**APPENDIX I**

**FFSI CODE OF ETHICS**

#### MAINTAIN HONESTY, INTEGRITY AND CONSISTENCY

* + Operate according to agreed plans and stated shipping procedures
	+ Share profits according to prior agreements
	+ Quote rates in full detail and in a timely manner
	+ Maintain absolute integrity in all matters
	+ Pay all monies due to members according to FFSI Policy, or as per any bi-lateral agreements in place.

#### COMPLETE TASKS AND OBJECTIVES ON TIME AND KEEP TO YOUR PROMISES

* + Adhere to deadlines when completing agreed tasks or projects
	+ When any agreed deadline cannot be met inform those parties involved immediately

#### REACH DECISIONS AFTER EFFECTIVE OPEN COMMUNICATION, LISTENING AND CONSULTATION

* + Make decisions based on information and in consultation with those directly effected
	+ Avoid aggressive and emotional communications
	+ Listen to all parties involved before making decisions
	+ Respond to all communications as promptly as possible

#### UNDERSTAND, TOLERATE AND RESPECT CULTURAL, RELIGIOUS AND OTHER DIFFERENCES

* + Show the necessary respect for diversity

#### ADD VALUE TO ALL YOUR PARTNERS

* + Treat all partners with respect and friendliness
	+ Aim to always do things right the first time
	+ Support fellow members to the fullest extent possible
	+ Respect other Members’ existing customer base

#### PROMOTE A STRONG TEAM SPIRIT

* + Offer assistance whenever possible
	+ Always adopt a positive approach
	+ Be active in promoting sales for mutual growth

#### LEARN FROM MISTAKES

* + Learn from your experiences and share these with others
	+ Avoid blaming others for your own mistakes
	+ Accept responsibility and accountability for your actions
	+ Replace excuses with answers
	+ Accept that others make mistakes

#### BE INNOVATIVE AND CREATIVE; TAKE THE INITIATIVE

* + Do not hide problems; confront and discuss them openly
	+ Be open to all suggestions and possible solutions

#### CELEBRATE SUCCESS

* + Recognise success and give immediate feedback

10 TO DISPLAY, EXPLAIN AND ENDORSE THIS CODE OF ETHICS TO ALL COMPANY STAFF