



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. Clearance of the background check means the absence of charges or convictions that would likely put Agero’s customers at risk, based on your individualized assessment, in accordance with applicable laws, examples of which may include:
 - a. Convictions relating to bodily injury, death, menacing, or coercion
 - b. Sex crimes including sexual assault, sexual harassment, or any other offence that would require the individual to register as a sex offender
 - c. Felony crimes against property, including theft, burglary or criminal trespass

Note: In determining whether an individual report contains a disqualifying offense, please note that nothing in this directive limits or restricts your obligations to comply with your state and local laws.



Please make sure to conduct an individualized assessment of each applicant’s eligibility for employment in accordance with applicable law before making any final decisions or taking any adverse action.

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.