

MID-SERV

Independent Contractor Food Delivery Driver Safety Guide

Safe driving • Safe food • Safe service

Our standard: No delivery is worth an injury, crash, citation, or unsafe situation. Slow down, make a good decision, and ask for help when you need it.

This editable guide is for MID-SERV delivery drivers and should be used with company policies, local laws, and the requirements of the delivery platform or restaurant.

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1. Safety Starts With You

Every driver is responsible for making safe choices from the moment a shift begins until deliveries are complete. This guide provides practical standards; it does not replace traffic laws, food-safety rules, insurance requirements, or emergency directions from public safety officials.

Your safety priorities

1. Protect people first: yourself, passengers, customers, restaurant staff, and everyone sharing the road.
2. Follow the law: speed limits, parking rules, seat-belt laws, and all traffic controls apply on every delivery.
3. Protect the order: keep food secure, clean, temperature-controlled, and separate from personal items.
4. Pause when unsure: do not let delivery time pressure override sound judgment.

STOP WORK: Do not drive if you are impaired, too fatigued to drive safely, ill in a way that could contaminate food, or operating an unsafe vehicle. Notify MID-SERV or the applicable dispatcher promptly.

Before You Go: Driver Readiness

☐	Check each item before starting deliveries.
☐	I am rested, alert, and able to focus on driving.
☐	I have not used alcohol, cannabis, illegal drugs, or any medication that makes safe driving difficult.
☐	My phone is charged and can remain hands-free while I drive.
☐	I have my license, proof of insurance, and any required delivery credentials. Ex MID-SERV APP
☐	I know how to contact emergency services and MID-SERV support.

2. Vehicle Safety and Daily Inspection

Use a vehicle that is legally registered, insured, and maintained. Complete a quick walk-around before each shift; address any critical issue before accepting deliveries.

Pre-Trip Inspection

☐	Check each item before starting deliveries.
☐	Tires look properly inflated and show no obvious damage or exposed cords.
☐	Headlights, brake lights, turn signals, and hazard lights work.
☐	Windshield, windows, mirrors, and backup camera are clean and unobstructed.
☐	Brakes, steering, horn, wipers, and defroster operate normally.
☐	Fuel or battery charge is adequate for the planned route.
☐	Cargo area is clean, dry, and free of loose items that could shift.
☐	Delivery bags, drink carriers, and sanitation supplies are available and clean.

It's not safe to drive under these conditions

- A warning light indicates a potentially serious mechanical or safety problem.
- Brakes, steering, tires, lights, or windshield visibility are compromised.
- The vehicle has collision damage that could make it unsafe or illegal to operate.
- A leak, smoke, burning smell, or unusual vibration is present.

3. Safe Driving Standards

Delivery driving creates frequent stops, navigation demands, and time pressure. Drive defensively and allow more time than the app estimates when traffic, weather, construction, or visibility require it.

Behind the wheel

- Wear your seat belt and require all passengers to do the same.
- Set navigation, music, and delivery details before moving. If you need to change them, pull over safely.
- Keep both hands available for steering; use only hands-free calling when legal and necessary.
- Leave a safe following distance and increase it in rain, darkness, traffic, or on unfamiliar roads.
- Obey posted speed limits. Slow down for schools & (buses), pedestrians, cyclists, parking lots, and delivery zones.
- Never text, type, scroll, photograph, or handle cash while the vehicle is moving.
- Never block fire lanes, driveways, crosswalks, accessible spaces, or emergency access.

Weather rule: If conditions make travel unsafe—such as flooding, ice, severe storms, wildfire smoke, or dangerously low visibility—stop deliveries and contact dispatch or MID-SERV.

Parking and reversing

- Choose a legal, well-lit location even if it means walking a little farther.
- Park, shift into park, set the parking brake when appropriate, and take keys with you.
- Before reversing, look behind the vehicle and use mirrors/cameras as aids—not substitutes for checking your surroundings.
- Avoid backing whenever a safer pull-through or turnaround option exists.

4. Food Safety and Order Care

Customers expect food that is clean, accurate, secure, and delivered in good condition. Treat every order as if you were delivering it to your own table.

At pickup

- Confirm the order name or number and the number of bags or items before leaving.
- Keep hot foods hot and cold foods cold using clean insulated bags when appropriate.
- Secure drinks upright in a carrier. Do not place heavy items on top of food.
- Keep orders away from pets, smoke, strong odors, chemicals, and personal belongings.
- Do not open sealed bags or containers unless the restaurant or customer has instructed you to do so.

During transport

- Place food on a stable, clean surface; avoid the floor, a seat that may tip, or direct sunlight.
- Keep the vehicle cabin reasonably clean and free from strong scents.
- Deliver promptly and avoid extra personal stops after pickup.
- If an order spills, becomes damaged, or appears unsafe, contact the restaurant/platform/MID-SERV before delivery.

Hand hygiene: Wash or sanitize hands before handling an order, after touching face or hair, after using the restroom, and after handling trash, money, animals, or contaminated surfaces.

5. Pickup and Delivery Procedures

At the restaurant or pickup site (always to the pickup confirmation picture)

5. Park legally and enter through the customer or designated pickup entrance or window.
6. Be courteous, identify yourself, and verify the order without interrupting staff during a rush.
7. Confirm you have the correct order with the customer's name and order number with restaurant associate before departing.
8. Review special instructions, delivery address, and any age-restricted or signature requirement before leaving.
9. Secure the order in your vehicle before starting navigation.

At the customer location. (always take the delivery confirmation picture)

10. Confirm the address and follow the delivery instructions exactly when they are safe and legal.
11. Use a well-lit path; watch for stairs, uneven surfaces, animals, and vehicles.
12. For contactless delivery, place the order on a clean, stable surface protected from weather when possible, take required confirmation picture, and step back.
13. For handoff delivery, confirm the recipient as required, take confirmation picture of handoff, and keep the interaction brief and professional.
14. If you cannot safely complete the delivery, do not enter restricted, unsafe, or unfamiliar areas alone. Contact the customer first for further delivery instructions and support if necessary
15. If you cannot get in touch with the customer with a "meet at door" order try to call them 1st and if no answer leave the order at the front door, send the customer a text in the app chat that you tried to call and let them know their order is at the front, door then take the confirmation picture.

Customer service standards

- Be polite, calm, and respectful.
- Respect privacy: do not share customer names, addresses, gate codes, or order details. **(It's against the law!)**
- Do not enter a customer's home unless they specifically give you permission and you feel safe doing so.
- Avoid comments about a customer's appearance, property, neighborhood, or personal situation.

6. Personal Security and De-Escalation

Trust your instincts. Your safety is more important than completing an order. Avoid routines that make you predictable, and stay aware when stepping out of the vehicle.

Personal Security Practices

☐	Check each item before starting deliveries.
☐	Keep your phone charged and accessible; share location only through approved tools.
☐	Minimize visible cash and valuables. Lock the vehicle whenever it is unattended.
☐	Stay in well-lit areas and avoid isolated shortcuts, especially after dark.
☐	Do not confront a person who is angry, intoxicated, or behaving unpredictably.
☐	If approached or followed, move to a public, well-lit place and call emergency services if you feel threatened.
☐	If a dog or other animal is loose, do not approach; ask the customer to secure it or contact support.

When a situation escalates

16. Create distance and keep your exit path clear.
17. Use a calm voice; do not threaten, argue, or try to physically intervene.
18. Leave the area if you can do so safely.
19. Call 911 (or local emergency services) for imminent danger, violence, a weapon, or medical emergency.
20. Report the incident to MID-SERV support as soon as you are safe.

7. Accidents, Injuries, and Emergencies

Emergency priority: Get to a safe place, call emergency services when needed, and follow their instructions. Do not continue driving if the vehicle or you may be unsafe.

If you are in a collision

21. Stop safely, turn on hazard lights, and check for injuries.
22. Call 911 for injuries, danger, significant property damage, or when required by law.
23. Exchange information as required and cooperate with responding authorities.
24. Do not admit fault, argue, or post about the incident on social media.
25. Take photos and note the time, location, weather, vehicles, and witnesses when safe.
26. Notify MID-SERV and your insurer promptly.

If food is damaged or an order is missing

- Do not guess or promise a refund. Document the issue and contact the approved support channel.
- Keep damaged items separate; do not deliver food that is contaminated or obviously unsafe.
- Communicate factually: what happened, what was affected, and what action you took.

Incident information to record

Record	Details to capture
When and where	Date, time, address/intersection, route, weather and lighting.
Who was involved	Names, contact information, vehicle or business details, witnesses.
What happened	Objective sequence of events; avoid opinions or blame.
Actions taken	Emergency services contacted, report number, photos, notifications.

8. Alcohol, Drugs, Fatigue, and Distractions

Drivers must not perform deliveries while impaired. Impairment can come from alcohol, cannabis, illegal drugs, prescription or over-the-counter medications, fatigue, illness, emotional distress, or distraction.

Make the safe call

- Do not begin or continue a shift if you are not able to drive safely.
- Read medication labels and ask a pharmacist or clinician about driving warnings.
- Take breaks before fatigue affects your judgment; do not rely on caffeine as a substitute for rest.
- Do not drive after drinking alcohol or using cannabis, even if you believe you feel normal.
- Do not use earbuds or headphones in a way that reduces awareness of sirens, horns, or traffic.

If you need help: Pause deliveries and notify the appropriate MID-SERV contact. A safe pause is always preferable to a preventable incident.

9. Quick Reference: End-of-Shift Checklist

Close Out Safely

☐	Check each item before starting deliveries.
☐	All deliveries are completed.
☐	No food, drinks, customer information, or cash remains unsecured in the vehicle.
☐	The vehicle is parked legally, locked, and free of visible valuables.
☐	Any vehicle, food-safety, customer-service, or security concern has been reported.
☐	Delivery bags and drink carriers are emptied, cleaned, and stored for the next shift.
☐	I have noted any maintenance issue that needs attention before the next drive.

Driver acknowledgment

I have received and reviewed the MID-SERV Food Delivery Driver Safety Guide. I understand that I am expected to follow applicable laws, terms & conditions, privacy policy, platform requirements, and the safe practices in this guide. I will stop work and seek help when conditions are unsafe.

- This safety guide is a part of the agreement you agreed to when signing up to become a delivery driver.