



## Alcohol and Entertainment Licensing Sub-Committee - Supplementary

**Tuesday 1 March 2022 at 10.30 am**

This will be held as an online virtual Meeting

Details on how to access the link in order to view the meeting will be made available online via the following link: [HERE](#)

### Membership:

#### Members

Councillors:

Long (Vice-Chair)  
Hector  
Shahzad

#### Substitute Members

Councillors:

Ahmed, Chohan, Hector, Hylton, Grahl, McLeish,  
Maurice

**For further information contact:** Devbai Bhanji, Governance Assistant  
Tel: 020 8937 6841; Email: [devbai.bhanji@brent.gov.uk](mailto:devbai.bhanji@brent.gov.uk)

For electronic copies of minutes, reports and agendas, and to be alerted when the minutes of this meeting have been published visit:  
**[www.brent.gov.uk/committees](http://www.brent.gov.uk/committees)**

The press and public are welcome to attend this meeting as an online virtual meeting. The link to view the meeting will be made available via the following link: [HERE](#)

### **Notes for Members - Declarations of Interest:**

If a Member is aware they have a Disclosable Pecuniary Interest\* in an item of business, they must declare its existence and nature at the start of the meeting or when it becomes apparent and must leave the room without participating in discussion of the item.

If a Member is aware they have a Personal Interest\*\* in an item of business, they must declare its existence and nature at the start of the meeting or when it becomes apparent.

If the Personal Interest is also significant enough to affect your judgement of a public interest and either it affects a financial position or relates to a regulatory matter then after disclosing the interest to the meeting the Member must leave the room without participating in discussion of the item, except that they may first make representations, answer questions or give evidence relating to the matter, provided that the public are allowed to attend the meeting for those purposes.

### **\*Disclosable Pecuniary Interests:**

- (a) **Employment, etc.** - Any employment, office, trade, profession or vocation carried on for profit gain.
- (b) **Sponsorship** - Any payment or other financial benefit in respect of expenses in carrying out duties as a member, or of election; including from a trade union.
- (c) **Contracts** - Any current contract for goods, services or works, between the Councillors or their partner (or a body in which one has a beneficial interest) and the council.
- (d) **Land** - Any beneficial interest in land which is within the council's area.
- (e) **Licences** - Any licence to occupy land in the council's area for a month or longer.
- (f) **Corporate tenancies** - Any tenancy between the council and a body in which the Councillor or their partner have a beneficial interest.
- (g) **Securities** - Any beneficial interest in securities of a body which has a place of business or land in the council's area, if the total nominal value of the securities exceeds £25,000 or one hundredth of the total issued share capital of that body or of any one class of its issued share capital.

### **\*\*Personal Interests:**

The business relates to or affects:

- (a) Anybody of which you are a member or in a position of general control or management, and:
  - To which you are appointed by the council;
  - which exercises functions of a public nature;
  - which is directed is to charitable purposes;
  - whose principal purposes include the influence of public opinion or policy (including a political party or trade union).
- (b) The interests of a person from whom you have received gifts or hospitality of at least £50 as a member in the municipal year;

or

A decision in relation to that business might reasonably be regarded as affecting the well-being or financial position of:

- You yourself;
- a member of your family or your friend or any person with whom you have a close association or any person or body who is the subject of a registrable personal interest.

# Agenda

Introductions, if appropriate.

| Item   | Page   |
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| 3 <b>Application for New Premises Licence by Fancy Delivery UK Ltd for the premises known as Gopuff, 62-66 Park Parade, NW10 4JB, pursuant to the provisions of the Licensing Act 2003</b> | 1 - 24 |

**Date of the next meeting:            Monday 14 March 2022**



Please remember to ***SWITCH OFF*** your mobile phone during the meeting.

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**IN THE BRENT LICENSING SUB-COMMITTEE**

**APPLICATION FOR A NEW “DELIVERY CENTRE” PREMISES LICENCE**

Gopuff, 62-66 Park Parade, London NW10 4JB

**APPLICANT’S SUPPORTING BUNDLE**

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## IN THE BRENT LICENSING SUB-COMMITTEE

### **APPLICATION FOR A NEW “DELIVERY CENTRE” PREMISES LICENCE**

Gopuff, 62-66 Park Parade, London NW10 4JB

### **SUMMARY OF APPLICATION**

#### **The application**

1. The Applicant, Fancy Delivery UK Limited t/a Gopuff, is an experienced global operator of licensed delivery centre facilities. In central London, the Applicant currently operates 19 centres, with a further 17 centres nationally. Attached to this summary, is an Operation Overview of the application site that provides an insight into the proposed operation of the Premises.
2. The application site is a former building supplies merchant, offering amongst other things, over the counter sales and collections as well as deliveries. Please see below arial photograph with site outlined in yellow:

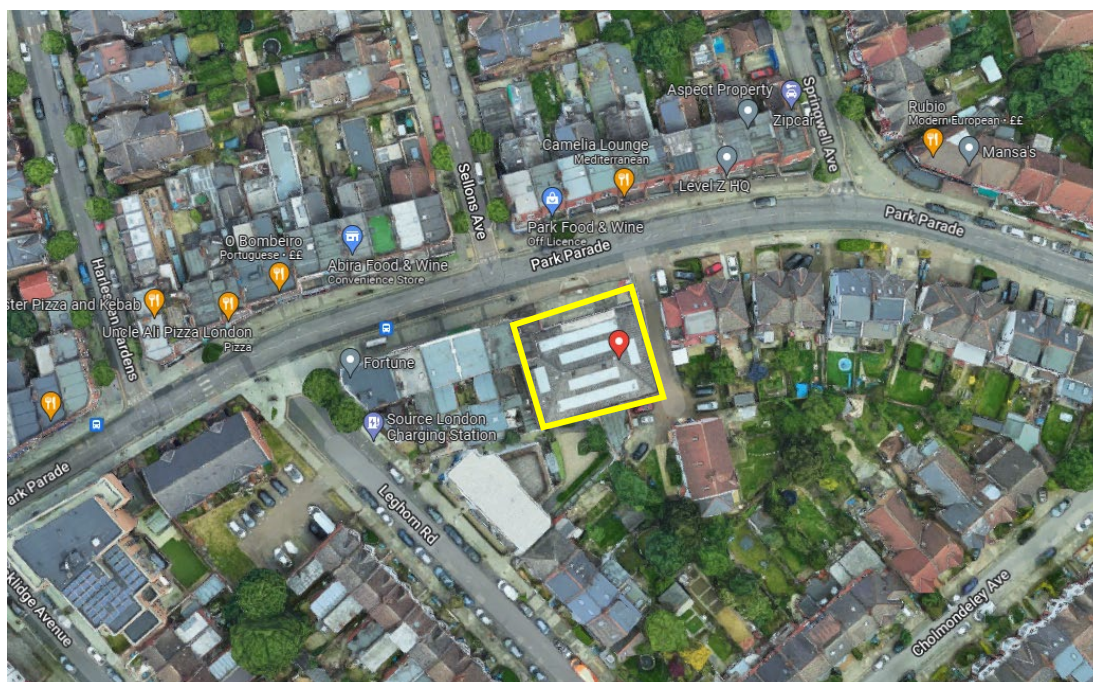






Image of site circa March 2019.



Image of site circa August 2021.

3. The site is located on a high street, with a mix of commercial and residential properties nearby, as can be seen in the following image:



4. **Engagement**

5. Representations have been received from:
- a. The Licensing Authority,
  - b. The Police,
  - c. A Ward Councillor,
  - d. A local Resident,
6. As a result of consultation with the Police and Licensing Authority, the Applicant amended the Application to clarify that “on-sales” of alcohol were included as a typographical error, and were therefore **removed**. Further, conditions were agreed that addressed the Police and Licensing Authority concerns, resulting in the Police and Licensing Authority Representations being withdrawn. The full suite of updated Proposed Conditions is set out in the attached Proposed Conditions document; however, of key relevance are the following:

*“32. No alcohol shall be sold to any person walking in or attending the venue in person.”*



*“33. Alcohol can only be sold on line and delivered to a residential / business property as detailed in point 13.”*

*“34. No alcohol will be physically visible or in reach of any customer. Only staff will have access to the alcohol”*

7. The Applicant has considered the Representations made by Other Parties and has identified the concerns raised. In response to these concerns, and in line with the best practices employed by the Applicant, the Applicant proposes the following additional conditions:

a. *“39. Only electric or pedal powered vehicles shall be used by delivery drivers/riders delivering products sold from the Premises, to customers.”*

b. *“40. Delivery drivers waiting to collect customers’ orders for delivery, shall not be allowed to congregate outside of the Premises (save in the event of a fire drill or fire evacuation) and shall be required by the Premises Licence Holder to wait inside the Premises.”*

c. *“41. Save for fresh produce such as baked goods, deliveries of goods inwards, to the Premises, shall only take place between the hours of 7am and 8pm daily.”*

8. Further, the Applicant puts forward for the Committee Members’ consideration, the attached Safety Training and Age Restricted Products Training documents, along with the example staff awareness poster that will be displayed prominently around the Premises. These policies and posters are supported by the contracts in place between the Applicant and their team of drivers, which state:

*“You must comply at all times with the Company’s rules, policies and procedures in respect of health and safety, food safety, data protection, and harassment, and any other policies which the Company may notify you are relevant to your engagement, copies of which are available on request.”*

9. The applicant will consider any other reasonable conditions as they adopt a partnership approach to all stakeholders interested in their operation.

### **Policy Considerations**

10. Brent Council's Statement of Licensing Policy identifies that Harlesden suffers from a Cumulative Impact of Off-Licensed Premises. Page 51 of the Policy states:

*"...In the last 2 years there have been 156 violence with injury crimes in Harlesden Town Centre at an average of 6.5 crimes per month. This number counts only the incidents within the town centre as illustrated below. There are many more crimes around the perimeter of this area. Harlesden Town Centre is also the primary hotspot for reports of street drinking to police. All other town centres in Brent suffers from street drinking; however, in parts of Harlesden such as Craven Park Road and High Street, the street drinking interrelates with street prostitution, drug misuse and violent crime."*

11. The above is key in supporting the need for a Cumulative Impact Policy and has been discussed between the Applicant and the Police as part of the abovementioned consultation, resulting in the proposed conditions set out at Paragraph 6. The effect of these conditions is to completely remove the risk of persons looking to "street drink" from attending the premises and purchasing alcohol that will be consumed in the immediate vicinity (something that can already be done from several off-licensed premises nearby).
12. As to the primary nature of this premises as a delivery service centre, the Council's Policy 21 (at pages 33 and 34 of the Statement of Licensing Policy) identifies key issues for consideration. Without repeating those here, the Applicant refers again to the Safety Training and Age Restricted Products Training documents attached.

13. On the subject of potential noise nuisance, the application site is not open to the public for the sale of alcohol, serving primarily as a distribution centre rather than a pub, bar, club or even a conventional grocery store. This mitigates a number of the issues identified by the Statement of Licensing Policy; however, the comings and goings of delivery drivers and their behaviour when at the Premises are still relevant matters to consider. To that end, the Applicant submits that the conditions detailed above and in the Proposed Conditions Document, enshrining the best practice adopted as detailed in the attached documents, address those matters appropriately.

### **Conclusion**

14. The Applicant has engaged constructively with officers during this application process and intends to do so in the long-term should this licence application be granted. Further, the Applicant has taken consideration of the concerns of local stakeholders and provided robust Conditions (breach of which can result in an unlimited fine or up to 6 months in prison, or both) to address those concerns.

15. If any issues do arise, they will be ironed out quickly by this responsible, experienced operator. This approach serves the best interests of all involved and, in the applicant's view, it is simply the neighbourly thing to do.

16. The licensing sub-committee is respectfully invited to grant the Application to the extent set out in the Application papers, together with the suite of amended Proposed Conditions - all of which are designed to promote the licensing objectives in an appropriate and proportionate manner.

**MARCUS LAVELL**  
**Consultant Barrister**  
**Keystone Law**

25 February 2022

# PROPOSED CONDITIONS

1. All staff will be fully trained in their responsibilities and with regard to the promotion of the licensing objective in particular sale of alcohol, and will be retrained every six months, with recorded training records kept for inspection.
2. A CCTV system is in operation for the warehouse, to provide security and identify any culprit who is intent in causing trouble. All images are stored for a period of 31 days after which they can be erased or saved at the request of the police. All current security measures will remain in operation. All staff will be fully trained in the operation of the CCTV to ensure it is operational all the hours of trade. Images will be made available to the police or authorised licensing officer from the council on request.
3. All potential customers must verify on the payment page of the website that they are at least 18 years of age. If the applicant is in any doubt as to the age of the customer, they will only deliver the alcohol if the owner of the card that made the payment is present at the delivery address; Orders will only be despatched to bona fide addresses,
  - No deliveries will be made to an open space,
  - All sales of alcohol for delivery must be paid for by credit card, debit card (pre-paid or otherwise) or electronic payment,
  - Details of the order (including the type, amount of alcohol, name and address of the customer and delivery address if different) must be included with the order. The detail shall be shown on the ~~printout dispatched with the order~~ **electronic receipt provided to the customer, [proposed amended wording to reflect updated “app” ordering system]**
  - All delivery drivers and riders must allow any police or authorised local authority officers to inspect any alcohol,
  - Deliveries only made to those over the age of 18.
4. A challenge 25 age verification scheme will be used. ID will be required for deliveries to customers who do not look 25 years old. They will be required to prove by way of photographic ID, either a passport or driving licence that they are at least 18. The card used for purchase will also be checked against the ID provided. If the business is in any doubt then the delivery of alcohol will not be made, and a full refund will be issued. Postal/ carriage deliveries will only be made once a verified payment method has been established, and the customer has confirmed they are 18 or over when making the purchase.

## **Additional Conditions Agreed with Licensing Authority**

5. CCTV shall be installed and maintained in a good working condition and recordings shall be kept for 31 days and shall be made available to police and authorised Officers from Brent Council upon request.
6. CCTV camera shall be installed to cover all the entrances and exits of the premises and further cameras installed to cover the loading bay area. No idling of vehicles that are awaiting access to the premises or waiting to pick up a delivery.
7. A member of staff trained in the use of the CCTV system shall be available at the premise at all times that the premises are open for trading.
8. The CCTV system shall display on any recordings the correct date and time of the recording.

9. The CCTV system shall be capable of obtaining clear facial recognition images and a clear head and shoulder image of every person entering or leaving the premises.
10. The Licence holder /DPS/Manager shall inspect and test that the CCTV is operational and working correctly on a weekly basis. A signed and dated record of the CCTV examination and any findings shall be kept on the premises and made available to the police and authorised officers of the Local Authority on request.
11. All sales of alcohol are for delivery only. Members of the general public must not be allowed access to the premises in order to buy, collect, browse or be supplied directly with alcohol at any time.
12. An incident log shall be kept at the premises, and made available for inspection on request to an authorised officer of Brent Council or the Police, which will record the following:
  - (a) all crimes reported to the venue
  - (b) any complaints received
  - (c) any incidents of disorder
  - (d) any faults in the CCTV system or searching equipment or scanning equipment
  - (e) any refusal of the sale of alcohol
  - (f) any visit by a relevant authority or emergency service.
13. At the time the order is placed, a declaration will be required from the person placing the order that the person is over '18 years of age'.
14. A "Challenge 25" policy shall be adopted and adhered to at all times. If the driver considers the recipient of alcohol appears under 25, recognised photographic identification to be requested before any alcohol is given to the recipient.
15. Acceptable proof of age shall include identification bearing the customer's photograph, date of birth and integral holographic mark or security measure. Suitable means of identification would include PASS approved proof of age card, photo-card driving licence and passport. No ID – No delivery.
16. Drivers shall not deliver to any person anywhere other than that at the residential/business address given when the order was placed. There shall be NO deliveries made to any open/public spaces.
17. Alcohol will only be delivered to the person who placed the order and whose name appears on the credit/debit card.
18. All delivery drivers shall be a minimum of eighteen (18) years of age.
19. A copy of the premises licence summary including the hours which licensable activities are permitted shall be visible from the outside of each entrance to the premises.
20. Staff training must take place at least every six months, be documented and based on legislation and operating procedures. All training shall be signed and dated and a copy of such records will be available for inspection by Police and Local authority enforcement officers.
21. All riders shall wear high visibility coloured clothing to ensure they can be seen.



## **Additional Conditions Agreed with Police**

22. CCTV shall be installed to Home Office Guidance standards and maintained in a good working condition and recordings shall be kept for 31 days and shall be made available to police and authorised Officers from Brent Council upon request.
23. CCTV camera shall be installed to cover all the entrances and exits of the premises, including the loading bay and bike storage area.
24. A member of staff trained in the use of the CCTV system shall be available at the premise at all times that the premises are open for trading.
25. The CCTV system shall display on any recordings the correct date and time of the recording.
26. The CCTV system shall be capable of obtaining clear facial recognition images and a clear head and shoulder image of every person entering or leaving the premises.
27. A suitable intruder alarm complete with panic button shall be fitted and maintained.
28. A 'Challenge 25' policy shall be adopted and adhered to at all times.
29. An incident log shall be kept at the premises and made available for inspection on request to an authorised officer of Brent Council of the police, which will record the following:
  - a) Any complaints received.
  - b) Any incidents of disorder.
  - c) Any faults in the CCTV system.
  - d) Any visit by a relevant authority or emergency service.
30. A refusal book detailing date and time of the refused sale (of alcohol), the name of the person refusing the sale of alcohol, shall be kept and maintained and made available for inspection by authorised officers from Brent Council or the police.
31. Regular documented staff training on licensing legislation and operating procedures shall be given. The training shall be signed and dated and a copy of these training records available for inspection by Police and local enforcement officers.
32. No alcohol shall be sold to any person walking in or attending the venue in person.
33. Alcohol can only be sold on line and delivered to a residential / business property as detailed in point 13.
34. No alcohol will be physically visible or in reach of any customer. Only staff will have access to the alcohol

## **The online Orders**

35. Full name and address details, including postcode, must be given when placing an order.
36. Acceptable proof of age shall include identification bearing the customer's photograph, date of birth and integral holographic mark or security measure. Suitable means of identification would include PASS approved proof of age card, photo-card driving licence and passport. No ID – No delivery.

37. Drivers shall not deliver to any person anywhere other than that at the residential/business address given when the order was placed. There shall be NO deliveries made to any open/public spaces.
38. The minimum age of delivery drivers will be 18.

**Additional Conditions Proposed to Address Other Parties' Concerns**

39. Only electric or pedal powered vehicles shall be used by delivery drivers/riders delivering products sold from the Premises, to customers.
40. Delivery drivers waiting to collect customers' orders for delivery, shall not be allowed to congregate outside of the Premises (save in the event of a fire drill or fire evacuation) and shall be required by the Premises Licence Holder to wait inside the Premises.
41. Save for fresh produce such as baked goods, deliveries of goods inwards, to the Premises, shall only take place between the hours of 7am and 8pm daily.



## **Gopuff's Operational Overview of 62-66 Park Parade, Harlesden, NW10 4JB**

This document provides an overview of who we are, how we plan to operate our site at 62-66 Park Parade, Harlesden, NW10 4JB (the "Site") and how we manage our fulfilment and delivery operations to ensure we meet our responsibility to local residents to minimise noise and disruption and to also safely deliver age verified products in full accordance with our legal and regulatory obligations.

If you have any questions regarding issues not covered by this document please don't hesitate to reach out to us at the following e-mail address: [stef.webb@gopuff.com](mailto:stef.webb@gopuff.com)

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### **Who are we?**

We're a full service on demand grocery company that delivers all of your daily needs, including cleaning and home products, over-the-counter medications, baby and pet products, snacks and drinks, as well as alcohol. We store about 4,000 products at each of our sites and we fulfill all deliveries made on our app directly from our own sites using our own drivers. Our customers range in age from 20s to the elderly, with new parents and customers over 35 being our fastest growing customer groups! During the COVID-19 pandemic, customers valued Gopuff's contact-free delivery, and the ability to purchase a COVID test kit, soup and tissues all in the same order. From day-to-day to sick days, Gopuff is there for our customers in an instant.

We were founded in 2013 and are now serving customers in more than 1,000 cities in the United States, United Kingdom, France and Spain. We currently have 33 sites across the United Kingdom in London, Birmingham, Bristol, Cambridge, Cardiff, Leeds, Liverpool, Manchester, Newcastle, Nottingham and Sheffield.

### **What will be the opening hours at the Site?**

We plan to operate and fulfil customer orders made online via our app from the Site 24 hours a day. We will also operate a Click & Collect service for customers to attend the Site during normal retail hours.

### **How do customers purchase products from the Site?**

Customers order products from the Site via the Gopuff app.

When using our Click & Collect service customers will order products from the Site's inventory from our tablets at the front of the store and our team of associates will pick and pack the customer's order. Customers can also order products from the Site via the Gopuff app and collect their orders from the Site.

To minimise food waste, we have a relationship with Too Good To Go across our network of sites in the UK where we make food products reaching their expiry available to the public for purchase at a significant discount. Such orders are collected by members of the public from the Site. We are deeply dedicated to this partnership, and since September 2021, our Gopuff UK sites have donated nearly 5 tons of food, or almost 5,000 meals to Too Good To Go.

## **How do we deliver orders to customers?**

We deliver orders from our sites using our own professional drivers. We do not use companies such as Uber Eats, Just Eat or Deliveroo to deliver orders to customers.

All our deliveries from this Site will be made by our drivers operating bicycles, eBikes or electric mopeds which we provide to our drivers. Our fully electric mopeds are energy efficient and generate little to no noise and are regularly maintained by us.

We have a dedicated area at the Site for our drivers with toilet facilities and other amenities. So, unlike most grocery and takeaway delivery operators, our drivers won't be loitering outside or in close vicinity to the Site awaiting orders and generating noise and nuisance for local residents and businesses.

Ensuring we are a responsible neighbour and minimising disruption to our community is one of our key priorities. Our neighbours are our customers and we provide training to our drivers on behaviour to avoid in or around our sites to minimise noise and disruption to the local area, including not leaving engines running outside and not loitering outside the site or nearby residential properties. We also have signage affixed at the Site to remind our drivers to be courteous when entering and exiting the Site and the wider complex. Our on-site team also provide regular reminders on this to our drivers.

## **Do we sell alcohol?**

Yes, albeit alcohol products form only a small proportion of the overall number of products stored at our sites.

We plan, subject to approval, to fulfil alcohol orders from the Site 24 hours a day.

## **How do we meet age restricted delivery legal requirements?**

The safety and wellbeing of our customers is of utmost importance to Gopuff. We take our responsibility to ensure age restricted products such as alcohol are not delivered to minors very seriously.

It's Gopuff policy to check the customer's ID for all orders containing age restricted products, even if the customer looks older than the legal age for buying those items. Customers are notified in the app before placing an order containing an age restricted product, of the requirement to present valid ID upon delivery of the order, and are sent further reminders ahead of delivery. We only accept the following types of IDs from customers: Passport; European Union photocard driving license; Photographic identity card bearing the national Proof of Age Standards Scheme (PASS) hologram; and National identity card issued by a European Union member state (other than the United Kingdom), Norway, Iceland, Liechtenstein or Switzerland.

When a driver picks up any order from the Site, the receipt attached to the package flags to our driver that the order contains an age restricted product. Our delivery app used by our drivers also notifies them and prompts our drivers to check the customer's ID. Where a customer is underage or unable to provide valid ID, our drivers will return the entire order to the Site and the customer is then refunded. All refused sales are logged by our drivers in our driver app and we retain records of such refusals centrally.

We provide dedicated training to all our drivers on our "*Age restricted product verification policy*" during their onboarding. This training is repeated quarterly by our drivers. We also have signage affixed at the Site to remind drivers to undertake ID checks when delivering age restricted products and our on-site team also provide them with regular reminders.

# Age Restricted Products: EduMe Training

You will learn...

What are age restricted products?

How to verify identification

Liability

Verifying using goDrive

Let's go!



Some products are age restricted due to UK laws e.g. alcohol, tobacco, sex toys.

Keep going 👍





# Age Restricted Products: EduMe Training

## Sale of Restricted Products

In the UK it is illegal to sell any age restricted product to individuals that are **under the age of 18**.

We must check identification to verify a customer's age before handing over any age restricted goods.

OK 😊



## Let's review what we know so far!

Age Restricted Products

Take the quiz 🍷

Learner then goes on to 'take the quiz' & is asked 2 questions at this point:

Choose the correct answer



QUESTION 1 OF 2

In the UK, what age do you need to be over to legally buy restricted products?

☐ 15

☐ 21

☐ 18

Choose the correct answer



What product(s) would you need to ask for ID for here?

☐ Nappies

☐ Tobacco

☐ Alcohol

☐ Steaks

# Age Restricted Products: EduMe Training



Valid forms of identification include:

A valid passport

A valid European Union photocard driving licence

A valid photographic identity card bearing the national Proof of Age Standard Scheme (PASS) hologram.

## Checking ID

- When a customer comes to the door, ask them to show the front of their ID but DO NOT take the ID from them
- Check the front of the ID at a safe distance
- Check the date of birth indicates the person is 18 or over
- Check the photo is a true likeness of the customer & hologram is present and genuine
- If there are any doubts, or there is reason to suspect the document is forged or borrowed, the sale or service of age restricted products must be refused.

## Denying Handover

- ID is invalid or fake
- ID is expired
- Customer is underage
- Customer is intoxicated


# Age Restricted Products: EduMe Training

## Delivery Partner Liability

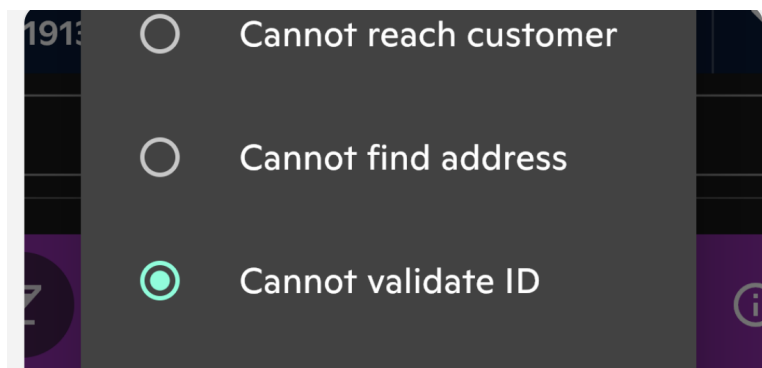
Delivery partners can be personally liable if they do not verify the customer's age at the point of handover.

The **\*\*maximum\*\*** fine for handing over age restricted products to someone underage is £5000.

The delivery partner, store manager and company could be liable for a fine in these circumstances.



The screenshot shows a purple header bar with a cocktail glass icon on the left, the text 'Age-Restricted' in the center, and an information icon on the right. Below the header is a dark grey box with a blue border. Inside this box, on the left, is a blue checkmark icon. To its right, the text 'Age Verification' is displayed in white. Below this, in smaller white text, it says 'I verify that I checked the customer's ID and that they are over the age of 18.' Below the dark grey box, there is a white text area with the following instructions: 'If the ID is verified, tick the **Age Verification** tick box in the goDrive app. Note you can only mark the order as completed once the Age Verification box is checked.'




The screenshot shows a dark grey menu with three options, each preceded by a radio button. The first option is 'Cannot reach customer' with an unselected radio button. The second option is 'Cannot find address' with an unselected radio button. The third option is 'Cannot validate ID' with a selected radio button (indicated by a green dot in the center). Below the menu, there is a white text area with the following instructions: 'If you CANNOT verify the customer's ID or have to refuse the sale for another reason press **Having Trouble** and select **Cannot validate ID**'.

# Age Restricted Products: EduMe Training

There is then a final quiz to cover more of the material:


Choose the correct answer



What type of ID card(s) can we NOT accept from this list?

- ☐ National Insurance Card
- ☐ Valid Passport
- ☐ Bank Card
- ☐ PASS card

Choose the correct answer




QUESTION 2 OF 4

Will it let you complete an order if you have not verified the customer's ID?

- ☐ Yes
- ☐ No


Choose the correct answer



Which Date of Birth would you have to reject the sale of alcohol to?

- ☐ 10/10/2006
- ☐ 04/11/1993
- ☐ 03/05/1995
- ☐ 06/09/1972

Choose the correct answer



☐ The Store Manager

☐ The Delivery Partner

☐ The customer

☐ The Operations Associate who packed the order

☐ Gopuff

\*Who can be held liable for selling of age restricted products.

# Safety : EduMe Training

You will learn...

How to keep safe on the roads

How to prevent incidents

How to report accidents

Insurance information

Safety & respect towards neighbours & the community

Let's go!

## Practice Safe Driving Techniques

Monitor blind spots, travel at safe speeds and reduce speed in work zones, keep up with regular vehicle maintenance, adjust driving techniques in bad weather, load cargo safely, and reduce speeds on curves to prevent your vehicle and cargo from tipping over.

## Be aware of your Surroundings

- Familiarise yourself with your delivery zone and routes e.g. what streets or shortcuts might be better avoided.
- Park near to the delivery address to avoid walking alone in areas.
- Take note of any vehicles that may be following you.
- Only deliver to valid addresses e.g. we cannot deliver to parks or street side.

## Physical Exertion

- Be sure not to carry loads that are too heavy on your back (bike)
- When using a cargo trailer be aware that the back of your bike may be heavier (bike/moped)\_
- Be careful when handing over heavier bags to customers or moving the cargo trailer




# Safety : EduMe Training

## Dress Appropriately

- Using lights, fluorescent strips and bright clothing will make you stand out more on the roads
- Wear a helmet - this will help prevent serious injury **(bike/moped)**
- Dress for the weather \_e.g. waterproofs for rain/snow and lighter clothes and sunscreen for sun. It is as important to protect yourself from sunburn and cold/flu as it is from falls. **(bike/moped)**

They are then asked a short quiz:

Choose the correct answer(s)



QUESTION 1 OF 3


What is this cyclist doing that is not safe?

☐ Using a phone and loosely holding handlebar on other side

☐ Wearing a tshirt

☐ Wearing sunglasses

Choose the correct answer(s)



QUESTION 2 OF 3


What should you be aware of in this situation?

☐ The roads might be icy

☐ Wearing warm clothing

☐ It's dark

Choose the correct answer(s)



QUESTION 3 OF 3

What is the main hazard here?

☐ The person in the red jacket crossing the road without looking

☐ The weather

☐ The road markings

Answers: A, ALL , A

# Safety : EduMe Training

## Preventing Incidents

- You can prevent incidents by being aware of other drivers/ cyclists on the road.
- Check your bike/moped before use \_e.g. check tyre pressure, handlebar alignment, gear changes, lights\_
- Check over your car before use and ensure ample petrol levels
- Do refresher safety training every 3 months

## Reporting Accidents

**\*\*We try to keep you as safe as possible while at work but accidents can happen!\*\***

- If an accident happens on the road, pull over to the side of the road & contact your MFC **\*\*when it is safe to do so\*\***.
- Note the vehicles, registration numbers and any passengers, as well as the incident scene.
- Never admit liability at the scene.

## Insurance

- Please share the name of our insurance company and policy number with anyone who asks at the scene of the accident. (The Store Manager of the MFC can provide this).\_(bike and moped only)\_
- **\*\*Zego\*\*** is the name of the company that provides our insurance \_(bike and moped only)\_
- Drivers must have an H&R insurance policy that runs alongside their SD&P policy \_(independent contracted drivers only)\_

## Our Neighbours are our Customers

**\*\*Please avoid:\*\***

- shouting/ loud conversations outside the MFC - particularly early morning and late at night.
- using horns
- leaving engines running outside
- loud music when coming and going from the MFC
- loitering outside the MFC or nearby residential properties


# Safety : EduMe Training

## While you're Waiting

- If your MFC has a driver waiting room you must wait in there rather than outside the premises or in your vehicle.
- Please park your vehicle responsibly as to not upset any nearby residents. \_e.g. do not park over double spaces, mopeds parked on pavements or bikes overflowing into pedestrian areas\_

## Quiz:

Choose the correct answer



What should you take pictures of at the scene of an accident (if possible)?

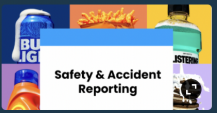
☐ Vehicle(s) involved

☐ Passengers

☐ Location of the incident

☐ Vehicle(s) Registration Number

Choose the correct answer



QUESTION 2 OF 3

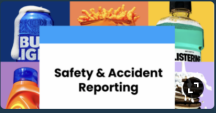
What should you never admit to at the scene of an accident?

☐ Liability

☐ Your Age

☐ Your Name

Choose the correct answer



QUESTION 3 OF 3

When will you get safety refresher training?

☐ Every 3 months

☐ Never

☐ Every year

**Answers: All, A, A**

**WE'RE  
SUPER-FAST,  
NOT NOISY.**

**Please be respectful of  
our neighbours. Leave and  
enter the site quietly.**

**Thank you.**

**gopuff**

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