



Courier Health & Safety Policy

Quiver Solutions Limited • version 1.1 • last updated 1 October 2026

THE SHORT VERSION

Your safety and the safety of customers, members of the public and other road users comes before any delivery target, estimated arrival time or instruction.

You must only work when you are fit to do so and must use a safe, roadworthy and suitable vehicle and equipment. Follow the law, the Highway Code, Quiver's safety instructions and any applicable site rules.

Never take a risk to complete a delivery. If a route, parcel, vehicle, location, weather condition, customer interaction or other situation is unsafe, stop somewhere safe and contact Live Ops.

Do not use the Quiver app or another device in a way that distracts you while driving or riding. Stop safely before interacting with the app where necessary.

Report accidents, injuries, collisions, near misses, unsafe conditions, threats and significant vehicle or equipment defects to Quiver as soon as it is safe to do so.

Quiver will not require you to break the law or take an unreasonable safety risk in order to complete a delivery.

1. WHO WE ARE AND WHEN THIS POLICY APPLIES

1.1

This policy is issued by Quiver Solutions Limited ("Quiver", "we", "us"), company number 16961611, registered office at 27 Old Gloucester Street, London, WC1N 3AX.

It applies whenever you carry out courier work arranged through Quiver, including travelling to collections and deliveries during an active session, handling parcels, attending Quiver premises and attending customer, merchant or other delivery locations.

Contact Live Ops through the Quiver Courier app about an immediate operational safety concern or email matt@quiver.co.uk about a non-urgent issue.

1.2

This policy supplements the Quiver Courier Terms and any safety instruction, training or site-specific rules provided to you.

Nothing in this policy removes or limits any health and safety responsibility imposed by law on Quiver, you or another person. Your legal status and statutory rights depend on the actual working relationship and applicable law and are not determined by this policy.

1.3

Before your first assignment, accept this policy in the Quiver Courier app. That acceptance is the safety record. There is no separate induction and no paper form.

Someone else may carry a parcel arranged through Quiver only with their own courier account, their own acceptance of this policy, and the checks Quiver requires of couriers, including any right-to-work check, completed before they start.

2. QUIVER'S APPROACH TO SAFETY

2.1

Quiver will take reasonably practicable steps to identify and manage health and safety risks arising from its operations.

This includes risks associated with road travel, vehicles, bicycles and powered two-wheelers, delivery equipment, parcel handling, collection and delivery locations, lone working, weather, workload, technology used for deliveries and interaction with customers and members of the public.

2.2

Quiver will provide relevant safety information and instruction and will review its arrangements where incidents, near misses, operational changes or other information identify a material new or changed risk.

2.3

Delivery times, estimated arrival times, routing, tiers, performance measures and customer expectations do not override safety.

You must not speed, ride dangerously, take an unsafe route, perform an unsafe manoeuvre or otherwise increase risk in order to meet a delivery estimate or performance target.

A genuine safety concern should be reported to Live Ops so that the assignment or delivery plan can be reviewed.

2.4

Where Quiver becomes aware of an immediate material safety risk, it may pause or restrict affected work while the risk is investigated or controlled.

This is consistent with the review process described in the Courier Terms and does not determine blame or liability for an incident.

3. What you are responsible for

These are conditions of carrying parcels arranged through Quiver. They do not decide your legal status. Section 1.2 applies.

You are responsible for your vehicle, your equipment, and the way you ride, drive and handle parcels. Quiver does not ride with you and does not choose your manoeuvres.

3.1

Follow the law and the Highway Code. That includes speed, signals, red lights, pavements, mobile phones, lights, and any licence, insurance, MOT or helmet the law requires for your vehicle.

3.2

Use only a vehicle and equipment that are safe for the assignment and allowed on your Quiver account. Section 5 applies. An e-bike that is outside the electrically assisted pedal cycle rules is not a bicycle. Section 6 applies.

3.3

Take reasonable care for your own safety and for customers, merchants, other road users and anyone else who could be harmed by the delivery.

3.4

Do not accept an assignment, and do not continue one, if you cannot do it safely. That includes fatigue, alcohol, drugs or medication, weather, an unsafe or overloaded vehicle, a parcel you cannot handle, an unsafe entrance, or a threat from another person.

3.5

A delivery estimate, tier or other target is not a reason to take a risk. Stop somewhere safe and contact Live Ops. Section 16 applies.

3.6

Do not hold or operate a phone, and do not interact with the Quiver app, while you are riding or driving, except where a specific legal exception applies. Section 9 applies.

3.7

When it is safe, tell Live Ops about the matters in section 15.2.

Quiver may stop offering you assignments if you do not meet these conditions. That is how access to the platform works. This policy has no disciplinary procedure.

4. FITNESS TO WORK, FATIGUE, ALCOHOL, DRUGS AND MEDICATION

4.1

Do not begin or continue courier work if you are unable to carry it out safely because of illness, injury, fatigue, lack of sleep, alcohol, drugs, medication or another condition affecting your concentration, judgement, coordination, eyesight or ability to control your vehicle.

If this occurs during a session, stop somewhere safe and tell Live Ops.

4.2

You must not drive or ride while under the influence of alcohol or illegal or recreational drugs.

Prescription and over-the-counter medicines can also impair driving or riding. Follow medical and medicine instructions and do not drive or ride if you have been advised not to or if the medicine affects your ability to do so safely.

4.3

Fatigue can materially affect reaction time and judgement. Take sufficient rest and breaks to remain safe.

Do not continue driving or riding when sleepy. Stop somewhere safe and contact Live Ops if fatigue means you cannot safely continue an assignment.

Work performed for another business or through another delivery app must not result in you undertaking Quiver work when you are too tired to do so safely.

4.4

You are not normally required to disclose a diagnosis or unrelated medical information to Quiver simply because you undertake courier work. You must, however, comply with any legal restrictions affecting your ability to drive or ride and tell Quiver where a safety limitation means you cannot safely undertake the work being offered.

5. VEHICLES AND EQUIPMENT

5.1

Only use a vehicle and equipment that are safe, suitable for the work and permitted under your Quiver account.

You must hold any legally required licence, registration, MOT and insurance and comply with the vehicle requirements in the Courier Terms.

Tell Live Ops before changing vehicle type.

5.2

Before starting work, make reasonable checks appropriate to your vehicle.

Relevant checks can include tyres, brakes, wheels, steering, lights, reflectors, indicators, mirrors, windscreen, horn, battery or fuel condition, load restraints and any delivery box, rack or backpack.

Do not use a vehicle or piece of equipment with a defect that makes it unsafe.

If a safety-critical fault develops during work, stop using the vehicle as soon as it is safe to do so and tell Live Ops.

5.3

Do not overload a vehicle, bicycle, moped, delivery box, rack or backpack.

Loads must be stable and appropriately secured. They must not interfere with steering, braking, visibility, balance, lights or safe control of the vehicle.

If the assigned parcels cannot be safely carried using your vehicle or equipment, tell Live Ops before leaving the collection point.

6. BICYCLE AND E-BIKE SAFETY

6.1

Bicycle and e-bike couriers must use a cycle that is safe, suitable and maintained in good working order.

Brakes must work effectively. Tyres, wheels and steering must be safe. Legally required lights and reflectors must be present and used.

Any electrically assisted cycle must comply with the legal requirements applicable to it. A vehicle that does not legally qualify as an electrically assisted pedal cycle may be treated as a motor vehicle and must not be used unless all relevant licensing, registration and insurance requirements are satisfied.

6.2

Quiver requires bicycle and e-bike couriers to wear a correctly fitted cycle helmet in good condition while riding for Quiver.

Wear clothing and equipment appropriate to the conditions and make yourself sufficiently visible to other road users, particularly at night or in poor visibility.

Where Quiver specifies additional protective or high-visibility equipment for particular work or locations, follow that requirement.

6.3

Do not attach or carry a parcel in a way that makes the cycle unstable or materially affects your ability to look behind you, signal, steer or brake safely.

6.4

Do not ride on the pavement. Do not ride through a red light. Do not pass a large vehicle on its left. Assume the driver has not seen you.

A bicycle account may be used only for a pedal cycle, or for an electrically assisted pedal cycle with a motor of no more than 250 watts, that does not propel the bike above 15.5 mph, and that has pedals which can propel it. Do not use a kit that has been altered to beat those limits. If the bike is outside them, stop and tell Live Ops. It is a moped and needs a moped account: driving licence, registration, tax, insurance and a motorcycle helmet.

Do not charge a battery that is damaged, swollen, hissing or hot. Do not charge it in a hallway, on a bed, or while you are asleep. If a battery overheats, get away from it and call 999. Do not bring that battery into a building.

7. MOTORCYCLES, MOPEDS AND SCOOTERS

7.1

You must wear a legally compliant, securely fastened motorcycle helmet whenever the law requires one.

Use suitable protective clothing and footwear appropriate to riding and the conditions.

7.2

Pay particular attention to tyres, brakes, lights, indicators, mirrors and the security of any top box, rack or delivery equipment.

Do not use a powered two-wheeler where the load adversely affects stability or safe control.

8. CARS AND VANS

8.1

Wear a seat belt where required and ensure parcels are secured so that they cannot move dangerously during normal driving, braking or cornering.

Do not place goods where they obstruct your view, interfere with vehicle controls or could strike an occupant.

8.2

Do not exceed the vehicle's permitted load or use a vehicle that is unsuitable for the size or nature of the assignment.

Take appropriate care when parking, reversing, opening doors and loading or unloading around cyclists, pedestrians and other road users.

8.3

Do not take a Quiver assignment on a goods vehicle that needs an operator's licence, including a vehicle over 3,500 kg plated weight.

9. PHONES, NAVIGATION AND THE QUIVER APP

9.1

Never allow the Quiver app, another delivery app, navigation, calls, messages or notifications to distract you from controlling your vehicle safely.

9.2

When driving a motor vehicle or riding a motorcycle, do not hold and use a phone or other handheld interactive device while driving, including while stopped in traffic, except where a specific legal exception applies.

Hands-free use can also be distracting and must be kept to what is reasonably necessary.

9.3

When cycling or using another vehicle, do not type, read messages, complete delivery actions, photograph items or otherwise interact with the Quiver app while moving where doing so could distract you or prevent safe control.

Stop in a safe and lawful place before interacting with the app where necessary.

9.4

Navigation and route suggestions are guidance only.

You remain responsible for responding safely to road closures, traffic, restrictions, weather and other conditions. Never make a sudden or unsafe manoeuvre simply because a navigation system instructs you to do so.

9.5

Do not wear headphones or earbuds in both ears while riding or driving. You need to hear other road users.

10. PARCELS, LOADING AND MANUAL HANDLING

10.1

Before lifting or carrying a parcel, consider its weight, size, shape, stability, grip and the route over which it must be carried.

Do not attempt a lift or carry that you cannot perform safely.

Use an available trolley, lifting aid or assistance where appropriate. Contact Live Ops if a parcel is too heavy, large, unstable or awkward for you to handle safely.

10.2

Where reasonably practicable, keep loads close to your body, avoid unnecessary twisting and use a stable lifting position.

Take additional care on stairs, kerbs, wet surfaces, uneven ground and loading areas.

10.3

Do not knowingly transport a leaking, seriously damaged, suspicious or apparently hazardous parcel unless Quiver has confirmed that the work is permitted and has provided any necessary information or instruction.

If you discover leakage, unusual heat, smoke, a strong chemical smell or another indication that a parcel may be dangerous, do not continue handling it unnecessarily. Move yourself away from danger and contact the emergency services where appropriate and Live Ops when safe.

11. COLLECTIONS, DELIVERIES AND THIRD-PARTY SITES

11.1

Follow reasonable safety rules communicated by Quiver, merchants, customers and site operators.

Pay attention to vehicle routes, pedestrian routes, loading bays, restricted areas, barriers and site signage.

11.2

Do not enter an area that appears unsafe simply to complete a collection or delivery.

Do not climb fences, gates, walls, scaffolding or other structures, and do not use an unsafe improvised route to reach a property.

11.3

Take reasonable care on stairs, wet or damaged flooring, poorly lit areas, loading bays and entrances.

If access cannot be achieved safely, withdraw to a safe place and contact Live Ops.

11.4

Where dogs, other animals, aggressive behaviour or another hazard makes an approach unsafe, do not put yourself at risk to complete the handover.

12. LONE WORKING, VIOLENCE AND PERSONAL SAFETY

12.1

Courier work frequently involves working alone and attending unfamiliar locations.

Remain aware of your surroundings, particularly during evening or night work and in isolated areas.

12.2

Do not enter a property or remain in a location where you reasonably believe you are at risk of violence, harassment, robbery or other harm.

If threatened, prioritise your personal safety. Move to a safe place if possible and contact the police or emergency services where necessary.

Do not risk injury merely to protect a parcel, bicycle, vehicle, phone or other property.

12.3

Report threats, violence, harassment, robbery and other serious personal-safety incidents to Live Ops as soon as it is safe to do so.

Quiver may restrict future deliveries to an address or location while a safety concern is investigated.

13. WEATHER AND ENVIRONMENTAL CONDITIONS

13.1

Adjust your riding, driving and working practices to weather, visibility and road conditions.

Take particular care in ice, snow, heavy rain, flooding, strong winds, extreme heat, fog and poor visibility.

13.2

Do not continue a journey where conditions make it unreasonably dangerous.

Two-wheeled couriers should take particular care because adverse weather can materially affect grip, braking, visibility and stability.

If conditions prevent safe completion of the work, stop somewhere safe and contact Live Ops.

13.3

Use suitable clothing for the conditions, keep appropriately hydrated and take reasonable steps to protect yourself from excessive heat or cold.

14. QUIVER PREMISES AND OTHER WORKPLACES

14.1

When you are inside a Quiver warehouse, follow that site's safety signs, fire procedure and battery rules. On the road, sections 5 to 13 apply. At a merchant or customer premises, section 11 applies.

Keep clear of restricted areas, moving vehicles, loading equipment and machinery unless authorised to be there.

Do not obstruct emergency exits, fire equipment, pedestrian routes or vehicle routes.

14.2

If you hear a fire or evacuation alarm, stop work and follow the site's emergency procedure.

Do not re-enter until authorised.

14.3

Smoking, vaping, charging batteries and use of electrical equipment must comply with the rules of the premises.

Do not use or charge a battery that is visibly damaged, swollen, overheating or otherwise appears unsafe.

15. ACCIDENTS, INCIDENTS AND NEAR MISSES

15.1

In an emergency, prioritise personal safety and call 999 or 112 where emergency assistance is required.

15.2 What to tell Live Ops

When it is safe, contact Live Ops in the Quiver Courier app if any of the following happens on a Quiver assignment, including on the way to a collection or delivery.

15.2.1

Someone is injured. That includes you, another courier, a customer, a merchant, or a member of the public.

15.2.2

Your vehicle is in a collision. Report it even if nobody is injured and even if you cannot see damage.

15.2.3

Someone threatens you, assaults you, robs you or harasses you, or you leave a place because you do not feel safe.

15.2.4

A near miss could have caused a serious injury.

15.2.5

A parcel is leaking, hot, smoking, smelling of chemicals, or otherwise seems dangerous.

15.2.6

A fault in your vehicle, battery or equipment makes you stop using it.

15.2.7

You stop a collection or delivery because the load, the access, the weather or the road is unsafe.

Call 999 or 112 yourself if you need the emergency services. Do not contact Live Ops while you are riding or driving.

You do not fill in an accident book, and you do not decide whether a formal notification is required. Quiver does that under section 15.4. A message in the app is the report. Send a photograph only if you can take it without putting anyone at risk.

15.3

Provide an accurate account of what happened and reasonably cooperate with any safety investigation.

Where safe and appropriate, preserve relevant information such as the location, time, vehicle details and photographs. Never place yourself or another person in danger in order to collect evidence.

15.4

Quiver will assess incidents and determine whether any report or notification is required from it under applicable law.

Nothing in this policy removes any reporting obligation that applies directly to another person.

15.5

Near misses should be reported even where nobody was injured. They help Quiver identify hazards before a more serious incident occurs.

16. STOPPING UNSAFE WORK

16.1

You are expected to exercise reasonable judgement about immediate conditions encountered while carrying out deliveries.

If you reasonably believe an activity presents a serious or unacceptable safety risk, do not proceed simply because the delivery has been assigned.

Move to a safe position and contact Live Ops.

16.2

Examples include an unsafe vehicle, excessive or unstable load, dangerous weather, unsafe access, threats or violence, serious fatigue, an apparent hazardous package or any situation where completing the instruction would require unlawful or dangerous driving or riding.

16.3

Quiver will consider the circumstances of a genuine reported safety concern and, where reasonably practicable, change, reassign, delay or cancel the affected activity.

Reporting a genuine safety concern is not itself a safety or performance failure.

17. TRAINING, MONITORING AND CHANGES

17.1

Read this policy before you accept it, and follow it while you carry Quiver parcels.

If this policy changes in a material way, or Quiver sends a safety notice after an incident or a new type of work,

read that notice in the app before you take further assignments. Quiver does not run a training course and does not assess your riding or driving.

17.2

Quiver may use information lawfully available through its operations, including incident reports and relevant delivery or vehicle information, to investigate safety concerns and improve its safety arrangements.

Personal information will be handled in accordance with the Courier Privacy Policy and applicable data-protection law.

17.3

Material changes to this policy will be communicated before they take effect and recorded acceptance obtained where appropriate.

Uploading a new version to the Quiver website does not by itself establish that an individual courier has received or accepted the updated safety instruction.

18. ACKNOWLEDGEMENT

By accepting this policy, you acknowledge:

“I have read and understood the Quiver Courier Health & Safety Policy and the safety responsibilities and procedures described in it.

“I understand that safety takes priority over delivery targets and estimated arrival times, and that I must not take an unlawful or unreasonable safety risk to complete a delivery.

“I will use a safe and suitable vehicle and equipment, carry out appropriate safety checks, follow applicable road and safety rules, avoid unsafe use of phones and apps, handle loads safely and not undertake Quiver work when I am not fit to do so safely.

“I understand that if an assignment, route, parcel, location, vehicle, weather condition or other circumstance becomes unsafe, I should stop somewhere safe and contact Live Ops rather than continue unsafely.

“I will promptly report relevant accidents, injuries, collisions, near misses, threats and material safety hazards to Quiver when it is safe to do so.

“I understand that this acknowledgement does not waive any statutory right or transfer to me any legal responsibility that the law places on Quiver or another person.”

Acceptance record: store the courier account, the policy version, and the date and time of acceptance in the app. Do not ask for a signed paper copy or a completed induction.