

Notice of Rights for NYC Delivery Workers



This notice applies to you if you work for a delivery service that is not a “third-party grocery delivery service” or “third-party food delivery service.” This includes any business that offers delivery services to another business; for example, Amazon Flex and Gopuff.



Pay

- The delivery service must pay you all earnings at least once a week, offer a no-fee option to receive payment, and give you a detailed pay statement.
- The delivery service must tell you how much the customer tipped for each delivery and your total pay and tips for the previous day. *Exceptions apply. Contact DCWP.*



Routes

- The delivery service must tell you route details before you accept a delivery. Details must include pickup address, estimated time and distance, tip, and pay.



Access

- If you perform food deliveries, the delivery service must give you a free insulated food delivery bag after **6 food deliveries**.
- You have a right to use a business’s bathroom when you pick up orders.

No Retaliation

It is illegal to penalize workers for exercising their rights. Contact DCWP immediately about suspected retaliation. DCWP will never ask about your immigration status.

File a Complaint

If your rights are violated, you may be owed money. To report a violation, file a complaint with the Department of Consumer and Worker Protection (DCWP).

- Visit nyc.gov/DeliveryApps
- Call 311 (212-NEW-YORK outside NYC) and ask for “Delivery Worker”

DCWP will not share your identity without your prior consent.



Consumer and Worker Protection