







12. Operators must be prepared to clear small quantities of collision debris from road surfaces and carry a broom or suitable equipment for that purpose.
13. Operators are to charge fees in line with industry standards.
14. Operators are expected to provide a maximum 45 minute response time within the city and suburban area, traffic conditions permitting.
15. Operators must advise Police Communications when first called whether they are able to undertake a tow.
16. Providing a professional service to the Australian Capital Territory
17. Operators are not to inquire with Police Communications about a vehicle's comprehensive insurance status nor make inquiries regarding the perceived profitability of the job.
18. Operators arriving at the scene of a NOR tow are not to decline the tow for the same reasons.
19. Operators are not to sublet a tow to another operator.
20. Operators must ensure they are suitably skilled to perform any NOR tows undertaken. Operators must also ensure any drivers employed by them to perform NOR tows, are suitably skilled.
21. Operators are not to release any information concerning the collision or a vehicle involved in the collision, to anyone other than the owner or driver of the vehicle, or an insurance company purporting to act on their behalf.
22. Operators accept any breaches of the above NOR may Business Rules result in the operator being suspended or withdrawn from the roster.

THIS DOCUMENT IS DECLASSIFIED AND RELEASED BY THE AUSTRALIAN FEDERAL POLICE UNDER THE FREEDOM OF INFORMATION ACT 1982

Business Name:..... Police Officer:.....

Operator's Name:..... Signature:.....

Signature:..... Date:.....

Date:.....