

Summary of Areas Covered by the ACOP for Platform Services

Section	Measures for Platform Operators	Measures for Platform Workers
General requirements	Provide adequate facilities at operators' premises for Platform Workers' welfare at work, and encourage Platform Workers to take adequate safety measures in respect of any equipment, vehicle or process used by Platform Workers.	Comply with legal requirements, follow Platform Operators' instructions on completing jobs, and report work-related incidents and hazards.
Risk management	Conduct risk assessments and advise Platform Workers to reduce exposure to risk e.g. use appropriate equipment to handle excessive load, take safety precautions when completing jobs during bad weather.	Use appropriate equipment to handle excessive load and take safety precautions during bad weather.
Training and competency	Provide safety and health training and defensive driving/riding courses for Platform Workers where reasonably practicable.	Inform Platform Operators if their vehicle license has been suspended/ revoked and changes to their mode of transport promptly.
Vehicular and equipment safety	The owner (either Platform Operator or Platform Worker) of the equipment and/ or vehicle used for platform work should carry out routine maintenance of equipment and/ or vehicles.	
Road and traffic safety	Remind Platform Workers of relevant traffic regulations and safe driving/ riding practices.	Follow road safety rules and traffic regulations, dismount and push their active mobility devices on pedestrian-only paths.
General safety	Remind Platform Workers to take breaks, wear loose-fitting and light-coloured clothing,	Use appropriate PPE for their vehicle type.

	and personal protective equipment (PPE) to address risks of fatigue, heat stress and road safety.	
Communication	Acknowledge, encourage and reinforce safe driving/ riding, and engage Platform Workers with repeated instances of risky behaviour.	Participate in engagements to improve the safety of their own work practices.
Emergency response	Establish emergency response plans for Platform Workers, e.g. relevant contact channels for support and internal guides for what to do after work incidents.	Report work-related incidents to Platform Operators and cooperate to provide the necessary information.