

Holding Compound – Rules and Procedures

Manitoba Public Insurance currently has two locations within Winnipeg, Manitoba which can be used to store vehicles:

1981 Plessis Road, Winnipeg, MB R3W 1S4 (Physical Damage Centre or PDC)
400 Gunn Road, Winnipeg, MB R0E 1J3 (Gunn Road or Commercial Compound)

All new, updated or altered procedures are required to be promptly communicated to all Tow truck operators to ensure safe and proper conduct. Upon receiving the information, it is expected that all tow truck operators review and understand the information as soon as possible.

Compound Rules

1. Any instructions provided by either Security or Vehicle Control staff must be followed at all times.
2. Alcohol, drugs, intoxicated individuals, and smoking or vaping are not permitted on the premise.
3. Any illegal activity including theft, attempted theft, vandalism or tampering with vehicles will not be tolerated.
4. Any violence, threats or intimidation towards MPI customers, staff or others will not be tolerated.
5. Tow truck operators must watch for other vehicles and pedestrians while attending the compound.
6. Tow truck operators must always drive to the posted speed limit (20 km/h) while on premise.
7. Tow truck operators must always use emergency flashers (hazard lights) while attending the compound.
8. Use caution when slippery conditions are present and be aware of any uneven road surfaces.
9. Be careful around damaged and sharp surfaces on vehicles.
10. No climbing onto, under or on top of any vehicles at any time.
11. No entering of other vehicles is permitted while attending the compound. The driver is only permitted to enter the vehicle which they are here to see or pick up for transport.



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Towing Rules

1. Operating or driving vehicles that were in an accident or involved in an MPI claim is strictly prohibited.
2. When picking up a vehicle from a Repair Shop or MPI Service Center location, the driver **must** go inside to ask the staff for keys.
3. When dropping off a vehicle at a repair shop or other location, the driver **must** go inside and provide the keys to the appropriate staff member.
4. While at the accident scene, Tow truck operators are responsible for:
 - a. Cleaning the accident scene and ensuring any/all debris is stored in applicable containers or bags for disposal
 - b. Picking up broken pieces of the claim vehicle and placing any/all pieces into the vehicle in which it came from
 - c. Ensuring they take care of the claimants vehicle and use better judgement
5. When dropping off a vehicle, the Tow Truck Operator must ensure the vehicle is in park or engage the emergency brake and ignition is in the off position.
 - a. Under no circumstances is a vehicle to be dropped and left in neutral.
6. If possible, the Tow Truck Operator should turn off all lights and electronics to prevent battery drain on claim vehicles.
7. Tow truck operators are to ensure that the vehicle being dropped off is not running.
8. Tow truck operators are required to always wear high-visibility apparel and CSA approved steel-toe footwear while attending the compound.
9. Tow truck operators are required to always have their beacons on while operating at the compound.
10. Tow truck operators are required to always secure vehicles using straps including situations where dollies are involved.
11. Tow truck operators are not allowed to unstrap a vehicle until they are at the point of unloading.
12. Passengers must always remain in the vehicle unless required for training purposes only and must have required safety attire as listed in #6.
13. All Electric Vehicles (EV) should be transported on dollies or flat deck and must be dropped off in the designated EV area.
14. In the following situations, the tow company responsible will be required to send a Tow Truck Operator back to the drop location immediately to remedy the situation accordingly. In either case, the request will not be compensated by Manitoba Public Insurance.
 - a. A vehicle dropped incorrectly
 - b. A vehicle requiring the use of blocks is set up incorrectly or in an unsafe manner
 - c. Other issues as identified by Security, Receiving or any other Manitoba Public Insurance team member
15. Tow truck operators are required to follow all Receiving Instructions. For further information, please see **Receiving Instructions**, posted on Partners.

Any inquiries related to this document, or any guidelines and procedures please contact Receiving (204) 985-7766 or Security (204) 985-7327 for assistance.