



UK CARGO BIKE CODES OF CONDUCT

First edition – May 2024

About the UK Cargo Bike Codes of Conduct

The UK Cargo Bike Codes of Conduct have been developed as good practice commitments for businesses, riders and other stakeholders in the UK cycle logistics sector.

By signing, operators and riders commit to a level of professionalism in their operations and behaviour which ensures that cargo bikes (of all types, including e-assist) are used safely, responsibly and efficiently in the public realm in the UK.

Customers who use cycle logistics, public sector stakeholders including regulatory and municipal authorities, and the general public, can be assured that businesses committing to this Code of Conduct are responsible actors in environmental transport whose enterprises aspire to best practice.

The UK Cargo Bike Codes of Conduct were developed by the UK's cycle industry trade association, the Bicycle Association, in consultation with numerous stakeholders.

Definitions and Scope

- For these Codes of Conduct the terms “cargo bike” or “cargo cycle” should both be understood to cover pedal cycles, or Electrically Assisted Pedal Cycles (EAPCs), which are specifically designed for carrying cargo, and which may have any number of wheels. Cargo bikes may also be used in combination with trailers. **Riders and operators of such vehicles in the course of business are the intended users of this Code of Conduct.**
- These Codes of Conduct are **not** intended to apply for riders or operators of standard cycles or EAPCs used for deliveries, even if these have been adapted to carry loads by e.g. having a box attached to the luggage rack, or by towing a trailer.
- Similarly, these Codes of Conduct do **not** cover pedicab riders or operators (i.e. when the cycles transport people rather than cargo)
- They are also **not** intended to be applicable for personal (i.e. non-commercial) use of cargo cycles.

A regularly reviewed commitment

- Commitment to these Codes of Conduct is intended as an ongoing exercise. We recommend that operators and riders re-read the Code of Conduct documents at six monthly intervals, or whenever a new version is released. It may also be useful, where relevant, to include a Code of Conduct review/refreshers as part of incident or near miss reporting and review procedures.



The UK Cargo Bike Operator Code of Conduct

For organisations using cargo bikes as part of their business operations

**I hereby certify that the cycle logistics business
for which I am responsible:**

Name of business/organisation

**agrees to adopt and implement the UK Cargo
Bike Operator Code of Conduct, as detailed
overleaf.**

Signature of responsible person

Print name and position/job title

Date signed



The UK Cargo Bike Operator Code of Conduct

1. The operator will source cargo cycles only from trusted manufacturers who can provide parts and warranties. Modifications will be carried out only by competent persons.
2. The operator will ensure that cycles are properly maintained to always meet or exceed UK legal requirements, including PCCUR and EAPC regulations¹, and the operator will ensure that they are safe and roadworthy when in service. The operator will ensure that rider reports of safety and maintenance concerns are promptly evaluated and addressed.
3. The operator will ensure that the cargo bike and its associated equipment, such as a cargo bike box, is appropriate for the job. For example, the operator will ensure each cargo bike is used only within its payload specifications, that all loads are secure, and that dangerous goods transport regulations are complied with as relevant.
4. The operator will ensure that maximum permissible loads are clearly and visibly marked on all cargo cycles, to inform riders.
5. The operator will provide the rider with equipment relevant for the job beyond just the cargo bike (such as load securing equipment, waterproofs, PPE if required on sites visited, and any necessary communication devices) and ensure access to regular professional mechanical checks and mechanical support. Riders should be offered helmets in accordance with Highway Code Rule 59 (conforming to current regulations and of the correct size).
6. The operator will ensure that cargo bikes used at night meet all requirements of the UK lighting regulations².
7. The operator will have appropriate public liability, employer's liability and goods in transit insurance.
8. The operator will have a policy/procedure in place for rider incident reporting, to include accidents/incidents, near-misses and road aggression (e.g. untoward interactions with members of the public and other road users), and disclosure of any fees or fines incurred by rider or operator. Procedures/policies will also be in place for further investigation and/or referral to relevant authorities of these incidents as appropriate.
9. The operator will ensure that they are clearly identifiable by other road users as the operator of cargo cycles and riders working on their behalf.
10. The operator will provide company photo ID to be carried by all riders while on duty.
11. Appropriate training will be given to all riders, as a minimum in compliance with the UK Cargo Bike Rider Training Standard which has been published to accompany this Code of Conduct. Operators are encouraged to go above and beyond this in training, especially for any aspects of their operations which are company-specific and are not covered by this baseline standard.
12. The operator will provide clear written instruction, procedures and training to ensure that riders are aware of and observe all requirements of the Road Traffic Act 1988, [sections 28 to 31](#) (relating to cycling offences and cycle racing), as well as all relevant Highway Code requirements and recommendations, especially:
 - the need for cycles to be pushed (by the rider on foot) if they are to be used in areas where cycling is not permitted; and
 - the need to behave with consideration for all road users and members of the public, especially pedestrians
 - that bicycles must not be parked on the pavement or anywhere inconsiderate to other road users, the public, the police or other emergency services.
13. The operator will require all riders to sign the UK Cargo Bike Rider Code of Conduct when onboarded, and to conduct regular reviews/refreshers.
14. The operator will have in place policies, for example the BA's diversity pledge³ or an existing company policy, demonstrating commitment to creating a diverse, equitable and inclusive workplace, and to ensuring that all staff feel safe and supported at work. This includes a zero tolerance policy against harassment, bullying and discrimination and the promotion of a positive, inclusive, anti-discriminatory culture in the workplace. Operators with 30 or more employees should have a written diversity, equity and inclusion plan, such as the BA's 10-step DEI action plan⁴

¹ PCCUR = [Pedal Cycles Construction and Use Regulations 1983](#) and EAPC = [Electrically Assisted Pedal Cycle Regulations 2015](#)

² Cycle and EAPC lighting regulations are set out in the Road Vehicle Lighting Regulations. Guidance is available from the Bicycle Association on request.

³ Sign here: <https://www.bicycleassociation.org.uk/diversity-in-cycling/>

⁴ Access the 10-point Action Plan here:

<https://www.bicycleassociation.org.uk/diversity-in-cycling/?jump=ten-step-action-plan>



The UK Cargo Bike Rider Code of Conduct

For cycle logistics riders

I hereby certify that in my work as a rider for:

Name of cycle logistics business/organisation

**I agree to adopt and implement the UK Cargo
Bike Rider Code of Conduct, as detailed
overleaf.**

Signature of rider

Print name and position/job title

Date signed



The UK Cargo Bike Rider Code of Conduct

1. I will take all reasonable measures to secure loads and to ride safely, to ensure the safety of transported goods, members of the public and other road users and myself at all times and take all reasonable measures to avoid accidents and adverse incidents.
2. I will comply with company policies and work in accordance with any training provided by the Operator.
3. In addition to any measures put in place by the Operator, I will take all reasonable measures to ensure my own health and safety, including choosing to wear appropriate clothing. I am aware that the Highway Code (Rule 59) notes that cycle helmets should be worn and securely fastened, and I will follow company policy on the wearing of helmets.
4. I will act in a professional manner and not take any action that might reflect badly on the reputation of the cargo bike operator or cargo bike users more generally.
5. If I am under the influence of alcohol or any drug including prescription drugs that may affect my judgement or ability to control my cargo bike I will inform the operator immediately and will not ride until in a fit state to do so.
6. I will ensure that the load carried is appropriate to be conveyed by the cargo bike, is secured correctly and is safe for myself and other road users.
7. I will always be courteous and considerate to other road users and members of the public.
8. I will park safely and considerately, especially considering pedestrian access, obstructions, emergency access routes and other activities in the area.
9. I will always carry and produce on request company issued identification.
10. I will report any safety and maintenance concerns about my cargo cycle to the operator at the earliest safe opportunity. I will carry out the prescribed safety checks on my cargo bike before and after each shift of work.
11. I will not become involved in racing, dangerous, reckless or furious riding of any kind.
12. Other than accessing communication devices authorised by my employer as essential for delivery purposes (and only when safe and legal to do so), whilst riding, I will not make or receive calls listen to music, browse the internet or text and neither will I smoke or vape.
13. I understand that my employer has a zero tolerance policy against harassment, bullying and discrimination. I will support and promote a positive, inclusive, anti-discriminatory culture in my workplace and follow company policies in this area.
14. I will comply with the operator's incident reporting procedures.
15. I will comply with the Highway Code and with all road traffic laws when riding my cargo bike, particularly those related to dangerous cycling ([sec 28, RTA 1988](#)) and cycling without due care and consideration ([sec 29, RTA 1988](#)) and recognise that all road traffic regulations applicable to cyclists apply to cargo bikes. For example, I will not:
 - a) ride on the pavement or in pedestrian-only areas.
 - b) park in a bus lane
 - c) park in a bus stop clearway
 - d) park or stop on zig-zag markings that relate to a pedestrian crossing, or where any danger to the public would arise, or where there is designated disabled parking.
 - e) disobey a red traffic light
 - f) cycle along a one way street in the wrong direction (unless contraflow cycling is permitted).