

The Exchange Member Charter

We, the undersigned member of the Exchange, recognise that the Exchange works best when all members adhere to a basic set of guidelines in their dealings with other members.

We hereby undertake to abide by the Member Charter guidelines as follows:

- adhere to the agreed payment terms when contracting with another member;
- keep the job seller informed at all times (e.g. when collected, when dropped, any problems encountered);
- a suitable POD (hard copy or electronic) must always be obtained unless the seller has specified otherwise e.g. leave consignment in a safe place;
- when working on behalf of another member, we will always represent the best interests of that member at all times;
- not to use the chat forum pages or other media connected with the Exchange to make negative comments about other members – use the feedback system and Account Managers provided by the Exchange;
- not to actively solicit another member's "end customer" for business during a collection or delivery on behalf of that member – must always say they are representing job seller rather than promoting their own company;
- always mark jobs as sold promptly so as not to waste the time of other members;
- to promote the general interests of the exchange to other transport professionals for the furtherance of the trade community;