**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