

TOP TIPS

- Check your insurance policy covers your vehicle for delivery activity.
- Stay alert during deliveries to ensure you are not being followed.
- Lock, Chain and Cover your motorbike or bicycle to deter thieves.
- Register your bicycle with BikeRegister and mark parts to make them identifiable.
- If you use a car or van ensure it is locked and alarmed during deliveries.
- Take your vehicle keys and mobile phone with you when you leave your vehicle.
- Always report crimes to the police



Technology has facilitated the growth of the food delivery sector. However, in parallel, there has been a growth in moped theft and moped-enabled crime, with food delivery couriers becoming a particular target.

Not only can a stolen motorbike have a devastating impact on a courier's livelihood, that vehicle is then often used to commit other offences.

There are understandably feelings of vulnerability among couriers. Talk to the company you deliver for to see if they offer any additional safety measures such as welfare checks or GPS tracking through an app or control room.



Check your vehicle is properly insured.

All motor vehicles need to be covered with insurance, but you need a tailored policy that reflects the unique needs of your business and protects against the associated risks. After all, you don't want to be left out of pocket should anything happen to your vehicle.

Stay Alert



If you spot a suspicious vehicle following you, keep moving, and call the police when it is safe to do so.

Ensure your mobile phone is fully charged, in case you need it in an emergency. Take your mobile phone with you when you leave your vehicle.

Agree a daily delivery plan with employers or, if an independent contractor, with a family member and check in with them regularly. If possible, when out delivering consider using alternative routes rather than always going the same way.

Dealing with abusive customers

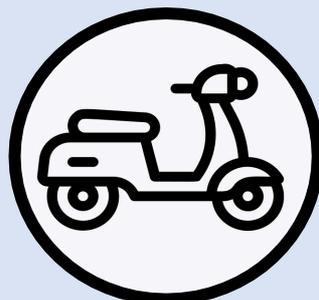


If you suffer from verbal or physical abuse from customers ensure you report it to the company you deliver for. Depending on the circumstances steps could include, for example, permanently disabling a customer's account.

Reports of abuse should be taken seriously and you should be encouraged to report incidents to the police. Incidents of violence, threats and discriminatory behaviour should be investigated and offenders dealt with.

You should not be pressurised into delivering any order if you feel unable to do so for any reason and safety should be a priority.

Lock, Chain, Cover



Reduce the risk of becoming a victim by taking steps to layer your security.

Lock

Use a disc lock to help secure the front brake disc, or a grip lock to secure the brake and throttle controls. You could also use a D-Lock on the front wheel to make it harder to wheel away.



Chain

Thieves often steal a bike by breaking the steering lock and wheeling it away. Use a chain lock through the back wheel (the front wheel can be removed).

Secure your bike, with the lock taut to an immovable object such as a ground anchor or street furniture. This will stop thieves from cutting a lock trailing on the ground using an angle grinder. If this isn't possible, thread the chain through your bike frame and back wheel.

Cover

Thieves often 'shop' for particular bike models. Using a cover makes it less attractive to them. A cover also provides another time-consuming obstacle for the thief.

Unfortunately, security measures cannot guarantee your bike will not be stolen but, by using multiple security measures, you can make it harder and less attractive for thieves.

Remove the keys



Thieves are often opportunists and so they will look for bikes or vehicles that are quick and easy to steal first.

Always use the steering lock and remove the ignition key, even if you are close by, or only away for a few minutes. It only takes a few seconds for a thief, so don't make it easy for them. Do not make a delivery and leave your engine running.

Never rely solely on your steering lock to secure your bike as thieves can break the steering lock and simply wheel the bike away.

Bike Storage



When at home the best place to store your bike is in a garage or shed.

Fit a garage door defender, or upgrade garage door locks.

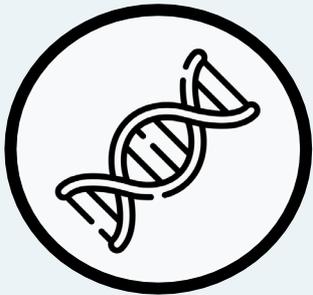
Garage and shed alarms as well as low level dusk to dawn lighting will also enhance security. Fitting a ground anchor provides extra security.

Motorcycle lockers are also available to store your bike at home.



If you do not have a garage or shed, park in the safest place you can. Park in an area near to your home that is overlooked and with good lighting.

When parking your bike in car parks, look for a ParkMark approved car park, which has a higher level of security than other car parks.



Property Marking

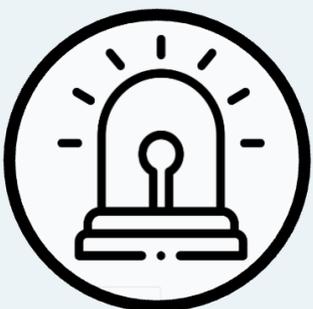
Marking as many parts of the bike as possible will make it more difficult for criminals to sell parts on, and therefore less attractive to steal. It will also help police identify parts and return recovered stolen bikes.



Fitting an alarm

Fitting an alarm can be a deterrent to theft. Consider an alarm system with tracking, immobilisation, anti-grab and movement sensors, which can help protect and trace your vehicle.

A good quality, professionally fitted alarm system will not only put thieves off, but could also reduce your insurance premiums.



Always Report Crime to the Police

Always report crime to police. This allows police to capture the data and understand the full scale of the crime, which in turn informs their resources and tactics to tackle it.

When a crime is taking place, dial 999 in an emergency. You can also report to the Police on 101 or alternatively, you can report online at: www.police.uk

Police recommended security products can be found at: www.securedbydesign.com

