
FIATA
Business Integrity and Compliance Statement

Preamble

FIATA's membership comprises the International Freight Forwarders' and Logistics Service Providers' Industry.

Achieving a high standard of service and customer satisfaction depends on several factors, including everyone's commitment to abide by the applicable rules and regulations and to refrain from any activity that can compromise the public image of the company, create suspicion of wrongdoing or fail to show the necessary respect for colleagues and business interlocutors.

Compliance with all legal, regulatory and internal regulations is mandatory as stipulated in the applicable law, as well as the observance of common standards and rules of professional conduct is essential to success in business. Inter alia, these include the principle of avoiding possible conflict of interests. Conducting business in line with these principles corroborates the idea that the company operates in compliance with the rules and with integrity.

Within the International Forwarding and Logistics Industry the concept of integrity means delivering services commensurate to the expectation of the client, as well as other stakeholders, without creating intentional disruptions or difficulties. Integrity can be also seen as a positive set of attitudes which constitute honest and ethical behaviour in working practices, thus contributing to the enhancement of professional dignity.

A comprehensive compliance programme relies on our leadership as those in the lead are principally capable of setting priorities and personally driving the industry's culture. Hence industry leaders are the ideal promoters of business integrity. This gives them the opportunity to launch and implement the integrity and compliance culture within their businesses at all levels, starting from their own. Staff members should also be made aware of a business standard based on a culture which encourages ethical behaviour and compliance.

FIATA's Code of Conduct

1. Objectives

1.1.

FIATA is an interest group of freight forwarders' and logistics service providers' associations and their members. FIATA's and FIATA's Association Members' primary objective is to protect the reputation of the industry, to promote good practice in business and to implement knowledge tools that are aimed at ensuring effective service and ethical behaviour in business transactions.

1.2

FIATA and its Members acknowledge that compliance with rules and regulations as well as the observance of common standards and rules of professional good conduct are essential for good business.

2. Conduct

2.1

FIATA and its Members respond to requests of FIATA and its Association Members within a reasonable time. Similarly FIATA and its Association Members respond to third parties' requests.

2.2.

Within the scope of its Statutes, FIATA and its Association Members will mutually support each other's requests with advice and actions based on good business practice.

2.3

FIATA and FIATA's Association Members shall conform to the FIATA Articles of Association, applicable National Laws and International Treaties.

2.4

FIATA and FIATA's Association Members protect the good reputation of the Industry by implementing appropriate measures to promote good practice among all employees, directors and external collaborators, who should be alerted on the importance of abiding by existing rules and of abstaining from practices that actually or potentially violate or elude local, regional or international laws and/or agreements.

2.5

FIATA and FIATA's Association Members invite authorities to work in coordination and partnership with the industry to strengthen and enhance integrity within the business, among regulators, civil servant and all citizens. In particular they foster an open, transparent and fruitful relationship with regulators to:

- establish cooperative agreements, e.g. Memorandums of Understanding, between Authorities such as Customs, Border Agencies, Police, Consulates, etc., and the reference local, regional, national or international Industry Bodies;
- cooperate with such bodies, or others as may be required, by entertaining regular meetings and consultations with a view to monitoring the effectiveness of such agreements; and
- disseminate knowledge by adopting and implementing appropriate training programmes.

3. Sanctions

3.1

Pursuant to article 4.6.3 of the Statutes the Presidency may adopt motions that lead to the exclusion of Members that are found to contravene the rules of this Code of Conduct.

3.2

The Presidency of FIATA may propose to the General Meeting to adopt sanctions against own Members, if these work against the interests of FIATA or the sector in general. Such sanctions may lead to exclusion from FIATA membership, but may extend to other forms of protection as appropriate.