

Data Intelligence Report

Joint Taskforce:
Food Delivery Rider Safety

March 2021



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Background

Food Delivery Riders (FDRs) in the platform-based gig economy are a relatively new employment type in Australia and present risks to workers of injury and illness. The Food Delivery Industry involves the ordering and delivery of food and drinks from restaurants, cafes, kitchens, service stations and other food providers, referred to as Food Outlets (FO), to members of the public by workers who transport food using a car, bicycle, motor scooter or motorbike. It is noted however that workers using a car to transport food are out of scope for this Taskforce.

A FDR may work directly for the FO that they deliver for, or they may be engaged through a third-party platform – a Food Delivery Platform (FDP). The FDP facilitates meal deliveries via an online ordering and delivery platform, usually in the form of a mobile device application (app), that members of the public can download. The app connects users with food outlets and FDRs.

In November 2020, the NSW government established a joint Taskforce led by SafeWork NSW and Transport for NSW to examine whether any avoidable risks may have contributed to a number of recent fatalities of food delivery riders.

Key insights

Incident analysis

The number of reported incidents resulting in a **serious injury or fatality increased significantly since 2017**, most notably during 2020 from two in 2017 to more than 75 in 2020.

The **majority of these incidents occur during the afternoon or evening**, with more than 45% occurring between 4:00pm - 8:00pm (Figure 1). There was a tendency for these to **occur on either a Saturday or Sunday** (40% of total), however there was a spread across all days of the week (Figure 2).

Figure 1: Count and percentage of incidents by time of day

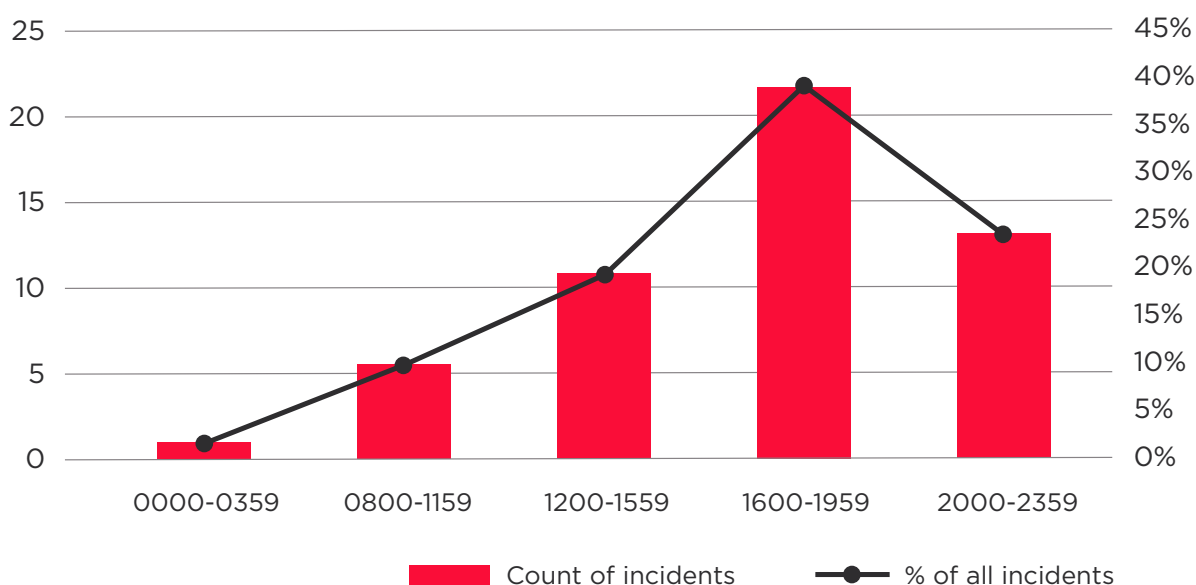
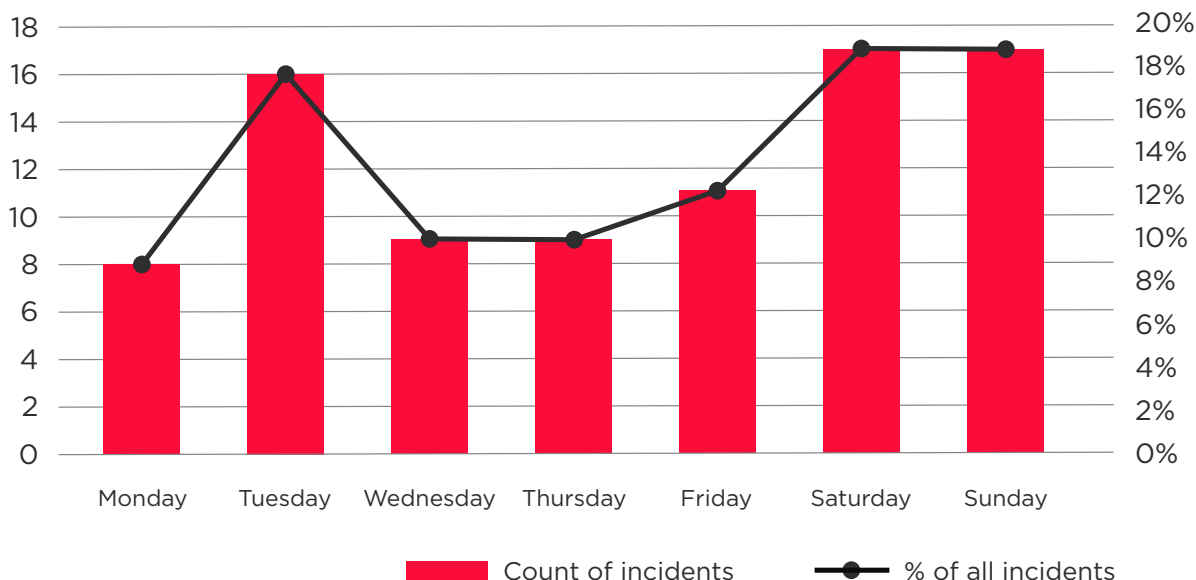
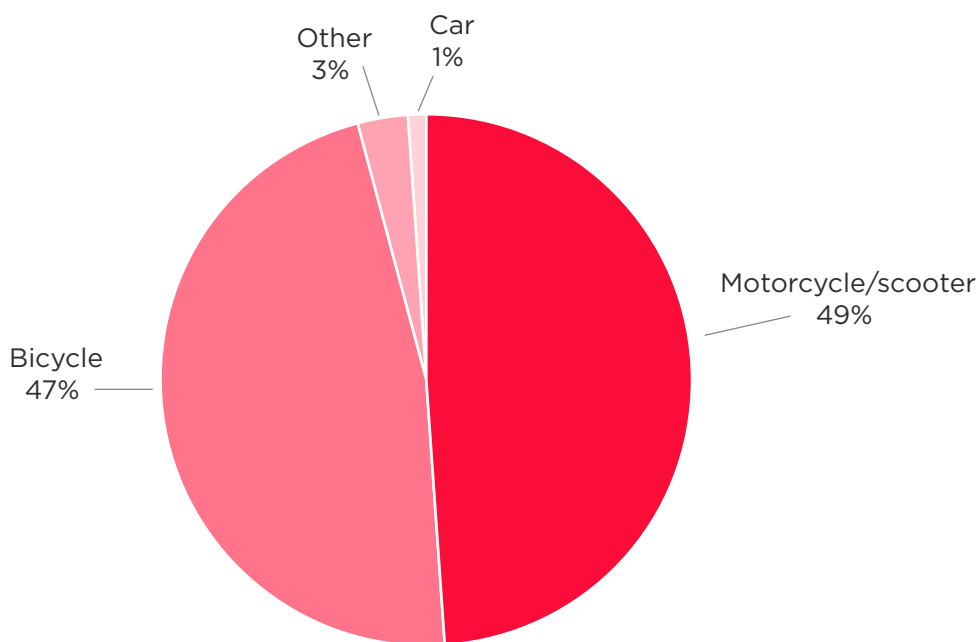


Figure 2: Count and percentage of incidents by day of week



The vast **majority of incidents involved a FDR on a bicycle or motorbike/scooter**. Bicycle incidents accounted for more than 46% and motorbike/scooter more than 48% of all incidents (Figure 3).

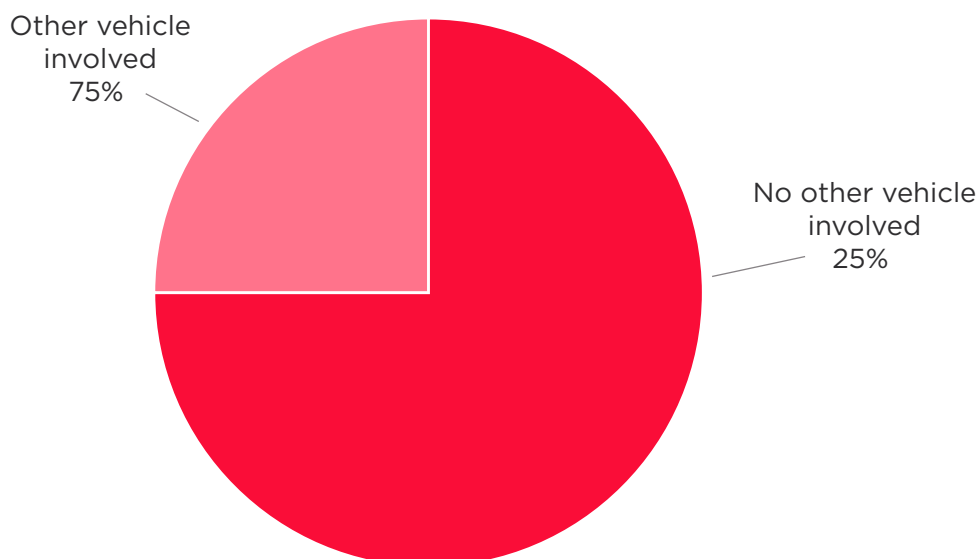
Figure 3: Percentage of incidents by vehicle type



Many incidents involved an interaction with another vehicle. 75% of all incidents involved being hit by or colliding into another vehicle on or near a road (Figure 4). The main types of collisions were:

- Being hit from behind by another vehicle (20%)
- Running into an open car door (14%)
- Hit while crossing traffic (10%)
- Hit on footpath or from side road (5%).

Figure 4: Percentage of incidents by other vehicle involvement



Approximately **25% resulted from the rider losing control of their vehicle on the road**, such as due to slippery road surface, speed, rider error or a combination of these factors.

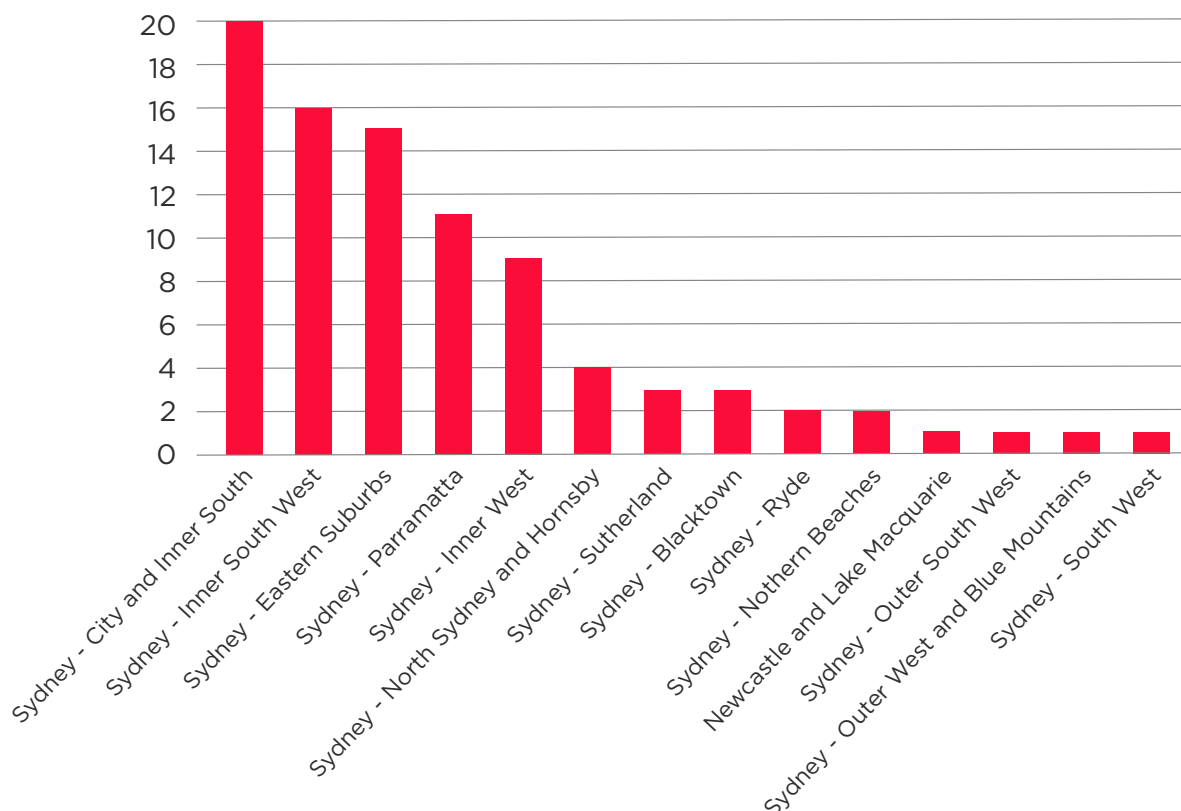
The following also caused FDR injuries:

- Objects thrown at or onto the FDR
- Abuse or assault of the FDR by a member of the public
- Trips or falls in slippery conditions.

There was a **high frequency of incident occurrence in Sydney city and surrounding suburbs** (Figure 5). The region of Sydney - City and Inner South accounted for 23% of all incidents (See Appendix 1). Other regions with a high number of incidents include:

- Sydney - Inner South West (18%)
- Sydney - Eastern Suburbs (17%)
- Sydney - Parramatta (12%)
- Sydney - Inner West (10%).

Figure 5: Count of incidents by region



Incidents involving FDRs riding bicycles were highest in Sydney city and eastern suburbs. The regions of Sydney - City and Inner South and Sydney - Eastern Suburbs accounted for 50% of all incidents involving a bicycle (Figure 6).

Incidents involving FDRs riding motorbikes/scooters were more geographically dispersed compared to those involving bicycles. The region of Sydney - Inner South West was the highest, accounting for 24% of such incidents (Figure 7).

Figure 6: Count of incidents involving a bicycle by region

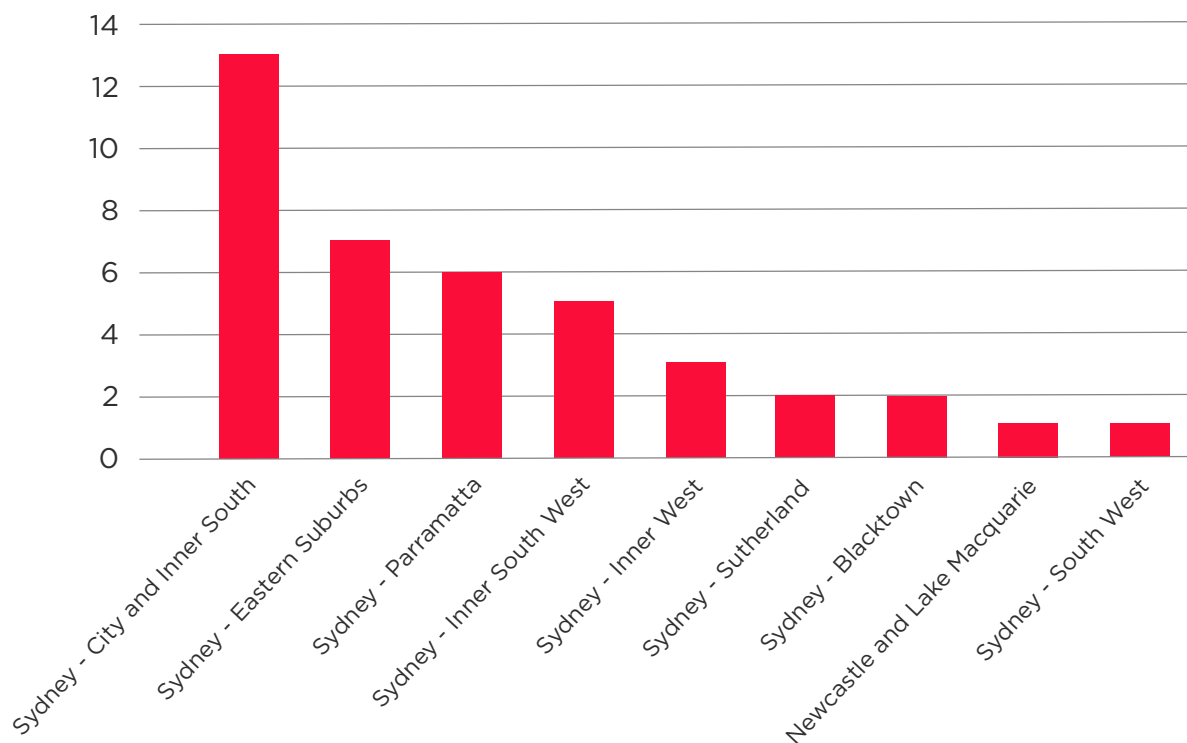
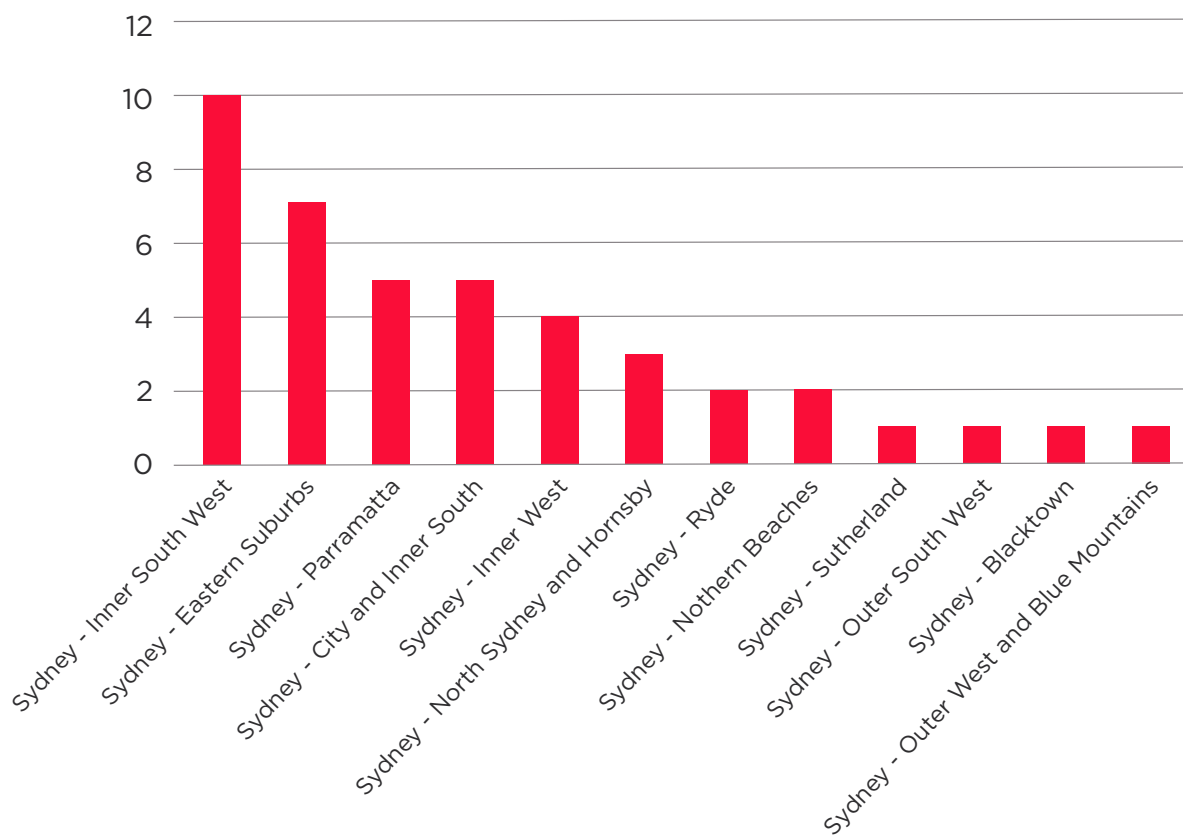


Figure 7: Count of incidents involving a motorbike by region





Field inspection analysis

During February 2021, **SafeWork NSW undertook field inspections and compliance assurance activities** of FDRs. There were **287 inspections of FDRs**, of which:

- 214 were observations only of FDRs in the field
- 73 were one-on-one interactions between the field inspector and the FDR.

The FDRs were predominately:

- under 30 years of age (88%)
- male (92%)
- operating as a FDR for more than 12 months (50%)
- country of origin is not Australia (99%)
- held an international licence or licence from outside of Australia (88%).

At the time of inspection, the five most frequently observed food delivery platforms being utilised by FDRs accounted for 93% of the total. These were:

- Uber Eats (26%)
- Deliveroo (25%)
- Menulog (23%)
- Easi (10%)
- HungryPanda (8%).

It was noted that some (8%) **FDRs had delivered for more than one platform** during the current work period.

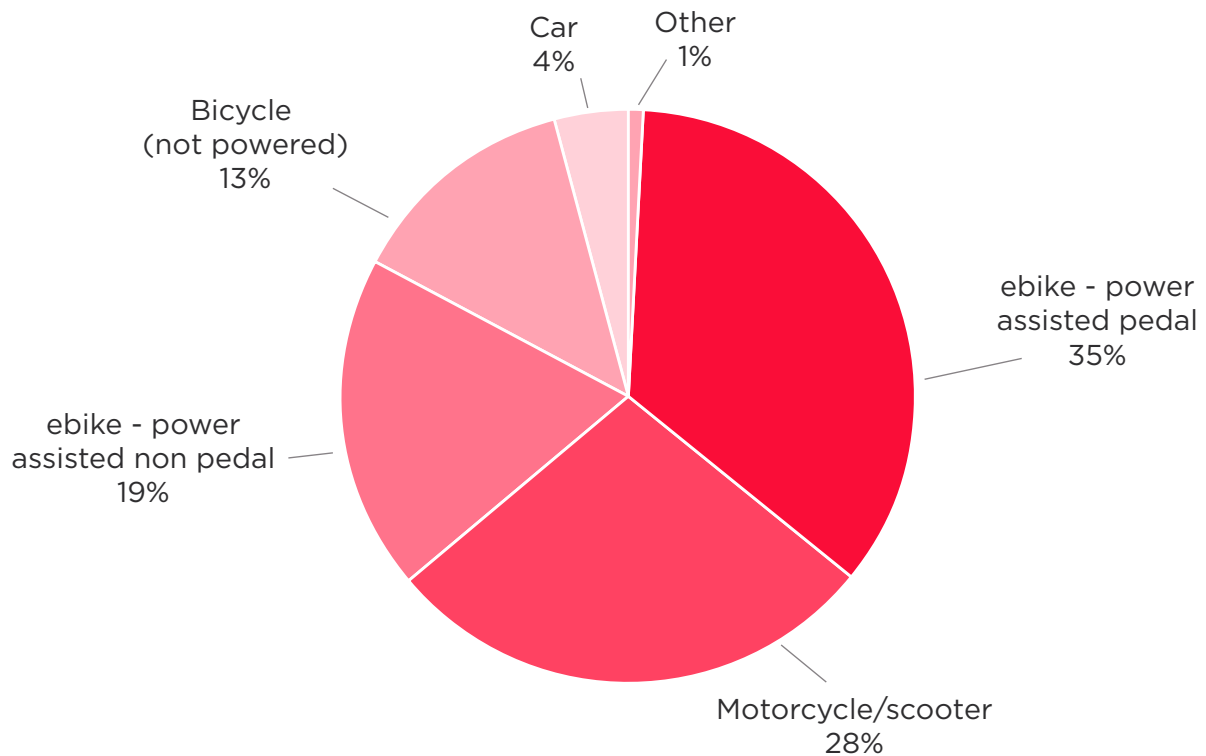
A small number of FDRs reported to Inspectors during interactions concerns relating to the time frames allocated to make deliveries.

Generally, **bicycles of all types were more frequently observed in inner Sydney suburbs compared to outer regional suburbs**. In Bankstown (20%) and Parramatta (37%) fewer bicycles were observed, compared to 90% in the suburbs of Haymarket, Kings Cross and Surry Hills.

The **most popular vehicle type for FDRs was a form of bicycle, accounting for 67%** of all observations (Figure 8). The bicycle type can be classified into three primary groups:

- Bicycle (not powered) (13%)
- ebike – Power assisted – Non pedal (19%)
- ebike – Power assisted – Pedal (35%)
- There were two FDRs observed riding electric stand up scooters.

Figure 8: Percentage of inspections by vehicle type



Generally, observations were made by Inspectors that more than **29% of bicycles may not be of a roadworthy standard or fit for purpose** (See Appendix 2 for examples). Specific observations relating to the safety of bicycles include:

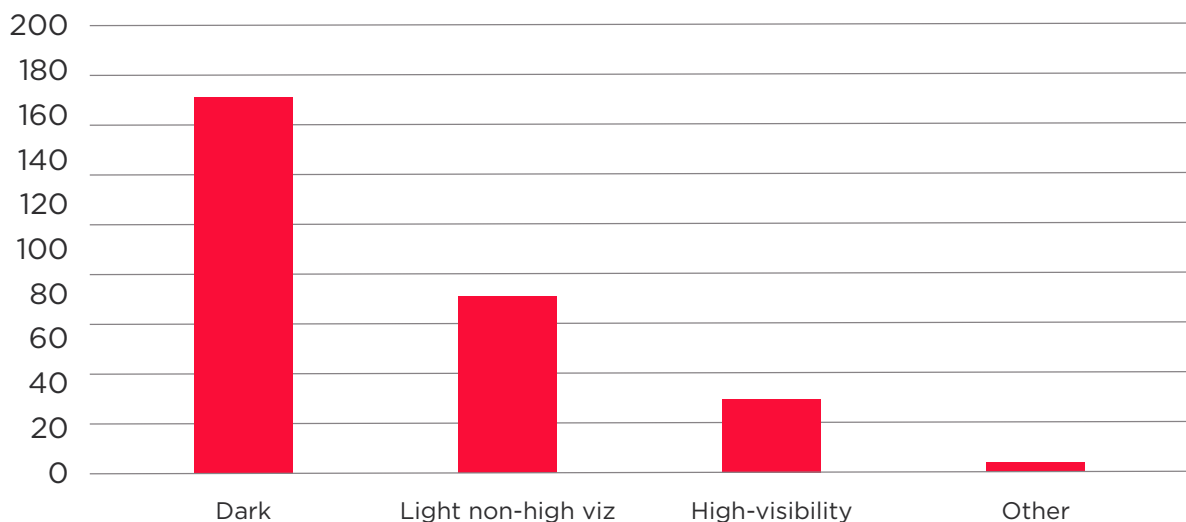
- 20% did not have a back light fitted
- 13% did not have a front light fitted
- 4% did not have a bell/horn fitted
- 2% did not have a phone mount fitted.

Most FDRs (92%) had a compliant helmet, with compliance unable to be verified by way of an appropriate standard sticker for approximately 8%. **A small number of FDRs (three riding bicycles) were observed without a helmet.**

Few FDRs (13%) wore clothing that was bright or reflective (See Appendix 2 for examples). The breakdown of clothing type worn by FDRs (Figure 9) included:

- 58% wore dark clothing
- 28% wore light coloured clothing but not hi-visibility
- 13% wore hi-visibility clothing.

Figure 9: Number of inspections by FDR clothing type



Some Inspectors noted FDRs wore plain clothing whilst operating in wet conditions. No statistics were explicitly collected about the frequency of this occurrence and only a few of the field observations occurred during wet weather.

Some FDRs were observed with the following:

- Wearing thongs/sandals whilst riding
- Wearing a singlet or no shirt
- Wearing a hat under their helmet.

More than **40% of FDRs were observed operating in an unsafe manner** (See Appendix 2) and may have broken a road rule. Some of the most frequently observed practices included:

- Riding on the footpath
- Excessive speed whilst utilising shared pathways
- Riding across a zebra crossing
- Not stopping at a red traffic light
- Riding on the wrong side of the road
- Overtaking on the inside of moving traffic
- Operating their phone while riding.

Field compliance analysis

During March 2021, SafeWork undertook compliance verification inspections of FDRs in the field.

There were 28 Warning Notices issued to FDRs working at the time for one of six platforms:

- **Uber Eats**
- **Hungry Panda**
- **Menulog**
- **Deliveroo**
- **Yello**
- **ChowBus**

All except one Warning Notice was issued for **failure to use/wear adequate PPE**. Nine Warning Notices were issued for **a failure to adhere to a safe system of work which poses a risk to health and safety**. Note that some Warning Notices were for multiple breaches.

The specific reason for the Warning Notice is characterised as below:

- 27 Notices for **Inadequate PPE: wearing dark clothing which provided inadequate visibility to surrounding traffic (both vehicles and pedestrians)**
- 3 Notices for **Inadequate lighting: bike lights not operating / bike lights poorly positioned / bike lights not providing adequate visibility**
- 3 Notices for **Riding in an unsafe manner: interacting in close proximity with moving vehicular and pedestrian traffic**
- 3 Notices for **Riding in an unsafe manner: observed to be travelling at an unsafe speed.**

Operational and Data Information

FDR incident analysis

The incident analysis is intended to provide additional intelligence to SafeWork NSW to support the activities of the Taskforce. The analysis results also formed the basis of a risk-based targeting operation for the purposes of observing the methods of operation and behaviours of FDRs in the field.

About the incident data

The data utilised for this analysis are of notifiable incidents reported to SafeWork NSW where it was identified that a FDR was involved. A notifiable incident under Part 3 of *Work Health and Safety Act 2011* means:

- (a) the death of a person, or
- (b) a serious injury or illness of a person, or
- (c) a dangerous incident.

SafeWork NSW analysed notifiable incidents involving FDRs from 1 June 2017 to 31 January 2021.

Field based inspections of FDRs

To support the work of the Taskforce, field operations were undertaken to observe methods of operation and behaviours of FDRs in the field. The location and timing of these operations were selected based on incident data indicating these as being most frequented by FDRs and presented a relatively high risk of serious injury or incident.

About the inspection data

The data utilised from this analysis was obtained from checklists (see Appendix 3) completed by Inspectors when observing or interacting with FDRs operating in the field. There were two inspection types that occurred, being an interaction or observation.

An interaction occurred when an inspector was able to engage one-on-one with a FDR and ask them questions from the checklist. This often occurred, for example, whilst a ride was waiting for a new job.

An observation occurred when an inspector undertook a visual observation of the FDR and completed applicable checklist questions.

Due to the nature of this operation, not all checklist questions were completed for every observation or interaction. The inspection approach recognised the highly competitive and time sensitive nature currently in the industry. In order to minimise impacts on the FDR, such as the rider missing out on a job or extending delivery time frames due to inspector interactions, checklist items were completed as much as was practicable.

The field inspection checklist was completed by Inspectors at the following locations and times:

	Time
Newtown/Enmore	3:30PM - 7:30PM, 13 Feb, 2021
Kings Cross/Potts Point	5:00PM - 9:00PM, 20 Feb, 2021
Parramatta	5:00PM - 9:00PM, 20 Feb, 2021
Haymarket	5:00PM - 9:00PM, 20 Feb, 2021
Bondi/Bondi Junction	5:00PM - 9:00PM, 21 Feb, 2021
Surry Hills	5:00PM - 9:30PM, 27 Feb, 2021
Haymarket	5:00PM - 9:30PM, 27 Feb, 2021
Kings Cross/Potts Point	5:00PM - 9:30PM, 27 Feb, 2021
Bankstown	5:00PM - 9:30PM, 27 Feb, 2021

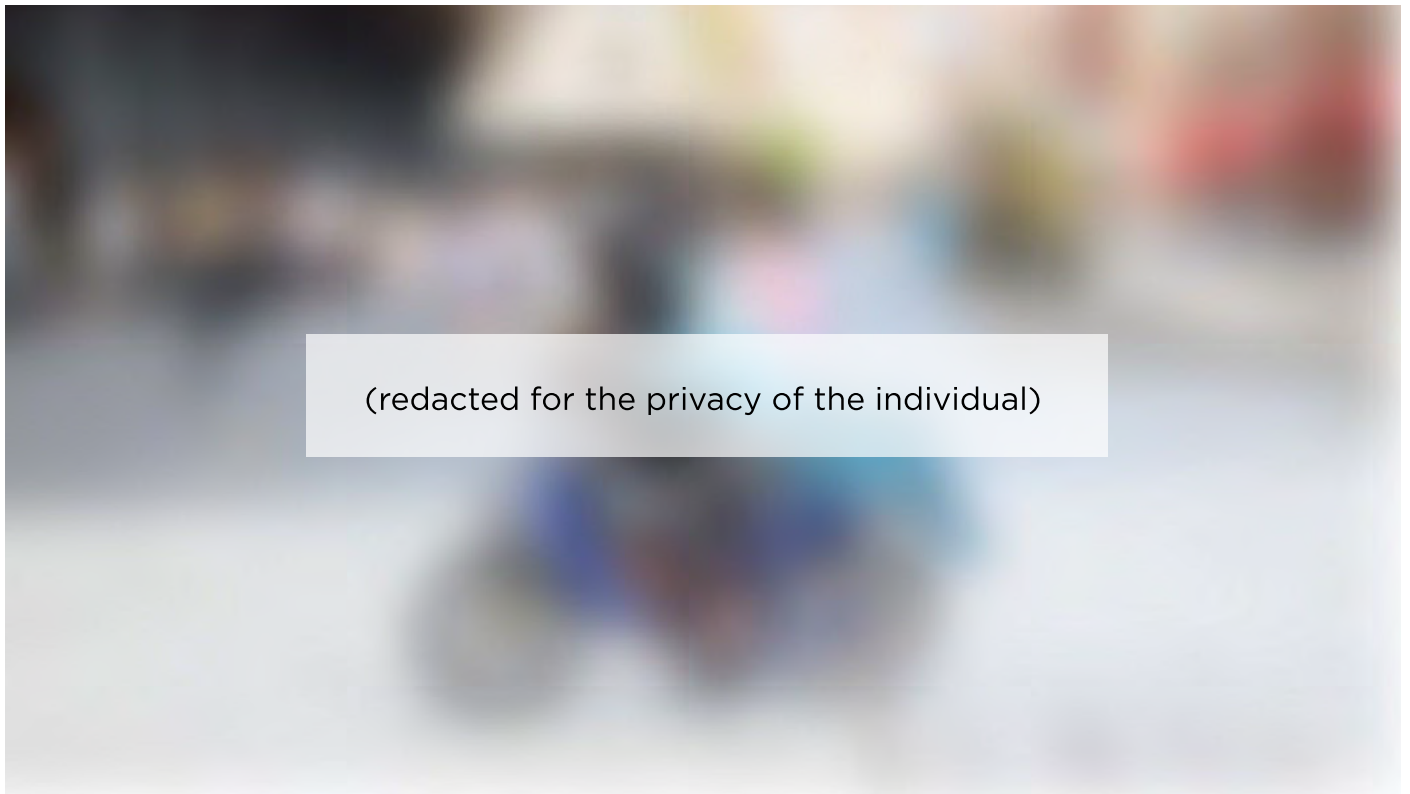
Field based compliance

After the completion of field-based inspections, a compliance focused operation was conducted within suburbs with the highest observed frequency of compliance risk. The purpose of this operation was to provide focused education to FDRs about any observed work health and safety risks and exercise their powers to issue Warning Notices if deemed appropriate.

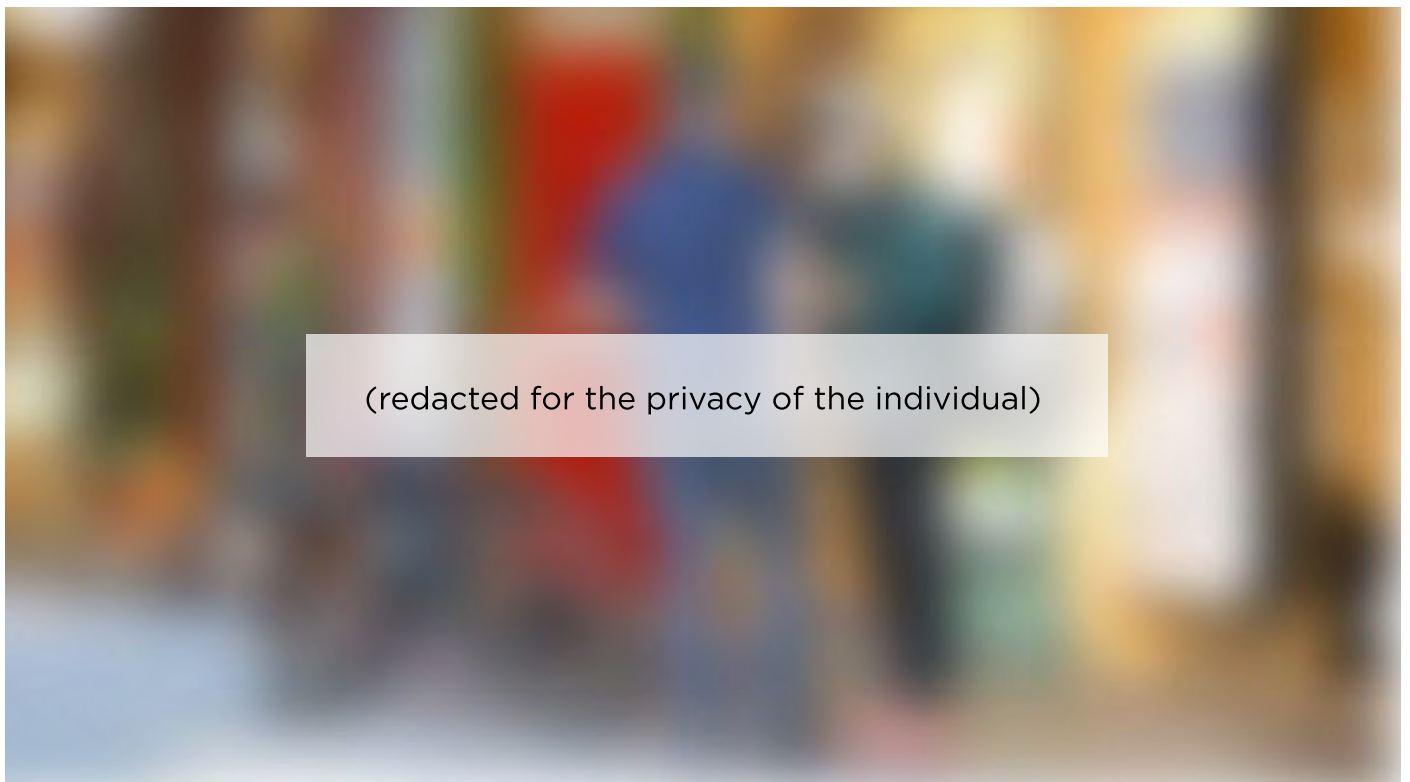
These field-based compliance visits occurred in the suburbs of Potts Point (3:00PM – 6:00PM) and Haymarket (7:00PM – 10:00PM) on Saturday, 13 March 2021. The data utilised for this analysis was obtained from this field operation.

Appendix 2: Photos of FDRs operating at Haymarket and Potts Point

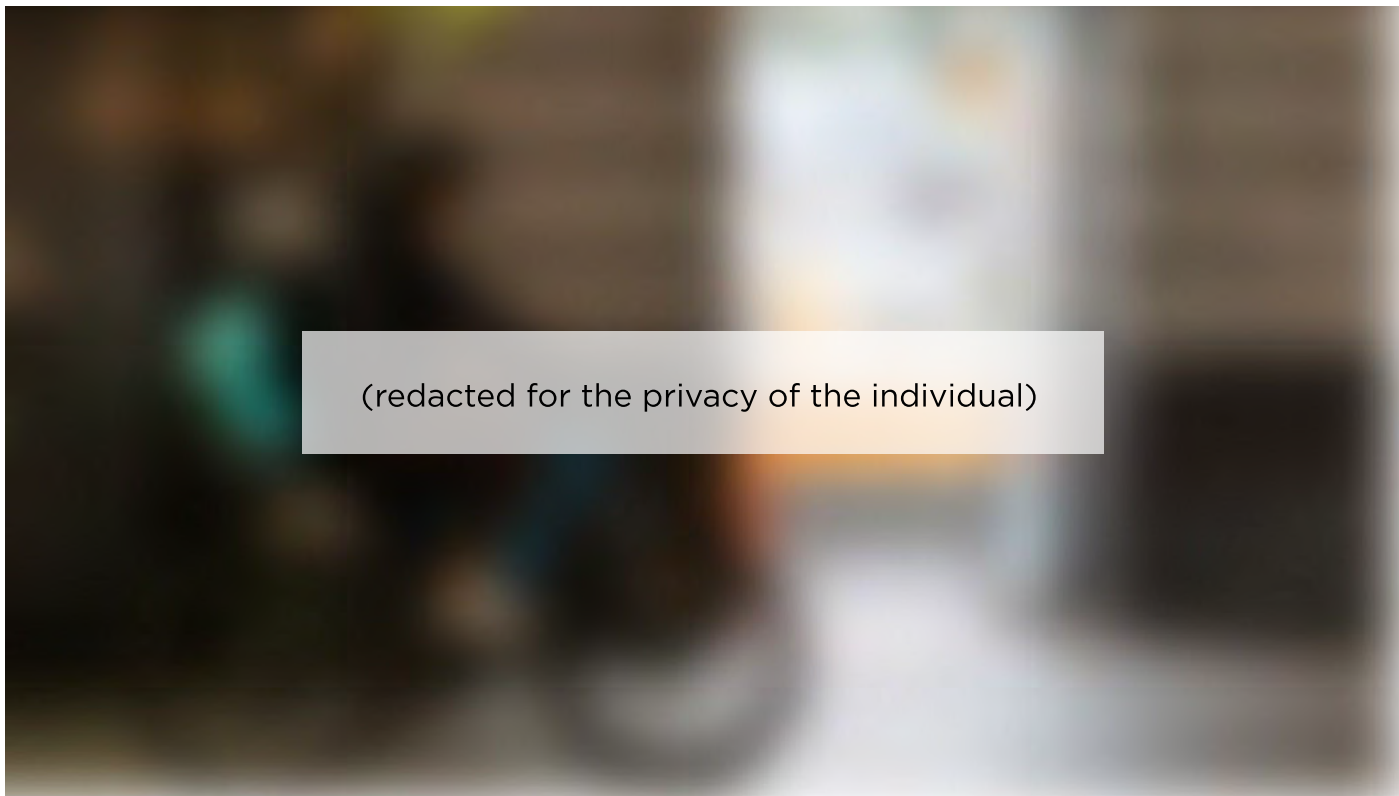
Example 1: FDR operating on a shared pathway on an e-bike that operates without the need to pedal. FDR is wearing thongs and doubling a passenger whilst making a delivery and is wearing a cap under his bicycle helmet, rendering it potentially ineffective in an incident.



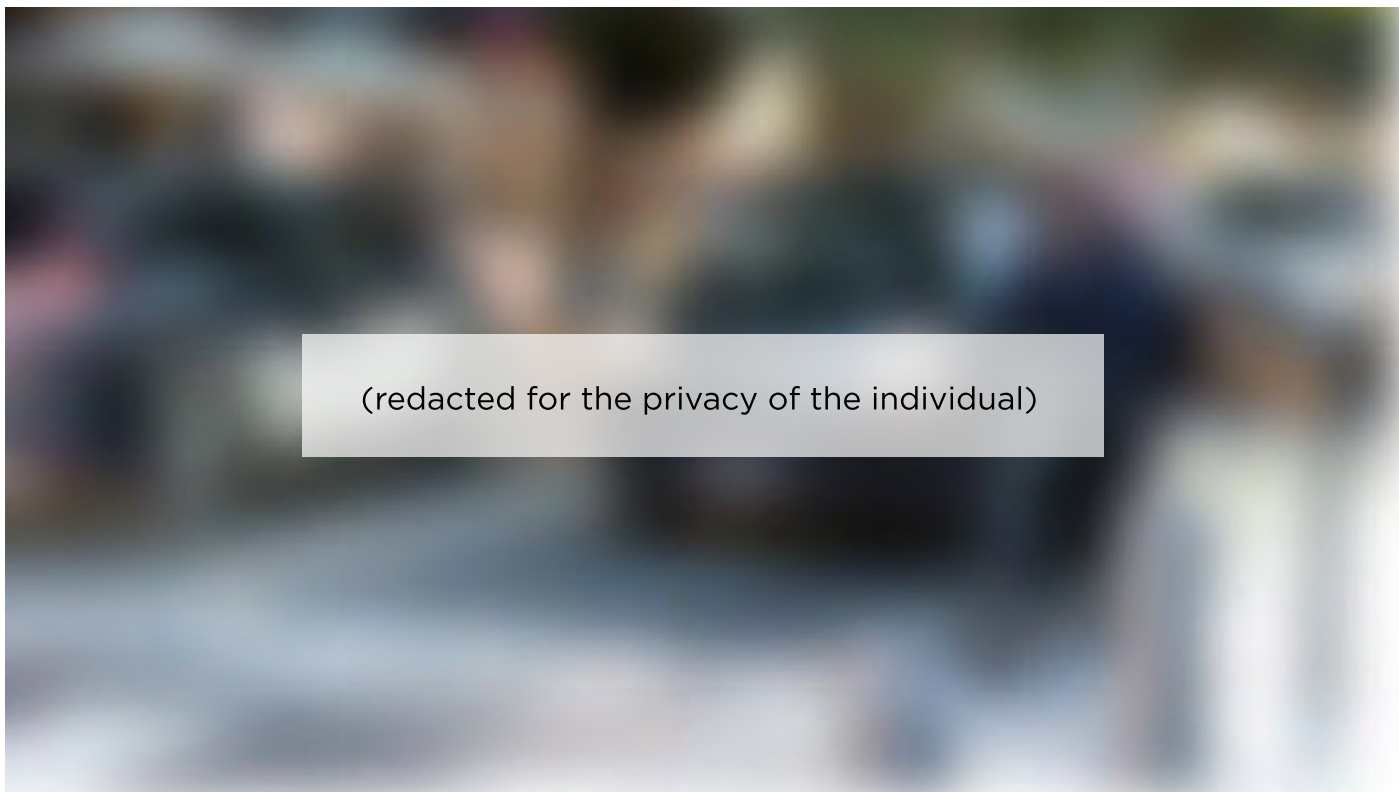
Example 2: FDR engaging with SafeWork NSW Inspector. FDR has slider/thong shoes, dark clothing and is wearing a cap under his bicycle helmet.



Example 3: FDR riding on the footpath, in dark clothing, looking down at phone in hand.



Example 4: FDR operating in close proximity to heavy traffic, in dark clothing.



Appendix 3: Inspector Check list – Field activities 2021

	Questions	Answer Type	Mandatory
1	Observation or Interaction?	Custom Choice	Yes
2	Time (Format HHMM 24 Hours eg. 3:30pm = 1530)	Text	Yes
3	Date	Date	
4	Location	Text	Yes
5	Specific location of FDR at the time.	Custom Choice	
6	Name of restaurant associated with FDR at time of observation/ interaction	Text	
7	Delivery platform (gleaned from observations or interaction)	Text	
8	Vehicle type used by FDR (if possible, obtain the brand/model)	Custom Choice	
9	Front light fitted to vehicle	Yes/No/NA/NV	
10	Rear light fitted to vehicle	Yes/No/NA/NV	
11	Were lights on at the time?	Yes/No/NA/NV	
12	Was a phone fitted to the vehicle?	Yes/No/NA/NV	
13	Was the FDR observed to be using a device when riding/driving?	Yes/No/NA/NV	
14	Was/does the FDR using headphones or earphones when riding?	Yes/No/NA/NV	
15	Did the vehicle appear roadworthy or fit for purpose?	Yes/No/NA/NV	
16	If observed riding, did the FDR appear to be riding in a safe manner? (If no, describe issue)	Yes/No/NA/NV	
17	Delivery person clothing	Custom Choice	
18	Did delivery person have a helmet on?	Yes/No/NA/NV	
19	If checked, did helmet comply with the relevant standard (Bicycles: AS/NZS 2063; M/Cycles: AS/NZS 1698:2006 or UNECE22.05)	Yes/No/NA/NV	
20	Was a bell/horn fitted to vehicle	Yes/No/NA/NV	
21	If other PPE used, what was it (e.g. specialised clothing; delivery bag with reflective qualities; 1m apart detection equipment; personal lighting; mirrors (on bicycle/helmet))	Text	
22	Is FDR using platform branded equipment or PPE? (if so, what equipment or PPE is being used)	Yes/No/NA/NV	
23	If using platform branded equipment/PPE, is the FDR operating off that same platform?	Yes/No/NA/NV	
24	How long has delivery person been a food delivery rider/driver?	Custom Choice	

	Questions	Answer Type	Mandatory
25	Was training provided by the platform operator (if so describe)?	Yes/No/NA/NV	
26	Does the FDR hold a NSW driver/rider licence (if so, what class - P1, P2, Unrestricted)?	Yes/No/NA/NV	
27	Does the FDR hold an interstate driver/rider licence? (if so, what State/Territory)?	Yes/No/NA/NV	
28	Does FDR hold an international driver/rider licence elsewhere? (if so, what country and type?)	Yes/No/NA/NV	
29	Does the delivery platform consult with the FDR? (if so, how/when?)	Yes/No/NA/NV	
30	Does the FDR appear aware of the risks associated with food delivery riding?	Yes/No/NA/NV	
31	Is the FDR aware of the work being done by the taskforce with respect to WHS in the Food Delivery Industry?	Yes/No/NA/NV	
32	Is the FDR aware of the draft Guide to Managing WHS in the Food Delivery Industry?	Yes/No/NA/NV	
33	Has the FDR had an incident before whilst delivering food? (if yes, time/date/place/describe)	Yes/No/NA/NV	
34	Is the FDR a visa holder? (if so, what type of visa)	Yes/No/NA/NV	
35	What is the FDR's country of origin?	Text	
36	If the FDR was not born in Australia, how long have they resided in Australia?	Text	
37	Gender of FDR	Custom Choice	
38	Age (or approximate age if observed only)	Custom Choice	
39	Other comments (eg. about systems of work disclosed, safety concerns, observation matter not otherwise described)	Text	
40	Did you observe the food delivery rider breaking any road rules? Which rule?	Text	

