

Delivery and despatch riders' safety and health: A European review of good practice guidelines

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DELIVERY AND DESPATCH RIDERS' SAFETY AND HEALTH: A EUROPEAN REVIEW OF GOOD PRACTICE GUIDELINES

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1. Introduction

1.1 Objective of this report

The aim of this report is to scope the availability of good practice material on the occupational health and safety of light delivery riders, namely:

- Motorcycle messengers and delivery workers (e.g. pizza delivery)
- Bicycle couriers.

The report presents examples of the good practice guidelines found. The study aimed to cover the many different risks for delivery riders, not just road safety. The report does not pretend to be completely comprehensive, but provides a flavour of the range of guidance about preventing risks to delivery riders that is available in some Member States and some countries outside the EU.

Motorcycles and bicycles can be used at work for various activities, such as fast food delivery, message and post delivery and police patrols.



PHC Franchised Restaurants, Cyprus, EU-OSHA Good Practice Awards 2006

This report presents examples of good practice guidelines, good practice solutions, risk prevention recommendations and advice on equipment maintenance. The guidelines cover various different risks faced by couriers, in addition to road safety, including:

- Bike maintenance
- Safe driving
- The provision and use of personal protective equipment (PPE)
- Training and supervision
- Violence
- Stress
- Slips, trips and falls
- Design of bikes
- Musculoskeletal disorders (MSDs), vibration
- Traffic fumes
- Welfare facilities
- What to do if an accident occurs
- Working hours, shifts, night work
- Training.

1.2 Methodology

This report is a collaborative effort, produced by authors from CIOP-PIB, OMFI, HSL and KOOP, who formed part of EU-OSHA's topic centre – work environment in 2008. The identification and retrieval of relevant guidelines and recommendations for couriers and delivery staff using bicycles and motorcycles was shared between the four partners and material has been collected from throughout Europe (Germany, Austria, Denmark, Finland, France, Hungary, Spain, Poland and the UK) and the USA. The research was carried out via the internet during 2008. Different organisations were contacted to get a broad overview of existing guidelines and good practice information for these workers.

As the work of couriers, messengers and food delivery drivers is not well recognised in society, it was not easy to find appropriate information about occupational safety and health for this sector. For this reason the authors added general information on safe cycling and motorcycling, one of the most important topics for this sector.

2. Introduction to the overall topic

Delivery workers defined in this report include messengers, couriers and food delivery drivers who use bicycles or motorcycles.

Riders on motorcycles or bicycles provide a valuable service in delivering information for the business community or home deliveries for the general public. Traffic congestion and parking restrictions make delivering parcels by motorcycle and bicycles an economical and effective alternative to delivery vans. Bicycles and motorcycles can travel faster than cars through heavy city traffic (Sydney Bicycle Messenger Association, 2007); they are also economical, efficient and, in the case of bicycles, environmentally harmless.

However, motorcyclists and bicycle riders are two of the most vulnerable groups of road users. In 2006 powered two-wheeler (P2W) and bicycle riders were involved in about 21% and 10% respectively of all traffic accidents occurring in London that resulted in fatalities or serious injuries, although they accounted for less than 3% of vehicle kilometres travelled (Baverstock et al., 2007).

Riders in both sectors suffer from time pressure: delivery workers are paid per delivery and are required to fulfil assignments in a very short period of time. Food delivery drivers have to deliver food while it is still hot.

Riders in both sectors are at risk of being involved in road traffic accidents, and are exposed to pollution.

But there are also differences between the 'two-wheeled' delivery sectors:

- Motorcycles are typically used for food delivery whereas bicycles are mainly used in the courier and messenger sector.

According to a survey in UK the majority of courier riders are about 26 to 30 years old, whereas the majority of food delivery riders are younger, about 21 to 25 years old.

'Courier riders are older and more experienced. Food delivery riders are younger and more likely to work part time' (Baverstock et al., 2007).

Delivery riders tend to work full time, from 7 am to 6 pm, and are therefore on the road during the rush hour so that the main risk they face is road accidents (Baverstock, et al., 2007). Food delivery workers tend to work part time, typically from 6 to 8 pm. They are more at risk of becoming victims of aggressive, drunken or drugged drivers and clients, and of robberies.

Deliveries by motorcycle:

Motorbikes, mopeds and scooters are becoming an increasingly popular and attractive mode of transport, particularly for fast food and other delivery riders.

Fast food delivery riders work mostly at night, from 8 pm to 1 am. They may be confronted with aggressive or drunken clients. They work alone and after dark, which makes their job dangerous. Food delivery riders are also at risk of robberies, because they handle money.

Riding a motorcycle in all weathers and adverse road conditions, always in a hurry to fulfil the assignment on time, increases the risk of accidents. Food delivery is typically done by young workers or by workers who have had no job training. They work mostly part time and on a contract basis.

The general use of motorcycles or mopeds shows a clear regional pattern: in Southern Europe there are about 50 mopeds and 30-40 motorcycles per 1,000 inhabitants. In northern countries there are only about 20 mopeds and 10 motorcycles per 1,000 inhabitants (Wittink, 2001).

In France, motorcycles are commonly used for light haulage, and in 2001 there were about 8,000 motorcycle couriers working in Paris alone. Accident statistics showed that one in six motorcycle couriers was involved in an accident. This caused CRAMIF (Caisse Régionale d'Assurance Maladie d'Ile de France), a public health service organisation in greater Paris, the police and the municipality to launch a campaign to sensitise road users to this problem (Richez, 2003).

In Germany and the UK motorcycles are mainly used for food delivery, with about 13,000 registered for food deliveries in London alone (Baverstock et al., 2007).

According to a 1993 survey in London, only 18% of food delivery riders interviewed had received formal training (Sweetnam et al., 1993).

In Cyprus there had been a high number of accidents involving food delivery drivers, from minor ones such as falling off the motorcycle and sustaining scratches, to major ones including fatal road traffic accidents. Incorrect use of helmets increased the severity of injuries resulting from the accidents. This led a pizza company in Cyprus to think about preventive measures to minimise accidents. They introduced a system to educate, train, assess and actively monitor the riders (European Agency for Safety and Health at Work (EU-OSHA), 2007).

In the UK the police, in partnership with the government and London's transport authority, has started the 'Think' campaign, to make the public more aware of the need to look out for motorcyclists. There is also a campaign to provide further training for riders in the 16-to-25-year age group, including delivery riders, many of whom are learners (London Borough of Richmond-upon-Thames, 2006).

Risk and hazards for motorcycle messengers are:

- Road traffic (risk of road accidents)
- Time pressure (just-in-time delivery)
- Vehicles (poorly maintained, equipment not appropriate)
- Unbalanced, awkward loads
- Vibration
- Bad weather, inappropriate clothing
- Lack of protective clothing (high visibility vests, helmets)
- Lack of training
- Lone working
- Contact with clients (risk from aggressive, drunken and drugged clients)
- Working at night
- Handling of money (risk of robberies)

Noise (Noise levels in excess of 105 dB(A) were recorded for motorcycles travelling at 70 mph¹, the maximum public road speed limit in the UK)

¹ Equivalent to 112 km/h.

Bicycle couriers

Europe's bicycle couriers cover millions of kilometres and deliver millions of letters/parcels, making an important contribution to environment protection and the quality of life in. The use of bicycles for delivery work has many advantages for cities: they do not pollute the air with exhaust gases, they damage the road less than other vehicles, they need less space on the road, they help to reduce congestion and traffic jams, and they are less dangerous for pedestrians than other vehicles (Hendry, 1997).

In Germany about 98 courier companies are registered, of which 43% are one-person companies (Netzwerk Fahrradkuriere, 2008).

Couriers work predominantly as independent contractors. They work as subcontractors for one or more courier companies. That means that they are not salaried employees, their insurance is not paid by their companies and they do not have any other employee benefits. Although they are expected to deliver at a rapid pace, in cases of injury and accidents on the job they get no financial support from their companies (Lejtenyi, 2002; www.fahrradkurier.de, 2008).

Couriers spend all day outside working and are on the road for about 7 to 9 hours (Hendry, 1999). They are exposed to various risks and hazards and to adverse and even extreme weather conditions.

Studies of bicycle messengers in Montreal show that bicycle couriers are six times more likely to have an accident than other cyclists. This high incidence of accidents compared to other bicycle users can be explained by the distance the couriers cover and the amount of time they spend on the road (Messengerville, 2008).

Messengers are outdoors at the most dangerous time of day, when the air quality is worst. In addition the physical strain of cycling requires a higher and more intense rate of breathing. This results in cyclists being more exposed to polluted air. Chronic exposure to air pollutants can reduce lung function permanently (Hendry, 1999).

Risk factors for bike couriers are related to the nature of their employment and the traffic environment: their age (about 25 years on average), sex (mostly males), employment status (independent contractors, paid on a delivery or commission basis and working full time on the road), the purpose of their work (rapid delivery), their area of operation (business sector with heavy vehicular traffic and numerous pedestrians, etc.).

Risk and hazards for bicycle messengers are:

- Road traffic (risk of road accidents)
- Time pressure (just-in-time delivery),
- Vehicles (poorly maintained, equipment not appropriate)
- Unbalanced load,
- Bad weather, inappropriate clothing
- Lack of protective clothing (high-visibility vests, helmets)
- Lack of training
- Lone working
- Contact with clients (risk from aggressive, drunken and drugged clients)
- Handling of money (risk of robberies)
- Polluted air
- Physical strain (problems with joints such as knees and wrists)
- Nutrition (increased calorie requirements).

3. General information for light delivery riders

3.1 Guidelines for courier workers (messengers and delivery workers)

3.1.1 Safe Newspaper Delivery Initiative

Title: Safe Newspaper Delivery Initiative

Organisations: Canterbury City Council, Kent County Council

Country: UK

Type of organisation: Local authorities

Resource type: Information pack

Reference/link: <http://www.canterbury.gov.uk/buildpage.php?id=2892&zm=4&prn=y>

The good practice recommendations: Recommendations are summarised below.

1. Checklist for carrying out risk assessment for taxi drivers and transport of people with a disability (Checkliste til brug for APV på taxi og handicapområdet)

Organisation: BAR – transport og engross (Danish working environment council for the transport and wholesale sector)

Country: Denmark

Type of organisation: Working environment council

Resource type: Checklist

Reference/link: http://www.bartransport.dk/Files/Billeder/BAR%20Transport/pdf/apv_taxi.pdf

Introduction

Canterbury and Kent councils produced this information pack to improve safety among newspaper deliverers. The pack contains three guidance sheets: one for employers, one for newspaper delivery workers and one for their parents or guardians (as such deliveries to private homes can be made by schoolchildren aged 13 and above). Each guidance sheet gives information that is specifically relevant to its target audience and includes details of where further information can be obtained.

The guidance sheet for employers gives instructions on the legal requirements and offers advice on risk assessment; suggesting a number of control measures, such as:

- training;
- high visibility clothing, lights, etc., so paper deliverers are easier to see in the dark;
- bicycle safety checks; and
- restricting the weight of newspaper bags.

The guidance sheet for newspaper delivery workers highlights the hazards associated with poor road surfaces and bad weather conditions. It gives advice on safety clothing and performing bicycle safety checks, as well as making the following recommendations:

- Read and learn the *Highway Code for young road users* and always follow its rules;
- undertake cycling proficiency training;
- if you cannot carry all your newspapers, then split your round and come back for the second or third bag. If you feel your round is excessively heavy, speak to your newsagent;

- do not ride your bicycle on pavements, unless there are special signs allowing you to do so;
- do not walk along poorly lit alleyways – take the safest route. It is a good idea to walk the route once with your parents and discuss problem areas with them;
- be careful using staircases in blocks of flats – more accidents happen due to tripping than any other way;
- take care on icy, wet, muddy and slippery roads and pavements;
- always use pedestrian crossings, where available, when crossing a road. If not, ensure you that you cross in a safe place;
- do not talk to strangers. If you think you're being followed, or feel threatened, make for a busy area or go to the nearest house and ask for help, but do not enter it;
- do not use roller blades or listen to your personal stereo whilst delivering newspapers;
- if you carry a mobile phone, give your parents' or your newsagent's phone number a quick access code, so you can contact them quickly in cases of emergency;
- do not touch dogs even if they appear friendly. Tell your newsagent if a dog is aggressive towards you. If a dog bites you, make sure you go to hospital or your local health centre as soon as possible; and
- make sure a member of your family or your newsagent knows you have finished your round.

The guidance sheet for parents and guardians consists of a summary of the previous two guidance sheets referred to above. This enables parents and guardians to gain an understanding of the risks as well as the responsibilities of their child and the employer. In addition, it recommends a number of safety improvement measures that parents and guardians can take, including:

- encourage your child to follow the recommendations given in the guidance sheet for delivery workers;
- provide your child with a cycle helmet which fits correctly, is in good condition and conforms to European standards (or equivalent);
- perform regular bicycle safety checks;
- ensure you keep your child's tetanus injection up to date, and take them directly to hospital or the local health centre if they're bitten by a dog or sustain any other serious injury; and
- make sure your child confirms their safe return home with a member of the family or trusted friend. If they are unexpectedly late you should contact the newsagent immediately.

3.1.2 The most important message: your safety comes first (Primer mensaje, tu seguridad ante todo)

Title: Primer mensaje, tu seguridad ante todo

Country: Spain

Organisation(s): FUNPRL, UGT, CCOO, AEM, SGS

Type of organisation: NGOs, trade union

Resource type: Study and guide

Target group: Employers, employees, policy makers

Reference/link: Material is not available online. The link below is a reference:

http://www2.fct.ccoo.es/salud_laboral_html/en_estudios.htm. Publication date: 2007

Contacts: Mercedes Rodríguez-Caro de la Rosa (director, SGS); Gabriel Moreno (expert, CCOO)

Type of risks/issues covered: All in the messenger sector (unwheeled, 2- and 4-wheeled).

The good practice recommendations:

For motorcycle riders:

- Equipment
- Use crash helmets, preferably integral, certified for this purpose. Do not use helmets designed for other activities.
- For getting on and off the bike, use vehicle parts designated for this purpose.
- Lumbar braces can be very useful (for comfort and in accidents) on medium and long distance journeys.
- In the traffic
- Ride with caution. Be more careful in adverse conditions.
- Make yourself visible to other drivers, wear reflecting clothes.
- In urban areas, keep to the right and drive in the centre of the lane.²
- Use the indicator (or hand signal) in advance to inform other drivers of your manoeuvres.
- Respect the traffic lights.
- In bad weather:
- Drive slower and check tyre pressure and thread depth.
- Keep a longer distance from vehicles ahead.
- Turn on the lights to be as visible as possible.
- Maintenance
- Make a daily check of:
 - Oil and fuel level
 - Water
 - Brake fluid and function
 - Steering
- Make weekly check of:
 - Tyre pressure and tread depth
 - Battery and lights
 - Spark plugs
 - Spare parts
- Keep records on the vehicle so that the company can carry out regular maintenance. Inform the employer of any faults or damage to the vehicle.
- To prevent vibration risks, ensure the seat and the shock absorbers are in good repair.
- Personal health
- Stay in good physical condition: exercise daily.
- Do not consume stimulants such as coffee or other caffeine-containing products.

² Please note that in the United Kingdom, Ireland, Cyprus and Malta, drivers and motorcyclists must drive on the left hand side.

- Do not rub your eyes if you feel tired, because this may cause infection and conjunctivitis.
- Attend medical health checks organised by the employer.
- Consult your doctor about the effects on driving before taking any medicines.
- Do not drink any alcoholic beverage during working hours.
-

Recommendations for policy makers:

- More reliable accident rates for the sector are needed.
- Facilitate the association and cooperation of firms in order to enhance the introduction of OSH measures, and meet requirements.
- Improve work organisation.
- Improve support from public authorities (local government designating parking and loading areas in the city)
- Promote the training of OSH experts from the sector.
- Facilitate access to information on OSH legislation requirements in SMEs. Workers should receive adequate information on risks, prevention measures, etc.
- Support the provision of traffic safety training courses.

There were also guidelines for van drivers etc.

3.1.3 TURJA – occupational safety at a Finnish news distributor (TURJA – Työturvallisuuden kehittämishanke Alpress Oy:ssä)

Title: Työturvallisuuden kehittämishanke Alpress Oy:ssä (TURJA – Programme for the development of occupational safety at Alpress Oy)

Organisation: Alpress Oy

Country: Finland

Type of organisation: newspaper delivery company

Resource type: good practice information

Reference/link: <http://virtual.vtt.fi/virtual/proj2/yjs/dokumentit/Ruuhinlehto25112004.pdf>

http://www.tsr.fi/files/Uutistori/tiedonsilta/2005_1/artikkelit/19lehdenjakk.htm

<http://www.mol.fi/jaksamisohjelma/kehittamishankkeet/hanke%20230%20loppurap.htm>

Type of vehicle: all kinds of delivery work

Contacts: VTT: Kaarin Ruuhilehto (kaarin.ruuhilehto@vtt.fi), Alpress Oy: Helena Kanervo (helena.kanervo@alpress.fi), Aamujakelu Oy: Kari Poutanen (kari.poutanen@almamedia.fi), Anne Nyysti (anne.nyysti@almamedia.fi)

The good practice recommendations

The number of accidents in the newspaper delivery business is five times higher than that of the industry in general. The aim of this programme was to raise the awareness of the workers about what they can do to influence accident rates ('every accident is unnecessary and avoidable'). Problems identified included a lack of training of temporary staff, and in the case of experienced staff, the tendency to take risks by taking shortcuts or using non-gritted roads in winter. It is also easy to use the weather as excuse for accidents. However, when delivery workers realise that they have the power to reduce the accident risk by themselves, they normally adopt safer working habits.

A preliminary programme was undertaken in 2002-2003 by Aamujakelu Oy, another newspaper delivery company, known as the 'endurance at work programme'. The following problems were identified:

- the physical load of the work
- bad working conditions
- night work and shifts
- ageing
- poor interaction between worker and superior
- little public appreciation of the work.

All these problems and the limited opportunities for the workers to influence their working conditions led to high rates of sick leave, work accidents and high employee turnover.

During this programme teams were set up and developed an active and committed work community. The methods used were:

- team-based training
- team cooperation in developing safety checklist, discussing abnormal situations like road works and organising leave planning
- teams meeting where the workers actively developed ideas for wellbeing at work
- testing of new work schedules
- mapping of occupational accidents risk based on the checklist and a work ability index.

New delivery workers now receive on-the-job training, which is repeated a few weeks later. Every delivery worker was given a pocket light / head light, and heavily discounted winter tyres for their bicycle. They were advised to use a helmet and anti-skid devices for their shoes (in winter).

The TURJA project was built on the first project and was carried out in 2004. The main goal of the project was the further development of the checklist. For this purpose, a survey was carried out to get more data about the risks and working conditions of delivery workers. The survey asked various questions about working conditions and had space for the riders to make suggestions about improvements. The idea was to gain more knowledge about the practical everyday work and working conditions, including routines, clothing, means of transportation, conditions on the delivery run, etc. The following topics were considered in detail:

1) Weather conditions

- Availability of training in: weather conditions, slippery stairs, snow on shoes
- Use of: anti-skid devices, winter wheels for bicycles, helmet
- Possible impact on the employer on the maintenance of the real estate
- Possible impact of the delivery worker on the sanding of the real estate

2) Conditions on the delivery location

- Presence of rubbish on ground
- Are mailboxes placed in rows one on top of the other? (risk of accidents)
- Whether mailboxes are designed and positioned safely so that they don't pose a risk for mail deliverer
- Whether the ground in front of mailboxes is gritted in icy weather or snow removed
- Whether training is available on these issues

3) Hindrances/barriers

- Whether training is available on barriers and other risks on staircases

4) Darkness

- In the case of time switched staircase lights, is there enough time for the postman/woman to get up the stairs safely?
- Availability of pocket lights
- Is there training available on these and similar issues?

5) Traffic

- Use of: safety belts, public streets
- Is the visibility of traffic a risk?

6) Floor/ground condition

- Availability of training in moving forward on sloping surfaces in slippery conditions, in safe climbing of stairs (no jumping up two or three steps at a time), necessity to be careful on uneven surfaces.

7) Violence / dogs /hoodlums

- Availability of regular safety training, training on how to act in difficult situations
- Availability of safety devices

3.1.4 Comprehensive OSH advice to couriers and messengers (Jakelusuora oy – tyosuojeluohje)

Title: Jakelusuora oy – tyosuojeluohje, Jakesuluora – OSH regulations

Organisation: Jakelusuora

Country: Finland

Type of organisation: Delivery company

Resource type: Guideline

Reference/link: <http://www.jakelusuora.fi/tyonhakijalle/tyosuojeluohje/>

Type of vehicle: all kinds of delivery work

The good practice recommendations:

This guide, established by a delivery company, provides additional information to the special delivery guidance issued by the company to its workers. The guide describes the basic topics to consider before and during delivery work, and what to do in unusual situations.

The following aspects are particularly important:

- The delivery worker should know his/her distribution area very well
- The distribution route chosen should be appropriate for the means of transportation used
- The worker should be trained in the correct methods of lifting and carrying
- The worker should always carry a mobile phone with the number of the company programmed in
- Sorting of the delivery material should be done on a table, not on the floor.

Before delivery

The guide gives advice on things the worker should check before doing the job, such as:

- Weather conditions
- If clothes are appropriate for the weather; if not they should be changed for more suitable ones, e.g. waterproof garments during rain

During delivery

During the delivery the worker should consider the following aspects when using one of the following means of transportation:

- A car: proper loading of the material
- A trolley: use of brakes
- A bicycle: use of winter tyres, helmets, need for proper accident insurance

Clothing

When it comes to clothing, it is important to consider the following:

- Clothes: dress according to the weather; wear well fitting and breathable clothes
- Shoes: robust, non-slip, no high heels. Anti-slip devices in winter
- Gloves: as protection against printer's ink, cuts from rope and sharp edges of mail boxes, and cold weather

Safety

To keep on top of accident risks the following aspects should be considered:

- The worker should know how long timed staircase lights remain on
- The worker should not put fingers into mail slots because there could be a dog on the other side
- Problems in the distribution area and in private gardens should be reported to those responsible for property management and to the delivery company (e.g. rubbish on the ground that could pose a risk of tripping)
- Problems with people should also be reported to the property management and to the delivery company
- If the postman/woman cannot gain entrance to a building (e.g. because the front door is locked) it should be also reported
- If there are any dogs off the lead, the worker should not enter the area
- If the worker encounters difficult (e.g. drunk) people he or she should try to stay calm and leave the area immediately. The worker should behave politely in case of negative comments or reactions
- The worker should never enter the apartments or houses of unknown people
- After the delivery round has been completed, the hands should be washed.

3.2. Checklists for courier workers

3.2.1 Checklist for transport of goods: post courier

Title: Checklist for transport of goods: post courier

Organisation: Working Environment Authority (WEA)

Country: Denmark

Type of organisation: Government department

Resource type: Guideline, checklist

Reference/link: <http://www.at.dk/graphics/at/pdf/checklister-apv/transport-af-gods-apv.pdf> (Checklist)

<http://www.at.dk/sw5778.asp> (Guideline)

Type of vehicle: all kinds of delivery vehicles

The good practice recommendations:

This is a checklist plus a template for an action plan as regulated by law. The questions on the checklist are formulated as closed questions (requiring yes/no answers – see the first 3 examples) and must all be answered. All questions answered with a 'yes' point at an OSH problem, which has to be solved

according to an action plan the enterprise has to develop. The plan has to be agreed by both the employer and the employee.

The list consists of several categories and subcategories including:

Accidents (8 questions)

- Are workplace accidents analysed to prevent similar accidents in future?
- Does the workplace have any employees who have received no instruction and who are not skilled/trained for the work they have to do?
- Are there any employees who do not have enough time to carry out their tasks in a safe way?
 - Transport in the workplace
 - Slips, trips, fall and similar
- Physical working environment (11 questions)
 - Heavy lifting
 - Pushing and pull
 - Working postures
- Vibrations (1 question)
- Temperature (1 question)
- Children and youth (9 questions)
 - Instruction and supervision
 - Age limit
 - Physical working environment
 - Working time

Psychosocial working environment (11 questions)

- Too many tasks
- Lack of influence
- Lack of support by colleagues and superiors
- Lack of variation
- Violence and threats
- Lone work
- Shift work
- Sickness absence (2 questions)
- Other (here it is pointed out that there are special rules for pregnant workers)

An action plan has to be developed for each critical point by determining the cause/reason for the problem; the solution to the problem; the responsible person; and a timetable and priorities for solving the problem.

In addition to the checklist, there are also guidelines referring to the most typical problems faced by the sector, and advice on how they might be solved.

3.2.2 Risk assessment for newspaper delivery (Sicherheitsbeurteilung Zeitungszusteller)

Title: Sicherheitsbeurteilung für Zeitungszusteller

Organisation: BG Druck- und Papierverarbeitung (BGDP; institution for statutory accident insurance and prevention in the printing and paper industry)

Country: Germany

Type of organisation: Accident insurance institution

Resource type: Guideline, checklist

Reference link: http://www.bgdp.de/pages/medien/branchenauswahl/zeitungszustellung_mliste.htm

Direct: <http://www.bgdp.de/pages/service/download/medien/230-13.pdf>

Type of vehicle: all kinds of delivery vehicles

The good practice recommendations:

These guidelines provide help in assessing the risks faced by workers in the newspaper delivery sector. The aim is to simplify the assessment of risks and hazards in this sector. Issues listed in the guidelines can be checked and deficiencies highlighted so that the necessary steps can be taken early.

The guideline provides a checklist for newspaper delivery by foot, by bike, motorcycle and car, and covers the following issues:

- Slips, trips and falls
- Weather condition
- Lighting conditions
- Manual handling
- Climatic conditions (heat and cold)
- Aggression/assaults
- Dog attack
- Road safety
- Loading of vehicles (esp. bicycles and motorcycles)
- Use of safety helmets/head injuries
- Ergonomic issues
- Organisational issues
- Psychological issues

The overall aim is to make people think ahead to avoid accidents, rather than having the accident and learning the hard way.

3.3 Equipment for courier workers

3.3.1 Safe equipment for newspaper delivery (Sicherheitsartikel für Zeitungszusteller/Zeitungszustellerinnen)

Title: Sicherheitsartikel für Zeitungszusteller/Zeitungszustellerinnen (Safe equipment for newspaper delivery)

Organisation: BG Druck- und Papierverarbeitung (Institution for statutory accident insurance and prevention in the printing and paper industry)

Country: Germany

Type of organisation: Accident insurance institution

Resource type: Brochure

Reference link: http://www.bgdp.de/pages/medien/branchenauswahl/zeitungszustellung_mliste.htm

Type of vehicle: all kinds of delivery

The good practice recommendations:

This brochure provides tips on safe equipment for messengers, as well as information on where to get further advice. Items covered include:

- Safety vests
- Anti-slip devices for shoes
- Reflective clothes and accessories
- Raincoats
- Special lights for bicycles
- Bicycle helmets
- Head lights

3.4 Studies on courier workers

3.4.1 Analysis of accidents in courier companies (Siniestralidad en empresas de mensajería)

Title: Siniestralidad en empresas de mensajería based on study: 'Accidentes de tráfico en el sector de la mensajería'

Country: Spain

Organisation(s): MTAS-INHST (government bodies: Spanish Ministry of Labour -National Institute of Safety and Hygiene at Work) (for the publication); Ayuntamiento de Barcelona (Town Hall) – RACC Automóvil Club (NGO) (for the study)

Type of organisation: Partnership of national and local government, government OSH institute and motoring NGO.

Type of resource: Brief e-newspaper article (publication) study (original data – not available online)

Target group: Policy makers

Reference link:

<http://www.bcn.es/infotransit/pacte/catala/documents%20pacte/forum%20barcelona%20de%20seguridad%20vial.%2010%20anos%20de%20forum.pdf>. Publication date: 2000

Authors (of the study): Ayuntamiento de Barcelona – RACC Automóvil Club (2000)

Type of risks/issues covered: Traffic accidents and underlying causes

Study findings:

The study outlined a risk profile of messenger workers:

- young (18-30 years old);
- temporary worker (at the courier company);
- planning to get another, steady job;
- working around 8 hours in the period between 8 am and 8 pm;
- travelling about 150 km daily, on a moped.

Additional risk factors:

- The vehicles are owned by the courier, and are not suitable for continuous use.
- There is no obligatory vehicle inspection for mopeds (in Spain).

- Time constraints results in the breaking of traffic rules.
- Payment is based on performance, which depends on the speed of completion of a job.

3.4.2 Preventing harm to messengers: Ergonomic study on the prevention of professional risks (Le métier de coursier et ses pratiques de prévention. Étude ergonomique pour la prévention des risques professionnels)

Title: Le métier de coursier et ses pratiques de prévention. Étude ergonomique pour la prévention des risques professionnels

Country: France

Organisation(s): SNTL, CRAMIF, CRAMTS

Type of organisation: Trade union, accident insurance company

Format: study

Target group: Employers

Reference/link:

http://www.risque-routier.com/etudes/Metier_coursier_et_prevention.pdf. Publication date: 2004

Authors: Laurent Van Belleghem, Fabrice Bourgeois

Type of risks/issues covered: Stress and haste originating from work organisation and company attitude.

The good practice recommendations:

The main message of this study is that routes should be planned carefully to minimise the need for couriers to rush. This provides benefits for the customer, who will receive a better quality service with minimal delay, and for the courier who will have a less stressful journey because everything has been done to avoid unnecessary obstacles that might force him/her to speed to make up lost time.

Recommendations for drivers and their employers include:

- Riders should use a crash helmet with wide field of view to gain maximum visual information from sides and front; type of crash helmet should be specified
- Riders should be technically proficient at maintaining your vehicle so you can be confident it is in good working order all the time; they will need instruction and training
- Riders should take full advantage of being on a two-wheeled vehicle; not having to stick to a pre-planned route and being able to exit a traffic jam to take an alternative route – route planning should be intelligent and focus on manoeuvrability rather than speed, i.e. routes should not be fixed, but should be specified to include a range of possible adjustments and flexibility according to the circumstances; speed as the solution should be discouraged
- Riders should be encouraged to ride intelligently to cut down on fuel use; the message is that speeding is costly in terms of petrol and does not necessarily save time
- Riders need to know the tactics of how to ride a safe path through traffic jams, utilizing spaces safely, where cars move at variable speeds and may suddenly change speed, knowing how to manoeuvre safely if a car makes an unexpected move
- Riders need to know how to identify risky paths e.g. staying directly behind a four-wheeled vehicle or trying to use the side land, and to anticipate the behaviour of four-wheel vehicles through visual signs and speed differences.

The document also considers the use of bus-lanes by couriers.

3.5 Young workers and courier activities

3.5.1 Information about youth at work (Vejledning om unges arbejde)

Title: Information about youth at work (Vejledning om unges arbejde)

Organisation: BAR Transport og engross (Working Environment Council, Transport and Wholesale sector)

Country: Denmark

Type of organisation: Organisation of the social partners in transport and wholesale

Resource type: Guidelines

Reference/link:

http://bar.net.dynamicweb.dk/Files/Billeder/BAR%20Transport/pdf/vejledning_om_unges_arbejde.pdf

<http://www.bartransport.dk/>

Risks or topics covered: OSH-regulation and problems for youth particularly in this branch

Contact: Eva Hjermitslev, H. C. Andersens Boulevard 18, 1787 København V, Phone 3377 3377, Fax 3377 3370, e-mail evhj@di.dk

The good practice recommendations

The Working Environment Council for Transport and Wholesale sector is one of 11 Branch Working Environment Councils that are part of the official Danish OSH-system and are administered by the social partners. This web resource is targeted at young workers in the transport sector, since the risk of accidents is comparatively high for youthful members of this sector.

The guidelines include a section with general information about working conditions for young people (aged 13-15 years and over 15 years), broken down into:

- information for parents
- working time
- instruction and supervision.

There is also information on specific issues relevant to young workers in the sector, such as:

- heavy lifting, pushing & pulling (packaging newspapers and post, post, use of post cart)
- technical equipment
- cleansing agents
- clothing.

3.5.2 Working conditions in courier companies (Condiciones de trabajo en las empresas de mensajería)

Title: Condiciones de trabajo en las empresas de mensajería: Juventud y prevención de riesgos laborales; algunas consideraciones en relación al primer empleo

Country: Spain

Organisation: MTAS

Type of organisation: Government institute

Format: Column in a publication on young workers

Target group: Scientific community

Reference/link: <http://www.injuve.mtas.es/injuve/contenidos.downloadatt.action?id=1769996675>

Publication date: 2003

Author: Pilar Nova Melle

Type of risks/issues covered: Young workers and messenger work.

The good practice recommendations:

No advice, but it contains an overview of the risks in the sector, which has a high number of young workers.

Risk factors include:

- precarious employment
- subcontracting
- noise
- vibration
- manual handling of loads
- stress
- pressure to work quickly; continuous monitoring with GPS leading to rapid work pace.

3.5.3 Health and Safety for Young Workers

Title: Health and Safety for Young Workers

Organisation: GMB

Country: UK

Type of organisation: Trade union

Resource type: Guidelines

Reference/link: http://www.gmbunion.org/hns/bulpdf/addpdf/young_workers.pdf

Type of vehicle: Bicycle and motorcycle

The good practice recommendations:

The guide covers various aspects of young worker safety. The parts on rider safety are reproduced in full below.

Delivery and courier work:

Delivery and courier work can range from delivering fast food such as pizzas or parcels and post. Many young workers use push bikes or motorcycles as their mode of transport. Apart from the obvious hazard of road accidents, the main problem for delivery workers is the pressure to deliver items under tight deadlines, in the case of pizzas within half an hour. This pressure can increase the risk of road accidents and cause a great deal of stress. Other hazards include working outside in extremes of weather; accidents due to poorly maintained bikes; violence from other road users - so-called "road rage"; and traffic pollution.

Working on the road:

Delivery riders and couriers must be given realistic delivery targets that account for increased traffic levels and road conditions. Push bikes and motor cycles must be roadworthy and regularly maintained. Riders should be provided with protective equipment such as high visibility jackets. There should be means of communicating with the work base in emergencies such as accidents or violent incidents.

3.6 Road safety for couriers and light delivery riders

3.6.1 Understanding road safety issues for courier and food delivery riders and delivery businesses in London

Title: Understanding road safety issues for courier and food delivery riders and delivery businesses in London

Organisation: Transport for London

Country: UK

Type of organisation: Statutory body

Resource type: Research summary document: London Road Safety Unit – Research Summary No 10, November 2007.

Reference/link: <http://www.tfl.gov.uk/assets/downloads/courier-riders-summary.pdf>

Document overview:

Transport for London recognised that to improve road safety and reduce accident among cyclists and motorcyclists occupational activities had to be considered too. Courier and food delivery companies and their riders are very different and they need to be considered separately when planning road safety initiatives. The document summarises the finding of a survey that Transport for London conducted in 2006, to gain a greater understanding of London-based courier and food delivery businesses using powered two-wheelers (P2W), and cycle delivery riders. The conclusions drawn are reproduced in full below.

Conclusions

P2W and cycle riders are two of the most vulnerable road user groups in London. The research was undertaken to provide a greater understanding of P2W and cycle delivery riders and delivery companies. The findings show that there are a substantial number of delivery riders in London and important differences exist between the courier and food delivery sectors.

The vast majority of delivery riders in London ride P2Ws, with very few delivering on cycles. Estimates suggest there could be about 13,200 P2W food delivery riders, over twice as many as the estimated 6,100 P2W courier riders. Therefore, there are a large number of professional delivery riders in London and they are a worthwhile group for targeted road safety initiatives, especially initiatives aimed at P2W riders.

Food delivery riders tend to be younger, hold provisional licences, and have less riding and delivery experience than courier riders. Courier riders work longer hours and cover more miles per shift. Both the relative inexperience of food delivery riders and the higher on-road exposure for courier riders are significant collision risk factors. Therefore, it is important to understand these differences and take them into account when designing road safety initiatives for delivery riders in the different sectors.

Data on collisions reported by delivery companies suggests that very few riders are involved in incidents while working. When they do occur, the outcome is likely to involve vehicle damage rather than personal injury. Courier companies reported a higher number of rider collisions as well as a higher number of rider days lost through collisions. These findings may have been influenced by several factors. First, because courier riders work more hours and ride more miles per shift, they have a higher exposure to road traffic collisions. Second, although fewer courier companies were included in the survey, there were substantially more riders per company, on average, compared to food delivery companies. Therefore, it is reasonable to expect that with more courier riders, there would also be more reported collisions. Finally, there is currently no industry-wide standard for reporting or recording collisions. Therefore, it is difficult to know whether or not the higher incidence of courier rider collisions is due to the existence of a systematic bias in collision reporting.

Clear differences were found in the structure of the two workforces, and these differences have implications for the effective targeting of road safety initiatives. Courier riders are generally full-time

freelance contractors. They are responsible for undertaking their own training, and for providing and maintaining their own vehicles and safety equipment. Food delivery riders are generally contracted part-time employees. They rely on their company to provide the necessary vehicles and equipment, and to offer formal guidance and training. And indeed, the results showed that food delivery companies are more likely to provide their riders with equipment and training. However, it is unclear what training is offered and whether it is appropriate or fulfils the riders' needs.

These differences need to be considered when designing initiatives to promote road safety to delivery riders. To effectively address road safety issues for food delivery riders, initiatives should primarily be targeted at the company, because food delivery companies are responsible for providing training and maintaining vehicles and safety equipment. Road safety initiatives aimed at courier riders should be targeted at not only the company, but also at individual riders who are responsible for their own training and maintenance vehicles and safety equipment.

3.6.2 Dos and don'ts for newspaper delivery workers – a list of tips (Regeln für Zeitungs- und Zeitschriftenträger)

Title: Regeln für Zeitungs- und Zeitschriftenzusteller – Anregungen für die Unterweisung

Organisation: Berufsgenossenschaft Druck und Papier (statutory accident insurance for the printing industry)

Country: Germany

Type of organisation: Accident insurance institution

Resource type: Advice leaflet

Reference/link: www.bgdp.de/pages/service/download/medien/419.pdf

Type of vehicle: All courier vehicles

The good practice recommendations:

This leaflet provides tips for newspaper deliverers on how to work safely. It helps employers to instruct their deliverers. It covers:

- Appropriate clothes and shoes
- Delivery by foot
- Delivery by bicycle
- Hazards in houses
- Bad weather conditions
- Dog attacks

4. Special information on delivery by bicycles

4.1 Guidelines for bicycle couriers

4.1.1 Delivering mail by bike (Post-Biker auf Zustelltour)

Title: Post-Biker auf Zustelltour

Organisation: Unfallkasse Post – Statutory accident insurance institution for the mail industry

Country: Germany

Type of organisation: Insurance institutions

Resource type: Guidelines

Reference/link: <http://ukpt.vur.jedermann.de/index.jsp>

Type of vehicle: Bicycle

The good practice recommendations:

This leaflet contains a lot of helpful safety and health information for postmen and women delivering mail by bike. It starts with an overview of the things they should check before starting work. This safety checklist includes 11 questions, such as 'do the brakes work?' and 'does the light work?' It also describes what to do when a fault is detected.

The second section is about how to load a mail bike safely. It mentions, for example, that the maximum weight should be 30 kg in front and 20 kg at the back, and explains how to arrange the load properly.

This section is followed by a description of how to get on the bike, ride it safely, get off the bike safely and park it safely.

The fourth section goes more deeply into the question of how to cycle safely in traffic, pointing out the importance of following the rules of the road, and of getting off and walking the bike in pedestrian areas.

Handling difficult road and weather conditions is described in the fifth section. It reminds the cyclist to cycle even more carefully in these circumstances. Section 6 contains more safety advice, for example the importance of wearing proper shoes and clothing.

Last but not least there are two sections on contact persons for safety at work. Section seven lists the job titles that are responsible for safety and health, and in section 8 there is space for workers to fill in these contact details for their own company for easy reference when needed.

4.1.2 Specialist checks for postmen on bikes – doing the rounds without risks (Präventionsfachleute untersuchten Post-Bikes – Zustellung ohne Risiko)

Title: Präventionsfachleute untersuchten Post-Bikes – Zustellung ohne Risiko

Organisation: Unfallkasse Post und Telekom (statutory accident insurance institution for the post and telecoms industry)

Country: Germany

Type of organisation: Statutory accident insurance institution

Resource type: Study

Reference/link: <http://www.ukpt.de/pages/publikationen/zeitung.php?mid=20070108>

Type of vehicle: bicycles

The good practice recommendations:

German post delivery companies provide bicycles for their postmen and women that are tailored to specific needs. As a matter of course the bicycles have to meet road traffic regulations concerning brakes, lights, rear reflectors, bells, and installations for saddle bags. In addition the bicycles are all adapted to the individual size of each rider to prevent ergonomic problems. Special bikes are provided for specific conditions, e.g. mountain bikes in hilly areas and heavy bikes where there are unusual loads to be carried.

It is especially crucial to check the bicycles regularly and to keep them properly serviced.

In 2005 the statutory accident insurance for the post and telecoms industry inspected 65 post delivery companies and checked the bicycles. The result was very positive: in nearly all companies the bicycles were in a good condition!

The study provides 11 points for safety checks for bicycles:

1. Brakes: are they fully functional? Do they seize? Front wheel? Back wheel?
2. Pedals: are they non-slip and undamaged?
3. Handlebars: are the handlebar ends fixed?
4. Wheels: are they undamaged?
5. Tyre pressure: is their enough tyre pressure?
6. Kick-stand: does the kick-stand work?
7. Mudguards: are they fixed and in the right position?
8. Bicycle chain: is the bicycle chain tight?
9. Lights: do the lights work?
10. Do the wheel spokes have reflectors for safety?
11. Bell: does the bike have a bell and does it work?

4.1.3 Tips for bicycle courier companies (Radgeber für Fahrradkurierdienste)

Title: Radgeber Fahrradkurierdienste

Organisation: bdf – Bundesverband der Fahrradkurierdienste e.V

Country: Germany

Type of organisation: „Netzwerk Fahrradkuriere NRW“ (network for bicycle messengers).³

Resource type: Brochure

Reference/link: <http://www.netzwerk-fahrradkuriere.de/obj/Dokumente/Radgeber.pdf>

Type of vehicle: Bicycle

Contact: bdf – Bundesverband der Fahrradkurierdienste, Am Bahnhof 2, 33602 Bielefeld, <http://www.bdfev.de/>

The good practice recommendations:

The brochure is aimed at people who want to start a courier company, and it provides a great deal of important background information necessary to do so successfully. It starts with the points that should be considered before starting a company, such whether one is suitably qualified and what one's aims and motives are. It lists the characteristics of 'good' bicycle messenger services, then gives information and tips about:

- carrying out orders
- selecting drivers and workers
- accountancy
- working conditions of employees
- how to acquire appropriate bicycles
- appropriate equipment for drivers and bicycles

³ Run by bdf – Bundesverband der Fahrradkurierdienste e.V. (Federal association for bicycle couriers) in cooperation with the Institute for Social Research in Duisburg (Rhein-Ruhr-Institut für Sozialforschung und Politikberatung (RISP) financed by North Rhine-Westphalia Government, Ministry of the Environment, Conservation, Agriculture and Consumer Protection (Ministerium für Umwelt und Naturschutz, Landwirtschaft und Verbraucherschutz des Landes Nordrhein-Westfalen).

- tips for winter working
- being self-employed
- formations of courier companies.

4.2. Road safety for bicycle couriers

4.2.1 See and Be Seen: Cycling safely in bad weather (Radfahren bei schlechter Sicht – sehen und gesehen werden)

Title: Radfahren bei schlechter Sicht – sehen und gesehen werden

Organisation: BG Druck- und Papierverarbeitung (statutory accident insurance institution in the printing and paper industry)

Country: Germany

Type of organisation: Statutory accident insurance institution

Resource type: Leaflet

Reference/link: <http://www.bgdp.de/pages/service/download/medien/433.pdf>

Type of vehicle: Bicycles

The good practice recommendations:

This leaflet informs cyclists about the increased risk of accidents when driving in bad weather and after dark. Bike couriers are at particular risk of accidents because they often work/cycle in the early morning hours, when it is still dark. One reason for road accidents is that bicycles are often overlooked by car drivers, especially when it is dark, rainy or foggy. Accidents involving collisions between cars and bicycles are often very serious for the cyclist.

Special risks and hazards for bicycle couriers and other cyclists also include cold, rain, darkness, ice, snow and wet leaves on the road.

The statutory accident insurance institution for Germany's printing and paper industry prepared this leaflet in collaboration with the German road safety council (Deutscher Verkehrssicherheitsrat DVR). It provides information for bicycle couriers regarding:

- General information about seeing in the dark
- Prevention measures: what should your employer do?
- What can you do (use special cycle paths, wear a helmet etc.)?
- Necessary equipments for bicycles
- Appropriate equipment for cyclists
- Tips on how to load the bicycle

4.3 Equipment for bicycle couriers and drivers

4.3.1 Accessories for Bike Patrol

Title: Accessories for Bike Patrol

Organisation: IPBMA (International Police Mountain Bike Association)

Country: USA

Type of organisation: Association

Resource type: Guidance leaflet

Reference/link: IPBMA website <http://www.ipmba.org/reviews-accessories-0510.htm>

The good practice recommendations:

This article provides information concerning the equipment necessary for safe bicycle patrolling for security organisations.

The use of bicycles by police, emergency medical services and private security personnel continues to grow, along with increased awareness of the benefits of an extremely mobile team of first responders. While the reasons for implementing a bicycle unit may vary, the goal of each agency is the same: to provide assistance to those who need it as quickly, safely and effectively as possible.

In the past, officers and agencies seeking to get a public safety bike unit rolling had to look far and wide to assemble the necessary information. *The Complete Guide to Public Safety Cycling, Second Edition* is the single comprehensive source of in-depth information on starting a bike unit or enhancing an established bike unit with tactical and technical tips on everything from basic equipment needs to detailed insights on policy, maintenance, training, legal issues, and much more.

The document includes information on:

- saddles
- lighting system,
- bike accessories
- sirens
- pedal retention
- tyres
- rear racks/bags
- hydration
- front shocks or front-end suspensions
- a rear mount kickstand
- bar extenders
- tyre repair kits
- adjustable stems
- cycle/trip computers
- All general aspects of public safety cycling such as bicycle types and maintenance, hazard avoidance, skill development, protective equipment, funding, and bike safety education for children
- Police-specific equipment, patrol procedures, campus and security operations and firearms training
- Important information on emergency medical services (EMS) bike operations.

It also covers topics such as the history of police cycling, how to start a public safety unit, bikes, equipment and uniforms, vehicular cycling, technical cycling, patrol procedures, bicycle law enforcement, and more.

4.3.2 Bicycle couriers provided with GPS alarms (Avisbude udstyres med gps-alarmer)

Title: Avisbude udstyres med gps-alarmer

Organisation: Fagligt Faelles Forbund (the trade union organising bicycle couriers)

Country: Denmark

Type of organisation: Trade union

Resource type: GPS safety alarm

Reference/link: <http://forsiden.3f.dk/article/20071120/TELEGRAMMER/71120016&profile=2140>

Type of vehicle: Bicycles, From Karsten Christensen, NET-Redaktionen (3F)

The good practice recommendations:

Denmark's biggest newspaper distributor Bladkompagniet (Newspaper Company), has provided its bicycle couriers with global positioning system (GPS) alarms, so that head office can always pinpoint where a courier is. This means that the police can reach the courier quickly in an emergency. The initiative came after nine serious assaults were sustained by couriers working for the company. The trade union also believes that couriers should be trained in handling incidents.

4.4 Training for bicycle couriers

4.4.1 Different concepts of endurance training (Ausdauertraining – verschiedene Konzepte)

Title: Ausdauertraining – verschiedene Konzepte

Organisation: Fahrradkurier.info

Country: Germany

Type of organisation: Bike courier association

Resource type: Homepage/Information page on the web

Reference/link: http://www.fahrradkurier.info/pagelD_4067350.html

Type of vehicle: Bicycles

The good practice recommendations:

This website contains information and tips for bicycle messengers on endurance training, speed training, interval training and concentration exercises.

There is a detailed training plan for the endurance and interval training, with nine 9 different concentration exercises described so that each cyclist can choose the best one for him/herself. People who are interested in finding out more about the different types of bikes can find a short description of 17 different bikes from the touring bike to the conference-bike to the exercise bike.

The training plan is designed to allow for year-round training of varying intensity depending on the season. It also includes other types of sports in order to improve biking skills. The cyclist can choose between three different training methods: The 'continuity' method, the 'interval' method or the 'repetition' method.

4.4.2 Special training on safe cycling for post carriers (Spezielles Training für Zusteller – Sicher auf dem Post-Bike)

Title: Spezielles Training – Sicher auf dem Post-Bike

Organisation: Unfallkasse Post und Telekom (statutory accident insurance institution for the post and telecoms sector)

Country: Germany

Type of organisation: Statutory accident insurance institution

Resource type: **Reference/link:** <http://www.ukpt.de/pages/publikationen/zeitung.php?mid=20030312>

Type of vehicle: Bicycles

The good practice recommendations:

The statutory accident insurance organisation for Germany's post and telecoms sector provides special training for postmen and women who deliver letters by bike. The training includes a theoretical and a practical part and takes about four hours. The participants learn about how to load a bike, appropriate clothes and shoes, and legal questions that may affect them. The practical element of the training takes place on a special training course. The participants learn how to avoid obstacles and change direction quickly. They are taught how to cycle safely on bendy roads and how to stop safely.

The training aims to help bicycle mounted mail deliverers to:

- use ergonomic positions
- increase their cycling skills
- avoid overestimating their capabilities
- handle difficult situations
- think about their own cycling behaviour
- reduce anxieties.

5. Special information for delivery by motorcycle

5.1 Guidelines for motorcycle delivery

5.1.1 Electric bikes take the strain for mail carriers (Akkuleistung ersetzt Muskelkraft – E-Biker auf Zustelltour)

Title: Akkuleistung ersetzt Muskelkraft – E-Biker auf Zustelltour

Organisation: Unfallkasse Post und Telekom (statutory accident insurance institution for post and telecoms sector)

Country: Germany

Type of organisation: Statutory accident insurance

Resource type: Guidelines/leaflet

Reference/link: <http://www.ukpt.de/pages/publikationen/zeitung.php?mid=20070407>

Type of vehicle: Electric bicycle

The good practice recommendations:

This leaflet describes the advantages of an electric bike for postmen and women. The bikes enable the mail deliverer to complete a long round over hilly countryside without becoming exhausted. It explains that an electric bike can reach speeds of up to 8 km/h if one only uses the motor, and even more if the cyclist pedals as well.

Riding the bike does not require a licence, but the conventional traffic rules must be obeyed. This leaflet informs postal workers about the safety rules and other things to know about the use of an electric bike.

5.1.2 Pizza delivery - company OSH policy

Title: Pizza delivery by motorcycle

Organisation: PHC Franchised Restaurants, Nicosia

Country: Cyprus

Type of organisation: Company

Resource type: Case study of a company OSH activity

Reference/link: <http://osha.europa.eu/en/publications/reports/GPB06>

Type of vehicle: Motorcycle

The good practice recommendations:

According to this case study, the company's safety policy on pizza delivery covers what safety conditions must be checked on vehicles, and other issues, including violence to staff, for example:

- Ensuring the maintenance and condition of delivery vehicles, for example are they: clean; tyres in good condition, head lights, brake lights and all other lights and indicators working properly
- Checking that engine's oil and water level are within the appropriate limits
- Checking that all bike's accessories such as horn, mirrors etc are in good working condition
- Ensuring that the insulated food carrying box is clean and closed properly
- Immediate reporting of any damage or malfunction of the bike
- Approval of helmets by the company's health and safety officer
- Compliance by drivers of traffic laws and regulations and responsibility of drivers for any traffic violations
- Ensuring that the delivery route is decided before the driver leaves the shop
- Instructions in case of an accident: the driver must never let himself get involved in a dispute with the other party, never assume responsibility for the accident and only answer questions to police officers and his manager
- Maintenance of a log book by managers at each shop for all information related to drivers (personal details, complaints from customers, complaints from the public etc)
- Ensuring the competence of drivers to apply the necessary procedures regarding customer service and other company and restaurant policies is checked
- Instructions to avoid violence and robbery, for example: never handling money in public view parking in well light places; being aware of any suspicious persons; never entering customer's houses or flats
- Instructions that if there is any indication that a delivery might endanger a driver it should not be carried out and that if a driver feels weary of a situation to inform the manager and leave the area immediately
- Instructions regarding what to do in the case of robbery, for example: remain calm; cooperate with the robber; try to make as many observations about the robber as possible
- Instructions to avoid unnecessary stops, for example: filling up with gas at the beginning of their shift; never taking on another passenger; never offering help unless it is an emergency
- Instructions on what to do if there is no answer at a place of delivery, for example, the driver must leave and inform the manager of the shop
- Instructions to wear uniforms
- Instruction regarding the safe parking of bikes
- Instructions to van drivers regarding carrying spares and equipment in good condition in case of break down: hydraulic jack; torch; spare tyre; coins for making emergency telephone calls
- Instructions to shift managers to check vehicles, especially: tyres; oil and water; brakes; lights; indicators; horn; seat belts; mirrors; fenders; helmets and the chin clasp; any damage on the vehicles seat or bumper shields
- Ensuring that vehicle parking places have fire extinguishers
- All accidents must be reported to the company Health and Safety Officer
- Instructions regarding assisting an injured person
- Instructions never to speed even if the order is late.

5.1.3 Safer motorcycling through work

Title: Safer motorcycling through work

Organisation: RoSPA (Royal Society for the Prevention of Accidents)

Country: UK

Type of organisation: NGO

Resource type: Guidelines and practical advice for workplaces on how to promote safer motorcycling, especially promoting a 'motorcycle champion' in organisations.

Reference/link: http://www.rospace.com/RoadSafety/info/motorcycling_through_work.pdf

Type of vehicle: Motorcycle

The good practice recommendations:

This guidance is a practical resource designed to help people at work to save lives and reduce injuries by promoting safer motorcycling initiatives via the workplace. It has been developed by RoSPA with the government department for transport support and with input from motorcycle safety professionals and other key stakeholders. The Guide is most suitable for someone who can act as a 'safer motorcycling champion' within an organisation. This person may be at any level within the company, but will probably be a keen motorcyclist. To help that person persuade senior management to take action, and to inform and direct that action, the guide provides:

- facts and arguments to motivate key decision makers;
- ideas and suggestions on how to engage riders;
- options for promoting the safer motorcycling message;
- useful website links, both locally and nationally;
- information on safer motorcycling schemes;
- advice on how to get started and how to evaluate success; and
- case studies demonstrating 'what works'.

6. General information for safe use of bicycles and motorcycles

6.1 Road safety

6.1.1 Think road safety

Title: Think road safety

Organisation: Department for Transport (DfT)

Country: UK

Type of organisation: Government department

Resource type: Campaign website

Reference/link: <http://www.dft.gov.uk/think>

Overview: The following text has been taken from the Department for Transport website with some modifications.

The UK Government aimed to reduce road deaths and serious injuries by 40% (50% for children) by the year 2010 (using the average for 1994-98 as the baseline). Key factors in achieving this objective were improved road user behaviour and acceptance of engineering and enforcement initiatives that improve road safety. Education and publicity play a key role in raising consumer awareness and acceptance.

The DfT's basic approach has been national publicity using a mix of emotional appeals and facts that raise the profile of road safety. They use a range of media channels – TV, radio, press, posters, ambient, etc. – to provide a national platform to stimulate complementary regional and local authority activity and to encourage private sector companies to cascade messages to their employees and customers. A range of free publicity material is made available to local authorities and others to promote consistency of messages at national and local level. DfT have also entered into sports sponsorship with the Rugby Football League and the English Football League to enable the messages to be delivered to a wider audience using a celebrity-based approach.

Road Safety advertising has been a key priority for many years. In the past, advertising focused on specific themes such as drink driving and seatbelts. In subsequent years DfT communicated many more messages – such as the dangers of driving while tired and while using mobile phones. The DfT wanted people to see that these specific messages were part of an overall campaign to improve road safety. So in June 2000, the department launched a new campaign under one banner – THINK! – to unite their various road safety messages.

The rationale for THINK!

The aim of the UK Government road safety campaigns is to reinforce the importance of drivers and other road users taking responsibility for their own safety and for the safety of others on the road. In the wider context, the theme of personal and social responsibility is central to the Government's philosophy and to its transport policies to encourage more responsible travel choices.

The need to get more people walking or cycling instead of driving makes it even more important to promote safety for more vulnerable road users, and responsible and considerate behaviour on the part of drivers.

Road safety publicity campaigns raise public awareness that accidents do not just happen; rather they are caused. Public awareness campaigns can help to influence the attitudes and behaviours that cause accidents and they create public acceptance for safety engineering and police enforcement. They also give a national focus and context for local initiatives aimed at making the roads safer and for third parties to carry road safety messages in the context of their own commercial activities.

The THINK! campaign was therefore launched:

- To contribute to achieving the targets for road casualty reduction by 2010, as set out in the UK Government's policy strategy document *Tomorrow's roads: safer for everyone*.
- To use all the marketing tools available to get road safety messages across effectively and meaningfully.
- To draw together a wide range of road safety messages under a single concept.
- To get across specific advice to road users while impressing on all the need to THINK! while using the road.
- To help to stimulate a year-round presence under a new road safety brand.
- To encourage new partnerships to associate with the brand in promoting road safety.

The THINK! campaign is not about the motorist as such, or the pedestrians, or cyclists, motorcyclists, etc. It is about *people*, about the *citizen*, about *each and every one* of us. It is about how we all use our roads safely, whether we happen to be motoring, walking or cycling. This is mainly to build a mood of 'we're all in it together' to have greater overall effect.

6.1.2 Tomorrow's roads: safer for everyone

Title: Tomorrow's roads: safer for everyone

Organisation: Department for Transport

Country: UK

Type of organisation: Government department

Resource type: Road safety strategy

Reference/link:

<http://webarchive.nationalarchives.gov.uk/+http://www.dft.gov.uk/pgr/roadsafety/strategytargetsperformance/tomorrowsroadssaferforeveryone>

The good practice recommendations:

Recommendations are summarised below.

The Department for Transport set a 10-year target and produced a road safety strategy to reduce casualties on UK roads. The strategy document covers all forms of road transport and provides an extensive array of road safety statistics. Chapters 8 and 9 refer to motorcycles and bicycles respectively. Although the focus of the document is on road safety in general as opposed to work-related road safety, it does consider occupational motorcycle use and refers to two codes of practice 'the Courier Code', in conjunction with the Despatch Association and the Code of Practice for Home Delivery Operators and Drivers, in conjunction with the Pizza and Pasta Association. Occupational bicycle use is not specifically covered in this document.

The sections relating to occupational risk of motorcycle use are reproduced below:

Occupational risks

In 2008 the Department for Transport was considering whether additional measures were needed to protect people who ride motorcycles or mopeds as part of their job. An inter-agency task group was to be set up to advise government ministers and the Health and Safety Executive on the prevention of work-related road incidents.

One thing to be looked at in particular was how road traffic law and health and safety law could dovetail to protect the road safety of pizza delivery motorcycle riders. These riders are often learners on mopeds who can get a provisional licence at the age of 16.

The DfT produced two voluntary codes of practice: the Courier Code, in conjunction with the Despatch Association; and the Code of Practice for Home Delivery Operators and Drivers, in conjunction with the Pizza and Pasta Association. They advise on good practice and set out both riders' and employers' responsibilities.

6.2 Safe use of motorcycles

6.2.1 A European agenda for motorcycle safety – The motorcyclists' point of view

Title: A European agenda for motorcycle safety – The Motorcyclists' point of view

Organisation: Federation of European Motorcyclists Association (FEMA)

Country: FEMA is affiliated to 24 national riders' rights organisations in 19 European countries.

Type of organisation: Riders' rights organisation

Resource type: Research summary document

Reference/link: <http://www.fema.ridersrights.org/docs/EAMS2007.pdf>

The good practice recommendations:

This report conducts a detailed synopsis of motorcycle safety on Europe's roads and makes a number of recommendations for the development of future legislation and training. The report also provides an analysis of accident data and examples of what FEMA considers to be effective safety initiatives.

Summary of accident analysis

The majority of motorcycle collisions with other vehicles were reported to be caused by lack of attention / awareness on the part of the driver of the other vehicle. This may in part be due to vehicle design; A-pillars⁴ can obscure / hide motorcyclists and other vulnerable road users. It was recommended that campaigns should be developed to raise motorists' awareness of motorcycles (see TfL initiative below).

In the majority of accidents, motorcyclists come off the bike. Protective equipment attached to the motorcycle, e.g. so called 'leg protectors' or airbags, was therefore considered less likely to be effective than protective clothing.

A significant number of accidents were attributed to poor road design and maintenance. It was suggested that 'motorcycle-friendly' road design, construction and maintenance could result in a significant reduction in accidents.

Summary of recommendations for the development of future legislation

- Involve all motorcycle safety stakeholders from industry to end user and from national transport authorities to local road safety experts in strategies aimed at finding the most appropriate solutions to improve motorcycle safety.
- Standardise accident reporting throughout Europe to allow meaningful analysis and comparison.
- Improve monitoring of the effectiveness of road safety initiatives.
- Improve pre-licence rider training (see IRT initiative below).
- Engage experienced motorcyclists in accident investigations where motorcycles are involved.
- Example initiatives

The *Initial Rider Training* (IRT) outlines plans for a comprehensive, affordable and relevant European model for pre-licence rider training. It is proposed that future pre-licence training should include topics such as defensive riding, hazard awareness and collision avoidance strategies. It is also recommended that post-licence training should be readily available.

Transport for London (TfL) commissioned a series of advertisements showing simulated crashes as a way of bringing drivers' attention to the problem of 'not seeing' the motorcyclist and for motorcyclists to ride defensively. These were shown on television and in cinemas.

6.2.2 Proficient motorcycling: Poland (Motocyklista doskonały)

Title: Motocyklista doskonały

Organisation: David L. Hough – author of the book

Country: Poland

Type of organisation: Motorcycling online store

Resource type: Book

Reference/link: Motorcycling online store: <http://sklep.scigacz.pl/motocyklista-doskonaly-poradnik-p-7085.html>

The good practice recommendations:

Although riding a motorcycle can be dangerous, it doesn't have to be. This book provides readers with important safety tips.

⁴ The A-pillar is the part of the car's bodywork that surrounds the windscreen.

This is a useful book for anyone riding a motorcycle. It is well written, easy to read, illustrated with pictures and diagrams, and covers motorcycle riding skills, techniques and rider attitude that are necessary in daily riding.

Author focuses on such topics as surface hazards, weather problems, wild animals, carrying passengers and group rides.

It also contains training exercises and riding tips that will prepare riders for any situation. By covering such things as how a motorcycle balances and turns, to road hazards, riding conditions and how to prepare for the unexpected, it gives the new and experienced rider a lot to think about and to learn. This is a book about survival riding for the motorcyclist. The sections can be read individually to study specific issues, or read cover to cover.

This book contains information that will be helpful to both beginner and experienced riders, ensuring their well being in all conditions. The author is an experienced rider with over 30 years of riding to his credit.

6.2.3 A Polish website for safer motorbiking (Motocyklista doskonały)

Title: Motocyklista doskonały

Organisation: Trójmiasto.pl Portal Regionalny

Country: Poland

Type of organisation: Regional government

Resource type: Bicycle internet portal

Reference/link: Portal website: http://rowery.trojmiasto.pl/news.phtml?id_news=2073

The good practice recommendations:

This site is aimed at those who have to cycle during winter. It gives basic information on how to prepare the bicycle to ride safely, what to wear, what tyres to use, and some riding techniques.

6.2.4 Road safety for Spanish motorcycle workers (Seguridad vial para trabajadores motoristas)

Title: Seguridad vial para trabajadores motoristas, (ed. Manel Fernández Jiménez ed. Cristina Baeza Adell)

Country: Spain

Organisation(s): Instituto de Seguridad Vial AEPSAL

Type of organisation: Safety NGO

Resource type: Study and guide

Target group: Workers, employers, (policy makers)

Reference/link: <http://www.mapfre.com/fundacion/es/publicaciones/seguridad-vial/cuaderno-7.shtml>

Publication date: 2006

Type of risks: All, for two-wheeled vehicles.

The good practice recommendations:

This book, written by experts from various national institutes in Spain, includes information on motorcycle workers in the country as well as extensive advice on how to keep them safe while working. Key advice includes:

Equipment:

Crash helmet: should be certified, integral, tight-fitting.

Special clothing: should be protective against mechanical (accidents) and adequate for the actual climate conditions. Leather and special fabrics are recommended.

Gloves: not too thick, protective against mechanical abrasion (accidents) and climate conditions.

Shoes: no shoelaces, slip-resistant, protective against mechanical abrasion (accidents) and climate conditions. Biking boots might be useful.

Sunglasses might be useful.

Human factors:

- Do not drink alcohol.
- Do not ride if tired.
- Do not ride at dawn or at night; take breaks.
- Avoid heavy meals before/while riding.
- Wear clothing appropriate to the weather conditions.
- Do not use drugs.
- Do not take medicines that can cause sleepiness, or affect reflexes and senses.
- Do not take medicines without checking with a doctor whether they affect driving abilities.
- Consult a specialist if you think you are experiencing a high level of stress, feel depressed or get angry easily.
- Do not use mobile phones while riding (even with headsets: the reaction time decreases significantly). Stop for the call.
- Attend medical examinations provided by the employer.
- In the event of a crash:
 - If there is a risk of being crushed by the motorcycle, jump off the motorcycle.
 - Relax your body – bone fracture is more likely if muscles are contracted while falling.
 - Do not try to get off the bike while sliding on the road – you could be injured more badly while trying to get off.

Maintenance of bikes – Planned preventive maintenance – Regular check of:

- oil levels
- brakes (fluid, discs, pads)
- tyre pressure (it changes with air temperature and load)
- tyre condition: minimum tread depth (measured at the centre) is 1.5 mm for front and 2.0 mm for rear wheel)
- lights (head, side, indicator, tail, brake)
- mirrors
- filters
- water (bikes with water cooler)
- keep the cooler clean
- In the traffic:
 - Keep to the right (in Spain)⁵, drive in the centre of the lane!
 - Do not zigzag across the road.

⁵ In the UK, Ireland, Malta and Cyprus, keep to the left.

- If stuck in the jam, do not attempt to slip ahead between the stationary cars (they will not expect to see you and may move suddenly if the traffic ahead begins to move)!
- Always take extra care when entering a crossroads.
- Keep a safe distance from the vehicle ahead of you!
- Keep to the speed limit!
- Be prepared for others to drive or ride unsafely!
- Signal a change in your direction in advance!
- Do not obstruct traffic trying to overtake!
- Regardless of weather conditions always drive with lights on – for your visibility.
- The important thing is getting to your destination in one piece. Leave enough time for your journey so you don't have to hurry and take risks.

6.2.5 Riding a motorbike – but safely (Motorradfahren - aber sicher)

Title: Motorradfahren - aber sicher

Organisation: Bundesanstalt für Straßenwesen (Federal Highway Institute)

Country: Germany

Type of organisation: Federal ministry

Resource type: Webpage

Reference/link:

<http://www.bmvbs.de/dokumente/-,302.1068482/Artikel/dokument.htm>

Type of vehicle: Motorcycle

The good practice recommendations:

This webpage provides information on safe riding on the road, prevention of accidents, appropriate clothing and helmets as well as tips for riding with a passenger.

6.2.6 You and Your Scooter: Riding Tips

Title: You and Your Scooter: Riding Tips

Organisation: Motorcycle Safety Foundation (MSF)

Country: USA

Type of organisation: Industry safety foundation

Resource type: Guidance booklet

Reference/link: MSF website http://www.msf-usa.org/downloads/Scooter_tips-screen.pdf

The good practice recommendations:

This excellent illustrated guide contains all basic information required to start riding a scooter including among others: what to wear when riding, responsibilities, troubleshooting, maintenance, how to increase visibility, handling special situations, and many other topics.

The booklet includes information on:

- what to wear when you ride:
- eye protection
- jackets, trousers, gloves and boots

- rain and high-visibility gear
- the scooter itself:
- the controls
- braking
- turning
- checking the scooter before riding
- maintenance
- troubleshooting
- riding:
- how to make yourself more visible to others
- passing other vehicles
- night riding
- handling special situations:
- emergency braking
- riding on poor road surfaces
- riding during wind and rain
- equipment failure
- group riding:
- carrying a passenger
- loading the scooter
- scooter skill test practice guide.

The booklet also describes several exercises which scooter riders can practise on their own or with friends to develop their skills and help prepare them for various traffic situations. The information has been compiled from publications, interviews and observation of individuals and organisations familiar with the use of scooters and training.

The part on **night riding** is reproduced fully below:

You may have to ride at night. After all, it is dark around 50 percent of the time!

Dusk may be the worst time, when people's eyes are adjusting from daylight to headlights. Be especially careful just after sunset.

Usually it is advisable to slow down a little when riding at night, especially on any sort of winding road.

Use your own headlight and those of other vehicles to keep an eye on the road surface. It is more difficult to see the patch of sand or something that fell out of a pickup truck.

The distance between you and the vehicle in front becomes even more important at night. Give yourself room to react, room to SEE.

Wear a clear face shield without scratches. A scratched shield can create light refraction that might confuse you; two headlights can look like four, and you do not know who is coming from where. One of your biggest hazards at night may be a 'who' coming from a few hours of drinking. Be especially alert for drivers and vehicles doing odd things, like weaving in and out traffic, and give them lots of room.

6.2.7 You and Your Motorcycle: Riding Tips

Title: You and Your Motorcycle: Riding Tips

Organisation: Motorcycle Safety Foundation (MSF)

Country: USA

Type of organisation: Industry safety foundation

Resource type: Guidance booklet

Reference/link: MSF website http://www.msf-usa.org/downloads/Riding_Tips.pdf

The good practice recommendations:

This excellent illustrated guide contains all basic information required to start riding a motorbike including among others: what to wear when riding, responsibilities, troubleshooting, maintenance, how to increase visibility, handling special situations, and many other topics.

The booklet includes information on:

- what to wear when you ride:
- eye protection
- jackets, trousers, gloves and boots
- rain and high-visibility gear
- the motorcycle itself:
- the controls
- braking
- turning
- checking the motorcycle before riding
- maintenance
- troubleshooting
- riding:
- how to make yourself more visible to others
- passing other vehicles
- night riding
- handling special situations:
- emergency braking
- riding on poor road surfaces
- riding during wind and rain
- equipment failures
- group riding:
- carrying a passenger
- loading the motorcycle
- motorcycle skill test practice guide.

The booklet also describes several exercises which motorcycle riders can practise on their own or with friends to develop their skills and help prepare them for various traffic situations.

The information has been compiled from publications, interviews and observation of individuals and organisations familiar with the use of motorcycles and training.

The part on **carrying passengers** is reproduced fully below.

Company is always nice. Some company weighs 100 pounds, other company weighs 200 pounds.

Putting extra weight on the motorcycle will affect the handling. Adjust your suspension and tyre pressures to compensate for the amount of company you've brought along. (Check your owner's manual.)

Also realize that your braking capabilities have changed; take that into account. The more weight you have on the motorcycle, the longer it may take to stop.

Passengers should be instructed to always mount from the same side, and to warn you before they climb on. This goes a long way to preventing a muddled heap lying on the ground.

Passengers need the same protection that you do – proper clothes and helmet. Ten-foot scarves flapping in the wind may look dashing, but not on a motorcycle. You don't want shoe laces or loose pants legs catching on rear wheel or chain parts.

Never carry anyone sidesaddle. Passengers should always straddle the bike with their feet securely planted on the footrests. Tell passengers not to put a foot down when you come to a stop.

Show them where the hot things are – like header pipes and mufflers. Caution passengers against coming in contact with the hot parts to prevent any injuries. Also, rubber soles can melt and leave a mess.

Instruct passengers to hold onto you at your waist or hips, or the bike's hand-holds. Ask them to lean forward slightly when you leave from a stop or accelerate along the highway.

Also, when you brake, passengers should be firmly braced against your waist and should lean back slightly. You don't want their weight to shift forward.

Advise passengers not to lean unless you do. You do not want the person behind hanging off the bike at 30 degrees; that will do funny things to the steering. However, when you lean going around a corner, passengers should definitely lean as well. So have them look over your shoulder in the direction of the turn when you go through a corner; that will put the weight where you want it.

6.2.8 Motorcycle Operator Manual

Title: Motorcycle Operator Manual

Organisation: Motorcycle Safety Foundation (MSF)

Country: USA

Type of organisation: Industry safety foundation

Resource type: Manual

Reference/link: MSF website http://www.msf-usa.org/downloads/Library_Motorcycle_Operator_Manual.pdf

The good practice recommendations:

The purpose of this manual is to educate the reader to help avoid crashes while safely operating a motorcycle.

This manual conveys essential safe riding information to help novice motorcyclists reduce their risk of having a crash. It is brief and easy to read, presenting essential information on helmets, protective clothing, the motorcycle, the importance of riding within one's abilities, additional equipment, how to be a responsible rider, carrying passengers and many more topics.

The manual includes the following section:

- Wear the Right Gear: Helmet use, helmet selection, eye and face protection, clothing
- Know Your Motorcycle: The right motorcycle for you, borrowing and lending, get familiar with the motorcycle controls, check your motorcycle
- Basic Vehicle Control: Body position, shifting gears, braking, turning
- Keeping Your Distance: Lane positions, following another vehicle, being followed, passing and being passed, lane sharing, merging cars, cars alongside
- Intersections: Blind intersections, passing parked cars, parking at the roadside

- Increasing Conspicuousness: Clothing, headlights, signals, brake light, using your mirrors, head checks, horn (hooter), riding at night
- Crash Avoidance: Quick Stops, Swerving or Turning Quickly, Cornering
- Handling Dangerous Surfaces: Uneven surfaces and obstacles, slippery surfaces, railroad tracks, trolley tracks and pavement seams, grooves and gratings
- Mechanical Problems: Tyre failure, stuck throttle, wobble, drive train problems, engine seizure
- Carrying Passengers and Cargo: Equipment, instructing passengers, riding with passengers, carrying loads
- Group Riding: Minimise the Risks
- Knowledge Test: On-Motorcycle Skill Test
- Some excerpts are given below:
- Check Your Motorcycle

A motorcycle needs more frequent attention than a car. A minor technical failure in a car seldom leads to anything more than an inconvenience for the driver. If something's wrong with the motorcycle, you'll want to find out about it before you get in traffic. Make a complete check of your motorcycle before every ride.

Before mounting the motorcycle, make the following checks:

- Tyres – Check the air pressure, general wear and tread.
- Fluids – Oil and fluid levels. At a minimum, check hydraulic fluids and coolants weekly. Look under the motorcycle for signs of an oil or gas leak.
- Headlights and Taillight – Check them both. Test your switch to make sure both high and low beams are working.
- Turn Signals – Turn on both right and left turn signals. Make sure all
- Lights are working properly.
- Brake Light – Try both brake controls, and make sure each one turns on the brake light.
- Once you have mounted the motorcycle, complete the following checks before starting out:
- Clutch and Throttle – Make sure they work smoothly. The throttle should snap back when you let go. The clutch should feel tight and smooth.
- Mirrors – Clean and adjust both mirrors before starting. It's difficult to ride with one hand while you try to adjust a mirror. Adjust each mirror so you can see the lane behind and as much as possible of the lane next to you. When properly adjusted, a mirror may show the edge of your arm or shoulder – but it's the road behind and to the side that's most important.
- Brakes – Try the front and rear brake levers one at a time. Make sure each one feels firm and holds the motorcycle when the brake is fully applied.
- Horn – Try the horn. Make sure it works. In addition to the checks you should make before every trip, check the following items at least once a week: Wheels, cables, fasteners and fluid levels. Follow your owner's manual to get recommendations.

6.2.9 T-CLOCS Inspection Checklist

Title: T-CLOCS Inspection Checklist

Organisation: Motorcycle Safety Foundation (MSF)

Country: USA

Type of organisation: Industry safety foundation

Resource type: Checklist

Reference/link: MSF website: <http://www.msf-usa.org/downloads/T-CLOCSInspectionChecklist.pdf> and <http://www.mxdirtider.com/h-resources/s-ridersafetycourse-beginners-prerideinspection.htm>

The good practice recommendations:

The checklist contains important and easy to use information on what to check and what to look out for to ride safely. It helps riders make routine inspections of their motorbikes to make sure everything is in proper working order before riding.

T-CLOCS is a useful acronym to help riders ensure they leave nothing out of pre-ride the inspection. It stands for:

- T = Tyres and Wheels: air pressure, tread, cracks, dents, loose spokes, bearings, brakes.
- C = Controls: levers, switches, cables, hoses, throttle.
- L = Lights and Electrics
- O = Oil and other Fluids (Coolant, hydraulic fluid, fuel),
- Levels, Leaks.
- C = Chassis
- Suspension, Drive components (chain belt or driveshaft)
- S = Side stand, centre stand

Routine maintenance is more than a pre-ride inspection. Routine maintenance can prevent more costly repairs later. The maintenance schedule for every bike is included in owner's manual.

6.3 Safe use of bicycles

6.3.1 Bicycle (Fahrrad)

Title: Fahrrad

Organisation: Bundesanstalt für Straßenwesen (Federal Highway Institute)

Country: Germany

Type of organisation: Federal ministry

Resource type: Webpage

Reference/link: <http://www.bmvbs.de/Verkehr/Strasse-,1435/Fahrrad.htm>

<http://www.bmvbs.de/dokumente/-,302.22685/Artikel/dokument.htm>

Type of vehicle: Bicycles

The good practice recommendations:

The webpage outlines the Federal ministry's policy on promoting the use and safety of cyclists. (A leaflet - Get on your bike! – but safely! (FAHR RAD – aber sicher!) -providing information about how to behave in the traffic as a cyclist is currently not available).

7. Conclusions

Currently, the jobs of light delivery riders are often seen as occasional temporary work for students or for those who cannot find other jobs due to their lack of education. Light delivery using either bicycles or motorcycles is not a prestigious job; nor does it represent high social status or position (Drażkiewicz, 2003). This is probably the main reason why it is difficult to find any guidelines, instructions or tips regarding safety and health in the light delivery industry.

It proved especially difficult to find guidelines relating to food delivery drivers who use motorcycles. Food delivery by motorcycle seems to be a typical part-time, temporary job. Riders work five hours a day on average (Baverstock et al., 2007), and mainly in the evenings. They tend to be young, and the turnover in this industry is high with the average driver working for a company from the minimum of one month up to a 12-month maximum. Also, food delivery riders do not organise themselves or form syndicates like cycle couriers do.



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In recent years the bicycle courier industry has improved its attitude to safety and the welfare of cyclists. Safety and health tips for bicycle messengers can be found on special networks and in discussion forums, and accident insurance companies also provide information and guidelines.

Bicycle couriers typically work full-time and for longer periods of time. Many of them work as bicycle messengers because they really want to. *Being a bicycle messenger is not only a job but a philosophy of life.*

<http://fahrrad.kylooon.com/der-fahrradkurier/608>

But the conditions of their employment are still difficult and although the terms of contract vary from country to country, and from company to company, the majority of bike messengers are self-employed or subcontractors and the method of payment is in most cases at piece work rate ('by the job') (Sweetnam et al., 1993; Kindler, 2006). The perks that other workers take for granted are not often available to bicycle messengers. Kindler (2006) describes bicycle messengers as 'young, fit and unprotected': Typically they have no medical coverage, no minimum wage, no paid holidays, no job security, and no pensions.⁶ Their precarious working situation has led them to build up messenger associations, networks and unions in many EU Member States. The focus of these organisations is on safety, social acceptance and social security.

A great deal of safety information for bicycle couriers is available on the internet. Some is provided by the bicycle couriers themselves. Others providing guidelines and information on safety and health include accident insurance institutions, post delivery companies and courier associations.

The literature and guidelines presented in this report deal mostly with road safety, traffic rules and equipment. It is obvious that messengers may often work in dangerous conditions, having to manoeuvre quickly around cars and pedestrians during rush hour, and that road safety is one of their most important concerns.

⁶ In Copenhagen all messengers are contracted and paid depending on the hours they work. They have insurance and a right to take holidays. All messengers spend time with another messenger in order to learn about the job. They have to wear a helmet and a uniform that is provided by the company (Drażkiewicz, 2003).

The risk of being involved in a road accident is also increased by the time pressure that goes along with messenger work. It is important to understand the differences between motorcycle delivery and bicycle delivery and to take them into account when developing guidelines, tips, information leaflets, etc., as well as when designing road safety initiatives for delivery riders in the different sectors. Because of this, the literature on motorcycle delivery and the literature on bicycle delivery are presented separately in this report.

The guidelines and tips for bicycle messengers cover the following:

- Bicycle equipment
- Selection of appropriate bicycles and how to adjust them for each rider
- Use of safety clothes
- Use of safety helmets
- Maintenance of bicycles: lights, brakes, tyre pressure
- Traffic rules
- Aggression (especially dogs!)
- Bad weather conditions, darkness.

Time pressure is often mentioned as a factor that increases risk.

The guidelines and tips for motorcycle messengers focus on:

- Driver training
- Traffic rules
- Maintenance of motorcycles
- Use of safety clothes
- Use of safety helmets
- Aggression (difficult clients)
- Working unsocial hours.

Food delivery drivers work mainly alone and at night, and they carry cash. This makes them extremely vulnerable to robberies. They may also have to deal with rude and even aggressive clients. Workers in the food delivery industry require special training on preventative measures and how to handle difficult situations and clients (HSE, 2005; see also section on preventing robbery, <http://crimeprevention.rutgers.edu/crime/robbery/delivery/delivery.htm>). Some companies provide mobile phones or walkie-talkies to use in emergencies to contact the police.

Most of the risks and hazards faced by bicycle messengers are very similar to those faced by all cyclists, so that the general guidelines for safe cycling can be used for bicycle couriers as well. This also applies in the case of motorcycle couriers.

All light delivery drivers require proper training with regard to traffic rules, the use of safety equipment and safe loading of two-wheeled vehicles. In Germany, training for post delivery drivers and newspaper couriers on two wheels is provided by different accident insurance companies, e.g. Unfallkasse Post und Telekom (statutory accident insurance body for post and telecoms sector) and BG Druck- und Papierverarbeitung (statutory accident insurance body for the printing and paper industry).

Many serious and fatal accidents involving cyclists (especially bicycle messengers) are the result of the cyclist being overlooked by vehicle drivers (e.g. falling into the blind spot of truck drivers when they are turning). This shows that it is essential to sensitise not only the light delivery drivers to the risks and hazards of their work but also all other road users. For example, campaigns in the UK are trying to get across the messages: 'Think road safety!', and 'Tomorrow's roads: safer for everyone'. The Cycles and

HGVs working group of London's Cycling Campaign has developed a **code of conduct for lorry drivers**.

This code is designed for operators of heavy goods vehicles to help them achieve the maximum possible level of safe operation with respect to the cyclists with whom they share the road. They also prepared a cyclist/HGV awareness event to help spread the safe cycling message (London Cycling Campaign, 2009). Other campaigns run in the EU include a German campaign to sensitise heavy goods vehicle driver regarding the blind spot in their rear view mirror: 'Die Gefahren des toten Winkels am LKW' (dangers of the blind spot in HGVs) and a French campaign to make road users more aware of two-wheeled delivery drivers: 'Clients, employeurs, coursiers, livreurs: le respect, ça compte pour la sécurité!' (clients, employers, couriers and messengers: respect is what really counts for safety and health!) (Richez, 2003).

8. Table showing overview of guidelines and recommendations

3. General information for light delivery					
3.1 General information for courier workers (messengers and delivery workers)					
Nr.	Title	Organisation	Country	Content/theme	Reference/link
3.1.1	Safe Newspaper Delivery Initiative	Canterbury and Kent councils	UK	Information pack containing three guidance sheets: one for employers, one for newspaper delivery workers and one for parents and guardians.	http://www.canterbury.gov.uk/buildpage.php?id=2892&zm=4&prn=y
3.1.2	The most important message: your safety comes first (Primer mensaje, tu seguridad ante todo)	FUNPRL, UGT, CCOO, AEM, SGS,	Spain	Guideline for messengers (unwheeled, 2- and 4-wheeled).	Material not available online http://www2.fct.ccoo.es/salud_laboral/html/en_estudios.htm
3.1.3	TURJA – occupational safety at a Finnish news distributor (TURJA – Työturvallisuuden kehittämishanke Alpress Oy:ssä)	Alpress Oy	Finland	Programme to reduce accidents in newspaper delivery work.	http://virtual.vtt.fi/virtual/proj2/yjs/dokumentit/Ruuhinlehto25112004.pdf http://www.tsr.fi/files/Uutistori/tiedonsilta/2005_1/artikkelit/19lehdjenjak.htm http://www.mol.fi/jaksamisohjelma/kehittamishankkeet/hanke%20230%20loppurap.htm
3.1.4	Comprehensive OSH advice to couriers and messengers (Jakelusuora oy – tyosuojeluohje)		Finland	This guide, produced by a delivery company, provides extra information on top of the special advice given to employees of the company. The guide describes the basic factors that must be taken into account before and during delivery, and how to handle unusual situations.	http://www.jakelusuora.fi/tyosuojeluohje.html
3.2 Checklists for courier workers					
3.2.1	Checklist for transport of goods: post courier	Working Environment Authority (government department)	Denmark	Checklist plus a template for an action plan regarding health and safety of post couriers.	http://www.at.dk/graphics/at/pdf/checklist-apv/transport-af-gods-apv.pdf http://www.at.dk/sw5778.asp

3.2.2	Risk assessment for newspaper delivery (Sicherheitsbeurteilung Zeitungszusteller)	BGDP (statutory accident insurance and prevention body for the printing and paper industry)	Germany	Guidelines on assessing the risks of newspaper delivery.	http://www.bgdp.de/pages/service/download/medien/230-13.pdf
3.3 Equipment for courier workers					
3.3.1	Safe equipment for newspaper delivery (Sicherheitsartikel für Zeitungszusteller/Zeitungszustellerinnen)	BGDP (statutory accident insurance and prevention body for the printing and paper industry)	Germany	Brochure providing tips and contact information for suppliers of messenger safety equipment.	http://www.bgdp.de/pages/medien/brauchenauswahl/zeitungszustellung_mliste.htm
3.4 Studies about courier workers					
3.4.1	Analysis of accidents in courier companies (Siniestralidad en empresas de mensajería)	MTAS-INSHT (Spanish ministry of labour and national safety institute), with Barcelona Town Hall and RACC Automobile Club	Spain	Study and analysis of statistical data on messenger workers; includes a risk profile of messenger workers.	Only short article, full article has to be ordered http://www.bcn.es/infotransit/pacte/catala/documents%20pacte/forum%20barcelona%20de%20seguridad%20vial.%2010%20anos%20de%20forum.pdf
3.4.2	Preventing harm to messengers: Ergonomic study on the prevention of professional risks (Le métier de coursier et ses pratiques de prévention. Étude ergonomique pour la prévention des risques professionnels)	SNTL, CRAMIF, CRAMTS (trade union, accident insurance companies)	France	Ergonomic study on the prevention of professional risks for messengers.	http://www.risque-routier.com/etudes/Metier_coursier_et_prevention.pdf

3.5 Young workers and courier activities					
3.5.1	Information about youth at work (Vejledning om unges arbejde)	(Working Environment Council Transport and WholesaleSector)	Denmark	This information is provided by BAR as a web resource for young workers because they face a higher-than-average risk of accidents in this sector.	http://bar.net.dynamicweb.dk/Files/Billeder/BAR%20Transport/pdf/vejledning_om_unges_arbejde.pdf http://www.bartransport.dk/
3.5.2	Working conditions in courier companies (Condiciones de trabajo en las empresas de mensajería)	MTAS (Employment ministry)	Spain	Information for young workers and messengers	http://www.injuve.mtas.es/injuve/contenidos.downloadatt.action?id=1769996675
3.5.3	Health and safety for young workers	GMB (trade union)	UK	This guide covers various aspects of young worker safety including riders doing delivery and courier work.	http://www.gmbunion.org/hns/bulpdf/addedpdf/young_workers.pdf
3.6 Road safety for courier and light delivery drivers					
3.6.1	Understanding road safety issues for courier and food delivery riders and delivery businesses in London	Transport for London	UK	This document summarises the finding of a survey that Transport for London conducted in 2006, to gain a greater understanding of London-based courier and food delivery businesses using powered two wheelers (P2W) and cycle delivery riders.	http://www.tfl.gov.uk/assets/downloads/courier-riders-summary.pdf
3.6.2	Dos and don'ts for newspaper delivery workers – a list of tips (Regeln für Zeitungs- und Zeitschriftenträger)	BGDP (statutory accident insurance and prevention body for the printing and paper industry)	Germany	This leaflet provides advice for newspaper messengers and their employers on how to work safely.	http://www.bgdp.de/pages/service/download/medien/419.pdf

4. Special information for delivery by bicycles					
4.1 Guidelines for bicycle couriers					
4.1.1	Delivering mail by bike (Post-Biker auf Zustelltour)	Unfallkasse Post (Statutory accident insurance for the post industry)	Germany	This leaflet contains a lot of helpful safety and health information for letter carriers who do their rounds on a bike. It starts with an overview of the things one should check before beginning work.	http://ukpt.vur.jedermann.de/index.jsp
4.1.2	Specialist checks for postmen on bikes – doing the rounds without risks (Präventionsfachleute untersuchten Post-Bikes – Zustellung ohne Risiko)	Unfallkasse Post und Telekom (statutory accident insurance institution for the post and telecoms industry)	Germany	Survey about bicycle mail delivery and tips for safety arising from findings.	http://www.ukpt.de/pages/publikationen/zeitung.php?mid=20070108
4.1.3	Tips for bicycle courier companies (Radgeber für Fahrradkurierdienste)	Netzwerk Fahrradkuriere NRW Bundesverband Fahrradkurierdienste	Germany	The brochure provides information for those interested in starting a courier business.	http://www.netzwerk-fahradkuriere.de/obj/Dokumente/Radgeber.pdf
4.2 Road safety for bicycle couriers					
4.2.1	See and Be Seen: Cycling safely in bad weather (Radfahren bei schlechter Sicht – sehen und gesehen werden)	BGDP (statutory accident insurance and prevention body for the printing and paper industry)	Germany	This leaflet informs cyclists about the increased risk of accidents when cycling in bad weather and darkness.	http://www.bgdp.de/pages/service/download/medien/433.pdf
4.3 Equipment for bicycle couriers and drivers					
4.3.1	Accessories for Bike Patrol	IPBMA (International Police Mountain Bike Association)	USA	Guidance leaflet on safe patrolling.	PBMA website: http://www.ipmba.org/reviews-accessories-0510.htm

4.3.2	Bicycle couriers provided with GPS alarms (Avisbude udstyres med gps-alarmer)	Fagligt Fælles Forbund (The trade union organising bicycle couriers)	Denmark	Initiative on the part of a newspaper company to provide its bicycle couriers with GPS alarms for safety reasons.	http://forsiden.3f.dk/article/20071120/TELEGRAMMER/71120016&profile=2140
4.4 Training for bicycle couriers					
4.4.1	Different concepts of endurance training (Ausdauertraining – verschiedene Konzepte)	Fahrradkurier.info (Bike courier association)	Germany	Information and tips for bicycle messengers to keep well and fit.	http://www.fahrradkurier.info/pageID_4067350.html
4.4.2	Special training on safe cycling for post carriers (Spezielles Training für Zusteller – Sicher auf dem Post-Bike)	Statutory accident insurance institution for the post and telecoms industry	Germany	Training for letter carriers who do their rounds on bicycles	http://www.ukpt.de/pages/publikationen/zeitung.php?mid=20030312
5. Special information for delivery by motorcycle					
5.1 Guidelines for motorcycle delivery					
5.1.1	Electric bikes take the strain for mail carriers (Akkuleistung ersetzt Muskelkraft – E-Biker auf Zustelltour)	Unfallkasse Post (statutory accident insurance institution for post and telecoms sector)	Germany	Leaflet that provides information about the advantages and the safe use of electric bikes.	http://www.ukpt.de/pages/publikationen/zeitung.php?mid=20070407
5.1.2	Pizza delivery - company OSH policy	PHC Franchised Restaurants	Cyprus	The company safety policy for motorcycle riders and van drivers covers what safety conditions must be checked on vehicles, and other issues, including violence to staff, for example.	http://osha.europa.eu/en/publications/reports/GPB06

5.1.3	Safer motorcycling through work	RoSPA (Royal Society for the Prevention of Accidents)	UK	Guidelines and practical advice for workplaces on how to promote safer motorcycling, especially promoting a 'motorcycle champion' in organisations.	http://www.rospace.com/RoadSafety/info/motorcycling_through_work.pdf
6. General information for safe use of bicycles and motorcycles					
6.1. Road safety					
6.1.1	Think road safety	Department for Transport	UK	Campaign website to reduce road deaths and serious injuries.	http://www.dft.gov.uk/think/
6.1.2	Tomorrow's roads: safer for everyone	Department of Transport	UK	Road safety strategy document that covers all forms of road transport. Sections 8 and 9 refer to motorcycles and bicycles respectively and although the focus of the document is on road safety in general it does consider occupational motorcycle use.	http://www.dft.gov.uk/pgr/roadsafety/strategytargetperformance/tomorrowsroadssaferforeveryone http://webarchive.nationalarchives.gov.uk/+/http://www.dft.gov.uk/pgr/roadsafety/strategytargetperformance/tomorrowsroadssaferforeveryone
6.2 Safe use of motorcycles					
6.2.1	A European agenda for motorcycle safety – the motorcyclists' point of view	Federation of European Motorcyclists Association (FEMA)	Europe	This report includes a detailed synopsis of motorcycle safety on Europe's roads and makes a number of recommendations for the development of future legislation and training. The report also provides an analysis of accident data and examples of what FEMA consider to be effective safety initiatives.	http://www.fema.ridersrights.org/docs/EAMS2007.pdf
6.2.2	Proficient motorcycling: Poland (Motocyklista doskonały)	David L. Hough – author of the book	Poland	Book providing information for motorcyclists.	http://sklep.scigacz.pl/motocyklista-doskonaly-poradnik-p-7085.html
6.2.3	A Polish website for safer motorbiking (Motocyklista doskonały)	Bicycle Internal Portal	Poland	Website providing tips for those who have to ride a bicycle during the winter.	http://rowery.trojmiasto.pl/news.phtml?id_news=2073

6.2.4	Road safety for Spanish motorcycle workers (Seguridad vial para trabajadores motoristas)	Instituto de Seguridad Vial AEPSAL (Safety NGO)	Spain	Guideline for all two-wheeled vehicles.	http://www.mapfre.com/fundacion/es/publicaciones/seguridad-vial/cuaderno-7.shtml
6.2.5	Riding a motorbike – but safely (Motorradfahren - aber sicher)	Bundesanstalt für Straßenwesen (Federal Highway Institute)	Germany	This webpage provides information for safe riding, prevention of accidents, appropriate clothing and helmet as well as tips for biking with a passenger.	http://www.bmvbs.de/dokumente/302.1068482/Artikel/dokument.htm
6.2.6	You and Your Scooter: Riding Tips	MSF	USA	Guidance booklet that contains all basic information to start riding a scooter.	MSF website http://www.msf-usa.org/downloads/Scooter_tips-screen.pdf
6.2.7	You and Your Motorcycle: Riding Tips	MSF	USA	Guide that contains all basic information to start riding a motorbike.	MSF website http://www.msf-usa.org/downloads/Riding_Tips.pdf
6.2.8	Motorcycle Operator Manual	MSF	USA	The purpose of this manual is to educate the reader to help avoid crashes while safely operating a motorcycle.	http://www.msf-usa.org/downloads/Library_Motorcycle_Operator_Manual.pdf
6.2.9	T-CLOCS Inspection Checklist	MSF	USA	Checklist containing useful information on bike safety checks and other information needed to ride safely.	http://www.msf-usa.org/downloads/T-CLOCSInspectionChecklist.pdf http://www.mxdirttrider.com/h-resources/s-ridersafetycourse-beginners-prerideinspection.htm
6.3 Safe use of bicycles					
6.3.1	Bicycle (Fahrrad)	Bundesanstalt für Straßenwesen (Federal Highway Institute)	Germany	These webpages outline the Federal ministry's policy on promoting the use and safety of cyclists.	http://www.bmvbs.de/Verkehr/Strasse-1435/Fahrrad.htm http://www.bmvbs.de/dokumente/302.22685/Artikel/dokument.htm

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