



Bike Breakdown – Rider Not Injured

Initial Questions

1. Is the rider safe and location of breakdown
2. Is the bike causing an obstruction

Nature of Breakdown

1. Is the bike moveable
2. Can bike be moved with assistance (ie out of fuel)
3. Can bike be recovered using CBB resources (ie volunteers bike trailer)
4. Does bike need recovery straight to a garage.

Does the rider need anyone informed?

Samples

1. Does the rider have samples etc on board, if so make arrangements for a second rider to be dispatched
2. What is their destination
3. Are they time critical

In the event of a breakdown or accident all Cornwall Blood Bikes vehicles are covered by the Nationwide Association of Blood Bikes (N.A.B.B.) policy

Details of which are:-

Card Number:- BC ASP 103268

Cover:- RS REL HS

Expires:- 30th April Yearly

Telephone Number

0800 420 420

1. Usually the first question is the registration number of the vehicle followed by the name of the group.
2. They will ask for your name & phone number and also the riders details.
3. They will want to know if the vehicle is in as safe a location as possible and then location including postcode and the symptoms of the breakdown etc.
4. You will then be given an ETA for the breakdown driver
5. Advise the rider of progress and estimated time of arrival of recovery.

If the vehicle cannot be repaired at the roadside then it will be recovered to a location specified by the Fleet and Operations Manager.

Fleet or Operations Manager must be contacted as to where the vehicle should be taken & the rider may be required to accompany the bike to its destination.

Update the on duty committee member and the Fleet Manager