

CODE OF CONDUCT

Geraldton Towing Services requires that all staff and sub-contractors and staff adhere to the following standards of conduct whilst fulfilling the services. These are a direct reflection of our values.

These are:

- Demonstrate a good demeanour with all members of the community.
- Ensure that offensive language is not used when dealing with members of the community.
- Being sensitive and responsive to the diverse views, needs and skills of all members of the community.
- Maintaining appropriate professional boundaries and ensuring your private conduct does not compromise the fulfillment of your professional responsibilities.
- Maintain a professional appearance and appropriate standard of dress.
- Machinery and vehicles must be well maintained and always presented as well as possible.
- Display appropriate identification.
- Promptly carry out the duties and lawful instructions relating to your position.
- Declare all interests that might create a perception of bias, or an actual conflict of interest.
- Only explaining or providing information as authorised and directed by WA Police and or GTS
- Responding appropriately to grievances in a timely manner.

All information relating to the vehicles being towed or stored, their owner(s) or the purposes for which the vehicle has been seized is confidential and shall not be made available to members of the public in any way, shape, or form.

Any breach of this will be viewed as gross misconduct and will result in immediate termination.