

# Rebello's Towing Services, Inc.

## "CODE OF STANDARDS & PRACTICES"

"REBELLO'S DRIVERS ARE COURTEOUS, KNOWLEDGEABLE AND PROUD OF THEIR PROFESSION. AS PROFESSIONAL ENFORCEMENT TOW OPERATORS THEY MAINTAIN THE HIGHEST LEVEL OF STANDARDS AND PRACTICES OR THE TOW IS FREE"

### RTS CUSTOMER SERVICE PRACTICES: EDUCATE, INSTRUCT AND SHARE "MANAGED PARKING SOLUTIONS"

- We:**
- Do not pay commissions (we don't giving drivers a vested interest in any tow), we pay wages.
  - Drivers are subject to drug testing.
  - Never use inappropriate language or aggressive behavior with or around customers.
  - Never physically engage a person, just retreat and call for police assistance.
  - When in doubt, leave a note or check with management, but do not tow vehicle.
  - Do not tow vehicles from fire lanes when vehicle is attended.
  - Do not tow marked vendors vehicles or service delivery vehicles from fire lanes.
  - Do not tow vehicle with less than 6 months expired vehicle registration, as stored.
  - Do not tow vehicles backed into a stall without manager's specific instruction.
  - Do not tow vehicles with expired temporary parking permit without manager's instruction.
  - Do not tow by photo when red or handicap markings are worn or damaged.
  - Do not tow from a residents stall without I.D. information from the requesting person.
  - Only offer the name or phone number of security or management company, not the signer.
  - Never give or show confidential information on the contract or RTS Customer List.
  - Never charge a Drop Fee unless straps are secured on two wheels.
  - Stop with hookup process on private property once approached by vehicle driver.
  - Never raise or lower vehicle until drop fee paid once approached- wait 5 minutes to leave.
  - Make sure wheel straps are secured before vehicle is moved.

### GOVERNING LAWS / STANDARDS: LAWS EMPOWER OWNERS TO CONTROL THEIR PRIVATE PROPERTY RIGHTS

- We:**
- Accept checks and major credit cards for payment of all fees as company policy requires.
  - Post the S.J. Tow Liaison person along with drivers' name and company licenses.
  - Document one hour waiting period before towing from non residential public parking.
  - Do not tow vehicles from a property that is not contracted or permitted.
  - Do not tow a vehicle from a property without signs at every property entrance / exit.
  - Do not tow from handicap stall without the aboveground sign on a post or wall.
  - Do not perform "Photo-tow" from fire lanes without required markings, "Fire Lane".
  - Do not allow a non-authorized person to sign for a tow.
  - Never allow anyone to sign a tow tag before it is filled out completely.
  - Never tow a vehicle on public streets without chains and drag lights.
  - Never drive on freeway without dollies strapped.
  - Never pull off Public Street or detour once you have left the private property.
  - Always report tow to city auto-desk before leaving that city.
  - Always report to auto desk within 20 minutes.

IT IS NOT ACCEPTABLE TO PERFORM ANY OF THE ABOVE FROM INSTRUCTIONS BY SECURITY GUARDS. FOR EXCEPTIONS, OBTAIN MANAGEMENT'S SIGNATURE ON THE TOW TAG, OR INSTRUCTIONS FROM SHANNON, JUAN, MONA, MIKE OR BURT. IT IS ALWAYS PERMISSIBLE TO QUESTION EXCEPTIONS TO ASSURE INTEGRITY.