

UNITED TOWING ASSOCIATION OF SOUTH AFRICA

(Herein referred to as UTASA)

CODE OF CONDUCT

A. CODE APPLICABLE TO OPERATORS

1. Towing Operators/Owners being members of UTASA should conduct themselves and their Towing Companies in accordance with the requirements of the appropriate Laws and Common Laws of South Africa and in accordance with UTASA Code of Conduct.
2. Towing Operators/Owners should ensure that they and their staff conduct themselves in a courteous and civil manner and observe fair and proper business practice.
3. Towing Operators/Owners should ensure that their businesses and staff render the highest possible service to the consumer, the authorities and the General Public.
4. Towing Operators/Owners should ensure that their businesses always comply with the Local Government By- Laws and Regulations and, obey the lawful instruction of Law Enforcement agents.
5. Towing Operators/Owners should not take any action which could abuse the trust of the public or exploit public lack of knowledge or experience which could harm or mislead any consumer.
6. The Towing Operator should ensure he has procedures in place to professionally manage the incident from the initial accident/breakdown notification, to the recovery of the vehicle whilst maintaining contact with the consumer where practical.
7. The tow truck Operator must acknowledge that the authorization to recover a disabled vehicle given by law enforcement official shall under no circumstances be deemed as constituting a contractual agreement between the towing operator and the law enforcement official.
8. Towing Operators should ensure that towing vehicles are maintained in such a condition that it contributes to the positive public image of the towing industry whilst meeting the certificate of fitness requirements as contained in the Road Traffic Act.
9. Towing Operators/owners who are registered members of a regional association will ensure that their Towing Vehicles are registered with same association and the appropriate registration sticker is clearly displayed on the vehicle.
10. Towing Operators/Owners who are registered members of UTASA agree to bind themselves and their employees to this code of conduct and decisions of the disciplinary committee of their Regional, Provincial and National association.
11. Towing Operators shall ensure that their employees and drivers are properly qualified to conduct themselves in accordance with the Code of Conduct and Road Traffic Act (and any other legislation that is or may become applicable to the industry) while on duty.

B.CODE APPLICABLE TO TOW TRUCK DRIVERS AND ASSISTANT TOW TRUCK DRIVERS

1. Tow Truck Drivers and Assistant Tow Truck drivers being affiliated to UTASA should ensure that they behave in accordance with the legal requirements of the Road Traffic Act of South Africa and the code of Conduct and any other legislation that is or may become-applicable to the industry.
2. Tow Truck Drivers and Assistant Tow Truck Drivers should ensure they conduct themselves in a courteous and civil manner.
3. Tow Truck Drivers and Assistant Tow Truck Drivers should ensure they follow the instructions of the Law Enforcement Authorities and Emergency Services Personnel at the scene of any accident or incident where they are present.
4. Tow Truck Drivers and Assistant Tow Truck Drivers should not exploit the public's lack of knowledge and experience in dealing with accidents both their own and others or fraudulently mislead or harm them in any way.
5. Tow Truck Drivers and Assistant Tow Truck Drivers should ensure that they are appropriately skilled and knowledgeable in accident scene behaviour including basic traffic directing and they should use this expertise to assist Law Enforcement Officials at accident scene
6. The number of tow trucks at an accident scene will be determined by the number of vehicles involved or damaged at scene.
7. The Tow Truck Drivers should leave the scene immediately if it becomes evident to the driver that no tow exists for him/her.
8. The consumer has the freedom of choice and may choose not to use any tow truck present at scene, but rather request the services of his / her own service provider.
9. The premise of towing rights is that the "first truck on the scene of an accident has the first right to the tow" However, this is subject to the consumer's freedom of choice.
10. Tow Truck Drivers and Assistant Tow Truck Drivers are not to indulge or use alcohol or drugs or be under the influence of these while on duty.
11. Tow Truck Drivers and/or their Assistant Tow Truck Drivers shall not engage in arguments or violent activity at the scene of an accident or attempt to force other drivers to abandon their tow for them.

The Association will expel any member found guilty of participation in, attempting to participate in, or encouraging in corruption.

Code of Ethics

1. To uphold high standards of honour, and a high degree of integrity.
2. To provide the general public with the best service possible.
3. To promote a sense of personal obligation to each customer.
4. To comply with all governmental laws and regulations.
5. To aid my towing colleagues when in need.
6. To seek success and to demand fair remuneration that is justly due.
7. To maintain my own self respect by not to profit using unfair advantage taken or questionable acts on my part.
8. To promote friendly and cooperative attitudes to all members of the association.
9. To provide the consumer with adequately equipped vehicles which are kept neat and to train our members to be polite and courteous during public contact.
10. To encourage the South African Free Enterprise System.
11. To employ truth and accuracy in advertising and soliciting
12. To honour any commitments made in the course of business.