

Code of Ethics and Practice between Members

General

Member shall promote and maintain ethical standards of conduct and deal fairly, honestly and in a responsible way with other Members. Honesty must be a focus in all our business affairs. Information provided to our business partners or shared by them must always be truthful and never misleading.

Member avoids conflicts of interest whereby personal, financial, or other considerations have the potential to influence or compromise professional judgment and objectivity with other Members.

Member must deal strictly on neutral basis, and must refrain from approaching other Member's clients.

Member shall not malign, defame or unfairly criticise any other member in any dealings with proposed clients or otherwise.

Members will not disclose to third parties any confidential, financial or technical information acquired in the course of negotiations with other Members or unless they have received explicit permission for such disclosure.

Members are to communicate efficiently and promptly within a maximum of 24 hours, irrespective of whether this concerns operations, sales leads, financial matters, management decisions or any other business. Communication must be strictly personal and bulk emails to multiple members as well as bulk rate and service promotions are strictly prohibited.

In case of dispute(s) between NAP members each party must first make an all-out effort to resolve the dispute(s) among themselves. If no mutually acceptable decision can be reached, the NAP member may request assistance from the NAP Management. Disputes are investigated and are due to an evaluation and mediation procedure during the annual NAP general conference. Only two NAP founding members appointed by the NAP management are entitled to act as mediators. Mediators and NAP management will carry one vote each (total three votes) to take a decision on a specific dispute unless a settlement has been successfully agreed among the two parties during the evaluation and mediation procedure. Disputes must be reported no later than 60 days for member to be legible to an investigation, evaluation, and mediation process.

Technical

Members must mutually agree the rules for handling fees and profit share among themselves. We encourage Members to exchange net – net airfreight rates to other NAP members when they are asked to quote on traffic unless otherwise agreed, (selling rates or subject to handling fees) and to clearly state the terms and conditions on each quote. Unless agreed otherwise, we encourage members to adopt the industry's standard profit share of 50-50 split basis on routed business only. That is covering airfreight only and not local origin or destination charges. Any pre-payment request or a quote subject to dead freight penalty must be informed in written clearly before booking acceptance at the time of quotation and only.

NAP has established a payment security guarantee plan (SAFE) for the benefit of its members. The enrolment to the SAFE plan, is mandatory for all air partners and associate members. NAP's SAFE payment protection program can be found here: [SAFE Payment Protection](#)

Credit terms must not exceed 30 days from the end of the monthly statement, unless otherwise agreed between two members. A credit limit of 5.000 \$ minimum is advised to be granted automatically between all members, unless otherwise agreed between the two parties. Members which cannot honor an credit limit and terms due to strict internal compliance and credit policies and request up-front payments should inform NAP management team prior accepting booking.

When transferring money between companies, each member should cover the charges of its own bank (shared bank charges transaction)

Airfreight charges should be prepaid on the Master Airwaybill, unless the airline accepts 'collect' charges at a lower mutually agreed rate.

Special instructions as set out in the Master (or house) Airwaybill or any other written instructions must be followed strictly.

Member must inform in writing if they intend to appoint third parties to carry out airfreight operations.

These clauses can only be varied between Members by mutual agreement in writing or where commercially justified.

No cargo withholding between Members.

Unless otherwise agreed by and between Members, withholding any cargo for any shipment for any reason is not permitted.

Disclaimer – Freight to be paid

The Freight Forwarder at destination is liable for paying all freight charges to the Freight Forwarder at origin.

Unless otherwise agreed by and between the two Freight Forwarders, no offset of freight, fees or any other amount is permitted.

The settlement of all freight charges by the Freight Forwarder at destination shall not be affected by any dispute or claim – including but not limited to cargo delay, damage, shortage - on previous or current shipments.

Irrespective of whether the Freight Forwarder at origin paid all freight charges to a third party, this shall not constitute a defense of the Freight Forwarder at destination to avoid settling said charges.