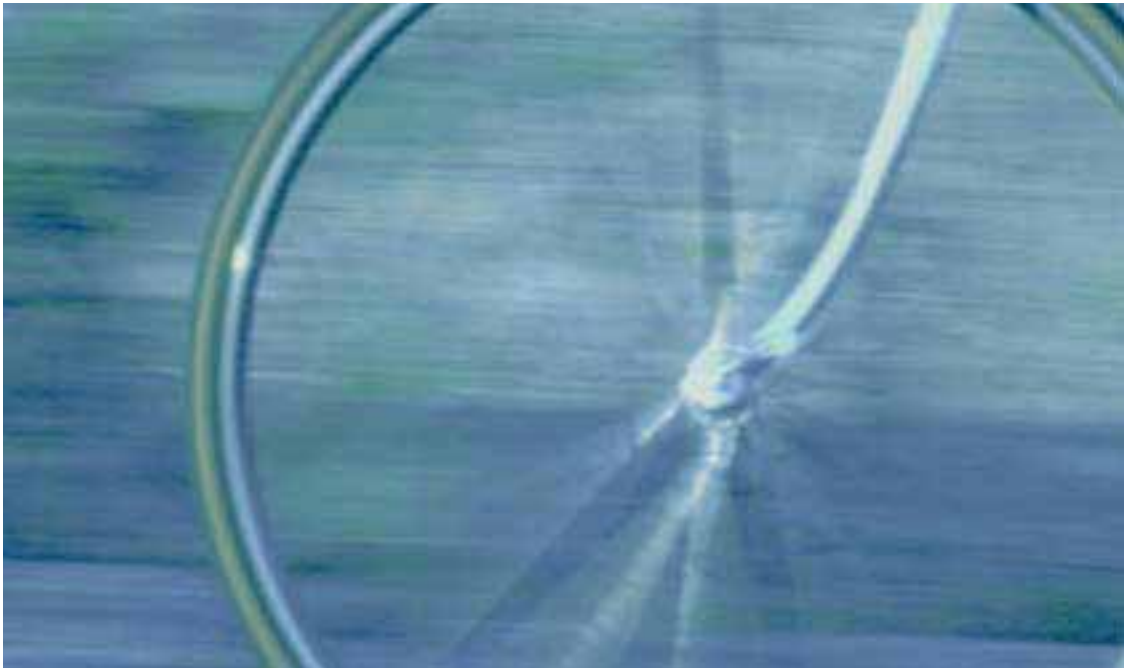


# Bicycle Courier Accord

ACCORD AND CODE OF CONDUCT WITH BICYCLE COURIER COMPANIES





# Contents

INTRODUCTION	1
THE BICYCLE COURIER ACCORD	1
1. AIMS	2
2. PRINCIPLES	3
3. ACCREDITATION OF BICYCLE COURIER COMPANIES	4
4. THE ROLE OF CITY BUSINESSES	5
5. COMMUNICATION AND LIAISON	5
6. RESPONSIBILITIES	6
7. COMPLAINTS PROCEDURE	9
APPENDIX 1 (CODE OF CONDUCT)	10
APPENDIX 2 (LOCAL REGULATIONS)	12
APPENDIX 3 (LAWS AND PENALTIES)	14
MEMBERSHIP APPLICATION (inside back cover flap)	

# Introduction

Bicycle couriers provide a valuable service to many City businesses. However, some bicycle couriers do cause safety concerns amongst pedestrians and motorists. Riding at speeds that are too high for the city environment, together with a lack of warning noise often causes confusion amongst pedestrians, particularly the elderly or people who have sight or movement difficulties.

## The Bicycle Courier Accord

The City of Sydney Bicycle Courier Accord is a cooperative agreement between the City of Sydney and companies operating bicycle courier services within the City's boundaries.

While the Accord is voluntary in nature, it establishes the good will of the parties to implement the strategies outlined in the Accord.

Central Sydney is where most bicycle couriers operate and it is appropriate that the City establish a Bicycle Courier Accord that will encourage safe practices by bicycle couriers.

Courier companies applying for membership must demonstrate adherence to all the criteria detailed in the Accord.

The City of Sydney will promote awareness of the Accord, and the use of Accord members by city businesses. By engaging Accord members city businesses will assist in making the City of Sydney safer and help provide better pedestrian amenity for their staff, business clients, visitors and residents within central Sydney.

Membership of the Accord is free and granted on a twelve-month basis.

Membership does not replace the requirement that businesses and contractors have to meet the obligations and regulations under the Acts of Parliament and other regulation applicable to their businesses.

# Aims

1. The aims of the City of Sydney Bicycle Courier Accord are:
  - 1.1 To enhance the safety of all road users within the City, especially pedestrians.
  - 1.2 To increase real and perceived safety of pedestrians and promote road and footpath safety.
  - 1.3 To promote safe cycling by bicycle couriers.
  - 1.4 To reduce the level of anti-social and illegal riding by bicycle couriers within the City of Sydney and promote considerate behaviour to other road and pedestrian traffic.
  - 1.5 To promote compliance with all applicable laws relating to the operation of bicycle couriers within the City of Sydney.
  - 1.6 To provide accreditation to bicycle courier companies that are signatories to the Accord.
  - 1.7 To ensure that pedestrians and other road users can identify individual bicycle couriers.
  - 1.8 To enhance and promote courier companies who are members of the Accord.
  - 1.9 To encourage city businesses to use bicycle courier companies who are members of the Accord.



# 2 Principles

## 2. The Bicycle Courier Accord is underpinned by the following principles:

- 2.1 All road users, particularly pedestrians, are entitled to move about the city in safety, free from harassment or harm.
- 2.2 Road users, particularly drivers and riders, have a responsibility to behave appropriately and not intimidate or endanger other road users.
- 2.3 Businesses operating professional services that utilise vehicles, including bicycles, have a responsibility to ensure that they are used safely and legally during the course of business.
- 2.4 Businesses operating bicycle courier services can play a key role in reducing the level of anti-social behaviour and illegal riding by bicycle couriers.
- 2.5 All partners to the Accord should support bicycle courier companies in their effort to improve and enhance their businesses by promoting safe and responsible riding by bicycle couriers.



# 3 Accreditation of bicycle courier companies

- 3.1 Application for accreditation and membership of the Accord is included on the inside back cover flap.
- 3.2 All signatories of the Accord will be given accredited status by the City of Sydney.
- 3.3 The City of Sydney will promote, where applicable, accredited bicycle courier companies to businesses within the City by:
  - 3.3.1 Only using Accord members;
  - 3.3.2 Encouraging high volume users of bicycle courier services to use Accord members;
  - 3.3.3 Authorising the use of the Accord logo to enhance the business of Accord members;
  - 3.3.4 Developing promotional resources and promote the Accord members;
  - 3.3.5 Entering details of the Accord on to the City of Sydney website where Accord members will be listed;
  - 3.3.6 Considering programs aimed at improving facilities for bicycle couriers within the City in conjunction with Accord members. This will include road safety awareness programs;
  - 3.3.7 The promotion of safe bicycle use by professional cyclists;
  - 3.3.8 Liaising with bicycle couriers to plan promotional programs.
- 3.4 Re-accreditation will be on an annual basis by application.
- 3.5 Accreditation may be withdrawn at any time if the company fails to satisfy the requirements of the Accord.
- 3.6 The City of Sydney and accredited bicycle courier companies will work to enhance the Accord through the adoption of a cooperative problem-solving approach to safety and other issues that arise.

## 4 The role of City businesses

- 4.1 The City of Sydney will encourage businesses to use bicycle courier companies who are Accord members.
- 4.2 The use of Accord members will be promoted to city businesses. This will occur through means such as the City's website and publications.
- 4.3 The City of Sydney will, where appropriate, endeavour to raise the profile of participating businesses and demonstrate that the businesses are acting as good corporate citizens.

## 5 Communication & Liaison

- 5.1 Open and effective communication between the City of Sydney, courier companies, bicycle couriers, the police and other agencies will help to address problems and complaints and provide appropriate solutions to issues relating to bicycle courier activity in the city.
- 5.2 This is achieved through the following strategies:
  - 5.2.1 Courier company staff are made aware of and comply with the contents of the Accord;
  - 5.2.2 Bicycle couriers are made aware of and comply with the code of conduct;
  - 5.2.3 Regular contact is made between Accord members and the appropriate City officer(s);
  - 5.2.4 Accord members are required to attend semi-annual meetings, organised by the City of Sydney, to provide progress reports to the Sydney Traffic Committee;
  - 5.2.5 The semi-annual meetings will include representatives from the City of Sydney, the NSW Police Service, courier companies and representatives from the appropriate union and couriers;
  - 5.2.6 Additional meetings may be called if necessary.

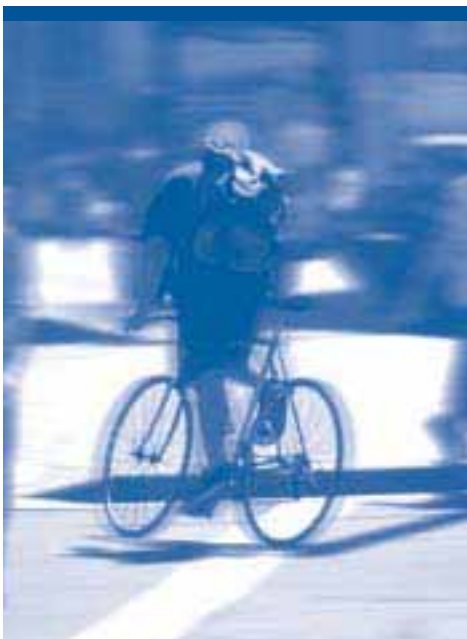
# 6 Responsibilities

- 6.1 Courier companies operating or sub-contracting bicycle couriers agree to operate under the Code of Conduct as detailed in Appendix I.
- 6.2 Establishing and maintaining an effective strategy to improve and enhance safety and behaviour requires that courier operators, their staff and bicycle couriers are aware of their responsibilities, and the responsibilities of others.
- 6.3 This is achieved by the following strategies:
  - 6.3.1 Courier companies shall maintain a register of the name and address of each cyclist to whom a unique identification number has been issued and shall ensure that such information is readily available upon request by the City or Police officers;
  - 6.3.2 Courier companies shall ensure that the information contained in the register referred to above shall be accurately maintained;
  - 6.3.3 Courier companies shall provide each cyclist with a copy of the Code of Conduct, as outlined in appendix I, and shall instruct each cyclist of the requirement that the Code of Conduct be adhered to at all times whilst performing work duties for the company;
  - 6.3.4 Courier companies shall provide each cyclist with a copy of the Roads and Traffic Authority of NSW Road Users' Handbook;
  - 6.3.5 Courier companies shall instruct each cyclist of the requirement that the appropriate legislation be adhered to at all times (refer to Appendices 2 and 3 for more information);
  - 6.3.6 Courier companies shall comply with current Occupational Health and Safety regulations at all times;
  - 6.3.7 Courier companies shall ensure that all riders have adequate insurance cover as required by the contract determination, or legislation appropriate at the time;





- 6.3.8 Courier companies shall require that riders will, at all times, carry a Proof of Age Card or current Australian Driving Licence in order to provide positive proof of identification should they be requested to provide such information by the police or other authorised authority.
- 6.4 The City of Sydney will:
  - 6.4.1 Provide appropriate road safety information and advice;
  - 6.4.2 Actively support promotions of the Accord designed to enhance and improve bicycle courier activities in the City;
  - 6.4.3 Liaise with bicycle courier companies on a regular basis.
- 6.5 Bicycle courier companies should not inadvertently increase the incidence of practices that are anti-social, unsafe or illegal, by requiring couriers to meet unrealistic times for delivery purposes or by penalising them for not meeting such times.





# Complaints procedure

- 7.1 An effective complaints procedure will assist in obtaining data that will identify areas that can be improved through road safety and other education programs. It will also determine the validity of complaints.
- 7.2 On receipt of a written or verbal complaint from a member of the public, the City of Sydney or the NSW Police Service, the courier company shall, within a reasonable time:
  - 7.2.1 Enter the details in an incident reporting register;
  - 7.2.2 Investigate the complaint;
  - 7.2.3 Identify the bicycle courier concerned;
  - 7.2.4 Interview the bicycle courier concerned;
  - 7.2.5 Determine the action to be taken;
  - 7.2.6 Inform the complainant;
  - 7.2.7 Record what action has been taken;
  - 7.2.8 Provide copies of the incident reporting register to the City of Sydney on a monthly basis;
  - 7.2.9 Make the incident reporting register available for inspection by the City of Sydney at any time and advise the City's Road Safety Officer of the action taken against the offending bicycle courier.
- 7.2.10 The City's Road Safety Officer shall determine whether any incident should be referred to the NSW Police Service.

# Appendix 1

## Code of Conduct

### 1.0 Courier Companies

- 1.1 The company shall maintain a register of the name and address of each cyclist to whom the company's identification number has been issued and shall ensure that such information is readily available upon request by the City or Police officers.
- 1.2 The company shall ensure that the information contained in the register referred to in 1.1 above shall be accurately maintained.
- 1.3 The company shall provide each cyclist with a copy of the Code of Conduct and shall instruct each cyclist of the requirement that the Code of Conduct be adhered to at all times whilst performing work duties for the company.
- 1.4 The company shall provide each cyclist a copy of the Roads and Traffic Authority of NSW Road Users' Handbook and shall instruct each cyclist of the requirement that the appropriate legislation be adhered to at all times (refer to Appendix 3 for more information).
- 1.5 The Company shall at all times comply with the requirement set out under current Occupational Health and Safety regulations.
- 1.6 The Company shall ensure that all riders have adequate insurance cover as required by the contract determination.
- 1.7 The Company shall ensure that riders will, at all times, carry a Proof of Age Card, a current Australian Driving Licence or a company issued identification card in order to provide positive proof of identification should they be requested to provide such information by the police or other authorised authority.
- 1.8 The Company shall use their best endeavours to ensure that riders are fully aware of current rules and regulations relevant to riding a bicycle in a public area.
- 1.9 The Company will, when advised of a complaint or incident regarding one or more of their riders, adhere to the complaints procedure as described within the Accord.



## 2.0 Bicycle Couriers

- 2.1 The cyclist shall, at all times, behave in a safe manner and shall be courteous and considerate.
- 2.2 Cyclists shall comply with the relevant requirements of the following road rules and regulations. Failure to comply with these rules and regulations may result in action being taken by the NSW Police Service;
  - 2.2.1 The Australian Road Rules (Commonwealth) 1999
  - 2.2.2 Road Transport (Safety and Traffic Management) (Road Rules) Regulation 1999
- 2.3 With reference to 2.2 the major misdemeanours include:
  - 2.3.1 Riding on the footpath,
  - 2.3.2 Riding contrary to traffic signs,
  - 2.3.3 Riding along a one-way street in the wrong direction,
  - 2.3.4 Failure to comply with a traffic signal.

Please refer to Appendix 3 for additional information.
- 2.4 The riding of any bicycle on any footpath, public park or reserve or other pedestrianised area is prohibited. A cyclist may however, dismount and legally walk the bike through such an area. This prohibition is to be applied to all footpaths and the additional areas within the City's boundaries.
- 2.5 Bicycle couriers shall, at all times that they are available to perform contracts of carriage, display in a prominent position on the bike, unique identification as required by the current contract determination or Award.
- 2.6 When a bicycle is left unattended during the course of a delivery being made, its location shall be such that it causes no disruption to other road and footpath users or damage to street trees.
- 2.7 The cyclist shall provide, when requested by police or City Rangers, positive proof of identification. Proof of identification includes:
  - 2.7.1 A current driving licence issued in a state or territory of the Commonwealth of Australia, or
  - 2.7.2 A valid Proof of Age card issued by the Roads and Traffic Authority of NSW, or
  - 2.7.3 An identification card issued by a courier company.
- 2.8 Bicycle couriers are, at all times, responsible for ensuring that their bicycles and other equipment conforms with the appropriate regulations and standards.
- 2.9 Bicycle courier companies shall use their best endeavours to ensure that all accidents, incidents or complaints be recorded.

# 2 Appendix 2

## Local regulations:

All cyclists must comply with notices erected by council in a public place prohibiting the riding of a bicycle. Failure to comply with the terms of such notice may result in a penalty not exceeding \$1,100. A cyclist may, however, dismount and walk the bike through such an area. This prohibition is generally applied to all footpaths and additional areas within the City's boundaries including:

### Parks

Prince Alfred Park  
Belmore Park  
Hyde Park North & South  
Cook and Phillip Park  
Wynyard Park  
Lang Park  
Macquarie Place Plaza  
First Fleet Park  
Observatory Hill Park  
Argyle Place Park  
Dawes Point Park  
Clyne Reserve  
Munn Street Reserve

### Pedestrian Plaza/Malls etc

Martin Place  
Sydney Square  
Queens Square  
Richard Johnson Square  
Chifley Square  
Regimental Square  
Farrer Place  
Scout Place  
Customs House Square  
Herald Square  
Circular Quay Promenade  
Circular Quay East  
Circular Quay West  
Queen Victoria Building Forecourt  
Pitt Street Mall



# 3 Appendix 3

Extracts from the Roads and Traffic Authority of New South Wales' website,  
[www.rta.nsw.gov.au](http://www.rta.nsw.gov.au)

## 1. Cyclists also have some special rights, which include:

- Riding two abreast, no more than 1.5m apart
- Travelling to the front of a line of traffic on the left hand side of the stopped vehicles
- Travelling in Bus Lanes and Transit Lanes. However, cyclists cannot travel in Bus Only Lanes
- Travelling on the footpath where indicated by signage
- Cycling on the footpath if the cyclist is less than 12 years old. An adult, who is riding in a supervisory capacity of a cyclist less than 12 years old, may also ride with the young cyclist on the footpath
- Turning right from the left hand lane of a multi-lane roundabout with the proviso the cyclists must give way to exiting traffic.

## 2. Bicycle Laws and Penalties

Under NSW legislation a bicycle is considered as a vehicle. As such, cyclists are required to obey the road rules, including stopping at red lights or Stop signs, Giving Way as indicated by signage and giving hand signals when changing direction. As cyclists have responsibilities when using the road system, they also have the right, like other vehicles, to use the road and be shown courtesy and care by other road users.

A bicycle also includes a pedicab, scooter and tricycle. See Australian Road Rules for further information.

To be a legal road vehicle **during the day**, a bicycle must have:

- At least one working brake
- Either a bell or horn fitted to the bike, within easy reach and in working order

To be a legal road vehicle **at night**, a bicycle must also have :

- Lights fitted and in use when riding at night – a steady or flashing white light that is clearly visible for at least 200 metres and a flashing or steady red light that is clearly visible for at least 200 metres from the rear of the bike
- Red rear reflector that is clearly visible for 50 metres when light is projected onto it by a vehicle's headlight on low beam

It is compulsory to wear an approved helmet correctly when riding a bike.

This applies to all cyclists, regardless of age, including children on bicycles with training wheels and any child being carried as a passenger on a bike or in a trailer:

The fine for any bicycle offence is currently \$47 – please refer to the RTA for the latest details.



### 3. Bicycle Helmets

In NSW it is compulsory for a cyclist and any passenger to wear an approved bicycle helmet correctly. Approved helmets are clearly marked with an Australian Standard Approved Notification. This symbol can be red or black. Always check the helmet before purchasing to ensure that it is an approved helmet. Research has shown that a correctly worn helmet has the potential to reduce the risk of head/brain injury by up to 85%.

Helmets basically consist of a foam shell which is designed to absorb the impact of the head on a hard surface in the event of an accident and a retention system (the straps) which are designed to hold the helmet on the head in the event of an accident.

There are three types of helmets :

- **Soft shell**, which consist of a foam shell with a fabric cover
- **Micro shell**, which has a thin plastic cover over the foam
- **Hard shell**, which has a thicker plastic cover over the foam. This type of helmet, being of a more sturdy construction, is useful for children as the helmet can take a bit more rough treatment than the other types

Regardless of which type of helmet you buy, they all provide the same safety level. The important issue is to make sure that your helmet is worn correctly so that it provides the maximum protection for your head if you are involved in an accident.

When choosing a bicycle helmet :

- Ensure a good fit – the helmet should fit comfortably on the head. The straps should not be twisted and should not cover the ears. The strap, when done up correctly, should provide a snug fit over the ears and under the chin. A helmet that is not done up correctly does not provide maximum protection for your head if you are involved in an accident
- Ensure that the helmet is not too heavy for young children so they can wear it comfortably for some time
- Choose a bright coloured helmet to make you more visible to other road users

Replace your bicycle helmet if:

- It has been dropped onto a hard surface or involved in an accident
- Cracks appear in the foam
- The straps fray

For further information refer to the NSW Drivers Handbook and the Australian Road Rules. More information is available on the Roads and Traffic Authority of New South Wales' website, [www.rta.nsw.gov.au](http://www.rta.nsw.gov.au)

# Membership application form for the Bicycle Courier Accord 2003 to 2004



I, \_\_\_\_\_  
(name of CEO, Company Secretary)

of \_\_\_\_\_  
(name of business)

located at \_\_\_\_\_

\_\_\_\_\_ Postcode \_\_\_\_\_  
(registered address of business)

Apply for accreditation and membership of the City of Sydney  
Bicycle Courier Accord and agree to fully implement the Accord

\_\_\_\_\_ Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_  
Signature of CEO/Company Secretary

\_\_\_\_\_  
Printed name of CEO/Company Secretary

Contact details:

Title  Mr  Mrs  Miss  Ms

First name \_\_\_\_\_ Surname \_\_\_\_\_

Position \_\_\_\_\_ Tel \_\_\_\_\_

Mobile \_\_\_\_\_ Fax \_\_\_\_\_

TEAR OFF



BICYCLE  
COURIER  
ACCORD