



Irish International Freight Association

Code of Conduct

1. Objects

2. Conduct

3. Enforcement

THE IRISH INTERNATIONAL FREIGHT ASSOCIATION

CODE OF CONDUCT

Pursuant to the powers conferred upon it by Memorandum and Articles of Association the Membership of the Association have adopted by resolution the following as its Code of Conduct.

1. Objects

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

- a) Maintain the reputation, good standing and name of the Association and its Membership.
- b) Generally to watch over, promote and safeguard the interests of the general public in their dealing with the Association by the establishment and maintenance of a high professional code so as to demonstrate that the integrity, the quality, the service and the professionalism of the Association shall be of the highest standard.
- c) Promote public confidence in the Association and its Members and in that cause to prevent or correct abuses by the Membership which might undermine this confidence.
- d) Promote and develop the mutual interests of all Members of the Association in their relationship with their clients, operators of all forms of transport, the statutory and regulatory authorities and with each other.
- e) To promote amongst the Membership the improvement of their professional status and to ensure high standard of professional conduct and practice.

2. Conduct

- a) At all times, within the law, the Membership shall undertake to provide a confidential and competent service having regard to the proper interests of their clients.
- b) Undertake not to intentionally mislead any third party in any matters pertaining or relative to their business of service.
- c) In the performance of their services to clients the Membership undertake that all information provided by them to clients or Third Parties shall be accurate.

3. Enforcement

Under Article 23 of the Articles of Association, the Council may consider any complaint against any Member whether made by a member of the public or by another Member of the Association.

The Council is empowered to:

- a. Issue such cautions, warnings or reprimands as it may consider necessary, and/or
- b. Require from such member any specific or general undertaking as to such member's future conduct, and/ or
- c. Terminate the membership of any such member.

The Council may by resolution delegate its powers under this article to a Committee composed of members of the Council to consider a complaint.

The Council or the Committee are allowed request documentation, or other information, from the Member who is subject of the complaint and must allow a reasonable time for the member to respond.

The Council or the Committee may only consider imposing a penalty, after convening a meeting for the purpose of considering the matter at which the

member concerned has been given a proper opportunity to attend and to be heard. Any decision to 'Terminate a membership' will only take effect if "three quarters of the members of the Council present and voting upon the resolution shall have voted in favour of it at a meeting which the member concerned shall have been given a proper opportunity of attending and being heard."

The Council may publish its decisions or findings but is not obliged to do so.

Irish International Freight Association

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