



Code of Ethics and Conduct Policy

Professional Workforce Partner™

1. Purpose and Scope

This Code establishes the ethical and professional standards expected of all ***Professional Workforce Partner™*** of the ICFF. It applies to all business activities, interactions, and representations undertaken in the name of the Institute.

This Code binds all ***Professional Workforce Partner™*** and extends to the conduct of their directors, shareholders, employees, contractors, consultants, agents, intermediaries, and representatives where such persons act on behalf of, or in the interests of, the

Professional Workforce Partner™ shall be responsible for promoting compliance with this Code within their organisations and shall exercise reasonable oversight to prevent unethical, unlawful, or improper conduct by persons acting under their authority or control.

2. Definitions

For purposes of this Code:

- “ICFF” refers to the Institute of Customs and Freight Forwarding.
- “***Professional Workforce Partner™***” refers to any juristic entity admitted into partnership or membership under this category.
- “Representative” includes directors, employees, contractors, agents, and any person acting on behalf of the Corporate Associate Partner.
- “Unethical Conduct” includes any conduct that may bring the **Institute of Customs and Freight Forwarding** or the freight forwarding, customs or supply chain profession into disrepute.

3. Core Principles

- **Integrity:** Partners shall act honestly and uphold the highest standards of moral conduct.



- **Compliance:** Partners must comply with all applicable South African laws, international trade regulations, and ICFF policies.
- **Professionalism:** Partners shall maintain competence, diligence, and respect in all dealings.

4. Legal and Regulatory Obligations

- **Customs Compliance:** All operations must adhere to customs laws and procedures.
- **Anti-Corruption:** Partners shall not engage in bribery, facilitation payments, or corrupt practices.
- **Fair Competition:** Partners must avoid collusion, market manipulation, or abuse of dominance.

5. Conduct Towards Stakeholders

- **Clients:** Protect client confidentiality, act in their best interests, and provide accurate information.
- **Employees:** Ensure fair treatment, equal opportunity, and safe working conditions.
- **Community:** Support sustainable practices and contribute positively to society.

6. Ethical Business Practices

- **Conflict of Interest:** Partners must disclose and manage conflicts transparently.
- **Sustainability:** Incorporate environmentally responsible practices in freight forwarding and logistics.
- **Data Protection:** Comply with the Protection of Personal Information Act (POPIA) in handling sensitive data.

7. Enforcement and Accountability

- **Disciplinary Measures:** Breaches of this Code may result in sanctions, including suspension or termination of partnership.
- **Reporting:** Partners are encouraged to report unethical conduct through ICFF's confidential reporting channels.



- **Review:** This Code shall be reviewed periodically to ensure relevance and alignment with evolving industry standards.

8. Declaration of Commitment

All Corporate Associate Partners shall sign a declaration affirming their commitment to uphold this Code. Continued partnership with the ICFF is contingent upon adherence to these principles.

Version Control

Date of Document	Version No	Responsible	Authorized Signatory
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