



NPTA Certified Transporter Code of Conduct

All NPTA Certified Transporters and approved assistants agree to uphold the following standards to the best of their ability.

Animal Safety & Welfare

- Greet your animals and let them get your scent and know that you are friendly.
- Regularly check the water, comfort, condition, and general welfare of animals in your care.

Professional Appearance & Conduct

- Dress in a clean, neat, and professional manner appropriate for animal transport.
- Wear closed-toe shoes when handling, loading, or transferring animals for your safety.
- Be polite, courteous, and professional with clients, airline and airport personnel, veterinary staff, other transporters, and the public.
- Identify yourself and your role when arriving for pickups, deliveries, airport handoffs, or other transport-related business.
- You represent yourself, the transport network, and the Association. Be proud.

Vehicle & Equipment Standards

- Keep transport vehicles clean, smoke-free, sanitary, and properly maintained.
- Keep crates, carriers, restraints, and transport equipment clean and secured.
- Try to keep vehicle environment calm and peaceful.

Communication, Ethics & Privacy

- Maintain reasonable contact with pet owners or responsible parties throughout the transport.
- Maintain respectful and professional communication.
- Treat animals, clients, colleagues, and industry partners with care, honesty, dignity, and respect.

Emergency Preparedness & Accountability

- Carry appropriate emergency supplies and maintain access to veterinary and emergency contact information while traveling.
- Know the procedures for lost or escaped animals, accidents, sudden illness, severe weather, and other transport emergencies.
- Document significant incidents accurately and honestly. Never conceal or falsify material information.

Name: _____ Sign: _____