



Health and Safety Policy for Food Delivery Driver

A. Uniform

Instafood requires that you wear the Instafood uniform whilst conducting Delivery Orders. The uniform is made up of the following items:

- 1) Instafood trucker cap.
- 2) Instafood lanyard and name tag; and
- 3) Instafood high visibility vest.

The three items above are required because your work as a Delivery Driver involves approaching Customers and Food Vendors.

From the Customer's perspective, you will be approaching their property/personal space and it is important that you are identified as a representative from Instafood.

From the Vendor's perspective, there will be other Delivery Drivers and dine-in Customers at their venue. To expedite pick up, it is important that you are identified as a representative from Instafood. It is also important that you are correctly identified as an Instafood driver to avoid the order being given to a different driver.

B. Tools of the Trade

Instafood requires you to use the Instafood tools of the trade whilst conducting Delivery Orders. The tools of the trade are as follows

- 1) Instafood Insulated Food Delivery Bag
- 2) Instafood Car Magnet if you are using a car

The above items are required because your work as a Delivery Driver involves approaching Customers and Food Vendors.

From the Customer's perspective, ease of identification is important from a Health and Safety point of view. We do not want to raise any alarms or suspicions if your vehicle enters their property.

From the Vendor's perspective, ease of identification is important from an efficiency point of view. The expectation is that as soon as the Vendor sees your vehicle arrive, they would rush to check up on your Delivery Order and have it ready by the time you walk in.

The insulated food bag also keeps the food warm by the time it reaches the Customer. We insist that you use the Instafood Insulated Food Delivery Bag because we are assured of the bag's material composition and its insulating properties. We are not familiar nor are we

comfortable if you use other insulated food delivery bags. This is a health and safety requirement to ensure that the food remains at a safe temperature for consumption.

C. “Selfies”

Instafood requires that you take a “selfie” before you start every shift. This is important for us for three reasons as listed below.

- 1) It allows us to know that you are in a good state of mind, ie not intoxicated.
- 2) It allows us to know that you are wearing the full uniform and using the Tools of the trade.
- 3) It acts as a security clearance. This provides extra assurance to us that you are indeed the Delivery Driver starting your shift and not someone else using your account. This is Health and Safety risk because all Delivery Drivers who will be entering a Customer's address/personal space needs to be vetted.

A correctly taken selfie would show that you are wearing the full uniform and it shows your vehicle clearly displays the Instafood logo. Make sure the photo clearly shows your face, uniform, and tools of the trade.

Failure to do this may result in Instafood not activating your shift.

D. WOF/Vehicle Registration/Driver Licence

As you are a Contractor, it is entirely your responsibility to arrange and sort your own WOF/Vehicle Registration and Drivers Licence.

By accepting any shifts with Instafood, you agree and accept that you will arrange and maintain a current WOF, vehicle registration and New Zealand driver licence.

E. Insurance Policy

As you are a Contractor, it is entirely your responsibility to arrange and sort your own Insurance Policy.

The insurance coverage should contain

- 1) professional and public liability
- 2) indemnity insurance

It is also your responsibility to arrange insurance for the vehicle used for carrying out Delivery Orders. At a minimum, this should cover third party damage.

By accepting any shifts with Instafood, you agree and accept that you have an Insurance Policy that is current and sufficient. This is done at your sole cost and expense.

You agree that you will produce Instafood with a copy of this insurance policy upon request.

Failure to produce a copy is strictly at your own risk.

F. Customer Confidentiality

As a Delivery Driver, you may have access to Customers' personal information (home address, phone number, home setting, dress attire, personal conversation, etc). This information is only to be used for the purpose of completing Delivery Orders.

It is important that you do not record, take any photos, share or mention any of this information that you have access to.

You agree that you will respect customer confidentiality and keep this information private.