



Standards for Background Checks for Network Participants – independent contractor within the network of Agero’s third party suppliers for towing and roadside services (“**Service Providers**”).

1. In the Service Provider agreement with Agero, there is a requirement to conduct appropriate background checks (“**Background Check**”) on the owners, employees, contractors and agents (each, an “**Individual**”) that have access to “Agero Data” or provide service to Agero customers. “Agero Data” is defined as the data and information submitted by or on behalf of Agero to the Service Provider or otherwise in its possession or accessible through the provision of the services, including all personal information such as the name, phone number, address, and vehicle identification number (VIN) of the customer who will receive the towing or roadside services.
 - a. Service Providers may provide evidence of the Background Checks by providing “blacked out” or “redacted” copies to Agero through the secure portal (encrypted and limited to audit team);

NOTE: Agero will accept documents from regulatory entities that evidence completed background checks (such as police approval), or certification of compliance, provided that the license from the regulatory entity is still in effect.

- b. If you need to secure additional Background Checks, we have established a process through a national supplier – Service Providers will need to create an account and become a customer with this supplier.
2. The Background Check must include at a minimum any convictions that are less than 7 years old (excluding any records adjudicated by a juvenile court) based on a check of all of the counties a person has lived in the last 7 years. The Background Check must include a check of national and local sex offender registries.
3. Each anniversary year* (within twelve months of the prior Background Check), the Service Provider is required to update the Background Check in the location where the Individual lived or worked during the prior year.
4. The Background Check is deemed acceptable when, after conducting an individualized assessment in accordance with all applicable laws, the Service Provider deems that the Individual’s report does not indicate offenses that are likely to place Agero’s consumers at risk. Examples of such convictions include, but are not limited to:



- a. A conviction relating to the inflicting or threat of bodily injury or death to a person or persons, such as homicide, rape, assault, kidnapping, menacing or coercion;
- b. Any sex crime, such as sexual assault, sexual harassment, sexual exploitation of a minor, and child molestation. A sex crime includes any offense for which an individual must register as a sex offender; or
- c. A felony crime against property, such as theft, burglary or criminal trespass.

In requesting an individual's report and determining whether it contains a potentially disqualifying offense, the Service Provider will comply with all applicable federal, state and local laws.

5. The background checks should cover at a minimum the following geographical scope:
 - a. National Criminal Record Database search;
 - b. Sex Offender Registry – state and nationwide;
 - c. State Criminal Records (if available); and
 - d. County Criminal Records (in each county where the individual resided in the previous seven years based on a social security trace search).

* Except for those states that require background checks on a two-year frequency, such as the Commonwealth of Virginia. In these states, you are required to update on terms consistent with the state requirements.