

SEALINK SEQ HSEQ MANAGEMENT SYSTEM

Carriage of E-Scooters, E-Bikes and Mobility Aids Procedure

1.0 PURPOSE

This procedure outlines the conditions under which electric mobility devices—including E-Scooters, E-Bikes, and certified mobility aids—may be transported aboard SeaLink SMBI BITS public ferries. The policy is designed to ensure passenger safety, protect ferry infrastructure, and maintain operational consistency across all services.

2.0 SCOPE

This procedure applies to all SeaLink SEQ – BITS passengers ferries.

3.0 DEFINITIONS

Mobility Aids

- Only **certified** mobility aids (e.g., electric wheelchairs, mobility scooters or authorised E-Scooters) are permitted within the main passenger cabin and must be positioned in designated accessible areas.
- Passengers must be able to present a valid disability card or equivalent documentation upon request to verify the device's status as a mobility aid.
- Under no circumstances may any mobility aid or electric device be plugged in or charged onboard the vessel.
- If a mobility aid appears to be damaged, leaking, or otherwise unsafe, crew members may request the device be removed from the vessel. The Master retains full discretion to refuse carriage on safety grounds.

E-Scooters

- E-Scooters that are not classified as mobility aids must be stored on the bow or aft deck of the vessel.
- A maximum of 8 E-Scooters may be carried per trip. During periods of high passenger volume (+150pax), this limit will be reduced to 6 to ensure safe and efficient boarding and disembarkation.
- E-Scooters must be switched off and secured during transit. Charging of E-Scooters onboard is strictly prohibited.
- Devices exhibiting visible damage, particularly to the battery compartment, may be refused carriage. The Master has the authority to make this determination based on safety risk, including the potential for fire or hazardous battery failure.

E-Bikes

- A maximum of 4 E-Bikes may be carried per trip. During periods of high passenger volume (+150pax) this will be limited to 2 E-Bikes.
- All E-Bikes must be stored on the bow deck only and must be properly secured for the duration of the journey.
- As with E-Scooters, E-Bikes must not be charged onboard, and any device showing signs of battery damage or structural compromise may be denied boarding at the discretion of the Master.
- **Note:** For the purposes of this policy, an **E-Bike** refers to a bicycle equipped with an electric motor that provides **pedal-assist only**. The motor should engage **only when the rider is pedaling** and must not allow the bike to be propelled solely by the motor (i.e., no throttle-only operation). Bikes that function as electric scooters or mopeds are **not permitted**.

4.0 GENERAL SAFETY AND COMPLIANCE

All lithium battery-powered devices must be in good working condition, free from visible damage, and must not emit heat, smoke, or unusual odours.

Passengers are responsible for ensuring their devices comply with this policy prior to boarding.

Crew members are authorised to enforce this policy and may escalate any concerns to the Master, whose decision is final.

5.0 SAFE STORAGE AND LIABILITY

Passengers are solely responsible for the safe storage and securing of their E-Scooters, E-Bikes, and mobility aids while onboard.

Devices must be tied down or otherwise secured to prevent movement during transit.

Sealink accepts no responsibility for any damage, loss, or malfunction of devices while onboard the vessel, including damage resulting from movement, weather conditions, or other passengers.

6.0 SUPPORTING DOCUMENTATION

Sealink SEQ – Disruptive or Abusive Passenger – Customer Procedure
M&T Hazard and Incident Reporting Procedure

7.0 VERSION CONTROL

To ensure the HSEQ Management System remains relevant and maintains a focus on continuous improvement, this document must be reviewed at least every 2 years and where appropriate amended by the Document Management Procedure.

VERSION	ISSUE DATE	CHANGE DETAILS
1.0	XX/09/2025	First Release

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Responsible (Person who developed the document)
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