



**University
of Victoria**

Campus Planning
& Sustainability

PARTICIPANT GUIDE

UVic Employee E-Bike Loan Pilot Program

AUG, 2022

UNIVERSITY OF VICTORIA



**University
of Victoria**

Campus Security
Services

Introduction

The University of Victoria is dedicated to supporting and promoting sustainable transportation choices and infrastructure for the campus community, lowering emissions, and supporting healthy communities. The goal of the Employee E-Bike Loan Pilot Program is to further accelerate sustainable transportation options for commuting to campus and across the Greater Victoria area, by incentivizing the purchase of E-Bikes as a lower carbon, renewable energy, and active transportation option.

Pilot program overview

The pilot program will provide up to 100 eligible UVic employees with an interest-free loan of up to \$3,000 towards the purchase of an E-Bike. Loans will be re-paid over a 2-year period by payroll deduction, to cover the cost or partial cost of their E-Bike purchase.

- Available to all regular, continuing staff and faculty
- Application intake is open from August 25, 2022 at 9am PST, while funds last
- Participants will be asked to complete a min. 3 surveys to help evaluate the pilot program.

Eligible E-Bikes

- Must be new, no used E-Bike sales
- Have a minimum 1-year warranty on all parts
- Meet the definition of “motor assisted cycle” in the BC [Motor Vehicle Act](#)
- Comply with all applicable laws, including but not limited to the Motor Assisted Cycle (MAC) Regulation:
 - Electric motor with power output rating not exceeding 500 watts
 - Not capable of propelling the cycle faster than 32 km/hr on level ground
 - Wheels 350mm or more in diameter
 - No more than 3 wheels in contact with the ground, and
 - Motor shut-off mechanism separate from the accelerator controller, that allows the driver to turn the motor on and off from a normal seated position while operating the MAC or prevents the motor from turning on or engaging before the motor assisted cycle attains a speed of 3 km/hr
 - Motor must disengage if the operator stops pedaling, an accelerator controller is released, or the brake is applied
 - Lights must conform to all applicable BC laws, including the requirements for a front white and a rear red light.
 - Brakes that comply with Section 5 of the Regulation.

Participation process overview

All applications to the Employee E-Bike Incentive Pilot Program will be accepted through an [online form](#).

How it works:

Step 1: [Apply for pre-approval](#)

Campus Security (CSEC) will receive your application and review for eligibility. If you are eligible, you will receive a confirmation email indicating pre-approval for an E-Bike loan. This process may take up to 2 weeks. If your application is not approved, you will also receive notification within 2 weeks.

Step 2: Complete E-Bike Participant Agreement and Pre-Use Survey.

Upon receiving your pre-approval letter, you will also receive an E-Bike Participant Agreement to sign and submit back to CSEC, and a Pre-Use Survey. You will be asked to complete a 3 surveys minimum to help evaluate the pilot program and help inform possible program expansion.

Step 3: Order your E-Bike

After your signed participant agreement has been submitted, you have 30 days to bring proof of pre-approval and completion of your participant agreement, with your ONECard, order an eligible E-Bike from [a participating supplier](#).

Within this 30 day window, you will have the opportunity to research different suppliers and different makes/models of E-Bikes.

Depending on who you choose to order from, the university has already [established procedures](#). You have the option to purchase your E-Bike and submit proof of purchase via [Chrome River for reimbursement](#).

Step 4: Payroll deductions are initiated

Your E-Bike will be re-paid based off of an amortization period of 2-years and deductions will be reflected on the last payroll of the month.

The full amount can be repaid at any time. Should you leave your employment with UVic prior to full payment being received, the balance will be deducted from your final pay.

Step 5: Start riding

Pick-up and delivery of your E-Bike will be worked out between you and your supplier.

Step 6: Complete during and post-use program surveys

Participants will be asked to complete additional surveys throughout the 2-year pilot program. Surveys will be administered through the [Office of Campus Planning and Sustainability \(OCPS\)](#).

Participating suppliers:

Preferred suppliers

UVic is committed to carrying out procurement activities in an environmentally, socially, ethically and economically responsible manner. In early 2022, UVic undertook a Request for Expressions of Interest (RFEOI) process to identify suppliers willing to offer participants point of sale incentives to participants.

Suppliers were asked to acknowledge their compliance with the UVic's Supplier Code of Conduct and were invited to give UVic a better sense of how sustainability risks are managed within their supply chain in order to inform overall fit of their company with UVic's goals.

UVic understands that while EV production has significant greenhouse gas emission (GHG) advantage over conventional internal combustion engine (ICE) vehicles, they are not entirely free of environmental and humanitarian risks (i.e. extraction and production processes). Understanding the challenges and sustainability risks within EV battery supply chains, to inform solutions, remains a large gap in the literature. Therefore, as consumers and manufacturers shift toward more sustainable transportation options, identifying and addresses these impacts is very important.

It was not expected that suppliers would have perfect knowledge of their social and environmental impact, or have fully implemented every measure to improve that impact. Suppliers were encouraged to provide a realistic picture of their impacts and practices with an eye toward continuous improvement.

Interested E-Bike suppliers were asked to voluntarily participate in the EcoVadis Business Sustainability Rating process, with the understanding that UVic will collaborate with them to develop a corrective action plan to improve scorecard results.

EcoVadis

UVic has engaged [EcoVadis](#), a third-party ratings platform, to undertake their sustainability rating process with selected suppliers. The process involves a corporate social responsibility (CSR) questionnaire tailored to the size and industry of the supplier, the provision of supporting documents by the supplier and the rating undertaken by EcoVadis. Along with the scorecard, EcoVadis also identifies organizational strengths and areas for improvement.

Their methodology is built on international sustainability standards, including the Global Reporting Initiative, the United Nations Global Compact, and the ISO 26000. The Sustainability Scorecard illustrates performance across 21 indicators in four themes:

1. Environment
2. Labor & Human Rights
3. Ethics
4. Sustainable Procurement

Other suppliers

Participants are not required to purchase their E-Bike from the pilot program's Preferred Suppliers list – you may choose to order from any business in the Capital Region that sells and services E-Bikes, while meeting the program terms and conditions. UVic encourages all participants and employees to shop locally! Additional suppliers may also be shared in a list format on the [program webpage](#); the list will not be an endorsement of any particular supplier.

Suppliers must meet the following criteria:

1. Provide local (Greater Victoria Region) storefront or mobile repairs and maintenance services for the E-Bike sold;
2. Sell E-Bikes to Participants that are new, have a minimum 1-year warranty; and comply with the BC Motor Vehicle Act Motor Assisted Cycle Regulation criteria;
3. Provide detailed receipts/invoices for E-Bike (only) that includes:
 - a. Supplier name (e.g. name of store)
 - b. Employee name as the customer
 - c. Date ordered/purchased
 - d. Make and model of E-Bike
 - e. Point of sale incentive(s) amount applied
 - f. Any additional items for purchase (accessories, gear, etc.) must be on a separate receipt/invoice.
4. Agree to the program's invoicing and payment process through Campus Security.
5. The University reserves the right to remove a supplier from the supplier list for any reason at its sole discretion.

E-Bike suppliers who wish to be included in this list may contact action@uvic.ca

Employee E-Bike Incentive Pilot Program Preferred suppliers:

Under the pilot program, [Ride the Glide](#) and [Surface 604](#) have been identified as preferred suppliers and both have agreed to offer point-of-sale incentives not only for program participants but UVic employees in general.

Consumers are changing purchase preferences based on social responsibility, inclusiveness and environmental impacts. Although the university will be applying your loan directly to the supplier, which may or may not cover the full cost of your E-Bike, you will still be the buyer/consumer.

The purpose of this list is to highlight suppliers that demonstrate sustainability leadership, a desire to improve, and that provide value in the quality, range of products, level of customer service, and cost savings for our campus community.

You are not required to purchase your E-Bike from these suppliers. However, for ease, UVic has already established procedures with them. The following sections provide detailed information on the incentives they have agreed to provide and a breakdown of how to go about selecting your E-Bike!

For those interested, a copy of their RFEI questionnaire response have been included to this document ([Appendix B](#)).



Ride the Glide

Location	307-1208 Wharf St. Victoria BC V8W 3B9
Discount on E-Bike	\$50
Discount on Accessories – exclusions may apply (i.e. Sena Smart helmets)	10%
Assembly of E-Bike	Fully assembled if pick-up or delivered, partially assembled if shipped
Shipping and/or delivery	Greater Victoria – free hand delivery with shipping elsewhere available at a cost
Maintenance and Service	One year free tune-ups
Warranty	2 Year warranty on electrical and parts
Interested in EcoVadis participation	Yes
Discount extended to all UVic employees	Yes
Battery recycling	Currently in the midst of preparing to offer battery repairs and recycling. Anticipate this service to be available later in 2022.

Ordering Process: in-person

Required documentation:

- Participation confirmation (email); and
- UVic ONECard

Step-by-step:

1. Visit [their store](#) to select/order your E-Bike of choice.
2. Show their staff your participation confirmation email (on your phone is fine) and ONECard identity/employment.
3. RTG will apply offered discounts as applicable. To pay, the following options are available:
 - a. You will pay for the E-Bike and submit proof of purchase via Chrome River for reimbursement; or
 - b. RTG will submit your E-Bike order to CSEC for payment up to \$3,000 on your behalf. You will be responsible for paying the difference.
4. RTG will communicate with you timelines for pick-up/delivery.

Note: accessories and/or any other items you wish to purchase must be paid for separately.



Location	www.Surface604.com
Discount on E-Bike	15% off MSRP
Discount on Accessories – exclusions may apply	Model dependent – free NCX suspension seat post or free rear rack and rear LED
Assembly of E-Bike	95% assembled
Shipping and/or delivery	Free shipping
Maintenance and Service	One year free tune-ups
Warranty	1 Year warranty on parts
Interested in EcoVadis participation	Yes
Discount extended to all UVic employees	Yes
Battery recycling	Non-working and defective batteries can be shipped to their headquarters at no cost. Customers have to submit a battery warranty request to initiate the process.

Ordering Process: online

Required documentation:

- Participation confirmation (email); and
- UVic ONECard /V number

Step-by-step:

5. Contact them directly via phone or email (mike@surface604.com) to request an E-Bike that you'd like to purchase.
6. Include a copy of your participation confirmation email and ONECard confirming employment.
7. Surface604 will confirm receipt and create a pre-sale order form for the E-Bike with applied discount(s), as applicable. To pay, the following options are available:
 - a. You will pay for the E-Bike and submit proof of purchase via Chrome River for reimbursement; or
 - b. Surface 604 will submit your E-Bike order to CSEC for payment up to \$3,000 on your behalf. You will be responsible for paying the difference.
8. Your E-Bike will be shipped to you and Surface604 will confirm timelines based on your order.

Note: accessories and/or any other items you wish to purchase must be paid for separately.

E-Bike Commute Tips

UVic is committed to creating a campus environment that is convenient and safe for cyclists. Our award-winning [Campus Cycling Plan](#) guides future campus cycling infrastructure, including bicycle parking, cycling networks and end-of-trip facilities. Lots of work has already been done – you can learn all about the progress on the [Campus Cycling Plan Implementation webpage](#)!

Planning your route

There are lots of ways to get to campus by bike! The CRD's [Bike Routes to UVic map](#) is a great resource to visualize various bikeways. It even tells you suggested routes based on comfort level, as well as amenities close by. Or, you can check out their popular [Bike Map](#), which is available online in a digital format to help you find the best route (desktop or mobile device). They also have a [pdf version](#) of their pocket-sized Bike Map to download, just in case you're out of cell service.

When you're on campus, watch for the "Slow Zone" signage as a reminder to travel slowly and give priority to pedestrians.

Locking your E-Bike at UVic

With over 4,000 bike parking spots at our Gordon Head campus, there are lots of short and long-term options for bike parking (both covered and uncovered)! Check out the [UVic Cycling Amenities Map](#) to view locations. Make sure to take advantage of our long-term parking if you plan on having your E-Bike on campus for more than one day.

Don't have a lock? Locks are available for purchase and loan in several spots on campus.

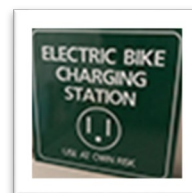
New locks are for sale at SubText in the SUB building and at the UVic Bookstore.

The Loans Desk at either the McPherson Library or the Fraser Law Library will also loan you a lock (free of charge) for three days!

Charging your E-Bike at UVic

There are four free designated E-Bike charging stations on campus. All stations are on a first come first serve basis – look for the small green sign!

- Campus Bike Centre (near the vertical rack stands)
- David Strong Building (DSB)
- Human and Social Development Building (HSD)
- Visual Arts Building (VIA)



Available amenities at UVic

With so much to offer, check out the [UVic Cycling Amenities Map](#).

- Showers and change rooms – found in various buildings and facilities
- Equipment lockers

Other resources

[Capital Bike](#) serves the entire Greater Victoria region with cycling education, celebration and advocacy. Visit their website for all sorts of information, resources and events!

The [BikeHub](#) is UVic's on-campus bike loan program, where volunteer mechanics give new life and use to old bikes! It's located in the Campus Bike Centre in the lower level of the Jamie Cassels Centre, and will be opening in summer 2022. Stay tuned for announcements and webpage updates on the opening date, hours of operation, program details, and ways to get involved.

Email bikehub@uvic.ca for more.

The [UVic Campus Planning Website](#) has a wealth of information and is updated as projects progress and new ones start up.

Frequently Asked Questions

Why is the University offering interest-free loans for E-Bikes?

The goal of the program is to further accelerate sustainable transportation options for commuting to the University and across the Victoria area, by incentivizing the purchase of E-Bikes as a lower carbon, renewable energy, and active transportation option.

The Office of Campus Planning and Sustainability received approval for \$13,500 in funding through the [Strategic Framework Impact Fund](#) in Fall 2020 to cover the cost of the internal loan's (max. \$300,000) interest over the 2-year period.

Numerous organizations have adopted similar incentive programs/support schemes to facilitate the purchase of E-Bikes for their employees. Programs like the UVic Employee E-Bike Loan Pilot Program not only help participating employees with the high upfront cost of purchasing an E-Bike, but offers health and wellbeing benefits, and commuting time and cost savings.

Why are the loans for E-Bikes and not regular bikes?

Increasing all sustainable and active transportation modes to campus is a priority of the university, which is demonstrated by the ongoing implementation of the Campus Cycling Plan (2019). E-Bikes are considered a relatively new technology in our region and offer benefits that increase their use by a greater range of ages and abilities compared to conventional bicycles. They have greater range and speed, making them great for commuting – especially if distances are longer, there are steep hills, carrying belongings, transporting children, and if you don't want to wear exercise clothes.

The Campus Bike Centre has also been open since 2013 to serve the campus cycling community. Although the bicycle loan program has been on pause through COVID-19, it will relaunch for the fall. Questions can be directed to bikehub@uvic.ca.

Why do I have to order my E-Bike within 30 days of my pre-approval?

The 30-day window ensures that UVic is able to track the project budget and the number of loans left available. It also helps ensure that employees have enough time to plan their purchase and explore all of their options for models and suppliers.

In the event that a pre-approved employee does not buy their E-Bike within this timeframe, or decides to drop out of the pilot before making any purchases, this potentially prevents another employee from being able to participate since it is a 2 year pilot and loans must be repaid by Fall 2024.

The 30-day period provides some buffer room to reallocate loans within the intake period.

Does the loan cover any accessories?

At this time, the loan only covers the cost of the E-Bike itself and related parts. The loan will not cover items like helmets, gloves, shorts, etc. Preferred Suppliers under this pilot program have agreed to offer discounts on accessories (exclusions may apply), which would need to be purchased separately.

When will the pilot program end?

The pilot program will end Fall of 2024, understanding that approved loans will be repaid over a maximum period of 2-years.

One of the goals of this program is to better understand the impacts of E-Bike incentive programs and whether they help shift people from private vehicles to more sustainable modes of transportation. An aspect of this pilot program is to analyze survey responses and other data to help evaluate the results of this pilot and inform future programs, including future E-Bike incentives.

Do I have to purchase my E-Bike from one of the preferred suppliers or others listed?

No. We have arranged discounts with the two preferred suppliers that are profiled and some of the other suppliers listed have shared point of sale incentives as well. You are not obligated to purchase from any of them and can buy from any supplier of your choosing (so long as they understand and agree to the pilot program terms and payment processes). We encourage you to support local!

What is the difference between a preferred supplier and any others that are listed?

The Office of Campus Planning and Sustainability wanted to develop a preferred suppliers list as a way to highlight suppliers that demonstrate sustainability leadership, a desire to improve, and that provide value in the quality, range of products, level of customer service, and cost savings for our campus community.

We understand that consumers are changing purchase preferences based on social responsibility, inclusiveness and environmental impacts, and want to support informed purchasing decisions.

Ride the Glide and Surface 604 have been profiled as preferred suppliers because they submitted detailed responses to our request for expressions of interest for this pilot program. They both disclosed an interest in participating in an [EcoVadis](#) supplier assessment.

Additional suppliers have been shared online in a list format, as they have expressed interest in being involved. Some have offered discounts to UVic employees as well.

Can I buy the E-Bike myself and then submit receipts for reimbursement?

Yes! Upon purchase, make sure that your E-Bike is on its own separate detailed receipt. An expense report must be submitted through Chrome River for you to be reimbursed. Make sure to give your one over one/supervisor a heads up that they can expect an email notification. UVic is also offering the option to purchase the eligible E-Bike of your choosing on your behalf (up to the approved loan amount) to help mitigate the barrier of making the upfront purchase.

What if I don't use my E-Bike for commuting to campus?

There is no way for us to truly know this. We encourage all participants, including the broader campus community, to sustainably commute to campus. We hope that this loan helps make the choice an easier and more convenient one.

What if I want to cancel my E-Bike order and/or no longer participate in the pilot program?

Once an employee has signed their participant agreement and payment has been given to the supplier, they are not able to opt out of the pilot program. You will be responsible for fulfilling the terms and conditions of your participant agreement, which include re-paying your loan over the 2-years.

Appendix A

Chrome River Reimbursement Instructions

UVic Employee E-Bike Loan Pilot Program: Chrome River Instructions

E-Bike Reimbursement Steps

1. On a new expense report, select 'No' to the 'is this payment for a student, guest or non-employee?' and select "Business Expense" from the 'Report Type' drop down list.

For emergency payments, please contact Accounts Payable directly.

Is this payment for a student, guest or non-employee?	<input type="text" value="No"/>
Report Type	<input type="text" value="Business Expense"/>
Is a portion of this expense going to be allocated to Pro-D?	<input type="checkbox"/>
Is this for Petty Cash replenishment?	<input checked="" type="checkbox"/>
Is special handling required?	<input type="checkbox"/>

2. Select the check box 'Is this for Petty Cash replenishment'
3. Add your expense using the 'Miscellaneous' and 'Miscellaneous – other' expense tile(s)

Add Expenses

Create New

eWallet

- All
- Trips
- Credit Card
- Offline
- Personal Account
- Travel Data
- Recycle Bin

eReceipts

- Receipt Gallery

TRANSPORTATION OTHER

ADMISSION TICKETS

FOOD AND BEVERAGE

PHONE AND INTERNET

SUPPLIES AND EQUIPMENT

REGISTRATION, MEMBERSHIPS, TRAINING

GIFTS AND AWARDS

MISCELLANEOUS

DOCTOR'S NOTES

MISCELLANEOUS - OTHER

FACULTY / STAFF RECRUITMENT

HONORARIUM

ADVANCE - BALANCE RETURNED

ADVANCE - CLEARING

PERSONAL EXPENSE - NON-ALLOWABLE

ITEMIZATION

4. Enter the cost of the E-Bike, up to a max. of \$3,000
5. In the Allocation section, enter FAST account 10103-00000 in the search box and select that FAST account

Allocation - Fund, Org, Account

10103

10103-00000 10103-Camp Sec - Balance sheet Accounts
00000-Balance Sheet

6. The second allocation box that appears will default to account '7200 – Supplies'. Click in this box and enter expense account code '1239 – E-Bike Loan Receivable' and select that account code.

Allocation - Fund, Org, Account

10103-00000 10103-Camp Sec - Balance sheet Accounts 00000-Balance Sheet

123

1239 - E-Bike Loan Receivable

7. Add your E-Bike receipt under the 'Attachments' section.

Note: The E-Bike must be on a separate receipt.

8. The 'Total Pay Me Amount' should now list the cost of the E-Bike, to a max. of \$3,000.

9. Click the 'Submit' button.

10. The 'Select Approver' screen displays. Select "Alexis Osmond" as the account holder from the drop down list and click the 'Submit' button.

Note: All expense reports in Chrome River will go to the account holder and to your one over one/supervisor. Your one over one/supervisor will also receive an approval email (you do not need to select them here).

*It is recommended that you let them know, in advance of submitting your report that they can expect to receive this notification.

Appendix B

Preferred suppliers EOI Questionnaire Responses

Ride the Glide

Question Set 1: Company Overview

#	Question	Response	Comment
1.0.1	Provide a short description of your company's history	-	We are a small family company, recently incorporated in 2020, having been founded in 2011 with the idea to bring affordable electric transportation options to our community. We started with Segways for their uniqueness and fun factor; sadly, they were not street legal and despite lobbying efforts we had to pivot to electric bikes in 2016 to realize our vision. Over the years, we have developed our own brand of e-bikes, expanding our line up and incorporating electric scooters and unicycles into our offerings.
1.0.2	Please provide a brief overview of the products and/or services you offer.	-	We have wide array of e-bikes, currently includes 15 compliant models, with the goal of having "something for everyone" as much as possible. We have both mid-drive and hub drive options, city bikes and trail bikes, as well as specialty e-bikes (folding, cargo and trikes). All e-bikes sell with an above industry standard 2-year warranty and 1 year of free tune ups with all warranty and servicing completed in house at our Wharf St. location. In addition to the e-bikes themselves, we also offer upgrade options to improve the consumers ownership experience such as Tannus Armor for flat avoidance protection. We have a wide variety of accessories to choose from to fit the variety of needs from safety and security equipment (for example: reflective jackets and alarmed locks), to panniers and smart helmets that allow riders to talk and ride without the distraction of turning to talk with their riding partner. We are currently in the process of preparing to offer battery repair and recycling.
1.0.3	Detail your experience with similar incentive programs, if applicable.	-	This past Fall we participated in the Saanich Community E-bike Incentive Pilot Program as a vendor including offering the point of sale option.
3 Questions		100.00% Complete	

Question Set 2: Respondent Solution

#	Question	Response	Comment
2.0.1	Briefly describe your skills, experience and expertise providing E-Bikes	-	We have been working in the PEV (personal electric vehicles) industry since 2011. Our experience with other PEVs was invaluable in our transition to E-bikes. We began, with the help of our factory partner, developing our own line of E-bikes in 2016. Through that process we have become vastly knowledgeable and versatile in our capacity to import, resell and service our products. This knowledge is widely applicable to regular bikes and our competitors e-bikes which allows us to service a wider customer base.
2.0.2	Please identify the approximate lead time between order and delivery.	-	Our goal is to have as many products as possible available for immediate delivery. We can currently, due to high inventory levels, accommodate delivery in as little as 1-2 business days on most models.
2.0.3	Due to ongoing supply chain disruptions and uncertainty, please address your ability to meet the capacity demands of the UVic E-Bike Program. Ensure that you address the following considerations: a) Ability to handle an increase in order volume related to this Program b) Ability to provide ongoing support to Participants in the Greater Victoria area (local partners who can provide warranty work etc.) c) Contingency plans to be able to respond to change	-	A) In response to supply demands and anticipated supply chain disruptions we have already increased the volume of products we have on hand that should meet ongoing demands into 2023. Meanwhile we will continue to top up that supply on a regular basis so that inventory volumes remain stable. Since we already have significant inventory, we believe we are well seated for the influx of volume related to this program. That influx, in itself, will strengthen our ability to sustain and maintain inventory levels in order to meet the demand and on going demands that UVic's program will require. B) We are well situated to provide ongoing support to program participants through our service department, which is currently located at our store on Wharf St., with the option of a pickup/drop off service for customers who require it. We are looking at a potential move to an Eagle Creek Village location this summer. This is a wonderful central location that is sure to serve all our customers better than before. C) As a small corporation we have the flexibility to change "on a dime" and evolve to meet the demands of an ever-
2.0.4	Describe how you provide customer service and support for customers from the beginning of the purchase cycle through to maintenance and servicing.	-	The customer experience from initial questions, through test riding, product pick up and through their years of ownership, is of utmost importance to us. We reject the typical sales experience of pushing a more expensive sale for a more human, honesty driven and laid back approach. Customers, who can either drop in or make an appointment, are guided by their own needs and desires through the sales process, and once the most suitable product for them has been determined they are encouraged to take the e-bike for a test ride to confirm it's suitability. When a customer goes out on a test ride, they are given a comprehensive tutorial on how the e-bike operates so they can be confident on their ride and not struggling to figure it out on their own. When the decision is made to buy an e-bike, we then identify if they need any upgrades or accessories to accompany their purchase. Most customers will be able to pick up their bike in store, but for those cannot, we offer a free delivery service for most of Greater Victoria. When a customer picks up their new e-bike they get a full "top to bottom" tutorial on how to use and take care of it. At this time, we answer any outstanding questions they may have. We follow up every purchase with a welcome email and electronic manuals. All new e-bikes are sold with a year of free tune ups. All servicing and warranty is done in house, for customers that cannot bring in their e-bike for any reason our pickup and delivery service is available. Customers can make service appointments by phone, email, service ticket request or in person. We typically accommodate the booking of appointments to be inside of a week, but more often than not, on the same day. While the initial sale is important, far more important than that is the after sales service, which is why we strive to complete service on the same day of the sale.
2.0.5	What is your approach towards communication and customer service? Please address your: - Ability to respond to questions (e.g. E-Bike selection, assembly, etc.) - Ability to address concerns and issues should they arise, whether they be service or manufacturer related.	-	Our sales and service teams are available by phone, email, online chat and in person to accommodate questions on product and services. Additionally, customers can research the majority of our inventory online so they can compare products readily any time they choose and at their leisure. For all local eBike purchases, we include its assembly as part of the purchase price. During off hours, emergency questions are answered as soon as possible through either email, Zendesk service emails or by telephone. Emails are responded to by the end of day or sooner. Since we are the manufacturer, we can address concerns or problems very quickly. Because there is no middleman and we have direct contact with the factory, we can resolve issues more quickly than other companies.
5 Questions		100.00% Complete	

Question Set 3: Point of Sale Incentives

#	Question	Response	Comment
3.0.1	Describe the proposed E-Bike incentive that you can offer.	-	As the program is not yet defined (how will purchases be handled and paid for), we are unable to determine exactly what we can offer as an incentive. However, we anticipate that we will be able to offer an additional \$50 - \$100 discount depending those factors.
3.0.2	What other incentives can you offer on: a)Accessories; b)Shipping; c)Assembly; d)Maintenance and/or service packages; and e)Extended warranty.	-	A) We offer most accessories at a discount of 10% B) Shipping cost is based on the shipping destination. For those that desire it, we will hand deliver, for free, in the Greater Victoria Area. For participants outside that area, we will contribute to the shipping costs; but it will depend on the overall cost that determines what the individual will have to ultimately pay. C) For locat customers, our e-bikes are fully assembled and tested prior to delivery or pick up. Shipped e-bikes are assembled, tested, and then repacked for shipping. They do require some assembly by the recipient. D) For mainenance we offer a year of free tune ups with the sale of each e-bike. This includes an overall bike inspection with brake adjustment, derailleur adjustment, tire inflation and chain lubrication as needed etc. E) We offer an extended warranty package for our ebikes that will extend the warranty to a total of 3 years. There is an additional fee for this package which is advertised on our website.
3.0.3	Are you willing to provide this discount to UVic Employees who are not a part of the Program?	Yes	Potentially yes, depending on the specifics of the program
3 Questions		100.00% Complete	

Question Set 4: Environmental and Social Impact

#	Question	Response	Comment
4.0.1	Generally speaking, what role does sustainability play with your company's supply chain procurement? (e.g. environmentally friendly raw materials, recycled materials, manufacturing steps that are energy-efficient, packaging design, carbon offsets, etc.).	-	As a small corporation with little influence on the major upstream suppliers, we do our best to be environmentally conscious both in our business and personally every day in the ways we have control over. We have two electric vehicles that are used for picking up and delivering e-bikes and other products as needed, and we use our PEVs whenever possible. All our e-bike frames are made from aluminum, as well as many of the components, which is an environmentally friendly raw material that is highly recyclable. Packaging is 98% cardboard, which we personally recycle. Production of our e-bikes is primarily a manual process, and what machines and automation is used are electric
4.0.2	Please list all Ecolabels that may be applicable.	-	Unknown
4.0.3	Where are your E-Bikes manufactured? Please describe the ethical and sustainable supply chain practices of your upstream suppliers.	-	Our company only directly deals with our partnered manufacturing factory located in Wuxi, Jiangsu, China and therefore we can only directly speak to their ethical and sustainability practices. This factory is smaller and very employee focused, providing labour insurance, health insurance and are striving to provide other benefits such as profit sharing. When they procure necessary parts from suppliers, they order in bulk to reduce the carbon footprint of each component. As a very small company we don't hold the weight of large manufacturers to work directly with each and every supplier (many of which are large corporations such as Bafang and Shimano) to understand and control their ethical or sustainability practices. We've included links to Shimano's environmental and sustainability policies as an example of supply chain practices of one of our suppliers. https://bike.shimano.com/en-EU/apparel-accessories/brand/sustainability.html https://www.shimano.com/en/california/policy.html
4.0.4	How do you support responsible recycling and disposal of E-Bike batteries? (e.g. do you offer a battery take-back/recycling program?)	-	We are currently in midst of preparing to offer battery repairs and recycling. We anticipate this service to be available later in 2022.
4.0.5	Are there specific public, social and environmental responsibility requirements (e.g. code or policy that covers labour, health and safety, environment and ethics)?	-	Our partner is a smaller factory that is employee focused. There are minimal health risks for these workers in the production of assembling, testing and packaging of the products. Most of the work is done manually and is not automated. All of the workers are provided with labour insurance, health insurance and are protected by a legal contract for their benefits. The company is looking into better benefits like profit sharing for their employees. From an environment standpoint, the factory is very "green". They use only electric power. There is no need for fossil fuels. They are bound to and obey the IP65 environment protection levels which help to assure the longevity of products which leads to a lesser long term environmental impact.
4.0.6	The Successful Respondents will be encouraged to participate in a voluntary assessment to evaluate their compliance with the SCOC and their sustainability practices. This will involve the completion of an online assessment by EcoVadis, a third-party ratings platform. Is your company willing to participate in the EcoVadis sustainability assessment?	Yes	Yes, we are willing to participate in the sustainability assessment.
4.0.7	If known, please describe applicable efforts to address labour and human rights impacts (e.g. at the extraction phase of production).	-	Unknown
7 Questions		100.00% Complete	

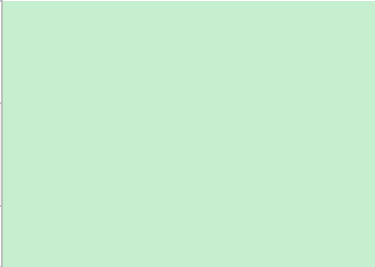
Question Set 5: Additional Information

#	Question	Response	Comment
5.0.1	Please provide any other relevant additional information here	-	Our philosophy has always been to offer quality for the best value to all of our customers, regardless of employment or affiliations, all of the time. To this end, we do not over-inflate our prices just so we can have "sales" and, consequently, we do not offer an additional discount to any special groups (military, front line workers etc.). We keep our prices low year-round and rarely offer any major discounts. This philosophy is reflected in this proposal. We have worked hard to keep our prices from rising due to COVID related increases in shipping and supply costs. For the most part, we have done so by consciously absorbing those costs and reducing our profit margin instead. So, while we would like to offer a larger discount for the participants, it would mean that we would have to raise our prices and we are not prepared to do that at this time.
1 Questions		100.00% Complete	

Surface 604

Question Set 1: Company Overview

#	Question	Response	Comment
1.0.1	Provide a short description of your company's history	-	Since 2015 Surface 604 has been designing and testing bikes here in Vancouver, BC. We produce quality bikes that are inspired by west coast living - whether you're commuting to work, ripping the local trails, or exploring logging roads our bikes will make your adventure easy. Our team is made up of bikers who produce bikes they want to ride themselves.
1.0.2	Please provide a brief overview of the products and/or services you offer.	-	We have three different series for every type of rider - Commuter, Mountain, and Fat. Each bike has a 500W rear hub motor, torque sensing pedal assist, and thumb throttle. We spec our bikes with name brand parts for reliability and ownership. We have a well stocked Help Center to assist our riders and dealers with everything from a minor question to full on repairs for the bike.
1.0.3	Detail your experience with similar incentive programs, if applicable.	-	N/A
3 Questions		100.00% Complete	



Question Set 2: Respondent Solution

#	Question	Response	Comment
2.0.1	Briefly describe your skills, experience and expertise providing E-Bikes	-	Surface 604 has been designing, manufacturing and distributing ebikes since 2015. We have a team of knowledgeable bike support enthusiasts who are ready to help on moments notice.
2.0.2	Please identify the approximate lead time between order and delivery.	-	We typically take 1-3 business days for processing and shipping orders. It takes 1-2 days for the bikes to arrive in Victoria once they have left our warehouse in Vancouver.
2.0.3	Due to ongoing supply chain disruptions and uncertainty, please address your ability to meet the capacity demands of the UVic E-Bike Program. Ensure that you address the following considerations: a)Ability to handle an increase in order volume related to this Program b)Ability to provide ongoing support to Participants in the Greater Victoria area (local partners who can provide warranty work etc.) c)Contingency plans to be able to respond to change	-	Due to the ongoing instability of the supply chain, we opted to double our orders for bikes, parts, components, and accessories, in an effort to secure stock and avoiding prolonged wait times for products. We ship a considerable amount of bikes across North America daily and are expanding the team to offer more support and to handle greater volumes of orders. We have numerous dealerships in the Victoria and South Vancouver Island area who are eager and able to provide warranty work and services to participants of the program. We are also able to have the bikes shipped to our Vancouver warehouse for servicing if necessary. We're a skilled and capable team working in a dynamic industry. We've remained successful over the past couple of years due to our ability to quickly respond to change.
2.0.4	Describe how you provide customer service and support for customers from the beginning of the purchase cycle through to maintenance and servicing.	-	Customers are able to reach out to our support team via phone, email, or live chat Monday to Friday from 9am-5pm PST. We are able to support customers with anything from questions about operating the bike to diagnosing and walking them through repairs. User profiles are created so we can check back on previous conversations which allows us to stay on top ongoing issues and to provide personable service. We receive constant positive feedback from consumers about the quick turn around time when reaching out to the support team and for the quality of service.
2.0.5	What is your approach towards communication and customer service? Please address your: - Ability to respond to questions (e.g. E-Bike selection, assembly, etc.) - Ability to address concerns and issues should they arise, whether they be service or manufacturer related.	-	We have a robust help center which is packed with FAQs, support blogs, and repair and assembly videos. If don't already have content produced, we are likely working on it. Our support team is happy to help via phone, email, or live chat to assist and walk riders through any troubleshooting, assembly, or diagnostics. Every single customer inquiry is treated with respect and met with an empathetic ear. We stand behind the quality of our bikes and can confidently resolve every issue. If we can't resolve something over the phone or email, we will reach out to a local dealer, organize an appointment with the customer, and provide parts and resources as needed. Worst case scenario, we ship the bike (at our expense) to our warehouse in Vancouver for quick repairs. Bikes are sent back with a complete diagnostics and repair sheet detailing the required
5 Questions			100.00% Complete

Question Set 3: Point of Sale Incentives

#	Question	Response	Comment
3.0.1	Describe the proposed E-Bike incentive that you can offer.	-	15% Off MSRP price displayed on surface604bikes.ca
3.0.2	What other incentives can you offer on: a)Accessories; b)Shipping; c)Assembly; d)Maintenance and/or service packages; and e)Extended warranty.	-	a) Commuter (Rook, Colt, Werk, Twist) and Fat series bikes (Boar Hunter, Explorer) will come with a free NCX suspension seatpost. Our Mountain series bikes (Shred, Quad) will come with a free rear rack and rear LED b) We offer free shipping with the purchase of the bike c) The bikes arrive about 95% assembled - riders have to install the handlebars, pedals, front wheel, and fender (if there is one). We are capable of assembling some freight orders prior to shipping. d) We offer a 1-year warranty on parts, components, and batteries. A 3-year warranty on the frame.
3.0.3	Are you willing to provide this discount to UVic Employees who are not a part of the Program?	Yes	
3 Questions		100.00% Complete	



Question Set 4: Environmental and Social Impact

#	Question	Response	Comment
4.0.1	Generally speaking, what role does sustainability play with your company's supply chain procurement? (e.g. environmentally friendly raw materials, recycled materials, manufacturing steps that are energy-efficient, packaging design, carbon offsets, etc.).	-	The eBike transports people or loads effectively and efficiently, especially over short distances. This makes it perfect for replacing cars or other means of transportation. Anyone who rides an eBike is travelling in a cost-effective and environmentally friendly way.
4.0.2	Please list all Ecolabels that may be applicable.	-	Not applicable.
4.0.3	Where are your E-Bikes manufactured? Please describe the ethical and sustainable supply chain practices of your upstream suppliers.	-	Our ebikes are manufactured at our partner's factory in Shanghai, China. Our partner owns and operates the factory which allows us to have clear oversight on the conditions and production of our products. We use common and well-vetted suppliers who offer clear humanitarian and sustainable practices.
4.0.4	How do you support responsible recycling and disposal of E-Bike batteries? (e.g. do you offer a battery take-back/recycling program?)	-	Non-working and defective batteries can be shipped back to our head quarters at no cost to the customer. We work with local recyclers in the Lower Mainland to dispose and/or refurbish lithium ion batteries. Customer will have to submit a battery warranty request to initiate the process.
4.0.5	Are there specific public, social and environmental responsibility requirements (e.g. code or policy that covers labour, health and safety, environment and ethics)?	-	There are no such requirements.
4.0.6	The Successful Respondents will be encouraged to participate in a voluntary assessment to evaluate their compliance with the SCOC and their sustainability practices. This will involve the completion of an online assessment by EcoVadis, a third-party ratings platform. Is your company willing to participate in the EcoVadis sustainability assessment?	Yes	
4.0.7	If known, please describe applicable efforts to address labour and human rights impacts (e.g. at the extraction phase of production).	-	Not known.
7 Questions		100.00% Complete	

Question Set 5: Additional Information

#		Question	Response	Comment	
5.0.1		Please provide any other relevant additional information here	-	Studies show that electric bike use can prevent up to 500 pounds of carbon emissions. Reducing waste is essential for decreasing carbon footprint, and using an e-bike means producing little waste. Given sudden increase in gas prices, ebikes will provide an important transportation option for riders to ditch their second car or perhaps as their main transportation.	
1 Questions			100.00% Complete		