

**NS** the voice of  
local media



# Delivering Newspapers Safely

*A Guide for Newsagents,  
Publishers and Deliverers*



**NFRN**

\*Representing Leading News & Convenience Retailers



# BOLMOOR made in uk Industries Ltd

**Bolmoor Industries** are UK market leaders in the manufacture of newspaper delivery bags and are also specialists in supplying bags to the courier, record and promotional industries. We take pride in providing our customers with high quality products at competitive prices and in meeting agreed customer deadlines.

**Bolmoor Industries** manufactures and distributes a diverse range of high quality products that are sold in local, national and international markets. We can supply to existing customer specifications and work with our customers to develop and manufacture customised products that meet their precise requirements.

Our mission is to expand and continually improve to manufacture the best quality products both in the domestic and international markets that result in customer and employee satisfaction.

To continue to provide the best possible employment and training opportunities for the supported and unsupported people we employ, always encouraging them to achieve their maximum potential.

## News Bags

Newspaper Delivery Bags, Trolley Bags, School Book Bags, Sports Bags, Storage Bags, Documents Bags, Promotional Bags... And any other kind of bags you can think of!

**Bolmoor Industries** are the U.K. market leaders in the manufacture of newspaper delivery bags as well as being specialists in supplying bags to the courier, record and oil industries.

Our extensive experience allows us to manufacture almost any kind of sewn bag in a wide variety of sizes, shapes and colours. We can make to precise customer specifications or work with you to develop and manufacture customised products that meet your exact needs.

To ensure your company name gets noticed we can customise products to your requirements using our in-house, professional screen-printing service to print your company logo or message. As an added safety and promotional feature, we can also apply designs using high visibility, reflective inks or retro-reflective panels.

To complement our range of bags we can also provide matching armbands, bibs and waistcoats.

## Workwear

**Tabards, Waistcoats, Overalls, Coveralls, Aprons, Trousers, Tunics, Jackets, Blouses, Skirts, T-shirts, Caps, Hats and Armbands.**

**Bolmoor Industries** manufactures and supplies a wide range of garments designed to worn in the workplace. From high visibility waistcoats and bibs, protective tabards, shop tabards and overalls, to stylish custom designed workwear including tunics and trousers. All our ranges are offered in a wide variety of fabrics and colours, or we are able to work to customers supplied designs if requested.

To personalise any garment we are able to apply your company logo or other message using techniques such as embroidery and screen-printing. As a distinctive safety and promotional feature we can also apply designs to any type of garment using high visibility reflective inks or reflective panels.

## Trolley Bags

**A wide variety of high capacity Trolley Bags**

Alongside the shoulder news bags we also produce an extensive range of trolley mounted news bags. These high capacity bags are made to the same high standards as our other news bag products and are designed to fit onto a wide range of trolleys.

We are able to manufacture the trolley bags to your own specification and by using screen-printing, customise the bag to portray your message or logo. For additional safety the bags can be fitted with reflective elements such as straps and panels.



## DELIVERING NEWSPAPERS SAFELY

### A GUIDE FOR NEWSAGENTS / PUBLISHERS AND DELIVERERS

Welcome to this guide which has been produced by the Newspaper Society in partnership with the National Federation of Retail Newsagents.

The purpose of the guide is to provide information and advice on the safe delivery of newspapers, together with the various leaflets that may often accompany them.

The guide has been designed to provide this information and advice to all those involved in this very important process – whether you are a publisher of a newspaper using deliverers, the contractor, newsagent or deliverer, whether an adult or child, or the parent / guardian of a child deliverer.

A number of organisations have an interest in the process involved in the delivery of newspapers for various reasons, such as local authorities, the Health & Safety Executive, the police, insurance companies, cycling training organisations and Road Safety Officers to name a few.

Whilst all these organisations are performing different roles – from ensuring newsagents and publishers comply within the laws involving employment of children to ensuring the completion of risk assessments and providing guidance on using equipment, they all have one aim – to ensure the safe delivery of a newspaper without the risks to the individuals and organisations involved. This also leads to greater efficiency, professionalism and reduced costs.

It is for this reason, that in producing this guide, we have sought and taken into account the views of many organisations to whom we are very grateful, including the following on the next page:-

- Archant
- Association of British Insurers
- Cycling England
- CTC the National Cyclists' Organisation
- Essex County Council Child Employment
- Express & Star Ltd
- Health & Safety Executive
- Kent Messenger Group
- Local Government Regulation (formerly LACORS)
- Road Safety GB (formerly Road Safety Officers Association)
- ROSPA (The Royal Society for the Prevention of Accidents)
- Spelthorne Borough Council Environmental Health
- Surrey County Council Child Employment
- Surrey Police
- Trinity Mirror
- Wiltshire Council, Department for Transport Road Safety Unit

We are also grateful to the organisations who have provided their endorsement to this guide.

The guide, which follows an "A-Z" basis, is presented in three parts – Recruitment, Induction and Safety. Each of the three parts is then divided into two sections – one being for the publisher or agent and the other for the deliverer (or parent / guardian).

This makes it easier to follow through the various headings within the sections, according to your role.

Useful examples of documents and forms referred to in the sections can be found at the back of this guide, together with a list of organisations and their contact details who can provide further advice on specific issues if further guidance is required.

A DVD titled "Delivering Newspapers Safely" will be also available to provide a more visual view on safe delivery.

### Good luck with those deliveries and keep them safe.

'to ensure the safe delivery of a newspaper without the risks to the individuals and organisations involved.'

## INTRODUCTION TO PART 1 – RECRUITMENT – WHAT YOU SHOULD KNOW

---

This first part to the guide provides information on everything you need to know before you engage the services of a deliverer if you are the publisher or newsagent. It covers such items as contracts, equipment, junior deliverers, employment permits and risk assessments.

For the deliverer (or their parent / guardian) this part of the guide provides information on what you should expect and need to know as a deliverer before commencing the work. Such things as bikes, bundle weights, employment permits and hours are included.

## AGENTS / PUBLISHERS – RECRUITMENT - WHAT YOU SHOULD KNOW

### Age

Minimum age for home deliverers is 13 years old, subject to approval by your local authority. Please refer to the local authority child employment officer for further information. There is no maximum age limit.

**For further details see "Junior Deliverers" section**

### Alarms

Personal protection is essential, especially in inner city areas. Personal alarms can be an additional safety measure, provided to help reassure and protect home deliverers.

**For further details see "Risk Assessment" section under heading "Induction"**

### Armbands

Fluorescent / reflective armbands are essential to help a person to be seen during the day and at night. They are a cheap and effective safety tool in helping to prevent accidents.

Armbands and other items of safety clothing can be used to advertise a newspaper and can be used to support effective in-house safety campaigns.

### Bags

Newsbags help deliverers to handle larger numbers of newspapers during delivery (as well as keeping them dry) and can be used to brand the newspaper. To aid safety, the bags should be reflective and have fluorescent properties.

### Bicycle

Many home deliverers use a bicycle on their delivery round. It is important therefore to ensure the bicycles meet the legal standards, are safe and that the users are aware of this and have suitable clothing and a properly fitted helmet when riding a bike. The bicycle should also be the right type that can accommodate panniers.

A

B



Bike checks should be conducted on a regular basis by a competent person and any unsafe bikes should be repaired by the deliverer before being used on the delivery round. With heavy and cumbersome bags it is not recommended to ride a bike whilst making deliveries and children should be dissuaded from doing this.

Deliverers riding bikes will be required to have knowledge of the Highway Code.

**For further details see "Bicycle" section under heading "Induction"**

**For further details see "Clothing" section under heading "Induction"**

### Bundle Weights

Deliverers / distribution agents should only carry / handle bundles they can safely lift.

It is recommended that bundle weights should not exceed 18kg, with a target of a maximum of 17Kg.

A risk assessment must be carried out (see "Risk Assessment" section under heading "Induction") to ascertain what bundle weight deliverers / distribution agents can safely carry (see "Trolleys" section under heading "Additional Information").

Junior deliverers must be given additional consideration under risk assessments, as well as pregnant and older workers or workers with disabilities.

If a deliverer is cycling carrying bundles of newspapers, the weights of the bundles must be limited to ensure the bike can be ridden steadily and safely.

### Car

Some deliverers may wish to use a car or van enabling a greater area to be covered while delivering and at the same time carry a quantity of newspapers. The vehicle should be checked on a regular basis for road worthiness and confirmation should be provided that the vehicle is adequately insured for business use, is taxed and is covered by an MOT certificate if appropriate.

### Clothing

Suitable high visibility conspicuous protected clothing should be worn at all times whilst carrying out deliveries and particular attention should be made to having the appropriate clothing when riding a bicycle in bad or extreme weather conditions.

### Contracts

Where a newspaper deliverer carries out work, generally there should be a written agreement between the deliverer and newsagent / publisher (either a contract of employment or a contract for services).

The employment status of the deliverer, for example whether they are an employee, worker or self employed will determine their employment rights.

The written agreement will be the main source of contractual obligations.

Where they are regarded as an employee they must be provided with a written agreement setting out the main terms of their employment within two months of starting work.

For junior deliverers, the parent or guardian is required to sign the agreement on their behalf.

### Delivery Times

Delivery times should be specified to the home deliverer. Customers may prefer the newspaper to be delivered regularly at a specific time.

### Equipment

Agents and publishers must ensure that equipment supplied to deliverers is suitable, safe and capable of use without risk to health & safety.

### Holidays

A full time adult worker and young workers aged 16-18 are entitled to 28 days holiday (5.6 weeks) per annum.

13-14 year old deliverers are entitled to 2 consecutive weeks' unpaid holiday during the school holidays.

15 year olds may be entitled to 5.6 weeks' paid holiday under the Working Time Regulations or 2 weeks' unpaid holiday under The Children and Young Persons Act, depending on whether they are of "compulsory school age".

### Hours

Details of the hours to be worked by the deliverer should be provided in the contract and also to the local authority for the work permit. For junior deliverers attention should be paid to the hours of work permitted under the Children (Protection at Work) Regulations 1998 / 2000 in respect of those under the minimum school leaving age

**For further details see under "Junior Deliverers" section**

### Insurance

It is a legal requirement to have employer's liability insurance in place and it is recommended that home deliverers have insurance cover in respect of their personal safety and possessions.

### Junior Deliverers

The Children (Protection at Work) Regulations 1998 / 2000 regulates the type and amount of work that can be carried out by a child under the minimum school leaving age (MSLA).

Currently, if a child has reached their sixteenth birthday they will have met the minimum school leaving age. The minimum school leaving age is due to change to 17 in 2013 and 18 in 2015.

The minimum age for delivering newspapers, journals and other printed material is 13 years of age, subject to approval by the local authority.

No child under MSLA may be employed before 7am or after 7pm on any day or for more than 2 hours on any school day or Sunday.

**The above regulations put in place the following limits:-**

- Term time
  - Two hours weekdays made up of:
    - One hour between 7am and 8.30am plus one hour after school before 7pm, or
    - Two hours after school but before 7pm
  - Five hours on Saturdays (eight hours if the child is aged 15 or over)
  - Two hours on Sunday
- School Holidays
  - Five hours on weekdays / Saturday (eight hours if the child is aged 15 or over)
  - Two hours on Sundays
  - 25 hours weekly limit (35 if the child is aged 15 or over)
  - Two weeks from work in the summer holiday (unpaid)

Local authority bye-laws may place further restrictions on the hours and conditions for work and the nature of employment permitted.

**See also "Working Time Regulations" section**

## Legal

The written agreement drawn up with the deliverer to deliver newspapers should be drawn up in a legally binding contract. A job description should also be provided with this document

## Misconduct

The rules regarding disciplinary action that can be taken will depend on the employment status of the newspaper deliverer. If they are regarded as an employee you should deal with acts of misconduct through your disciplinary procedures or the ACAS Code of Practice on discipline and grievance procedures.

## National Minimum Wage

All deliverers above the school leaving age are required to be paid the National Minimum Wage at the correct rate, or above. Newsagents / Publishers should be paying children a realistic remuneration for the work.

## Risk Assessment

A risk assessment must be carried out for all deliverers. In the case of junior deliverers the details of the risk assessment and any control measures required / introduced should be shown to the parents / guardian.

**For further details see "Risk Assessment" section under heading "Induction".**

## Trolleys

Where necessary, trolleys should be provided to carry newspapers and this is particularly important for the delivery of large and free newspapers together with their associated leaflets or inserts.

## Useful Contacts

For further details see "Additional Information" section at the end of this booklet.

## Vulnerable Groups

With the exception of sole traders, the Safeguarding of Vulnerable Groups Act 2006 requires that any individual who's job involves "regulated activity" with children specifically, teaching, training instructing or supervising done "frequently" (defined as once a week or more often) will have to register with the Independent Safeguarding Authority (ISA), the body responsible for vetting individuals to ensure that they are suitable to work with children (or vulnerable groups).

It is a criminal offence to knowingly employ someone (including volunteers) who is barred from working with children (or vulnerable adults).

It is also a criminal offence to fail to report to the ISA someone who may be harmful to children.

## Work Permits (also known as Employment Permits)

Any child employed under the minimum school leaving age requires a work permit.

For full details refer to local authority byelaws.

Within one week of employment of a child, the employer must apply to the local authority where the employment is to take place for an application form for a work permit. The following information will also need to be sent to the relevant local authority (usually the education office):-

- Employers / contract holders name and address
- Name, address and date of birth of child
- Hours and days on which the child is to work and the location and tasks involved
- Statement of both the child's fitness to work and of the approval of the child's Parent (guardian etc) for the child to undertake the work
- Details of the school where the child is a registered pupil
- Statement to the effect that an appropriate risk assessment (see section on "Risk Assessment") has been carried out by the employer / contract holder

The child will then be issued with a work permit if the local authority is satisfied that the:-

- Proposed work is lawful
- Child's health, welfare or ability to take full advantage of his / her education would not be jeopardized
- Child is fit to undertake the work

A local authority may require a child to have a medical examination before issuing a work permit.

The permit will state the name, address and date of birth of the child and indicate the hours and days on which the child will work, together with the type and location of the work to be undertaken.

A child may only undertake work in accordance with the details shown on the permit.

It should be noted that a child should produce their permit for inspection when required to do so by an authorized officer or police officer. The child should be aware to ask for either officer's ID.

## Working Time Regulations

The Working Time Regulations 1998 provide the details of entitlements to rest breaks for both adults and young workers.

Adults are entitled to a 20 minute break after 6 hours of work.

Young workers (not over 18 but over school leaving age) are entitled to a 30 minute rest break after 4.5 hours.

Children of compulsory school age must have a one hour continuous break after a four hour shift.

Adults must not work more than 48 hours per week unless they agree otherwise in writing.

## DELIVERERS – RECRUITMENT - WHAT YOU SHOULD KNOW

### Age

The minimum age to be a newspaper deliverer is 13 subject to the local authority's approval. There is no maximum age limit.

### Alarms

Personnel protection is essential, especially in inner city areas. Personal alarms can be an additional safety measure provided to reassure and protect a home deliverer.

### Armbands

Fluorescent / reflective armbands should be worn at all times to help the deliverer be seen during the day and at night and therefore prevent accidents.

### Bags

Newsbags provided help deliverers handle larger numbers of newspapers during delivery.

### Bicycle

If a deliverer is required to use their bicycle on their delivery round it is essential the bicycle meets the legal standards, is safe and is maintained and checked regularly. Suitable clothing (according to the weather conditions) and a properly fitting helmet should be used whilst riding the bicycle. The right type of bike should be used that will accommodate panniers.

Any unsafe bicycles must be repaired before being used.

With heavy and cumbersome bags it is not recommended to ride the bicycle whilst actually carrying out the deliveries.

Deliverers will be required to have knowledge of the Highway Code.

**For further details see "Bicycle" section under heading "Induction"**

## Bundle Weights

Deliverers / distribution agents should only carry / handle bundles they can safely lift.

A risk assessment will be carried out to ascertain what can be safely carried. For junior deliverers, those that are pregnant and older deliverers or those with disabilities, additional consideration will be made under the assessments.

If a deliverer is cycling carrying bundles of newspapers, the weights of the bundles will be limited to ensure the bicycle can be ridden steadily and safely.

**For further details see "Risk Assessment" section under heading "Induction"**

## Car

Deliverers who may wish to use a car or van to enable a greater area to be covered whilst delivering the newspapers will need to have their vehicle checked on a regular basis for road worthiness. The vehicle will need to be insured for business use and confirmation of this, together with evidence that it is taxed and is covered by a MOT certificate if appropriate, may be required to be produced.

## Clothing

Suitable high visibility conspicuous protected clothing will be required to be worn at all times whilst carrying out deliveries and particular attention should be made to having the appropriate clothing when riding a bicycle in bad weather conditions.

## Contract

A written agreement should exist between the newsagent / publisher and the deliverer.

For junior deliverers, the parent or guardian is required to sign the agreement on their behalf.

## Delivery Times

Delivery times will be provided to the deliverer by the agent / publisher. Customers may require the newspaper to be delivered regularly at a specific time.

## Equipment

Deliverers will normally be supplied with the necessary equipment to undertake the work (except bicycles).

## Holidays

A full time adult deliverer with worker status and young workers aged 16-18 are entitled to 28 days holiday (5.6 weeks) per annum.

13-14 year olds are entitled to 2 consecutive weeks' unpaid holiday during the school holidays.

15 year olds may be entitled to 5.6 weeks' paid holiday, pro rata according to the hours worked, under the Working Time Regulations or 2 weeks' unpaid holiday under the Children and Young Persons Act depending on whether they are of "compulsory school age."

## Hours

Details of the hours to be worked by the deliverer will be provided in the agreement / contract with the newsagent / publisher.

For junior deliverers there are certain restrictions on the times and hours of work (school term time / school holidays) under The Children (Protection at Work) Regulations 1998 / 2000.

**For further details see under "Junior Deliverers" section**

## Insurance

It is recommended that personal belongings (including a bicycle) are insured against loss / theft or damage.

If a car is being used to deliver newspapers, this must be insured for business use.

## Junior Deliverers

The Children (Protection at Work) Regulations 1998 / 2000 regulates the type and amount of work that can be carried out by a child under the minimum school leaving age (MSLA).

Currently, if a child has reached their sixteenth birthday they will have met the minimum school leaving age. The minimum school leaving age is due to change to 17 in 2013 and 18 in 2015.

The minimum age for delivering newspapers, journals and other printed material is 13 years of age, subject to approval by the local authority.

No child under MSLA may be employed before 7am or after 7pm on any day or for more than 2 hours on any school day or Sunday.

The above regulations put in place the following limits:-

- Term time
  - Two hours weekdays made up of:
    - One hour between 7am and 8.30am plus one hour after school before 7pm, or
    - Two hours after school but before 7pm
  - Five hours on Saturdays (eight hours if the child is aged 15 or over)
  - Two hours on Sunday
- School Holidays
  - Five hours on weekdays / Saturday (eight hours if the child is aged 15 or over)
  - Two hours on Sundays
  - 25 hours weekly limit (35 if the child is aged 15 or over)
  - Two weeks from work in the summer holiday (unpaid)

Local authority bye-laws may place further restrictions on the hours and conditions for work and the nature of employment permitted.

**See also "Working Time Regulations" section**

## Misconduct

Dependent upon the type of contract / agreement with the newsagent / publisher, any acts of misconduct should be dealt with through the disciplinary procedures in place or the ACAS Code of Practice on discipline and grievance procedures.

## National Minimum Wage

All deliverers above the school leaving age will be paid the National Minimum Wage or above.

## Risk Assessment

A risk assessment will be carried out for all deliverers prior to commencing work and may be carried out periodically thereafter as required.

## Trolleys

Trolleys may be provided where necessary to carry newspapers.

Work Permits (also known as "Employment Permits")

Any deliverer under the school leaving age will require a work permit from the local authority and this will be applied for by the agent / publisher.

The permit will need to include indication of the child's fitness to work and approval of the child's parent / guardian for the child to undertake the work.

# INTRODUCTION TO PART 2 – INDUCTION – WHAT YOU SHOULD KNOW

This second part provides the publishers and newsagents the information that they should know to provide to the deliverer during their induction.

The induction process is very important as it provides the opportunity to have everything in place for the deliverer at the start – from information, guidance and advice to equipment. That way it helps avoid the issue of “risks” and any bad habits.

It also helps to ensure that the publisher or newsagent is complying with the necessary legal requirements.

For the deliver (or their parent / guardian), the induction is very important. The deliverer must know how to act in a safe manner with the minimum risk, which might include cycling for example. Prevention of accidents, use of equipment, delivery routes, lifting and carrying, risk assessments – these are some of the points that you should expect to be included in the induction.

## AGENTS / PUBLISHERS – INDUCTION – WHAT YOU SHOULD KNOW AND DO

### Accidents

During induction guidance should be given on what to do in the event of an accident.

Deliverers should be informed of the purpose of the accident book and where it is kept.

In the event of a reportable accident involving a child the incident should be reported to the local authority child employment officer.

Advise deliverers to avoid accidents by:-

- Not sliding fingers along edges of newspaper / magazine bundles
- Being aware of binding strip springing open when cutting bundles open
- Using scissors to open bundles but not taking them on rounds.
- Being aware of the contents of the highway code
- Using a safe and roadworthy bicycle
- Using a safe route and avoiding shortcuts
- Being aware of dogs on the premises, highly sprung letterboxes and gates
- Wearing high visibility clothing at all times
- Only carrying manageable loads

**For additional information see section under heading “Risk Assessments”**

### Alarms

Where deliverers have been provided with an alarm as an additional safety measure, they should be advised of the importance of carrying the alarm and how and when to use it.

### Animals

The induction should include what to do when encountering animals at premises.

### Armbands

Deliverers should be advised of the importance of wearing armbands.

### Bags

Explain how these should be used.

### Bicycle

If a deliverer is to use a bicycle to assist in carrying out the work then appropriate advice should be provided at the time of induction which should at least include the following:-

- Strong recommendation that Level 2 Bikeability Training should be treated as a mandatory requirement
- Recommendation of cycle training to level 3 of the National Standards in Cycle Training – for further information on these Standards refer to section on “useful contacts and further information” towards the end of this guide.
- Understanding of the Highway Code (there is a separate Highway Code for children)
- Requirement for lights and reflectors to be kept in good working order
- Use of lights in poor weather and / or light when visibility is reduced
- Correctly inflated tyres maintained in good condition
- Correctly working, adjusted and lubricated gears, chain and brakes
- Wearing of a correctly fitting helmet
- Saddle and handlebars adjusted to the correct height
- Wearing of suitable high visibility clothing
- Use of cycle clips / straps to ensure parts of the clothing do not get caught in the spokes / chain
- A working bell fitted
- It is against the law to cycle on the pavement
- Use of cycle lanes / tracks / markings wherever possible
- Newspaper bags should not be worn over the shoulder whilst riding a bicycle
- The correct type of bicycle should be used that will accommodate panniers

Regular bike checks should be carried out by a competent person to include the above items and should form part of the Risk Assessment.

The Highway Code advises cyclists not to carry anything that will affect their balance or may get tangled up in their chain or wheels, therefore with heavy and cumbersome newspaper bags it is not recommended to ride a cycle whilst making deliveries.

### Bundle Weights

Deliverers should only lift / carry / handle bundles they can safely lift – if necessary bundles should be broken up.

The Royal Mail has assessed the weight which an average fit postman can carry to be 16kg and for a trainee postman 9.7kg, whether on foot or on a suitable bicycle. For a bicycle the load must be equally balanced.

A risk assessment should be carried out to ascertain what weight can be safely carried and junior deliverers will require additional consideration under the assessment.

**For further details see “Risk Assessment” Section.**



### Car

The owner / driver of the vehicle to be used should be informed that the car must be roadworthy and duly taxed and insured for business use. Additionally an MOT certificate must be in place if applicable

It is reasonable to request evidence that the above is in place.

### Cash Collection

If applicable, deliverers should be provided with clear guidelines on the procedures for any cash collections which may be required on the round.

It should be noted that in England, the Employment of Children Model bye-law prohibited the employment of any child of any age to collect money or sell or canvas door to door, except under the supervision of an adult. Most local authorities have gone further than the model bye-law and now prohibit the collection of money or canvassing even under the supervision of an adult.

### Clothing

Deliverers must be made aware during induction of the importance of wearing high visibility conspicuous protective clothing at all times and the correct type of clothing when cycling in bad weather conditions.

### Crime Prevention

Crime prevention and personal safety is very important information which should be communicated to home deliverers during induction. Simple guidance which should be communicated could include:

- Wear something bright
- Keep to the same routes
- Do not talk to strangers
- Do not accept lifts from strangers
- Do not enter houses, other premises or vehicles
- If the person continues to follow you, make for a busy area, seek a passer by or go to the nearest house and ask for help but don't enter it.
- If you are attacked, shout, scream or activate your personal alarm. Do not fight but try to escape to a well-lit area. Leave your bag as it may slow you down
- If possible contact the police
- Do not rely on a mobile phone
- Think ahead, look positive and be confident
- Avoid taking short cuts through poorly-lit areas, woods or wasteland
- Avoid using personal stereos and mp3 players whilst at work in order to hear potential hazards
- Push newspapers completely through letterboxes to avoid them being seen from the outside and indicating that the house might be empty
- Encourage deliverers to report back anything suspicious noticed on their rounds

**For further information, and to obtain leaflets, contact your local crime prevention officer.**

### Delivery Routes

The importance of following advice concerning delivery routes should be emphasized to the deliverer and avoidance of the following should be included in the advice:-

- Busy roads
- Crossing poor junctions
- Badly lit areas
- Zigzagging across roads
- Crossing railway lines
- Towpaths

**For further details see "Risk Assessment" section**

### Delivery Times

Deliverers should be informed of the times during which they are expected to deliver papers, if applicable. Customers may prefer the paper to be delivered regularly at the same time and it is important that this is understood by the deliverer as it may be regarded as an important aspect of the service.

### Emergency

Deliverers should be advised on the procedure to take if they encounter an emergency situation. The local crime prevention officer will be able to supply checklists outlining the key steps to take when confronted with an emergency situation.

### Equipment

The agent /publisher should ensure that the deliverer fully understands how to use equipment supplied to them for use in their duties and that such equipment is suitable, safe and capable of use without risk to health & safety. e.g. trolleys.

### Holidays

Deliverers should be advised of their appropriate holiday entitlement

### Hours

The deliverer should be advised of the hours of work they will be expected to work. This is particularly important for children as they will need to comply with the terms of their work permit.

### Incentives

Any incentive scheme operated by the agent / publisher should be explained to the deliverer.

Such a scheme might involve rewarding the deliverer with a cash bonus or prize for new orders gained or outstanding service.

Children are excluded from incentives linked to canvassing.

### Junior Deliverers (Regulations)

It is important that junior deliverers are made aware of the requirements under The Children (Protection at Work) Regulations 1998 / 2000 (which made amendments to the Children & Young Persons Act 1933) particularly in relation to the hours of work permitted either in term time or in school holidays.

Local authority bye- laws may place further restrictions on the hours and conditions for work undertaken.



L

### Letterbox

Deliverers should be advised to ensure the newspaper is pushed completely through the letterbox to avoid it being seen and possibly indicating that the property is unoccupied. At the same time they should be advised to exercise care with highly sprung letterboxes and dogs that may be in the vicinity.

### Lifting / Carrying

It is the responsibility of the agent / publisher to ensure that deliverers are not required to carry excessive loads beyond their capabilities to avoid injuries and training must be provided by the agent / publisher on how to lift correctly and safely.

Risk assessments should be carried out to cover this.

**For further details see "Risk Assessment" section under heading "Induction".**

### Misconduct

The deliverer should be advised of the consequences of any misconduct. Dependent on the employment status of the deliverer, misconduct or malpractice should be dealt with through the normal disciplinary procedures in place or via the ACAS Code of Practice on discipline and grievance procedures. An example of misconduct might be the "dumping" of newspapers.

### Risk Assessment

A risk assessment should be completed for each delivery round and updated when circumstances dictate. Deliverers should be asked to inform their manager or supervisor as and when a new hazard occurs on their round or there is a change to their own circumstances which might affect their ability to do the job. You should keep a record of the risk assessment.

All newsagents / publishers should carry out a risk assessment of the deliverer before they start work as part of their induction and identify anyone who might be considered at risk. For example this might include a deliverer with a disability or someone who is pregnant.

In addition, special care must be taken in the case of young workers who are likely to be at greater risk. This requirement falls under the Health & Safety at Work Act 1974 and the Management of Health & Safety at Work Regulations 1992.

The agent / publisher should therefore:-

- Assess the risks to the health & safety of young people, under 18, before they start work
- Take into account their inexperience, lack of awareness of existing or potential risks and immaturity
- Address specific factors in the risk assessment, i.e. having examined all the risks the deliverers might come across, you should then take action to remove or reduce those risks
- Provide information to the parents / guardians of children about the control measures introduced.

As a guide the following hazards or points should be covered in the risk assessment:-

- Encountering Strangers
- Personal Attack
- Accidents
- Deliverer Fails to Return
- Working in the Dark / Twilight
- Lifting & Carrying

M

R

- Road Safety & Use of Bikes
- Encountering Dangerous / Nuisance Animals
- Registered with Local Authority
- Employers Liability Certificate

To view an example risk assessment please refer to Appendix No (i) at the back of this booklet or refer either to the Newspaper Society website: [www.newspapersoc.org.uk](http://www.newspapersoc.org.uk) or the National Federation of Retail Newsagents website: [www.nfrnonline.com](http://www.nfrnonline.com)

### Road Safety

Advice on road safety should be provided to all deliverers during their induction, irrespective of whether they deliver by foot, bicycle or with the use of a car.

Publications that provide information and should be read include the "Highway Code" and the "Highway Code for Young Road Users"

Particular aspects that should be covered include:-

- Basic advice on road safety e.g. use of crossings
- Planning of rounds to avoid crossing main roads / poorly lit areas
- Provision of reflectors / florescent clothing
- Wearing of a correctly fitting cycle helmet
- Ensuring bikes safe to ride and checks to carry out
- Lights working & used when necessary
- Advice on undertaking appropriate cycle training course
- Roadworthiness of car or van if being used

**For further information see also section on "Bicycles" under heading "Induction"**

### Substitute / Stand-in

Some Publishers / Agents may allow a deliverer to provide a substitute if they fall ill or are otherwise unable to complete the work and they may also reserve the right to veto the proposed substitute. In this case the deliverer should be informed of the procedure during the induction. Any stand-in child deliverer must have a local authority issued work permit, and be risk assessed.

### Trolleys

Where necessary, trolleys should be provided to carry newspapers and this is particularly important for large newspaper rounds together with their associated leaflets and / or inserts. Guidance on their use should be provided at induction.

### Work Permits (also known as "Employment Permits")

If the deliverer is a child under the minimum school leaving age, the agent / publisher should inform them that an application will be made to the local authority for a work permit and that a risk assessment will need to be carried out as part of the process. Once issued, the child should be informed to carry the permit with them at all times whilst at work, as they may need to produce it for inspection when required to do so by an authorized officer or police officer, however they should request to see the officer's ID in all cases.

It is a legal requirement for the application for the work permit to be made by the agent / publisher

S

T

W

## Working Time Regulations

Deliverers should be advised of their entitlement to the appropriate breaks.

# DELIVERERS – INDUCTION – WHAT YOU SHOULD KNOW

## Accidents

As part of the induction a deliverer should be advised and shown how best to avoid an accident as well as what to do if an accident does occur.

In the event of a reportable accident involving a child, the incident should be reported to the local authority child employment officer

Accidents can be prevented by:-

- Not sliding fingers along edges of newspaper / magazine bundles
- Being aware of binding strip springing open when cutting bundles open
- Using scissors to open bundles but not taking them on rounds.
- Being aware of the contents of the highway code
- Using a safe and roadworthy bicycle
- Using a safe route and avoiding shortcuts
- Being aware of dogs on the premises, highly sprung letterboxes and gates
- Wearing high visibility clothing at all times
- Only carrying manageable loads

**For additional information see section under heading "Risk Assessments"**

## Alarms

Where an alarm has been provided as an additional safety measure they should be advised of the importance of carrying the alarm and how and when to use it, particularly in inner city or quiet / remote areas

## Animals

Advice should be provided to the deliverer on the best course of action if encountering an animal which may appear to be aggressive or not under proper control. It is always better to walk away slowly from an aggressive dog than to run.

## Armbands

The importance of wearing fluorescent / reflective armbands to be seen during the day and night armbands should be highlighted to the deliverer.

## Bags

Deliverers should be supplied with reflective / fluorescent bags, in order to help them with the delivery of the newspapers. The benefits of using these bags which can also include advertising should be explained to the deliverer.

## Bicycle

As a deliverer you may wish to use a bicycle to assist in carrying out the work. In this case the induction provided will ensure you are aware and can comply with the following:-

- Completion of Level 2 Bikeability Cycle training
- Undertaking of level 3 of the National Standards in Cycle Training
- Knowledge of the Highway Code (there is a separate Highway Code for children)
- Lights and reflectors kept in good working order
- Use of lights in poor weather and / or light when visibility is reduced
- Correctly inflated tyres maintained in good condition
- Correctly working, adjusted and lubricated gears, chain and brakes
- Wearing of a correctly fitting helmet. Wrongly fitted helmets can be dangerous
- Use of cycle clips / straps to ensure parts of the clothing do not get caught in the spokes / chain
- Saddle and handlebars adjusted to the correct height
- Wearing of suitable high visibility clothing
- A working bell is fitted to the bicycle
- It is against the law to cycle on the pavement
- Use of cycle lanes / tracks / markings wherever possible

Regular bike checks should be carried out by the deliverer and checks will also be made by the agent / publisher. Those carrying out the checks should be competent to do so. The bicycle used should be the correct type that will accommodate panniers.

The Highway Code advises cyclists not to carry anything that will affect their balance or may get tangled up in the chain or wheels, therefore with heavy and cumbersome newspaper bags you should be informed not to ride a cycle whilst actually carrying out the deliveries. Helmets must not be hung over the handlebars whilst actually cycling as this is dangerous.

## Bundle weights

Deliverers should be informed during their induction of the weights that they can be expected to carry / handle. This will be based upon a risk assessment which should be carried out.

If a deliverer needs to cycle, carrying bundles of newspapers at the same time, the weights of the bundles must be limited to ensure the bicycle can be ridden steadily and safely.

## Car

If a deliverer wishes to use a motor vehicle, as part of the induction they will be informed that the vehicle must be roadworthy (and regularly checked) and duly taxed and insured for business use as well as being covered by an MOT certificate if appropriate.

## Clothing

During the induction, the importance of wearing high visible conspicuous protective clothing at all times should be highlighted to you, as well as wearing the appropriate protective clothing in bad weather conditions when riding a bicycle.

## Crime Prevention

Crime prevention and personal safety is regarded as very important and your induction should include advice and guidance, including the following points:-

- Wear something bright
- Keep to the same routes
- Keep to well-lit areas
- Do not get involved in any arguments
- Do not talk to strangers
- Do not accept lifts from strangers
- Do not enter houses, other premises or vehicles
- If the person continues to follow you, make for a busy area, seek a passer by or go to the nearest house and ask for help but don't enter it
- If you are attacked, shout, scream or activate your personal alarm. Do not fight but try to escape to a well-lit area. Leave your bag as it may slow you down
- If possible contact the police
- Think ahead, look positive and be confident
- Avoid taking short cuts through poorly-lit areas, woods or wasteland
- Avoid using personal stereos and mp3 players whilst at work in order to hear any potential hazards
- Push newspapers completely through letterboxes to avoid them being seen from the outside and indicating that the house might be empty
- Only two people are authorized to see a child's work permit – the police or a child employment officer. In all cases their ID should be requested

As a deliverer you will be encouraged to report back to the agent / publisher anything suspicious.

## Customer Care

You will be expected to provide a polite, friendly, courteous and efficient service at all times as your attitude and behavior reflects on the image which the agent / publisher displays.

## Delivery Routes

Deliverers can expect to be provided with advice concerning the delivery routes and it is important that the advice is followed, which is likely to include avoidance of the following:-

- Busy roads
- Crossing poor junctions
- Badly lit areas
- Zigzagging across roads
- Crossing railway lines
- Towpaths

## Delivery Times

Delivery times required should be provided to the deliverer at the time of the induction process by the agent / publisher.

## Emergency

Deliverers can be expected to be provided with advice during their induction, on the procedure to be taken if encountering an emergency situation

## Equipment

During the induction, deliverers will be shown how to use equipment supplied to them for use in their duties, without risk to health & safety.

## Holidays

Deliverers should be advised of their appropriate holiday entitlement.

## Hours

If you haven't already been notified, you will be advised the hours of work that you will be expected to work. If you are a child this is particularly important as there are certain restrictions on the hours of work that you can undertake and you will need to comply with terms of the work permit.

**See also section below "Junior Deliverers (Regulations)"**

## Incentive

Any incentive operated by the agent / publisher will be explained during the induction.

## Junior Deliverers (Regulations)

Junior deliverers are required to work in accordance with The Children (Protection at Work) regulations 1998 / 2000, particularly in relation to the hours of work permitted either in term time or in school holidays.

Local authority bye-laws may place further restrictions on the hours and conditions for work undertaken.

## Letterbox

Deliverers will be advised to ensure the newspaper is pushed completely through the letterbox on their delivery round to avoid it being seen and possibly indicating that the property is unoccupied. At the same time care should be exercised with highly sprung letterboxes and dogs that may be in the vicinity.

## Lifting / Carrying

The agent / publisher will provide advice to the deliverer on how to lift and carry loads correctly and safely to avoid injuries and will ensure that excessive loads are not carried beyond the individual's capability.

A Risk Assessment must be carried out for this purpose.

**For further details see "Risk Assessment" section under heading "Induction".**

## Misconduct

Deliverers will be advised on the procedure to be carried out in the event of any misconduct or malpractice by them. An example of misconduct might be the "dumping" of newspapers.

## Risk Assessment

A risk assessment will be carried out prior to the deliverer commencing work to identify if they might be considered "at risk" for example if someone is pregnant, has a disability or is simply a young worker.

The risk assessment will be carried out for the delivery round and updated when circumstances dictate. If a deliverer encounters a new hazard on their round, or there is a change to their own circumstances which might affect their ability to do the job, then this should be reported to the agent or publisher.

As a guide, the following hazards or points will be covered in the assessment:-

- Encountering strangers
- Personal attack
- Accidents
- Failure to return to base
- Working in the Dark / Twilight
- Lifting & carrying
- Road safety & use of Bikes
- Encountering Dangerous / Nuisance Animals
- Registered with Local Authority

### Road Safety

Deliverers will be provided with advice on road safety, irrespective whether they deliver on foot, bicycle or with the use of a car.

All deliverers are expected to have read the "Highway Code" and for junior deliverers the "Highway Code for Young Road Users".

- Particular aspects that will be covered include:-
- Basic advice on road safety e.g. use of crossings
- Planning of rounds to avoid crossing main roads / poorly lit areas
- Provision of reflectors / florescent clothing
- Wearing of cycle helmet
- Ensuring bikes safe to ride and checks to carry out
- Lights working & used when necessary
- Advice on undertaking cycling training course
- Roadworthiness of car or van if being used

**For further information see also section on "Bicycles"**

### Substitute / Stand-in

Some agents / publishers may require a deliverer to propose a substitute if they fall ill or are otherwise unable to complete the work and they may also reserve the right to veto the proposed substitute.

In this case the deliverer will be informed of the procedure during the induction. Any stand-in child deliverer must have a work permit and be risk assessed.

### Trolleys

In order to assist the deliverer to carry newspapers, particularly on large newspaper rounds and when there are leaflets and inserts included, trolleys will be provided.

Guidance will also be given on their use

### Work Permits (Also known as ("Employment Permits"))

If you are a deliverer under the minimum school leaving age the agent / publisher should inform you that an application has been, or is being, made to the local authority for an employment permit and that a risk assessment will need to be completed as part of the process. Once issued you will be informed to carry the permit with you at all times whilst at work, as you will need to produce it for inspection when required to do so by an authorized officer or police officer, however in all cases you should ask to see the officer's ID.

## INTRODUCTION TO PART 3 – SAFETY – WHAT YOU SHOULD KNOW / PAY ATTENTION TO

This last part of the guide focuses on safety, which is highly important to the industry and individuals concerned and an area that often comes under scrutiny by outside organisations.

For publishers and newsagents, such issues as accidents, bicycles, bundle weights, delivery routes, risk assessments and road safety are included.

For the deliverers, the same issues will apply to this most important aspect, as well as crime prevention, delivery routes, risk assessments and road safety amongst others.

## AGENTS / PUBLISHERS – SAFETY – WHAT YOU SHOULD KNOW / PAY ATTENTION TO

### Accidents

Agents / Publishers should ensure that:-

- Deliverers know what to do in the event of an accident
- You and the deliverers know where the accident book is located
- You and the deliverers know what precautions can be taken to avoid accidents
- Particular attention is paid to bicycles being safe and roadworthy and that they are being ridden safely without excessive loads
- Deliverers wear the appropriate high visibility clothing at all times
- A risk assessment covers the above

### Age

Nobody under the age of 13 is permitted to work in any capacity including the delivery of newspapers (there is no maximum age) and The Children (Protection at Work) Regulations 1998 / 2000 regulates the type and amount of work that can be carried out by a child under the minimum school leaving age. Please refer to the local authority child employment officer for further information.

The risk assessment carried out should take account of the deliverer's age.

### Alarms

If deliverers have been supplied with personal alarms these should be carried for their protection especially in inner city and remote areas and the risk assessment should reflect this.

### Animals

Agents / publishers should be aware of any dangerous animals that deliverers may encounter on their rounds and ensure that appropriate precautions are taken as well as identifying this on the risk assessment.

### Armbands

Armbands are an important part of the deliverer's safety and should be worn at all times.



**B**

### Bags

Bags must be used to assist the carrying of large amounts of newspapers and they should be reflective and have fluorescent properties to aid safety.

### Bicycle

There are some inherent risks when using a bicycle, however the risks can be reduced considerably by undertaking the following:-

- Ensuring the deliverer has undertaken Level 2 Bikeability Training
- Recommending the deliverer undertakes cycle training to Level 3 of the National Standards in Cycle Training and can ride safely. For further information see under "Useful Contacts For Further Information" - CTC and Cycling England - towards the back of this guide.
- Ensuring the deliverer has a good knowledge & understanding of the Highway
- Code (or the Highway Code for children)
- Checking to ensure the bicycle is fully safe and roadworthy (for full details see "Bicycle" section under heading "Induction")
- Prohibiting the deliverer from riding the bicycle with an excessive or unbalanced load.
- Completion of a risk assessment reflecting the above
- Ensuring the deliverer does not ride a bicycle with the helmet hung over the handlebars which is dangerous
- Ensuring the correct type of bicycle is used that will accommodate panniers

### Bundle Weights

To avoid risks of injury, deliverers should only lift / carry / handle bundles they can safely lift and if necessary bundles should be split. On a bicycle the loads should be equally balanced.

The completion of the risk assessment will help establish what weight can be safely handled – remember that junior agents require additional consideration under the assessment.

**C**

### Car

If a car or van is to be used for the delivery of newspapers, the vehicle must be taxed, insured for business use and roadworthy, with an MOT in place if applicable.

### Cash Collection

This is not permitted by children in England and if adults are involved in any cash collection clear guidelines on the procedures to be applied must be provided and account taken in the risk assessment.

### Clothing

The importance of wearing high visible conspicuous protective clothing at all times must be re-laid to deliverers as well as having the appropriate protective clothing in bad weather conditions when riding a bicycle.

### Crime Prevention

The Agent / publisher must take steps to protect the personal safety of deliverers to assist crime prevention and guidance must be communicated to all deliverers as referred to in the section under the heading "Induction" as well as consideration under the risk assessment.

**D**

### Delivery Routes

The key areas where safety is important for deliverers on their rounds are:-

- Busy roads

- Dangerous road junctions
- Badly lit areas
- Zigzagging across roads
- Crossing railway lines
- Towpaths

### Delivery Times

There are certain times of the year when deliverers have to carry out their work in the dark or twilight, particularly early in the morning and during the evening and therefore the risk to safety will increase during these times. It is therefore important to ensure the deliverers have the appropriate equipment for these situations to reduce the risk and that the risk assessment duly reflects this.

### Emergency

The agent / publisher must advise the deliverer how to deal with an emergency situation and provide some examples.

### Equipment

The agent / publisher must ensure that deliverers are properly shown how to use any equipment supplied to them to avoid any safety issues.

### Letterbox

Deliverers should be made aware to exercise care with highly sprung letterboxes and dogs that may be within the vicinity, for safety reasons.

### Lifting / Carrying

The deliverer needs to understand how to lift and carry loads safely to avoid injuries and the agent / publisher must ensure that excessive loads are not carried beyond the individual's capability.

### Risk Assessment

One of the most important actions that the agent / publisher needs to undertake for safety reasons is the risk assessment. The purpose of the risk assessment is to identify anyone who might be "at risk" for example if someone was pregnant, had a disability or simply a young worker. This should be carried out before the deliverer commences work and updated as required.

- Personal Attack
- Accidents
- Deliverer Fails to Return
- Working in the Dark / Twilight
- Lifting & Carrying
- Road Safety & Use of Bikes ( for further details see section "Bicycles" under heading "Induction")
- Encountering Dangerous / Nuisance Animals
- Registered with Local Authority
- Employers Liability Certificate

To view an example risk assessment please refer to appendix (i) at the back of this booklet or refer either to the Newspaper Society website: [www.newspapersoc.org.uk](http://www.newspapersoc.org.uk) or the National Federation of Retail Newsagents website: [www.nfrnonline.com](http://www.nfrnonline.com)

**E****L****R**

R

## Road Safety

All deliverers must be advised on the issues of road safety.

Particular aspects that should be covered include:-

- Basic advice on road safety e.g. use of crossings
- Planning of rounds to avoid crossing main roads / poorly lit areas
- Provision of reflectors / florescent clothing
- Wearing of a correctly fitting cycle helmet
- Ensuring bikes safe to ride and checks to be carried out
- Lights working & used when necessary
- Advice on undertaking cycle training course
- Roadworthiness of car or van if being used

For further information see also section on "Bicycles" under heading "Induction"

## Trolleys

These should be provided for large newspaper rounds or where the deliverer is required to carry heavy loads and it is important for safety reasons that they receive guidance on how to use them.

## Work Permits (also known as "Employment Permits")

No deliverer can be used under the minimum school leaving age without a work permit issued by the local authority and to do so is against the law and can result in a fine for the agent / publisher. Children undertaking deliveries are required to carry their permit with them at all times for inspection.

Regular checks are carried out by local authorities with agents and publishers.

A risk assessment will also need to be carried out for the permit application.

# DELIVERERS – SAFETY – WHAT YOU SHOULD KNOW / PAY ATTENTION TO

## Accidents

The important things to remember are:-

- Not sliding fingers along edges of newspaper / magazine bundles
- Being aware of binding strip springing open when cutting bundles open
- Using scissors to open bundles but not taking them on rounds.
- Being aware of the contents of the highway code
- Using a safe and roadworthy bicycle
- Using a safe route and avoiding shortcuts
- Being aware of dogs on the premises, highly sprung letterboxes and gates
- Wearing high visibility clothing at all times
- Only carrying manageable loads

In the event of a reportable accident involving a child the incident should be reported to the local authority child employment officer.

## Age

If you are a junior deliverer there are certain restrictions on the times and hours of work undertaken to protect your safety

## Alarms

If supplied to you as an additional safety measure, particularly in inner city or remote areas, the personal alarm should be carried with you at all times.

## Animals

If an animal is encountered which appears to be aggressive, remember it is always better to walk away slowly rather than run.

## Armbands

Wearing florescent / reflective armbands provides protection to the deliverer both during the day and at night and they should be worn at all times whilst making deliveries

## Bags

The florescent / reflective bags supplied by the agent / publisher to assist the carrying of newspapers should be used at all times in order to assist safety.

## Bicycle

A key area of safety, if used, is the bicycle and it is important that you are aware of and can comply with the following:-

- Completion of Level 2 Bikeability Training
- Recommendation to undertaking Cycle training to level 3 of the National Standards in Cycle Training. For further information see under "Useful Contacts" - CTC and Cycling England - towards the end of this guide.
- Knowledge of the Highway Code (there is a separate Highway Code for children)
- Lights and reflectors kept in good working order
- Use of lights in poor weather and / or light when visibility is reduced
- Correctly inflated tyres maintained in good condition
- Correctly working, adjusted and lubricated gears, chain and brakes
- Wearing of a correctly fitting helmet
- Saddle and handlebars adjusted to the correct height
- Wearing of suitable high visibility clothing
- A working bell is fitted to the bicycle
- It is against the law to cycle on the pavement
- Use of cycle lanes / tracks / markings wherever possible

Regular bike checks should be carried out by the deliverer and checks will also be made by the agent / publisher. Those carrying out the checks should be competent to do so. The bicycle used should be the correct type that will accommodate panniers.

The Highway Code advises cyclists not to carry anything that will affect their balance or may get tangled up in the chain or wheels, therefore with heavy and cumbersome newspaper bags you should not ride a cycle whilst actually carrying out the deliveries. Helmets should not be hung on the handlebars whilst cycling as this is dangerous.

## Bundle Weights

Deliverers should be advised of the weights they can be expected to carry / handle safely, which will be based on a risk assessment which should be carried out by the agent / publisher

If riding a bicycle the weights must be such that the bicycle can be ridden steadily and safely.

T

W

A

B

C

### Car

If using a motor vehicle to aid delivery, the vehicle must be roadworthy (and regularly checked) and duly taxed and insured for business use as well as being covered by an MOT certificate if appropriate, otherwise it is a criminal offence.

### Cash Collection

If cash collection is carried out it is important that the guidelines are strictly followed.

However, it should be noted that in England, the Employment of Children Model bye-law prohibits the employment of any child of any age to collect money or canvas door to door, except under the supervision of an adult. Most local authorities have gone further than the model bye-law and have placed further restrictions.

### Clothing

A deliverer must wear high visible conspicuous protective clothing at all times and have appropriate clothing when riding a bicycle in bad weather conditions.

### Crime Prevention

Crime prevention and your personal safety is extremely important and deliverers should follow advice they are given. Key points to remember are:-

- Wear something bright
- Keep to the same routes
- Do not get involved in any arguments
- Do not talk to strangers
- Do not accept lifts from strangers
- Do not enter houses, other premises or vehicles
- If the person continues to follow you, make for a busy area, seek a passer by or go to the nearest house and ask for help but don't enter it
- If you are attacked, shout, scream or activate your personal alarm. Do not fight but try to escape to a well-lit area. Leave your bag as it may slow you down
- If possible contact the police
- Think ahead, look positive and be confident
- Avoid taking short cuts through poorly-lit areas, woods or wasteland
- Avoid using personal stereos and mp3 players whilst at work in order to hear any potential hazards
- Push newspapers completely through letterboxes to avoid them being seen from the outside and indicating that the house might be empty

As a deliverer you should report back to the agent / publisher anything suspicious that you come across.

### Delivery routes

For the purpose of safety a deliverer should avoid the following:-

- Busy roads
- Crossing poor junctions
- Badly lit areas
- Zigzagging across roads
- Crossing railway lines
- Towpaths

D

### Delivery Times

Delivery times required will be provided to the deliverer and these should be followed so that the agent / publisher has some knowledge as to when you may be for reasons of safety.

### Emergency.

All deliverers should make sure they have been advised what to do in the case of an emergency.

### Equipment

If a deliverer is supplied with equipment to be used in the course of their work they must make sure they fully understand how to use the relative piece of equipment.

### Hours

Deliverers will be notified the hours that they are expected to work. If you are a child deliverer it is important you follow these as there are certain restrictions on the number of hours of work that can be undertaken.

### Letterbox

Care should be exercised when pushing newspapers through letterboxes as they can be highly sprung which could lead to an injury. Additionally the deliverer should be aware of a dog which might be behind the letterbox and not under control.

### Lifting / Carrying

Lifting or carrying items incorrectly can result in injury so it is important to comply with guidance given. Excessive loads should not be carried beyond the individual's capacity and a risk assessment should be undertaken for this purpose.

### Risk Assessment

A risk assessment is carried out prior to the deliverer commencing work to identify if anyone might be considered "at risk" for example if someone was pregnant, had a disability or simply a young worker.

The risk assessment will be carried out for the delivery round and updated when circumstances dictate. If a deliverer encounters a new hazard on their round, or there is a change to their own circumstances which might affect their ability to do the job, then this should be reported to the agent or publisher.

As a guide, the following hazards or points will be covered in the assessment:-Encountering strangers

- Personal attack
- Accidents
- Failure to return to base
- Working in the Dark / Twilight
- Lifting & carrying
- Road safety & use of Bikes
- Encountering Dangerous / Nuisance Animals
- Registered with Local Authority

E

H

L

R

### Road Safety

It is important to comply with road safety, whether on foot, riding a bicycle or using a car.

All deliverers must read the "Highway Code" and in respect of junior deliverers the "Highway Code for Young Users".

There should be an understanding / compliance with the following:-

- Basic road safety e.g. use of crossings
- Planning of rounds to avoid crossing main roads / poorly lit areas
- Provision of reflectors / florescent clothing
- Wearing of cycle helmet
- Ensuring bikes safe to ride and checks to carry out
- Lights working & used when necessary
- Advice on undertaking cycling training course
- Roadworthiness of car or van if being used

For further information see also section on "Bicycles" under heading "Induction"

### Trolleys

Deliverers should be aware how to use a trolley safely, if provided, to avoid any potential accidents.

### Work Permits (also known as "Employment Permits")

If you are a deliverer under the minimum school leaving age you will be supplied with a work permit (applied for by the agent / publisher) and this must be carried with you at all times whilst at work as you may need to produce it for inspection by an authorized local authority child employment officer or police officer. In all cases, always ask for identification.



## The Newspaper Society / National Federation of Retail Newsagents APPENDIX A – EXAMPLE RISK ASSESSMENT FORM

Deliverer's name: ..... Date of birth: ..... Parents contact name: ..... Address: ..... ..... ..... Post code:.....		Normal delivery method: bike <input type="checkbox"/> on foot <input type="checkbox"/> motor vehicle <input type="checkbox"/> Induction completed date: ..... Deliverer registered with local authority: yes <input type="checkbox"/> no <input type="checkbox"/> Work permit issued yes <input type="checkbox"/> no <input type="checkbox"/> date: .....			
	Yes	No	Risk severity 1- 5 1=Low 5=high	Recommendations/ Actions	Date action completed
<b>ACCIDENTS</b> • Is the deliverer aware of prevention of accidents by: • Not sliding fingers along edges of newspaper/magazine bundles? • Being aware of binding strip springing open when opening bundles? • Using scissors to open bundles but not taking on rounds? • Being aware of contents of Highway Code? • Using a safe/roadworthy bicycle or vehicle? • Using a safe route and avoiding shortcuts? • Being aware of dogs on premises, highly sprung letterboxes and gates? • Wearing high visibility clothing at all times? • Only carrying manageable loads? • Having knowledge of the whereabouts of the accident book?					
<b>AGE</b> • Is deliverer over 13? • Is deliverer a junior agent?					
<b>ALARM</b> Alarm available / carried by deliverer.					
<b>ANIMALS</b> Advice provided on precautions on encountering aggressive animals or those not under proper control.					
<b>ARBANDS</b> Fluorescent/reflective armbands provided and worn by deliverer – importance highlighted to deliverer.					
<b>BAGS</b> Deliverer supplied with reflective/fluorescent bag and used.					
<b>BICYCLES</b> • Level 2 Bikeability Training • Cycle training to Level 3 of National Occupation Standards. • Completion of Bikeability Training. • Knowledge of Highway Code. • Lights and reflectors in good working order. • Use of lights in poor weather/visibility. • Correctly inflated tyres in good condition. • Correctly working, adjusted, lubricated gears, chain and brakes. • Wearing of correctly fitting helmet. • Aware not to cycle with helmet hanging on handlebars • Saddle/handlebars adjusted to correct height. • Wearing of suitable high visibility clothing.					



	Yes	No	Risk severity 1- 5 1=Low 5=high	Recommendations/ Actions	Date action completed
<b>BICYCLES cont..</b> <ul style="list-style-type: none"> <li>Working bell fitted to bicycle.</li> <li>Aware that it is illegal to cycle on pavement unless indicated otherwise.</li> <li>Awareness of use of cycle lanes/tracks/markings wherever possible.</li> <li>Regular bike checks made by deliverer.</li> <li>Regular bike checks made by publisher or newsagent.</li> <li>Awareness of not to carry weight that will affect balance or items that may get tangled in the chain/wheels.</li> <li>Aware not to ride bike whilst actually carrying out deliveries.</li> <li>Awareness of cycling correctly at busy junctions.</li> </ul>					
<b>BUNDLE WEIGHTS</b> Awareness of guidelines on weights that can be safely carried and ability of individual deliverer.					
<b>CAR</b> If deliverer using a motor vehicle the vehicle must be: <ul style="list-style-type: none"> <li>Road worthy (covered by MOT certificate if applicable).</li> <li>Taxed.</li> <li>Insured for business use.</li> </ul>					
<b>CLOTHING</b> High visible conspicuous protective clothing to be worn at all times and suitable clothing according to weather conditions.					
<b>CRIME PREVENTION</b> Awareness/conformity with the following: <ul style="list-style-type: none"> <li>Wearing of something bright.</li> <li>Keep to the same routes.</li> <li>Avoid getting into arguments.</li> <li>Not talking to strangers.</li> <li>Not accepting lifts from strangers.</li> <li>Not entering houses/other premises/vehicles.</li> <li>If followed, aim for busy area, seek passer by or go to nearest house for help but do not enter.</li> <li>If attacked, shout, scream, activate alarm. Do not fight but try to escape to well lit area. Leave bag.</li> <li>If possible contact police.</li> <li>Think ahead, look positive and be confident.</li> <li>Avoid short cuts via poorly-lit areas or wasteland.</li> <li>Do not use personal stereos, MP3's in order to hear potential hazards.</li> <li>Push newspapers completely through letterboxes to avoid them being seen from outside, indicating house is empty.</li> <li>Only two people authorised to see a child's work permit – police or child employment officer. In all cases ID should be requested.</li> <li>Report back to publisher/agent anything suspicious.</li> </ul>					
<b>DELIVERY TIMES</b> Deliverer aware of delivery times required and any issues involving the times.					
<b>DELIVERY ROUTES</b> Deliverers must be aware to avoid: <ul style="list-style-type: none"> <li>Busy roads.</li> <li>Crossing – poor junctions.</li> <li>Badly-lit areas.</li> <li>Zigzagging across roads.</li> <li>Crossing railway lines.</li> <li>Towpaths.</li> </ul>					
<b>EQUIPMENT</b> Deliverer aware of equipment to be used and how to use it.					

	Yes	No	Risk severity 1- 5 1=Low 5=high	Recommendations/ Actions	Date action completed
<b>EMERGENCY</b> Awareness of procedure to be used if encountering emergency situation.					
<b>EMPLOYERS LIABILITY INSURANCE</b> Insurance held and certificate displayed on premises.					
<b>FAILURE TO RETURN</b> Procedure to be implemented in the event deliverer fails to return to premises.					
<b>FIRST AID BOX</b> First aid box available and location known to deliverer.					
<b>HIGHWAY CODE</b> Deliverer aware of Highway Code / Highway Code for Young Road Users (cycling / driving).					
<b>HOURS</b> Deliverer aware of hours to be worked and if applicable (for a child) restriction of hours of work that can be undertaken.					
<b>LETTERBOX</b> Deliverer aware and able to push newspaper completely through letterbox whilst exercising care re highly sprung letterboxes & dogs that may be in vicinity.					
<b>LIFTING / CARRYING</b> <ul style="list-style-type: none"> <li>Awareness of correct method of how to lift / carry loads correctly &amp; safely to avoid injuries.</li> <li>Avoidance of carrying excessive loads beyond individual's capability.</li> </ul>					
<b>ROAD SAFETY</b> <ul style="list-style-type: none"> <li>Applicable whether deliverer on foot / cycling / driving a vehicle</li> <li>Basic advice provided on road safety e.g. use of crossings.</li> <li>Planning of rounds to avoid crossing main roads / poorly-lit areas.</li> <li>Provision of reflectors / florescent clothing.</li> <li>Wearing of correctly fitting cycle helmet.</li> <li>Bike safe to ride and checks carried out.</li> <li>Lights working &amp; used when necessary.</li> <li>Advice on undertaking cycling training course if not already undertaken.</li> <li>Roadworthiness of car or van if being used.</li> </ul>					
<b>SUBSTITUTE / STAND-IN</b> Any substitute/stand-in must have had a risk assessment carried out. Any child substitute/stand-in deliverer must have a work permit.					
<b>TROLLEY</b> Trolley provided if required to assist with heavy load and deliverer aware on its use.					
<b>WEATHER CONDITIONS</b> Appropriate steps taken to protect deliverer in particular / adverse weather conditions.					
<b>WORKING IN THE DARK</b> Appropriate precautions taken / safety equipment provided in the event of deliverer working in the dark.					

Risk assessment carried out .....

(Date) by ..... (Signature) .....

## USEFUL CONTACTS FOR FURTHER INFORMATION

### Newspaper Society

St Andrews House  
18-20 St Andrew Street  
London EC4A 3AY  
Contact: Paul Larkin  
Tel: 0207 632 7467  
Email: [paul\\_larkin@newspapersoc.org.uk](mailto:paul_larkin@newspapersoc.org.uk)  
[www.newspapersoc.org.uk](http://www.newspapersoc.org.uk)

### National Federation of Retail Newsagents

Yeoman House  
Sekforde Street  
London EC1R 0HF  
Contact: Charles Fleckney  
Tel: 0207 253 4225  
Email: [charles@nfrn.org.uk](mailto:charles@nfrn.org.uk)  
[www.nfrnonline.com](http://www.nfrnonline.com)

### Association of British Insurers

51 Gresham Street  
London EC2V 7HQ  
Tel: 0207 600 3333  
Email: [info@abi.org.uk](mailto:info@abi.org.uk)  
[www.abi.org.uk](http://www.abi.org.uk)

### Bikeability – Cycling Proficiency Training

Email: [contactus@bikeability.org.uk](mailto:contactus@bikeability.org.uk)  
[www.dft.gov.uk/bikeability](http://www.dft.gov.uk/bikeability)

### CTC– National Cyclists Organisation (for National Standards in Cycle Training)

Parklands  
Railton Road  
Guildford  
Surrey GU2 9JX  
Tel: 0844 736 8450  
Email: [cycling@ctc.org.uk](mailto:cycling@ctc.org.uk)  
[www.ctc.org.uk](http://www.ctc.org.uk)

### Health & Safety Executive

Caerphilly Business Park  
Caerphilly  
CF83 3GG  
Tel: 0845 345 0055  
Email: [hse.infoline@connaught.plc.uk](mailto:hse.infoline@connaught.plc.uk)  
[www.hse.gov.uk](http://www.hse.gov.uk)

### Department for Transport (Highway Code)

Great Minster House  
76 Marsham Street  
London SW1P 4DR  
Tel: 0300 330 3000  
[www.dft.gov.uk](http://www.dft.gov.uk)

### Local Authorities

[www.direct.gov.uk](http://www.direct.gov.uk)

### Road Safety GB (formerly LARSOA - Road Safety Officers Association)

Stennik  
The Thatched Barn  
Low Road  
Worham  
Diss  
Norfolk IP22 1SH  
Tel: 01379 650 112  
[www.roadsafetygb.org.uk](http://www.roadsafetygb.org.uk)

### Royal Society for the Prevention of Accidents (ROSPA)

Rospa House  
Edgbaston Park  
353 Bristol Road  
Edgbaston  
Birmingham B5 7ST  
Tel: 0121 248 2000  
Email: [help@rospa.com](mailto:help@rospa.com)  
[www.rospa.com](http://www.rospa.com)

## SUPPLIERS

### Bolmoor Industries

Unit 50-51  
Evans Business Centre  
Manchester Road  
Bolton BL3 2NZ  
Tel: 01204 385 337  
Email: [sales@bolmoor.co.uk](mailto:sales@bolmoor.co.uk)  
[www.bolmoor.co.uk](http://www.bolmoor.co.uk)

Suppliers of newspaper bags, tabards,  
waistcoats, armbands, promotional  
bags etc.

### ICF Grimsby

King Edward Street  
Grimsby DN31 3LA  
Tel: 01472 314 001  
Email: [sales@icfgrimsby.co.uk](mailto:sales@icfgrimsby.co.uk)  
[www.icfgrimsby.co.uk](http://www.icfgrimsby.co.uk)

Suppliers of reflective armbands, bags, tabards,  
bicycle helmets etc.

Half Page Ad

**NS** the voice of  
local media

**NFRN**

*Representing Leading News & Convenience Retailers*



Association of British Insurers

Road Safety **GB**  
The voice of road safety

