



Rachel Reeves MP,
House of Commons,
London.
SW1A 0AA

16th March 2020

Dear Ms Reeves,

Congratulations on your re-election as Chair of the Business, Energy and Industrial Strategy Select Committee.

I am writing to you in response to your question to the Health Secretary, Matt Hancock, during the Urgent Question on Coronavirus on Monday 9th March, where you asked about what companies like Deliveroo can do to support self employed riders who are unable to work as a result of the virus.

I want to assure you that this is an issue we have been working on since the first outbreak of the virus, which affected our Hong Kong and Singapore markets. Deliveroo takes the safety and well being of our riders and our customers very seriously and have been in regular communication with both the Government and Public Health England (PHE) to ensure we are providing riders with up-to-date advice and guidance.

In order to further support riders and customers during this difficult time we have introduced contact-free delivery on our app, enabling food deliveries to be made to those who may be self-isolating without riders having to come into contact with them. We advise that food is collected at restaurants contact-free, without riders coming into contact with restaurant staff, and delivered contact-free. We are also providing restaurants with additional packaging and stickers to seal the delivery bags, in order to maintain the safety of food being delivered. Experts have repeatedly said that there is no evidence the virus can be transmitted through food, but this is an important precaution. We are providing restaurants with up-to-date guidance on how to operate kitchens safely. We believe that food delivery can play an important role in ensuring people, in particular vulnerable people, have access to hot food when they may be isolated, and will do all we can to ensure this happens safely.

On the issue of financial support, which you have raised, last week we announced that we will support regular riders who either fall ill with the virus or who are advised by a medical expert to self isolate. We have set up a rider support fund from which riders in such circumstances will receive £100 a week for up to two weeks, in order to mirror the 14 day isolation period that has been advised for people in this situation.



Eligibility for the fund is aligned with the criteria required for employees to access Statutory Sick Pay (SSP), though the actual payment of £100 is more generous than the SSP.

We are aware that there may be riders who have to be in isolation who do not meet the eligibility criteria (for example those riding only a small number of hours with Deliveroo), and so we have also provided riders with clear guidance and information on other financial support they may be able to apply for from the Government such as Employment & Support Allowance or Universal Credit (<https://roocommunity.com/accessing-government-support/>).

In addition to this financial support, we are also providing up to date advice to riders on the latest medical advice (<https://roocommunity.com/staying-safe-during-coronavirus/>). This includes in-app messages about the importance of self-isolating, as well as working with our restaurant partners to ensure hand gel is readily available to riders and riders are able to wash their hands with soap . At a time when the restaurant industry, like much of UK business, is suffering the impact of people being at home, we recognise our role as an important lifeline for restaurants trying to continue to serve their customers and keep their businesses afloat.

As you know, Deliveroo has previously said we would like to be able to go further in supporting self employed riders with our calls for a 'charter' to end the current trade-off between flexibility and security, and we would like to discuss this with you. Riders overwhelmingly (81%) tell us that the flexibility to work when, where and how they want which is inherent to being self employed is their top reason for riding with Deliveroo. In any future policy discussion our aim is to protect this, since riders' priority is our priority.

As the BEIS Select Committee continues to look at the Government's response to the Taylor Review and its Good Work Plan, we would be keen to meet with you (or hold a call if necessary) to discuss these issues in more detail, as well as our response to Coronavirus. If you are happy to meet please let me know and we can arrange a suitable time.

Thank you.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'P. Dominiczak', with a long horizontal flourish extending to the right.

Peter Dominiczak
Director of Public Affairs
Deliveroo