

Use of Electric Vehicle charge point PROCEDURE

Procedure Name: Use of EV charge point procedure	Issue Date: September 2026	Version No: V.01
Status: Approved	Next Review Date: September 2027	Page 1 of 6

Procedure Control/Monitoring

Approved by: (Position in Organisation)	<u>Director of Corporate Services</u>
Date (dd/mm/yyyy):	03/09/2026
Accountability: (Position in Organisation)	HSE Manager Transport Manager
Revision Cycle:	Annually
Brief details of amendments made	N/A new policy

Equality Impact Assessment

The Foundation's commitment is to create a positive culture of respect for all staff and service users and to identify, remove or minimise risks of unlawful discrimination and disadvantage in its policies, functions and activities. As part of its development this document has been assessed in line with The Foundation's equality impact assessment procedure.

Version Control Tracker

Version Number	Date
V0.1	September 2026 – new procedure

Procedure Name: Use of EV charge point procedure	Issue Date: September 2026	Version No: V.01
Status: Approved	Next Review Date: September 2027	Page 2 of 6

1. Introduction

As part of the Environment and Sustainability strategy 16 Electric Vehicle (EV) charging points have been installed on the Foundation's premises. Whilst these charge points have primarily been installed to support the electrification of the PHF fleet, when not in use they will be made available for staff and visitors/contractors use at an agreed tariff.

2. Purpose

This procedure sets out the use of the EV charge points installed at Killingworth site and Jesmond site. (Note: this procedure is not aimed to provide guidance regarding wider use of parking bays across the Foundation's premises.)

Definitions

EV – Electric Vehicle

CRP - Carbon Reduction Programme

Tap Electric – Application used to locate and pay for use of EV charge stations

Usage key card – card made available for use in all Foundation vehicles

3. Scope

All Foundation staff – whilst charge points are currently installed only at Jesmond and Killingworth all staff may use these EV charge points when on these sites.

Visitors - to include contractors or other authorised users of the premises (e.g. external hiring organisations and their customers) may also use the EV charge points if available.

4. Principles

4.1 Charging of the Foundation's Electric Fleet Vehicles

The Foundation's Electric Fleet will generally be charged overnight however from time to time a top up charge may be required throughout the day. All Foundation vehicles have a 'usage key card' this is kept with the 'pack' for the bus.

- If the 'usage key card' is lost at any point please notify the Transport Manager or HSE Manager as soon as possible so the card can be deactivated; if it is found at a later date it can be reactivated.
- The designated driver will park the EV in an available EV bay and connect the vehicle to the charge point with the cables provided. They will then present the key card to the EV charge point and charging will commence; there is no cost for the charging of Foundation's fleet.
- To deactivate a RFID card an authorised user must deactivate in BOTH locations in the TAP Electric dashboard. Click 'Locations', then select 'Free usage keys', then 'edit'.
- At the end of the session the cables should be safely removed and stored.

Procedure Name: Use of EV charge point procedure	Issue Date: September 2026	Version No: V.01
Status: Approved	Next Review Date: September 2027	Page 3 of 6

Note the 'usage key card' can only be used to for the EV charge points installed on Foundation premises at Jesmond and Killingworth.

4.2 Charging of staff vehicles

Any Foundation employee wishing to use the EV charge points at the 'staff tariff' must be registered.

SET-UP

- Employees can be added to this group by contacting EVcharging@percyhedley.org.uk and can only be registered using an email address (work or private).
- Employees will also need to download the 'Tap Electric' app onto their phone in order to pay for use of the charge point using this symbol: 
- **Note – your email address linked to the TAP account must be registered via EVcharging@percyhedley.co.uk and you must have a 'pay as you go' or 'light subscription' to benefit from the discounted staff rate.**
- **Note – there will be no financial transactions between the member of staff and the Foundation, this will be hosted entirely by the Tap Electric App. The Foundation does not accept any responsibility for any disputes arising.**
- In registering an account on  as a minimum you should choose a 'pay as you go' (PAYG) or 'light' subscription, both options are free to join. Whilst staff choosing a light subscription will incur a small monthly charge they will also benefit from a discounted rate of 8% in addition to the base staff tariff. Staff selecting a light subscription will receive a monthly invoice for your charging sessions rather than paying per transaction.
- The hourly cost for charging can be determined by checking the Price Intel section within the Tap Electric mobile app.

For any other queries please see this quick start guide:

<https://docs.tapelectric.app/en/articles/11401819-driver-quick-start-guide>

For any further help or support users should contact Tap Electric via the App. This can be done on the charge session screen or through *Profile > Help & Support*.

ARRIVAL TO SITE

- On arrival to site log into TAP electric and any available bays will be shown, there is a small label on each pedestal with the bay number.

Procedure Name: Use of EV charge point procedure	Issue Date: September 2026	Version No: V.01
Status: Approved	Next Review Date: September 2027	Page 4 of 6

- The driver will park their EV in the EV bay and connect the vehicle to the charge point with their own cables ensuring there is no trip hazard created. Using the Tap Electric App the driver should select the charger and then click 'charge here' to initiate the session.
- At the end of the session the cables should be removed and safely stored and the vehicle should exit the bay as soon as possible so it can be used by another user.
- Morning and afternoon sessions are available to take into account it may not be possible for staff to move their car until a designated lunch break.
- An idle charge may be applied for any vehicle remaining in a bay once the charging sessions is complete, the idle rate can be determined by checking the Price Intel section within the Tap Electric mobile app.

The foundation do not accept any liability for damage to either the vehicle or equipment used to charge the vehicle.

Note – the Foundation is committed to providing equal access to our Electric Vehicle (EV) infrastructure. In accordance with the Equality Act, we will make reasonable adjustments for any driver who requires both an EV charge point and an accessible parking bay. This may include the designation of specific accessible EV charging bays, flexible time limits on charging duration, priority or physical assistance with charging equipment where required. No employee will be disadvantaged in their ability to charge an EV due to a disability or mobility impairment.

4.3 Charging of visitor vehicles (including contractors and other authorised users of the premises)

- Authorised visitors to the Foundations premises wishing to use EV charge points must have access to the Tap Electric App (see "SET-UP" above).
- The hourly cost for charging can be determined by checking the Price Intel section within the Tap Electric mobile app.
- **Note – there will be no financial transactions between the member of staff and the Foundation, this will be hosted entirely by the Tap Electric App. The Foundation does not accept any responsibility for any disputes arising.**
- On arrival to site they should ascertain if there is a vacant EV bay, they should then park their vehicle and connect to the charge point using their own cables ensuring no trip hazard is created. Using the Tap Electric App the driver should select the charger and then click 'charge here' to initiate the session (see above image).
- At the end of the session the cable should be removed and safely stored and the vehicle should exit the bay as soon as possible so it can be used by another user.

Procedure Name: Use of EV charge point procedure	Issue Date: September 2026	Version No: V.01
Status: Approved	Next Review Date: September 2027	Page 5 of 6

- An idle charge may be applied for any vehicle remaining in a bay once the charging sessions is complete, the idle rate can be determined by checking the Price Intel section within the Tap Electric mobile app.

The foundation do not accept any liability for damage to either the vehicle or equipment used to charge the vehicle.

4.4 Charge points

An automatic email notification is received if a charge point is offline for any reason so action can be taken to reinstate this as soon as possible. Keys to manually reset the charge points will be accessible by the FM team and the Transport Manager.

4.5. Emergency actions/contacts

If staff identify any damage to the charge points this should be reported on PHF Connect using the **Trackplan on the homepage**



Trackplan Job Request

Any other issues can be emailed to EVcharging@percyhedley.org.uk

Emergency out of hours of support is available via Blue Leaf Energy on 0191 406 0165 (emergency contact details are also displayed on the EV Service Box located close to the EV charging bays).

5 Monitoring and Compliance

This procedure will be monitored annually.

6 Associated Policies and References

Environment and sustainability strategy

Environment and sustainability policy

Transport Policy

Procedure Name: Use of EV charge point procedure	Issue Date: September 2026	Version No: V.01
Status: Approved	Next Review Date: September 2027	Page 6 of 6