

**From:**  
**Sent:**  
**To:**  
**Subject:**

Hi [redacted]  
and the incident or serious injury is far less. The focus of the IS Guide is specifically on workers using a bicycle, motor scooter or motorbike to deliver food or drinks from FOs to people homes, places of work or places of recreation.

Page 1 change to peoples' homes

I don't think the various acronyms help the readability of the document. It would help to use a real word rather than acronyms.

- **Unsafe systems of work**
  - poorly designed apps
  - unrealistic estimated delivery times resulting in time pressures and unsafe riding
  - FDRs protecting their rating resulting in unsafe riding
  - distractions – for example, looking down at the phone for directions while riding

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I don't think anyone has ever tested the safety of where bikes or motorbikes are loaded, by which I mean does the position of the boxes and the weight of the contents reduce the traction, braking or handling of bikes or motorbikes

The Hazards	Food Delivery Platform	Food Delivery Rider as a Worker
Unsafe systems of work	Unsafe systems of work are recognised as a high risk to FDR safety The FDP must ensure that the systems of work are designed with the safety of FDRs and others in mind. <b>FDPs should:</b> <ul style="list-style-type: none"><li>• Identify, manage and document early in the design of the FDP app, risks to FDRs and how these will be managed.</li><li>• Eliminate or minimise the risks to FDRs and others when designing the app and the organisation of the work.</li><li>• Ensure that the app and the algorithm which drives it:<ul style="list-style-type: none"><li>– are specifically designed to be used safely on the road,</li><li>– considers how the FDR will safely</li></ul></li></ul>	<b>As a worker FDRs should:</b> <ul style="list-style-type: none"><li>• Complete all training and onboarding provided by the FDP.</li><li>• Follow all safe systems of work as notified by the FDP.</li><li>• Report any safety risks connected with the use of the app or the algorithm.</li></ul>

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THIS also needs to require the FDP not to punish or reduce shifts of an FDR reporting risks, or to sanction an FO reporting issues [this is what happens currently and needs to stop].

Other vehicles such as buses, trucks, cars, and other bikes	<p>The majority of serious injuries involving FDPs should:</p> <ul style="list-style-type: none"> <li>• Include information on the cause of MVAs involving FDRs in training and onboarding programs.</li> <li>• Recommended delivery routes provided by branded apps use the bike mode so that FDRs travel on the safest route – i.e. <ul style="list-style-type: none"> <li>– well-lit roads with bike paths</li> <li>– avoid narrow and busy roads without bike lanes</li> <li>– avoid motorways or tunnels that prohibit bikes</li> <li>– ride separately to traffic and pedestrians using designated bike paths or lanes</li> </ul> </li> </ul>
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Mapping apps don't work well for bicycles AND choosing the safest route may be less direct so if the algorithm continues to punish riders for not being 'fast enough' this is no help BUT in the same way as riders earn points/status/better shifts for being available for rainy, dark, weekend shifts or delivering faster, the incentives could be shifted by the FDPs to apply positive incentives for safe riding

The Hazards	Food Delivery Platform	Food Delivery Rider as a Worker
Occupational Violence	<p>Occupational violence is a foreseeable hazard in most customer facing business</p> <p><b>FDPs should:</b></p> <ul style="list-style-type: none"> <li>• Identify factors external to the workplace which may lead to violence or aggressive behaviour impacting FDRs e.g. gatherings of people like protests or people affected by drugs or alcohol.</li> <li>• Ban customers with a history of violence from using the app.</li> <li>• Advise FDRs to use Go Pro cameras and tracking devices such as GPS systems.</li> </ul>	<p><b>As a worker FDRs should:</b></p> <ul style="list-style-type: none"> <li>• Use Go Pro cameras and tracking devices such as GPS systems</li> <li>• Learn how to deal with difficult customers, conflict resolution, when and how to escalate issues to the FDP and procedures to report incidents.</li> <li>• Report all incidents of violence and aggression to</li> </ul>

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Go Pro cameras and computer setups to produce the footage are pretty expensive for a worker on far less than minimum wage

Warm regards,

Bastien Wallace

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M /  
W /

