

## Risk Assessment for Delivering Take Away

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### Hazards & Who might get hurt?

- Injury due to accidents whilst on delivery
- Injury from falling from bicycle
- Violence and aggression towards team members
- Opportunist theft or robbery or incidents whilst delivering

### What we do to keep it safe?

- Team members must have a means of communication on them in the event of an incident, i.e. phone
- Team members to be vigilant towards suspect persons
- Team members to take deliveries in pairs – do not go alone
- Ensure that the manager on duty is aware when and where deliveries are being taken
- Violence and aggression is not tolerated; if team members feel threatened they should remove themselves from confrontation, seek emergency aid from their manager and/or phone 999.
- Where possible do not deliver in the dark, always use well lit routes
- Ensure that bicycle helmets are always worn when out for delivery and if dark appropriate lights and his-vis to be in use
- If using a motorised vehicle they must be fully insured, taxed and have a full MOT, vehicle must be road worthy, clean inside and pre-use checks should be completed on brakes, oil, washer fluid. All drivers must have appropriate license for the vehicle, hold insurance for business use and adhere to all highway code requirements
- Do not accept cash payments wherever possible
- Adhere to contactless drop off principles, leaving the order for the customer to pickup rather than handing over directly

### Managers Checks

- Check any vehicle or bicycles are in good working order before used by team member
- Ensure all controls listed have been implemented before use