

Procedure

In order to enforce this code the disciplinary committee shall regulate its own procedures and shall have powers to seek information from any source.

Furthermore the committee, having heard the case may determine

- (i) Whether the member be exonerated and no further action taken
- (ii) The member be warned,
- (iii) The member be fined or,
- (iv) The member is guilty of unprofessional behavior in breach of the code of conduct, and should be suspended or expelled from membership.

The decision of the disciplinary committee shall be communicated to the members and to the presidency for information.

9.0 Appeals

9.1 Any member if found to have breached the code of conduct is not satisfied by the decision of the disciplinary committee, an appeal may be made to the presidency in writing

9.2 And appeal may be made to the presidency in writing within fourteen days, on receipt of n

10.0 Reservations

This code of conduct may, with approval of the general meeting be reviewed as and when the need arises

**FEDERATION OF UGANDA CUSTOMS AGENTS
AND FREIGHT FORWARDERS
CODE OF CONDUCT**

Issued as at 25th February, 2021

TABLE OF CONTENTS

Forward
Preamble

SECTIONS

1.0	Principals of Corporate Governance	3
2.0	Rules of Practice	3
3.0	Business Conduct	3
4.0	Standard Practice Procedures(SPP)	6
5.0	Compliance with the Law, Transparency & Non Compromise	7
6.0	Marketing	7
7.0	Investment	7
8.0	Sanctions	7
9.0	Appeals	8
10.0	Reservations	8



PREAMBLE

Whereas the desire to constitute ourselves into a formidable organization is ripe,

The need for behavioral change among member need not to be underestimated, therefore, the call to every member is to work towards achieving professionalism, integrity and cultural sensitivity We the members of Federation of Uganda Customs Agents and freight forwarders therefore deem it necessary to draw a code of conduct as a guide to its members in their relationships with clients, themselves and the rest of the business community. Every member of the Federation shall ensure that their staff are aware of this and adhere to the norms of the organization

The Authority of this code of conduct is derived from the constitution of the Federation of Uganda Customs Agent and freight forwarders

Ltd Article 269(a) and shall be sighted, subscribed and conformed to by every member of the federation.

This code of conduct may, with approval of the general meeting be reviewed as and when the need arises.

It is therefore my pleasure to proclaim and declare this code of conduct as the norm of this federation, this day of 25th February, 2021.



Tom Byarugaba
President



5.0 Compliance with the law, transparency and non-compromise

5.1 Members shall at all times comply with and observe all applicable laws and regulations whenever they operate and shall not convert to their own use and benefits any funds or property which are not rightfully theirs, nor knowingly assist another person in such misappropriation

6.0 Marketing:

Members shall compete for business based entirely on merit and in marketing their services, will ensure that they act responsibly and prudently and in particular that:

- (i) Advertisement are fair and reasonable
- (ii) Advertisements do not contain any misleading information about other members/ clients
- (iii) Advertisements are not slanderous libelous or malicious

7.0 Investments

7.1 Members shall at all times in respect of their business invest and hold investments in Uganda

7.2 Membership shall participation in investment activities of the federation in order to meet their financial obligations and that of the federation

8.0 Sanctions

Disciplinary committee

This committee shall take actions against any member whose conduct brings the name of the Uganda Revenue Authority herein known as the regulator, federation or the member itself or all to disrepute

Any member alleged to have breached this code shall be informed in writing of:

- (i) The nature of offence
- (ii) Date and time on which the matter comes up for hearing to the disciplinary committee
- (iii) Right to reply in writing and be represented
- (iv) Right to be heard and engage services of anybody whether legally qualified or not to present its case or to offer defense



4.0 Standards practice procedures (SPP)

- 4.1 The Federation shall from time to time issue standard practice procedure to its members which shall be enforceable by this code of conduct. Such SPPs when issued shall remain in force until superseded by another SPP
- 4.2 Standard practice procedures (SPP) shall cover, but not limited to the following matters
- (i) Suitable office premises with adequate communication equipment and filing system
 - (ii) Minimum standard charges, procedures, documentation and computation of such changes
 - (iii) Submission of returns to both the Federations' secretariat and other interested organizations
 - (iv) Maintain a minimum tariff for all charges
 - (v) Mobilizing members to participate, involve themselves in training programmer within the federation or outside by other organization
 - (vi) Members shall actively involve themselves in accreditations, verifications and clearance of relevant educational qualifications
 - (vii) Guidelines on relationships between members and other parties
 - (viii) Business dealings and relationships with other parties
 - (ix) The status of members who fail to be licensed or whose license is revoked cancelled or suspended
 - (x) The scope and amount of fines to be levied by the disciplinary committee in event of offences committed/ being committed by a member under this code of conduct
 - (xi) Matters which the Federation deems fit to be regulation through this standard practice procedure under this code of conduct.
- 4.3 Every standard practice procedure shall be cited by its number and year of issue. It shall have an effective date and shall be signed by the president and director general of the Federation

1.0 Principles of corporate governance

- 1.1 Members shall adhere to the principles of good corporate governance at all levels
- 1.2 Members shall ensure that proper persons are allowed to hold key positions
- 1.3 Members shall take reasonable care when recruiting staffs terminated or dismissed from another company/ organization
- 1.4 Members shall ensure that their staffs and other employees who find themselves in a conflict of interest situation whether financially or otherwise shall disclose such interest and where necessary disqualify themselves from issues relating to that interest

2.0 Rules of practice

- 2.1 Member shall ensure at all times conduct their business professionally with utmost good faith and integrity
- 2.2 Members shall conduct all aspects of their business in accordance with the rules set in the East African customs management act with sound and internationally accepted principles
- 2.3 Members shall conduct refrain from conduct likely to bring themselves and the industry to disrepute, and shall with the view to safeguard the image of the industry, discourage unprofessional and unethical conduct.

3.0 Business conduct

- 3.1 Confidentiality:
Members shall at all times observe strict duty of confidentiality regarding customer information with only the following exceptions
 - a) Where a customer requests / consents to disclosure of information
 - b) Where a member is legally compelled to disclosure of information by competent courts of law
 - c) Where, there is a duty to the public to do so



- 3.2 Members and their staff shall maintain utmost secrecy regarding their clients' business, financial and personal affairs. Inside information of any sort, shall be safeguarded and not valid for unauthorized purpose information referred to above includes not limited to current state of affairs, trading in shares, securities, take over or merges, insolvency, profit/losses, new innovations/ services, changes in management plans and method of doing business etc.
- 3.3 Members shall prevent leakages of information to unauthorized persons by exercising care in the course of communication without proper authority.
- 3.4 Members shall safeguard and respect the rights of colleagues to privacy on their personal affairs except when the interest of the client, staff etc. or common good is at risk.
- 3.5 Members shall ensure the terms and conditions of the business are formulated and made public. Such terms and conditions of service which may vary from time to time and at their discretion are made available to their clients on request. Such terms and conditions shall be expressed in plain language to enable prospecting clients and persons interested understand clearly the relationship they are about to enter into with the company.
- 3.6 In dealing with clients, member or other persons, and intermediaries, members shall at all times;
- Identify their clients.
 - Negotiate the terms of business,
 - Ensure that proper letters/ instructions of powers are executed
 - Explain all the essential provisions policies/ practices which they are recommending, so as to ensure as possible that the prospective client understands what he/she is about to enter into.
 - Imposition of any charge in addition to existing/ acceptable by the industry without disclosing the reasons, amounts and purposes of such charge are prohibited.
- 3.7 Members shall at all times disclose information in order to ensure that consequences of non-disclosure and inaccuracies which may bring distortion or dispute are avoided to the client in any form.

- 3.8 Members shall at all times in their dealings with clients/ themselves
- Keep proper records/financial transaction
 - Receipts/ acknowledgement of all monies received in connection to business and shall distinguish it from taxes, disbursements from any other payments
 - Not to give/accept from any persons irregular, illegal payments, bribe gifts to influence business, decisions and ensure that their employees/staff also adhere to this section in the code of practice
 - members shall not withhold from each other/ client and the public any written evidence or documentation on material change related to any business activity
- 3.10 Members shall abide by the principles set out in this code to the extent that they are relevant to their dealings before the coming into force of this code of conduct
- 3.11 Refunds/ claims for and on behalf of the clients, members or any other interested persons must be processed and such information shall be given without concealment/delays to the concerned persons
- 3.12 Adoptions of international accounting standards
- Members shall maintain books and records with scrupulous integrity which reflects all transaction in an accurate and timely manner for a period of over ten (10) years. In accordance with international accounting standards
 - All entries in books of account shall be accurate and consistent with the highest accounting standards. No false or inaccurate entries shall be made in any books or records, and no member should be party to any arrangement that results in such entries
 - Members shall prepare their accounting statements in accordance with the laws

