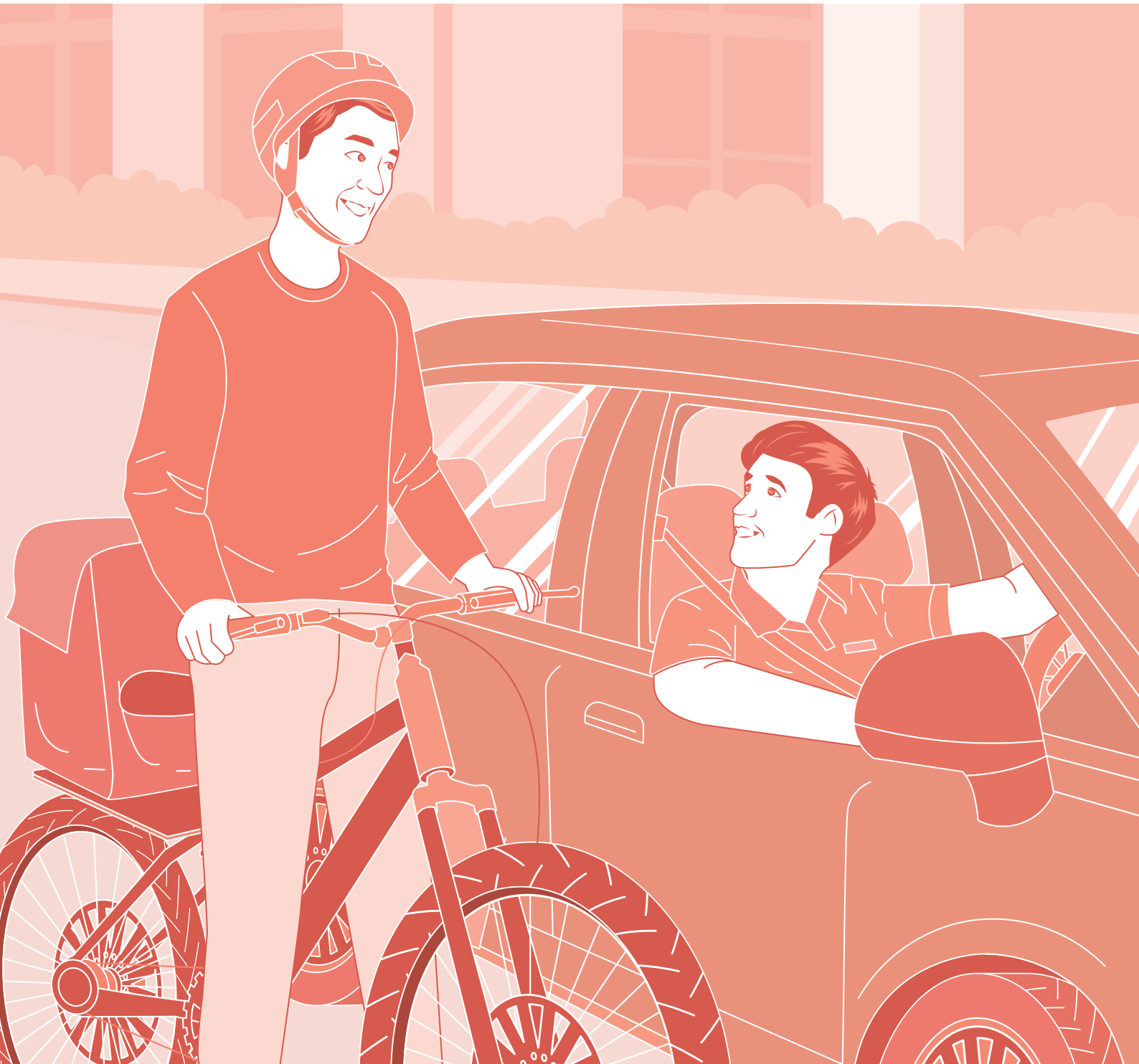


Code of Practice for Platform Services



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1. Scope

- 1.1** This Code of Practice (CoP) aims to provide clarity on and strengthen ownership of platform operators' and platform workers' workplace safety and health (WSH) responsibilities. It recommends what platform operators in the ride-hail and delivery services sectors should do to improve the safety, health and welfare of platform workers, while considering the unique features of platform work. It also provides guidance to strengthen the financial protection for platform workers in the event of work-related injury.

2. Purpose

- 2.1** The WSH Act (WSHA) imposes duties on platform operators and platform workers to take reasonably practicable measures to ensure the safety, health and welfare of platform workers who provide platform services for them, and that platform workers are not penalised for prioritising safety and health at work.
- 2.2** Platform operators are hence responsible for protecting their platform workers at work and exercising due diligence to prevent incidents in the course of platform work, while platform workers are responsible for following the work instructions and arrangements of platform jobs as instructed by platform operators, and take ownership of their own safety and health.
- 2.3** Platform operators are also required to procure work injury compensation insurance for their platform workers under the Work Injury Compensation Act (WICA).

3. General Requirements

3.1 Platform Operator

3.1.1 This CoP applies to entities providing ride-hail and delivery platform services.

3.1.2 Platform operators should:

- Provide and maintain adequate facilities for platform workers' welfare at work, at premises managed by the platform operators, where applicable e.g. dedicated rest areas with drinking facilities at platform operators' training centres and goods collection points.
- Conduct risk assessments and periodically review and implement additional risk control measures to mitigate the risks, where appropriate.
- Educate and encourage platform workers to take adequate safety measures in respect of any equipment, vehicle or process used by platform workers. If the equipment/vehicle is owned and rented out by the platform operator, the platform operator is responsible for its maintenance to ensure safe operations.
- Take reasonably practicable measures to mitigate risks arising from foreseeable hazards from platform operators' arrangements, processes and organisation of platform jobs. Examples of risks to be mitigated include hazards from the transportation of excessive loads and adverse weather conditions.
- Develop and implement procedures for dealing with emergencies, including to maintain contact points and clear workflows for platform workers to report work-related incidents and hazards.
- Support platform workers' access to adequate instruction, information, training and supervision as necessary to perform platform jobs.
- Ensure platform workers have the relevant licenses, certificates, permits, etc, in relation to the mode of transport to be used by the platform worker e.g. relevant valid driving licence for vehicles, Competency Test Certificate for Power Assisted Bicycles.

3.2 Platform Worker

3.2.1 Platform worker refers to a worker who provides a platform service for a platform operator e.g. food delivery rider, goods delivery person, private-hire vehicle drivers and taxi drivers performing ride-hail jobs.

3.2.2 Platform workers should:

- Comply with applicable legal requirements, and follow platform operators' guidelines for their own safety and health.
- Not engage in any unsafe or negligent act that may endanger themselves or others e.g. modifying or misusing active mobility devices.
- Use personal protective equipment (PPE) such as helmets while providing platform services, where appropriate.
- Observe and follow all road safety rules and traffic regulations.
- Report work-related incidents and hazards to platform operators.

4. Risk Management

Risk management is a systematic way to identify, assess, control and monitor WSH risks associated with any work activity.

Under the WSH (Risk Management) Regulations, conducting risk assessments (RA) and implementing risk control measures are mandatory requirements.

Platform operators are responsible to take all reasonable practical steps to eliminate or reduce any foreseeable risk to platform workers or any person

4.1 Risk Assessment ("RA")

- 4.1.1** RA should be conducted by a multi-disciplinary team which has a thorough knowledge of the work to be undertaken. Platform operators should include platform workers in the RA team and process whenever appropriate.
- 4.1.2** RA should have been carried out and risk control measures implemented before the start of any work activity e.g. delivery or driving job.
- 4.1.3** RA can be conducted in three simple steps: Hazard Identification, Risk Evaluation and Risk Control. These steps are elaborated in Figure 1.

Figure 1: Risk assessment process

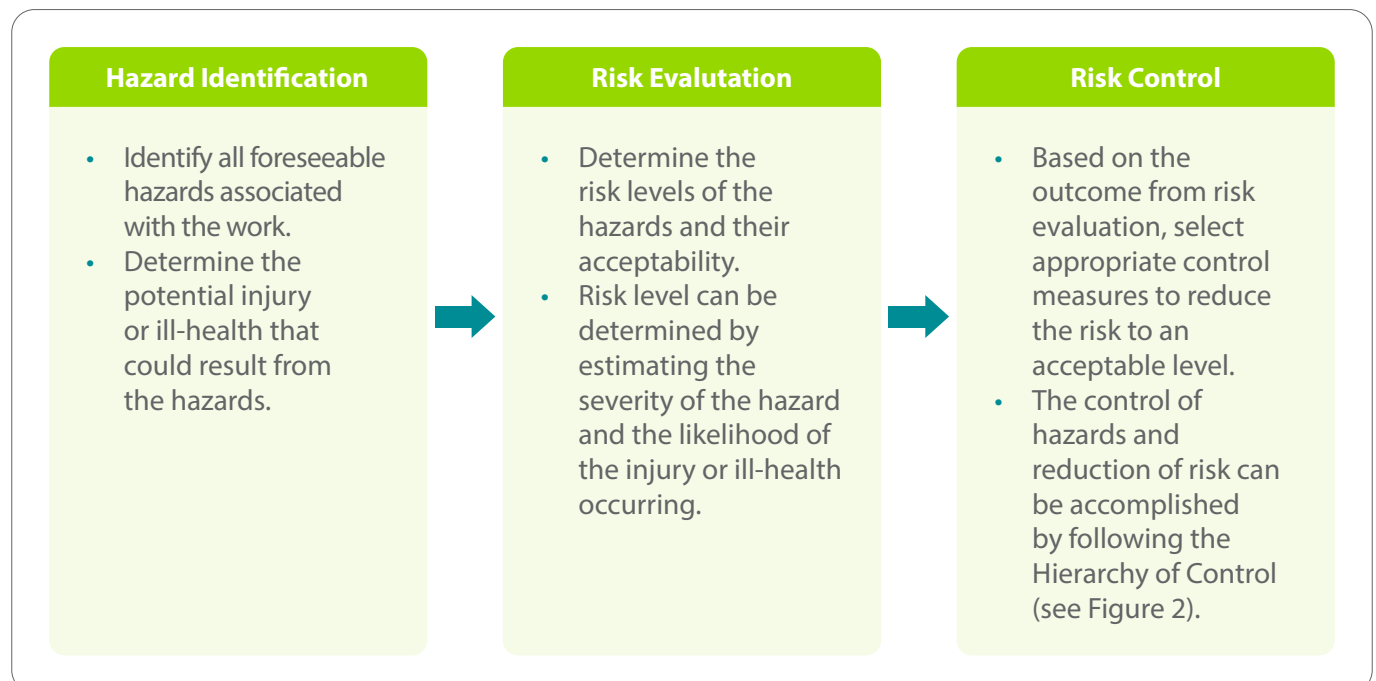
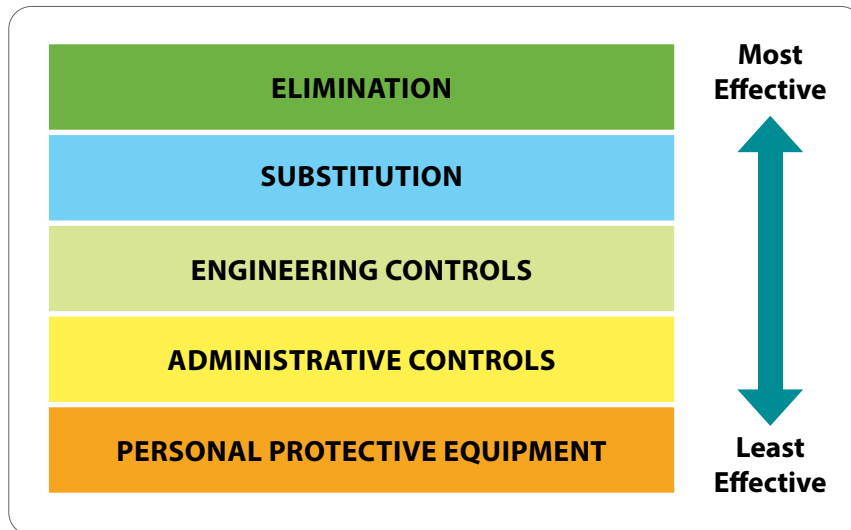


Figure 2: The Hierarchy of Control



4.2 Risk Control Implementation

- 4.2.1** Platform operators should implement the risk control measures as soon as possible. An action plan detailing the implementation timeline and persons responsible should be prepared.
- 4.2.2** Platform operators must inform platform workers of the risks that they are exposed to and those control measures in place. If platform workers are unaware/unsure, they should check with their platform operator.
- 4.2.3** Regular inspections or audits should be conducted to make sure that risk control measures have been implemented and practised effectively.

4.3 Record Keeping

- 4.3.1** RA records, including but not limited to RA forms and control measures records, should be kept for at least three years from the last RA approval date.

4.4 Review

- 4.4.1** Review and if necessary, revise the RA:
- At least once every three years;
 - Where there is a significant change in work practices or procedures, e.g. when a new work practice, procedure or equipment has been introduced; or
 - A bodily injury occurred.

To learn more about Risk Management, please refer to the WSH Council's Code of Practice on WSH Risk Management.

4.5 Reduce Risk Exposure

4.5.1 Excessive load

Platform operators should:

- Limit the load (size, weight and/or volume) to the capacity of the delivery bag and/or maximum load weight of the vehicle or active mobility device, with reference to relevant data/material where available, e.g. industry guidelines on suitable loads and vehicle or device manufacturers' recommendations on load limits for different types of vehicles and devices.
- Remind service users to specify the size, weight and/or volume of their goods to facilitate platform operators' job assignment based on vehicle type (e.g. accounting for standard and non-standard goods).
- For delivery persons, allow them to split the load without any penalty to, or reduction in compensation for the rider/driver. Platform operators should provide timely response to riders/drivers requiring assistance with excessive loads.
- For delivery persons, ensure that they are not penalised for prioritising their safety and compensated at least proportionally for the time spent in travelling to the pick-up location, even though the platform worker declined to take the load upon discovery that it is too heavy and/or large (e.g. by sending photos of the load). This is in cases where an excessive load cannot be split (e.g. a single piece of furniture).

Platform workers should:

- Limit the load to the capacity of the delivery bag and/or maximum load weight of the vehicle or active mobility device.
- Call for additional help to split the load with other workers or across multiple trips, if the load is unmanageable.
- Heavy loads should be stowed in bags or boxes affixed onto the active mobility device, as far as possible.

4.5.2 Delivery and waiting time

Platform operators should:

- Not set any limit, penalty or bonus to deliver or travel to a pick-up point within a certain time on a per trip basis, regardless of weather conditions or road/traffic conditions, provided the platform worker took a reasonable duration (e.g. referencing ordinary travel duration) to complete the job.
- Allow platform workers to inform them of valid reasons for inability to complete their job, and for platform workers to be compensated accordingly.
- Notify customers to expect delivery delays or longer ride-hail waiting time with bad weather.
- Remind their platform workers to take safety precautions during bad weather e.g. seeking shelter, riding/driving slowly, and not penalise them for doing so.

Platform workers should:

- Take safety precautions during bad weather.
- Not forsake safety for monetary incentives.

5. Training and Competency

5.1 Platform operators should:

- Educate platform workers on the necessary skills and instructions needed to safely operate the transport while carrying out their work.
- Ensure that platform workers possess the relevant vehicle licence or theory test certificate.
- Remind platform workers to inform platform operators if their relevant vehicle licence has been suspended/revoked, and take the appropriate follow-up actions.
- Keep track of the type of transport platform workers use and ensure that it matches with the type of training received.
- Remind platform workers who are cyclists and active mobility device users to attend available safe riding related courses.
- Provide orientation programmes, safety and health training, and defensive driving and riding courses for platform workers, where reasonably practicable, and provide information on related courses and providers for platform workers to consider.
- Ensure that periodic and refresher training are available for platform workers who wish to attend, to ensure that their knowledge and skills are up to date.

5.2 Platform workers should:

- Have valid Singapore driving licences if they rely on motor vehicles (e.g. vans, trucks, cars and motorcycles) for their work.
- Pass the online theory test administered by the Land Transport Authority (LTA) if they rely on power-assisted bicycles (PABs) for their work.
- Inform/update platform operators if their relevant vehicle license has been suspended/revoked.
- Inform/update platform operators on changes to their mode of transport promptly.

6. Vehicular and Equipment Safety

Platform operators should ensure that the vehicles, active mobility devices and/or equipment provided by them comply with prevailing safety standards and are suitable and safe for the job where appropriate.

Platform operators should remind platform workers to use the vehicles, active mobility devices and/or equipment safely to keep them and persons around them safe.

Platform operators should remind platform workers to send their equipment and/or devices and/or vehicles for maintenance.

Platform workers should ensure that their own vehicles, active mobility devices and/or equipment comply with prevailing safety standards and are suitable and safe for the job where appropriate.

Platform workers should update platform operators if their vehicles no longer qualify as private hire cars

6.1 Pre-operational Check

6.1.1 Platform workers should perform daily safety checks on their equipment, active mobility devices and/or vehicle to spot obvious malfunctions or defects before starting their job or assignment. Problems spotted during the safety checks should be resolved before setting off.

6.1.2 Platform operators should provide guidance to platform workers on how they can perform such daily safety checks, e.g. develop checklists for obvious malfunctions or defects.

6.2 Maintenance and Inspection

- 6.2.1** The owners of the equipment, active mobility devices and/or vehicle used for jobs should:
- Carry out routine maintenance of equipment, active mobility devices and/or vehicles to ensure that they are in good working condition, and do so more frequently considering the intensity of commercial use.
 - Follow maintenance regime and frequency recommended by manufacturers and/or retailers of mobility devices.
 - Send motor vehicles for regular inspections to make sure they remain roadworthy. The frequency and periodic inspections depend on the type and age of the vehicle. Refer to www.onemotoring.lta.gov.sg to learn more about vehicle inspection frequency and requirements.
 - Ensure that timely repairs are performed to replace worn down components or fix defective components. For workshops operated by platform operators, platform operators should allow only qualified personnel to carry out repairs, especially when handling electrical or mechanical components. Platform workers should be reminded to send their vehicles to be inspected at reputable workshops to carry out maintenance and repair.
 - Vehicle components should be replaced or maintained with components that comply with manufacturer requirements.
 - Keep and make accessible maintenance records to facilitate equipment and/or vehicle checks.

7. Road and Traffic Safety

7.1 Rules and Regulations

7.1.1 Platform operators should:

- Remind platform workers who rely on motor vehicles and active mobility devices of the respective regulations governing the use of their vehicles and devices, e.g. the Road Traffic Act for drivers/motorcyclists and the Active Mobility Act for users.
- Remind platform workers to always remain vigilant and adhere to traffic rules when on the road.
- Communicate regularly with platform workers to be careful and look out for the safety of pedestrians who share the public paths when performing their jobs.

7.1.2 Platform workers should:

- Be familiar with the respective regulations governing the use of their vehicles and active mobility devices.
- Refrain from holding and using mobile phones while driving and riding on roads and public paths.
- Dismount and push their active mobility devices on pedestrian-only paths.
- Be careful and look out for the safety of pedestrians who share the public paths when performing their jobs.

7.2 Safe Driving/Riding Practices

7.2.1 Platform operators should educate their platform workers to take precautions when on the road. These include, but are not limited to:

- Adhering to all traffic rules and signs.
- Driving/riding within speed limits.
- Keeping a safe distance from motor vehicles.
- Avoiding the blind spots of motor vehicles.
- Stopping and allowing heavy vehicles (especially long vehicles) to negotiate turns first.
- Reminding platform workers on bicycles and PABs to stay on the left lane.
- Keeping a lookout for road surface hazards e.g. potholes.
- Encouraging platform workers in the delivery sector to wear bright-coloured or reflective clothing, where appropriate.

7.2.2 Platform workers should comply with the measures above.

7.2.3 Platform operators and platform workers may refer to the WSH Council's Guide to Safe Riding on Motorcycles, Bicycles, PABs, PMDs and PMAs as well as the Land Transport Authority's website for more information.

8. General Safety

8.1 Fatigue Management

- 8.1.1 Platform operators should establish fatigue management measures to ensure platform workers remain alert and concentrated on the job. These include sending rest reminders to platform workers to take breaks if they drive beyond a certain duration.
- 8.1.2 Platform workers are reminded and encouraged to take rest breaks during their work shifts. They should park their vehicles or mobility devices in a safe location before taking their rest.
- 8.1.3 Platform operators and platform workers may refer to the WSH Council's WSH Guidelines on Fatigue Management for more information.

8.2 Heat Stress

- 8.2.1 Platform operators should put in place relevant measures to protect platform workers from heat-related illnesses, and not penalise platform workers who could need to avail themselves to these measures during periods of heat stress. Some measures include:
 - Educating platform workers to recognise the early signs and symptoms of heat-related illnesses.
 - Providing platform workers with materials that educate platform workers on how to assess their fitness to work e.g. via a checklist.
 - Advising platform workers to stop work and seek medical attention if feeling unwell.
 - Reminding platform workers to take shelter under shade whenever possible.
 - Reminding platform workers to stay hydrated.
 - Providing or reminding platform workers to wear loose-fitting and light-coloured clothing.
 - Reminding platform workers to refer to myENV app's Wet Bulb Globe Temperature (WBGT) readings to check the heat stress level.
 - Reminding platform workers to pace and monitor themselves during high heat stress levels (e.g. when WBGT $\geq$ 33oC).
- 8.2.2 Platform workers should comply with the measures above.
- 8.2.3 Platform operators and platform workers may refer to the WSH Council's WSH Guidelines on Managing Heat Stress in the Workplace for more information.

8.3 Personal Protection

- 8.3.1 Platform operators should remind their platform workers to use PPE properly e.g. motorcyclists, cyclists and PABs riders to wear helmets.
- 8.3.2 Platform workers should use PPE such as helmets while providing platform services, where appropriate.

9. Communication

9.1 Platform operators should:

- Inform and remind their platform workers regularly to stay safe and healthy when on the job.
- Establish engagements and/or dialogues with platform workers, especially drivers/riders who have been reported to have repeated instances of risky behaviour such as speeding.
- Acknowledge, encourage and reinforce safe driving and riding behaviour.

9.2 Platform workers should comply with the measures above.

10. Emergency Response

- 10.1** Platform operators should establish a plan for responding to and dealing with emergencies (e.g. road accident) and encourage platform workers to be familiar with it.
- 10.2** The emergency response plan should include, but not be limited to:
- Means for platform worker to inform platform operator of the emergency or work incident (e.g. create internal guides to provide guidance on what platform workers should do when involved in a work incident).
 - Procedures for dealing with the emergency e.g. rendering assistance to injured, particulars and details to note and exchange.
 - Dispute resolution process/steps.
 - Contact channels of relevant institutions and agencies.
- 10.3** Platform workers should, where safe and practicable to do so, do the following when involved in a work incident:
- Record the accident time and location.
 - Take photographs of the accident site, affected vehicle/equipment and injuries sustained.
 - Take down the contact details of witnesses (if available).
 - Retrieve the “at work” milestones or any other information from the platform application at the time of injury.
 - Inform the platform operator and make a police report where required.
 - Seek medical attention as soon as possible.
 - Cooperate with the platform operator and insurer to provide the necessary supporting documents to facilitate WIC claim processing.

11. Conclusion

- 11.1** This CoP provides guidance to platform operators on the reasonably practicable measures that they can take to fulfil their duties under the WSH Act. The measures provided in this CoP are by no means exhaustive and platform operators are encouraged to adopt and adapt relevant measures that would serve to improve the WSH outcomes of their operations. Platform workers should take care of their own safety and health while at work, and cooperate with platform operators to ensure their safety and health.

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