



# Control Measures Checklist

for platforms



A food delivery platform provides food delivery services for food outlets, usually through a mobile app.

Platforms must do all they can to make sure food delivery workers are safe when working.

Food delivery workers include both those who work directly with food outlets and those who work for a platform by receiving orders through an app.

Here are some ways to ensure delivery workers are healthy and safe at work.

## Can you get rid of the danger?

*The best way to avoid a danger is to get rid of it.*

Can you reduce time pressures by ensuring food delivery workers have adequate time for safe deliveries? Do you provide your customers with realistic expectations?

Does the app or delivery system allow for an adequate time between deliveries for workers to rest - such as setting automated rest periods?

*You should allow sufficient rest time for food delivery workers between deliveries. You should inform your workers that if they work for multiple delivery platforms, they cannot ignore rest requirements by switching between apps to continue working.*

## Can you keep delivery workers safe in unsafe conditions, for instance in heavy rain or storms?

Food platforms should manage work differently when weather conditions are dangerous.

*It is not always possible to eliminate dangers at work. If this is the case, you should work through the hierarchy of control measures below.*

## Can you replace the danger with something less dangerous?

*Can you use something safer?*

Do you provide access to a safe vehicle (car, bicycle or scooter) if your worker's mode of transport is unsafe?

If you provide vehicles (car, bicycle or scooter) for worker's use, do you ensure you maintain the safety of the vehicle?

*Is there a system for workers to report safety issues such as poorly maintained or damaged parts?*

## Can you create distance between people and the danger?

*Use distance or barriers to separate the danger from workers and customers.*

Do you set expectations of your customers if there is a delay in food production?

Do you manage schedules and delivery times to remove the pressure of unsafe delivery times which can lead to unsafe riding?





### Can you add a process or new equipment?

Do you allow food delivery workers to change the route they take or extend their delivery timeframes to suit the weather and traffic conditions?

*No one should have to take risks in order to meet delivery times. Food delivery workers should not take routes that they know to be unsafe due to lack of cycle infrastructure, narrow roads, heavy traffic or known obstacles. If using a map application, ensure food delivery workers are using 'bicycle mode' to ensure they are using the safest route.*

Is there a process for delivery workers to report safety risks or incidents and are they trained to use the process?

Do you have a process in place for manual handling and heavy loads? Do you ensure that the delivery bags are not too heavy?

*You should advise workers on safe ways to use, load and transport your delivery bags. Delivery bags and containers should be fit for purpose. High visibility, insulated bags should be safely secured to bikes or scooters.*

Do you use a device that detects crashes and sends information to emergency services?

### Do you have policies to support safe work practices and worker behaviour at your workplace?

Have you provided training, policies, and procedures to prevent worker exposure to violence, aggression, abuse and harassment?

*Make sure you have training, processes and policies in place so workers know how and when to report safety incidents (if a worker is feeling unsafe or threatened, they should call 000).*

Do the food delivery workers know about the specific road rules in your state/territory if riding on the road?

Are the food delivery workers trained and competent at driving and riding bikes and scooters on roads, in traffic, at night, in adverse weather and road conditions and when carrying loads?

*Food delivery workers should be competent at riding or driving in a delivery context, including on roads, in traffic, at night, in adverse weather and road conditions, and when carrying loads.*

Have you provided appropriate training on safety matters - such as the use of personal protective equipment (PPE) and how to inspect a vehicle before use?

### Do the food delivery workers have access to safe clothing and equipment?

Do you provide personal protective equipment (PPE), and training so workers know how to use it?

*You must ensure workers are provided with suitable training and instruction as well as appropriate PPE.*

Have you checked that any PPE you provide is the most appropriate for the risk and fits the workers properly?

Are you using appropriate delivery bags? High visibility, insulated delivery bags that can be secured to a bike or scooter are preferable.

*You must replace PPE when it is damaged or old.*

### Have you looked for guidance on your WHS regulator's website?

Do you have any questions specific to your workplace?

*The WHS regulator in your state or territory is responsible for regulating and enforcing WHS laws. WHS regulator contact details are available on our website.*

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