

## MINIMUM PERFORMANCE REQUIREMENTS AND CODE OF ETHICS

### PHILOSOPHY

These *Minimum Performance Requirements* list and *Code of Ethics* are intended to

- Establish a standard code of behaviour for day-to-day operations between TPF members.
- Allow TPF member companies to know what they can expect from other members and what other members expect from them.
- Make working relationships between TPF members easier and more efficient.
- Help prevent possible misunderstandings, delays and/or other problems that may arise during the development of everyday business development.

Note that that the points mentioned here are mandatory unless otherwise stated. Not complying with them may be cause for disciplinary action as the members not following them may be causing serious damage to their partners.

### REQUIREMENTS

- **Contact Details:** In order to be efficient, all members shall periodically check that the details in their roster, in the Members' area of TPF's web site, are correct and updated. Members will **inform TPF management office of any change** in their contact details so that the roster can be updated accordingly and the information passed on to all the other members.
- **E-mail messages:** E-mail messages are TPF's more used communication tool. Therefore, it is essential to send a quick answer. Receipt shall be acknowledged with intended course of action within a **maximum of 24 hours**.
- Should a member need any documentation to **support** their position before a client, provider or authority, their fellow members shall provide any documentation, explanations and other resources that may be of help for that purpose within 3 days after being requested to do so unless the process to obtain such proofs requires a longer period. If



that is the case, the requesting member will be duly informed of the process and expected period of time it will take.

- **Rates Requests:** The good development of business requires fast reactions and responses.
  - When receiving a rate request from another member, TPF members shall acknowledge receipt within 24 hours so that the other party knows that they will be working on it.
  - An answer shall be sent as soon as possible. If the final quote is going to be delayed for longer than 3 days due to reasons beyond the members' responsibility (e.g. technical reasons), a message informing of these reasons shall be sent to the other member in the same period of time.
  - Rates will be quoted in full detail and absolute clarity, and members will provide their best net-net rates.
  - The member providing the rates is entitled to receive information about the follow-up and outcome.
- **Sales Leads:** Members are expected to be **active in sales** endeavours for mutual growth and to provide bona fide sales leads on a continual basis. Sales leads shall be **acknowledged** within 24 hours and **followed up**. A brief report shall be sent to the member who provided the sales lead for their information.
- **TPF clients:** The business generated by/through TPF shall be dealt with exclusively by TPF members, with the only exception of those territories where there is not a TPF member.
- **Operations:**
  - **Prealerts:** Prealerts of shipments shall be sent within the following 2 to 3 days after shipment, complete and clear. In the case of air traffic, prealert flight information shall be sent immediately cargo is booked and updated if offloaded by airline.
  - **Sea freight:** Documents for sea freight will be sent to destination agent within 7 days after shipment and no later than 7 days prior to vessel eta.
  - **Airfreight:** Original documents shall be sent with the flight and copy documents emailed to destination agent the day of the flight.
  - **Especial requirements:** Members in countries that have particular documentation requirements (e.g. EUR 1, Certificate of Origin,



waivers, etc) shall provide the necessary information to the other members so that they can comply with these requirements.

- **Advice:** Members shall advise other members immediately if there are any issues relating to their shipments.
- **Payments:** According to TPF Bylaws, dues generated by one TPF member to another shall be paid **within 30 days from statement date** unless otherwise agreed. Statements have to be exchanged at the end of each month.
  - **Particular payment requirements** according to country shall be informed, confirmed and agreed on by both sides prior to shipment.
  - Members shall send scan of **bank payment slip** to the other party.
  - The member receiving payment shall **acknowledge receipt**.
  - **Any dispute** among the members exceeding 2,500 USD may be reported to the General Manager, who will mediate between the parties. Failing that, the General Manager will call for an Adjudication Committee who, after analyzing the allegations submitted by parties involved, will resolve the dispute. Should this decision be appealed by any of the parties involved, the case shall be taken to the Board of Directors. Their decision will be final.
- Members shall provide full information about any **changes in the laws and regulations or trading conditions** of their country that may affect business with other TPF members.
- **Insurance:** members are recommended to obtain Errors & Omissions Insurance Coverage. Should they elect not to, they should accept similar liability from any problem arising.



**CODE OF ETHICS**

All TPF Members are expected to:

- Respect all TPF members and operate within the network with high standards, incorporating friendship, loyalty, integrity, and trust.
- Support fellow members to the fullest extent possible.
- Provide the highest level of service through sufficient and efficient staffing.
- Have adequate internet access and email capability and be fully protected by anti-virus software.
- Share freight profits and honour all agency profit sharing agreements established.
- Respect other members' existing customer bases and refrain from back selling.
- Respect the nature of confidentiality involved in all client/business relationships.
- Refrain from promoting within the TPF Network their offices in countries where they do not have official TPF Membership.
- Seek the help of the TPF General Manager for mediation and of TPF Adjudicating Committee and Board of Directors for dispute resolution.
- Abide by the TPF By-Laws and this document on Minimum Performance Requirements and Code of Ethics.
- Attend the TPF General Assembly Meeting.
- Support and participate in TPF programs and business development initiatives.
- Actively work to seek cooperation avenues and develop business with other TPF members.

I \_\_\_\_\_

on behalf of \_\_\_\_\_

hereby agree to honour this Minimum Performance Requirements and Code of Ethics.