



London cargo bike safety standard

Supporting safe cargo bike operations

February 2025

Contents

3 Introduction and purpose

6 Safety context

9 Regulation and standards

12 Scope and approach

14 Safety challenges and risks

16 London safety standard

23 Implementing the standard



Introduction and purpose

We are launching this safety standard as part of our aim to make cargo bikes a prime option for last-mile freight deliveries in London



Delivering safety benefits

The standard adopts best practice, setting out what is needed to support ongoing safe cargo bike operations in the capital

Freight and servicing are critical to London's success, underpinning almost all aspects of life in the capital by supplying and servicing businesses, schools and hospitals, supporting construction and waste removal, and enabling personal deliveries. Delivery and servicing trips need to be safe, clean and efficient to make London a great city in which to live and work, and to visit (see our [Freight and servicing action plan](#)).

The use of cargo bikes is growing quickly among both small and large logistics operators: there are already more than 50 cargo bike operators in London. This rapid growth, combined with the fact that safety-related incidents have been few, demonstrates that cargo bikes can be a safe, clean and efficient alternative to vans for many delivery and servicing trips.

Our [Cargo bike action plan](#) estimates that cargo bikes could replace up to 17 per cent of van kilometres in central London by 2030. However, the regulatory environment is still evolving. There are currently industry-wide product safety standards¹ in place only for 'lightweight' cargo cycles,

with standards for the heavyweight models that are widely used for cycle logistics still under development. Operational codes of conduct and training standards also exist, but are at the moment only voluntary.

Purpose of standard

We stated in our Cargo bike action plan (Action 7) that we would develop a London safety standard for cargo bikes that adopts best practice. Our aim is to make cargo bikes a leading option for last-mile freight and servicing trips in London. We are therefore launching this safety standard, aimed at cargo bike operators and riders transporting goods or providing services.

The purpose of the standard is to set out the requirements we believe are needed to support ongoing safe cargo bike operations in London. An effective safety standard will drive good industry practice and deliver real safety benefits by eliminating casualties, directing good conduct and supporting the Mayor's [Vision Zero](#) safety objectives, all while supporting the continued growth of cargo bike use in London.

¹ Standards are distinguished from Codes of Conduct and guidance. A standard is an accepted norm that sets a conformance level and is applicable at an industry level. A Code of Conduct sets out rules and values that subscribers or members are expected to uphold. Guidance provides advice and information that enable processes and tasks to be carried out efficiently



Cargo bikes are a safe, clean and efficient alternative to vans

The safety standard can be applied in small and larger operations and can complement other safety initiatives within these organisations. An effective and well-supported safety standard for cargo bikes will ensure that operators maximise their safety benefits and that cargo bikes remain a desirable and well-regarded mode for freight deliveries and servicing in London and the UK as the market grows and develops.

Safety standard: aims and applications

A cargo bike safety standard will provide several key benefits by improving safety, reliability and overall user experience. This standard is planned to incentivise safe behaviour and build trust for cargo bikes in the community by further improving road safety while contributing to sustainable urban transport systems.

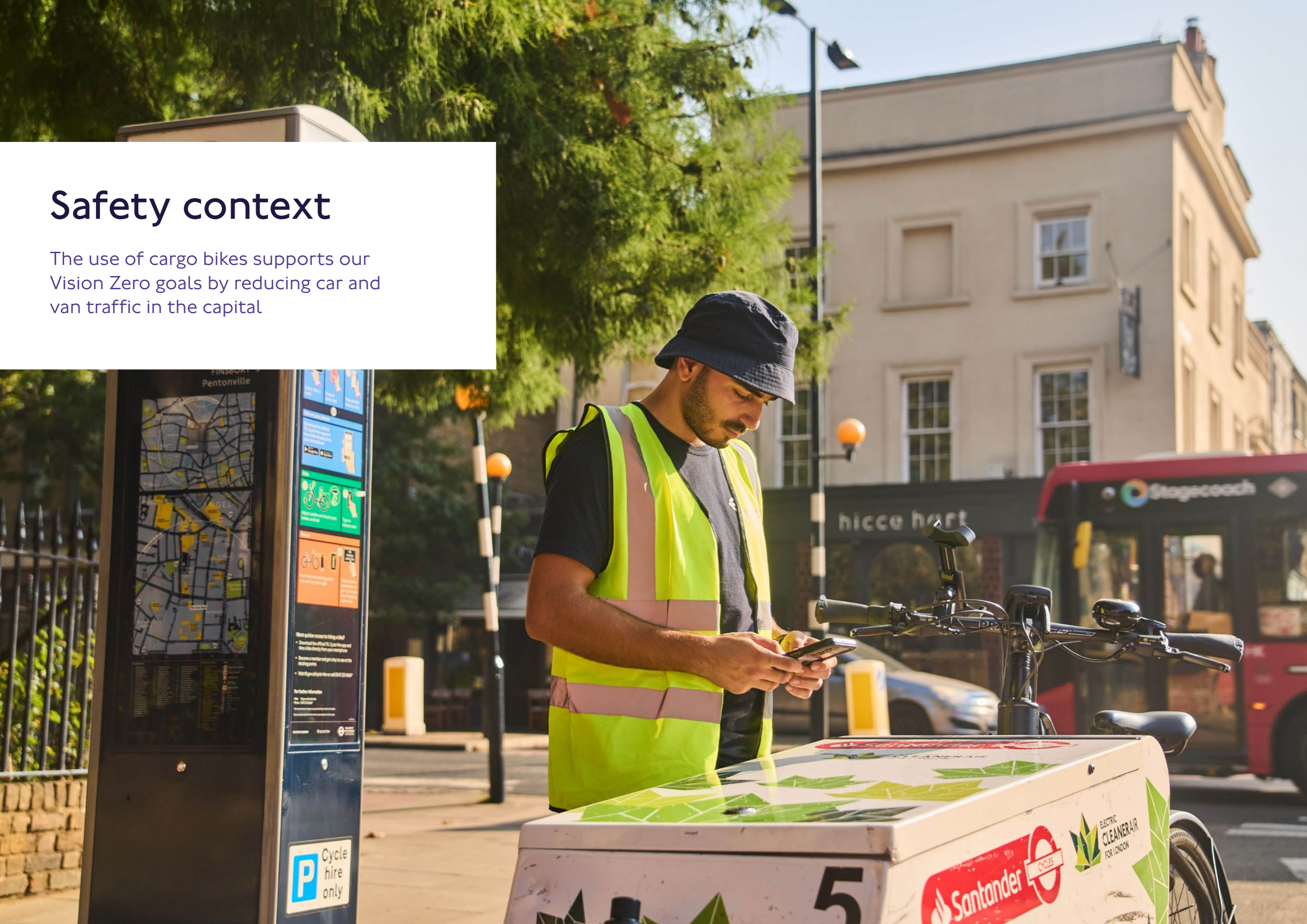
The standard applies to cargo bikes that are used for carrying goods or equipment. It can stand alone or be included as part of broader freight safety requirements for cargo bike operations within accreditation and other safety schemes.



The standard applies to cargo bikes carrying goods or equipment

Safety context

The use of cargo bikes supports our Vision Zero goals by reducing car and van traffic in the capital



Reducing road danger

Cargo bikes pose less danger to vulnerable road users than vans, as they are smaller, lighter and slower

Cargo bikes provide a significant opportunity to reduce car and van traffic in support of our Vision Zero ambition.

Vision Zero objectives and targets

Vision Zero is at the heart of the [Mayor's Transport Strategy](#), and eliminating deaths and serious injuries from London's roads is a priority for the Mayor, the Metropolitan Police Service and City of London Police, London's boroughs and Transport for London (TfL).

We are working towards an ambitious target to eliminate deaths and serious injuries from the road network by 2041, and an interim 2030 target to reduce deaths and serious injuries by 70 per cent against a 2010-14 baseline.

London has made major strides in reducing road danger since committing to Vision Zero, with deaths and serious injuries falling faster than the national average (see our [Casualties in Greater London during 2023 factsheet](#)). However, despite the progress we have made in recent years, 95 people died on our roads in 2023 and a further 3,615 were seriously injured.

Together with the police, boroughs and everyone who uses our roads, we need to redouble our efforts to reach Vision Zero.

Our Vision Zero action plan takes a Safe System approach – an internationally recognised approach to road danger reduction (see right). The programme employs a framework of interventions around five pillars of action: safe speeds, safe streets, safe vehicles, safe behaviours and post-collision response.



Safe speeds

Lowering traffic speeds where vehicles and people are likely to mix reduces the likelihood and severity of collisions. It also makes our streets less dominated by motor vehicles, more attractive for walking and cycling and reduces noise, pollution and carbon emissions.



Safe vehicles

Reducing the dominance of vehicles not only means reducing the use of motor vehicles, but also reducing the danger they pose and ensuring they are designed as safely as possible.



Safe streets

Reducing danger at locations where the likelihood of injury is higher than in other places is key to making people feel safe on our streets.



Post-collision response

Understanding the causes of collisions is fundamental to preventing their recurrence. There is strong evidence that reducing motorised traffic, in combination with other safe systems, can dramatically reduce risk and casualties.



Safe behaviours

Encouraging all road users to travel safely and fostering a culture of respect, while at the same time retaining a strong focus on enforcement action against criminal and antisocial road user behaviour.



Cargo bikes are safer than other types of motorised transport

Cargo bike safety

Cargo bike riders, in common with regular pedal cyclists, are vulnerable road users. They also have the theoretical potential to injure other road users. Our [data](#) shows that, in 2023 in London, eight cyclists were killed and 933 were seriously injured, and there were 92 collisions between pedestrians and all types of cycle.

Currently, the statistical systems behind bike collision data collection of this kind do not differentiate between cargo bikes and other cycle types.

Formal cargo bike collision data would allow the safety benefits of cargo bikes to be tracked and compared against those of other cycle types, and would assist in the continuing development of cargo bike safety standards and guidance.

We need information from industry and other stakeholders, such as the Department for Transport (DfT), to improve the way cargo bike casualty data is recorded and analysed to better understand collision events and causes.

While there is little in the way of formally recorded collision data involving cargo bikes in London, they are inherently safer than other forms of motorised transport as they are smaller, lighter and travel at lower speeds. These factors mean that cargo bikes present a lower risk of injury to people walking and cycling than vans and heavy goods vehicles (HGVs).

A [Belgian survey](#) (2024) of cycle logistics operators found that cargo bike accidents resulting in major injuries were rare. No respondent reported an incident involving fatalities, and 72 per cent reported no incidents with major injuries that resulted in insurance claims, hospital visits or days off work.

Shifting the riskiest journeys to safer modes of travel such as cargo bikes is key to achieving Vision Zero. Last-mile deliveries often pass through, and take place in, areas with heavy pedestrian concentrations, and cargo bikes are uniquely well placed to serve these trips.

Regulation and standards

An operational safety standard is needed to ensure that cargo bikes are operated safely and considerately



Improving safety outcomes

The London cargo bike standard will work with other standards and regulations to reduce risks associated with cargo bike use

With cargo bikes increasingly being used across a widening set of applications, it is important to maintain and, where possible, further improve safety across the industry.

In-house standards

Many operators have developed in-house standards for their cargo bike operations, and a voluntary set of Codes of Conduct for riders and operators has been developed by the Bicycle Association – the UK cycle industry trade association – alongside a minimum standard for cargo bike rider training. Nevertheless, it is fair to say that there is no established industry-wide operational safety standard that has gained widespread recognition.

This means that safety-conscious operators are not rewarded and there is little consequence for those who unknowingly or deliberately operate carelessly. In contrast, accreditation schemes for vans and HGVs, such as the Fleet Operator Recognition Scheme (FORS), are mature, and adherence to these standards is often embedded in procurement processes, leading to improved safety outcomes.

Reducing risks

It is important that cargo bikes continue to be operated in a safe, considerate manner without presenting additional risk to pedestrians, cyclists and other road users. This requires an operational safety standard that reduces – and works to eliminate – risks associated with the use of cargo bikes. The existence of an effective standard will, in addition to reducing risk, encourage greater adoption of the standard in the industry, and will increase support for cargo bikes by the public.

This cargo bike safety standard will complement the British (BS) and European (EN) carrier cycle product safety standard series BS EN 17860, some parts of which are already published, with other sections still under development. These emerging standards will provide detailed technical requirements for single and multi-track cargo bikes, with and without electrical assist, as well as for trailers.

In addition, any cargo bike that is electrically assisted must comply with the [requirements](#) of the Electrically Assisted Pedal Cycles (EAPC) Regulations (as amended) – see box (right).

Other associated existing and evolving regulations and standards are also in place (see Table I), all of which demonstrates that the cargo bike industry has recognised that there is a fundamental need for safety standards.

EAPC (Amendment) Regulations 2015

Among other requirements, the EAPC Regulations state that any cargo bike that is electrically assisted must:

- Have pedals capable of propelling the bike
- Have an electric motor with a maximum continuous rated power of 250 watts or less
- Have electrical assistance that cuts out when the vehicle reaches 15.5mph (25kmh)
- Not be ridden by anyone under the age of 14

Table I: UK regulations and standards

Regulation/standard	Description
E-bike requirements	
<p>All e-bikes must meet the requirements (enforced by Trading Standards/OPSS) of the:</p> <ul style="list-style-type: none"> • General Product Safety Regulations 2005 • Supply of Machinery (Safety) Regulations 2008 • Electromagnetic Compatibility Regulations 2016 • Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012 • UK registration, evaluation, authorisation and restriction of chemicals (REACH), and in some cases also the Radio Equipment Regulations 2017 and/or PSTI Regulations in relation to consumer connectable products <p>In addition, mains battery chargers must meet the:</p> <ul style="list-style-type: none"> • Electrical Equipment (Safety) Regulations 2016 	<p>These product safety laws establish a legal requirement to place only safe products into the market. This must be evidenced by manufacturers as part of the UKCA or CE marking process. The regulations also impose a number of product safety duties on distributors and retailers²</p> <p>Product safety standards (see right) can be used by manufacturers to help evidence compliance with these product safety laws</p>
Other laws/regulations	
Pedal Cycles (Construction and Use) (Amendment) Regulations 2015 (PCCUR 2015)	Requirements for legal use of cycles and e-bikes on the public highway, mainly concerning brakes
Pedal Cycles (Safety) Regulations 2010 (PCSR 2010)	Legal requirements for the sale of new, adult bicycles, mainly covering brakes, bell and reflectors
Electrically Assisted Pedal Cycles (Amendment) Regulations 2015 (EAPCR 2015)	Legal requirements for e-bikes to be treated essentially as bicycles, not motorbikes, on the public highway for the purposes of specific Acts of Parliament
Road Vehicles Lighting Regulations 1989 (RVLR 1989), as amended in 1994, 1996 and 2005	Legal requirements when cycles are used on the public highway between sunset and sunrise. The regulations cover the requirements for the fitting and use of lights and retro-reflective devices to all vehicles, including trailers
Regulation EU number 168/2013 (adopted in the UK)	Legal provisions governing conformity of production for L-category vehicles, ³ namely 250-1,000w (L1e-A classification) and >1,000w (L2e classification). This has been adopted for EAPCs in the UK

Regulation/standard	Description
Product safety standards	
BS EN ISO 4210	Product safety standard for conventional cycles
BS EN 15194:2017+A1:2023	Product safety standard for e-bikes. Electrical aspects of it remain relevant for cargo e-bikes until Part 5 of BS EN 17860 is adopted. Mechanical aspects for cargo e-bikes are now covered in BS EN 17860 Part 2

In addition to the above, other developments relating to cargo bikes have taken place in the UK and Europe.

In the UK, the DfT has, under the previous Government, consulted on [proposed changes](#) to the afore-mentioned EAPC Regulations. Furthermore, the Bicycle Association has, together with industry and focus groups, developed a [Code of Conduct and training standards](#), and will continue to engage with the industry on this.

In Europe, the Technical Committee CEN/TC 333 'Cycles' group (EU) is developing safety standard BS EN 17860, as stated on page 10. Expected to be widely adopted by UK suppliers, it will provide regulatory support for the manufacture and testing of cargo bikes.

It is important to consider the London context when applying standards. We reviewed existing and emerging developments affecting cargo bike safety, and engaged with industry to develop standards that are most relevant and appropriate for London. This approach allows us to set a progressive standard that considers the different sizes, levels of complexity and types of application faced by cargo bike operators.

² Full details can be found in Government guidance: [Placing manufactured products on the market in Great Britain](#)

³ L-category vehicles are motor vehicles with two, three or four wheels, with limited performance and mass

Scope and approach

This standard applies to commercial cargo bikes, used for carrying goods or equipment



Developing the standard

We carried out research, interviews and workshops with a variety of stakeholders in the development of this safety standard

The London cargo bike safety standard is focused on commercial cargo bikes and their operators, and people riding for business purposes.

A standard should set levels that ensure safe behaviours, taking into account the maturity and capability of operators in the industry without compromising critical safety requirements. This standard includes both mandatory and recommended requirements, ensuring operators comply with critical safety requirements while enabling them to adopt other important safety measures.

The standard attempts to align as much as possible with other regional and national safety standards as well as freight safety and accreditation schemes that affect cargo bikes and cargo bike operations, such as FORS, which is expanding into the cargo bikes sector. In May 2024, London-based Pedal Me became the scheme's first accredited pedal bike fleet operator. The recently released Construction Logistics and Community Safety (CLOCS) standard update states that cargo bikes should have appropriate fleet or management accreditation standards.

We conducted desktop research, interviews and workshops with the industry in developing this standard, liaising with the following stakeholder groups:

- Freight industry, including those who currently, or plan to, use cargo bikes, and suppliers and service providers
- London boroughs
- Public bodies, trade associations and influence groups representing cycling, environmental and logistics interests

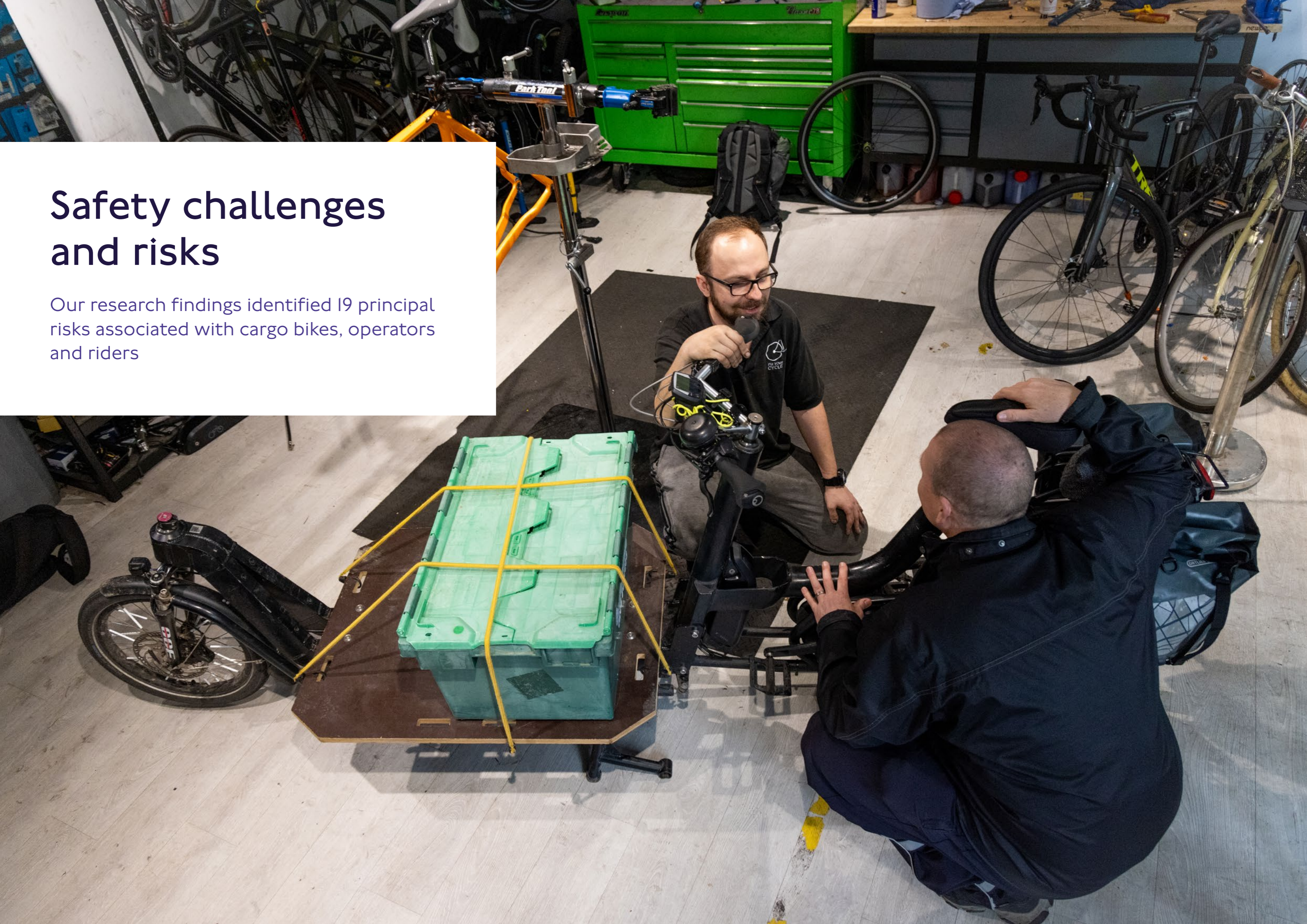
The workshops identified the significant risks facing operators and riders, and ranked these according to their potential severity and likelihood of occurrence. Important cargo bike safety features relevant to operators and riders were also noted. Options for inclusion in the safety standard were developed and assessed after the workshops, with the Bicycle Association Code of Conduct and the emerging European EN 17860 standard also being referenced. We then engaged further with industry to test our recommendations.



The standard will ensure safe behaviours across the industry

Safety challenges and risks

Our research findings identified 19 principal risks associated with cargo bikes, operators and riders



Identifying risks

Based on research findings and outputs from the workshops, we identified 19 material safety-related risks associated with cargo bikes, operators and riders (see Table 2). The Risk column describes the risk itself; the Bike, Operator and Rider columns indicate who or what the risk relates to.

Remedy options for the risks were evaluated, taking into account research, industry discussion and related safety standards. They were developed into recommendations that address bike, operator and rider-related risks.

Table 2: Key risks

Risk	Bike	Operator	Rider
R1 – EAPC non-compliance: Non-compliant bikes (including EAPCs that have been altered, for example to increase power output) present increased danger to pedestrians, other cyclists and the cargo bike rider	Yes	n/a	n/a
R2 – Poorly trained riders: Collisions and casualties are likely to increase when riders are poorly trained or untrained	n/a	Yes	Yes
R3 – Dangerous sites: Larger vehicles present an increased collision risk to cargo bikes at delivery sites (especially on construction sites)	n/a	Yes	Yes
R4 – Sharp edges: Sharp and protruding edges on bikes can injure pedestrians and other cyclists	Yes	Yes	Yes
R5 – Riding in space-constrained areas: Larger bikes can obstruct other cyclists on narrow or crowded lanes, and make overtaking dangerous. Differences in vehicle speeds and blocked forward vision add to this risk	Yes	n/a	Yes
R6 – Risk to the public: Cargo bikes ridden or parked without due care and consideration can cause injury to the public	n/a	Yes	Yes
R7 – Incentive to take risk: Company reward systems for riders may cause riders to deprioritise safety considerations	n/a	Yes	Yes

Risk	Bike	Operator	Rider
R8 – Unsafe batteries: Sub-standard/poorly maintained cargo bike batteries present a serious fire hazard, potentially leading to a depot/street fire	Yes	Yes	Yes
R9 – Unsafe loading: Load weight, size and position as well as poorly secured loads can affect stability and braking efficiency, leading to collisions	n/a	Yes	Yes
R10 – Poor maintenance: Poor mechanical support and a lack of critical parts can lead to unsafe use of bikes. Poorly maintained cargo bikes can compromise safety systems (such as brakes) and lead to breakdowns/collisions	Yes	Yes	Yes
R11 – Road risk to riders: Speed, acceleration and weight differences between cargo bikes and other road vehicles can increase collision risk	n/a	Yes	Yes
R12 – Understanding risk: Not recognising cargo bike risk in company safety plans, policies and schemes prevents effective risk assessments	n/a	Yes	n/a
R13 – Personal risk to riders: Riders who do not feel safe or comfortable with their bike, equipment, load or routes face elevated risk. Dark or isolated routes also increase the level of personal threat	n/a	Yes	Yes
R14 – Blind spots: Blind spots caused by poor rider visibility due to structure of bike and size/position of load can result in collisions	Yes	Yes	Yes
R15 – Obstructions: Bikes that are too wide for their riders to negotiate hostile vehicle mitigation (HVM) measures could cause collisions or be forced to enter the road at an unsafe point	Yes	Yes	Yes
R16 – Poor stability: Bikes that are unstable when ridden, or where the rider is unable to make controlled fast stops, significantly increase collision risk	Yes	Yes	Yes
R17 – Unstable parking: Bikes falling over or moving off the centre stand while parked can injure people in their path and/or damage any goods attached	Yes	n/a	Yes
R18 – Approaching bikes: People may not be aware of approaching bikes, especially in crowded or poorly-lit areas	Yes	n/a	Yes
R19 – Rider comfort: Bikes that are not able to be adjusted, for example to fit the rider, or that prevent comfortable riding, are more likely to lead to collisions	Yes	n/a	Yes

London safety standard

The standard focuses on the transportation of goods rather than passengers, or the towing of trailers



A standard for all

The standard lists both mandatory and recommended requirements in order to cater for all types of operators

The London cargo bike safety standard has been compiled considering available material and best practice. As discussed, some standard and policy developments are not yet published and may need to be considered in subsequent revisions of this standard. Parts of the upcoming EN 17860 standard are due to be published in 2025. And, as stated on page II of this document, the wider EAPC regulations affecting cargo bikes were also the subject of a recent Government consultation.

As has been made clear, this standard focuses on cargo bike operators and riders transporting goods or providing services – it does not cover cargo bikes carrying passengers.

The Pedicabs (London) Act 2024 gives TfL the power to regulate pedicabs in London; these regulations are under development and will be subject to consultation. Once the regulations are in force, they are expected to affect those cargo bikes that also carry fee-paying passengers, when operating as pedicabs and, as such, it is expected that the vehicles, their operators and drivers will be required to be licensed by TfL.

Specific requirements related to the towing of trailers have not been included in this standard. Trailers can crowd out restricted spaces and can present risk of collision if they are not highly visible. Operators and riders using trailers must ensure that: their bikes meet EAPC requirements; they park safely and do not restrict access; and they must be able to see and be seen. Risk assessments are recommended. The use of trailers must also be approved by the bike manufacturer. In all circumstances, operators must ensure that the bike, and trailer if there is one, is within manufacturer-specified weight limits. Further information can be found in EN 17860 Part 7.

Although what is desired is the development of a single required standard, we have considered the different capability levels that exist in the industry. We recognise that the scope, complexity and use of cargo bikes varies considerably, with cargo bike operators ranging from those with one or more bikes to multinational organisations with large fleets of cargo bikes and other vehicles.

As a result, in addition to listing mandatory requirements, the standard also identifies recommended requirements that more ambitious operators should aim to achieve (see Tables 3 and 4).



Cargo bike operations range in size from one bike to large fleets

Table 3: Safety standard – summary*

Required standard			
S1.	Cargo bikes shall be compliant with EAPC regulations	S10.	Operators and riders shall store and secure goods on bikes in line with safe product handling and storage practices
S2.	Operators shall ensure their riders are trained to a minimum of Bikeability level 3 plus specific training for the type of bikes they operate	S11.	Operators shall commit to supporting riders to ride and deliver in a safe, professional and courteous way
S4.	Riders shall park safely and in a way that does not obstruct pedestrian and other access	S12.	Operators shall only use batteries that comply with safety regulations and equipment that is rated safe for the operation. They shall also have appropriate storage and fire defence systems in place
S5.	Bike designs and payloads shall avoid sharp edges and protruding structures that can cause injury to others	S13.	Operators shall ensure their riders are competent to handle the products they deliver, and have the correct securing devices and safety equipment
S6.	Bikes shall be under manufacturer and EAPC specified weight limits, and not loaded above these limits. Load limits shall be displayed on the bike	S14.	Operators shall regularly maintain bikes to a safe operating standard, using parts that meet manufacturers' standards
S7.	Riders shall ride at appropriate speed for the conditions and be aware of the changing environment	S16.	Operators shall have insurance to cover risk to the public
S9.	The bike and rider shall be uniquely identifiable by the operator	S17.	Riders shall report and provide feedback on incidents, events and problems to operators
S18.	Riders shall wear and use the protective clothing and equipment provided in the correct way. Riders shall assess the relative safety of routes before embarking on trips	S20.	Operators shall provide a safe and secure working environment and suitable safety equipment
S21.	Three- and four-wheel bikes, where the rider's direct view may be obstructed, shall have rear-view mirrors	S23.	Bikes shall have two independent braking systems and must have good stability when ridden to the maximum manufacturer recommended speed
S24.	Bikes shall be stable and hold still while parking	S25.	Bikes shall have an audible warning device (bell or horn) and reflectors, and lighting equipment compliant with UK lighting standards if operating at night. Bikes without direct rearward vision, or where a rider's hand signals cannot be seen, shall also have indicators
S26.	Bikes shall have adjustable saddle, handlebars, hand grips and brake levers		
Recommended standard			
S3.	Operators should complete a dynamic risk assessment for routes and construction sites that pose a risk to riders or the public	S15.	Bikes should be sourced from trusted manufacturers who are able to provide parts and warranties. Modifications should only be carried out by competent persons
S8.	Operator route risk assessments should guide riders towards using the safest and most appropriate routes, considering risk factors such as volume and type of traffic, roadworks and personal and public risk (includes cycle lanes)	S19.	Riders should consider wearing a helmet
S22.	Bike width should allow riders to safely negotiate HVMs and other highway designs that limit wider vehicles	S27.	Operators should have goods in transit insurance

* Standards are prefaced by 'S'

Table 4: Safety standard – detailed**

Risk addressed	Risk details	Required standard	Recommended standard
R1. EAPC non-compliance			
Non-compliant bikes (including EAPCs that have been altered, for example to increase power output) present increased danger to pedestrians, other cyclists and the cargo bike rider	Poorly designed or constructed cargo bikes, and those that have been modified causing them to be unsafe, should not be used	S1. Cargo bikes shall be compliant with EAPC regulations	n/a
R2. Poorly trained riders			
Collisions and casualties are likely to increase when riders are poorly trained or untrained	Properly trained riders are less likely to have collisions and more likely to ride considerately compared to poorly trained or untrained riders	S2. Operators shall ensure their riders are trained to a minimum of Bikeability level 3 plus specific training for the type of bikes they operate	n/a
R3. Dangerous sites			
Larger vehicles present an increased collision risk to cargo bikes at delivery sites (especially on construction sites)	Cargo bikes in shared delivery areas with other vehicles, especially HGVs, present an increased collision risk. Construction vehicles, especially, may not see them	n/a	S3. Operators should complete a dynamic risk assessment for routes and construction sites that pose a risk to riders or the public
R4. Sharp edges			
Sharp and protruding edges on bikes can injure pedestrians and other cyclists	Bespoke cargo bikes, for example flatbeds, can have sharp, protruding structures, which can cause injury	S5. Bike designs and payloads shall avoid sharp edges and protruding structures that can cause injury to others	n/a
R5. Riding in space-constrained areas			
Larger bikes can obstruct other cyclists on narrow or crowded lanes, and make overtaking dangerous. Differences in vehicle speeds and blocked forward vision add to this risk	Insufficient passing space, limited visibility and different speeds can create collision hazards for passing or oncoming cycles	S7. Riders shall ride at appropriate speed for the conditions and be aware of the changing environment	n/a
	Congested cycle or pedestrian areas increase the risk of collisions	n/a	S8. Operator route risk assessments should guide riders towards using the safest and most appropriate routes, considering risk factors such as volume and type of traffic, roadworks and personal and public risk (includes cycle lanes)

** Risks are prefaced by 'R'. Standards are prefaced by 'S'

Table 4: Safety standard – detailed (continued)

Risk addressed	Risk details	Required standard	Recommended standard
R6. Risk to the public			
Cargo bikes ridden or parked without due care and consideration can cause injury to the public	Leaving or parking cargo bikes so that they obstruct highways or footway access can lead pedestrians or other highway users to make unsafe movements, impede the flow of traffic and cause obstruction, especially to a disabled person	S4. Riders shall park safely and in a way that does not obstruct pedestrian and other access	n/a
	The unique identification of bikes and riders by operators enables follow-up when unsafe behaviour occurs	S9. The bike and rider shall be uniquely identifiable by the operator	n/a
	Rider fatigue or impairment, and inconsiderate and reckless behaviour increases risk of collision, and causes cargo bikes to be seen as unsafe	S11. Operators shall commit to supporting riders to ride and deliver in a safe, professional and courteous way	n/a
R7. Incentive to take risk			
Company reward systems for riders may cause riders to deprioritise safety considerations	Some operators may indirectly incentivise unsafe behaviour. Business practices should not support irresponsible rider behaviour	S11. Operators shall commit to supporting riders to ride and deliver in a safe, professional and courteous way	n/a
R8. Unsafe batteries			
Sub-standard/poorly maintained cargo bike batteries present a serious fire hazard, potentially leading to a depot/street fire	Battery fires can cause risk to life and property. These risks can be minimised by purchasing only reputable and task-appropriate batteries, and operating safe charging and storage facilities	S12. Operators shall only use batteries that comply with safety regulations and equipment that is rated safe for the operation. They shall also have appropriate storage and fire defence systems in place ⁴	n/a
R9. Unsafe loading			
Load weight, size and position as well as poorly secured loads can affect stability and braking efficiency, leading to collisions	Overloaded bikes are unsafe for riders and the public. Operators should be aware of the loading limitations of their bikes	S6. Bikes shall be under manufacturer and EAPC specified weight limits, and not loaded above these limits. Load limits shall be displayed on the bike	n/a
	Properly secured cargo ensures the bike is stable. It also makes theft less likely, reducing threat to riders	S10. Operators and riders shall store and secure goods on bikes in line with safe product handling and storage practices	n/a
	Different product types have different requirements that need to be followed to ensure safe operation	S13. Operators shall ensure their riders are competent to handle the products they deliver, and have the correct securing devices and safety equipment	n/a

⁴ Batteries should be designated by the supplier as appropriate for commercial use. They should also comply with BS EN 50604, the applicable standard for light electric vehicles

Table 4: Safety standard – detailed (continued)

Risk addressed	Risk details	Required standard	Recommended standard
RI0. Poor maintenance			
Poor mechanical support and a lack of critical parts can lead to unsafe use of bikes. Poorly maintained cargo bikes can compromise safety systems (such as brakes) and lead to breakdowns/collisions	Prevents unsafe bikes, and bikes breaking down in unsafe places	S14. Operators shall regularly maintain bikes to a safe operating standard, using parts that meet manufacturers' standards	S15. Bikes should be sourced from trusted manufacturers who are able to provide parts and warranties. Modifications should only be carried out by competent persons
RII. Road risk to riders			
Speed, acceleration and weight differences between cargo bikes and other road vehicles can increase collision risk	When operators plan routes, they should consider other types of traffic on the route, including cyclists and HGVs. Certain routes and times may be best avoided by cargo bikes	n/a	S8. Operator route risk assessments should guide riders towards using the safest and most appropriate routes, considering risk factors such as volume and type of traffic, roadworks and personal and public risk (includes cycle lanes)
RI2. Understanding risk			
Not recognising cargo bike risk in company safety plans, policies and schemes prevents effective risk assessments	Operators should understand product, route and location risks to riders and the public. Operators need to plan to avoid, and insure against, risk	S16. Operators shall have insurance to cover risk to the public	n/a
RI3. Personal risk to riders			
Riders who do not feel safe or comfortable with their bike, equipment, load or routes face elevated risk. Dark or isolated routes also increase the level of personal threat	If riders operate in dark or isolated areas, or areas they are not familiar with, they can be at risk	S17. Riders shall report and provide feedback on incidents, events and problems to operators	S8. Operator route risk assessments should guide riders towards using the safest and most appropriate routes, considering risk factors such as volume and type of traffic, roadworks and personal and public risk (includes cycle lanes)
	If appropriate insurance is not in place, riders may put themselves at undue risk when theft occurs	n/a	S27. Operators should have goods in transit insurance
	Risk can be reduced by protecting riders against incorrect product handling, dangerous goods and weather conditions	S18. Riders shall wear and use the protective clothing and equipment provided in the correct way. Riders shall assess the relative safety of routes before embarking on trips	S19. Riders should consider wearing a helmet
		S20. Operators shall provide a safe and secure working environment and suitable safety equipment	n/a

Table 4: Safety standard – detailed (continued)

Risk addressed	Risk details	Required standard	Recommended standard
R14. Blind spots			
Blind spots caused by poor rider visibility, due to structure of bike and size/position of load, can result in collisions	Not being aware of people and obstructions when reversing, or not being aware of other vehicles behind the bike while riding, can lead to collisions	S21. Three- and four-wheel bikes, where the rider's direct view may be obstructed, shall have rear-view mirrors ⁵	n/a
R15. Obstructions			
Bikes that are too wide for their riders to negotiate hostile vehicle mitigation (HVM) measures could cause collisions or be forced to enter the road at an unsafe point	It is important to be aware that wider vehicles may not be able to negotiate HVMs. Wider bikes also take up more space on cycle lanes	n/a	S22. Bike width should allow riders to safely negotiate HVMs and other highway designs that limit wider vehicles ⁶
R16. Poor stability			
Bikes that are unstable when ridden, or where the rider is unable to make controlled fast stops, significantly increase collision risk	Vehicles must be able to make safe, controlled stops under all conditions	S23. Bikes shall have two independent braking systems and must have good stability when ridden to the maximum manufacturer recommended speed	n/a
R17. Unstable parking			
Bikes falling over or moving off the centre stand while parked can injure people in their path and/or damage any goods attached	Damage to people and goods must be avoided when bikes are parked. Poor bike design and a lack of due care by riders (for example, parking on uneven surfaces) can make bikes unstable while parked	S24. Bikes shall be stable and hold still while parking	n/a
R18. Approaching bikes			
People may not be aware of approaching bikes, especially in crowded or poorly lit areas	People (including those who are hearing impaired) without a direct line of sight must be made aware when bikes are approaching, in order to reduce risk of collision	S25. Bikes shall have an audible warning device (bell or horn) and reflectors, and lighting equipment compliant with UK lighting standards if operating at night. Bikes without direct rearward vision, or where a rider's hand signals cannot be seen, shall also have indicators	n/a
R19: Rider comfort			
Bikes that are not able to be adjusted, for example to fit the rider, or that prevent comfortable riding, are more likely to lead to collisions	Riders who experience discomfort on bikes, or who are unable to comfortably access all required controls, are more likely to have collisions	S26. Bikes shall have adjustable saddle, handlebars, hand grips and brake levers	n/a

5 Rear-view mirrors do not remove the need for riders to look over their shoulders as well as look at their mirrors

6 Refer to EU 17860 standard for wide-track electrically powered cycles

Implementing the standard

The standard will ensure safe practice and provide a framework for governance



The way forward

Through working closely with industry and a variety of different stakeholders, we will help to make the London cargo bike safety standard a core part of cargo bike operations in the capital

The London cargo bike safety standard sets a safety performance level for the cargo bike industry, developing industry and public confidence in cargo bikes as an attractive, clean and efficient alternative to vans. It defines the mandatory and recommended requirements that can be applied to cargo bike operations, and will result in an industry that is safer and well supported within and beyond London.

Safe behaviour

The standard drives safe practices and provides a framework for governance and compliance. By aligning with developments in best practice and broader safety standards, we will ensure that the standard remains current, relevant and applicable to cargo bikes in London, acting as a tool to incentivise safe behaviour.

In our own operations, we will use this standard to inform updates to our internal work-related road risk guidance.

We will work with stakeholders to embed the standard into cargo bike operations in London by:

- Promoting and publicising the standard with the cargo bike industry to raise awareness of good safety practice and encourage adoption of the standard
- Working with boroughs, industry and relevant stakeholders, including the Bicycle Association, to support implementation, and ensure the standard remains relevant and current as the industry and policy environment influencing cargo bikes evolves
- Promoting and encouraging the uptake of cargo bikes among businesses and business groups, and encouraging them to apply the standard when procuring cargo bike services
- Working with other safety accreditation schemes, including FORS and CLOCS, to identify how we can incentivise the standard
- Monitoring uptake and compliance with the standard
- Assessing the impact of the standard on cargo bike safety



The standard will drive safe practices in the cargo bike industry

About us

Part of the Greater London Authority family led by Mayor of London Sadiq Khan, we are the integrated transport authority responsible for delivering the Mayor's aims for transport. We have a key role in shaping what life is like in London, helping to realise the Mayor's vision for a 'City for All Londoners' and helping to create a safer, fairer, greener, healthier and more prosperous city. The Mayor's Transport Strategy sets a target for 80 per cent of all journeys to be made by walking, cycling or using public transport by 2041. To make this a reality, we prioritise safety, sustainability, health and the quality of people's experience in everything we do.

We run most of London's public transport services, including the London Underground, London Buses, the DLR, London Overground, Elizabeth line, London Trams, London River Services, London Dial-a-Ride, Victoria Coach Station, Santander Cycles and the IFS Cloud Cable Car.

We manage the city's red route strategic roads and are responsible for the maintenance, management and operation of more than 6,000 sets of traffic lights across the capital. The London boroughs are responsible for all the remaining roads within their boundaries. The experience, reliability and accessibility of our services are fundamental to Londoners' quality of life. Safety remains our number one priority and we continue to work tirelessly to improve safety across the network for both colleagues and customers.

Our vision is to be a strong, green heartbeat for London. We are investing in green infrastructure, improving walking and cycling, reducing carbon emissions, and making the city's air cleaner. The Ultra Low Emission Zone, and fleets of increasingly environmentally friendly and zero-emission buses, are helping to tackle London's toxic air. We are also improving public transport options, particularly in outer London, to ensure that more people can choose public transport or active travel over using their vehicles.

That is why we are introducing the outer London Superloop bus network, providing express bus routes circling the entire capital, connecting outer London town centres, railway stations, hospitals and transport hubs.

We have constructed many of London's most significant infrastructure projects in recent years, using transport to unlock economic growth and improve connectivity. This includes major projects like the extension of the Northern line to Battersea Power Station and Nine Elms in south London, as well as the completion of the London Overground extension to Barking Riverside and the Bank station upgrade.

The Elizabeth line, which opened in 2022, has quickly become one of the country's most popular railways, adding 10 per cent to central London's rail capacity and supporting new jobs, homes and economic growth. We also use our own land to provide thousands of new affordable

homes and our own supply chain creates tens of thousands of jobs and apprenticeships across the country.

We are committed to being an employer that is fully representative of the community we serve, where everyone can realise their potential. Our aim is to be a fully inclusive employer, valuing and celebrating the diversity of our workforce to improve services for all Londoners.

We are constantly working to improve the city for everyone. This means using information, data and technology to make services intuitive and easy to use and doing all we can to make streets and transport services accessible and safe to all. We reinvest every penny of our income to continually improve transport networks for the people who use them every day. None of this would be possible without the support of boroughs, communities and other partners who we work with to improve our services. By working together, we are creating brighter journeys and a better city.

