

Tow2Go Code of Conduct

While technology helps us deliver fast, reliable and safe service, people are at the heart of the TOW2GO experience. We created these Conduct Guidelines to establish clear standards to which all TOW2GO Partners, affiliates and customers are accountable.

PROFESSIONALISM & RESPECT

TOW2GO maintains a zero-tolerance policy regarding all forms of discrimination, harassment or abuse. Violence of any kind will not be tolerated. TOW2GO expects that all Partners and customers treat each other with respect and courtesy.

It is unacceptable to refuse to provide or accept services based on a person's race, religion, national origin, disability, sexual orientation, sex, marital status, gender identity, age or any other characteristic protected under applicable federal or state law. This type of behavior can result in permanent termination from the TOW2GO program.

It is unacceptable to make derogatory remarks about a person or group. Furthermore, commenting on appearance, asking overly personal questions and making unwanted physical contact are all inappropriate and in many cases, against the law. We encourage you be considerate and respectful of other's privacy and personal space.

SAFETY AND LEGAL COMPLIANCE

Safety is a top priority for all TOW2GO services, including the physical safety of persons and property involved. We require Partners to keep documents up to date to remain active, including Certificate of Insurance, employee Background Check(s), driver's license(s) and vehicle registration. Additionally, TOW2GO Partners are responsible for proper maintenance of any equipment essential to safely performing service.

Illegal substances and – unless explicitly allowed by law – open containers of alcohol are not permitted in Partner vehicles. This is against the law and a serious violation of TOW2GO policy. TOW2GO does not tolerate drug or alcohol use by Partners while involved with any stage of a TOW2GO service or customer.

Partners who are tow truck drivers must maintain a smoke-free vehicle. Furthermore, it is your responsibility to transport customers and/or their vehicle safely in accordance with the rules of the road in your city and the regulations of the towing industry. It is your responsibility to abide by the seat belt laws in your state. However, we recommend that you and any customer(s) you transport always wear a seatbelt while riding in any vehicle.

Violations of this Code of Conduct could result in termination of your TOW2GO account.

EMERGENCIES

If at any time you feel that you are faced with a situation that requires immediate emergency attention, please call the emergency service number in your area. Once all parties are safe and the situation has been handled by the authorities, please then notify TOW2GO. We will assist and take appropriate action as needed, including cooperating with law enforcement.