

CODE OF CONDUCT FOR TEAM MEMBERS

Introduction

The Code of Conduct is introduced to develop the market in overseas countries for Malaysia's timber products. The Code of Conduct is devised as a measure aimed at:-

- Developing the market for Malaysia's timber products in an organized and orderly manner
- Instilling discipline in the export of timber products
- Demonstrating commitment to delivering quality products and services
- Enhancing the value for Malaysia's timber products and services

Code of Conduct

1. This Code of Conduct ('Code') is intended to assist Members to develop overseas markets by assuring customers in markets who deal with Members that they are conducting their business with reputable organizations.
2. All Members shall additionally subscribe to the provisions of the Codes of Practice relevant to their business which currently comprise the Tropical Hardwood Code of Practice.
3. It is not intended that the Code should, in any case indicate in precise terms particular action which should or should not be taken but sets out principles which Members are required to apply with good sense, honesty and integrity in the spirit of the Code.
4. Failure to observe the Code or the relevant Code of Practice could lead to appropriate action in accordance with the Complaints Procedures set out.
5. Members shall:
 - 5.1. conduct their businesses lawfully and comply with all relevant legislation and trade fairly and responsibly;
 - 5.2. behave at all times with integrity and act responsibly and with care in the day-to-day conduct of their business;
 - 5.3. not mislead any customer concerning any aspect of the goods and services they provide;
 - 5.4. follow and comply with any instruction or guidance note or advice (where applicable) from TEAM;