



The following provides a code of conduct when using the Beartown Rickshaw WhatsApp group.

Examples of what the group may be used for:

- A driver is unable to make an appointment and we need an urgent replacement
- The rickshaw has broken down and help is needed.
- The rickshaw is unavailable
- Due to weather etc rides have been cancelled.
- Somebody needs some help, advice, spare part.
- Please do post interesting photos of the rickshaw in action (These may be used for social media / website unless you say not to)

Code of Conduct

1. Be respectful and kind to others.
2. Always keep messages to the purpose of the group, don't share irrelevant messages about other topics.
3. Don't spam the group. If you would like a group to share memes, adverts or deals with then set one up for that exact purpose and invite others to join.
4. Post your message in one single chunk of text, don't post every word or sentence in a new message.
5. Try not to have long one-on-one conversations in the group. Switch to private messages.
6. Do not post in any group between 21:00 and 07:00 unless it is an emergency. By emergency, we mean the "fire, floods, and broken bones" type of emergency.
7. If a message asks for a positive response like an RSVP, don't reply in the negative. Only say if you are able to attend. Don't double RSVP if a second call to action is sent out for the same event.
8. If someone asks a question and you don't know the answer don't respond with "I don't know". Just wait for someone who knows the answer to reply.
9. Please don't send in a hundred "thank you" messages. If you feel gratitude towards someone – tell them in a private message.
10. If someone asks a question of a personal nature (like asking for advice) don't respond if someone else has already answered, or else respond to the person directly in a private message.
11. The group is not a political platform. No arguing, no heated opinions, no fear-mongering, no hyped-up drama, no fake news. Check your sources before you share.
12. Never EVER use a group to berate someone else or air grievances. If you have an issue address it one on one with the relevant person.



13. Don't send data-insensitive messages.
14. Hit "Mute" on your WhatsApp group (unless you're part of an emergency rescue group).
This is a sanity saver. You will still receive all the messages, but your phone won't buzz or make a noise for every one of them.
15. If you have been upset or offended by a message, please try to deal with it privately with the individual concerned. If that is not possible, please inform a trustee.