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# New Zealand Towing & Transport Association

## Code of Conduct

**Effective Date:** 01/01/2026

**Version:** 1.1

**Applicable To:** All NZT&T Members

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# 1. Purpose of the Code of Conduct

The New Zealand Towing & Transport Association (NZT&T) Code of Conduct establishes minimum standards of professional conduct, safety, transparency, and accountability for all members.

The purpose of this Code is to:

- Promote public safety and confidence in the towing industry
- Ensure ethical and professional business Conducts
- Support compliance with New Zealand laws and regulations
- Provide a clear framework for complaints, investigation, and enforcement

This Code of Conduct is **publicly available** and applies to all NZT&T members as a condition of membership.

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## 2. Scope and Application

This Code applies to:

- All towing, vehicle recovery, and transport services are provided by NZT&T members
- All interactions with customers, vehicle owners, insurers, enforcement agencies, and the public
- All staff, contractors, and representatives acting on behalf of a member organisation

Members are responsible for ensuring their employees and contractors are aware of and comply with this Code.

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## 3. Core Principles

All NZT&T members must:

- Operate lawfully
  - Maintain safe and compliant equipment
  - Treat customers fairly and respectfully
  - Act honestly and transparently
  - Comply with all relevant legislation, regulations, and industry standards
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## 4. Legal and Regulatory Compliance

Members must comply with all applicable New Zealand laws and regulations, including but not limited to:

- Land Transport Act and associated Rules
- Health and Safety at Work Act

- Consumer Guarantees Act
- Fair Trading Act
- Privacy Act
- Employment legislation
- Local authority bylaws
- Requirements of Waka Kotahi NZ Transport Agency, WorkSafe New Zealand, and New Zealand Police

Members must remain informed of regulatory changes and take reasonable steps to ensure ongoing compliance.

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## 5. Professional Conduct

### 5.1 Ethical Behaviour

Members must:

- Act honestly, ethically, and with integrity at all times
- Avoid misleading, deceptive, aggressive, or unfair practices
- Refrain from coercion, intimidation, or exploitation
- Conduct themselves in a manner that does not bring the towing industry or NZT&T into disrepute

### 5.2 Conflicts of Interest

Members must:

- Disclose any actual or potential conflicts of interest
  - Avoid arrangements that compromise independence or fairness
  - Act in the best interests of customers and the public
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## 6. Customer Interaction and Fair Treatment

### 6.1 Respect and Communication

Members must:

- Treat all customers courteously and respectfully
- Communicate clearly, calmly, and professionally
- Take reasonable steps to ensure customers understand the services being provided

### 6.2 Vulnerable Situations

Members must exercise additional care when dealing with:

- Accident scenes

- Injured, distressed, or vulnerable persons
- Situations involving language or communication barriers

Exploitation of vulnerable customers is strictly prohibited.

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## 7. Pricing Transparency and Charges

Members must ensure pricing is:

- Fair and reasonable
- Clearly disclosed prior to services being provided, where practicable
- Itemised and explained upon request

### 7.1 Estimates and Authorisation

Where possible, members must:

- Provide a clear estimate of costs
- Obtain the appropriate authority to tow or recover a vehicle
- Use approved Tow Authority documentation

### 7.2 Prohibited Conducts

Members must not:

- Conceal, misrepresent, or inflate fees
  - Charge for services not provided
  - Apply undisclosed or unreasonable surcharges
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## 8. Safety Standards

### 8.1 Equipment and Vehicles

Members must:

- Maintain vehicles and equipment in a safe, compliant, and roadworthy condition
- Conduct regular inspections and maintenance
- Immediately remove unsafe equipment from service

### 8.2 Operational Safety

Members must:

- Follow safe work Conducts at all times
- Use appropriate personal protective equipment (PPE)
- Implement traffic management and scene safety controls
- Comply with all health and safety obligations

## 8.3 Licensing Requirements

Members must:

- Ensure all staff members are police vetted upon employment and re-checked bi-annually.
  - All Vehicle Recovery Specialists MUST hold a current V endorsement.
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## 9. Training and Competency

Members must ensure that:

- Operators are suitably trained and competent
- Staff are appropriately supervised
- Ongoing training is provided to maintain skills and regulatory knowledge

NZT&T may require completion of approved training or certification as a condition of membership.

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## 10. Environmental Responsibility

Members must:

- Take reasonable steps to prevent environmental harm
  - Manage fuel, oil, and hazardous spills appropriately
  - Dispose of waste in accordance with applicable regulations
  - Operate in an environmentally responsible manner
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## 11. Record Keeping and Documentation

Members must maintain accurate records including:

- Tow authorities
- Invoices and receipts
- Incident and accident reports
- Maintenance and inspection records

Records must be retained in accordance with legal requirements and made available for review when reasonably requested.

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## 12. Complaints Handling Procedure

### 12.1 Lodging a Complaint

Complaints may be lodged by:

- Members of the public
- Customers
- Other NZT&T members
- Regulatory or enforcement bodies

Complaints must be submitted in writing via the NZT&T website or designated contact channels.

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## 12.2 Initial Assessment

NZT&T will:

- Acknowledge receipt of the complaint
  - Assess whether the complaint falls within the scope of this Code
  - Determine whether informal resolution is appropriate
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## 12.3 Investigation

Where required, NZT&T may:

- Request written responses from the member
- Review relevant records and evidence
- Seek independent or expert input
- Interview relevant parties

Members must cooperate fully and honestly with any investigation.

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## 12.4 Outcomes

Possible outcomes include:

- No breach identified
  - Advice or guidance issued
  - Requirement for corrective action
  - Formal warning
  - Enforcement action under Section 13
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# 13. Enforcement and Disciplinary Actions

Where a breach is identified, NZT&T may impose one or more of the following actions:

- Verbal or written warning
- Mandatory training or corrective action
- Conditions placed on membership

- Suspension of membership
- Termination of membership
- Removal from the NZT&T member directory
- Referral to regulatory or enforcement authorities

Enforcement actions will be proportionate to the seriousness and nature of the breach.

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## 14. Appeals Process

Members may appeal a disciplinary decision by:

- Submitting a written appeal within the specified timeframe
- Providing supporting information or evidence

Appeals will be reviewed by an independent panel or governance body where practicable.

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## 15. Public Transparency

NZT&T may:

- Publish this Code of Conduct
  - Confirm whether a business is a current NZT&T member
  - Publish de-identified complaint outcomes where appropriate
  - Revoke or restrict the use of NZT&T branding where non-compliance is identified
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## 16. Review and Updates

This Code of Conduct will be:

- Reviewed periodically
- Updated to reflect legislative changes and industry developments

Members will be notified of material changes and are responsible for ongoing compliance.

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## 17. Acceptance of the Code

All members must:

- Acknowledge and accept this Code of Conduct
- Agree to comply as a condition of membership

Failure to comply may result in disciplinary action, including termination of membership.

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