

Canadian Towing Association Inc.

CODE OF ETHICS

- ✓ Members shall conduct all business with the highest degree of professionalism, integrity and honesty
- ✓ Members shall ensure that employees hired are of good character and carry no criminal background to ensure public safety
- ✓ Members shall ensure that all employees are properly trained with all the necessary skillsets and equipment to complete the job in a professional manner
- ✓ Member invoicing provided to a customer is fair, clearly explained and understandable
- ✓ Members shall ensure confidentiality that consumer information is respected and only used when appropriate and with permission if required
- ✓ Members shall maintain compliance with all laws and Government regulations
- ✓ Members shall operate safe equipment that is regularly maintained to ensure both driver and public safety
- ✓ Members shall maintain adequate minimum insurance as required by the CTA or province
- ✓ Members shall cooperate with established consumer complaint mediation activities.

So sworn on this date _____

Member Company _____

Owner Signature _____