

**GREATER
MANCHESTER**
DOING THINGS DIFFERENTLY

GM FOOD DELIVERY CHARTER



OPENING STATEMENT

Greater Manchester (GM) is the fastest growing city region outside of London. We are home to 2.9 million residents, and it is anticipated that 100,000 people will live in the city centre by 2026.

With the growth of both our population and the UK food delivery industry, there has been an increased presence of food delivery couriers across GM's towns and cities and within the regional centre. It is estimated that there are around 460,000 people working in the UK gig economy, with around 18% undertaking food deliveries – a total of 82,600 people¹, towards which GM contributes significantly.

We appreciate the positive contribution made by food delivery companies and couriers who operate in GM. This is not only in terms of the increased access to choice and convenience provided for residents, but also the employment opportunities and local business growth that can be associated with their meaningful contribution to GM's wider economy, particularly within the hospitality and night-time economy industries.

With this in mind, GM Agencies and GM Food Delivery Companies are committed to improving the safety and conditions for food delivery couriers and the wider public.

Our shared goal is for couriers who use bikes, including e-bikes and electrically-assisted pedal cycles (EAPCs), to deliver food in GM safely, without endangering themselves or others.

GM is committed to making this city region a safer, healthier and more sustainable place, with a road safety ambition for zero deaths or life-changing injuries involving road traffic in GM by 2040, towards which this charter will play an important role.

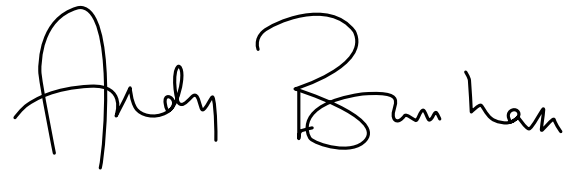
The purpose of the GM Food Delivery Charter is to specify the legal requirements and regulatory expectations of cyclist couriers and food delivery companies when operating in GM. Couriers must comply with the law at all times and will be appropriately and regularly informed by food delivery companies of GM's expectations for couriers working in the city region.

The principles outlined in this charter are based on nine basic principles of Health and Safety, aligned with the principles set out by Transport for London in their Meal and Grocery Delivery Company Motorcycle Road Safety Charter, published in 2023. Consistency between city regions is important. It is beneficial for operations and ensures that the asks being made of food delivery companies are consistent.

Alongside the publication of this charter, GM will continue, with other UK city regions, to engage with central government on national measures to improve the safety standards of food deliveries.

GM Agencies recognise that cyclist couriers hold ultimate responsibility for their behaviour when working in GM. At the same time, GM have made it clear to GM Food Delivery Companies that if they do not abide by the principles outlined in this charter, GM will not hesitate in using all powers at their disposal to enforce against poor food delivery practices in this city region. This may extend beyond enforcement against individual couriers.

SIGNED BY:



Andy Burnham

Mayor of Greater Manchester





GM FOOD DELIVERY CHARTER

Unless stated otherwise, the 'we' specified in this charter is referring to GM Food Delivery Companies – Deliveroo, Just Eat and Uber Eats.

1. VISION ZERO

- a. We commit to supporting GM's Vision Zero, which aims to eliminate road deaths and life-changing injuries involving road traffic in GM by 2040, with an interim target to achieve a 50 per cent reduction by 2030.

2. LEGAL WORK REQUIREMENTS

- a. We ensure that couriers we directly employ can lawfully work and drive in the UK, and undertake periodic checks to ensure compliance.
- b. We ensure that self-employed account holders who use our platform meet the legal requirements for working and performing deliveries in the UK. We ensure that self-employed account holders require that their substitutes, or those they share accounts with, meet the same legal requirements.

3. RIDING SAFELY

- a. We ensure self-employed couriers understand how to perform deliveries safely, within the law, and in particular the importance of using legally compliant and roadworthy bikes, travelling at appropriate speeds, when delivering in GM.
- b. We will signpost self-employed couriers to relevant cycling training provided by Transport for Greater Manchester (TfGM). We will regularly remind self-employed couriers of best practice in the Highway Code, in particular Rule 60 which states cyclists must ride their bikes with lights at night. We will encourage the use of safety equipment, such as helmets and light-coloured or fluorescent clothing, and share information on the benefits of wearing safety equipment to couriers.
- c. We will regularly remind self-employed couriers that they must not cycle on pavements, nor pass pedestrians closely or at high speed. This is outlined in Rules 63 and 64 of the Highway Code and is important in ensuring GM's footways remain accessible to all road users.

- d. We ensure self-employed couriers comply with our agreements/terms and conditions. Should it be reported that a self-employed courier is not complying with their contract, or they are in breach of the principles outlined in this charter, we will investigate and take appropriate and proportionate action.
- e. We will work with GM Agencies on Days of Action to review the personal safety of couriers, ensure safe practices on the road, and keep couriers informed of the latest fire safety messages relating to the use of e-bikes and EAPCs, including how to safely buy, store and charge bikes.
- f. We will ensure couriers are informed on how to safely use GM's growing network of Bee Network cycling infrastructure and how to keep themselves and their equipment safe when riding in GM. We signpost couriers to resources and journey planning tools from TfGM and Greater Manchester Police (GMP).

4. DECARBONISATION

- a. We encourage couriers who use their own bikes to choose pedal cycles, EAPCs or e-bikes which minimise emissions.
- b. We provide self-employed couriers with information and guidance on pedal cycles, EAPCs or e-bikes which minimise emissions.

5. COLLISION REPORTING

- a. We encourage couriers to report collisions involving injury to the police for data collection and statistical recording purposes.
- b. We encourage self-employed couriers to report collisions involving injury to the police for data collection and statistical recording purposes.
- c. We will encourage self-employed couriers to understand the importance of reporting collisions to us or, where applicable, to GM Agencies, and inform couriers of key points of contact when working in GM. Reported data will be reviewed during Days of Action to help reduce collisions and identify hotspots.





6. BIKE STANDARDS

- a. We ensure bikes we own and lease are legally compliant and roadworthy.
- b. Where couriers are using their own bikes, we provide support and/or guidance to enable them to ensure that their bikes are legally compliant and roadworthy. This includes EAPCs and e-bikes. We ensure couriers are aware that if they fail to use a legally compliant and roadworthy bike, they will be subject to action from GMP. Although bike insurance is not a legal requirement, we inform couriers of the benefits of ensuring their bike is insured in case of a collision, damage or theft.

7. APPS AND WORK EQUIPMENT

- a. Apps and work equipment that we design and provide to couriers are designed with the intention of avoiding putting individuals at risk. They are not intended to distract couriers or encourage them to break the law. We encourage couriers to use handheld devices safely, and with the appropriate equipment, when they are riding their bikes.

- b. We continue working closely with central government in requiring that courier accounts operating with substitutes are doing so in accordance with Home Office requirements and undertake periodic checks to ensure compliance.
- c. We will signpost couriers to key points of contact when working in GM, such as TfGM for cycle training and GMP for reporting incidents.
- d. CycleHubs are designated locations in GM that are designed to aid active travel in the city region. Couriers are welcome to use CycleHubs, but certain rules must be abided by for safety purposes. We will regularly signpost couriers to the following information to ensure couriers understand that:
 - Any equipment stored in CycleHubs must be safely secured in the lockers provided;
 - Membership is required to access CycleHubs, that membership is assigned to one person only, and that membership is not to be shared; and
 - E-bikes and EAPCs, which have modified batteries, are not to be charged or stored in CycleHubs due to the significant fire risk this poses.
- e. GM will continue to monitor all bikes stored in CycleHubs and take necessary steps to remove illegally modified e-bikes stored unsafely in CycleHub lockers.



8. DELIVERY SCHEDULES

- a. We ensure that delivery schedules for employed couriers are realistic and do not incentivise couriers to break the law. Our delivery schedules account for variations in traffic levels at different times of the day across GM.
- b. We ensure that estimated pick-up and delivery times on our platform for self-employed couriers are achievable and reflect variations in traffic levels at different times of the day across GM.

9. WAYS OF WORKING

- a. We will attend meetings every six months with Greater Manchester Combined Authority (GMCA), TfGM, GMP, Local Authorities (LAs) and other relevant GM Agencies to improve ways of working, monitor progress, share data and enact Days of Action.

SIGNED BY:

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Andy Batty
Director of Operations
Deliveroo

A handwritten signature in black ink, appearing to read "C", with a long, wavy horizontal line extending to the right.

Claire Pointon
Managing Director, UK & Ireland
Just Eats

A handwritten signature in black ink, appearing to read "MP", with a long, sweeping horizontal line extending to the right.

Matthew Price
Regional General Manager, UK,
Ireland & Northern Europe
Uber Eats

CLARIFICATIONS

This section aims to clarify and define key terms which are relevant to the charter, to help support their implementation by couriers, food delivery companies and partners across GM.

TERM	DEFINITION
Data Sharing – ‘Collisions’	To support the aims of Vision Zero in eliminating road death and life-changing injury by 2040 on GM’s roads, self-employed couriers will be encouraged to report collisions involving injury to GMP, and will be informed of the importance of reporting to food delivery companies and GM Agencies such as TfGM. We aim to use Days of Action to review reported data to help reduce collisions and identify hotspots, making GM’s roads safer for all road users.
Days of Action	<p>Days of Action are an opportunity for food delivery companies and GM Agencies, including TfGM, GMCA, GMP, Greater Manchester Fire and Rescue Service (GMFRS) and LAs, to see what is being done on the ground to ensure the personal safety of couriers and the public. Days of Action will include input from couriers on their experience of safety while riding on GM’s roads and how important it is for couriers to feel safe at work.</p> <p>These Days of Action should happen every six months, in person, with all relevant stakeholders in attendance. Discussions about specific issues and progress can be conducted on an ad hoc basis, online or in person.</p> <p>Terms of Reference for Days of Action will be discussed and formalised at the first meeting of the group.</p>

TERM	DEFINITION
Issuing communications to couriers	<p>As a result of each Days of Action session, there should be an opportunity to provide couriers with feedback from all partner organisations in GM, with communications agreed within the Days of Action session, and then distributed within a reasonable timeframe by food delivery companies to all couriers. TfGM will provide resources to GM Food Delivery Companies for couriers, which will be periodically updated in advance of Days of Action.</p>
Highway Code	<p>The Highway Code, as issued by the Department for Transport (DfT), applies to England, Scotland and Wales, and therefore all road users in GM. It aims to promote safety on the road, while supporting a healthy, sustainable and efficient transport system.</p> <p>Some rules in the Highway Code are legal requirements. If they are not obeyed, a criminal offence has been committed and a fine may be issued. Failure to comply with other rules would not in itself cause a person to be prosecuted, but failure to comply with the Highway Code can be used as evidence in court proceedings under the Traffic Acts to establish liability.</p> <p>Rules 59-82 relate to cyclists and the importance of couriers complying with these rules is outlined in the charter.</p>

TERM	DEFINITION
Modifications to e-bikes and EAPCs	<p>Support and/or guidance will be provided to couriers to ensure that their vehicles are legally compliant and roadworthy, and we will work with partner organisations (TfGM, GMP and GMFRS) to help ensure couriers are informed about the dangers of e-bike and EAPC battery and speedometer modifications.</p> <p>We will inform couriers that if an e-bike is modified to exceed legal limits, as set by DfT, it becomes an unregistered and uninsured motorbike in law and will be subject to action from GMP.</p>
Legal requirements	<p>Throughout the charter, references are made to the legal requirements with which couriers must comply. A number of laws and regulations are in place which set out what cyclists must do and must not do, and we will signpost couriers to the following list of requirements that must be met when working in GM. This is not an exhaustive list.</p> <p>Cyclists must:</p> <ul style="list-style-type: none"> • Keep to their side of a segregated cycle track² • Obey all traffic signs and traffic light signals³ • Have white front and red rear lights lit at night⁴ • Ensure their brakes are efficient⁵ <p>Cyclist must not:</p> <ul style="list-style-type: none"> • Ride in a dangerous, careless or inconsiderate manner⁶ • Cycle on a pavement² • Cross the stop line when the traffic lights are red³ • Ride across a cycle-only signal crossing until the green cycle symbol is showing⁷

ENDNOTES

1. [The gig economy: What does it really look like?](#)
2. Section 72 of the Highways Act 1835 as amended by Section 85(1) of the Local Government Act 1988
3. Section 36 of the Road Traffic Act 1988; Traffic Signs Regulations and Directions 2002
4. Regulations 13, 18 and 24 of the Road Vehicle Lighting Regulations 1989 as amended in 1994 and 2005
5. Pedal Cycles (Construction and Use) Regulations 1983
6. Road Traffic Act 1988
7. Traffic Signs Regulations and Directions 2022

