

Code of Conduct for Czech Forwarders

Article 1 - Mission of the Code

The Freight Forwarders in the Association of Forwarding and Logistics of the Czech Republic have agreed that they will maintain the provisions of this Code with the main aims of:

- a. maintaining proper business relations of members of the Association of Forwarding and Logistics of the Czech Republic and of customers and service suppliers mutually among members
- b. strengthening the trust of the public in the profession of freight forwarding mainly by the fact that membership alone in the Association must be a guarantee of expertise, reliability and high quality of all forwarding and additional services
- c. maintaining and defending the interests of the members of the Association of Forwarders and Logistics in relation to business partners, state administration organs and other subjects

Article 2 - Principles of Behavior and Negotiations of the Freight Forwarder

- a. The members of the Association of Forwarding and Logistics of the Czech Republic shall govern themselves in mutual relation by the following principles:
 - o business competition amongst themselves shall be led in an honorable and honest way,
 - o they respect the rules of economic competition and business customs,
 - o they warn themselves of the spreading of untruthful, incomplete or otherwise falsified information on their competition and their employees,
 - o they shall lead claims truthfully and in accordance with the principles of honorable competition
- b. Members of the Association of Forwarding and Logistics have accepted the following obligations:
 - o maintain the provisions of the Association, and the provisions of the General Freight Forwarding Conditions of the Association and other basic documents approved by the General Assembly of the Association
 - o conclude the appropriate insurance policies for freight forwarding responsibility,
 - o maintain and respect business confidentiality and maintain the rules of business ethics
- c. During negotiations with business partners, the members of the Association shall govern themselves according to the following principles:
 - o use of a polite and proper approach to business partners, to themselves mutually and to their employees
 - o proper conclusion of freight forwarding and other contracts with exactly established delivery, payment and other basic principles
 - o maintenance of valid legal standards of the Czech Legal Code and conditions of international contacts and agreements
 - o respect of entitled demands and business interests of partners and business confidentiality
 - o proper fulfillment of all obligations stemming from concluded contracts

Article 3 - Closing Provisions

1. Especially gross or repetitive violations of this Code is reason for expulsion of a member of the Association by decision of the Association General Assembly
2. This version of the Code was approved by the General Assembly of the Association of Forwarding and Logistics of the Czech Republic on March 22, 2000.