

Dear Editor,
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Rider safety, a shared duty: Allianz Malaysia, MIROS, p-hailing platforms join forces to safeguard riders

Kuala Lumpur, 22 July 2025 – Allianz Malaysia Berhad (Allianz Malaysia) has joined forces with the Malaysian Institute of Road Safety Research (MIROS) and leading p-hailing platforms foodpanda Malaysia, Lalamove Malaysia and Grab Malaysia to highlight the importance of rider safety particularly within the country's rapidly expanding p-hailing industry. The initiative reinforces the shared duty of all stakeholders including government agencies, corporates, p-hailing riders, and the public to protect and support the well-being of these gig workers.

At the Allianz Malaysia Media Forum 2025 held here today, industry stakeholders gathered to discuss the challenges faced by p-hailing riders and explore collaborative strategies for a safer delivery ecosystem. The forum underscored the vital role of p-hailing riders and the importance of comprehensive safety strategies to support them.

The p-hailing industry, which includes food and parcel delivery services, has experienced significant growth in recent years. This is driven by strong demand for convenient and efficient delivery services, which has in turn spotlighted the safety of p-hailing riders, who are often exposed to the risks of road accidents.

As a leader in protection, Allianz Malaysia reaffirms its commitment to improving rider safety through strategic partnerships. The Allianz Malaysia Media Forum 2025 featured a panel discussion with representatives from MIROS and leading p-hailing platforms, including Lalamove Malaysia, foodpanda Malaysia and Grab Malaysia. These industry experts exchanged valuable insights on the current challenges in the p-hailing sector and discussed collective efforts to uplift rider safety.

P-hailing riders play a pivotal role in society, serving as the backbone of the country's growing delivery economy. From food and groceries to essential goods, riders ensure seamless access to everyday needs while helping small businesses expand their reach. Many are sole breadwinners of their families, braving daily road risks to support loved ones.

Recognising the contribution of p-hailing riders, p-hailing platforms have implemented various safety initiatives to support their well-being. However, protecting their well-being remains a shared responsibility that calls for coordinated and sustainable action.

Allianz Malaysia Chief Executive Officer, Sean Wang said, "At Allianz Malaysia, we believe that rider safety is a shared duty. We are committed to not only providing insurance solutions but also actively contributing to the well-being of the community around us. Our efforts extend beyond profit, and in this particular instance, we strive to give back to society by implementing and supporting rider safety initiatives that will enhance safety and security for all road users."

Ir. Ts. Azhar Hamzah, Director of the Human Factors and Road User Behavioural Centre (HUB) at MIROS concurred, adding, "Our mission at MIROS is to ensure safe roads for everyone. We believe that road safety is a shared responsibility, and through our research, we aim to uncover the risks and challenges faced by road users and identify potential solutions to enhance rider safety and support their families' livelihoods. Together, we can transform insights into impactful actions."

In line with its commitment to enhancing rider safety, Allianz Malaysia is set to organise two training programmes in partnership with the Road Safety Marshal Club. The first programme will focus on rider safety training and road emergency survival with p-hailing companies, complementing their existing efforts, aiming to equip riders with essential skills and knowledge to navigate roads safely. The second programme will be tailored for public and private university students, fostering a culture of safety awareness among the younger generation.

Sean further commented, "Our collaboration with the Road Safety Marshal Club is a testament to our dedication to safeguarding road users and improving road safety knowledge. By empowering riders and educating students, we hope to create a safer environment for everyone on the road."

Allianz Malaysia remains steadfast in its mission to care for the future and enhance road safety through proactive measures and strategic partnerships. The Allianz Malaysia Media Forum 2025 and the upcoming training programmes are crucial steps toward creating a safer environment for Malaysia's p-hailing community as well as the broader community.

About Allianz in Malaysia

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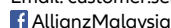
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* As of December 31, 2024. Including non-consolidated entities with Allianz customers.

** As of March 31, 2025.

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