

Code of Conduct

for Trading Members

Every member shall comply with the Association's code of conduct as set out below -

1 Objects

The objects of the Association and the intentions of the Association's Code of Conduct are to:

- a) Ensure fair business relationships between Members and their clients and between Members.
 - b) Maintain the reputation, standing and good name of the Association and its Members.
 - c) Generally watch over, promote and safeguard the interests of the general public by establishing and maintaining a high standard of professional behaviour with the object that membership of the Association shall denote integrity and a high quality of service.
 - d) Generally promote public confidence in the profession particularly through prevention or correction of any abuses which might undermine this confidence.
 - e) Promote and develop the general interests of all Members of the Association in their relations with clients, with operators of all forms of transport and with one another.
 - f) Promote the interests and welfare of freight forwarders, improve their professional status, and secure high standards of professional conduct and practice.
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2 Conduct

- a) At all times, within the law, Members undertake to provide confidential and competent service in the interests of their clients.
 - b) Members undertake not intentionally to mislead the public.
 - c) In their dealings with third parties in the performance of their service to clients, Members undertake that any information they provide shall be accurate so far as it is known to them.
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3 Enforcement

- a) The Council of the Association will appoint a Policy Group Membership.
- b) The Policy Group Membership is empowered to consider any complaint against any member of the Association whether made by a member of the public or by another Member. Upon request from the Policy Group Membership, the Member against whom a complaint has been made shall provide such further information or document(s) and within such period as may be reasonably required by the Policy Group Membership. The Policy Group Membership will not apply or recommend the application of any sanction against the said Member without giving the said Member reasonable opportunity to make representations (in writing or in person) in connection with the said complaint.
- c) The Council of the Association is empowered under the Association's Regulations to
 - i) issue such cautions, warnings or reprimands as it may consider necessary, and/or
 - ii) require from such Member any specific or general undertaking as to such Member's future conduct, and/or
 - iii) terminate the membership of any such Member.

The Council is further empowered to delegate, and has so delegated, its disciplinary powers under sub-paragraph (i) and (ii) above to the Policy Group Membership.