

CARGODALE



Volunteer Policy

About us

Cargodale is a low carbon delivery service which connects local businesses to the customers using e-cargo bikes. We aim to provide an alternative to delivery by van, and enable businesses that would not normally be able to sell online to reach a new customer base, including people who may be shielding or self-isolating.

Why volunteer?

Using electric cargo bikes for deliveries is untested in rural areas in the UK. We're hoping to prove that it's possible and persuade businesses to switch to low carbon delivery. However, as this isn't expected to be a commercial service in the short term, so we're looking for help from like minded people to demonstrate the benefits over the course of a short project.

We will train, support and provide the right equipment to volunteers. We'll need your feedback to evaluate all the elements of what we do – from the cargo bikes to the route planning software – to ensure that we put the right systems and equipment in place.

We hope that this will be a rewarding experience that will create an innovative sustainable organisation that supports our community in the longer term.

What You Can Expect From Us:

- We have a duty of care for our volunteers so we will ask you to complete a full registration so that we can assess risks, provide appropriate training and ensure you are covered by our insurance.
- Training
 - We will provide an induction session that includes training in how to use our bikes and our routing software.
 - We will provide training in safeguarding procedures applicable to a home delivery service.
 - We will accompany you on your first delivery round.
- Support
 - We will provide remote support to assist with any issues during deliveries.

- We will supply PPE and other equipment to enable you to carry out your role safely.
- We will provide liability insurance.
- We will support you in the event of any incidents or accidents through our health and safety policy and procedures.
- Assistance
 - We will reimburse you for reasonable expenses where prior agreement for these has been obtained.
 - We will allow prearranged use of our bikes, outside of times they are needed for deliveries including for business use by agreement.
- Other
 - We will maintain good business practices to ensure your security and safety.
 - We will treat any personal information you provide us with as confidential.

What We Expect From You:

- We would like you to undertake delivery rounds as agreed with us. We will work with you to find appropriate routes for your circumstances. If you are unable to do a round allocated, please let us know as soon as possible.
- We expect you to deliver to all the stops allocated to your route. If someone does not come to the door to receive their delivery, we expect you to follow the relevant procedure (in the first instance that is to leave it in a secure place and photograph the delivery).
- We expect you to follow hygiene procedures rigorously, and use PPE where required (for example, when delivering to self-isolating households).
- We expect you to adhere to traffic rules, cycle considerately and refrain from any action which could bring our business into disrepute.
- We expect you to notify us if there are any issues with our delivery vehicles, such as parts that require maintenance.
- We expect you to notify us of any other incidents (eg accidents or close passes from traffic) that happen during your route.
- We expect you to treat any information regarding our customers and our clients as confidential (including deleting any notes from your phone after your delivery is complete and your end of round report is made).
- If you use our bikes for other businesses, we expect you to fit this around Cargodale's requirements, and be responsible for any financial liabilities relating to this (for example, you would pay income tax on any earnings).
- All our bikes are GPS tracked for data collection (e.g. journey length) and security. By volunteering you agree your use of our bikes being tracked.

Publicity

We would like to be able to share your experiences and pictures of you making deliveries as part of our communications. Please let us know if this is not appropriate for your circumstances or you do not want to be part of our communications.

Cargodale

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www.cargodale.co.uk