

## Standard Operating Procedure NHS Lothian E-Bike Scheme – Departments (Leased e-bikes)

<b>Date</b>	23/09/2022
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<b>Goal</b>	To provide clear guidance on procedures to be followed when using an NHS Lothian e-bike for business mileage.
<b>Summary</b>	To define induction requirements and conditions of use, explain how to use the booking system, how maintenance works, what to do in a breakdown, how to report faults, how to report mileage, what items to be carried in the pannier.
<b>Process</b>	<p><b><u>Induction</u></b></p> <ul style="list-style-type: none"> <li>• Induction PowerPoint presentation</li> <li>• Watch all cycle training videos</li> <li>• Onsite bike induction in conjunction with bike training programme</li> </ul> <p>The induction presentation, cycle training videos<sup>1</sup> and user manual<sup>2</sup> should be viewed before the bikes arrive on site. An onsite bike induction will be arranged by the e-bike administrator and will be carried out by the supplier on delivery of the bikes. The identified “Bike Champion” and all identified e-bike users should attend.</p> <p>All e-bike users must read and complete all relevant induction materials as noted in appendices and complete the E-bike onsite induction checklist<sup>3</sup> to make sure all terms and conditions are met. Following the initial induction by the supplier, further inductions can be carried out by the “bike champion” using this checklist</p> <p><b><u>Before starting to use the e-bikes</u></b></p> <ul style="list-style-type: none"> <li>• Each bike will be given a unique e-bike ID which should be used as reference when arranging maintenance/repairs and corresponding with the e-bike administrator, transport team and Green Bike Pool (GBP) as appropriate</li> <li>• GBP will register the bike with BikeRegister</li> <li>• Onsite Bike Champion to set up GBP interface on an on-site desktop PC only, following the instructions provided<sup>4</sup>. This will be used solely for fault reporting. Only the Bike Champion and their deputy(s) will have access.</li> <li>• All users (and bike champions) are to sign the User Agreement<sup>5</sup></li> <li>• Users will be able to book the bikes out via a paper booking system.</li> <li>• The PowUnity BikeTrax Tracker will be added to the fleet App platform and will be managed by Green Bike Pool. <b>The App must not be installed to any on-site computers or mobile phones</b></li> </ul> <p><b><u>Health and Safety</u></b></p> <ul style="list-style-type: none"> <li>• Risk Assessment</li> <li>• User Agreement</li> <li>• Insurance Cover</li> <li>• Eye Sight Testing Form<sup>6</sup></li> </ul>

- Health & Safety Declaration<sup>7</sup>

Make sure the following have been carried out:

- All e-bike users must read and sign the Risk Assessment (RA), RA to be signed off by both their manager and the bike champion
- User agreement<sup>5</sup> to be read and signed by each rider, including Bike Champions and Deputies.
- All e-bikes users to complete & return Eye Sight Testing form and Health & Safety Declaration
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### **Insurance**

Theft and Accidental Damage – is included in the leasing contract and provided by ETA cycle hire insurance. Terms and conditions, along with specific details of cover, will be provided in due course to each department / Bike Champion.

Third Party Cover/ Employer Liability - is included in the leasing contract and provided by ETA cycle hire insurance. Terms and conditions, along with specific details of cover, will be provided in due course to each department / Bike Champion.

Personal Injury – Personal accident / injury cover has been arranged through Butterworth Spengler. Terms and conditions, along with specific details of cover, will be provided in due course to each department / Bike Champion.

**A copy of the Risk Assessments, User Agreement, Eye Sight Testing Form and Health & Safety Declaration must be sent to the e-bike administrator (loth.ebikes@nhslothian.scot.nhs.uk) with a copy retained onsite.**

### **Signage for sites**

Signage material will be sent out to all sites<sup>8,9,10,11</sup>. Bike Champion to print, laminate and place at a suitable place, well in sight.

### **Booking system:**

Paper/diary-based booking system to be set up and used. Please note, Information Governance, within eHealth, recommend that to protect against the loss of booking details, an electronic version of bookings, eg spreadsheet, should be held within the department.

### **Reporting mileage system**

The PowUnity/Bike Trax App will automatically log each individual journey. Mileage will be accessible by GBP via the fleet app. GBP will report mileage directly to the scheme administrator on a monthly basis.

Do not download or use the PowUnity App on any on-site or personal devices.

### **Maintenance/Servicing**

E-bikes will be serviced every 3 months, as set out in the maintenance contract. The leasing company will pre-arrange the date and time of the services. Bike champion to book out the bike for service dates to prevent others booking the bike. Bike

Champion to monitor if servicing has been arranged and carried out. Bike champion to ensure bikes are available on site for prearranged service.

The cost of regular 3-monthly check-ups is covered within the leasing agreement. There is no charge for replacement of wearable parts unless damage is the result of misuse or abuse. Emergency call outs are also covered within the leasing contract at no additional cost.

### **Reporting faults & emergency call outs**

#### **Minor Faults and Damage**

If e-bike is rideable, user should return e-bike to site ASAP then hang the "Do not use" sign on the e-bike. User to advise "bike champion" immediately. They will report the fault via the GBP interface and may follow up with a phone call to the customer service team if required. The bike cannot be used whilst waiting for repair.

#### **Major Fault/ Emergency Call Out**

If a fault occurs during a ride and the e-bike becomes unrideable, the rider should contact the GBP customer service team (see "Quick Checklist"<sup>12</sup> which is kept in the pannier), who will arrange for the bike to be recovered. If possible, the bike will be repaired at the site of the breakdown.

If staff member is leaving the faulty bike unattended for collection, they must use the wheel lock and secure the bike through the frame and wheel to an immovable object using the Sold secure Gold rated chain lock. E-bike user to call a taxi for themselves to get to their destination or to return to their site as per organisation policy. Taxi to be paid by e-bike user and reclaimed via GBP as part of the call out cover. Carbon Neutral Taxi Companies have been identified<sup>13</sup>.

#### **Involved in an accident**

User to ensure that they and others involved are safe and call for medical assistance if necessary. User should then call GBP on 02037401836. GBP will notify the insurance company and arrange for the bike to be collected. If the user cannot stay with the bike, they should secure it using the Gold/ Diamond standard lock supplied.

E-bike users to follow their usual local procedures (e.g. reporting in Datix when necessary, and contact their line manager.)

#### **Items to carry in the pannier**

The following document will be placed in the panniers of all e-bikes: "Quick Checklist". Users should refer to this before using the bike or in case of a breakdown.

#### **Using the e-bike**

All e-bike users must have read and signed the User Agreement, the Risk Assessment, the Eye Sight Testing and Health and Safety Declaration documents.

- Familiarise yourself with intended route – ask colleagues, refer to CycleStreets.net, Spokes Maps, and speak to onsite Bike Champion and colleagues.

- Carry out an M-Check (follow the info sheet in pannier)
- If there's anything wrong with the bike, report fault to identified Bike Champion.
- Dress appropriately for the weather and wear high-vis clothing and/or accessories. Always wear a helmet. Adjust the helmet to fit correctly.
- Collect the keys from your identified site location. Collect the battery and fix onto the e-bike. Collect anything else you need – locks, helmet, hi-visibility clothing, gloves, pump - and place in panniers along with the additional items required for the trip. Put the keys somewhere safe such as in a zipped pocket.
- Have a look over the e-bike to familiarise yourself with it, switching it on and checking over the controls, battery level etc. as per the information sheet in the pannier.
- Refer to the User Agreement and the guide in the pannier on how to use and lock the bike properly.
- On return, put the e-bike back in its storage, remove the battery and return to identified "site home". If the battery has 4 bars of power or less, put it on to charge. Use a timer plug if you need to leave the building before the battery will be charged up. The battery goes from flat to full in about 4 hours. Please follow manufacturer's instructions for charging the battery for safety purposes.
- Return all accessories to the right places.

### **Responsibilities**

On-site Bike Champions are responsible for:

- Printing out all materials and place in panniers (signage on board/wall)
- Report faults and arrange visit with supplier if needed for bike repairs
- Monitor if regular 3-monthly check-ups are arranged and carried out
- Make sure all users complete induction and sign the user agreement
- Complete feedback questionnaire/ evaluations as requested by the scheme administrator

Staff who use the e-bikes are responsible for:

- Completing induction, signing and following the user agreement and RA
- Using the e-bike solely for business travel purposes
- Ensure security of bike when left unattended in an insecure location:
  - chain secured to wheel and frame and an immovable object,
  - display removed (if bike model has removable display)
  - wheel lock closed
- Use the bike safely:
  - Carry out M-check before use
  - Wear a helmet and high-vis clothing and/or high-vis sash, bands
- Reporting any issues with the e-bike to the on-site Bike Champion
- After using the bike:
  - Users must leave the bike in the agreed secure bike storage on site
  - Check the battery and if at medium charge or less, charge it (setting the timer socket to around 4 hours)

The E-Bikes have been funded by NHS Lothian's Sustainability team. A review will be undertaken after 11 months to ensure the e-bike purchased for your

	<p>department is meeting NHS Lothian’s e-bike scheme objectives:</p> <ol style="list-style-type: none"> <li>1. Reduce business travel mileage/parking expense claims</li> <li>2. Reduce vehicle carbon emissions associated with business travel</li> <li>3. Reduce travel time moving between sites and visiting patients</li> <li>4. Increased active travel during working hours</li> </ol> <p>Failure to use the e-bike to; replace business mileage (as stated in departments original application), complete the evaluation tool or maintain the bike, may result in the bike being reclaimed by NHS Lothian and redistributed to an alternative department.</p>
<b>Additional Information</b>	<p><b>Contacts</b> E-Bike Administrator: loth.ebikes@nhslothian.scot.nhs.uk</p> <p><b>SOP subject to 12-month review</b></p>
<b>Appendices</b>	See all referenced source materials. The documents package will be available on site.

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<sup>1</sup> Induction PowerPoint presentation

<sup>2</sup> User Manual \_ GBP

<sup>3</sup> eBike onsite induction checklist

<sup>4</sup> GBP interface - training video

<sup>5</sup> User Agreement

<sup>6</sup> Eye Sight Testing Form

<sup>7</sup> Health & Safety Declaration

<sup>8</sup> On site signage 1 – Have you booked this bike?

<sup>9</sup> On site signage 2 – Before and After use

<sup>10</sup> On site signage 3 – Battery Guidance

<sup>11</sup> Do not use sign

<sup>12</sup> Quick Checklist

<sup>13</sup> Carbon Neutral Taxi Companies