

NORTH SHORE

The following is a set of safety procedures to be followed by the Pilot:

1. Equipment and Ride Safety

The Pilot, the operator of the trishaw, will be primarily responsible for ride safety of the equipment and the passengers.

All Pilots must have undertaken the CWA pilot training course and while on a ride must be in possession of a mobile phone with a list of contact numbers to use in the event of an emergency.

Before setting out from home the Pilot shall check a weather report and if necessary, cancel the Session and advise affected persons **The Pilot shall have developed a Passenger Rescue Plan with a Support Person who is available to call on in the event of needing assistance with the return of the Passengers.**

2. Upon collecting the trishaw from the storage location

At the storage location, the Pilot shall address the requirements set out in the Session Log. The Pilot will decide whether to take ponchos and whether the insulated blanket is required.

3. Upon arriving at the passenger pick up point

The Pilot will:

- Welcome passengers and introduce him/herself in a cheerful manner.
- Determine whether the passengers have any special needs, which are to be considered in loading into the trishaw or during the ride and record these in the Session Log.
- Invite passengers to use the washroom.
- Enquire if the passengers have any preference for the ride route, places to be visited or speed of travel. The Pilot will then determine the ride route and record it in the Session Log.
- Evaluate whether the passengers have suitable clothing and, if necessary, ride past the base to collect additional blankets.

The Pilot shall confirm that the passengers have valid Waivers.

The Pilot will assist the passengers to load and will ensure they are comfortable and secured by safety belts.

Fill in the Session Log in respect of the ride and record any important passenger issues which could impact their wellbeing while on the ride.

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4. During the ride

During the ride, the pilot will:

- Operate at a speed that is comfortable for the passengers.
- Talk to and re-assure the passengers, describe details of the route and warn them of any difficult stretches ahead.
- Try to ensure passenger contentment and enjoyment.

5. At the end of each ride

At the end of each ride, the pilot will:

- Invite the passengers to make comments on the ride.
- Invite passengers to donate to the Chapter.
- Ensure that each passenger has a way of returning home.
- Complete the Session Log in respect of the ride.

6. In the event of a health or minor incident while on a ride

In the event of a health incident or any distress expressed by a passenger, the Pilot will take the following action:

- Stop and assess the problem (i.e. discomfort, anxiety, sickness, dizziness, breathing).
- Assess if the incident is serious or temporary.
- If temporary, provide assurance and offer an immediate return to the pick-up point at a slow speed.
- If serious, call by phone for emergency help.
- While awaiting help, try to make the affected passenger as warm and comfortable as possible, if necessary, by laying him/her on the ground and applying any first aid that is considered appropriate.
- Remain at the scene of the incident until help has arrived and has dealt with the complaint to the satisfaction of the Pilot.
- Advise the Support Person and decide on further action.
- Complete an Incident Report.
- Email a copy of the Incident Report to the Operations Manager.

7. In the event of an accident or a collision

In the event of an accident (run off the road, flat tire or equipment failure) or a collision with another vehicle, cyclist or pedestrian, the Pilot will take the following action:

- Stop and assess the incident (i.e. equipment damage or injury to passenger or third party).
- If there is injury the Pilot will call for emergency help.
- Advise the Support Person and together decide on further action.

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- While awaiting help, try to make the passenger as comfortable and warm as possible by laying him/her on the ground and applying any first aid that is considered appropriate.
- Stay in control while acquiring witness information and taking photographs.
- Remain at the scene of the incident until help has arrived and has completely dealt with the incident.
- If there is only equipment damage, assess whether the trishaw is still operable.
- If operable, the Pilot will provide assurance to passengers and offer an immediate return to the pickup point and if necessary, as agreed with the Support Person or by taxi or ride hailing service.
- If inoperable activate the Passenger Rescue Plan and arrange the return of the trishaw to the base.
- Complete an Incident Report.
- Email a copy of the Incident Report to the Operations Manager.

8. Maintenance of Trishaws

Maintenance and servicing of trishaws is set out in the Management Plan.

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