

Working together to improve Food Delivery Rider Safety

Industry action plan 2021-2022

Quarterly action update

April 2022



This report incorporates previous updates



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Introduction

In December 2020, the Minister for Better Regulation, the Hon. Kevin Anderson, and the Minister for Transport and Roads, the Hon. Andrew Constance established a Food Delivery Rider Safety Joint Taskforce (Taskforce) led by SafeWork NSW and Transport for NSW.

The aim of the Taskforce was to identify the key contributing factors leading to death and serious injuries among riders, and advise on safety improvements. These were identified through engaging food delivery platforms, food outlets, unions and advocacy groups.

A commitment of the Taskforce was to facilitate the creation of an Industry Action Plan (IAP), a collaboration between partners and government outlining specific activities to improve the health and safety of riders.

The IAP commenced on 1 April 2021 and over 12 months delivered significant actions across all five priority areas: safe design of work; safe riders; safe bikes and equipment; safe workplaces and communities; and safe working environment and safe roads.

Efforts to improve safety have been displayed through the rollout of over 50 original commitments, plus many new initiatives founded over the IAPs 12 months of delivery. Most notably, this included the collaboration of partners to establish and commit to *national safety principles for food delivery platforms*, impacting not just the safety of riders in NSW but beyond.

The IAP has dramatically shaped the industry standard now seeing the supply of personal protective equipment and rider training and competency programs, including the delivery of multilingual assets, as the norm.

We have seen a positive shift in consultation and communication between riders and platforms. New channels have been created: committees; newsletters; and virtual hubs, providing avenues to discuss safety and deliver feedback to inform safety initiatives.

Platforms have continued to develop their app functionality to provide for better navigation, less distraction, improvements to the order notification and acceptance process, and to enable emergency call-outs.

The IAP initiative has proven that with a shared commitment, we have driven improvements in the health and safety performance of the food delivery industry and a reduction in death and serious injury among riders.

Congratulations to all involved.

Safe design of work

Vision: Work is designed to eliminate hazards and minimise risks.

Deliveroo



1. Deliveroo Rider Safety Advisory Panel

The 2021 Rider Safety Advisory Panel was brought to a close with a virtual meet-up. The final meeting included:

- Overview of the achievements of the panel throughout the year
- Feedback from the participants about what further safety actions they would like to see Deliveroo pursue in the future
- Feedback from the participants about how to improve the panel for future iterations.

The 2022 Rider Safety Advisory Panel will be launched in Q2 of 2022, and will take into account learnings and feedback from 2021.

October – December 2021 update:

During this period two additional Rider Safety Advisory Panel meetings were held. These meetings addressed the following safety topics:

- Mental health awareness
- Personal safety and vehicle security
- Staying safe on the road during the warmer months

July – September 2021 update:

Due to the ongoing lockdown in NSW and Victoria, monthly Rider Safety Advisory Panel meetings were held virtually. During the quarter, three RSAP meetings were held, focussing on road safety, personal protection and vehicle theft.

April – June 2021 update:

Deliveroo launched the 2021 Rider Safety Advisory Panel in April 2021. Members self nominated for the position, and 10 members were elected by the active fleet across Australia based on the merit of the safety initiative they put forward.



Monthly meetings are facilitated by Deliveroo and chaired by a rider member nominated by the panel. We have now held three meetings with the panel and delivered against a number of priority initiatives identified by the members, including first aid training, reflective equipment, resources about vehicle maintenance and personal safety. The final meeting is due to be a face-to-face event in Melbourne in September.

2. National Food Delivery Platforms Safety Principles

Complete - no further action required

July – September 2021 update:

Together with other companies in the industry, Deliveroo launched the National Food Delivery Platforms Safety Principles. These Principles seek to address and strengthen safety practices 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.

DoorDash Australia



1. Improvements to DoorDash App

We have built a new pre-Dash checklist that has been rolled out to the Australia Dasher community, providing a regular reminder regarding key safety information at the beginning of every Dash. This safety splash screen contains customised, vehicle-specific information covering topics like assessing vehicle roadworthiness, wearing appropriate PPE, and selecting the correct navigation mode for a Dasher's vehicle type. This information will appear as a reminder at the beginning of every Dash and can be amended to cover new risks where necessary. The safety information on the pre-Dash safety checklist is available in multiple languages.

October – December 2021 update:

In progress

July – September 2021 update:

We recently rolled out in-app navigation native to the Dasher App. Dashers are now able to navigate to their destination based on their mode of transport directly in the Dasher app, reducing distraction by eliminating the need to switch between the Dasher app and navigation tools when completing deliveries.

April – June 2021 update:

We have expanded our Trust and Safety team to provide global, 24/7 support. In addition, we have improved our Dasher Support channel to include a specific routing option for safety incidents, and are in the process of training global support agents to better identify and escalate safety-related reports to improve time to first response.



2. Dasher Community Council

Complete - no further action required

October - December 2021 update:

In progress

July - September 2021 update:

As part of our holistic investigation into Dasher safety globally, we conducted research and worked with the Australian Dasher Community Council (DCC) to evaluate our order notification and acceptance process. In accordance with the feedback we received from the Dasher community, we will be taking steps to make it easier, quicker, and safer for Dashers to review and decline orders.

April - June 2021 update:

We launched the Dasher Community Council in Australia, a cohort of Dashers from across the country who met with us monthly over the last six months to discuss safety and ways to improve the Dasher experience. We are in the process of launching our next cohort of the AUS DCC who will convene over the next six months.

Easi



1. Modification to Easi App to improve safety functions

Complete - no further action required

October - December 2021 update:

No update for this quarter

July - September 2021 update:

Established Safety Information Hub which allowed drivers with easy access in-app to important notifications, safety policies, and EASI sponsored PI/PA insurance information.

Introduced new feature of In-App Emergency call-out, which allowed drivers to contact police using EASI App and their emergency contacts would automatically be notified with their status and real-time location.

April - June 2021 update:

Fatigue reminders are scheduled to be sent out when system identify a driver has been actively online at the 8th hour, 10th hour and 12th hour;

Online accident/incident reporting link has been launched in the app:

<https://form.123formbuilder.com/5885448/>

In-app Road Rule and Safety Reminder has been pinned into the system and compulsory to read before logging in each time.

2. Exploring options for rider accident insurance

Complete - no further action required

July – September 2021 update:

Ongoing

April – June 2021 update:

Already proceed, EASI has purchased Personal Accident and Illness Insurance for all drivers in company directly run cities.

3. Drivers Experience and Engagement Survey

New engagement survey including questions on “Road Safety & Infrastructure” circulated in February.

October – December 2021 update:

New engagement survey including questions on “Fatigue Management” circulated in November.

July – September 2021 update:

Regular drivers experience and engagement survey have been introduced and circulated in September.

4. EASI Society

Complete - no further action required

Heading: October - December 2021 update:

Ongoing

July – September 2021 update:

Currently in preparation to create drivers work groups (EASI Society) hence to create regular meeting schedules and communication channels for discussions on safety initiatives and concerns.

HungryPanda



1. HungryPanda App refinement to improve safety features

- (1) Developed an auto order cancellation functionality in the App which enables the drivers to easily select in the App to cancel any orders and prevent the drivers from navigating from different apps. This new function has rolled out across the business.
- (2) Included “e-bike’ type into vehicle options in App account registration process to identify how many new e-bike riders.

October – December 2021 update:

- (1) Rolled out the auto-dispatch system in all operation areas of NSW, including Burwood and Wollli Creek.



- (2) Completed the development of a new feature of the in-app communication hub to the HungryPanda Delivery App. Drivers are now able to communicate with dispatchers directly in the App, reducing distraction by eliminating the need to switch between the App and other message apps when completing deliveries. This new feature will be rolled out at the end of January 2022.

July – September 2021 update:

- (1) We developed an auto-dispatch system to allocate orders among riders and implemented it to a large scale, except Burwood and Wolli Creek, to minimise the need and possibility for riders to use cell phones on the road.
- (2) We created the “Driver Centre” function in the rider App to enable riders’ immediate access to the information, such as App instructions guidelines, Terms and Conditions, Notice to HungryPanda Riders, Information and Instruction regarding risks associated with riding bicycles and motorcycles.
- (3) We included new functionality of “non-compulsory order allocation’ and built-in an easy “reject job” button to minimise the need for riders to make calls or texts.
- (4) We introduced a default navigation app setting to enable riders to set up their favourite navigation app for all their order deliveries.
- (5) We optimised the order accepting slider to reduce the time riders touch the phone screen.

April – June 2021 update:

Since March 2021, HungryPanda has made the following changes to its rider app:

- (1) Creating the “Driver Centre” function in the rider App. By clicking the “Driver Centre”, riders can have immediate access to the following information:
 - App Usage Tutorial
 - Terms and Conditions
 - Notice to HungryPanda Riders
 - Problem feedback and suggestions
 - Information and Instruction regarding risks associated with riding bicycles and motorcycles
- (2) In the “Information and Instruction regarding risks associated with riding bicycle and motorcycles”, information about required licenses have been provided. Additionally, as a part of the riders-onboarding process, riders need to provide a copy of the required license before activating a new rider account.
- (3) New functionality of “non-compulsory order allocation” has been developed and is in the process of being implemented across the business. It is intended that under “non-compulsory order allocation” function, a “reject job” option will be available for riders in the rider App so that the riders do not need to call or text HungryPanda to reject the allocated orders.
- (4) Default navigation app setting has been introduced. Riders can set up a default navigation app in the rider app now. Once riders click “start navigation”, it will go automatically to their preferred navigation app. Previously, riders had to choose which navigation app for each order delivery.
- (5) Auto-allocation system has been developed and introduced in several areas, including Eastwood, Mascot and Sydney CBD area, to date. This system aims to minimise the possibilities that riders use mobile phones while riding the vehicle.



2. Business research

Complete - no further action required

October – December 2021 update:

A new adjustment has been introduced specifically in response to the impact of extreme weather on safety. Delivery areas will be reduced, especially some suburban areas, reducing the long-distance orders on extreme weather days.

July – September 2021 update:

Launching the 2021 riders' risk assessment, we investigated the impact of extreme weather and time pressures on safety. In response to the result, we have modified the App to adjust the estimated delivery time in extreme weather to reduce time pressures on riders and to remind riders to bring raincoats and drive safely. Additionally, we have created banners for consumers on the main page to indicate a longer delivery time.

April – June 2021 update:

In the event of known delays, such as extreme weather, HungryPanda can manually adjust the estimated delivery time in the HungryPanda APP and a banner will appear on the main page so that the consumer will expect a longer delivery time. Accordingly, its rider App will show an adjusted delivery time to riders. Additionally, in the event of extreme weather, a reminder will be shown to all riders, reminding them to bring raincoats and be more cautious during the delivery trip.

3. Online Road Safety Training Program

Continued to roll out the training programs to all new riders.

October – December 2021 update:

Continued to roll out the training programs to all new riders.

July – September 2021 update:

We engaged the Australian Road Research Board (ARRB) and developed an online video road safety awareness training program for its induction and on-boarding process to train two-wheeled vehicle riders to understand the risks associated with the work and to operate safely. The training program includes five modules, including “Safe Work”, “Safe Riders”, “Safe Bikes”, “Safe People”, “Safe Road”. The Joint Taskforce: Food Delivery Rider Safety report published by SafeWork NSW and Transport for NSW on 1 April 2021 for improvement of the safety of ‘gig economy’ delivery drivers and riders has been used to develop the Training Program. This training program has been introduced into our induction and on-boarding process. All new riders are required to complete the driver training before their rider account can be activated. The training program has been rolled out for all existing riders of HungryPanda in early August.

April – June 2021 update:

Having regard to the nature of the work and the risk associated with the work carried out by HungryPanda riders, HungryPanda has engaged the assistance of the Australian Road Research Board (ARRB), who has specialist skills in road transport safety and workplace-related road safety, and developed an online video road safety awareness training program (the Training Program) for its induction and onboarding process to train riders to understand the risks associated with the work and to operate safely.

The Training Program is specifically developed for the riders of two-wheeled vehicle, including push-bike, e-bikes, scooters, and motorbikes, as it is found that most of the two-wheeled vehicle riders are not familiar with the risks associated with the work or the environment in which they are working.



The Training Program is built as an end-to-end solution, to improve road safety food industry delivery riders by providing clear instructions about risk factors when operating 2-wheeled delivery vehicles. The training program includes five modules including “Safe Work”, “Safe Riders”, “Safe Bikes”, “Safe People”, “Safe Road”. The Joint Taskforce: Food Delivery Rider Safety report published by SafeWork NSW and Transport for NSW on 1 April 2021 for improvement of the safety of ‘gig economy’ delivery drivers and riders have been used to develop the Training Program. Additionally, feedback from SafeWork NSW has been obtained and incorporated into the Training Program.

The Training Program is delivered in an online module format. Each of the five modules has a series of five competency multiple choice questions that riders must successfully complete before progressing to the next module. Riders are provided with an unlimited number of attempts and an unlimited amount of time, to complete the questions for each module. Once riders have completed all 25 questions successfully, they will receive a certificate of completion.

The Training Program videos and the competency questions are available in English and Mandarin, as the majority of HungryPanda riders are Mandarin native speakers.

This training program has been introduced into our induction and onboarding process. All new riders are required to complete the driver training before their rider account can be activated. The training program is also being rolled out for existing riders of HungryPanda. It is anticipated to have all two-wheeled vehicle riders trained by end of July 2021.

4. Instructions and information regarding risks associated with riding bicycles and motorcycles

Complete – no further action required

April - June 2021 update:

On 30 April, HungryPanda distributed “Information and Instructions regarding risks associated with riding bicycles and motorcycles” to all riders, including the information obtained from the New South Wales Centre for Road Safety which related to the safe use of bicycles and motorcycles. The riders were required to review all materials and adhere to the information provided by the NSW Centre for Road Safety when delivering for HungryPanda. The Information and Instruction were provided to riders in English and Mandarin, as the majority of its current riders are Mandarin native speakers.

5. WeChat official account for riders

Regular updates of safety content in the WeChat official account.

October - December 2021 update:

Regular updates of safety content in the WeChat official account.

July - September 2021 update:

We have built a WeChat official account specifically for riders safety and operation. We utilised this channel for communicating with riders regarding safety information and delivery guidelines. To date, a straightforward instruction on App usage, COVID-19 vaccination guidelines, information of fatigue driving, contactless delivery guidelines etc have been provided to riders. Additional education regarding riders’ safety and health will be provided continuously.

Menulog

1. Launch of courier Help Centre offering direct access to Help Centre articles from within the app

Complete –no further action required

April – June 2021 update:

The new Courier Help Centre has been launched for contractors in-App and content is regularly updated and added.

2. Expansion of courier engagement surveys to include safety as a topic for courier feedback

Complete –no further action required

April – June 2021 update:

Questions specific to safety have been added to the regular courier engagement surveys and the latest was distributed in Q2.

3. Addition of an additional safety review process before new courier app features are released

Complete –no further action required

April – June 2021 update:

This additional internal process is now in place.

4. Additional education and understanding for couriers within the Menulog Courier App

Complete –no further action required

April – June 2021 update:

Communications regarding ETAs and disincentivising rushing activity was distributed to couriers via CRM and information was loaded to both the Courier Help Centre and courier blog. This information has also been added to the updated Community Health and Safety Guide.

5. Accidental Injury and Death Insurance

Complete –no further action required

April – June 2021 update:

Insurance is in place and cover has actually been increased since this inclusion in the Industry Action plan.

6. Increased insurance cover

Complete –no further action required

April – June 2021 update:

We have bolstered our existing accidental injury and death insurance cover for contracted couriers to be more in line with the benefits offered by Workers Compensation cover. Our ambition here is to bring our contractors to parity with employees when it comes to appropriate accidental injury and death insurance cover, in a way that is fit-for-purpose for the gig economy.



7. National Food Delivery Platform Safety Principles

Complete – no further action required

April – June 2021 update:

Menulog is a founding signatory of the National Food Delivery Platform Safety Principles, which outline the high standards of practice that food delivery platforms have committed to implement, to ensure the ongoing safety of food delivery workers. Available here:

<https://cdn.aigroup.com.au/FDP/National-Safety-Principles-July-2021.pdf>

Uber Eats



1. Helmet detection and bike safety checklist

Uber has a range of in-app features aimed at helping delivery people stay safe on our roads and is continuing to listen to delivery people in order to further improve their delivery experience.

We are currently testing a feature to hold notifications while a delivery person is in motion in order to reduce distractions while riding or driving.

October – December 2021 update:

The helmet detection and safety checklist has now been expanded to motorbike and scooter delivery people.

These features are a part of our range of in-app tech features aimed at helping delivery people stay safe on our roads.

July – September 2021 update:

In progress

The features serve as a visual reminder for delivery people to take necessary safety precautions relevant to their vehicle, such as checking tyres, brakes and gears, using safety equipment and following road rules.

April – June 2021 update:

The helmet detection and bicycle safety checklist product features are in place and ongoing. These features are also currently being rolled out to motorbike and scooter delivery people.



Safe riders:

Rider skills and competencies

Vision: Riders are competent, and ride safely.

Deliveroo



1. Translating safety content into other languages

Ongoing

October - December 2021 update:

Ongoing

July - September 2021 update:

Ongoing

April - June 2021 update:

We translated the top-performing pages of our Safety Hub into Spanish, Hindi and Brazilian Portuguese and shared them with riders on 5 March 2021. All translated pages can be found on the publicly accessible Deliveroo safety hub:

<https://riders.deliveroo.com.au/en/news/newly-translated-articles-in-the-safety-hub>

2. Safety Videos

Ongoing

October - December 2021 update:

The pre-ride check videos were shared with riders of two-wheeled vehicles as part of a helmet safety focus article. This was shared via email with all bicycle and motorcycle riders in NSW, and an accompanying article for the rider website provided information on how to ensure riders are selecting the safest helmet.

July - September 2021 update:

Ongoing

April – June 2021 update:

In May 2021, we developed 3 x further safety check videos, where experienced riders showed the checks they perform on their vehicles before riding with Deliveroo:

Pre-ride checks for bicycles: <https://www.youtube.com/watch?v=mnYnNFFl1Hc>

Pre-ride checks for cars: <https://www.youtube.com/watch?v=KQekMb36lpA>

Pre-ride checks for scooters: <https://www.youtube.com/watch?v=fmGUqWO1JKY>

3. Updated Onboarding Process

The onboarding process was updated in this quarter requiring all new riders to undergo additional training on helmet safety.

The new training module includes:

- Information on how to choose the safest helmet
- Information on the hazards of riding without a correctly fitted helmet
- Additional resources on sourcing five-star safety rated helmets.

October – December 2021 update:

Ongoing

July – September 2021 update:

Ongoing

April - June 2021 update:

In December 2020, we introduced comprehension questions to the ‘Getting started and road rules’, ‘Delivering age-restricted products’ and ‘Delegation and bumps in the road’ learning modules in our onboarding process.

4. Alcohol training

No update for this quarter

October - December 2021 update:

During this quarter Deliveroo developed a training module to educate riders on safe delivery of alcohol. The training was designed to prepare riders to complete the NSW Responsible Supply of Alcohol Training course. The training module focussed on the personal safety and security of riders, providing guidance on how to de-escalate difficult or threatening situations. This training was provided to all NSW riders free of charge.

5. Safety Events - new initiative

Deliveroo was able to revive rider safety and engagement roadshows which had been stalled in recent months due to COVID travel restrictions. At the most recent roadshow in NSW, Deliveroo conducted in person safety events to upskill riders.

Events at the most recent roadshow included:

- First aid training with The Red Cross
- Self defence
- Vehicle maintenance workshop
- Rider feedback sessions including discussions of rider safety.



DoorDash Australia

1. Revision of onboarding and communication to improve safety information

We've bolstered the bicycle safety content included in the Dasher onboarding process. As part of our commitment to continuous improvement, we will continue to identify ways to enhance Dasher safety communications and onboarding, improve safety outcomes, and identify new risks Dashers may encounter while on the road. In furtherance of those goals, we have partnered with the Amy Gillett Foundation (AGF) to develop a range of materials designed to improve rider safety, including training processes and educational guides. To continue improving safety culture internally, key DoorDash employees will also enrol in a "train the trainer" program with AGF and DoorDash partner Wheel Women to bolster cycling safety expertise among key staff. We are also collaborating with AGF to advance public policies that will help keep riders safe.

October – December 2021 update:

In progress

July – September 2021 update:

In progress

April – June 2021 update:

We are refining a scope of work with safety experts for the development of our training program.

2. Improve communication modes to improve safety information

We have built a new product feature that allows Dashers to access new training content directly in the Dasher app. This in-app training feature allows us to easily provide new safety course content to Dashers and can be used to introduce key safety information and other educational material to improve the Dasher experience. In the future, we will be able to use this tool to provide information that will help Dashers safely navigate new types of deliveries, including on topics like grocery orders and alcohol deliveries. As part of our adherence to the National Food Delivery Safety Principles, this feature will contain courses providing safety information customised to Dashers' vehicle types.

October – December 2021 update:

Ongoing

July – September 2021 update:

Ongoing

April – June 2021 update:

We have launched the "Dasher Digest", a regular newsletter distributed to Dashers that includes safety reminders and tips. Over the course of the year, we will continue to grow and expand our educational programming and communication.

Domino's

1. Gamification to enhance rider skills and competency

Closed - no further action required

April – June 2021 update:

Following review of the use of virtual reality, Domino's will not be proceeding with the project at this time.

2. Next Gen Driver Tracker Software and Vehicle Safety Application

Software is now implemented across Australia and New Zealand and measuring / monitoring continues.

October – December 2021 update:

The initial stages of driver tracker software have been completed as of 15 December 2021. Project management and monitoring continues.

July – September 2021 update:

Ongoing

April – June 2021 update:

Driver tracker software is scheduled for an initial roll-out during Q2 FY22.

Easi

1. Operations team inspections of driver and rider behaviour

Ongoing

October – December 2021 update:

Ongoing

July – September 2021 update:

Ongoing

April – June 2021 update:

Ongoing weekly street inspections, inspectors carry PPE at the time to ensure drivers safety as well as hygiene.

2. Online onboarding safety training

Ongoing

October – December 2021 update:

Ongoing

July – September 2021 update:

Ongoing

April – June 2021 update:

Ongoing

3. Road safety handbook

Ongoing

October – December 2021 update:

Ongoing

July – September 2021 update:

Ongoing

April – June 2021 update:

Ongoing

4. On-boarding Process Review

Complete - no further action required

July – September 2021 update:

Conducted review on current on-boarding process and updated certain procedures with COVID policies.

5. Training Material Updates

New Training Video Recorded.

October – December 2021 update:

New recorded training video created and in use.

July – September 2021 update:

Reviewed and made modifications and updates on Training materials; have the updated version also translated to Chinese and shared to drivers in September.

6. Bilingual and multiple Notification Release Channels

Ongoing bilingual notification policy.

October – December 2021 update:

Ongoing bilingual notification policy.

July – September 2021 update:

All notifications to be sent out have been standardised with 2 languages (English and Chinese) and 3 channels (In-App, WeChat/ Whatsapp, Email).

Hungry Panda

1. Verification of skills and competency

Ongoing

October – December 2021 update:

Ongoing

July – September 2021 update:

We reviewed our on-boarding process and developed an electronic records management system to record riders' credentials and competencies as evidence of verification of skills and competency, including passport, visa, registration for the vehicle, expiry date of registration, driver license, expiry date of driver license, CTP insurance, and expiry date of CTP insurance. The management system has the functionality to automatically remind us of approaching expiry dates for riders' licences or visas or registration seven days prior to the expiry date. All riders updated information had been obtained and recorded in the system.

Menulog



1. Translation of safety content into other languages

Menulog continues to include links to translated materials in courier communications, as well as offering translated Health and Safety and Community Respect Guides as part of courier onboarding.

October – December 2021 update:

Menulog continues to include links to translated materials in courier communications, as well as offering translated Health and Safety and Community Respect Guides as part of courier onboarding. During November we translated three articles:

1. Menulog Community: Respectful Interactions
2. Using your mobile phone safely
3. Courier safety during COVID-19

Menulog is now preparing the next round of article translations for its courier blog.

July – September 2021 update:

Menulog continues to include links to translated materials in courier communications, as well as offering translated Health and Safety and Community Respect Guides as part of courier onboarding. Menulog is now preparing the next round of article translations for its courier blog.

April – June 2021 update:

Translated 10 key articles to date (including the Health and Safety and Community Respect Guides) into four languages; simplified Chinese, Hindi, Spanish and Portuguese. We have also linked out to Government resources in courier comms (CRM and blog) for additional translated materials.



2. Additional videos on safety for all Menulog couriers

Menulog is continuing to progress on this project.

October – December 2021 update:

This project is in progress.

July – September 2021 update:

Menulog is developing a new platform for courier education, which will now encompass this inclusion. This development work is in progress.

April – June 2021 update:

Ongoing

3. Additional safety information to be made available and promoted periodically through email and SMS

Complete – no further action required

April – June 2021 update:

Additional information has been made available to couriers via Help Centre and the Courier Blog. Menulog has also launched a monthly newsletter for couriers, with important safety updates and reminders. This is in addition to the regular ad hoc communication provided on a regular basis - for example, important updates regarding COVID-19.

Uber Eats



1. Food delivery people Impairment Course

Complete – no further action required

April – June 2021 update:

All Uber delivery people have access to the annual education program on impairment from fatigue, drugs, and alcohol.

2. Enhanced Rider safety training and support

Complete – no further action required

October – December 2021 update:

Uber provides best in class safety education modules on road safety for two wheelers such as bicycles, e-bikes, motorbikes and scooters. Delivery people are required to complete these education modules before being able to deliver with Uber Eats, and they also must re-complete once per year. As these materials are regularly updated, work is always ongoing.

In addition, car delivery people and driver-partners have access to a module on bicycle-aware driver education to provide information on how to safely share the road with cyclists.

All education programs are developed with third party experts, such as We Ride, The League of American Bicyclists, Bicycle QLD, and Michael Corboy.

In addition to road safety, education modules are also available for safe food handling and further modules are in development for launch in early 2022.

July – September 2021 update:

Uber’s existing bicycle safety education program has been updated to include information about proper use of PPE, safety around trams, and other hazards. The updated content has been approved by Bicycle QLD and is accessible by new and existing bicycle delivery people.

April – June 2021 update:

WeRide and Bicycle NSW have reviewed and approved Uber’s existing bicycle safety education. Additional work is underway to add further content around the proper use of PPE, safety around trams, and additional information about risk mitigation.

Motorbike and scooter delivery people have access to annual education on road safety, PPE, and fatigue management.

3. Delivery Person Advisory Forum

Complete – no further action required

October – December 2021 update:

The next Delivery Person Advisory Forum will be held in early 2022.

July – September 2021 update:

Uber launched the Delivery Person Advisory Forum in 2021, with the most recent session occurring in late September. In the recent forum, the advisory (delivery people) met with members of the Uber Australia team to provide feedback and share their ideas for solutions on a number of topics, including safety.

Safe bikes and equipment

Vision: Vehicles and other equipment are fit for purpose and regularly maintained

Deliveroo



1. High Visibility Vests

Complete - no further action required

April – June 2021 update:

Free reflective vests were distributed to scooter riders across Australia on 16 April 2021.

2. Personal Safety Alarms Pilot

No update for this quarter

October - December 2021 update:

No update for this quarter

July – September 2021 update:

Based on the overwhelming interest and positive feedback from riders, a further 1,000 safety alarms have been ordered, and will be distributed to riders in next quarter free of charge pending supply chain.

April – June 2021 update:

We piloted free personal safety alarms with riders across Australia, commencing on 16 June 2021. Riders were invited to request one, and free alarms were distributed.

3. Deliveroo Winter Safety Campaign

No update for this quarter

October - December 2021 update:

In the lead-up to the summer months, an article was distributed to riders with important information about staying safe on the roads during the warmer months. The article was shared in a dedicated email to all NSW riders. The article contained the following safety information:

- Staying SunSmart on the roads

- Tips for managing fatigue and dehydration
- Information about weather extremes

July – September 2021 update:

Complete - no further action

April – June 2021 update:

We ran a 6-week Winter Safety Campaign with riders across Australia, which included:

- Free vehicle accessory bundles, developed following consultation with riders
- Bicycle/e-bike riders: bicycle bell, lights which designated overtaking space, safety sticker to attach to bag to remind other road users to allow space when overtaking
- Scooter/motorcycle riders: reflective arm/leg band, reflective stickers for the body of the vehicle, waterproof trousers
- Car drivers: blindspot mirrors, reflective 'car door open' stickers, mobile phone holder
- Multi-city educational events, including First Aid training with the Australian Red Cross, vehicle maintenance workshops, and a road safety webinar with the Victorian Transport Accident Commission
- Weekly emails which highlighted different areas of safety, including road rules, visibility, pre-ride checks, personal safety, and tips from experienced riders.

Overall this led to a 33% increase in visits to our Rider Safety Hub during the 6 week campaign (based on the previous 6 week period), and saw rider satisfaction with safety increase by 9 percentage points during the campaign.

4. Deliveroo rider kit review

No update for this quarter

October - December 2021 update:

No update for this quarter

July – September 2021 update:

Of the riders who responded to the survey, 77% provided positive feedback about the kit they received - riders told us it made them feel that Deliveroo cares about rider safety, that the equipment helped improve visibility on the road, and that they appreciated receiving the items for free.

April – June 2021 update:

The projects we have implemented - including issuing Deliveroo riders with free vehicle kit bundles, safety alarms and vests - is all about understanding what works for our riders. We are currently receiving feedback on these initiatives and will complete a full review to help us determine next steps.

5. Expansion of the PPE Reimbursement Scheme

No update for this quarter

October - December 2021 update:

The PPE reimbursement scheme has continued into this quarter, with a significant proportion of the rider fleet taking advantage of this scheme by making a claim for reimbursement.



July – September 2021 update:

In order to ensure riders have the equipment necessary to stay COVID safe when working, we have launched, and since expanded the Rider PPE Reimbursement scheme. This is a monthly allowance which allows riders to be reimbursed by Deliveroo once they have purchased:

- Masks
- Hand sanitiser
- Sanitary wipes
- Sanitary spray

Uptake of the PPE reimbursement scheme has been significant, with over 25% of the rider fleet making a claim throughout the quarter.



Domino's

1. Increasing delivery rider visibility with review of high visibility uniforms

In progress

October – December 2021 update:

In progress

July – September 2021 update:

In progress

April – June 2021 update:

Team member input has been sought in regards to uniform design features, suitable for task and weather conditions.

2. Increasing visibility of Pedalecs and Scooters

In progress

October – December 2021 update:

In progress

July – September 2021 update:

In progress

April – June 2021 update:

Project is progressing with draft designs of E-Bike and Scooter decals to be finalised.

DoorDash Australia



1. Phone cradles and High Visibility gear for riders

Ongoing

October – December 2021 update:

Ongoing

July – September 2021 update:

Ongoing

April – June 2021 update:

We've made phone cradles and reflective strips available to AUS riders in the Dasher store free of charge (including shipping and handling), and have promoted the availability of this safety gear and other equipment to Dashers. We are continuing to work with the Dasher Community Council to identify expansion offerings for safety equipment.

2. Improved bag ergonomics

Following our consultation with the AUS Dasher Community Council, we have redesigned our biker hot bags to improve ergonomics, functionality, and reflectivity. These new bags are currently available to Australian Dashers via the Dasher store.

October – December 2021 update:

Ongoing

July – September 2021 update:

Following our consultation with the AUS Dasher Community Council, we have redesigned our biker hot bags to improve ergonomics, functionality, and reflectivity, consistent with the reflectivity guidance provided by Transport for NSW. We will be making the new bags available to Dashers by the end of the year via the Dasher store.

April – June 2021 update:

In consultation with the Dasher Community Council, we are in process of redesigning the biker bags offered to Dashers to include improvements for ergonomics, functionality, and reflectivity.

3. Fatigue Reminder - new initiative

In addition to safety improvements to the onboarding process, we have also launched a new Product feature designed to increase Dasher awareness surrounding the dangers of Dashing while fatigued. Every four hours, Dashers will now automatically be sent a reminder to pause Dashing and take a rest break.

4. Emergency Contact Details - new initiative

We've built a new process into the app that will allow Dashers to input their emergency contact details into the Dasher-app. This feature is designed to increase the number of Dashers who have emergency contact information available and facilitate our ability to get in touch with emergency contacts in the event of severe safety incidents.

Easi

1. Subsidised high visibility gear is available

Ongoing

October – December 2021 update:

Ongoing

July – September 2021 update:

Ongoing

April – June 2021 update:

Ongoing in process, gear can be purchased in the office.

2. Provide Covid safe PPE and procedures

Ongoing

October – December 2021 update:

Ongoing

July – September 2021 update:

Ongoing

April – June 2021 update:

Ongoing in process, PPE can be accessed in the office and also distributed by inspectors on the road.

3. Road Rule and Safety Reminder

Ongoing

October – December 2021 update:

Ongoing

July – September 2021 update:

Ongoing

April – June 2021 update:

In-app Road Rule and Safety Reminder has been pinned into the system and compulsory to read before logging in each time.

4. Safety Gear

Free Hi-Vis Safety Vest and delivery bags were distributed to all drivers in all EASI regions.

October – December 2021 update:

Ongoing

July – September 2021 update:

Free Hi-Vis Safety Vest and delivery bags were distributed to all drivers in NSW.

5. COVID Safe PPE

Free COVID safe PPE were delivered to drivers upon request during lockdown, including masks, hand sanitiser, disinfecting wipes.

October – December 2021 update:

Ongoing

July – September 2021 update:

Free COVID safe PPE were delivered to drivers upon request during lockdown, including masks, hand sanitiser, disinfecting wipes.

HungryPanda



1. Investigate subsidised safety equipment for motorbike riders

Ongoing

October – December 2021 update:

Ongoing

July – September 2021 update:

Essential PPE is available for all two-wheeled vehicle riders for free, including reflective vests, raincoats, jackets and delivery bags. We have developed a channel for riders to notify us of their needs about PPE. We deliver essential PPE to all areas and distribute PPE to riders every month.

April – June 2021 update:

HungryPanda is providing essential PPE for all riders for free, including raincoats, jackets and delivery bag for all two-wheeled vehicle riders. If the old PPE is damaged, riders can request new PPE from HungryPanda for free. Under current Covid breakout, during 28 June–11 July, HungryPanda provided facemasks for all riders for free. Further investigation is ongoing and further updates will be provided in the next report.

2. Free mobile phone holder

Ongoing

October – December 2021 update:

Ongoing

July – September 2021 update:

Ongoing



April – June 2021 update:

To date, riders can have free mobile phone holders at their request, considering most of the riders already have their own phone holders. Instruction and information has been provided to riders, requiring them to not use and hold mobile phones while riding on the road. Further investigation will be undertaken, more phone holders will become available for riders.

3. COVID PPE distribution

Ongoing

October – December 2021 update:

Ongoing

July – September 2021 update:

Since the end of June, we distributed facemasks and hand sanitiser to all riders for free. This will continue until the end of the COVID breakout.

Menulog



1. New, brighter, orange delivery and wet weather gear with more reflective panels

Menulog is finalising additional enhancements to courier gear to further improve reflective elements and thus visibility of couriers. Courier ‘pop ups’ have also been held recently, with over 2300 items including PPE (such as helmets, water proof jackets and pants) distributed for free to couriers.

October – December 2021 update:

Menulog is undertaking an external safety audit into PPE and equipment provided to couriers to understand if there is an opportunity to enhance safety aspects in the future design and provision of this equipment.

July – September 2021 update:

Menulog has rolled out a suite of new bright orange merchandise, available to all couriers. Menulog has now also launched its new courier merchandise portal, where couriers can source merchandise more easily online.

April – June 2021 update:

New bright orange merchandise has been rolled out and is now available to all couriers. There will be additional items made available this year.

2. Additional educational material on safe bikes and equipment included on Courier Blog

Menulog has made the safety content on the courier blog more accessible, by adding a quick link in the website menu. In addition to this, extreme weather notifications were utilised during the recent heavy rain events. Menulog is also launching a national courier feedback forum for the discussion of safety content and any other content where courier feedback can enhance courier engagement and safety.

October – December 2021 update:

Menulog continues to promote these educational materials in its monthly newsletter and on the courier blog.

July – September 2021 update:

Menulog continues to promote these educational materials in its monthly newsletter. It has also distributed a number of bespoke communications from various organisations nationally, including campaigns instigated by police with regards to road safety.

April – June 2021 update:

Additional educational material on safe bikes and equipment has been made available on the courier blog and will be a topic included in regular communications updates, including the new courier newsletter.

Uber Eats

1. Free Bicycle Safety Kits

In addition to the free reflective safety vests, free bicycle safety kits, and discounts for motorbike equipment, Uber is exploring further items (such as rain jackets) to help make available.

October – December 2021 update:

Motorbike, scooter, bike, e-bike, and car delivery people now have access to free reflective safety vests. This is in addition to the free bicycle safety kits, and the discount on motorbike equipment through our partnership with a leading motorbike equipment provider.

The reflective safety vests meet AS/NZS 4602.1-2011 standard for high visibility safety garments.

July – September 2021 update:

Work is underway to expand access to free reflective safety vests for motorbike and scooter delivery people.

April – June 2021 update:

Bicycle Safety Kits are available to new and existing delivery people across Australia.

Work is underway to provide access to free reflective safety vests for motorbike and scooter delivery people.

2. Discounted motorbike equipment

Complete – no further action required

April – June 2021 update:

Motorbike and scooter delivery people have access to a discount on motorbike equipment through a partnership with a leading retailer.

3. National Safety Principles for Food Delivery Platforms

Complete – no further action required

April – June 2021 update:

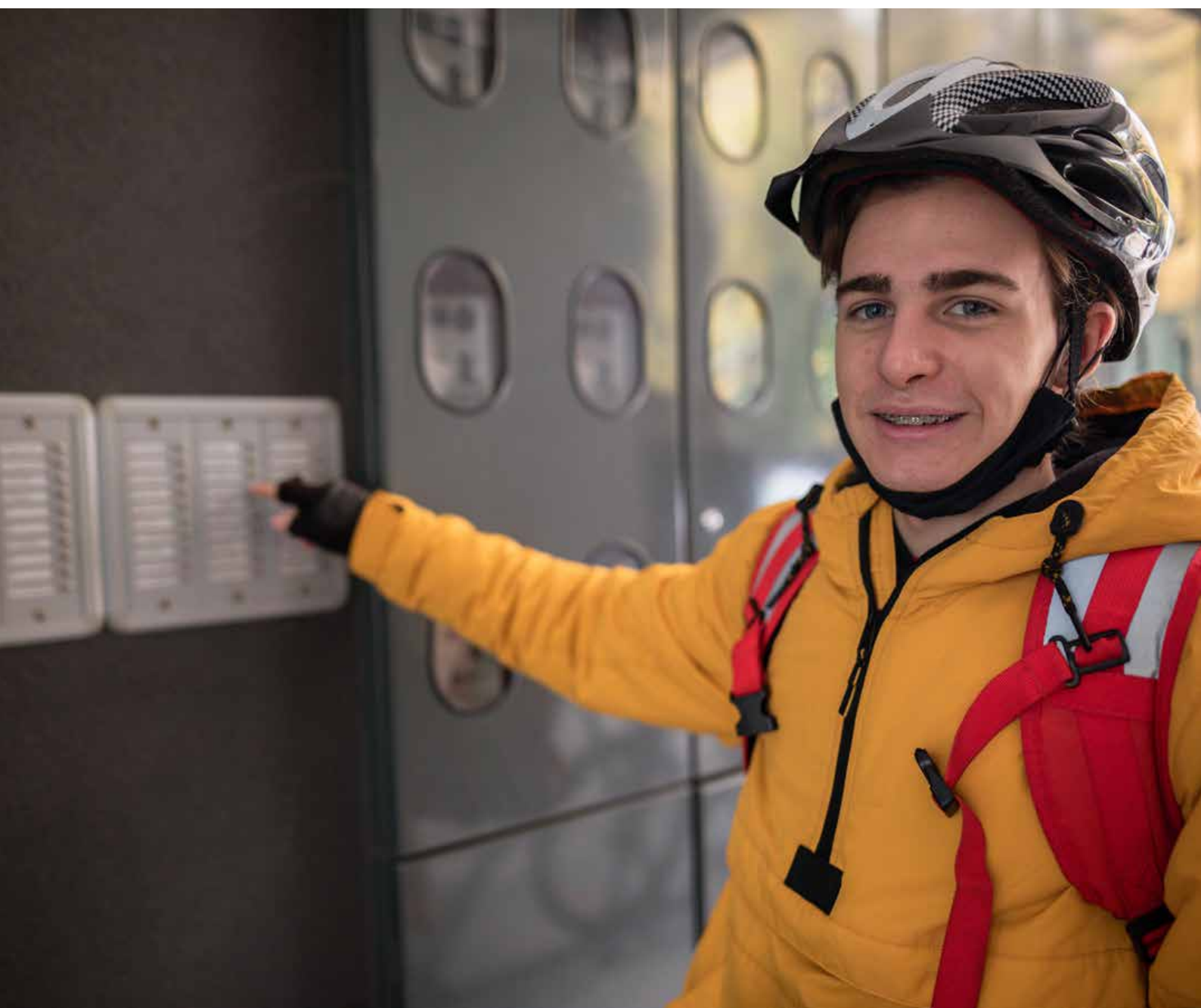
Name: National Safety Principles for Food Delivery Platforms

Description: Developed by food delivery platforms in consultation with industry body Ai Group, these Principles outline the minimum standards of practice that food delivery platforms have committed to, to ensure the ongoing safety of food delivery people. A review of the Principles and platform compliance, facilitated by Ai Group, will take place annually, with a view to developing the Principles each year, to reflect changes in the evolving industry.

Output: Improve safety standards across the industry through each participating platform.

Timeframe: In place and ongoing

<https://www.uber.com/en-AU/newsroom/fooddeliverysafetyprinciples/>



Safe workplaces and communities

Vision: Riders and the community interact in a respectful manner.

Deliveroo



1. Promote Deliveroo's Safety and Community Guidelines for Riders

In this quarter the Rider Safety Hub was updated with information on vehicle theft prevention, including educational video content from police authorities.

October – December 2021 update:

In this quarter the Rider Safety Hub was updated with the following information:

- Helmet safety article
- Summer road safety information
- Mental health resources

July – September 2021 update:

In this quarter the Rider Safety Hub was updated with the following new articles:

- Preventing vehicle theft
- Road safety tips from the Victorian Transport Accident Commission
- Information regarding Deliveroo's new insurance offering, which includes payments for injury or illness and new child support.

Regular email and in-App reminders.

April – June 2021 update:

Deliveroo's Rider Safety Hub houses content on safety and road rules by vehicle type alongside COVID 19 and Food safety information.

In addition, the Safety Hub now includes links to additional resources on:

- Local road transport authorities
- Information about vehicle registration and licensing
- Amenities while on the road

- Public toilets
- Drinking water
- Vehicle security

2. Rider Safety Matters podcast

Ongoing

October – December 2021 update:

Ongoing

July – September 2021 update:

Ongoing

April – June 2021 update:

We developed and launched a Rider Safety Matters podcast, featuring members of the Deliveroo leadership team, experienced riders and subject-matter experts, including the Australian Red Cross and Marsh insurance: <https://omny.fm/shows/rider-safety-matters/clips>.

3. Busby personal safety app

Ongoing

October – December 2021 update:

Ongoing

July – September 2021 update:

Continued to promote uptake of the Busby safety App offering to riders through the following methods:

- adding the Busby App to the rider perks platform
- regular reminders about the benefits of the App in our monthly rider newsletter.

April – June 2021 update:

We launched a free and exclusive premium subscription to the Busby personal safety app for riders across Australia. With Busby enabled, riders benefit from a suite of first-class safety features, including allowing riders to send a ‘flare’ to other Busby users in the event of a breakdown, share concerns such as potholes or blind intersections with other users, and to alert Deliveroo Rider Support and their next of kin if it detects they are involved in an accident.

4. Health and Safety Committee (HSC) launch and safety training

During this quarter Deliveroo engaged with the HSC in the following ways:

- The HSC constitution was agreed upon and signed by HSC representatives
- Consultation with HSC took place where feedback was gathered from representatives on the upcoming Winter Safety Campaign and other safety initiatives.

October – December 2021 update:

During this quarter Deliveroo engaged with the HSC in the following ways:

- Participated in an HSC meeting focusing on COVID-19, mental health and safe alcohol delivery

- Individual consultations with HSR members occurred to gather feedback on safe delivery of alcohol and updates to the Deliveroo rider experience.
- Progress was made to create the HSC constitution which will provide a framework for HSC meetings in 2022.

July – September 2021 update:

Deliveroo launched and participated in the NSW Rider HSC, where we convene with riders from around the state to discuss safety initiatives and receive feedback from our delivery partners about how rider safety wellbeing can be improved. In total, there are 17 members of the HSC which comprises of elected rider Health and Safety Representatives (HSRs) and Deliveroo employees.

This quarter three HSC meetings took place focussing on:

- App improvements
- Vehicle safety
- Personal safety
- Safety training from Safety Australia

5. Movember Mental Health Campaign - new initiative

Complete –no further action required

October – December 2021 update:

During November Deliveroo ran a comprehensive campaign to raise awareness about mental health in line with Movember. The campaign objectives were to provide mental health resources to riders, raise awareness about the effects of depression and anxiety, and encourage riders to be supportive to other riders in the community. The campaign comprised of the following initiatives:

- A webinar with a mental health advocate from Beyond Blue
- A nominations process to celebrate supportive riders
- Mental health resources and information distributed to riders.

Easi

1. COVID Tracking System

Ongoing

October – December 2021 update:

Introduced Driver's COVID Tracking system, whereas EASI encourage drivers to contact us voluntarily if they have tested positive for COVID; and any driver who does so, would get \$5 EASI voucher everyday until returned with negative result; meanwhile EASI would have a customer service rep to contact and check in on their condition while isolating.



Hungry Panda

1. Provision of rider accident insurance to all cities

Complete - no further action required

October - December 2021 update:

Ongoing

July - September 2021 update:

By the middle of June, we had purchased group personal accident and illness insurance for all delivery riders in all operating cities.

2. National Safety Principles for Food Delivery Platforms

Complete - no further action required

July - September 2021 update:

We have joined in the National Safety Principles for Food Delivery Platforms, which is developed by food delivery platforms in consultation with industry body Ai Group. These Principles outline the minimum standards of practice that food delivery platforms have committed to ensuring the ongoing safety of food delivery people.

Menulog



1. Update existing Community Health and Safety Guide to include even more information about road safety

Complete - no further action required

April - June 2021 update:

A new Community Health and Safety Guide with additional information about road safety is now included in courier onboarding and is also available via the Menulog Courier Portal.

2. Provide safety materials to thousands of independent restaurant partners operating their own deliveries

Relevant information on safety and community interaction continues to be included in regular communications as well as in adhoc communications as needed.

October - December 2021 update:

Relevant information on safety continues to be included in regular communications as well as in adhoc communications as needed.

July - September 2021 update:

Relevant information on safety continues to be included in ongoing communication with restaurant partners, including via Restaurant Support teams, via the monthly restaurant newsletter, Menulog Bites, and on the restaurant partner blog.

April – June 2021 update:

Detailed information on courier safety for restaurants who engage their own couriers has been included in restaurant communications and will continue to be highlighted in monthly newsletters and in ad hoc communications to partners (For example COVID-19 communications).

Uber Eats

1. Promote and enforce Uber's Community Guidelines

Complete - no further action required

July – September 2021 update:

The guidelines continue to be promoted and enforced.

April – June 2021 update:

Uber's Community Guidelines are currently being reviewed for updates. The guidelines continue to be promoted and enforced.



Safe working environment, safe roads

Vision: People responsible for planning and designing public roads and public places do so with riders in mind

Deliveroo



1. Natural disaster communication - new initiative

During the recent flooding in New South Wales and Queensland Deliveroo distributed communications to riders on:

- Avoiding dangerous and unsafe areas
- Safe driving on wet roads
- Resources and updates from emergency services in their relevant area.

Menulog



1. Infrastructure Advocacy - new initiative

Food delivery platforms to collaborate on industry wide advocacy for improved infrastructure for bike delivery riders.

Uber Eats

1. Education on vulnerable road user safety

Complete - no further action required

July - September 2021 update:

In partnership with The League of American Bicyclists and We Ride Australia, Uber has launched bicycle-aware driver education to both driver-partners and car delivery people. The education provides information to car users on how to safely share the road with cyclists.

April - June 2021 update:

Bicycle-aware education has been developed with the League of American Bicyclists and is currently being adapted for use in Australia. The education will be available to all Uber drivers by the end of the year.

2. Bike Lane Alerts feature for Uber rideshare drivers

Complete - no further action required

April - June 2021 update:

The Bicycle Lane Alerts feature is in place and ongoing.



