

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</p>

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 riding techniques on braking, cornering, and skid management. Course fees are claimable using SkillsFuture Credits.

Foodpanda

Guideline 4: No penalty for declining excessive loads

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.