



**KEMENTERIAN PENGANGKUTAN  
MALAYSIA**

---

**Monday, 20 April 2020  
FOR IMMEDIATE RELEASE**

**PRESS RELEASE  
MINISTER OF TRANSPORT**

**TOPIC: SAFETY GUIDELINES FOR MOTORCYCLE P-  
HAILING SERVICES DELIVERING PARCELS AND  
CONSUMER FOOD PRODUCTS**

---

1. The Ministry of Transport is focused on the health, safety, and security of all public transport users and workers as a high priority. This is particularly important for us in the movement control order (MCO) period, during which all Malaysians, consumer and service providers alike, must strictly observe in order to completely eradicate the Covid-19 pandemic within our shores.

2. Therefore, all businesses that hire motorcycle riders to deliver food, beverages, and parcels booked via online applications must adhere to the guidelines stated herein. In this regard, the Ministry classifies these businesses as p-hailing services which use motorcycles delivering only food, beverages, and parcels.

**REGULATORY, HEALTH AND SAFETY GUIDELINES**

3. All riders are required to be at least 18 years of age, possess a valid competent driver's license (CDL), and not blacklisted by the Road Transport Department (RTD/JPJ) or Royal Malaysian Police (PDRM).

4. All riders must adhere to general traffic regulations as stipulated under the law at all times by wearing motorcycle helmets and other safety measures while traveling. Boxes carried by p-hailing motorcycle riders must adhere to dimensions and usage as prescribed by the RTD.
5. All businesses and individuals must ensure their riders have the appropriate insurance coverage and that motorcycles used in their services are in safe working condition.
6. All operators and riders must use the proper health, social distancing, and contactless transaction practices. These also include wearing face masks, using hand sanitiser,, and frequently washing hands after making each delivery.
7. All riders must sanitise their delivery boxes daily according to guidelines provided by the Health Ministry of Malaysia (MOH/KKM).
8. Should any employee contract Covid-19, the employer must fully assist the MOH to carry out contact tracing and management on the employee.
9. For p-hailing services registered with a local authority, any rider that contracts Covid-19 or shows symptoms must immediately take the necessary steps to self-isolate and cease to provide delivery services.

## OTHER GUIDELINES

10. Per security protocols, p-hailing riders are advised from using inter-state highways to travel farther than 10km. Riders must adhere to advisories given by NSC, including avoiding red zones. This is to prevent compromising their safety due to long-distance traveling and to prevent further spread of Covid-19. It is compulsory for riders to use only gazetted motorcycle lanes where possible whilst wearing clearly visible attire.
11. Operation hours are limited to 8:00am to 8:00pm daily under the MCO. Other operation hours and permitted delivery items are subject to zonal restrictions and other regulations as stipulated by the National Security Council (NSC/MKN) from time to time.

12. All riders must carry with them at all times authorisation letters from their employers or the relevant local authority.

13. All p-hailing riders must download, install and register themselves under the mySejahtera app administered by NSC (more information at [mysejahtera.malaysia.gov.my](http://mysejahtera.malaysia.gov.my)) as further validation for enforcement personnel.

14. With these guidelines, the Ministry hopes that Malaysians will be assured that their food and parcel deliveries will be safe and hygienic without risk of contamination during the current pandemic situation.

15. The Ministry will continue to monitor all health, safety and security issues affecting public transport users and providers under guidelines recommended by the MOH.

16. For further information, please contact our officers at [aduan@mot.gov.my](mailto:aduan@mot.gov.my), 019-2907723 (WhatsApp), 1-800-88-7723 HOTLINE (8am-8pm), or log on to [cccovid19.mot.gov.my](http://cccovid19.mot.gov.my). Alternatively, please call the National Operations Management Centre of the National Security Council at 03-88882010.

**DATUK SERI IR. DR. WEE KA SIONG**  
**MINISTER OF TRANSPORT**  
**20 April 2020**

**- END -**