ENSURING THE SAFETY OF OUR EMPLOYEES AND OUR CUSTOMERS

Because Spin works exclusively with employees, instead of contractors, we are able to ensure that all employees are following safety protocols that are standardized across all of our markets. At the beginning of the pandemic, we immediately enhanced our sanitation practices and added new safety protocols in accordance with the Center for Disease Control and Prevention’s (CDC), World Health Organization (WHO), and Office of Safety and Health Administration (OSHA). We continue to monitor the most up-to-date information and revise our protocols whenever necessary.

SANITIZING SCOOTERS AND EQUIPMENT:

Spin increased the frequency with which we disinfect scooters. We have developed a thorough disinfection regimen in accordance with CDC guidelines and best practices. Each scooter that enters the warehouse is cleaned with disinfectant wipes or disinfectant spray and a clean towel at all major points of contact -- handlebars and mast -- before it can be repaired or charged.

We take similarly rigorous precautions with our scooter delivery vehicles. Van cab surfaces must be fully disinfected after each shift. The steering wheel, shifter, upper door panel, blinker switch, center console radio and air conditioner knobs should be cleaned between shifts or whenever a driver is changed.

All towels used for disinfecting must either be thrown away or washed thoroughly in approved disinfectant solution.

WAREHOUSE SAFETY AND EMPLOYEE PROTOCOLS:

All of our employees are supplied with the following personal protective equipment (PPE), which they are required to wear at all times: nitrile gloves, face mask/covers, and safety glasses (ANSI Z87.1 rated). While safety glasses may be reused after thorough cleaning, we require proper disposal of other PPE after use.

Within our warehouses, we require employees to practice proper physical distancing. We ensure employees have enough space to work a minimum of 10 feet apart. Employees are also instructed to maintain safe physical distance from the public while they are working in the field.

All employees are required to make a daily health declaration and any employee feeling sick should not report to work, but instead contact a doctor. We encourage employees to take advantage of our paid sick leave policy in such situations.

To ensure protocols are properly followed, managers fill out weekly protocol trackers. To ensure staff is adequately equipped to safely perform their duties, managers must also fill out an inventory tracker for PPE, keeping our warehouses stocked with masks, gloves, disinfectant, and all other necessary tools.

Our employees receive constant updates and reminders on proper protocol for their safety and for the safety of our riders. We take the health of our employees and the communities we serve with the utmost importance and will not operate if we cannot ensure these procedures are followed.

OVERVIEW

During this crisis, cities have faced an unprecedented challenge of ensuring the health and safety of its residents while also providing access to critical goods. While much of the country has sheltered-in-place, healthcare professionals, grocery store clerks, delivery workers and many more are deemed essential services and need a safe alternative to help them get to where they need to be. As a single-person vehicle, during this crisis, scooters allow people to remain physically distant from others when commuting.

Over the past few months, we’ve worked with public health officials, city governments, and our parent company, Ford Motor Company, to ensure our protocols are safe for our riders, employees and the broader community.

A MESSAGE TO OUR RIDERS

As an individual mode of transportation, e-scooters offer a safe alternative to ride sharing, public transit, and -- in some cases -- even a shared family car. With the proper precautions, including our disinfecting process outlined above, shared e-scooters are one of the lowest-risk ways to get around. We are communicating directly with our riders through in-app notifications and email, our website, partnerships with third-party organizations and local governments to ensure riders know the precautions we take for their safety and their responsibility for ensuring their own safety and the safety of others. These precautions include:

- Essential Riders: Be sure to follow local government and public health orders when riding.
- Wear a Cloth Mask at all Times: Wear a cloth mask whenever you go out in public and ride Spin.
- Ride Solo: For safety purposes and for social distancing recommendations, maintain six feet of distance between yourself and others.
- Wash Your Hands Before and After Riding: As a precautionary measure, wash or sanitize your hands before and after each ride. Gloves can also be worn as an additional preventative measure.

*Spin is offering free hand sanitizer to riders in our active markets (After a rider takes a trip with Spin, they will receive a one-time email offer to redeem a bottle of free sanitizer. Click on the image below for a sample online form).

A Gift for You

Thank you for using Spin for your essential trips needed. As a way of saying thank you and as a gesture of our commitment to health and safety, we’d like to send you a free bottle of hand sanitizer. Just fill out your address in this link, and we’ll get it shipped right away.

Click here for more information about what we’re doing to keep our scooters clean and our riders/employees safe and healthy.

Warm Regards,
Tom Spik

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“We are so grateful to Spin for stepping up and supporting our community by providing free rides for all healthcare workers. We are looking to do everything we can to support these individuals right now, and safe and affordable transportation to and from work is an absolute must.”

- Luis Viera, Chair of City Council in Tampa, Florida