

A joint circular by:



**SINGAPORE  
POLICE FORCE**  
SAFEGUARDING EVERY DAY



13 August 2018

To Companies and Riders Involved in Delivery Work

## **SAFE RIDING FOR DELIVERY WORK**

### **Safe Use of Motorcycles, Bicycles, Power-Assisted Bicycles and Personal Mobility Devices for Work**

#### Overview

Over the last few years, we have seen a rapid rise in demand for delivery work, especially in the areas of food and groceries, facilitated by mobile apps. As a result, the use of motorcycles, bicycles, power-assisted bicycles (PABs) and personal mobility devices (PMDs) for delivery has increased exponentially.

2 Companies facilitating delivery work need to ensure that reasonably practicable measures are taken for the safety and health of delivery riders. **Under the Workplace Safety and Health Act (WSHA), these companies may undertake the roles of principal and/or employer.** Please refer to **Annex A** for details of those specific duties.

#### Providing Avenues for Reporting Unsafe Riding

3 Recent incidents have raised the concerns on the safety of riders and public. Companies facilitating these delivery services and riders have a duty to inculcate safe riding habits. Therefore, it is important for companies to monitor the safety performance of their riders.

4 One practical way is to **provide an avenue for reporting unsafe riding by members of public.** Companies should:

- a) Provide riders with a unique identifier that is prominently displayed together with any reporting channel (refer **Annex B**), such as a hotline telephone number or a mobile app.
- b) Collect and follow up on feedback.
- c) Maintain records of feedback and follow up actions.

## Providing Riders with Sufficient Instruction, Training and Supervision

5 Companies should ensure that riders are equipped with relevant information on safe riding. These include:

- a) Hazard identification and risk control measures (refer to WSHA requirements, **Annex A**).
- b) Safe riding on public paths (refer to requirements under Active Mobility Act, **Annex C**) and its Code of Conduct.
- c) Safe riding on roads (refer to good habits when riding motorcycles, **Annex D**).

6 Companies should also provide their riders with adequate training on safe riding that are readily available, such as:

- a) Mobility devices users should attend Safe Riding Programme prior to making any deliveries. This programme is freely available. It is developed by the Land Transport Authority (LTA) and the Singapore Road Safety Council (SRSC).
- b) Motorcyclists should attend defensive driving courses at driving centres.

## Resources

7 For further guidance, companies may refer to the Workplace Safety and Health's 'Guide to Safe Riding on Motorcycles, Bicycles, Power-Assisted Bicycles and Personal Mobility Devices'. There is also information on Singapore Police Force (SPF)'s website 'Road Safety Tips' and LTA's website 'Active Mobility Act'.

8 The Ministry of Manpower may follow-up to engage companies to ensure that the various requirements were met. Companies also may contact the Ministry for clarification on providing reporting avenues.

*This circular is jointly issued by the Ministry of Manpower (MOM), the Traffic Police (TP), and the Land Transport Authority (LTA).*

*For further information, please contact:*

**Ministry of Manpower** at [mom\\_oshd@mom.gov.sg](mailto:mom_oshd@mom.gov.sg) for workplace safety and health issues.

**WSH Council** at [contact@wshc.sg](mailto:contact@wshc.sg) for information and assistance on workplace safety and health.

**Traffic Police** at [SPF\\_TP\\_Feedback@spf.gov.sg](mailto:SPF_TP_Feedback@spf.gov.sg) for traffic related issues.

**Land Transport Authority** at <https://www.lta.gov.sg/feedback> to submit general feedback to LTA. Please also visit <http://www.lta.gov.sg/content/ltaweb/en/walk-cycle-ride/SRP.html> to sign up for the Safe Riding Programme.

## Annex A – Safety and Health Duties of Companies Facilitating Delivery Work under Workplace Safety and Health Act (WSHA)

### Duties of Employers and Principals

**Employers** must protect the safety and health of their employees or riders working under their directions. This duty also extends to persons who may be affected by their undertaking. To do so, employers should:

- Conduct risks assessments to identify hazards in relation to delivery work and implement effective risk control measures;
- Ensure that adequate safety and health measures are taken for vehicles or mobility devices used for the delivery work;
- Ensure that riders are provided with sufficient instruction, training and supervision so that they can work safely;
- Develop and implement emergency response procedures and systems.

A **principal** is any person or organisation who engages a contractor, such as a self-employed rider, to perform work under a contract for service. The duty of a principal, includes ensuring that contractors have the necessary expertise to carry out the work they are engaged for, and have taken adequate safety and health measures. If a principal instructs the contractor on how the work is to be carried out, the duties will include the duties of an employer.

The WSHA applies to work activities on the road and public paths in the same way as it does to all other work activities. Companies facilitating delivery work will need to manage the risks to riders, even though the nature of work dictates that riders are mobile and are not confined to a fixed workplace. Effective management of work-related safe riding can reduce the risk of injury and work-related ill-health, and sustain a productive workforce.

### Risk Management

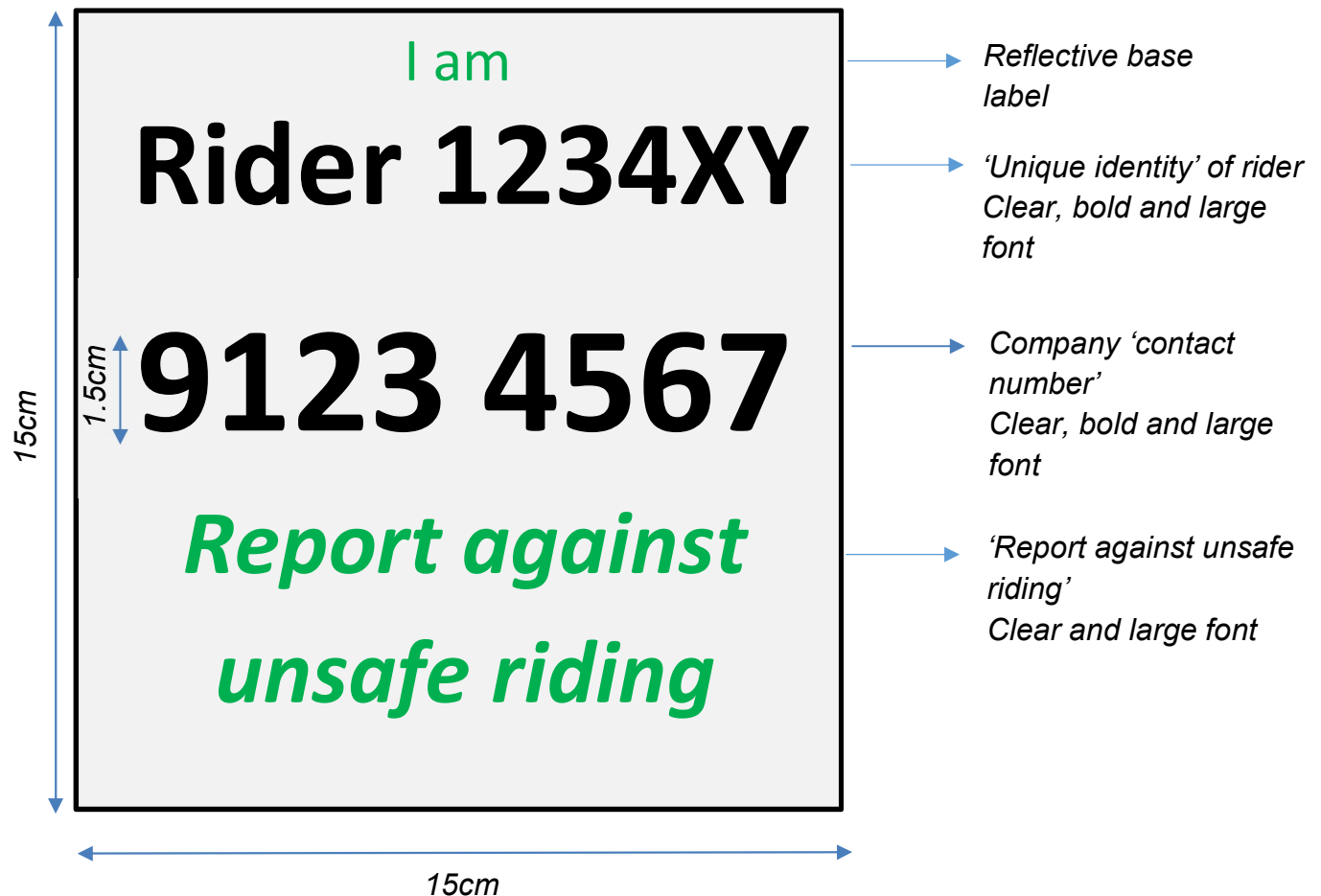
Companies should have a risk management process to identify and mitigate risks to riders, ensure proper training, and adopt best practices such as providing incentives for safe behaviour. The risk management process will include:

- Identify and assess risks
- Control and monitor the identified risks
- Take appropriate actions to eliminate or reduce the risks, and
- Effectively communicate these risks to riders

## Annex B – Suggested Approach on How Labels can be Prominently Displayed on a Food Delivery Bag

There are companies that have initiated this practice. One company has used its food delivery bags to prominently display the hotline number for reporting unsafe riding by their riders.

The label must be in a prominent and readable form. An example of the label is shown below.



Label to be affixed prominently on delivery bags.

Companies that do not use delivery bags can explore other methods of identification.

Please note that the information provided in this Circular is not exhaustive and is for the benefit of enhancing safety and health. The information provided should neither be taken to encapsulate all the responsibilities imposed by law nor as replacement for independent legal advice.

# Annex C – Active Mobility Act: Safer Journeys for You

Companies should consider circulating this information to their riders.

For more information on Active Mobility rules and code of conduct, please visit <https://www.lta.gov.sg/content/ltaweb/en/walk-cycle-ride/rules-and-code-of-conduct.html>.



## ACTIVE MOBILITY ACT: SAFER JOURNEYS FOR YOU

Know where you can ride and the behaviours to observe under the Active Mobility Act. For the full list of rules, visit [lta.gov.sg](https://www.lta.gov.sg)

Paths/Roads	Bicycle	Power-Assisted Bicycle (PAB)	Personal Mobility Device <sup>1</sup> (PMD)	Personal Mobility Aid (PMA)
Shared Paths				
 <p style="font-size: small;">Park Connector Networks    Cycling Paths</p>				
Footpaths				
				
Roads				
				

<sup>1</sup>PMDs are devices such as kick-scooters, electric scooters, hoverboards, unicycles etc. They must not weigh more than 20kg, have a maximum width of 70cm, and should have a maximum capped speed of 25km/h before they can be used on public paths

### Observe these rules to protect yourself and those around you



**Keep within the speed limits<sup>2</sup>**  
<sup>2</sup>The speed limit will continue to be reviewed with safety in mind



**Dismount and walk your device when you see 'No Riding' signs**



**Offer help and provide particulars if you are involved in an accident<sup>3</sup>**  
<sup>3</sup>Which results in injury or property damage



**Switch on front white lights and rear red lights<sup>4</sup> in the dark**  
<sup>4</sup>Rear red reflectors are accepted on bicycles and PABs

**Maximum Penalty**  
for reckless riding on paths



**\$5,000**  
fine



**6 months**  
jail term

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## Annex D – Good Habits to Observe when Riding Motorcycles

Motorcyclists continue to be over-represented in traffic accidents. Accidents involving motorcycles make up more than half of overall traffic accidents. Motorcyclists are advised to observe these good habits when riding:

1. Always keep a proper lookout.
2. Always maintain proper control.
3. Always exercise due care when changing lanes.

