

[REDACTED]

From: [REDACTED]
Sent:
To:
Subject:
Attachments:

Hi [REDACTED]

I am writing this email to confirm the recipient of the draft "GUIDE TO MANAGING WORK, HEALTH AND SAFETY IN THE FOOD DELIVERY INDUSTRY".

EASI has organised internal discussions and workshops accordingly and confirm we shall commit to all proposed guidelines and has started the process of modification.

Please see attachment for safety instruction documents drafted and we shall keep working on our internal procedures/ policies/ product features including algorithm as per advised to ensure all-time compliance.

As an Australian company, EASI, understand our responsibility in caring for our customers, merchants, drivers and local communities, we value drivers' health and safety as per highest priority and shall commit to duties of being a good corporate citizen.

Thank you.

[REDACTED]

EASI GROUP

EASI Bicycle Rider Safety Instruction

EASI 自行车安全指南

Check that the lights, brakes, pedals, chain lubes, wheels, seat and locks of the bikes are safe to ride

行驶前，务必检查车灯，车胎，刹车，脚踏板，链条油，方向盘，座椅和车锁，确认安全后才可以上路行驶

Have a white front light and red rear light lit at night and have your bicycle fitted with a red-light reflector on the rear.

夜行时，需打开自行车白色头灯和红色尾灯，同时需确保自行车尾部装有红色反光板。

Not use mobile phones while riding.

行驶时不能使用手机。

Bike lanes 自行车道

- Not ride on the footpath.
- 自行车不可以在人行道上行驶。
- Not ride against a one-way street.
- 不允许在单行道上行驶。
- Keep to the left and give way to pedestrians.
- 注意靠左行驶，并给行人让行。
- Not misuse bicycle path, separated footpath or shared path.
- 注意不要错用自行车道或分行车道。
- Only park your bike on the designated parking area and remember to lock your bike.
- 请将自行车停靠在指定区域，并在停稳后给车辆上锁

Follow the Signs 遵守路标

- Obey traffic sign.
- 请务必遵守交通信号灯。
- Speed limit.
- 控制车速。

Turning and Indicating 转向与行车转向信号

- Indicating is mandatory for cyclists turning right.
- 自行车骑手的右转指示手势是强制的。

Overtaking and following a vehicle 超车与跟随其他车辆

- Cyclists are usually permitted to overtake on the left side of a vehicle when riding in the bike lane.
- 自行车骑手一般允许超过自行车道左侧的车辆。
- Riders are not permitted to follow closer than 2m behind the vehicle.
- 自行车骑手不允许和前车的距离低于两米。

E-Bike Considerations 电动自行车的特殊规定

- Motors are also speed limited to 25 kph, requiring you to use your own steam should you wish to go faster.
- 电动自行车的限速是 25 千米每小时，骑手可自行用脚踏的方式进行额外加速。

Wear a Helmet 佩戴头盔

- Wear bicycle helmet at all times while riding.
- 行驶时请务必佩戴安全头盔。

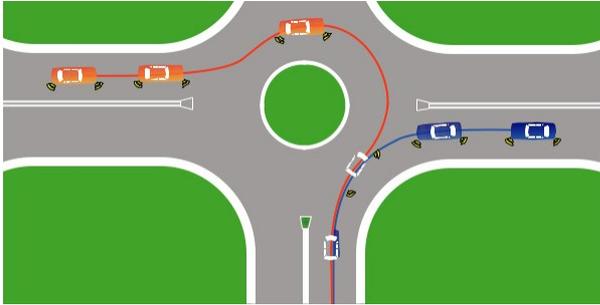
For more information, please visit

更多详情敬请参阅以下网站

<https://roadsafety.transport.nsw.gov.au/stayingsafe/bicycle-riders/laws.html>

EASI Vehicle Safety Instruction

1. Roundabouts



- **Approaching a roundabout**

Drivers approaching a roundabout must use their indicator if they intend to turn left or right, or make a U-turn at the roundabout. They must give other road users sufficient notice of their intent to turn.

- **Entering a roundabout**

Drivers must slow or stop to give way to any vehicle already in the roundabout. Drivers must also continue to use their indicator if they intend to turn left, right or make a U-turn.

- **Turning left**

Drivers must indicate left on approach and be travelling in the left-hand lane (unless there are road markings with other instructions), stay in the left lane and exit in the left lane.

- **Going straight ahead**

There is no requirement for drivers to signal when approaching the roundabout, if they are going straight ahead.

Drivers may approach the roundabout from either the left or right lane (unless there are road markings with other instructions).

- **Turning right**

Drivers must indicate right on approach and be travelling in the right-hand lane (unless there are road markings with other instructions).

- **Making a U-turn**

When using a roundabout to make a U-turn, drivers must approach in the right lane and signal right.

- **Changing lanes in a roundabout**

Drivers may change lanes in a roundabout if they wish. The usual road rules for changing lanes apply. Drivers must use their indicator and give way to any vehicle in the lane they are entering.

- **Exiting a roundabout**

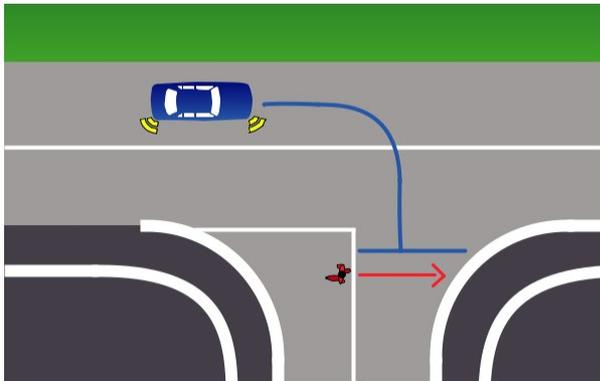
Just like exiting any road, drivers must signal left when leaving a roundabout, if it is practical to do so, and stop indicating as soon as they have exited the roundabout.

When travelling straight ahead on a small single lane roundabout, it may be impractical to indicate left when exiting.



All drivers are required to drive carefully and slow down or stop when there is a chance of a crash with another vehicle.

2. Giving way to pedestrians when turning



If a driver is turning left or right at an intersection, the driver must give way to any pedestrian crossing the road the driver is entering.

This applies to intersections with and without traffic lights. However, this rule does not apply at roundabouts.

For their own safety, pedestrians should always check their surroundings before crossing the road.

3. Mobile phones

A mobile phone may only be used while driving:

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- if it is secured in a commercially manufactured and designed mounting which is fixed to the vehicle and does not obscure the driver's view of the road, or
- if it can be operated by the driver without touching any part of the phone, for example through the use of Bluetooth technology or voice activation.

While driving, a mobile phone cannot:

- rest on the driver's leg, between the shoulder and ear, or on any other part of the driver's body,
- be used for text messaging, video messaging, emailing or similar, or
- be held in the driver's hand other than to pass it to a passenger.

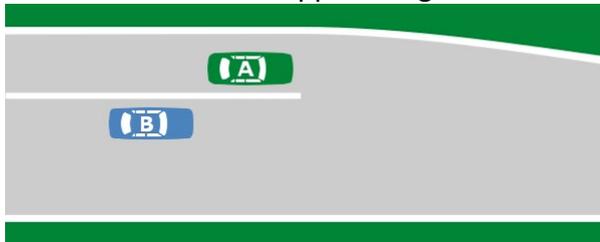
Drivers can only use a hand-held mobile phone if their vehicle is parked in an authorised parking spot. They cannot use a hand-held mobile phone while stopped at traffic lights. Drivers may use the navigational or GPS function and audio functions of a phone while driving, provided the phone is secured in a fixed mounting.

Learner and P1 drivers are not permitted to use any function of a phone while operating a vehicle.

4. Merging

- **Merging when the number of lanes is reduced**

When a driver is travelling on a road without lane markings and the number of lanes or lines of traffic is reduced, they must merge by giving way to any vehicle that is ahead of them. This is often called a zipper merge.



Car B gives way to Car A.

- **Changing lanes when a marked lane ends**

When a driver is travelling in a marked lane which is ending and is required to cross a broken painted line to enter the adjacent lane, the driver must give way to the traffic travelling in the lane being entered.



Car A gives way to Car B.

5. Keeping left



On multi-lane roads with a speed limit of more than 80km/h, motorists must not drive in the right-hand lane unless they are:

- Overtaking
- turning right or making a U-turn
- avoiding an obstacle
- driving in congested traffic
- driving in a special purpose lane or if there is a Left Lane Must Turn Left sign or a left traffic arrow and the driver is not turning left.

If a Keep Left Unless Overtaking sign is displayed, the requirement applies regardless of the speed limit.

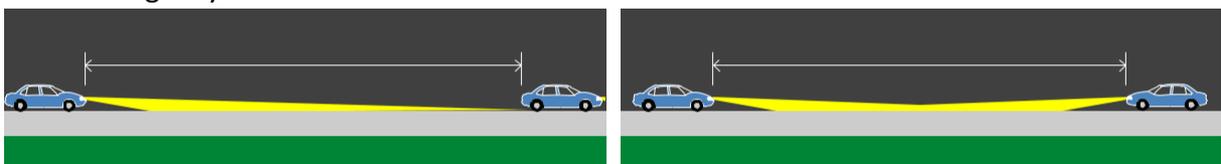
6. Using headlights and fog lights

- **High beam**

A driver must not use their headlights on high beam if travelling:

- less than 200m behind a vehicle travelling in the same direction
- less than 200m from an oncoming vehicle.

It is an offence to flash the vehicle's headlights unless the vehicle is being used to respond to an emergency.



- **Must not dazzle**

A driver must not use any light fitted to their vehicle that may dazzle another road user.

- **Fog lights**

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A driver is only permitted to use fog lights if driving in fog, mist or other atmospheric condition that restricts visibility.

- **Spot lights**

A driver may only use a spot or search light if:

- The vehicle is stationary and the light is being used for making adjustments or repairs to a vehicle. The light must not be projected more than six metres.
- The light is used temporarily to read a house number or notice board.

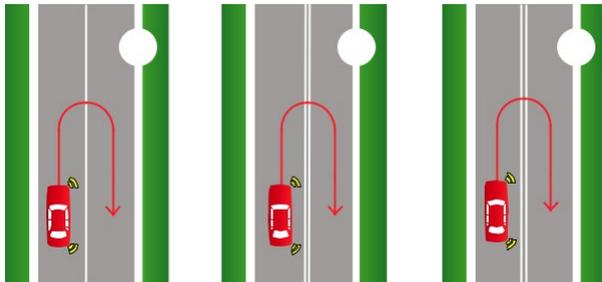
- **Lights**

When driving at night, or in conditions where there is insufficient daylight to render a person dressed in dark clothing discernible at a distance of 100m, a driver's vehicle must have clearly visible:

- Headlights
- tail lights
- number plate lights
- clearance lights and side marker lights if they are fitted to the vehicle.

It is recommended that in some daytime situations driving with the vehicle's headlights on can improve the likelihood of being seen by other road users.

7. U-turns



- **Making a U-turn**

When making a U-turn a driver must:

- have a clear view of any approaching traffic
- be able to make the turn without unreasonably obstructing the free movement of traffic
- give way to all vehicles and pedestrians.

- **Drivers are not allowed to make a U-turn:**

- at an intersection without traffic lights, where a 'no U-turn' sign is displayed
- at a break in a driving strip where a 'no U-turn' sign is displayed
- across any of the following:
 - a single continuous dividing line
 - a single continuous dividing line to the left of a broken line
 - two parallel continuous dividing lines.

- **At traffic lights**

Drivers are not permitted to make a U-turn at traffic lights unless there is a U-Turn Permitted sign displayed or a green U-turn traffic light is displayed.

8. Safe following distances



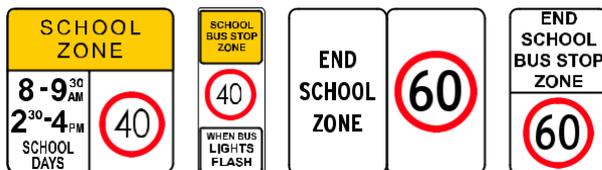
Drivers must keep sufficient distance behind a vehicle travelling in front of them to safely avoid a collision.

Safe following distances may vary depending on the conditions, the type of vehicle and the speed at which the vehicle is travelling. As a general rule, when following a vehicle, the driver should travel three seconds behind the vehicle in front to provide sufficient time to avoid a crash.

To calculate a three second space when following another vehicle, drivers can use the basic time-lapse method technique:

- Drivers should select a mark or object on the left hand side of the road, for example a sign or a power pole.
- As the rear of the vehicle ahead passes the chosen object, the driver counts 'one thousand one, two thousand two, three thousand three'. This should take about three seconds.
- If the driver's car passes the chosen object before finishing the three second count, then they are travelling too close to the vehicle in front. There is not enough crash avoidance space so the driver should slow down and repeat the exercise to ensure the three second gap is achieved.
- In poor conditions such as rain, gravel roads or dim light, it may be necessary to increase the travelling distance to four seconds to increase the crash avoidance space.

9. School zones



A school zone is the area around a school with a speed limit of 40km/h. Between the School Zone and End School Zone signs, drivers must obey the school zone speed limit.

The school zone speed limit applies on NSW gazetted school days and during the times detailed on the school zone sign. School zone hours are normally 8:00am–9.30am and 2.30pm–4:00pm.

Pupil free days fall within the gazetted school days, thus school zones are operating and enforceable.

Details on NSW gazetted school days can be located at:
www.boardofstudies.nsw.edu.au/events/vacations.html

Some non-government schools do not operate on gazetted school days. Motorists should be aware that school zones still operate and are enforceable on these days.

There are a small number of schools with different school zone times – these will be detailed on the school zone sign.

10. Yellow traffic lights

A yellow (amber) traffic light or arrow means stop. A driver approaching traffic lights showing a yellow traffic light must stop if the driver can stop safely before reaching the stop line or traffic lights.

Penalties apply for drivers who fail to stop at a yellow light, unless it is unsafe to do so.

If you have an accident during delivery:

1. **Ensure you are in a safe location away from traffic**, such as the side of the road or emergency lane. (If you are driving a car please turn your hazard lights on, and only get out of your vehicle if it is safe to do so. If it is not safe to leave, stay in your vehicle and always wear your seatbelt when waiting for help in your car.) Stand as far from the road as possible (and behind any safety barriers if present) when waiting or exchanging details, never in-between or beside vehicles close to moving traffic.

Call 13 11 70 or use a freeway help phone if you cannot move your vehicle off the road and it is blocking traffic.

In an emergency call 000 for police and ambulance assistance.

2. Once you are safe, please **contact the customer service team** to report the incident and ask for help. Our friendly customer service agents will help you regarding the ongoing order(s) you have.

3. If you need more information or help, please contact operation team via email.

Melbourne: operation@easi.com.au

Sydney: operation-syd@easi.com.au

Safe driving tips provided by Vicroads:

<https://www.vicroads.vic.gov.au/safety-and-road-rules/driver-safety>

<https://www.vicroads.vic.gov.au/safety-and-road-rules/driver-safety/safe-driving-tips>

Please observe traffic regulations and drive safe.

Road Safety Inspection

To ensure riders are riding safe during their delivery journey, please read and follow [EASI Safety Instruction*](#) as well as local road rules. EASI road safety inspectors will do regularly checkup according to the following instructions:

1. Time:

Irregular dates (at least once per fortnight)

2. Location:

We will spot check riders according to their real-time location, not limitation to some fixed area.

3. Inspection items:

- Is the rider driving and parking according to Victoria road rules
- Is the rider wearing clothes and carrying items that meet the safety requirements
- Is the rider using mobile phones while riding

4. Punishments:

For riders who do not meet the safety requirements:

- For a first offense, the rider will receive an warning notice.
- For a second offense in 90 days (after the first offense), the rider is required to attend a road safety training organized by EASI. Before that, the maximum number of orders the rider is able to accept at the same time is limited to one.
- For a third offense in 30 days (after the second offense), the rider is required to attend a road safety training organized by EASI and pass the quiz. Before that, the rider' s account will be temporarily deactivated.

* EASI Safety Instruction is a PDF file that you would receive during the training or account activation procedure.

You can also email to operation@easi.com.au to get one.