

ITACO

Code of Conduct

Last updated: 25th May 2021

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

PROFESSIONALISM & RESPECT

ITACO maintains a zero-tolerance policy regarding all forms of discrimination, harassment, or abuse. Violence of any kind will not be tolerated.

ITACO 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, gender, marital status, gender identity, age or any other characteristic protected under applicable law. This type of behavior can result in permanent termination from the ITACO 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 to be considerate and respectful of other's privacy and personal space.

SAFETY AND LEGAL COMPLIANCE

Safety is a top priority for all ITACO 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, ITACO Partners are responsible for proper maintenance of any equipment essential to safely performing service.

ITACO does not tolerate drug or alcohol or any other illegal substance use by Partners while involved with any stage of a ITACO 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 country. However, we recommend that you and any customer(s) you transport always wear a seatbelt while riding in any vehicle.

Anti-Bribery – Anti Corruption Provision

ITACO is required to act in accordance with the laws, regulations, and requests of regulatory authorities operating in applicable jurisdictions in which ITACO operates in, related amongst other things, to the prevention of anti-corruption, anti-money-laundering, sanctions and anti-terrorist financing. As a regulated entity, ITACO may at its sole discretion initiate any action it deems appropriate specifically in relation to this section or as a result of a request of regulatory authorities. Where appropriate and not prohibited by law, ITACO may inform you regarding any such action if initiated by ITACO.

It is the clear and unambiguous intent of ITACO that in the course of its respective dealings and performance of this Agreement no payments or transfers of value offers, promises or giving of any financial or other advantage or requests, agreements to receive or acceptances of any financial or other advantage shall be made either directly or indirectly which have the purpose or effect of public or commercial bribery or acceptance of or acquiescence in bribery, extortion, kickbacks, greasing or other unlawful or improper means of obtaining or retaining business, commercial advantage or the improper performance of any function or activity. If fraud, bribery, corruption, or any other form of wrongdoing is suspected based on reasonable grounds in relation to the Service such issue(s) must immediately be reported to ITACO on its ethics hotline number on info@itaco-tpa.com

Violations of this Code of Conduct could result in termination of your ITACO 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 ITACO.

We will assist and take appropriate action as needed, including cooperating with law enforcement.