

## BATTERY SAFETY AND MANAGEMENT POLICY

### 1.0 Purpose:

The purpose of this policy is to ensure the safe handling, inspection, and maintenance of lithium-ion batteries used in our electric bike rental business. By implementing strict protocols, we aim to minimize the risk of fire or damage and prioritise the safety of our customers and property.

### 2.0 Policy Guidelines:

#### 2.1. Battery Inspection upon Arrival following every rental:

Each lithium-ion battery is inspected upon arrival for any signs of damage, leaks, swelling or tampering. If a battery shows any of these signs, it is withdrawn from service and recycled.

Batteries with damaged casings or indications of drops are set aside for further assessment.

#### 2.2. Void Stickers:

All lithium-ion batteries are affixed with "Void" stickers on the top and bottom to indicate if they have been opened or tampered with.

Stickers are checked upon receipt, and any breach of the "Void" stickers is considered a serious safety concern.

#### 2.3. Charging Cable Assessment:

When a bike is returned or released to a customer, the charger and charging cable are thoroughly inspected for signs of tampering, frayed wires, or damage.

Damaged charging cables are replaced promptly to prevent potential hazards.  
Damaged chargers are discarded.

## 2.4. Battery Safety in Handover:

Prior to renting an electric bike, each customer is taken through Battery Do's and Don'ts.

Namely:

### **Dos:**

- a. Do charge the battery using the provided charger only and follow the recommended charging time (4 to -6 hours).
- b. Do store the battery in a cool, dry place away from direct sunlight and extreme temperatures.
- c. Do use the battery regularly to maintain its health and prevent long periods of inactivity.
- d. Do inspect the charging cable and connector regularly for any signs of wear or damage.
- e. Do handle the battery with care and avoid dropping it or subjecting it to impacts.
- f. Do check the battery's "Void" stickers before accepting or returning it to ensure it is intact.

### **Don'ts:**

- a. Don't overcharge the battery or leave it plugged in for extended periods once fully charged.
- b. Don't use or charge the battery in wet or damp conditions.
- c. Don't attempt to open or repair the battery yourself; only trained professionals should do so.
- d. Don't expose the battery to extreme temperatures or direct sunlight for prolonged periods.
- e. Don't use a damaged or visibly worn charging cable or connector.
- f. Don't store the battery near flammable materials or sources of heat.
- g. Don't attempt to modify or alter the battery's components or design.

## 2.5. Battery Disposal:

End-of-life or damaged batteries are recycled.

## 2.6. Training and Staff Awareness:

All employees, contractors and staff members receive training on battery safety and management protocols.

Regular awareness sessions are conducted to reinforce best practices and safety measures.

## 2.8. Incident Reporting and Review:

In the event of any battery-related incident occurs, an investigation is conducted to identify root causes and prevent future occurrences.

The lessons learned from incidents are used to update and enhance our battery management practices.

This Battery Safety and Management Policy is a testament to our commitment to safety and environmental responsibility. By following these stringent procedures, we strive to provide our customers with peace of mind and a positive experience when using our electric bikes.

## 2.9. Certified Batteries from Reputable Vendors:

At WEDGETAIL Bikes, we prioritise safety and quality when it comes to our lithium-ion batteries.

We source all our batteries from reputable and certified vendors who meet industry standards.

Our batteries are made up of either LG or Samsung cells which undergo testing and are compliant with all relevant safety certifications and regulations.

