



Institute of Customs & Freight Forwarding

Policy: Code of Professional Conduct and Ethics

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1. Introduction

The Institute of Customs and Freight Forwarding (ICFF) is dedicated to fostering professional conduct characterized by integrity, quality, and ethical practices, thus ensuring a comprehensive and productive approach within the Customs and Freight Forwarding Sector.

2. Policy Statement

2.1. Members are obligated to execute their duties in a manner that upholds and elevates public trust and confidence in the integrity, objectivity, and impartiality of ICFF. Trust and mutual respect are foundational to every relationship between a member and their clients. As the most valuable assets of ICFF, members are expected to exemplify the highest standards of conduct.

2.2. Regulations governing the conduct and behavior of members are essential for the professional functioning of the Customs and Freight Forwarding sector and for safeguarding the rights and well-being of both staff/contractors and service providers. Members are required to govern their conduct and behavior in alignment with the guidelines outlined herein.

2.3. Any breach of this policy will result in disciplinary action, including possible deregistration from ICFF as a professional member.

3. Purpose

3.1. The purpose of this Code of Conduct and Ethics is to establish guidelines, subject to periodic updates, delineating acceptable and unacceptable conduct and to promote consistency across the sector.

3.2. This code articulates ICFF's expectations of its members and reaffirms its commitment to maintaining professional responsibility on behalf of the public and the members. It serves as a compass for consistent behavior in service delivery. Violation of this code is regarded seriously by ICFF and will be addressed accordingly.

4. Scope

4.1. This Code of Conduct and Ethics applies to all registered affiliate and professional members within the purview of ICFF. All members will receive a copy of this code, which must be signed and acknowledged during annual renewal.

4.2. Members are expected to familiarize themselves with and adhere to this ICFF Code of Conduct and its associated policies.

5. Responsibility

5.1. Members are expected to adhere to established rules of conduct that reflect acceptable standards in the Customs and Freight Forwarding sector.

5.2. Members must uphold the highest standards of ethical behavior in their work to ensure the maintenance of

public confidence and trust. ICFF and its members must embody superior quality, service, and conduct, and must be perceived as such.

5.3. ICFF is responsible for promptly counseling members when their conduct or behavior deviates from the ethos of this Code of Conduct and Ethics.

5.4. All members share the responsibility of ensuring professional, respectful representation of the Customs and Freight Forwarding sector.

6. Principles

6.1. Principles of honesty, integrity, fair trade, and the highest ethical standards must underpin all activities within ICFF and between ICFF and external stakeholders to foster mutual trust and respect.

6.2. Members must refrain from exploiting others through manipulation, concealment, abuse of privileged information, misrepresentation of facts, or any other unfair or unethical activities. ICFF and its members will be evaluated not only on business competence but also on integrity and conduct in all spheres of engagement.

6.3. Members must familiarize themselves with the policy framework guiding behavior in their daily activities and conduct themselves accordingly.

7. Conduct Guidelines

7.1. Acceptable Conduct and Behavior include, but are not limited to:

- Adhering to published policies, practices, and procedures.
- Competently performing all assigned duties.
- Demonstrating courtesy and respect toward co-members, customers, or any other parties involved in ICFF business.
- Safeguarding the confidentiality of information obtained about providers, suppliers, or co-members.
- Avoiding behaviors that cause undue distress, insult, loss of dignity, privacy, or autonomy.
- Promoting and safeguarding the well-being of all parties involved in ICFF activities.

7.2. Inappropriate Conduct and Behavior include, but are not limited to:

- Using obscene or abusive language.
- Spreading malicious gossip or rumors.
- Harassing, threatening, intimidating, or coercing others.
- Working under the influence of alcohol, drugs, or other prohibited substances.
- Non-compliance with ICFF policies and the code of conduct.

7.3. Unacceptable Conduct or Behavior includes:

- Making inappropriate comments regarding any person's characteristics.
- Falsifying training or provider records.

- Engaging in any form of sexual harassment.
- Using vulgar or suggestive language or behavior.
- Displaying aggressive or confrontational behavior.
- Failing to exercise due diligence in performing duties.

8. Procedures for Addressing Breaches

Action taken in response to breaches of this Code of Conduct and Ethics will be at the discretion of the concerned parties. Potential actions include reporting breaches or suspected breaches on a confidential, anonymous basis. Reports should be submitted verbally or in writing to ICFF.

- The designated individual receiving the report will address the issue with the parties involved to seek resolution.
- If necessary, the matter will be referred to the ICFF board for further review.
- If further action is warranted, a meeting will be convened between all concerned parties, facilitated by a designated mediator. The outcomes of this meeting will be kept confidential.
- Before any action is taken, individuals will be informed that vexatious, unfounded, or frivolous accusations are considered inappropriate and may result in disciplinary measures.
- Disciplinary actions may include counseling, disqualification of membership, suspension, or deregistration as an ICFF member.

In conclusion, any member found to seriously breach ICFF policy will be deregistered with immediate effect.

9. Acknowledgments

This Code of Conduct and Ethics was adapted with reference to:

- Training.qld.gov.au
- Business & Legal Document Templates Software.

CODE OF CONDUCT: DECLARATION BY MEMBER

I _____ (Name of Member) in my capacity as ICFF member and (*please circle the applicable number*):

<input type="checkbox"/>	Freight Forwarding Controller
<input type="checkbox"/>	Customs Specialist
<input type="checkbox"/>	Transport & Customs officer
<input type="checkbox"/>	Logistics Manager
<input type="checkbox"/>	Customs Clearance

hereby confirm that I have read and understand ICFF's policy and code of conduct and by signing here, accept and agree to abide by the content thereof.

Member Signature	
ICFF Representative	
Date	