Lalamove drivers as guardians of communities : A delivery of illegal substances was stopped thanks to a Lalamove driver’s vigilance





June 6th 2018, Bangkok – Thailand’s top food delivery platform, Lalamove has shown it is a real part of the community by alerting police in Bangkok to an illegal substance delivery attempt using their service during the recent Songkran festival.

Renowned for its professional service and well-trained drivers, Lalamove, with its fleet of motorcycle, car and van delivery vehicles is a reliable go-to for on-demand B2B, B2C and C2C delivery needs. As the fastest delivery service in Bangkok, Lalamove delivers locally in under an hour. A large part of Lalamove’s success is due in part to its dedicated driver training.

Lalamove Thailand’s Managing Director, Chanon Klahan highlights how looking out for suspicious packages is part of the orientation process for new drivers. “Awareness of the transportation of illegal substances is built into our driver recruitment process. New drivers are educated on identifying and flagging suspicious packages, behavior and activities and trained to follow the correct protocol by immediately contacting their superiors.”

As part of its wider scope for corporate social responsibility, Lalamove supports the Office of the Narcotics Board in Thailand, holding monthly workshops in a bid to help in the fight against the illegal trade and use of controlled substances. As well as being personally subject to individual police checks during a vetting process, Lalamove drivers are trained to understand legal and corporate rules and regulations. They are taught how to use the Lalamove driver app to ensure they can effectively use Lalamove’s latest mobile app technologies and how to carry and transport deliveries using best practices and the highest levels of service. Drivers are provided a Lalamove-branded uniform when they complete training as a sign that they have passed the rigorous training process to join the ranks as a proud Lalamove driver. With great benefits and involvement in positive local activities, every employee at Lalamove works together to provide an unparalleled delivery service with a strong customer focus.

Lalamove adopts a zero-tolerance stance on the transportation and delivery of illegal goods, as well as forbidding the delivery of unknown or undeclared contents. Customers are required to clearly state the nature of a delivery in order to deter illegal uses of the service. If a Lalamove driver suspects that a delivery does not fall within these clear boundaries, a report is made to Lalamove and dealt with accordingly, in a confidential manner.

As Lalamove expands its services, with over 40,000 registered drivers in Thailand and around half a million downloads within the country, the company’s commitment to Responsible Business in the Kingdom is ever-present, as is being an ethical company that benefits the community.

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About Lalamove

Founded in 2013, Lalamove has grown to be Asia's leader in "on demand delivery" platform for iOS and Android users. Originally created to dramatically improve last mile deliveries by providing a more efficient and transparent way for users and drivers to connect, Lalamove now hosts the largest delivery service area across Asia with operations in Hong Kong, Singapore, Bangkok, Taipei, Manila, Ho Chi Minh City, Kuala Lumpur, Jakarta and over 100 cities in China. The number of registered users in Southeast Asia has grown to more than 15 million in the past three years. In Thailand, the number of downloads is currently 500,000 with over 40,000 registered drivers.

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