

First Draft of new Storage Policy



NAME OF POLICY	DOCUMENT CODE:	LATEST VERSION
STORAGE POLICY LONG VERSION		2023/03/13
APPLIES TO :		
EMPLOYEES & CLIENTS		

1. DEFINITION

A vehicle storage policy is a written document that outlines the procedures, terms, and conditions for the impounding and storage of vehicles by the towing company.

2. PURPOSE

The purpose of the vehicle storage policy is to provide clear guidelines and procedures for the impoundment and storage of vehicles by the towing company for the company and its clients.

3. SCOPE

The company's storage policy applies to all operational and debtors department's as well as Management in addition to any customer and/or client of which storage will be required.

4. DEFINITIONS

TERMS	DEFINITIONS
Storage	Occurs in the event the vehicle being towed or transported is taken to the towing company's depot and stored at the location.
Towing	The movement of the client's vehicle utilising a breakdown vehicle.
Impounding	Impounding refers to the act of taking possession of a vehicle and holding it in a secure location, usually due to a violation of law or for safekeeping. In the context of a towing company, impounding a vehicle typically means that the vehicle has been towed to the storage facility for safekeeping until the owner is able to retrieve it or alternatively a new instruction is received.
Releasing	Releasing a vehicle from storage refers to the act of releasing the vehicle back to its owner or authorised representative. This typically occurs after the owner has fulfilled any requirements or paid any fees associated with the impound, and after the vehicle has been inspected to verify its condition. Releasing a vehicle from storage marks the end of the impound process and signifies that the vehicle is no longer in the possession of the storage facility.
Secure Storage	Secure vehicle storage refers to a facility that is designed and equipped to store vehicles in a safe and secure manner. This type of storage typically includes measures to protect the vehicles from theft, damage, and other types of harm.
Vehicle	A vehicle, defined as a machine designed to be self-propelled or transported on any public highway, road or street, used for transportation.

5. LIABILITY

Our company will take reasonable care to protect vehicles under storage and/or impounded vehicles while they are in our possession. However, we will not be liable for any damages or loss to the vehicle while it is in our possession, except in cases of gross negligence or intentional misconduct on our part.

If a claim is made regarding allegations of damages or theft the company will activate a damage investigation. For details on this please consult the company or see our website for this policy.

6. INSURANCE

7. PROCEDURE

7.1. Impounding:

- 7.1.1. Upon impound, document the condition of the vehicle. This includes taking note of any pre-existing damage and taking photographs of the vehicle. *Complete the prescribed form.*
- 7.1.2. Load the completed form onto the system in the impound section.
- 7.1.3. Secure the vehicle to the best of your ability and place it in the instructed storage area.
- 7.1.4. Provide the vehicle owner or operator with a copy of the documentation outlining the condition of the vehicle upon impound, as well as a copy of the storage policy and any relevant fees.

7.2. Releasing:

- 7.2.1. Verify that the instruction to release the vehicle is authentic.
- 7.2.2. Review and confirm that all impound fees have been paid in full and/or that the entity that is instructing/ requesting the release agreed/ agrees to the storage amount through written confirmation or a SLA that is in place.
- 7.2.3. Ensure that the entity responsible for the collection of the vehicle is informed about the condition at the time of impounding and any deviation to the time of collection.
- 7.2.4. If a vehicle is to be collected at any one of our facilities, formal identification will be required and documented.

7.3. Damages Claims:

- 7.3.1. In the event that any damages or theft allegations have been formally submitted the company will launch a damage investigation as prescribed under the Process; *Damage investigation.*
Please revert to terms and conditions on our website.

8. SAFETY AND SECURITY

The Company has a set of safety and security measures in place and/or in development that will in the long run form part of a comprehensive safety and security strategy. This is due to the current environment we operate in. Some initiatives are already in place such as 24 hour operation of facilities, routine security checks, surveillance and fenced facilities. The main objective of the long term strategy is to ultimately create safe and secure facilities across the board.

9. TERMS AND CONDITION (Make sure this is inline with the information in the job card)

- We offer the first 5 days of storage for impounded vehicles at no cost to the vehicle owner and/ or entity responsible for the vehicle.
- Vehicle can refer to any object but is not limited to that has been towed, transported or stored such as goods, freight, equipment, raw materials and liquids.
- No vehicles will be released after hours or over weekends without prior arrangements.
- Our operational team will take reasonable care to protect impounded vehicles while they are in our possession. However, we will not be liable for any damages or loss to the vehicle while it is in our possession, except in cases of gross negligence or intentional misconduct on our part.
- Where no storage fees have been agreed upon with prior arrangement on writing and/or in a SLA the company will charge an industry standard.