



Code of Conduct

The North American Bikeshare & Scootershare Association (NABSA) brings together the most knowledgeable and experienced individuals and organizations in the shared micromobility industry to support, promote, and enhance shared alternatives to traditional transportation across North America. NABSA is the industry's membership organization with representation from system owners, operators, host cities, equipment manufacturers and technology providers. As such, NABSA's core values are:

- **SAFETY:** As a convener for the shared micromobility industry, NABSA, and its members facilitate collaboration between policy-makers and operators to ensure that shared micromobility contributes, to the greatest extent possible, to safety improvements in transportation systems. Shared micromobility services must be implemented and operated safely. NABSA members must provide and maintain equipment consistent with local, state, province, and federal safety and quality standards appropriate for shared-use vehicles and equipment, as well as maintain safe work environments for employees to carry out their duties. NABSA and its members are proud to contribute to rebuilding streets that are safe for people biking, scooting, rolling, and walking.
- **COMMUNITY FIRST:** Shared micromobility systems must reflect the needs and requirements of each community in which they operate. NABSA members, fulfilling any role related to shared micromobility, must comply with all applicable local, state, province, and federal laws and regulations, and make efforts to engage communities in the development, implementation, and expansion of the shared micromobility systems that serve them. NABSA, and members who engage in NABSA initiatives, work for the betterment of our entire shared micromobility community.
- **COOPERATION:** Shared micromobility is part of the transportation network. NABSA and our members are committed to working cooperatively with other mobility providers to create an integrated system for users of public transportation.
- **CUSTOMER-FOCUSED:** NABSA exists to serve our members and the shared micromobility industry. Our members continually help to shape the future of the organization. NABSA believes the long-term success of the industry depends on providing a high-quality, inclusive customer experience. This means that systems must make their best efforts to clearly communicate pricing, policies, and other practices to riders, as well as ensure that all customers are treated equitably.

- **TRANSPARENCY:** NABSA is transparent about our work and the membership of the organization. Additionally, NABSA members should be transparent when it comes to pricing, membership, purposes of data collection, and service agreements. NABSA members should also willingly share and make available public data that is compliant with the General Bikeshare Feed Specification (GBFS) data standard, as applicable to their role in the industry.
- **DIVERSITY AND EQUITY:** In every area, NABSA will promote an inclusive culture that encourages, supports, and celebrates the diverse voices of its staff, members and the communities they serve. NABSA expects its members to provide bikeshare and shared micromobility services to riders regardless of race, gender, income, age or immigration status. Member systems should make good-faith efforts to engage diverse communities that need low-cost, healthy transportation options.

Per our bylaws, failure to comply with NABSA’s Code of Conduct will lead to suspension or expulsion.

NABSA may suspend or expel any member for cause, including violation of our policies and rules or any conduct that goes against the best interests of NABSA as an organization, or the bikeshare and shared micromobility industry as a whole. Suspension or expulsion of a member will require the affirmative vote of majority of NABSA board members at a meeting called at least five days prior to the effective date of the suspension or expulsion. At least 20 days prior to the meeting, written notice of the proposed suspension or expulsion and a statement of the charges and notice of the date, time and place of the meeting, will be sent to the member by any method of delivery allowed under the Colorado Nonprofit Corporation Act. If the notice is mailed, it must be by first class or certified mail, sent to the last address of the member shown on NABSA’s records. The member may appear in person or through its representative and present any defense to the charges before action is taken. A suspended or expelled member is not entitled to exercise any rights and privileges of membership, including the right to vote, during the period of suspension or after expulsion. A suspended or expelled member remains liable to NABSA for any outstanding dues and fees.

As a member of the North American Bikeshare & Scootershare Association, I, individually and the organization I represent, pledge to follow all federal, state and local laws and regulations and will speak up against those that violate this Code of Conduct. We agree to act ethically, responsibly and in good faith with local jurisdictions and industry competitors and live by the values of NABSA identified above to bring better shared micromobility to cities across North America.

Signature

Organization

Name

Date

Title

Last updated August 2021