



## Top Around The World Code of Conduct

This document **must** be printed, filled out and signed **by hand**. Then, It has to be subsequently **scanned** and **send** to the following email: **teamleader@tawagents.com**

This Code has been introduced to promote and safeguard the interests of **Top Around the World** and its Members. To enhance the highest level of professional standards and create trust and confidence between Members and between Members and their clients. It is therefore agreed, documented and signed that:

- **TAW members** discharge their obligations to clients efficiently, competently, honestly, and with integrity. Enhancing the professionalism within the Group
- **TAW members** agree to inform THE TAW Council, that there are outstanding debts or bad conduct from other members.
- **TAW members** commit to provide a clear agreement prior to the commencement of business movements between Agents, clearly stating operational, commercial and financial procedures.
- **TAW members** commit to reply to all freight inquiries within 24 hours, and routing orders within 48 hours.
- **TAW members** pledge to hold in strict confidence, all information received.
- **TAW members** agree to associate themselves only with enterprises, transactions and dealings which are lawful and which will enhance the Group.
- **TAW members** commit to competing for business fairly and refraining from denigrating the reputation or good name of a fellow member or the Group.
- **TAW members** owe a duty to their clients, not to withdraw services, except for a good reason and upon appropriate notice.
- **TAW members** commit to making payments within the time designated by the supplier.
- **TAW members** commit to facilitate trade by first instance between members, whenever possible, working closely together, within an atmosphere that respects cultures, religions or political persuasions
- **TAW members** are encouraged to use the TAW logo on all correspondence, may as email or sheet
- **TAW members** commit to the promotion of Top Around the World and procuring new members based on reliability, trustworthiness and honesty.
- **TAW members** commit to being fully active in Top Around the World and participating in its international events at least once per year.
- **TAW members** are aware, that where quotas are full in their country, the TAW Directors may deem it necessary to accept an additional new member, when one of those companies has not attended to its first Conference and then confirm not attendance to the second.
- **TAW members** demonstrate their commitment to the Code by ensuring a copy thereof is displayed prominently in all public places within their establishment(s) and furthermore make aware of and commitment to, the provisions of the Code by each of its employees. In the event a member breaches these codes, TAW has the power to issue cautions, warnings and in more serious cases may consider expulsion. This Company \_\_\_\_\_ a member of Top Around the World, hereby adopts and declares commitment to this Code of Conduct.

SIGNED: \_\_\_\_\_ DATE: \_\_\_\_\_

Print Name: \_\_\_\_\_

Print Company Position: \_\_\_\_\_