

Activities and Hazards in P-hailing Industry

The following are the activities involved in p-hailing industry and the hazards for each activity.

Activities	Hazards	Categories of Hazards
Pick Up/Deliver the orders to customers	Stress	Customer Complaints
		Sexual Harassment
		Job status ambiguity
		Economic pressure
	Ergonomic Hazards	Prolonged riding
		Overreaching
	Health Hazards	Smoke from other vehicles
		Direct exposure to UV rays
		Fatigue
		Eye Strain
		Vibrations
		Exposure to unidentified and hazardous packaging
	Extreme Temperature	Heat
		Heavy Rain

	Other road-related issues	Unmarked road humps
		Sudden appear of animals
	Objects on road	Construction waste bin
		Construction materials
		Portable traffic barrier
		Sizable debris
	Construction and maintenance works	Closure of riding lane and shoulder
		Dug out adjacent lane
	Road Surface Issues	Potholes
		Uneven surface due to poor resurfacing works
		Depression in asphalt surface

		Uneven surface due to manhole
		Leftover concrete mix
		A sudden change in surface types
	Obstruction of View	Parked vehicles on the roadside
		Obscured unsignalised junction
		Hedges and landscaping greenery
	Pedestrians and cyclists	Crossing at undesignated places (jaywalking)
		Obscured by traffic
		Waiting to cross on the roadside
		On pedestrian crossing when p-hailers' have the right of way

		Utility worker working on the roadside
		Children on the roadside
		Walking on the roadside next to riders
		Bicyclist encroached p-hailers' riding path
	P-hailers' riding behaviours	Unsafe lane filtering
		Not stopping at unsignalised junction
		Riding on pedestrian facilities
		Riding wrong way
		Late overtaking
		Close following

		Illegal U-turn
		Unsafe turning at unsignalised junction
		Distracted riding
		Riding on unpaved shoulder
		Unsafe lane changing or merging
		Not stopping at red light
		Speeding
	Driving/riding behaviors of other motorists	Braking
		Having trajectory crossing participants' trajectory
		Encroachment of participants' riding path

		Unsafe lane changing or merging
		Reversing towards participants
		Motorcycle riding wrong way
		Running red light
Deal with customers' requirements	Stress	Customer Complaints
		Sexual Harassment
Sorting Shipment Activities (Scanning)	Ergonomic Hazards	Repetitive motion
	Health Hazards	Exposure to unidentified and hazardous packaging

Risk Assessment Guide

After selecting the activities and hazards, the users can fill in the likelihood and severity value according to table below.

Likelihood indication using Values (DOSH, 2008)

LIKELIHOOD (L)	EXAMPLE	RATING
Most likely	The most likely result of the hazard / event being realized	5
Possible	Has a good chance of occurring and is not unusual	4
Conceivable	Might be occur at sometime in future	3
Remote	Has not been known to occur after many years	2
Inconceivable	Is practically impossible and has never occurred	1

Severity indication using Values (DOSH, 2008)

SEVERITY (S)	EXAMPLE	RATING
Catastrophic	Numerous fatalities, irrecoverable property damage and productivity	5
Fatal	Approximately one single fatality major property damage if hazard is realized	4
Serious	Non-fatal injury, permanent disability	3
Minor	Disabling but not permanent injury	2
Negligible	Minor abrasions, bruises, cuts, first aid type injury	1

Risk Matrix Table (DOSH, 2008)

Likelihood (L)	Severity (S)				
	1	2	3	4	5
5	5	10	15	20	25
4	4	8	12	16	20
3	3	6	9	12	15
2	2	4	6	8	10
1	1	2	3	4	5

Table C

High 
 Medium 
 Low 

The risk level is calculated automatically in the system. The users can identify the action needed according to the table below based on the risk level.

Ranges of Risk Level (DOSH, 2008)

RISK	DESCRIPTION	ACTION
15 - 25	HIGH	A HIGH risk requires immediate action to control the hazard as detailed in the hierarchy of control. Actions taken must be documented on the risk assessment form including date for completion.
5 - 12	MEDIUM	A MEDIUM risk requires a planned approach to controlling the hazard and applies temporary measure if required. Actions taken must be documented on the risk assessment form including date for completion.
1 - 4	LOW	A risk identified as LOW may be considered as acceptable and further reduction may not be necessary. However, if the risk can be resolved quickly and efficiently, control measures should be implemented and recorded.

Risk Control Guide

Each hazard has its risk control measures. The description of each control measure is as follows. The control measures and descriptions are just the reference and can be implemented based on the company's budget and availability.

Categories of Hazards	Control Measures	Description
Customer Complaints	Training	Provide comprehensive training to employees on handling customer complaints effectively and calmly. Ensure they understand company policies and procedures for resolving issues.
	Feedback Mechanism	Establish a clear, accessible system for p-hailers to report difficult interactions and receive support or guidance.
	Emotional Support	Offer access to counseling services or employee assistance programs (EAP) to help employees manage stress and emotional responses.
Sexual Harassment	Clear Policies	Develop and communicate a strict anti-harassment policy. Ensure all p-hailers understand what constitutes harassment and the consequences.
	Reporting Mechanisms	Provide safe, confidential channels for employees to report harassment. Ensure there are multiple ways to report, including anonymous options.
	Support Systems	Investigating all reports promptly and thoroughly, offer support services for victims, including counseling and legal assistance.
	Training	Conduct regular training sessions on sexual harassment prevention and response.
Job status ambiguity	Clear Communication	Provide regular updates about job roles, expectations, and organizational changes.
	Performance Feedback	Implement a system for providing regular feedback and performance reviews, helping them understand their standing and opportunities for improvement.
	Career Development Resources	Offer resources and opportunities for p-hailers to develop their skills and advance their careers, such as access to training programs or mentorship.

Economic pressure	Fair Compensation	Ensure that p-hailers receive fair and timely compensation for their work. Consider implementing a minimum wage or guaranteed earnings for p-hailers.
	Benefits and Support	Explore ways to offer benefits to p-hailers, such as health insurance, retirement savings plans, and access to emergency funds.
	Expense Reimbursement	Implement policies for reimbursing p-hailers for work-related expenses, such as travel costs.
Prolonged riding	Ergonomic Seating	Provide ergonomic seats with proper lumbar support to reduce back strain and improve comfort during long periods of sitting.
	Regular Breaks	Encourage p-hailers to take regular breaks to stand, stretch, and walk around. Implementing a policy where p-hailers must take a break after a certain number of continuous riding hours can help.
	Physical Fitness Programs	Offer access to fitness programs or gym memberships to help p-hailers maintain overall physical health and counteract the effects of prolonged sitting.
	Health Monitoring	Encourage regular health check-ups to monitor and address any potential issues arising from prolonged sitting, such as cardiovascular problems or musculoskeletal disorders.
Overreaching	Regular Physical Therapy	Offer access to physical therapy sessions for p-hailers experiencing pain or discomfort due to awkward postures. This can help address any musculoskeletal issues early on.
	Stretching Routines	Implement short, easy-to-follow stretching routines that p-hailers can perform before, during, and after their shifts to alleviate muscle tension and improve flexibility.
	Ergonomic Accessories	Provide ergonomic accessories, such as back supports, seat wedges and handguards to help maintain a comfortable posture while riding.
Smoke from other vehicles	Personal Protective Equipments	Provide high-quality masks that can filter out harmful pollutants and particles from vehicle exhaust.
	Route Planning	Encourage riders to use routes with less traffic congestion where possible to reduce exposure to vehicle emissions.

	Health Monitoring	Conduct regular health check-ups to monitor lung function and other potential respiratory issues.
Direct exposure to UV rays	Personal Protective Equipments	Supply UV-protective clothing, including long-sleeve shirts, gloves, and neck covers and also UV-blocking helmets with visors that offer UV protection to shield the face and eyes.
Fatigue	Regular Breaks	Implement mandatory rest breaks to prevent long periods of continuous riding.
	Ergonomic Seating	Provide ergonomic seats that can provide support and reduce physical strain.
	Hydration and Nutrition	Encourage p-hailers to stay hydrated and maintain a balanced diet to sustain energy levels.
Eye Strain	Personal Protective Equipments	Provide high-quality riding glasses or goggles with anti-glare and UV protection to reduce eye strain from sunlight and reflections.
	Health Monitoring	Offer regular eye check-ups to detect and address any vision problems early.
	Regular Vehicle Maintenance	Ensure that motorcycles have proper lighting to reduce the need for riders to strain their eyes in low visibility conditions.
Vibrations	Personal Protective Equipments	Provide anti-vibration gloves to reduce the impact of handlebar vibrations on their hands.
	Regular Vehicle Maintenance	Ensure motorcycles are regularly maintained to minimize excessive vibrations caused by mechanical issues.
	Ergonomic Accessories	Provide ergonomic accessories, such as handlebar grips and seat cushions to bsorb vibrations and reduce the impact on the rider's body.
Exposure to unidentified and hazardous	Training	Increase awareness of workers when pickup to ensure they not receive the Dangerous Goods, train them the way to identify the Dangerous Goods.

packaging		
Heat	Hydration	Provide portable water bottles or hydration packs to ensure riders have access to water.
	Heat Awareness Training	Educate riders on recognizing the signs of heat-related illnesses and the steps to take if they experience symptoms.
	Personal Protective Equipments	Supply cooling vests designed to keep the body temperature down.
Heavy Rain	Waterproof Equipments	Equip riders with high-quality waterproof jackets, pants, gloves, and boots to keep them dry and comfortable during heavy rain.
	Cautious Riding Training	Provide training on safe riding techniques in wet conditions, including reduced speed, increased following distance, and avoiding sudden maneuvers.
	Weather Monitoring	Implement a system to monitor weather conditions and provide real-time updates to riders.
	Emergency Plans	Establish emergency plans and provide riders with clear instructions on what to do if caught in severe weather.
Unmarked road humps	Route Familiarization	Encourage riders to become familiar with their routes, identifying known road humps and other obstacles in advance.
	Speed Management	Train riders to maintain safe speeds, especially in areas where unmarked road humps are common. Emphasize the importance of reducing speed in residential and urban areas.
	Reporting Mechanisms	Implement a system for riders to report unmarked road humps and other hazards so that they can be communicated to other riders and potentially reported to local authorities for marking or removal.
	Regular Vehicle Maintenance	Ensure that motorcycles have proper lighting and good suspension systems to ensure they can detect and handle sudden humps.
Sudden appear of animals	Defensive Riding Training	Provide training on defensive riding techniques, emphasizing the need for vigilance and quick reactions to unexpected hazards such as animals.

	Community Signage	Work with local communities and authorities to install signage warning of animal crossing zones, especially in areas with frequent animal activity.
	Awareness Campaigns	Educate riders on common times and locations for animal crossings. This could include information on local wildlife patterns and behaviors.
	Regular Vehicle Maintenance	Ensure that motorcycles have proper lighting and audible horns to ensure they can spot and scare animals away from the road.
Construction waste bin	Location Awareness	Promote awareness among riders about common areas where construction waste bins might be placed, such as near construction sites.
	Reporting Mechanism	Establish a system for riders to report the location of improperly placed waste bins so that others can be alerted and the issue can be addressed promptly.
	Defensive Riding Training	Provide training to riders on how to safely navigate around construction areas, including maintaining a safe speed and distance.
	Communication with Construction Sites	Develop communication channels with local construction sites to ensure they are aware of the importance of ensure that construction waste bins are brightly colored and equipped with reflective tape or lights to increase visibility.
Construction materials	Location Awareness	Promote awareness among riders about common areas where construction activities are carried out.
	Reporting Mechanism	Establish a system for riders to report the location of improperly placed construction materials so that others can be alerted and the issue can be addressed promptly.
	Defensive Riding Training	Provide training to riders on how to safely navigate around construction areas, including maintaining a safe speed and distance.
	Communication with Construction Sites	Develop communication channels with local construction sites to ensure they are aware of the importance of keeping materials off the road or properly marked.
Portable traffic barrier	Location Awareness	Promote awareness among riders about common areas where construction activities are carried out.

	Reporting Mechanism	Establish a system for riders to report the location construction activities are carried out so that others can be alerted and the issue can be addressed promptly.
	Defensive Riding Training	Provide training to riders on how to safely navigate around construction areas, including maintaining a safe speed and distance.
	Communication with Construction Sites	Develop communication channels with local construction sites to ensure they are aware of the importance of proper placement of portable traffic barrier.
Sizable debris	Reporting Mechanism	Establish a system for riders to report the location of debris accumulation so that others can be alerted and the issue can be addressed promptly.
	Defensive Riding Training	Provide training to riders on how to safely navigate around the roads, including maintaining a safe speed and distance.
Closure of riding lane and shoulder	Route Planning and Communication	Pre-ride Briefings: Conduct briefings for riders about known construction zones and closures before they start their shifts.
		Real-time Updates: Use a mobile app or communication system to provide real-time updates on road closures and alternative routes.
	Training and Awareness	Safety Training: Provide regular training sessions on navigating construction zones and recognizing road closure signs.
		Educational Materials: Distribute guides or materials that educate riders on how to handle detours and lane closures safely.
	Collaboration with Local Authorities	Information Sharing: Establish a partnership with local authorities to receive advance notice of upcoming road works.
		Feedback Loop: Create a system for riders to report unmarked or unexpected closures, which the company can then communicate to local authorities.
Dug out adjacent lane	Enhanced Safety Equipment	Equip motorcycles with high-intensity headlights and taillights to improve visibility in low-light conditions.
	Technology and	GPS Integration: Use GPS navigation systems that can provide real-time route adjustments and

	Navigation Aids	alerts about construction zones. Mobile Alerts: Develop a mobile app that sends push notifications to riders about nearby dug out lanes and construction activities.
	Incident Reporting	Implement an easy-to-use system for riders to report incidents or near misses related to construction zones, which can be analyzed to improve safety measures.
	Regular Vehicle Maintenance	Ensure the motorcycles are in good condition and capable of handling unexpected obstacles or detours.
Potholes	Real-Time Updates	Implement a system for riders to report potholes they encounter, and use this information to update routes in real-time
	Defensive Riding Training	Train riders on defensive riding techniques to navigate around road surface issues safely.
	Regular Maintenance	Conduct regular maintenance checks on motorcycles, focusing on tires and suspension systems, to ensure they are in optimal condition to handle road surface issues.
	Personal Protective Equipments	Equip riders with high-quality safety gear, including helmets, gloves, and padded clothing, to reduce the risk of injury in case of accidents due to road surface issues.
	Collaboration with Local Authorities	Liaise with local authorities to ensure the road surface issues will be solved
Uneven surface due to poor resurfacing works	Real-Time Updates	Implement a system for riders to report potholes they encounter, and use this information to update routes in real-time
	Defensive Riding Training	Train riders on defensive riding techniques to navigate around road surface issues safely.
	Regular Maintenance	Conduct regular maintenance checks on motorcycles, focusing on tires and suspension systems, to ensure they are in optimal condition to handle road surface issues.
	Personal	Equip riders with high-quality safety gear, including helmets, gloves, and padded clothing, to

	Protective Equipments	reduce the risk of injury in case of accidents due to road surface issues.
	Collaboration with Local Authorities	Liaise with local authorities to ensure the road surface issues will be solved
Depression in asphalt surface	Real-Time Updates	Implement a system for riders to report potholes they encounter, and use this information to update routes in real-time
	Defensive Riding Training	Train riders on defensive riding techniques to navigate around road surface issues safely.
	Regular Maintenance	Conduct regular maintenance checks on motorcycles, focusing on tires and suspension systems, to ensure they are in optimal condition to handle road surface issues.
	Personal Protective Equipments	Equip riders with high-quality safety gear, including helmets, gloves, and padded clothing, to reduce the risk of injury in case of accidents due to road surface issues.
	Collaboration with Local Authorities	Liaise with local authorities to ensure the road surface issues will be solved
Uneven surface due to manhole	Real-Time Updates	Implement a system for riders to report potholes they encounter, and use this information to update routes in real-time
	Defensive Riding Training	Train riders on defensive riding techniques to navigate around road surface issues safely.
	Regular Maintenance	Conduct regular maintenance checks on motorcycles, focusing on tires and suspension systems, to ensure they are in optimal condition to handle road surface issues.
	Personal Protective Equipments	Equip riders with high-quality safety gear, including helmets, gloves, and padded clothing, to reduce the risk of injury in case of accidents due to road surface issues.

	Collaboration with Local Authorities	Liaise with local authorities to ensure the road surface issues will be solved
Leftover concrete mix	Real-Time Updates	Implement a system for riders to report potholes they encounter, and use this information to update routes in real-time
	Defensive Riding Training	Train riders on defensive riding techniques to navigate around road surface issues safely.
	Regular Maintenance	Conduct regular maintenance checks on motorcycles, focusing on tires and suspension systems, to ensure they are in optimal condition to handle road surface issues.
	Personal Protective Equipments	Equip riders with high-quality safety gear, including helmets, gloves, and padded clothing, to reduce the risk of injury in case of accidents due to road surface issues.
	Collaboration with Local Authorities	Liaise with local authorities to ensure the road surface issues will be solved
A sudden change in surface types	Real-Time Updates	Implement a system for riders to report potholes they encounter, and use this information to update routes in real-time
	Defensive Riding Training	Train riders on defensive riding techniques to navigate around road surface issues safely.
	Regular Maintenance	Conduct regular maintenance checks on motorcycles, focusing on tires and suspension systems, to ensure they are in optimal condition to handle road surface issues.
	Personal Protective Equipments	Equip riders with high-quality safety gear, including helmets, gloves, and padded clothing, to reduce the risk of injury in case of accidents due to road surface issues.
	Collaboration with Local Authorities	Liaise with local authorities to ensure the road surface issues will be solved

	Authorities	
Parked vehicles on the roadside	Real-Time Updates	Provide real-time updates to riders about newly identified parked vehicles on the roadside.
	Defensive Riding Training	Train riders to approach areas with parked vehicles cautiously and to anticipate potential hazards from obstructed views.
	Collaboration with Authorities	Parking Regulations: Work with local authorities to enforce parking regulations and reduce illegal or unsafe roadside parking.
		Reporting System: Implement a system for riders to report locations with problematic parking, so the company can then communicate with local traffic management authorities.
Obscured unsignalised junction	Real-Time Updates	Provide real-time updates to riders about newly identified obscured unsignalised junction.
	Junction Navigation Training	Train riders on how to safely approach and navigate through unsignalized junctions, emphasizing the importance of slowing down and being vigilant.
	Collaboration with Authorities	Advocate the local traffic management authorities for the installation of clear warning signs before unsignalized junctions.
		Work with local authorities to improve the design of junctions, ensuring clear lines of sight for all approaching vehicles.
		Implement a system for riders to report obscured unsignalised junction, so the company can then communicate with local traffic management authorities.
Hedges and landscaping greenery	Real-Time Updates	Provide real-time updates to riders about newly identified areas where greenery obstructs their view.
	Defensive Riding Training	Train riders to approach areas where greenery obstructs their view cautiously and to anticipate potential hazards from obstructed views.
	Collaboration with Authorities	Ensure regular trimming of hedges and greenery that obstruct views.
		Advocate for the establishment of clearance standards for landscaping near roadways.

		Implement a system for riders to report locations with problematic hedges and landscaping greenery, so the company can then communicate with local traffic management authorities.
Crossing at undesignated places (jaywalking)	Rider Training	Train riders to anticipate and respond to pedestrians crossing at undesignated places, emphasizing the importance of slowing down in high-risk areas.
	Navigation Alerts	Integrate real-time navigation alerts into the rider's app to inform them of high pedestrian activity zones.
	Dashcam Installation	Equip motorcycles with dashcams to document interactions and incidents involving pedestrians and cyclists, which can be used for training and accountability.
	Feedback Mechanism	Create mechanisms for riders to report problematic areas where pedestrian and cyclist interactions are frequent.
	Collaboration with Authorities	Work closely with local authorities to address specific safety concerns and improve infrastructure for all road users.
Obscured by traffic	Navigation Alerts	Integrate real-time navigation alerts into the rider's app to inform them of high pedestrian activity zones.
	Dashcam Installation	Equip motorcycles with dashcams to document interactions and incidents involving pedestrians and cyclists, which can be used for training and accountability.
	Feedback Mechanism	Create mechanisms for riders to report problematic areas where pedestrian and cyclist interactions are frequent.
	Collaboration with Authorities	Work closely with local authorities to address specific safety concerns and improve infrastructure for all road users.
Waiting to cross on the roadside	Navigation Alerts	Integrate real-time navigation alerts into the rider's app to inform them of high pedestrian activity zones.
	Dashcam Installation	Equip motorcycles with dashcams to document interactions and incidents involving pedestrians and cyclists, which can be used for training and accountability.
	Feedback Mechanism	Create mechanisms for riders to report problematic areas where pedestrian and cyclist interactions are frequent.

	Collaboration with Authorities	Work closely with local authorities to address specific safety concerns and improve infrastructure for all road users.
On pedestrian crossing when p-hailers' have the right of way	Navigation Alerts	Integrate real-time navigation alerts into the rider's app to inform them of high pedestrian activity zones.
	Dashcam Installation	Equip motorcycles with dashcams to document interactions and incidents involving pedestrians and cyclists, which can be used for training and accountability.
	Feedback Mechanism	Create mechanisms for riders to report problematic areas where pedestrian and cyclist interactions are frequent.
	Collaboration with Authorities	Work closely with local authorities to address specific safety concerns and improve infrastructure for all road users.
Utility worker working on the roadside	Navigation Alerts	Integrate real-time navigation alerts into the rider's app to inform them of activity zones.
	Dashcam Installation	Equip motorcycles with dashcams to document interactions and incidents involving pedestrians and cyclists, which can be used for training and accountability.
	Feedback Mechanism	Create mechanisms for riders to report problematic areas where pedestrian and cyclist interactions are frequent.
	Collaboration with Authorities	Work closely with local authorities to get advance notice of utility work and other roadside activities and address specific safety concerns.
Children on the roadside	Navigation Alerts	Integrate real-time navigation alerts into the rider's app to inform them of school or residential zones that the children may be there.
	Dashcam Installation	Equip motorcycles with dashcams to document interactions and incidents involving pedestrians and cyclists, which can be used for training and accountability.
	Feedback Mechanism	Create mechanisms for riders to report problematic areas where children interactions are frequent.
	Collaboration with Authorities	Work closely with local authorities to address specific safety concerns and hold the program to educate children on road safety and the importance of staying away from the roadside..
Walking on the roadside	Navigation Alerts	Integrate real-time navigation alerts into the rider's app to inform them of high pedestrian activity

next to riders		zones.
	Dashcam Installation	Equip motorcycles with dashcams to document interactions and incidents involving pedestrians and cyclists, which can be used for training and accountability.
	Feedback Mechanism	Create mechanisms for riders to report problematic areas where pedestrian and cyclist interactions are frequent.
	Collaboration with Authorities	Work closely with local authorities to address specific safety concerns and improve infrastructure for all road users.
Bicyclist encroached p-hailers' riding path	Navigation Alerts	Integrate real-time navigation alerts into the rider's app to inform them of cyclist activity zones.
	Dashcam Installation	Equip motorcycles with dashcams to document interactions and incidents involving pedestrians and cyclists, which can be used for training and accountability.
	Feedback Mechanism	Create mechanisms for riders to report problematic areas where pedestrian and cyclist interactions are frequent.
	Collaboration with Authorities	Work closely with local authorities to address specific safety concerns and improve infrastructure for all road users.
Unsafe lane filtering	Training Programs	Implement mandatory training programs that emphasize the dangers of unsafe lane filtering and teach proper techniques.
	Technology Integration	GPS and Telematics: Utilize GPS and telematics to monitor rider behavior, enforce safe riding practices, and provide real-time feedback.
		Rider Apps: Develop rider apps that include safety features, such as alerts for speeding or approaching traffic signals.
	Strict Penalties	Implement a system of strict penalties for violations of safety rules and traffic regulations.
	Reward System	Establish a reward system for riders who consistently demonstrate safe riding behavior.
Not stopping at unsignalised junction	Training Programs	Implement mandatory training programs that emphasize the dangers of not stopping at unsignalised junction and teach proper techniques.
	Technology Integration	GPS and Telematics: Utilize GPS and telematics to monitor rider behavior, enforce safe riding practices, and provide real-time feedback.

		Rider Apps: Develop rider apps that include safety features, such as alerts for speeding or approaching traffic signals.
	Strict Penalties	Implement a system of strict penalties for violations of safety rules and traffic regulations.
	Reward System	Establish a reward system for riders who consistently demonstrate safe riding behavior.
Riding on pedestrian facilities	Training Programs	Implement mandatory training programs that emphasize the dangers of riding on pedestrian facilities and teach proper techniques.
	Technology Integration	GPS and Telematics: Utilize GPS and telematics to monitor rider behavior, enforce safe riding practices, and provide real-time feedback.
		Rider Apps: Develop rider apps that include safety features, such as alerts for speeding or approaching traffic signals.
	Strict Penalties	Implement a system of strict penalties for violations of safety rules and traffic regulations.
	Reward System	Establish a reward system for riders who consistently demonstrate safe riding behavior.
Riding wrong way	Training Programs	Implement mandatory training programs that emphasize the dangers of riding wrong way and teach proper techniques.
	Technology Integration	GPS and Telematics: Utilize GPS and telematics to monitor rider behavior, enforce safe riding practices, and provide real-time feedback.
		Rider Apps: Develop rider apps that include safety features, such as alerts for speeding or approaching traffic signals.
	Strict Penalties	Implement a system of strict penalties for violations of safety rules and traffic regulations.
	Reward System	Establish a reward system for riders who consistently demonstrate safe riding behavior.
Late overtaking	Training Programs	Implement mandatory training programs that emphasize the dangers of late overtaking and teach proper techniques.
	Technology Integration	GPS and Telematics: Utilize GPS and telematics to monitor rider behavior, enforce safe riding practices, and provide real-time feedback.
		Rider Apps: Develop rider apps that include safety features, such as alerts for speeding or approaching traffic signals.

	Strict Penalties	Implement a system of strict penalties for violations of safety rules and traffic regulations.
	Reward System	Establish a reward system for riders who consistently demonstrate safe riding behavior.
Close following	Training Programs	Implement mandatory training programs that emphasize the dangers of close following and teach proper techniques.
	Technology Integration	GPS and Telematics: Utilize GPS and telematics to monitor rider behavior, enforce safe riding practices, and provide real-time feedback.
		Rider Apps: Develop rider apps that include safety features, such as alerts for speeding or approaching traffic signals.
	Strict Penalties	Implement a system of strict penalties for violations of safety rules and traffic regulations.
	Reward System	Establish a reward system for riders who consistently demonstrate safe riding behavior.
Illegal U-turn	Training Programs	Implement mandatory training programs that emphasize the dangers of illegal u-turn and teach proper techniques.
	Technology Integration	GPS and Telematics: Utilize GPS and telematics to monitor rider behavior, enforce safe riding practices, and provide real-time feedback.
		Rider Apps: Develop rider apps that include safety features, such as alerts for speeding or approaching traffic signals.
	Strict Penalties	Implement a system of strict penalties for violations of safety rules and traffic regulations.
	Reward System	Establish a reward system for riders who consistently demonstrate safe riding behavior.
Unsafe turning at unsignalised junction	Training Programs	Implement mandatory training programs that emphasize the dangers of unsafe turning at unsignalised junction and teach proper techniques.
	Technology Integration	GPS and Telematics: Utilize GPS and telematics to monitor rider behavior, enforce safe riding practices, and provide real-time feedback.
		Rider Apps: Develop rider apps that include safety features, such as alerts for speeding or approaching traffic signals.
	Strict Penalties	Implement a system of strict penalties for violations of safety rules and traffic regulations.

	Reward System	Establish a reward system for riders who consistently demonstrate safe riding behavior.
Distracted riding	Training Programs	Implement mandatory training programs that emphasize the dangers of distracted riding and teach proper techniques.
	Technology Integration	GPS and Telematics: Utilize GPS and telematics to monitor rider behavior, enforce safe riding practices, and provide real-time feedback.
		Rider Apps: Develop rider apps that include safety features, such as alerts for speeding or approaching traffic signals.
	Strict Penalties	Implement a system of strict penalties for violations of safety rules and traffic regulations.
	Reward System	Establish a reward system for riders who consistently demonstrate safe riding behavior.
Riding on unpaved shoulder	Training Programs	Implement mandatory training programs that emphasize the dangers of riding on unpaved shoulder and teach proper techniques.
	Technology Integration	GPS and Telematics: Utilize GPS and telematics to monitor rider behavior, enforce safe riding practices, and provide real-time feedback.
		Rider Apps: Develop rider apps that include safety features, such as alerts for speeding or approaching traffic signals.
	Strict Penalties	Implement a system of strict penalties for violations of safety rules and traffic regulations.
	Reward System	Establish a reward system for riders who consistently demonstrate safe riding behavior.
Unsafe lane changing or merging	Training Programs	Implement mandatory training programs that emphasize the dangers of unsafe lane changing or merging and teach proper techniques.
	Technology Integration	GPS and Telematics: Utilize GPS and telematics to monitor rider behavior, enforce safe riding practices, and provide real-time feedback.
		Rider Apps: Develop rider apps that include safety features, such as alerts for speeding or approaching traffic signals.
	Strict Penalties	Implement a system of strict penalties for violations of safety rules and traffic regulations.
	Reward System	Establish a reward system for riders who consistently demonstrate safe riding behavior.

Not stopping at red light	Training Programs	Implement mandatory training programs that emphasize the dangers of not stopping at red light and teach proper techniques.
	Technology Integration	GPS and Telematics: Utilize GPS and telematics to monitor rider behavior, enforce safe riding practices, and provide real-time feedback.
		Rider Apps: Develop rider apps that include safety features, such as alerts for speeding or approaching traffic signals.
	Strict Penalties	Implement a system of strict penalties for violations of safety rules and traffic regulations.
	Reward System	Establish a reward system for riders who consistently demonstrate safe riding behavior.
Speeding	Training Programs	Implement mandatory training programs that emphasize the dangers of speeding and teach proper techniques.
	Technology Integration	GPS and Telematics: Utilize GPS and telematics to monitor rider behavior, enforce safe riding practices, and provide real-time feedback.
		Rider Apps: Develop rider apps that include safety features, such as alerts for speeding or approaching traffic signals.
	Strict Penalties	Implement a system of strict penalties for violations of safety rules and traffic regulations.
	Reward System	Establish a reward system for riders who consistently demonstrate safe riding behavior.
Braking	Training Programs	Train p-hailers to anticipate sudden braking by other motorists and maintain a safe following distance.
	Technology Integration	Collision Warning Systems: Equip motorcycles with collision warning systems that alert riders to potential hazards from other motorists.
		Dash Cameras: Encourage the use of dash cameras to record incidents and provide evidence in case of accidents involving other motorists.
	Feedback Mechanism	Establish a feedback mechanism for riders to report dangerous behaviors of other motorists and take necessary actions.
Having trajectory crossing participants'	Collaboration with Authorities	Work with traffic authorities to design and implement better road markings and signage to prevent trajectory crossing.

trajectory	Technology Integration	Collision Warning Systems: Equip motorcycles with collision warning systems that alert riders to potential hazards from other motorists.
		Dash Cameras: Encourage the use of dash cameras to record incidents and provide evidence in case of accidents involving other motorists.
	Feedback Mechanism	Establish a feedback mechanism for riders to report dangerous behaviors of other motorists and take necessary actions.
Encroachment of participants' riding path	Training Programs	Train p-hailers on optimal lane positioning to avoid being encroached upon by other motorists.
	Technology Integration	Collision Warning Systems: Equip motorcycles with collision warning systems that alert riders to potential hazards from other motorists.
		Dash Cameras: Encourage the use of dash cameras to record incidents and provide evidence in case of accidents involving other motorists.
	Feedback Mechanism	Establish a feedback mechanism for riders to report dangerous behaviors of other motorists and take necessary actions.
Unsafe lane changing or merging	Technology Integration	Collision Warning Systems: Equip motorcycles with collision warning systems that alert riders to potential hazards from other motorists.
		Dash Cameras: Encourage the use of dash cameras to record incidents and provide evidence in case of accidents involving other motorists.
	Feedback Mechanism	Establish a feedback mechanism for riders to report dangerous behaviors of other motorists and take necessary actions.
Reversing towards participants	Training Programs	Train riders to stay vigilant and avoid vehicles that may be reversing, especially in congested areas.
	Technology Integration	Collision Warning Systems: Equip motorcycles with collision warning systems that alert riders to potential hazards from other motorists.
		Dash Cameras: Encourage the use of dash cameras to record incidents and provide evidence in case of accidents involving other motorists.

	Feedback Mechanism	Establish a feedback mechanism for riders to report dangerous behaviors of other motorists and take necessary actions.
Motorcycle riding wrong way	Technology Integration	Collision Warning Systems: Equip motorcycles with collision warning systems that alert riders to potential hazards from other motorists.
		Dash Cameras: Encourage the use of dash cameras to record incidents and provide evidence in case of accidents involving other motorists.
	Feedback Mechanism	Establish a feedback mechanism for riders to report dangerous behaviors of other motorists and take necessary actions.
Running red light	Training Programs	Train riders on safe practices when approaching and crossing intersections, including waiting for a few seconds after the light turns green to ensure cross-traffic has stopped.
	Technology Integration	Collision Warning Systems: Equip motorcycles with collision warning systems that alert riders to potential hazards from other motorists.
		Dash Cameras: Encourage the use of dash cameras to record incidents and provide evidence in case of accidents involving other motorists.
	Feedback Mechanism	Establish a feedback mechanism for riders to report dangerous behaviors of other motorists and take necessary actions.
Customer Complaints	Training	Provide comprehensive training to employees on handling customer complaints effectively and calmly. Ensure they understand company policies and procedures for resolving issues.
	Feedback Mechanism	Establish a clear, accessible system for p-hailers to report difficult interactions and receive support or guidance.
	Emotional Support	Offer access to counseling services or employee assistance programs (EAP) to help employees manage stress and emotional responses.
Sexual Harassment	Clear Policies	Develop and communicate a strict anti-harassment policy. Ensure all p-hailers understand what constitutes harassment and the consequences.
	Reporting Mechanisms	Provide safe, confidential channels for employees to report harassment. Ensure there are multiple ways to report, including anonymous options.

	Support Systems	Investigating all reports promptly and thoroughly, offer support services for victims, including counseling and legal assistance.
	Training	Conduct regular training sessions on sexual harassment prevention and response.
Repetitive motion	Stretching Routines	Implement short, easy-to-follow stretching routines that p-hailers can perform before, during, and after their shifts to alleviate muscle tension and improve flexibility.
	Physical Fitness Programs	Offer access to fitness programs or gym memberships to help p-hailers maintain overall physical health and counteract the effects of ergonomic hazards.
	Health Monitoring	Encourage regular health check-ups to monitor and address any potential issues arising from repetitive motion, such as cardiovascular problems or musculoskeletal disorders.
Exposure to unidentified and hazardous packaging	Training	Increase awareness of workers when pickup to ensure they not receive the Dangerous Goods, train them the way to identify the Dangerous Goods.