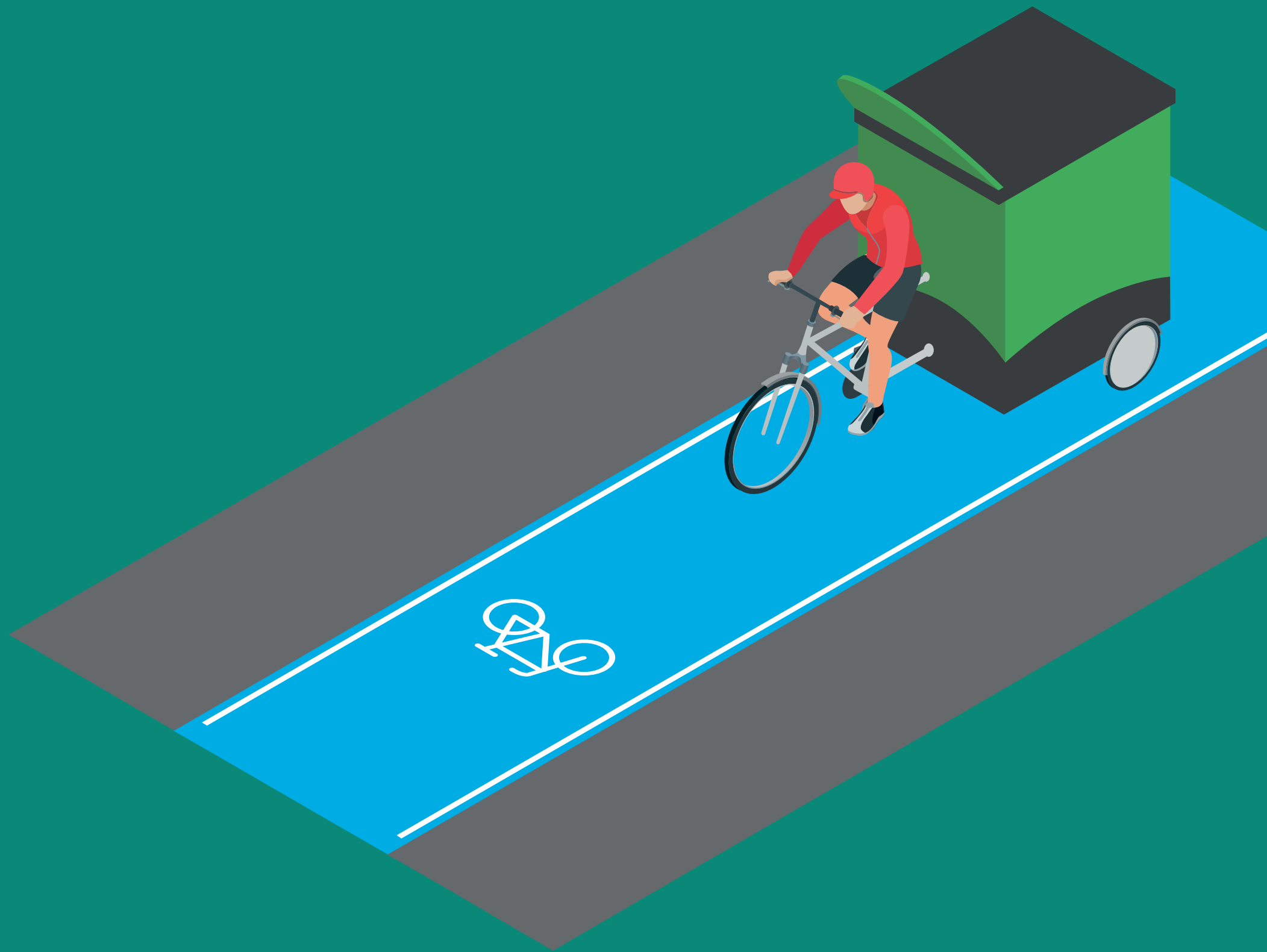


# Cycle freight toolkit

Tool 4: Operator Code of Conduct



# Operator Code of Conduct

## Adapted from the Bikes for Business guidance

[Insert a paragraph here describing your business or district, and why you are encouraging the use of cargo bikes for deliveries and/or collections.]

This document identifies eight requirements for cargo bike operators to adhere to so as to ensure a high-quality and reputable service. This will enable XXX to confidently use/promote your services. This document is in addition to any agreement held with an individual business.

If you have any queries or are unsure if you are compliant with any of the following points, give us a call and we can determine if there are mitigating circumstances or whether we can support you in meeting these requirements.

### 1 Rider training and behaviour

- All riders must have attended and achieved Bikeability Level 3
- Riders must adhere to the Highway Code, including parking and loading restrictions at all times
- Riders must always carry photo identification with them
- Riders must be alert while riding, and make allowances for other road users, especially those who are vulnerable and at times of high pedestrian movement

### 2 Health and Safety

- Riders should avoid escalating aggressive encounters on the road; they should respond to any aggression in a calm, diplomatic manner
- When parking a bike, riders must be careful not to block emergency exits, loading bays or pavements

### 3 Vehicle maintenance

- Bikes must undergo regular maintenance throughout the year to ensure they are operating safely

### 4 Loading bay procedures

- Operators must familiarise themselves with loading bay procedures for each delivery point before rider arrival, including checking whether pre-booking is required
- Riders must obey loading bay and all other speed limits
- We recommend that bikes display their company name so loading bay operatives can identify the operator company



All cargo bike riders must achieve Bikeability Level 3 training



### 5 Security

- Businesses need to have confidence in the security of critical consignments, whether these be confidential papers, medical supplies, food or beverages
- Operators must take all reasonable measures to ensure the security of cargo, and should demonstrate this. Examples of security measures include lockable flight boxes, rider/bike GPS tracking and the placing of limits on the time that bikes are left unattended

### 6 Insurance

- All riders must have a minimum of third-party insurance
- Goods in transit insurance is strongly recommended, and customers should be informed if this is not in place

### 7 Complaints

- Professional riders must set an example to other road users and therefore should be accountable for poor/illegal behaviour on the roads. Operators must be able to identify a given rider based on the location and timing of any complaint. We strongly recommend that bikes display both a company name and a rider name or number, enabling the specific rider to be identified in the event of a complaint



### 8 Customer service

- Customers should be given the option to select a cargo bike as the first choice of vehicle when placing an order, and must be informed if this request is not met
- XXX requests that their suppliers pay the London Living Wage. If you do, you should advertise it on your website
- XXX asks that operators adhere to this Code of Conduct. To show your commitment to the statements above, please sign below:

Company name:	
Your name and position in company:	
Signature and date:	



All riders must have third-party insurance as a minimum

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