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Runner Protocols (please read both pages)

Priority One

If you feel unwell in ANY WAY, let the supervisor due to work with you know as soon as possible and DO NOT TURN UP TO YOUR SHIFT.

As a runner, your job is to be the physical link between our service and our clients.

Your jobs will include things like picking up groceries, visiting the post office, collecting take away meals etc. You should be able to do this safely, quickly and efficiently using a bike and a rucksack to transport any goods. **If you can drive, this will help but be even more cautious than normal to ensure the safety of yourself and your runner shift partner.**

If money is being exchanged between runner and client then photographs of cash or cards and receipts must be taken and saved to be sent to your supervisor for your protection against accusations of malpractice. Similarly, any shopping lists exchanged directly between clients and runners should be photographed and retained in order to have a record of what you have been asked to deliver. Please remind clients that this is a voluntary service and does not require payment.

You must remain in contact with your supervisor for the duration of your shift via SMS (text message). This will be to update information on the current tasks and to notify of any issue or problem which might arise.



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You must remain at least 2m away from any client you interact with at all times.

1. On arrival at a client's location you will knock or ring the doorbell then stand back at least 2 steps before engaging with the client.
2. If you require to exchange anything (money, change, shopping list, goods) with the client this will be placed in a convenient position for the client and collected once the door has been shut again.
3. If you are dropping something off this would be placed on the doorstep or location requested by the client prior to ringing the doorbell.

Personal hygiene is critical to this enterprise. All runners should be following government guidance on minimising social contact at all times. Also, runners must collect a pair of gloves for each runner for each task on their job list. Gloves should be changed between jobs and disposed of carefully at the end of each shift. Ideally, runners should carry and regularly use hand sanitiser (replacement supplies of which will be provided courtesy of the Callander Community Council as soon as available)