

# **NATIONAL ASSOCIATION OF FREIGHT & LOGISTICS**

## **CODE OF CONDUCT FOR MEMBERS**

Every member shall comply with this code of conduct as set out below:

### **1. OBJECT:-**

The objects of this code of conduct are to:

- a. Ensure a fair business relationship between the Members and their clients, and between Members.
- b. Maintain and enhance the reputation, standing and the good name of the NAFL and its members.
- c. Generally watch over, promote and safeguard the credibility of the NAFL and its members by establishing, maintaining and promoting professional behaviour of high standards with the object that Membership in the NAFL shall be an indication of high standards and quality of service.
- d. Achieve uniformity in standards of professional conduct.
- e. Generally inspire public confidence in the Members and in the freight forwarding industry particularly through prevention or correction of any abuses which might undermine this confidence.
- f. Promote the interest and welfare of freight forwarders, improve their professional status, and secure high standards of professional conduct and practice.
- g. Promote and develop the general interests of all Members of the NAFL in their relations with clients, with operators of all forms of transport and with one another.

### **2. CONDUCT:-**

- a. At all times, within the law, the Members shall act professionally and in the interest of their clients subject to their own proper and reasonable commercial considerations and undertake to provide confidential and competent service and otherwise.
- b. Members undertake not intentionally to mislead the public.

- c. In their dealing 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.

**3. ENFORCEMENT:-**

- a. The Executive Board of the NAFL has the power to appoint a sub-committee to deal with questions relating to the conduct of Members.
- b. Members shall refer all disputes arising between them to the sub-committee.
- c. The Sub-committee is empowered to consider any complaint made by a Member of the public or a dispute arising between Members. The Member against whom a complaint has been made shall upon request by the sub-committee provide information and document (s) and within such period as may be reasonably required by the sub-committee. The sub-committee is not entitled to apply or recommend the application of any action against the said Member without giving the said Member an opportunity to make representation (in writing or in person) in connection with this said complaint.
- d. The Executive Board of the NAFL is, within the law empowered to:
  - i. issue such cautions, warnings and reprimands as it may consider necessary,
  - 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 Executive Board is empowered to delegate its disciplinary powers under sub-paragraph (i) and (ii) above to the sub-committee.

We hereby agree to abide by the NAFL Code of Conduct.

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**NAME OF COMPANY**

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**STAMP & SIGN OF REPRESENTATIVE**