



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.



Each point you earn is based on **every dollar of commission** you contribute. Simply drive more, to accumulate more points, and **level up!**

Learn more at <https://grb.to/grabemeraldcircle>

Monthly Top Rated Partners



Mr. Goh Ching H



Mr. Pang Tze W



Mr. Ng Eng C

Best Practices

I aim to provide good service to every passenger such as helping 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.

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 when they get onto the car and say, "Thank you, have a nice day!" Thank you, have a nice day!" when they alight from my car.

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 sheltering passengers from the heavy rain when they get onto or alight from my car.

Feedbacks from passengers

" Superb driver! Very friendly, flexible and helpful, and drives smoothly and safely. He drives the extra mile to help riders reach their destination efficiently and comfortably. One of the best drivers I've had. "

" He has such an amazing heart and goes beyond the extra mile to ensure that his passengers have a comfortable ride. Car is also very clean. Thank you for making my day! Fantastic service! "

" Very good navigation and conversational skills. Excellent service and had a very nice conversation with the driver. Thank you for bringing me home safely! "

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.

