Safety for Restaurant Delivery Drivers Meeting Kit

WHAT'S AT STAKE

Working as a delivery worker can be a rewarding career, but it also comes with various risks that can impact the worker's safety and well-being. These risks can include traffic accidents, robbery or assault, exposure to illness, food safety hazards, and work-related injuries.

WHAT'S THE DANGER

RISKS AND DANGERS FOR RESTAURANT DELIVERY DRIVERS

Poor Driving Conditions. Poor conditions that pose risks to delivery drivers include wet roads, ice, fallen branches or trees, and blind spots. Workers must adjust their driving habits to suit the weather and the road itself.

Other Drivers. Among the most significant risks for delivery drivers are other road users. It doesn't matter how confident a driver is, mistakes can still happen. Risks increase on busier roads, or those with higher speed limits.

Aggressive Customers and Pedestrians. Being a delivery driver means workers will have multiple interactions with pedestrians and customers throughout the day. Whilst most of these encounters will likely be fleeting things, delays and minor inconveniences can result in people treating delivery drivers negatively.

Animals. Another potential risk facing delivery drivers is loose pets or other animals. It is not often a delivery driver will encounter an aggressive animal, but that is not to say that it does not happen.

Manual Handling. The transportation of goods introduces specific

risks to delivery drivers. One of these is moving the products themselves. Whenever a package has to be placed in or removed from a vehicle, lone workers are engaging in manual handling. Whilst most deliveries are likely to be light, the repeated movements involved in making multiple deliveries can result in health problems.

Falls. Slips, trips, and falls can impact anyone. However, for drivers who are trying to stay on schedule, this risk increases. A fall could happen anywhere; something as simple as stumbling on a stone-strewn driveway.

Fatigue. Long hours and the pressure of making deliveries on time can lead to tiredness and fatigue. Fatigue slows reaction times, causes headaches, and could result in drivers falling asleep at the wheel.

Slip-and-fall incidents. Falls on the job can also be disabling for delivery drivers. In the BLS study, 23% of work-related accidents for drivers resulted from slipping, tripping, or falling. Obstacles caused the person’s fall in most cases, with just a few accidents related to sleet, snow, or ice on the ground.

Motor vehicle accidents. Whether you deliver pizza, Amazon packages or heavy cargo, you have a risk of auto accident injury on the job. 14% of nonfatal delivery driver accidents at work occurred in motor vehicle collisions.

HOW TO PROTECT YOURSELF

SAFETY CONSIDERATIONS FOR RESTAURANT DELIVERY DRIVERS

Safety is a crucial concern for restaurant delivery drivers as they spend a significant amount of time on the road and encounter various hazards during their work.

- **Vehicle safety:** Drivers should ensure that their vehicle is well-maintained and regularly serviced to avoid breakdowns or accidents.
- **Personal safety:** Drivers should be aware of their

surroundings and take precautions to protect themselves, especially when delivering to unfamiliar areas. This includes being aware of potential hazards such as poorly lit areas, aggressive animals, or dangerous neighborhoods.

- **Food safety:** Drivers should ensure that the food they are delivering is packaged properly and kept at the appropriate temperature to prevent foodborne illness.
- **Contactless delivery:** Many restaurants now offer contactless delivery options to minimize contact between drivers and customers, which can help to reduce the risk of exposure to infectious diseases.

BEST DELIVERY DRIVER PROTOCOL AND PRACTICES

- Offer training to employees to help them identify hazards and strategies they can use to stay safe when making deliveries. This could include defensive driving courses and education on responding to robbery situations. It’s important to reinforce good driving behaviors by reminding drivers to:
    - Always wear their seat belts.
    - Never use cell phones when making a delivery unless they pull off the road and park the vehicle.
    - Avoid allowing others to ride in the car with them when making deliveries.
    - Obey all traffic laws.
    - Sign a safe driving policy.
- Review the motor vehicle records of any employee who operates a company-owned or personal vehicle for business purposes. Delivery drivers must be qualified, have a valid driver’s license, and have an acceptable driving record.
- Secure the proper coverage to protect your business, which can include commercial auto insurance or non-owned automobile liability coverage, depending on your operations.
- Spread deliveries out across multiple drivers. This can help you avoid overwhelming your employees, discouraging them from speeding or driving recklessly to make up for the lost time. For added safety, refrain from making guaranteed delivery times.

- Screen deliveries using caller ID. Not only does this help you trace the location of the customer, but it can also help you maintain delivery records.
- Take payments through an online ordering system or over the phone.
- Post signage on the vehicle to deter criminals. Signage like, “Drivers carry limited amounts of cash.”
- Refrain from making late-night deliveries, as employees may be especially vulnerable to crime.

FINAL WORD

It’s important for delivery workers to be aware of the risks and take appropriate precautions to stay safe while on the job.