



**ZOOMO PTY LTD**  
ABN 25 617 521 150  
Suite 1, 11-17 Buckingham Street  
Surry Hills NSW 2010

3 May 2024

Mr Greg Warren MP  
Chair  
Joint Standing Committee on Road Safety

By email: [staysafe@parliament.nsw.gov.au](mailto:staysafe@parliament.nsw.gov.au)

Dear Mr Warren,

**Re: Staysafe Committee Inquiry - Electric and hybrid vehicle batteries**

We refer to our participation in the Staysafe Committee Inquiry into electric and hybrid vehicle batteries hearing that took place on 26 March 2024. We appreciate the opportunity to provide you with a written answer to the question we took on notice.

Set out below is Zoomo Pty Ltd's (**Zoomo**) answer to the question of what measures we feel should be adopted for the safe storage of e-bikes and batteries in an indoor environment.

***Communication and education***

In order to promote the safe use and storage of e-bikes and batteries in an indoor environment, continued education of consumers at a distributor, manufacturer, retailer and government level is essential. Individual consumers should be given access to information to allow them to make informed decisions about the products they are bringing into their homes, and understand the risks involved if proper care is not taken.

As a part of this, we recommend and encourage the following:

- Direct and clear instructions, guides and manuals on lithium-ion (**li-ion**) battery use and safety be provided to consumers. For example, Zoomo created an online & hard-copy 'Battery inspection guide' for consumers to regularly inspect their batteries for visible damage and impairments.
- Mandatory labelling requirements be introduced that require labels to be placed on li-ion battery products that explain the risks involved and proper handling procedures. This could include, for example, warnings not to charge the battery overnight, instructions to only use the charger provided by the same manufacturer, etc.



- Information should be made accessible to consumers on li-ion battery safety standards in Australia, and the things to look out for when purchasing or renting e-bikes from retailers. With that information, consumers will be better placed to question their e-bike retailer about whether they meet the regulations in the state in which they operate.
- Mandatory education issued by government entities on li-ion battery safety (i.e. through educational videos, product manuals, handbooks, etc.). Zoomo has produced several videos addressing e-bike & battery safety. We also regularly hold rider safety events in our stores to encourage safe e-bike and battery handling.

Zoomo appreciates the opportunity to participate in this inquiry. Should you have any further questions or require additional information, please contact us at [legal@ridezoomo.com](mailto:legal@ridezoomo.com).

Yours faithfully,



**Oliver deGeest**  
**General Counsel and VP, People & Culture (interim)**  
**Zoomo Pty Ltd**