

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) in dispute 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

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