



Code of Conduct

This Code of Conduct stipulates the rights and obligations of membership within the MarcoPoloLine Group (hereinafter referred to as MPL).

The Code of Conduct below is intended to create a framework that ensures a clear understanding of the responsibilities expected of members to facilitate seamless operations across the network, carried out with the highest professional standards. Cooperation with these policies will promote confidence between members and their wider clients, benefiting all.

MarcoPoloLine Group Members agree to:

- respond to all freight inquiries within 24 hours and route orders within 48 hours
- associate themselves only with lawful enterprises, transactions, and dealings that will enhance the Group
- strictly maintain the confidentiality of all information received
- uphold their professional obligations to clients with efficiency, competence, honesty, and integrity, enhancing the Group's professionalism
- provide an explicit agreement that explicitly states operational, commercial, and financial procedures before commencing business movements between agents
- compete for business fairly and refrain from denigrating the reputation or good name of a fellow member of the Group
- notify other networks of which they are members of any outstanding debts or lousy conduct
- make payments within the time designated by the supplier

In addition, MPL Members:

- owe their clients a duty to not withdraw services except for a good reason and upon appropriate notice
- MPL members facilitate trade between members whenever possible, working closely together in an atmosphere that respects cultures, religions, and political persuasions

- are encouraged to use the MPL logo on all correspondence and to promote The MPL Group to procure new members based on reliability, trustworthiness, and honesty
- are encouraged to participate in the Group and its events whenever possible actively and participate in the worldwide conferences MPL organizes at least once every two years
- prominently display a copy in all public places within their establishments and make their employees aware of and committed to its provisions. In the event of a breach, MPL may issue cautions, warnings, or even expel the offending member

Please note that in exceptional circumstances, if quotas are complete in a country, the MPL Directors may accept a new member if at least one of the existing members has not attended the MPL Conference for two successive years.

MarcoPoloLine Group Srl

Via XXV APRILE 16/11 – 16123 Genoa – Italy

VAT: IT02918220993