

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.

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