

SERVICE AND REPRESENTATION STANDARDS

POLICY STATEMENT:

Logifix Freight Solutions is a business that prides itself on its excellent reputation and quality of service. Logifix Freight Solutions has been able to forge and maintain its excellent reputation through the professional conduct of its employees. In order to ensure the ongoing success of the business, all employees are required to adhere to the standards listed below.

As a company, we conduct our business according to the highest standards of business ethics. Our employees are also expected to conduct themselves with the best interests of the company in mind.

PROCEDURES:

- a. All employees are expected to comply with all relevant policies, such as parking policy, smoking policy, dress code & presentation standards etc, when representing Logifix Freight Solutions in the field.
- b. All employees are expected to treat all clients, customers, suppliers and other personnel in a professional, courteous and friendly manner at all times.
- c. Employees will conduct their professional business in such a way that does not expose any customer to unnecessary embarrassment or disparagement.
- d. Employees will refrain from publicly criticizing Logifix Freight Solutions; its services, its personnel, its suppliers or its clients.
- e. Employees should be aware at all times of the impact their unprofessional behaviour or unruly conduct could have on the reputation of the business, and should refrain from any such behaviour, especially that which has the ability to bring the Logifix Freight Solutions into disrepute.
- f. Employees are encouraged to represent Logifix Freight Solutions in the best possible light in the communities in which we work, and to contribute to these communities whenever possible.