



## NATIONAL SAFETY PRINCIPLES FOR FOOD DELIVERY PLATFORMS

### Introduction

The signatories have established the Food Delivery Platform National Safety Principles and are committed to promoting the safety of everyone who uses food delivery platforms in Australia. This reflects the work health and safety (WHS) duties that apply across Australia to protect workers and other persons from harm by requiring duty holders to eliminate or minimise risk however they operate their business.

These Principles seek to address safety for all who use food delivery platforms to access work, whether they are driving a car or riding a bicycle, e-Bike, scooter or motorbike. Every food delivery platform is different, and these principles are intended to promote a dynamic and competitive industry that puts safety first. The Principles are intended to give effect to how safety duties can be met by food delivery platforms in respect of food delivery platform workers and other persons.

The signatories are committed to continuous improvement and implementing initiatives that reduce the risks associated with online food delivery platform work and to provide protection when incidents occur.

The signatories recognise that the healthy and safe delivery of food requires a commitment across industry to achieve:

- Safe design of work
- Safe riders and drivers
- Safe vehicles and equipment
- Safe working environments and safe roads
- Safe communities

Signatories are committed to working to continuously improve the safety of the industry, so far as is reasonably practicable, by ensuring they have their own processes in place that meet the standards set out in these principles in respect of: training and information; delivery equipment and personal protective equipment (PPE); support, standards and policies; consultation; and incident reporting and investigation.

### 1 Training and information

1.1 Provide all food delivery workers with information or training that is necessary and addresses at least:

- (a) Road safety customised to the type of vehicle being used, around safe riding/driving practices, personal protective equipment, vehicle pre-start / maintenance checks, common road hazards and situations, load balance, adapting to road conditions and important regulations/laws - including local laws - to be aware of.



- (b) Impairment including fatigue management, drugs, alcohol, medications and medical issues, and the impact of compounding effects of fatigue, especially when using multiple apps for delivery in addition to their personal circumstances.
  - (c) Selection of, and access to, appropriate personal protective equipment with reference to relevant AS/NZS standards and/or regulations
  - (d) Adequate and proper use of personal protective equipment.
  - (e) Importance of motorised vehicles being roadworthy and bicycles and e-Bikes being compliant with AS/NZS standards and/or local or national regulations.
  - (f) Safe and compliant use of delivery equipment, such as insulated delivery bags and mobile phones when delivering, including that navigation systems are specific to the mode of transport being used and mobile phones are appropriately mounted to the vehicle.
  - (g) Managing delivery loads so food delivery workers are able to assess loads to determine whether they are safe and acceptable for the mode of transport.
  - (h) Health and safety information provided from relevant authorities and experts where necessary.
  - (i) Available in-app safety features and how to use them.
  - (j) Safe food handling.
- 1.2 Ensure safety information is provided during onboarding and before accessing work through the platform for the first time, and at appropriate intervals throughout the lifecycle of the food delivery worker's use of the platform. Information can be provided in a range of formats, including via email, in-app messages, or on websites.
- 1.3 Ensure information and training is updated in a reasonable timeframe when changes are made to rules and regulations or when emerging hazards are identified.
- 1.4 Inform and encourage food delivery workers to be aware of their obligations to engage in safe behaviours such as, but not limited to:
- (a) Adequate and proper use of personal protective equipment and delivery equipment
  - (b) Carrying out pre-start checks on their car, bicycle, e-Bike, motorbike, or scooter on a regular basis.
  - (c) Complying with road rules and being actively aware of their working environment to protect themselves and the public from injury.
  - (d) Providing their delegates (where appointed) with all relevant health and safety information to enable them to safely perform their work.
  - (e) Carrying accessible emergency contact details for use by emergency services if an incident occurs.



## 2 Delivery Equipment and PPE

2.1 Provide easy access to personal protective equipment such as, but not limited to:

- (a) Reflective clothing
- (b) Bicycle-specific safety equipment
- (c) Motorbike and scooter safety gear.

Easy access can be either providing discounts through retail partnerships or directly through each food delivery platform.

2.2 Ensure delivery equipment, such as insulated delivery bags, is designed with safety considerations around visibility (reflectivity, colour), size, shape, and weight.

2.3 Inform food delivery workers that bicycles, motorbikes, scooters, e-bikes and cars used for delivery must be roadworthy and (where applicable) registration must be current.

## 3 Support, standards, and policies

Implement and maintain safety policies and procedures to identify and mitigate risks where reasonably practicable:

- 3.1 **Regularly update controls:** Regularly update and add control measures to mitigate emerging risks, informing delivery workers where necessary.
- 3.2 **Technology to promote safety:** Utilise technology to reinforce safety requirements where reasonably practicable, and continuously improve on safety features available.
- 3.3 **Policies do not promote unsafe behaviour:** Implement safety policies to ensure app features and notifications do not promote rushing or other unsafe behaviours.
- 3.4 **Interpersonal safety with consumers and merchants:** Implement policies and procedures which improve personal safety for food delivery workers when interacting with consumers and merchants, such as promoting and enforcing platform-specific community guidelines for food delivery workers, merchants / restaurants, and consumers.
- 3.5 **Support channels:** Provide readily accessible avenues for food delivery workers to contact support regarding safety incidents that have occurred when working on the platform.
- 3.6 **Insurance coverage:** Provide free, automatic insurance protections that cover delivery workers for accidental injuries that arise while delivering on food delivery platforms.
- 3.7 **Environmental factors:** Implement policy and procedures to manage risks associated with environmental factors.
- 3.8 **Fatigue:** Implement policies related to fatigue management that include education and guidance for individuals on how to assess and manage the risk of fatigue.



#### **4 Consultation**

- 4.1 Have in place mechanisms that allow for food delivery workers to be consulted, so far as is reasonably practicable, to provide feedback on hazards and risks associated with their work, and the controls to reduce safety risk.
- 4.2 Actively participate and engage with relevant authorities to identify solutions to health and safety challenges that are reasonably practicable to implement.
- 4.3 Engage with relevant organisations to advocate for the development of safer infrastructure for food delivery workers, such as but not limited to: bicycle lanes, shared paths, drop-off and pick-up parking zones, and street lighting.

#### **5 Incident Reporting and Investigation**

- 5.1 Have in place appropriate processes to ensure that the food delivery platform receives notification of health and safety incidents to enable appropriate investigation to inform the need to identify and implement additional control measures.
- 5.6 Have processes in place to ensure that notifiable incidents, as defined in legislation, are communicated to the relevant WHS regulator as soon as possible.

#### **6. Administration**

- 6.1 **Administration committee:** These Principles are administered by the administration committee which comprises a representative from each of the signatories and an external chair. The administration committee will meet six-monthly (and may meet more regularly) to review the Principles and participation by signatories.
- 6.2 **Review and amendments:** These Principles will be reviewed 12 months following their commencement and twice yearly thereafter. The administration committee may also consider a request from a signatory to make amendments to the Principles at any time, in particular to address any new opportunity to promote safety.
- 6.3 **Annual compliance certification:** 12 months after committing to the Principles and annually thereafter on 1 July each year, signatories must provide written certification to the administration committee that they meet the Principles. If a signatory cannot demonstrate adherence to the principles, they must withdraw as a co-signatory and may rejoin by completing a self-certification.



**7. Conclusion**

- 7.1 Each signatory commits to these principles as a guide to how we support food delivery workers to be healthy and safe in the course of conducting their work and will implement them separately in a way consistent with our respective business models.
- 7.2 These Principles are not intended to diminish the responsibilities that food delivery workers have in running a business on their own account.
- 7.3 In committing to these principles it is acknowledged that food delivery workers greatly value the flexibility of operating in the food delivery sector, including the freedom to choose when and where they work, how long they work, or to not work when it doesn't suit their personal circumstances. When working, they can log onto multiple food delivery platforms at any one time and can choose to accept or reject orders at any stage of the delivery process, including unassigning themselves from an order if they feel unsafe. In some circumstances they can delegate their account to others and enter into commercial arrangements for this purpose. It is not intended that the implementation of these Principles will compromise the benefits food delivery workers derive from these flexible arrangements.

**Signatories:**

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