

<u>Clause</u> Number	<u>Per Code</u> of Conduct	<u>Specific breach of SATRA Code of Conduct</u>	<u>Sanction</u>	<u>Forum</u>
Relations between SATRA and its members				
1		All persons shall upon resignation from SATRA, remain bound to the Code of Conduct of SATRA for a period of twelve months from the date of resignation		
2		No person may conclude any agreement or transaction with another party, which directly or indirectly could be deemed to be in competition with the interests of SATRA		
2.1	32	Negotiating with national bodies in an attempt to conclude any agreement or conclusion of any agreements with national bodies without prior receipt of written permission from SATRA	Suspension from SATRA for 24 months from date of ruling; and /or fine of R7500 per participant	SATRA National Disciplinary Committee
2.2	32	Negotiating with provincial bodies in an attempt to conclude any agreement or conclusion of any agreements with provincial bodies without prior receipt of written permission from SATRA	Suspension from SATRA for 24 months from date of ruling; and /or fine of R5000 per participant	SATRA National Disciplinary Committee
3		No person shall organize or participate in subversive activity against SATRA		
	33	Organising of subversive activities against SATRA	Permanent expulsion from SATRA from date of ruling; and/or a fine of R7500 per participant	SATRA National Disciplinary Committee
	33	Participating in subversive activities against SATRA	Permanent expulsion from SATRA from date of ruling; and/or a fine of R5000 per participant	SATRA National Disciplinary Committee
4		No person shall act, whether by commission or omission in any way that could be prejudicial to SATRA, its directors, employees, agents, representatives and business partners		

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4.1	34	Any commission by any person deemed to be prejudicial to SATRA	At the discretion of Disciplinary Committee; minimum fine of R500 and maximum fine of R500 per participant	SATRA National Disciplinary Committee
4.2	34	Any omission by any person deemed to be prejudicial to SATRA	At the discretion of Disciplinary Committee; minimum fine of R500 and maximum fine of R5000 per participant	SATRA National Disciplinary Committee
4.3	34	Any commission deemed to be prejudicial to any director of SATRA in his capacity of director as SATRA	At the discretion of Disciplinary Committee; minimum fine of R500 and maximum fine of R5000 per participant	SATRA National Disciplinary Committee
4.4	34	Any omission by any person deemed to be prejudicial to any director of SATRA in his capacity as director of SATRA	At the discretion of Disciplinary Committee; minimum fine of R500 and maximum fine of R5000 per participant	SATRA National Disciplinary Committee
4.5	34	Any commission by any person deemed to be prejudicial to any employee of SATRA in his capacity as such	At the discretion of Disciplinary Committee; minimum fine of R500 and maximum fine of R5000 per participant	SATRA National Disciplinary Committee
4.6	34	Any omission by any person deemed to be prejudicial to any employee of SATRA in his capacity as such	At the discretion of Disciplinary Committee; minimum fine of R500 and maximum fine of R5000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association

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4.7	34	Any commission by any person deemed to be prejudicial to any agent of SATRA in his capacity as such	At the discretion of Disciplinary Committee; minimum fine of R500 and maximum fine of R5000per participant	SATRA National Disciplinary Committee
4.8	34	Any omission by any person deemed to be prejudicial to any agent of SATRA in his capacity as such	At the discretion of Disciplinary Committee; minimum fine of R500 and maximum fine of R5000 per participant	SATRA National Disciplinary Committee
4.9	34	Any commission by any person deemed to be prejudicial to any representative of SATRA in his capacity as such	At the discretion of Disciplinary Committee; minimum fine of R500 and maximum fine of R5000 per participant	SATRA National Disciplinary Committee
4.10	34	Any omission by any person deemed to be prejudicial to any representative of SATRA in his capacity as such	At the discretion of Disciplinary Committee; minimum fine of R500 and maximum fine of R5000 per participant	SATRA National Disciplinary Committee
4.11	34	Any commission by any person deemed to be prejudicial to any director of SATRA in his capacity of director of SATRA	At the discretion of Disciplinary Committee; minimum fine of R500 and maximum fine of R5000 per participant	SATRA National Disciplinary Committee
4.12	34	Any omission by any person deemed to be prejudicial to any Business Partner of SATRA	At the discretion of Disciplinary Committee; minimum fine of R500 and maximum fine of R5000 per participant	SATRA National Disciplinary Committee

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5		No person shall act in any way that could bring SATRA its directors, employees, agents, representatives or business partners into disrepute		
5.1	35	Any action by any person deemed to bring SATRA into disrepute	At the discretion of Disciplinary Committee; minimum fine of R500 and maximum fine of R5000 per participant	SATRA National Disciplinary Committee
5.2	35	Any action by any person deemed to bring any director of SATRA in his capacity of director of SATRA into disrepute	At the discretion of Disciplinary Committee; minimum fine of R500 and maximum fine of R5000 per participant	SATRA National Disciplinary Committee
5.3	35	Any action by any person deemed to bring any employee of SATRA in his capacity as such into disrepute	At the discretion of Disciplinary Committee; minimum fine of R500 and maximum fine of R5000 per participant	SATRA National Disciplinary Committee
5.4	35	Any action by any person deemed to bring any agent of SATRA in his capacity as such into disrepute	At the discretion of Disciplinary Committee; minimum fine of R500 and maximum fine of R5000 per participant	SATRA National Disciplinary Committee
5.5	35	Any action by any person deemed to bring any representative of SATRA in his capacity as such into disrepute	At the discretion of Disciplinary Committee; minimum fine of R500 and maximum fine of R5000 per participant	SATRA National Disciplinary Committee
5.6	35	Any action by any person deemed to bring any business partner of SATRA into disrepute	At the discretion of Disciplinary Committee; minimum fine of R500 and maximum fine of R5000 per participant	SATRA National Disciplinary Committee

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6	All persons shall act in the best interests of SATRA at all times			
6.1	36	Any action taken by any person deemed not to be in the best interests of SATRA	At the discretion of Disciplinary Committee; minimum fine of R500 and maximum fine of R5000 per participant	SATRA National Disciplinary Committee
7	Where a conflict arises between SATRA's interests and personal interests, all persons shall act in SATRA's best interests			
7.1	37	Any action taken by any person deemed not to be in the best interests of SATRA, but in the best interests of any person	At the discretion of Disciplinary Committee; minimum fine of R500 and maximum fine of R5000 per participant	SATRA National Disciplinary Committee
8	All persons shall adhere to the Disciplinary Code of SATRA			
8.1	38	Non compliance with ruling upon conclusion of disciplinary hearing of SATRA National Disciplinary Committee	Permanent expulsion from SATRA from date of ruling; and/or a fine of R7500 per participant	SATRA National Disciplinary Committee

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9 No person may use any information pertaining to SATRA or obtained in the course of dealings with SATRA for their own personal gain or for the gain of a third party				
9.1	39	Use of any information pertaining to SATRA or obtained in the course of dealings with SATRA by any person for their personal gain	At the discretion of Disciplinary Committee; minimum fine of R500 and maximum fine of R5000 per participant	SATRA National Disciplinary Committee
9.1	39	Use of any information pertaining to SATRA or obtained in the course of dealings with SATRA for the gain of a third party	Suspension from SATRA for 24 months from date of ruling; and /or fine of R5000 per participant	SATRA National Disciplinary Committee
10 No person shall disclose any proprietary or confidential information about SATRA to any party				
10.1	40	Disclosure of any proprietary or confidential information about SATRA to any party	Suspension from SATRA for 24 months from date of ruling; and /or fine of R5000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association
11 No person will affix advertising logos, without the written permission of SATRA onto their towing and recovery vehicles, equipment utilized in the rendering of services or any vehicle bearing their company details				
11.1	41	Affixation of any advertising logos without prior written permission from SATRA	Suspension from SATRA for 6 months from date of ruling; and/or fine of R500 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association

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12 All persons shall diligently adhere to all aspects of supplier agreements as concluded with SATRA and as amended from time to time				
12.1	42	First incident of non adherence	Suspension from SATRA for 3 months from date of ruling; and/or a fine of R2000 per participant	SATRA National Disciplinary Committee
12.2	42	Second incident of non adherence	Suspension from SATRA for 6 months from date of ruling; and/or a fine of R5000 per participant	SATRA National Disciplinary Committee
12.3	42	Third incident of non adherence	Suspension from SATRA for 24 months from date of ruling; and/or a fine of R7500 per participant	SATRA National Disciplinary Committee
14 Towing Operators shall not employ or utilize the towing services of any person who has been disqualified by SATRA or is not a member of SATRA				
14.1	43	First incident of non adherence	Suspension from SATRA for 3 months from date of ruling; and/or a fine of R2000 per participant	SATRA National Disciplinary Committee
14.2	43	Second incident of non adherence	Suspension from SATRA for 6 months from date of ruling; and/or a fine of R5000 per participant	SATRA National Disciplinary Committee
14.3	43	Third incident of non adherence	Suspension from SATRA for 24 months from date of ruling; and/or a fine of R7500 per participant	SATRA National Disciplinary Committee

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15		All persons shall ensure that all their Towing Vehicles are registered with SATRA and the appropriate registration sticker is clearly displayed on all vehicle		
15.1	44	First incident of non adherence	Suspension from SATRA for 1 month from date of ruling; and/or a fine of R1000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association
15.2	44	Second incident of non adherence	Suspension from SATRA for 3 months from date of ruling; and/or a fine of R2000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association
15.3	44	Third incident of non adherence	Suspension from SATRA for 6 months from date of ruling; and/or a fine of R5000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association

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15		It is the responsibility of all persons to notify SATRA of any changes to any information as required on the standard membership application form as amended from time to time		
15.1	45	Omitting to notify SATRA within 14 days of any changes	At the discretion of Disciplinary Committee; minimum fine of R500 and maximum fine of R5000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association
17		All persons shall support and adhere to any initiatives launched by SATRA		
17.1	46	Non adherence to and support of any initiatives launched by SATRA	Permanent expulsion from SATRA from date of ruling; and/or a fine of R7500 per participant	SATRA National Disciplinary Committee
18		All persons shall at all times demonstrate solidarity and support to SATRA		
18.1	47	Failing to demonstrate solidarity and support to SATRA	At the discretion of Disciplinary Committee; minimum fine of R500 and maximum fine of R5000 per participant	SATRA National Disciplinary Committee

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19		All persons shall conduct themselves in accordance with the Code of Conduct and all the applicable regulations, policies and codes as passed by SATRA from time to time		
19.1	48	Breach of Code of Conduct, applicable regulation, policies and codes as passed by SATRA from time to time	At the discretion of Disciplinary Committee; minimum fine of R500 and maximum fine of R5000, unless specified elsewhere in Code of Conduct	SATRA National Disciplinary Committee
20		No person shall affiliate to any organization deemed to be in competition with SATRA		
20.1	49	Affiliation to any organization deemed to be in competition with SATRA	Permanent expulsion from SATRA from date of ruling and/or a fine of R7500 per participant	SATRA National Disciplinary Committee
21		Only the chairperson of SATRA or agent, nominated in writing shall act as spokesperson, when addressing the public about topics pertaining to the South African Towing and Recovery Association.		
21.1	50	Acting as a spokesperson on behalf of SATRA without the written consent of the chairperson of SATRA	At the discretion of Disciplinary Committee; minimum fine of R2000 and maximum fine of R5000 per participant	SATRA National Disciplinary Committee

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Relations between SATRA's members themselves				
22	All persons shall refrain from partaking in any practices, which are aimed at obtaining an unfair advantage over other members			
	51	Partaking in any practices, which are aimed at obtaining an unfair advantage over other members	At the discretion of Disciplinary Committee; minimum fine of R200 and maximum fine of R5000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association
22A	The premise of towing rights is that the "first accident recovery vehicle on the scene of an accident has the first right to the tow". However, this is subject to the client's freedom of choice			
	51.1	First incident of non-compliance of "the first right to tow rule"	Suspension from SATRA for 1 month; and/or minimum fine of R500 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association
	51.1	Second incident of non-compliance of "the first right to tow rule"	Suspension from SATRA for 3 months; and/or or minimum fine of R1000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association

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	51.1	Third incident of non-compliance of "the first right to tow rule"	Suspension from SATRA for 6 months; and/or minimum fine of R3000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association
	51.1	Fourth incident of non-compliance of "the first right to tow rule"	Suspension from SATRA for 12 months from date of ruling; and/or a fine of R50000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association

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22B	The number of vehicles involved or damaged at an accident scene will determine the number of recovery vehicles that may be present at an accident scene			
	51.2	First incident of being present at the scene of an accident, exceeding maximum number of required recovery vehicles at an accident scene	Suspension from SATRA for 1 month; and/or minimum fine of R500 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association
	51.2	Second incident of being present at the scene of an accident, exceeding maximum number of required vehicles	Suspension from SATRA for 3 months; and/or or minimum fine of R1000 per participant	SATRA National Disciplinary Committee
	51.2	Third incident of being present at the scene of an accident, exceeding maximum number of required recovery vehicles at an accident scene	Suspension from SATRA for 6 months; and/or minimum fine of R3000 per participant	SATRA National Disciplinary Committee
	51.2	Fourth incident of being present at the scene of an accident, exceeding maximum number of required recovery vehicles at an accident scene	Suspension from SATRA for 12 months from date of ruling; and/or a fine of R5000 per participant	SATRA National Disciplinary Committee
22C	All persons shall not engage in arguments or violent activity at the scene of an accident or attempt to force other drivers to abandon their rightful tow.			
	51.3	First incident of engaging in arguments at the scene of an accident or attempt to force other drivers to abandon their tow for them	Suspension from SATRA for 3 months; and/or minimum fine of R1000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association

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	51.3	Second incident of engaging in arguments at the scene of an accident or attempt to force other drivers to abandon their tow for them	Suspension from SATRA for 6 months; and/or minimum fine of R3000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association
	51.3	Third incident of engaging in arguments at the scene of an accident or attempt to force other drivers to abandon their tow for them	Suspension from SATRA for 12 months from date of ruling; and/or a fine of R5000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association
	51.3	Fourth incident of engaging in violent activity at the scene of an accident	Permanent suspension from SATRA; and/or a fine of R7500 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association
	51.4	First incident of engaging in arguments at the scene of an accident or attempt to force other drivers to abandon their tow for them	Suspension from SATRA for 6 months; and/or minimum fine of R500 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association

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	51.5	Second incident of engaging in violent activity at the scene of an accident or attempt to force other drivers to abandon their tow for them	Permanent suspension from SATRA; and/or a fine of R1000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association
22D	All persons should depart from the scene of an accident immediately after it becomes apparent that no towing or recovery opportunity exists for that person			
	51.4	First incident of failure to depart immediately after it becomes apparent that no recovery opportunity exists for that person	Suspension from SATRA for 1 month; and/or minimum fine of R200 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association
	51.4	Second incident of failure to depart immediately after it becomes apparent that no recovery opportunity exists for that person	Suspension from SATRA for 3 months; and/or minimum fine of R500 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association

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	51.4	Third incident of failure to depart immediately after it becomes apparent that no recovery opportunity exists for that person	Suspension from SATRA for 6 months; and/or minimum fine of R1000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association
	51.4	Fourth incident of failure to depart immediately after it becomes apparent that no recovery opportunity exists for that person	Permanent expulsion from SATRA from date of ruling; and/or a fine of R5000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association

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23	In the event of a dispute between members, arising from the unlawful actions of any persons, all persons shall use the remedies afforded by the Laws of the Republic of South Africa as recourse			
	53	First incident of engaging in an unlawful dispute between members, arising from the unlawful actions of any persons and failing to use the remedies afforded by the Laws of the Republic of South Africa as recourse	Suspension from SATRA for 12 months; and/or minimum fine of R2500 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association
	53	Second incident of engaging in an unlawful dispute between members, arising from the unlawful actions of any persons and failing to use the remedies afforded by the Laws of the Republic of South Africa as recourse	Permanent (life long) expulsion from SATRA from date of ruling; and/or a fine of R5000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association
25	All persons shall observe and adhere to fair and proper business practices			
25.1	54	Non-adherence to fair and observation of proper business practices	At the discretion of Disciplinary Committee; minimum fine of R200 and maximum fine of R7500 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association

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26		In determining fair and proper business practices, the test of the “reasonable man” and fairness shall apply and in the event of uncertainty, all persons shall contact SATRA directly for guidance in writing		
26.1	55	Non-adherence to guidance, in writing, by SATRA	At the discretion of Disciplinary Committee; minimum fine of R2000 and maximum fine of R5000 per participant	SATRA National Disciplinary Committee
27		All persons shall conduct themselves in a professional, courteous and civil manner at all times		
27.1	56	Unprofessional conduct	At the discretion of Disciplinary Committee; minimum fine of R200 and maximum fine of R7500 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association
27.2	56	Discourteous behaviour	At the discretion of Disciplinary Committee; minimum fine of R200 and maximum fine of R5000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association

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27.3	56	Uncivilised behaviour	At the discretion of Disciplinary Committee; minimum fine of R200 and maximum fine of R7500 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association
28	All persons shall ensure that they are properly equipped to render safe and efficient service			
28.1	57	Failure by all persons to ensure that they are properly equipped to render safe and efficient service	Suspension from SATRA for 3 months; and/or or minimum fine of R2000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association

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29 All persons shall ensure that vehicles and equipment that are unsafe do not go onto public roads or run accidents				
29.1	58	The use of vehicles and equipment that are unsafe to go onto public roads	Suspension from SATRA for 3 months; and/or or minimum fine of R2000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association
29.2	58	The use of vehicles and equipment that are unsafe to run accidents	Suspension from SATRA for 6 months; and/or or minimum fine of R5000 per participant	SATRA National Disciplinary Committee
30 All persons should ensure that all vehicles and equipment is at a minimum, maintained in such a condition that				
30A it contributes to the positive public image of SATRA				
	59	Use of vehicles and equipment by any person that does not contribute to the positive public image of SATRA	At the discretion of Disciplinary Committee; minimum fine of R200 and maximum fine of R2000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association
30B meets the certificate of fitness requirements as contained in the Road Traffic Act and any other applicable laws and regulations				
	59	Use of equipment by any person that does not meet the requirements of the Road Traffic Act and any other applicable laws and legislation	Suspension from SATRA for 12 months; and/or or minimum fine of R2500 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association

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30C	All persons shall ensure that the correct legal name, physical address and contact details appear on any vehicle used for the purposes of generating income			
	59	Failing to display the correct information on both sides of vehicle	At the discretion of Disciplinary Committee; minimum fine of R200 and maximum fine of R2000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association
30D	All persons shall ensure that the correct legal name, registration numbers, physical address and contact numbers appear on any stationery used during the course of all business dealings, as required by the relevant legislation			
	59	Failure to disclose information on documentation	At the discretion of Disciplinary Committee; minimum fine of R300 and maximum fine of R2000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association
Services Rendered				
31	All persons shall ensure that they, their employees and their agents are sufficiently trained and qualified to			
31A	render safe and efficient services			
	60.1	Non-ensurance by all persons that their employees and agents are sufficiently trained to render safe and efficient services	At the discretion of Disciplinary Committee; minimum fine of R500 and maximum fine of R3000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association

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31B conduct themselves in accordance with this Code of Conduct, Road Traffic Act and any other applicable laws				
	60.2	Non-ensurance by all persons that their employees and agents are sufficiently trained to conduct themselves in accordance with this Code of Conduct, Road Traffic Act and any other applicable laws	At the discretion of Disciplinary Committee; minimum fine of R500 and maximum fine of R2000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association
32 All persons shall adhere to the lawful instructions of all Officers of the Law of the Republic of South Africa				
32.1	61	Non adherence to lawful instructions of all Officers of the Law of the Republic of South Africa	Suspension from SATRA for 6 months; and/or or minimum fine of R1000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association
33 All persons shall attain and maintain the highest possible service delivery at all times				
	62.1.1	Non-ensurance of adequate procedures to attain and maintain the highest possible service delivery at all times	At the discretion of Disciplinary Committee; minimum fine of R200 and maximum fine of R2000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association

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33A	All persons shall ensure that procedures are in place to manage the entire process of services rendered with efficiency and integrity			
	62.1.1	Non-ensurance of adequate procedures to manage entire process of services rendered with efficiency and integrity	At the discretion of Disciplinary Committee; minimum fine of R2000 and maximum fine of R2000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association
34	No persons shall act in any way that could abuse the trust of any person or exploit lack of knowledge, which could mislead or prejudice any person			
34.1	63	Action in any way by any person that could abuse the trust of any person which could mislead or prejudice any person	Suspension from SATRA for 3 months; and/or or minimum fine of R2000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association
34.2	63	Action in any way by any person that could exploit the lack of knowledge of any person which could mislead or prejudice any person	Suspension from SATRA for 3 months; and/or or minimum fine of R2000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association

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35		No person shall misrepresent themselves, their affiliations or their services at any time		
35.1	64	Actions by any person or company misrepresenting themselves	At the discretion of Disciplinary Committee; minimum fine of R200 and maximum fine of R2000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association
35.2	64	Actions by any person or company misrepresenting their affiliations	At the discretion of Disciplinary Committee; minimum fine of R200 and maximum fine of R2000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association
35.3	64	Actions by any person or company misrepresenting their services	At the discretion of Disciplinary Committee; minimum fine of R200 and maximum fine of R2000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association

<u>Clause</u> Number	<u>Per Code</u> of Conduct	<u>Specific breach of SATRA Code of Conduct</u>	<u>Sanction</u>	<u>Forum</u>
36	All to operators shall ensure that they are adequately insured, in accordance with SATRA's specifications as amended from time to time and that the premiums remain up to date and paid			
36.1	65	Failing to ensure that they are insured for public liability for the amount of R2,000,000.00 (two million rands)	At the discretion of Disciplinary Committee; minimum fine of R200 and maximum fine of R5000 per participant (Effective 31 Oct 2003)	SATRA National Disciplinary Committee
36.2	65	Failing to ensure that the premiums are paid up to date on the public liability insurance policy for the amount of R2000000.00 (two million rands)	At the discretion of Disciplinary Committee; minimum fine of R200 and maximum fine of R5000 per participant (Effective 31 Oct 2003)	SATRA National Disciplinary Committee
The Accident and Recovery Scene				
37	All persons should only recover a disabled vehicle upon the proper completion of the relevant Tow Authorisation Form			
37.1	66	Failure of adequate completion of the relevant Tow Authorisation Form upon recovery of a disabled vehicle	At the discretion of Disciplinary Committee; minimum fine of R200 and maximum fine of R2000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association

<u>Clause</u> Number	<u>Per Code</u> of Conduct	<u>Specific breach of SATRA Code of Conduct</u>	<u>Sanction</u>	<u>Forum</u>
38		All persons should only recover a disabled vehicle if authorisation has been received in writing and per signature from		
38A		The owner of the disabled vehicle		
	67.1	Failure of obtaining the owner of the disabled vehicle's signature on the Tow Authorisation Form	At the discretion of Disciplinary Committee; minimum fine of R200 and maximum fine of R2000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association
38B		In the absence of and the inability to obtain authorisation from the persons referred to in clause 67.1; from the driver of the disabled vehicle		
	67.2	Failure of obtaining the driver of the disabled vehicle's signature on the Tow Authorisation Form	At the discretion of Disciplinary Committee; minimum fine of R200 and maximum fine of R2000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association
38C		In the absence of and the inability to obtain authorisation from the persons referred to in clause 67.1 and 67.2; from the authorised agent of the owner of the vehicle		
	67.3	Failure of obtaining the authorised agent of the owner of the disabled vehicle's signature on the Tow Authorisation Form	At the discretion of Disciplinary Committee; minimum fine of R200 and maximum fine of R2000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association

<u>Clause</u> Number	<u>Per Code</u> <u>of</u> Conduct	<u>Specific breach of SATRA Code of Conduct</u>	<u>Sanction</u>	<u>Forum</u>
38D		In the absence of and the inability to obtain authorisation from the persons referred to in clause 67.1; 67.2 and 67.3; from the lawful agent of the owner of the disabled vehicle		
	67.4	Failure of obtaining the lawful agent of the owner of the disabled vehicle's signature on the Tow Authorisation Form	At the discretion of Disciplinary Committee; minimum fine of R200 and maximum fine of R2000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association
38E		In the absence of and the inability to obtain authorisation from the persons referred to in clause 67.1; 67.2; 67.3 and 67.4; from the lawful agent of the owner of the disabled vehicle; from the Law Enforcement Official in charge of the accident scene		
	67.5	Failure of obtaining the Law Enforcement Official in charge at the accident scenes' signature on the Tow Authorisation Form	At the discretion of Disciplinary Committee; minimum fine of R200 and maximum fine of R2000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association
39		The relevant vehicle inspection and inventory is to be carried out and comprehensively completed by the person authorised to recover the disabled vehicle, before removing the disabled vehicle from the scene		
39.1	68	Failure to carry out and comprehensively complete the relevant vehicle inspection and inventory by the person authorised to recover the disabled vehicle, before removing the disabled vehicle from the scene	At the discretion of Disciplinary Committee; minimum fine of R200 and maximum fine of R2000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association

<u>Clause</u> Number	<u>Per Code</u> of Conduct	<u>Specific breach of SATRA Code of Conduct</u>	<u>Sanction</u>	<u>Forum</u>
40	The relevant vehicle inspection form is to be signed in confirmation by			
40A	The person rendering the recovery service			
	69.1	Failure to have the relevant vehicle inspection form signed in confirmation by the person rendering the recovery service	At the discretion of Disciplinary Committee; minimum fine of R200 and maximum fine of R2000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association
40B	The person authorising the recovery of the disabled vehicle			
	69.2	Failure to have the relevant vehicle inspection form signed in confirmation by the person authorising the recovery of the disabled vehicle	At the discretion of Disciplinary Committee; minimum fine of R200 and maximum fine of R2000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association
41	All persons who obtain authorisation to recover a vehicle should be prepared to remove vehicle parts and glass from the scene of accident			
41.1	70	After obtaining authorisation to recover a vehicle, person or persons not willing or prepared to remove vehicle parts and glass from the scene of an accident	At the discretion of Disciplinary Committee; minimum fine of R500 and maximum fine of R2000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association

<u>Clause</u> Number	<u>Per Code</u> of Conduct	<u>Specific breach of SATRA Code of Conduct</u>	<u>Sanction</u>	<u>Forum</u>
42		No person shall be compelled to render medical assistance to an injured party at an accident scene unless he has been properly trained and certified to do so		
42.1	71	Rendering of medical assistance to an injured party at an accident scene without being properly trained and certified to do so	At the discretion of Disciplinary Committee; minimum fine of R500 and maximum fine of R5000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association
43		All persons are compelled to assist the parties involved in the incident as far as reasonably possible to protect their rights, property and personal safety		
43.1	72	Failure to assist all parties involved in the incident as far as reasonably possible to protect their rights	At the discretion of Disciplinary Committee; minimum fine of R100 and maximum fine of R1000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association
43.2	72	Failure to assist all parties involved in the incident as far as reasonably possible to protect their property	At the discretion of Disciplinary Committee; minimum fine of R100 and maximum fine of R1000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association

<u>Clause Number</u>	<u>Per Code of Conduct</u>	<u>Specific breach of SATRA Code of Conduct</u>	<u>Sanction</u>	<u>Forum</u>
43.3	72	Failure to assist all parties involved in the incident as far as reasonably possible to protect their personal safety	At the discretion of Disciplinary Committee; minimum fine of R100 and maximum fine of R1000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association
44 All persons shall refrain from charging in excess of the SATRA recommended rates for core and ancillary services as advised by SATRA from time to time				
	73	First incident of charging in excess of the SATRA recommended rates for core and ancillary services as advised by SATRA from time to time	Suspension from SATRA for 1 month; and/or minimum fine of R500 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association
	73	Second incident of charging in excess of the SATRA recommended rates for core and ancillary services as advised by SATRA from time to time	Suspension from SATRA for 3 months; and/or or minimum fine of R1000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association
	73	Third incident of charging in excess of the SATRA recommended rates for core and ancillary services as advised by SATRA from time to time	Suspension from SATRA for 6 months; and/or minimum fine of R2000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association

<u>Clause</u> Number	<u>Per Code</u> <u>of</u> Conduct	<u>Specific breach of SATRA Code of Conduct</u>	<u>Sanction</u>	<u>Forum</u>
	73	Fourth incident of charging in excess of the SATRA recommended rates for core and ancillary services as advised by SATRA from time to time	Permanent expulsion from SATRA from date of ruling; and/or a fine of R5000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association
45	Upon taking possession of the disabled vehicle after obtaining the authorisation from the relevant parties referred to in clause 67, no person may relinquish			
	cede or transfer his possession of such vehicle to any other person and will deliver the disabled vehicle to the destination designated by			
45A	The provisions of a service level agreement concluded between SATRA and its members			
	74.1	Failure to comply with paragraphs 45 and 45A of this document	At the discretion of Disciplinary Committee; minimum fine of R500 and maximum fine of R1000 per participant	SATRA National Disciplinary Committee
45B	In the event of clause 74.1 not being applicable; in accordance with the instructions of the owner of the vehicle			
	74.2	Failure to comply with paragraphs 45 and 45B of this document	At the discretion of Disciplinary Committee; minimum fine of R500 and maximum fine of R1000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association

<u>Clause</u> Number	<u>Per Code</u> of Conduct	<u>Specific breach of SATRA Code of Conduct</u>	<u>Sanction</u>	<u>Forum</u>
45C		In the event of clause 74.1 and clause 74.2 not being applicable, to the storage yard of the tow operator rendering the services or the preferred panelbeater of the tow operator		
	74.3	Failure to comply with paragraphs 45 and 45C of this document	At the discretion of Disciplinary Committee; minimum fine of R500 and maximum fine of R1000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association
46		Where authorisation to recover a vehicle was not received by the owner of the disabled vehicle, all persons shall		
46A		endeavor to contact such owner or his authorised agent as a matter of urgency, once the vehicle has been secured in his yard		
	75.1	Failure to keep records detailing attempts to contact the owner or his authorised agent after recovery of the disabled vehicle, once the vehicle has been secured in his yard	At the discretion of Disciplinary Committee; minimum fine of R100 and maximum fine of R1000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association
46B		record all steps taken to find the owner or his authorised agent of a recovered vehicle, if he/she departed the accident scene for whatever reason		
	75.2	Failure to keep records detailing attempts to contact the owner or his authorised agent after recovery of the disabled vehicle, once the vehicle has been secured in his yard and record all steps taken to find the owner or his authorised agent	At the discretion of Disciplinary Committee; minimum fine of R100 and maximum fine of R1000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association

<u>Clause</u> Number	<u>Per Code</u> of Conduct	<u>Specific breach of SATRA Code of Conduct</u>	<u>Sanction</u>	<u>Forum</u>
47		All persons, on receiving into custody a vehicle, should record all steps taken to find and notify the owner of his vehicle's whereabouts and the process and cost of release		
	76	Non-compliance in recording all steps taken to find and notify the owner of his vehicle's whereabouts and the process and cost of release	Suspension from SATRA for 1 month; and/or minimum fine of R500 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association
48		All persons on receiving into custody a vehicle shall take all reasonable steps to ensure that no further damage occurs to the said vehicle		
	77	Non-compliance in taking reasonable steps to ensure that no further damage occurs to the said vehicle	At the discretion of Disciplinary Committee; minimum fine of R500 and maximum fine of R5000 per participant	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association
49		All persons are compelled to participate with, actively co-operate with and assist SATRA and it's Provincial and Regional Towing Associations with the resolution of any queries and disputes raised by any member of the public and/or any business partner		

<u>Clause Number</u>	<u>Per Code of Conduct</u>	<u>Specific breach of SATRA Code of Conduct</u>	<u>Sanction</u>	<u>Forum</u>
	78	Failing to participate with, actively co-operate with and assist SATRA and it's Provincial and Regional Towing Associations with the resolution of any queries and disputed raised by any member of the public and/or any business partner	At the discretion of Disciplinary Committee; minimum fine of R100 and maximum fine of R1000 per participant	SATRA National Disciplinary Committee
51	Should a dispute not be resolved within 48 hours of the dispute being lodged, the dispute may be escalated to the relevant disciplinary committee for resolution			
	79	Failure to resolve a dispute within 48 hours from date and time dispute being lodged	At the discretion of Disciplinary Committee; minimum fine of R100 and maximum fine of R1000 per participant and/or dispute	SATRA National Disciplinary Committee, as delegated to the relevant Provincial Towing and Recovery Association