

Last update: December 4, 2023

Crowdcargo Safety Guidelines

INTRODUCTION

The safety and well-being of our merchants, runners, and customers are our top priorities. At CrowdCargo, we recognize the unique safety challenges inherent in our industry, such as transportation and personnel safety and cybersecurity. We are committed to continuously improving our safety policies, procedures, and practices to ensure a safe and secure environment for everyone involved in our operations.

This safety policy applies to all CrowdCargo users and customers involved in our operations, including but not limited to:

1. Merchants who use our platform to sell their products and services
2. Runners who use our platform to deliver goods and services
3. Customers who use our platform to purchase goods and services

RESPONSIBILITIES

1. Vendors:

- Ensure that all products are packaged securely and labelled appropriately before handing them over to runners for delivery.
- To ensure the safety and security of your products, we recommend that you verify the identity of the runner before handing over the package. This can be done by checking the runner's ID and comparing it to the information provided by CrowdCargo.
- Do not disclose personal or financial information to runners or customers.
- Only share the delivery confirmation pin with the customer.
- Use only CrowdCargo authorised channels to process payments to minimize the risk of fraud.
- We advise that our users prioritize their safety at all times. Please do not agree to meet with runners or customers outside of a designated delivery location, and do not enter any suspicious or unsafe environments. Your safety is our top priority, and we want to ensure that you can carry out your duties without any risks to your well-being. Report all suspicious activities to CrowdCargo.
- Report any incidents of theft, fraud, or harassment to CrowdCargo immediately.
- If you feel uncomfortable or unsafe at any point during the delivery process, do not hesitate to contact CrowdCargo and request assistance.

2. Customers:

- Verify the identity of the runner by checking their name, photo, and vehicle information before accepting the delivery.
- Provide accurate delivery instructions and contact information to ensure a smooth delivery process.
- Do not disclose personal or financial information to runners or merchants.
- We advise that our users prioritize their safety at all times. Please do not agree to meet with runners or merchants outside of a designated delivery location, and do not enter any suspicious or unsafe environments. Your safety is our top priority, and we want to ensure that you can carry out your duties without any risks to your well-being. Report all suspicious activities to CrowdCargo.
- Report any incidents of theft, fraud, or harassment to CrowdCargo immediately.
- For your safety and the safety of our runners, we kindly request that you do not invite runners into your residence or personal space for any reason. Please ensure that all deliveries are exchanged in a visible and open environment. If you have any concerns or special requests regarding the delivery process, please communicate with your runner through the app or contact CrowdCargo customer support for assistance.
- If you feel uncomfortable or unsafe at any point during the delivery process, do not hesitate to contact CrowdCargo and request assistance.

3. Runners:

- Verify the identity of the customer or merchant by checking their name and contact information before accepting the delivery.
- Do not disclose personal or financial information to customers or merchants.
- We advise that our users prioritize their safety at all times. Please do not agree to meet with customers or merchants outside of a designated delivery location, and do not enter any suspicious or unsafe environments. Your safety is our top priority, and we want to ensure that you can carry out your duties without any risks to your well-being. Report all suspicious activities to CrowdCargo.
- Report any incidents of theft, fraud, or harassment to CrowdCargo immediately.
- Do not enter a customer's residence or personal space for any reason and ensure that all deliveries are exchanged in a visible and open environment.
- If you ever feel uneasy or at risk during the delivery process, please contact CrowdCargo immediately to request support.

It is important for all our users to be aware of the following safety guidelines:

- Do not engage in any physical or sexual assault, harassment, or discrimination.
- Respect the privacy and personal space of others.

- Follow all traffic rules and regulations when delivering.
- Do not consume drugs or alcohol while on duty.
- Wear appropriate safety gear, such as helmets and reflective clothing, when delivering.
- Report any incidents or concerns to CrowdCargo immediately.

KYC (IDENTITY) VERIFICATION

- To ensure the safety and security of our platform, CrowdCargo requires all independent contractors to undergo a thorough KYC (Know Your Customer) verification process before being onboarded on the platform. This process includes verifying the identity of the user, including their name, date of birth, and address, as well as their work, etc. We may also conduct ongoing KYC checks at our discretion.
- The results of the KYC verification will be kept confidential and used solely for contractual purposes. Any user found to have provided false or incomplete information during the KYC process may be barred from accessing our services. CrowdCargo reserves the right to terminate the user profile who fails to disclose accurate and complete information during the KYC verification process.
- We take our responsibility to take the safety and security of our platform seriously, and the KYC verification process is an essential part of our commitment to ensuring that only qualified and trustworthy independent contractors or users are on the CrowdCargo platform.

EMERGENCY PROCEDURES

If an emergency situation, such as an accident or medical issue, arises during delivery, it is mandatory for the runner to contact CrowdCargo support immediately for assistance. Runners can also access insurance support as per the terms mentioned in the CrowdCargo Runners agreement.

DATA SECURITY

- CrowdCargo will take all necessary steps to protect the personal data of merchants, customers and runners. (Please read our [Privacy Policy](#) for more details.

INCIDENT REPORTING AND INVESTIGATION

- All safety incidents, including near-misses, accidents, and injuries, must be reported immediately to the designated safety officer. The safety officer will investigate each incident and determine the root cause, develop corrective actions, and ensure that they are implemented to prevent similar incidents from occurring in the future.

SAFETY AUDITS

- Regular safety audits will be conducted to ensure that all safety policies and procedures are being followed. The audit team will consist of a mix of internal and external personnel and the audit results will be shared with all stakeholders.

COMPLIANCE WITH LEGAL AND REGULATORY REQUIREMENTS

- CrowdCargo will comply with all applicable legal and regulatory requirements related to safety. The safety policy will be reviewed regularly to ensure that it remains in compliance with all relevant laws and regulations.

CYBERSECURITY

We understand that cybersecurity is a critical component of our operations, given the sensitive nature of the information we handle. (Please read our [Privacy Policy](#) for more details.)

CONCLUSION:

At CrowdCargo, we place a high value on the safety of our merchants, runners, customers, and the public. Our safety policy ensures a safe and healthy working environment and helps prevent accidents and injuries. We encourage all stakeholders to participate actively in building a culture of safety and to report any safety concerns or incidents without delay.