

29 November 2022

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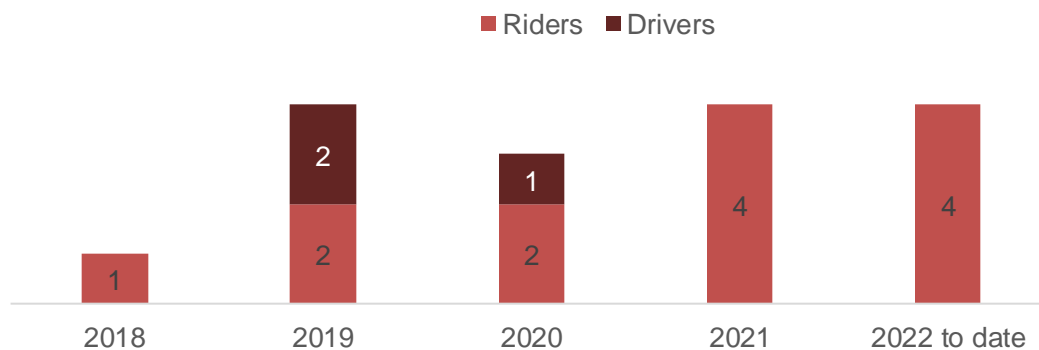
NEW WSH GUIDELINES TO HELP PREVENT DELIVERY ACCIDENTS

Following the Advisory Committee on Platform Workers’ recommendation that platform companies be required to provide work injury compensation to platform workers, the Workplace Safety and Health (WSH) Council’s Delivery Safety Workgroup has released a new set of WSH guidelines on delivery safety (refer to [Annex A](#) for a summary of the guidelines, and [Annex B](#) for the Workgroup composition).

2 The Advisory Committee’s recommendations provide platform workers with financial protection in case of work injury. The new WSH guidelines thus complement the Advisory Committee’s recommendations by helping delivery companies and intermediaries¹ prevent injuries from occurring in the first place. Reducing the likelihood of accidents not only makes delivery work safer for delivery workers, it also moderates the work injury insurance premiums borne by companies in the delivery sector.

3 The WSH Council had formed the Delivery Safety Workgroup in October 2021 given the rising number of fatal delivery accidents, which continues to be a key concern – see graph below.

Number of Work-related fatal accidents involving delivery workers (employees + SEPs)



¹ The term “delivery companies” refers to companies that deliver goods, via employees, self-employed persons, or a mix of both. The term “delivery intermediaries” refers to companies that match self-employed persons with demand for their delivery services.

While the Workgroup acknowledged that accidents might be linked to the inherent risks in 2-wheeled vehicle commuting (13 of the most recent 16 cases involved 2-wheeled vehicles) as well as, in general, the risk of being on the road where accidents could arise from the behaviour of other road users, the Workgroup felt that delivery companies and intermediaries should do as much as possible within their control to prevent accidents.

4 It is crucial for delivery companies and intermediaries to influence and empower their riders and drivers to take personal ownership of their safety, as they are not at a worksite and are often on-the-go. The guidelines considered inputs from delivery riders gathered by the National Delivery Champions Association (NDCA)², and cover three broad recommendations that delivery companies and intermediaries can consider:

- i) Create stronger **motivation to be safe** to mitigate any inadvertent temptation among riders/drivers to rush deliveries;
- ii) Equip riders/drivers with the **knowledge on how to be safe**; and
- iii) Reduce riders' **exposure to unsafe situations**, such as carrying heavy loads and rushing during wet weather.

5 Of the above, Advisor to the NDCA, Ms Yeo Wan Ling, expresses support: “We welcome the Guidelines set out by the WSH Council, which is a step in enhancing work safety for delivery service workers. They complement the recommendations recently announced by the Advisory Committee on Platform Workers on strengthening work injury protection for platform workers, including delivery service workers. NDCA regards the safety and well-being of delivery riders and drivers as a priority and the issue of heavy delivery loads is an area that we are concerned with. We look forward to partnering the WSH Council and Nanyang Technological University’s Transport Research Centre in its study on load limits of delivery riders and the safeguards to protect them.”³

6 The guidelines were formulated with extensive input from industry players’ best practices and upcoming WSH plans, which have been cited as case examples to further encourage cross-learning. For example, digital platforms can better understand how courier companies and other delivery companies maintain safe riding, and vice versa. (A list of companies that shared their best practices in the new guidelines are profiled in Annex C)

7 President of the Digital Platform Industry Association (DPIA)⁴, Mr Jason Parke, welcomed the guidelines: “As part of the WSHC Delivery Services Workgroup, DPIA worked alongside its tripartite members during the development process. The WSH

² The [National Delivery Champions Association \(NDCA\)](#), formed in December 2020, is an association that represents platform workers whose main source of income are from food or package delivery.

³ As part of this recommendation, the WSH Council and NDCA are collaborating with Nanyang Technological University (NTU) on a research study to determine a practical safe load limit for bicycles and Power-Assisted Bicycles.

⁴ The [Digital Platforms Industry Association \(DPIA\)](#) was formed in August 2022 and aims to strengthen the frameworks, guidelines and policies underpinning their platform workers and merchants. As an industry representative, the DPIA taps on expertise and experience of its member platforms (Deliveroo, FoodPanda, and Grab) for industry best practices.

Guidelines is in line with DPIA's existing measures and policies to enhance our riders' safety, health, and well-being. DPIA is committed to set industry best practices for safety, and we have consistently engaged our riders and emphasised that their safety and health are of utmost importance when delivering orders. We believe that the WSH Guidelines will encourage greater emphasis on rider safety and well-being."

8 Advisor to the Advisory Committee for Platform Workers, Dr Koh Poh Koon, Senior Minister of State for Manpower, called out to delivery companies and intermediaries to adopt the guidelines: "Many Singaporeans benefit from the services of our delivery workers. It is only right that we provide them with safe working conditions. I urge delivery companies and intermediaries to follow this set of guidelines to enhance the safety of our delivery workers, and make delivery work a safer vocation."

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Summary of WSH Guidelines for Delivery Services Industry

The WSH Guidelines for Delivery Services Industry focuses on guiding delivery platform companies and employers to inculcate the value of safety in their riders and drivers.

A summary of the guidelines is as follows:

Create Stronger Rider/Driver Motivation to be Safe	
Guideline 1	Provide riders/drivers with feedback on safety behaviour using telematics
Guideline 2	Provide riders/drivers with benefits for safety
Equip Riders/Drivers with Knowledge on How to be Safe	
Guideline 3	Facilitate defensive driving / riding training
Reduce Riders' Exposure to Unsafe Situations	
Guideline 4	No penalty for declining excessive loads
Guideline 5	No bonus or penalty based on single-trip delivery time

Composition of Workgroup for the Delivery Service Industry WSH

Organisation	Contributor(s)
WSH Council (Hospitality and Entertainment Industries) Committee	Ms Kwee Wei-Lin (Advisor)
Grab	Mr Iskandar Abdullah Mr Gabriel Ng Ms Mabel Li
Deliveroo	Mr Jason Parke Mr Kartavya Bhola
Foodpanda	Mr Drew Shih Ms Amanda Goh Ms Fiona Tan Ying Qian
McDonalds' Restaurants	Ms Yeo Siew Kee Ms Sharon Choi
Domino's Pizza	Mr Muhammad Haffis Sharizal Bin Affandi
SingPost	Ms Michelle Lee Mr Jerome Yap
Ninja Van	Mr Kenny Leow Ms Seet Mei Ling
J&T Express	Mr Martin Tan Mr Tan Beng Huat Mr Jimmy Tan
Redmart	Mr Daryl Teo Mr Willy Tan
Singapore Police Force	Mr Jimmy Law
Ministry of Manpower	Ms Ng Huiying
National Delivery Champions Association	Ms Lim Yeu Ai
WSH Council Office	Mr Christopher Koh Mr Winston Yew Mr Chan Yew Kwong Ms Julia Ng Mr Edd Hong Mr Ye Jianhong

Companies featured in the WSH Guidelines for Delivery Services Industry

<p>McDonald's Restaurants</p> <p>Guideline 1: Provide riders/drivers with feedback on riding/driving behaviour using telematics</p>
<p>McDonald's introduced a Rider Safety Tracking System with GPS tracking device in all its motorcycles in September 2021. The device tracks riders' behaviour in terms of whether they are speeding or frequently have harsh breaking or harsh cornering. The collated information is summarised and sent to the branch manager for review monthly. Riders who exhibit dangerous riding behaviours based on trend data would be counselled. Since the introduction of the tracking system, McDonald's has seen an improvement in rider behaviours. On average, McDonald's has seen a 50% drop in the number of unsafe behaviours in 2022 compared with 2021.</p>
<p>SingPost</p> <p>Guideline 2: Provide riders/drivers with benefits for safety</p>
<p>SingPost's staff incentive scheme is being designed to incorporate safety considerations inculcating staff good riding/ driving behaviours. There are two components to the incentives – one at the group level as well as at the individual level. The safety performance of the rider/driver is monitored and determined from their involvement in any safety lapses including those related to riding/driving. The incentive is monetary and includes consideration of their overall operational performance.</p> <p>There are plans for incentive scheme enhancements that will be specific to safety performance. All cases will be reviewed comprehensively as the staff rider/driver involved in the vehicular accidents may not necessarily be the responsible party despite their involvement.</p>
<p>Grab</p> <p>Guideline 3: Facilitate defensive driving / riding training</p>
<p>Grab's delivery-partners are provided with customised training programmes conducted in partnership with Asian Detours, ComfortDelGro Driving Centre, and Ngee Ann Polytechnic. The training programmes aim at improving the standards of service, road safety and food hygiene, as well as equipping their delivery-partners with a greater understanding of occupational safety. The curriculum consists of both theory and practical components, covering topics such as road regulations, vehicle maintenance, sharing public pathways, practical tips on balancing with a delivery load, as well as defensive riding techniques on braking, cornering, and skid management. Course fees are claimable using SkillsFuture Credits.</p>
<p>Foodpanda</p> <p>Guideline 4: No penalty for declining excessive loads</p>

If Foodpanda riders find that they are unable to carry the load safely at the collection point, they may contact Foodpanda's rider support to request for the load to be split with additional rider(s). The rider does not need to wait for the additional rider(s) to arrive and may proceed to split the load and complete the delivery. The rider would receive the same compensation that he/she would have received had he/she delivered the entire load.

Deliveroo

Guideline 5: No bonus or penalty based on single-trip delivery time

Deliveroo does not impose any time limit on the delivery of orders. However, riders are expected to fulfil their obligations from the time of accepting an order to collect the food from the restaurant and then deliver the order directly to the customer within a reasonable time period and using a route they deem to be safe and efficient. Deliveroo also reminds impacted consumers about expected delays due to bad weather or big events involving road closures through various in-app notifications when they are placing their orders.