Tow Truck Operators of Washington
Code of Ethics

Personal and Professional Responsibility

As Professional Tow Truck Operators, we are responsible for adding value to the organization and contributing to the ethical success of this organization. We accept professional responsibility for our individual decisions and actions. We are also advocates for the Towing Industry by engaging in activities and professionalism that enhance its credibility and value.

Intent

1. To build integrity, respect, credibility, and strategic importance for the towing industry within our organization, the business community, and the communities in which we work.
2. To assist the organization in achieving its objectives and goals.
3. To inform and educate current and future Tow Truck Operators, the organization's members, and the general public about principles, practices and safety that help our Industry.
4. To encourage professional decision-making and responsibility.
5. To promote and support the enactment of wise and uniform legislation, and to oppose where practicable, any unwise legislation that may unjustly affect the towing industry.

Guidelines

Each member owes a duty of integrity, honor, fair dealing, and courtesy to the general public and the other members of the Organization in the operation of all facets of his business.

Members shall:

1. Adhere to the highest standards of ethical and professional behavior.
2. Comply with the City, State, and Federal laws.
3. Work consistent with the values of the organization.
4. Strive to achieve the highest levels of service and performance within the organization and within our personal businesses.
5. Strive to maintain clean, dependable, and safe equipment of such design as to meet the requirements of the public properly and safely. Drivers should be clean and neat in appearance and properly trained to perform their duties efficiently and safely.
6. Employ truth and accuracy in advertising and soliciting in the course of their business.
7. Treat people with dignity, respect, and compassion to foster a trusting work environment free of harassment, intimidation, and unlawful discrimination.
8. At all times conduct themselves and their business in a manner that will preserve an image of professionalism and promote confidence in TTOW and its membership.

Governance and Accountability

The organization has an active board of directors that is responsible for setting the mission and strategic direction of the organization and oversight of the finances, operations, and policies of the organization. The board of directors:

- Exercises reasonable care, good faith, loyalty, and due diligence in organizational affairs.
- Has a conflict-of-interest policy that ensures that any conflicts of interest or the appearance thereof are avoided or appropriately managed for the protection and benefit of the organization.
- Ensures that the organization conducts all transactions and dealings with integrity and honesty.
- Ensures that the organization promotes working relationships with board members, staff, volunteers, and program beneficiaries that are based on mutual respect, fairness and openness.
- Ensures that the organization is fair and inclusive in its hiring and promotion policies and practices for all board, staff, and volunteer positions.
- Ensures that the resources of the organization are responsibly and prudently managed; and,
- Ensures that the organization has the capacity to carry out its programs effectively.

Legal Compliance

The organization is knowledgeable of and complies with all applicable laws and regulations.

Financial Stewardship

The organization manages its funds responsibly and prudently. This includes the following considerations:

- It spends a reasonable percentage of its annual budget on programs in pursuit of its mission.
- It spends an adequate amount on administrative expenses to ensure effective accounting systems, internal controls, competent staff, and other expenditures critical to professional management.
- It compensates staff, and any others who may receive compensation, reasonably and appropriately.
- It has reasonable fundraising costs, recognizing the variety of factors that affect such costs.
- It ensures that all spending practices and policies are fair, reasonable, and appropriate to fulfill the mission of the organization; and,
- It ensures that financial reports are complete and accurate in all material respects.

Transparency and Disclosure

The organization provides comprehensive and timely information to the public and all members and is responsive in a timely manner to reasonable requests for information. All information about the organization will fully and honestly reflect the policies and practices of the organization.

Violations of This Code

- Anyone may submit a complaint about a member in writing to the TTOW Board of Directors.
- The board will notify the member of the complaint and give the member a fair chance to respond before any decision is made.
- After its review, the board may take no action, issue a written warning, suspend the member's membership, or remove the member from TTOW.
- All decisions are made by vote of the board and recorded in the minutes.

Adopted by the Board of Directors, October 2026

By Officers of the Board of Directors of the Tow Truck Operators of Washington

Signature_____ Date_____

Print Name_____