



The meal and grocery delivery motorcycle road safety charter

Commitments by meal and grocery delivery companies to help keep couriers and other Londoner's safe on the roads

Purpose of this charter

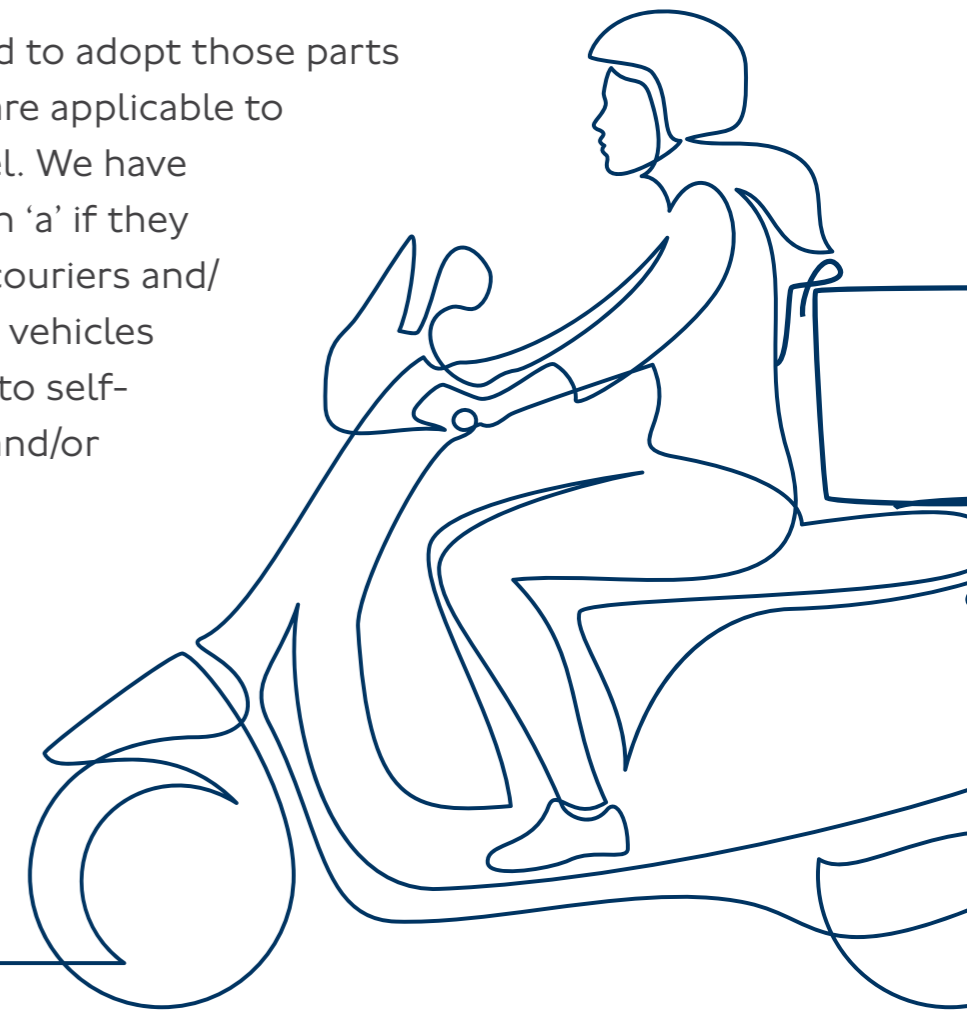
This charter aims to keep motorcycle couriers and other Londoners safe on the roads. It consists of 10 road safety principles and is aligned with our Safe Systems approach.

Firms within the meal and grocery delivery industry have agreed to sign this charter to demonstrate our shared commitment to road safety. We will continue to work with other firms in the industry to encourage them to sign up as well.

Some companies in the grocery and meal delivery industry employ their couriers, others engage self-employed couriers only, and some use a mixture of employed and self-employed workers.

Companies that employ couriers have different legal responsibilities to those companies that work with self-employed couriers only. In order to accommodate this complexity and make the charter applicable to everyone in the industry, the charter makes reference to both employed and self-employed couriers, with slightly different expectations.

Companies are asked to adopt those parts of the clauses that are applicable to their business model. We have labelled clauses with 'a' if they apply to employed couriers and/or a company's own vehicles and 'b' if they apply to self-employed couriers and/or their own vehicles.



The motorcycle road safety charter



1. Vision Zero

We commit to Vision Zero. Together we can eradicate deaths and serious injuries from our roads and make London a safer, healthier and greener space.



2. Legal requirements for riding and working in the UK

- a. We ensure that the couriers we directly employ meet the legal requirements for working and riding in the UK.
- b. We ensure that self-employed account holders who deliver through our business or platform meet the legal requirements for working and riding in the UK. We require that self-employed account holders ensure that their substitutes meet the legal requirements of working and riding in the UK.



3. Riding safely

- a. We ensure that couriers who are directly employed by us understand how to ride safely and within the law when delivering in London.
- b. We support self-employed couriers in understanding how to ride safely and within the law when delivering in London.



4. Green modes of transport

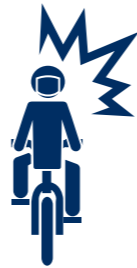
- a. We commit to minimising emissions in our own fleet of vehicles (where applicable).
- b. We encourage couriers who use their own vehicles to choose green modes of transport which minimise emissions.

This Charter consists of 10 road safety principles and is aligned with TfL's Safe System approach



5. Personal protective equipment (PPE)

- a. We provide the necessary PPE free of charge to our employees.
- b. We encourage self-employed couriers to wear the PPE required by law and we, where appropriate, also provide guidance on motorcycle clothing to help them carry out their work safely.



6. Collision Reporting

We support all couriers (whether employed by us or self-employed) to understand the police collision reporting requirements.

- a. Employees are required to report collisions to the employer.
- b. We encourage self-employed couriers to report collisions to us or, where applicable, to our partner organisations.

We strive to use the collision data we collect from courier feedback and the reporting channels specified above to offer support to our couriers after collisions have occurred and improve road safety of couriers and those they share the roads with.



7. Dangerous riding

We have in place agreements/terms and conditions with couriers which they are required to comply with whether employed by us or self-employed.

- a. We require that employed couriers comply with our agreements/terms and conditions and ride safely and within the law. We will take appropriate action where couriers are found in breach of the law, including the Highway Code.
- b. We require self-employed couriers to comply with our agreements/terms and conditions and will take action against self-employed couriers if they are found in breach of the law, including the Highway Code.

We are coming together to ensure that we are doing all that is reasonably practicable, within our sphere of influence, to mitigate the risks to motorcycle riders



8. Vehicle standards

- a. We ensure vehicles we own/lease are legally compliant and roadworthy.
- b. Where couriers are using their own vehicles, we require them to have the relevant insurance and strive to offer support and/or guidance to enable them to ensure that their vehicles are legally compliant and roadworthy.



9. Apps and work equipment

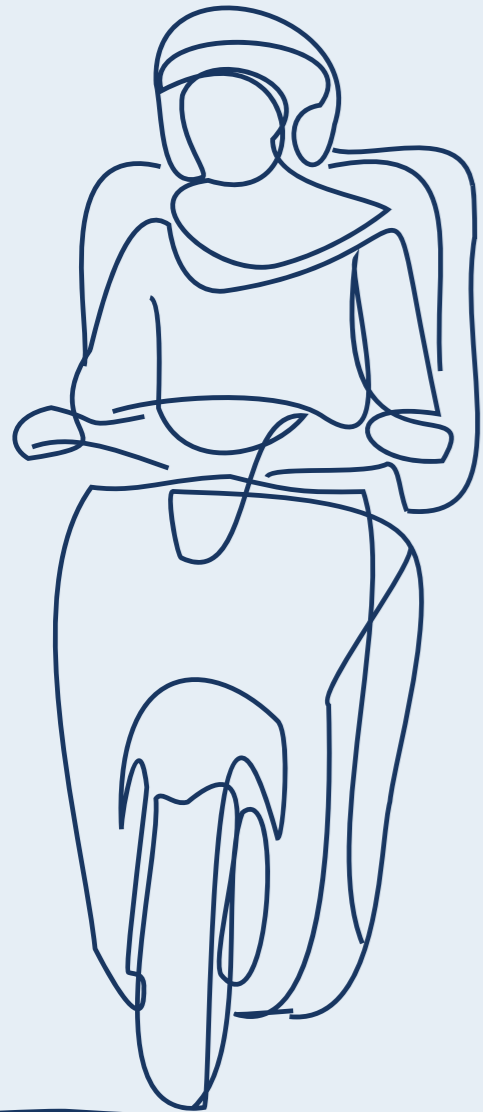
Apps and work equipment that we design and provide to couriers are designed with the intention of avoiding putting couriers at risk. They are not intended to distract our employed and/or self-employed couriers or encourage them to break the law.



10. Delivery schedules

- a. We ensure that delivery schedules for employed couriers are realistic and do not incentivise couriers to break the law.
- b. We ensure that pick-up and arrival times on our platform for self-employed couriers are designed to be achievable.

The motorcycle road safety charter signatories



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Working in partnership with



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