC**") including avoiding red zones;
- (b) the riders are only allowed to operate from 8.00 a.m. to 8.00 p.m. daily and are subject to any zonal restriction and other regulations as stipulated by NSC from time to time; and
- (c) riders must also carry with them authorisation letters from the company that engages them. All riders must download, install and register themselves



under the *mySejahtera* application administered by the NSC as validation for enforcement personnel conducting checks.

Conclusion

The guidelines issued by the MOT is a welcomed move to alleviate consumers' concerns over contamination risks. Businesses engaging riders should strictly adhere to the guidelines issued by MOT and continue to monitor developments and additional guidelines which may be issued by the authorities especially once the Movement Control Order is lifted.

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