

TERMS OF MEMBER-TO-MEMBER COOPERATION

As a member in good standing of Security Cargo Network (SCN), my company and employees subscribe to these business ethics and practices in all dealings with other SCN members:

- ◆ To support fellow members to the fullest extent possible
- ◆ To pay all monies due members in a timely manner. The balance of a month's invoices should be paid by the end of the following month unless other bilateral arrangements have been made.
- ◆ To invoice promptly for services performed and send a monthly statement
- ◆ To promptly respond to all communications (Within 24 hours)
- ◆ To quote rates in full and accurate detail in a timely manner and to strictly adhere to quotations
- ◆ To share profits according to prior agreement with another member and in accordance with the standard terms and conditions of the trading areas involved.
- ◆ To avoid bidding members in the same market against each other
- ◆ To be active in sales endeavors for mutual growth and provide sales leads when possible
- ◆ To respect other members' existing customer bases and refrain from backselling
- ◆ To not purposely hire employees away from another member and to not allow any other member's former employee to try to bring their business with him should they be hired
- ◆ To be properly staffed for the highest level of service
- ◆ To operate in accordance with all stated shipping advice
- ◆ To not cancel a pre-alert or suspend business with another member as a result of a dispute or sub-standard service without due notification to SCN Administration and the other member
- ◆ To seek the help of SCN administration for dispute resolution
- ◆ To accept the determination of the SCN Technical Industry Advisory Panel (TIAP) indispute cases that cannot otherwise be resolved and must be submitted to them

Company Name

Name of Individual (please type or print)

Signature

Date

Please sign and scan back to SCN President: dcook@securitycargonetwork.com. Final approval of your application will be dependent upon our receipt of this signed document

USA Office (HQ)

P.O. Box 16119
Fernandina Beach, FL 32035
USA
Tel: +1.303.759.8697
info@securitycargonetwork.com

European Office:

C/Tarragona, 8A
08329 Teiá (Barcelona)
Spain
Tel +34.654.050006
dcook@securitycargonetwork.com

