

## Employer e-bike purchase support schemes

# Supplier requirements checklist

When selecting the e-bike supplier, an employer can use this list of considerations. It is not intended to be definitive or set mandatory requirements. The most important considerations are identified with an asterisk.

<b>Model range*</b>	<ul style="list-style-type: none"> <li>Offer a range of quality e-bikes designed for use on road or cycleway in urban settings, typically including step-through, commuter or urban.</li> <li>Provide a priced list of the e-bikes available through the scheme (including any volume-based price ranges).</li> </ul>
<b>Geographical area*</b>	Has capability to supply the e-bikes in the area(s) required.
<b>Bulk orders</b>	Fulfill bulk orders within the agreed timeframe (typically within 6 weeks of the initial order).
<b>Discounts*</b>	Provide discounts on bulk orders.
<b>Accessories</b>	Offer a full range of accessories (e.g. helmets, jackets, lights), preferably with discounts.
<b>Have-a-go events*</b>	<ul style="list-style-type: none"> <li>Help organise 'Have-a-go' event(s) at an agreed venue(s) - typically at, or close to, the employer's workplace.</li> <li>Offer test rides for the full range of e-bikes available through the scheme.</li> <li>Be available to answer questions.</li> </ul>
<b>Test rides</b>	For those employees unable to attend the 'Have-a-go' events, offer test rides at the supplier's premises.
<b>Safety briefing*</b>	Provide a full safety briefing (including observed ride) to customers on pick-up.
<b>Payment process</b>	Be prepared to support payment processes involving a bulk payment from employers or single payments from employees.
<b>Support to employers</b>	Be available to support the employer representative in providing a smooth and timely implementation and provide records of e-bike collections by participating employees.
<b>Warranty and servicing</b>	Offer one free service to customers within the first three months of ownership. Provide a suitable warranty period for battery and bike components.