

CODE OF PROFESSIONAL ETHICS OF COMMON APPLICATION IN THE ASSOCIATIONS OF PROFESSIONAL CUSTOMS BROKERS, MEMBERS OF ASAPRA



PUNTA CANA, REPUBLICA DOMINICANA - MAY 2023





ASAPRA'S CODE OF PROFESSIONAL ETHICS

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ASSOCIATIONS OF PROFESSIONAL CUSTOMS BROKERS, MEMBERS OF ASAPRA



ASAPRA

ASOCIACIÓN INTERNACIONAL DE AGENTES
PROFESIONALES DE ADUANA

LA ADUANA SOMOS TODOS

DOCUMENT DELIVERED TO THE WORLD CUSTOMS ORGANIZATION - WCO

PUNTA CANA, REPUBLICA DOMINICANA

MAY' 2023



ASAPRA'S CODE OF PROFESSIONAL ETHICS

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CUSTOMS BROKERS, MEMBERS OF ASAPRA**

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SUMMARY

This Code of Professional Ethics of Common Application in the Associations of Professional Customs Brokers, Members of ASAPRA, is the result of the trade union ethical culture, constituted in a system of principles and norms assumed throughout the 53 years of existence of ASAPRA. It is based on common objectives between the international community and those of the business world, governments, customs administrations, civil society and the labor world.

It is the result of the commitment that ASAPRA promoted and signed through the WCO Private Sector Regional Group and the General Customs Administrations of the Americas and the Caribbean, in the city of Brussels, Belgium, on June 24, 2022.

The Code is divided into three major Chapters.

Chapter I refers to the Object, Principles and Values that constitute the guideline on which the professional performance of Professional Customs Brokers is based. The Principles and Values are transfused in the rest of the content of the Code, giving an integral meaning to its actions.

Chapter II deals with the exercise of the profession of Customs Broker. It covers the entire spectrum of relationships of Professional Customs Brokers in their daily work. The Chapter is divided into six sections: Duties and Rights; Quality of Services; Fees, Relations with Colleagues and Third Parties; Relations with Public Authorities and Relationship with its Trade Association.

Chapter III includes the provisions related to the Court of Honor as a body constituted to verify compliance with ethical standards by Professional Customs Brokers. The Tribunal shall be formed in each member association when the corresponding legislation so permits. The Chapter establishes guidelines and recommendations for its institution, competence, procedure and the recommended sanctioning framework.



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CODE OF PROFESSIONAL ETHICS OF COMMON APPLICATION IN THE ASSOCIATIONS OF PROFESSIONAL CUSTOMS BROKERS, MEMBERS OF ASAPRA

This Code of Ethics is a written declaration of the commitment of the INTERNATIONAL ASSOCIATION OF PROFESSIONAL CUSTOMS BROKERS (ASAPRA), to improve its practices of Trade Union Responsibility (GR) based on the management of the impacts that its activity generates on the national associations that integrate it, the members and employees of said associations, as well as their business units, local communities, the environment and society in general.

Its objective is to contribute to the competitiveness of Professional Customs Brokers and their business units, to the general welfare of people, their families, the community and to the sustainable development of the country and project them to society as social and economic Brokers, by being guarantors of foreign trade and customs regulatory compliance, demanding ethical conduct and respect for the law from all its collaborators and clients, contributing to building a resilient, equitable and inclusive society.

Being Guild Responsible is being committed to promoting the development of a culture of excellence in policies and practices of Guild Responsibility in the national associations of Professional Customs Brokers, members of ASAPRA.

ASAPRA is made up of twenty-one national associations of Professional Customs Brokers, who are owners of micro, small, medium and large economic units through which they provide their services to the commercial society of their nations, it is a key sector for national development for its ability to generate customs regulatory compliance and foreign trade.

ASAPRA's ethical culture represents the commitment accepted and assumed by all its associates, to do the right thing, respect the law and the rights of others and the key to fostering commitment, teamwork and professional respect.

This ethical guild culture is a system of principles and rules assumed throughout its 53 years of existence, based on common objectives, with the international community and those of the business world, such as the fight against corruption, the safeguarding of the environment and social inclusion, today, these objectives promote an unprecedented context of alliances and openness between companies, governments, civil society and the world of labor.



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ASAPRA, convinced that Ethics and Transparency is a commitment of all, promoted and signed through the WCO Private Sector Regional Group and the General Customs Administrations of the Americas and the Caribbean, in the city of Brussels, Belgium, the June 24, 2022, the Letter of Intent that aims to express the will to establish common lines of action in matters of ethics and transparency among the participants. The aforementioned letter highlights the commitment to "Develop and implement a Code of Ethics and Conduct for Customs Administrations, applicable to both public servants and intermediaries of public customs management and taxpayers of the customs obligation, as well as a Code of Ethics and Conduct for companies that participate in customs transactions, which is adapted by each organization and reflects the types of functions that are carried out within the organization and that allow effective supervision and control of the permanent application of the rules of conduct, in order to obtain the highest degree of compliance with all established requirements and regulations, with the aim of promoting an ethical culture that contributes to the fight against corruption. The participants will define if the subscription of such codes will be mandatory to carry out customs transactions of companies and officials or customs officers."

SHARED PRINCIPLES

ASAPRA shares and supports its ethical culture with the principles of the United Nations Global Compact in the spheres of human rights, labor standards, the environment and the fight against corruption:

Human rights

- Principle 1. Businesses should support and respect the protection of universally recognized fundamental human rights.
- Principle 2. Companies must ensure that they are not complicit

Labor standards

- Principle 3. Businesses should support freedom of association and the effective recognition of the right to collective bargaining.
- Principle 4. Businesses should support the elimination of all forms of forced or coerced labor.
- Principle 5. Companies must support the eradication of child labor.
- Principle 6. Companies must support the abolition of discriminatory practices in employment and occupation.

Environment

- Principle 7. Companies must maintain a preventive approach that favors the environment.
- Principle 8. Companies must encourage initiatives that promote greater environmental responsibility.
- Principle 9. Companies must favor the development and diffusion of environmentally friendly technologies.

Anti-corruption

- Principle 10. Businesses should work against corruption in all its forms, including extortion and bribery.



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CHAPTER I

PURPOSE, PRINCIPLES AND VALUES

ARTICLE 1 OBJECT.

The purpose of this Code is to regulate the conduct of the Professional Customs Broker in the exercise of his activity as auxiliary of the public customs function, considering the general principles of law and customs of universal acceptance.

The ethical norms that it establishes do not deny others that have not been expressed and that must govern the conscious and dignified professional practice. Nor should it be understood that they allow everything that they do not expressly prohibit, since they are only illustrative in cases in which there are offenses against professional morality.

ARTICLE 2 GENERAL PRINCIPLES.

These principles constitute a general action guideline for Professional Customs Brokers:

- a) **Equality:** It is the ability to give all individuals: colleagues, clients, authorities and the community in general, equal treatment. Providing equal opportunities to exercise their rights and develop their activities.
- b) **Honesty and Transparency:** Ability to act with rectitude and clarity, with coherence between what is thought, said and done, without doubt or ambiguity, with objectivity and clarity, following regular channels and always complying with current regulations. Avoiding, at all times, any conduct that could generate corruption or any type of attitude that calls into question its clear conduct.
- c) **Prevalence of the common good:** Ability to act in such a way that decisions and their results are oriented to the benefit of their association, the authorities and the community in general.
- d) **Professionalism:** Understood as the interest in obtaining and maintaining the required knowledge and skills, using them to provide the highest quality services to the customs authority and the community in general.

ARTICLE 3 VALUES.

The ethical values that govern the actions of the Professional Customs Brokers with which the aforementioned principles are developed are:



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- a) **Respect:** Ability to understand and accept different opinions and behaviors with a flexible attitude, avoiding conflicts and managing differences through agreements. All this on the basis of the principles, moral values and legal regulations that govern its activity, including professional relations with officials of public powers.
- b) **Morality.** The actions of Professional Customs Brokers will be governed by the provisions of the corresponding laws and ethical values and principles.
- c) **Responsibility:** It is the ability to assume and accept the consequences of acts inherent to the functions, taking care of the impact on others, the organization, society and the environment.
- d) **Integrity:** It is the value that brings together our visible behavior and daily actions, it is the consistency in what we say, think and act in the different areas of our personal, work and business life.
- e) **Respect for Laws:** It is the conviction of the value it has for the harmonious development of a society and its institutions, adherence to the laws of the State and its institutions, as well as respect for the rules that govern our professional activity, complying with them and enforcing them faithfully
- f) **Service attitude:** Show willingness to provide a service in a cordial and attentive manner, showing interest in responding and satisfying the needs of our associations and our clients.



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CHAPTER II OF THE EXERCISE OF THE PROFESSION

SECTION I DUTIES AND RIGHTS

ARTICLE 4 DUTIES.

The Professional Customs Broker must keep in mind that he is an auxiliary professional of the customs public function and that the essence of his professional duty is to protect the interests of the Treasury and its clients, strictly adhering to legal and moral norms, with the maximum decorum and professional ethics.

The Professional Customs Broker, in compliance with the provisions established in this Code, must:

- a) Act according to their best knowledge and understanding, maintaining fair criteria, avoiding misleading interpretations with the purpose of finding a situation favorable to their interests and that could harm the Treasury, their colleagues and/or their representatives.
- b) Maintaining professional honor and dignity and understanding that such principles are not only a right, but also a duty.
- c) Reproach any conduct unrelated to morality and good practices that, eventually, a colleague could incur.
- d) Act with honesty, professionalism, diligence, integrity, veracity and independence of criteria and objectivity.
- e) Continuously improve, train and update their knowledge and manage them within the limits of their competence and specialty.
- f) Reject fraudulent acts or procedures or false declarations, and not carry out any act that hinders the efficient administration by the Customs Service or other organizations that intervene in foreign trade operations.
- g) Dignify the profession, through impeccable ethical attitudes before national and international organizations, be they public or private, as well as before their colleagues and the union institution to which they belong.
- h) Promote public and private initiatives that promote transparency, that fight against money laundering, drug trafficking, illicit enrichment and the infiltration of illicit money into society and politics; prosecute crime and generally fight against corruption and bribery.



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- i) Promote the adoption of good business practices in their work environment and in relations with their clients to ensure that business is conducted in a healthy environment.
- j) Refrain from advising or intervening when their professional performance allows, supports or facilitates incorrect acts; or can be used to confuse or surprise the good faith of third parties; or used in a manner contrary to the general interest; or to the interests of the profession; or break the law.
- k) Fight, by all lawful means, in a well-founded and responsible manner, the morally reprehensible conduct of officials and colleagues.
- l) Avoid acting in educational institutes that carry out their activities through misleading propaganda or incorrect procedures.
- m) Respect all legal provisions issued by the competent authorities, complying with them and enforcing them.
- n) Remain affiliated with the union entity to which it belongs until pending issues have been resolved before the Court of Honor.

ARTICLE 5 ° OBLIGATION TO DENOUNCE.

The Professional Customs Broker who is aware of criminal conduct or violations of the legal provisions related to his professional performance, is obliged to report them to the corresponding authorities.

ARTICLE 6 RIGHTS AND ABSTENTIONS.

The Professional Customs Broker will have the right to provide their professional services to all those who request them to the extent that they have the legal capacity to carry out customs clearance operations within the legal and ethical conditions. Therefore, he will scrupulously refrain from:

- a) Improperly soliciting clients or carrying out any unfair practice to obtain it.
- b) Make demonstrative statements of their competence when a purpose is implicit in them that constitutes an obvious contempt for the capacity of others.

ARTICLE 7 PROHIBITIONS.

No Professional Customs Broker shall allow their professional services or their name to be used to facilitate or make possible the exercise of the profession by those who are not legally authorized to do so.

It seriously violates the dignity of his profession a professional customs agent who:

- a) sign declarations in the drafting, preparation and processing of which he does not intervene personally or through his professional study, or that he intervenes in customs clearance only to comply with legal requirements.



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- b) carry out irregular acts of any nature in order to advance the normal procedure for the dispatch of merchandise or any other procedure, when legally and procedurally it does not correspond.

The Professional Customs Broker shall not, with the exception of his fees, acquire a pecuniary interest in the matter that is being discussed and that he is directing or that he has directed. Nor may he directly or indirectly acquire goods sold at auction in matters in which he has participated.

ARTICLE 8° RESPONSIBILITY.

The Professional Customs Broker will be responsible for his professional performance and for the status and result of his actions, in accordance with the provisions of this Code, without prejudice to what is determined by national laws related to the exercise of his profession.

ARTICLE 9° PUBLICITY OF THE SERVICES OF PROFESSIONAL CUSTOMS BROKERS.

Advertising is a legitimate resource of the Professional Customs Broker for the promotion of their services, to the extent that it does not directly or indirectly lead to a disqualification referred to their colleagues or that it was directed at a client that is served by another partner, unless you can reliably demonstrate that said client requested the offer of your services directly and independently. However, Professional Customs Brokers must respect the provisions of the entity of which they are a member.

The Professional Customs Broker must conduct itself, in its advertising campaigns, in a transparent and truthful manner, in such a way that it will be prevented from offering services that it cannot attend or, being from third parties, advertises them as its own.

SECTION II

QUALITY OF SERVICES

ARTICLE 10 FREEDOM OF EXERCISE.

The Professional Customs Broker, unless the law provides otherwise, has absolute freedom to accept or reject the matters in which his intervention is requested, without the need to express the causes that determine it. However, you must try to accept the matters that allow a legal, serious and sincere process, in accordance with the provisions of this Code and the relevant customs laws.

ARTICLE 11 CONDITIONS OF THE RIGHT OF REPRESENTATION.

The Professional Customs Broker must not forget that the right of representation is granted in consideration of his title and does not authorize him to act for his own benefit, nor to the detriment of his client.



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ARTICLE 12° PROFESSIONAL CONDUCT.

The Professional Customs Broker must refrain from assuring his client that his customs operation will be totally or partially successful, if it rests on an illegal activity. In any case, an objective, legal and technical explanation is required, as well as the unforeseeable circumstances that may affect the decision of the operation. You should only give your professional and legal opinion on the merits of the case. Always favoring a fair arrangement, with your client and with the Customs Administration.

When the Professional Customs Broker discovers in the course of a foreign trade operation that an error or imposture has occurred through which his client benefits unfairly, he must communicate such fact in order for it to be corrected and must not take advantage of could get about it. In the event that your client refuses, if the law does not provide otherwise, the Professional Customs Broker must renounce to continue providing his representation.

ARTICLE 13 CONFIDENTIALITY.

The Professional Customs Broker must keep confidentiality about the businesses of the people who have contracted their services due to their condition as auxiliary of the public function. Professional secrecy will be absolute and will yield only to the need for personal defense or to the request made by a competent authority. Nor should you publish in any media, matters that have been declared by the customs authorities if you are not duly authorized. The obligation to keep professional secrecy also includes the matters that the Professional Customs Broker knows by working in common or associated with others or through their employees or dependents.

ARTICLE 14° INCOMPATIBILITY OF ACTION.

The Professional Customs Broker must respect the legal provisions that establish the incompatibilities to practice the profession and refrain from holding positions or occupations that are incompatible with the spirit of the profession. The exercise of the profession of Customs Broker is incompatible with the performance of positions or occupations that imply obstacles to their independence and harm their dignity.

SECTION III

FEES

ARTICLE 15° FEES ESTABLISHED IN THE TARIFF.

The Professional Customs Broker must abide by the tariff approved by the competent body, if applicable, and will not charge fees less than those established therein.



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ARTICLE 16 ° ABSTENTIONS ON FEES.

It is contrary to ethical standards for customs Brokers to regularly offer their professional services under conditions such that it can be reasonably presumed that the operating costs are greater than the fees charged. Said activity is directly detrimental to other Brokers and poses a particular danger to the prestige and dignity of the profession.

In accordance with the limits established by the pertinent regulations, the Professional Customs Broker must refrain from:

- a) Offer services without charging fees, except in exceptional cases in which the Broker attends to charitable institutions or makes other special attentions; or that in a specific case it is established by the ASAPRA member association.
- b) Offer services at indeterminate or determinable fees only in relation to a percentage of the fees charged by the Broker currently serving a client;
- c) Offer services for fees that manifestly do not cover the minimum operating costs.

ARTICLE 17° CONDITIONS OF FEES.

In the States where there is free contracting, the Professional Customs Broker must agree with the client the amount that he must pay for the fees, clearly indicating the breakdown of the expenses and the method of payment, before taking over the address of the matter.

SECTION IV

RELATIONSHIPS WITH COLLEAGUES AND THIRD PARTIES

ARTICLE 18 RELATIONSHIP WITH COLLEAGUES.

Among the Professional Customs Brokers there must be reciprocal respect and fraternity that exalts the profession. They will carefully refrain from malicious or insulting expressions and from alluding to the personal history or situations that affect their colleagues.

In cases where there are differences or discrepancies, they must be discussed and resolved in a relationship of mutual respect and consideration. In the same way, such behaviors must be observed in all areas of relationships between colleagues. If in the professional practice it is perceived that the action violates any of



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the regulations stipulated in this Code, it will proceed, as established in Chapter III of this Code and, what is not regulated in it, in the ethical provisions of the entity ASAPRA member.

ARTICLE 19 SOLIDARITY.

If one or several Professional Customs Brokers are victims of an act truly considered harmful to legitimate professional interests, they must find in all other colleagues the support that the circumstances advise and if not, resolved for the statutory purposes of the association. to which they belong.

ARTICLE 20. PROCUREMENT OF SERVICES.

No Professional Customs Broker should attempt to procure the services of an employee of another Broker, but may deal with candidates who apply on their own initiative or in response to advertisements, provided they inform the current or former employer colleague of the fact.

ARTICLE 21 FREEDOM OF ASSOCIATION.

Professional Customs Brokers can associate with each other to ensure the best care of their affairs, subject to the national legislation of its country. The association with other foreign trade operators, other auxiliaries or other customs professionals must not contravene their freedom, independence and dignity as a professional and in any case, it will be in accordance with the provisions of this Code and the corresponding laws.

SECTION V

RELATIONSHIPS WITH PUBLIC AUTHORITIES

ARTICLE 22° ATTITUDE OF RESPECT.

The Professional Customs Broker in his professional relations with officials and public servants, must act with a respectful attitude, according to the honor and dignity that the investiture of his registration, license, authorization or registration grants him, demanding equal respect and courtesy. of these; making use of the duties and rights that the law confers on him and must be willing at all times to provide his support to the customs administration in his capacity as auxiliary of the customs public function. Likewise, he must always maintain the most complete independence, since such a character does not make him a dependent or subordinate of it.

ARTICLE 23° PROFESSIONAL RELATIONSHIP.

The personal relationship between the Professional Customs Broker and the customs officer or other agencies related to foreign trade will be strictly professional and with the mutual respect that both must have. The Professional Customs Broker must not try to influence customs officials and others by appealing to family, political, friendship or other ties to obtain advantages, avoid responsibilities or other benefits. You will avoid



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giving, offering or promising money, gifts, benefits, gifts, favors, promises or other advantages, directly or indirectly, to officials or third parties, so that the former execute, speed up, delay or omit an act of their employment. or contrary to their duties or for an act already accomplished.

ARTICLE 24° COMPLIANCE WITH THE LAW.

The Professional Customs Broker must respect the provisions imposed by the laws and regulations for the exercise of his profession, complying with them and enforcing them loyally. It will act at all times in strict adherence to the Law, refraining from making false, fictitious or fraudulent statements or any other act of simulation contrary to legal regulations and ethics, as well as providing false information or inaccurate to the competent authority.

ARTICLE 25° COLLABORATION WITH THE CUSTOMS AUTHORITIES.

The Professional Customs Broker will facilitate and collaborate loyally with customs control and with the investigations carried out by the authorities to clarify facts suspected of being irregular.

SECTION VI

RELATIONSHIP WITH YOUR TRADE ASSOCIATION

ARTICLE 26. OBLIGATION TO ABIDE BY THE PROVISIONS OF THE UNION INSTITUTION.

Every Professional Customs Broker must respect the agreements, regulations, resolutions and/or provisions validly adopted by the bodies of the trade association, especially in matters related to ethical conduct.

ARTICLE 27. PROHIBITION OF INDIVIDUAL INITIATIVES THAT AFFECT THE UNION INSTITUTION.

No Professional Customs Broker may support initiatives tending to obtain the sanction or repeal of laws, decrees and regulations that affect the profession or the union institution in a general or specific way; without the knowledge of the governing authorities of the professional representative union body, or of those that, by express mandate, may be empowered to understand the matter.

CHAPTER III

COURT OF HONOR AND PROCEDURE

ARTICLE 28° COMPETITION.

The issues that arise in relation to compliance with the ethical standards of Professional Customs Brokers will be known by a court of honor, provided that national legislation does not prohibit it. This court will have



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jurisdiction to resolve situations that are not expressly contemplated in this body of rules, considering the principles, values and customs referred to in Chapter I of this Code.

The Court will also have powers to hear the applications submitted by associates in the event that they have suffered a measure imposed by the authority, in order to safeguard their professional prestige.

ARTICLE 29° INTEGRATION.

The Court of Honor will be integrated in the manner provided by the current statutes of the respective association.

ARTICLE 30 PROCEDURE.

The Court of Honor procedure will be established by the competent body of the respective association and:

- a) The accused Professional Customs Broker must be duly guaranteed the opportunity and procedural spaces necessary to formulate their allegations and submit the evidence they deem necessary for their defense.

- b) It must conclude all the cases that are put to its consideration until its determination with the due resolution.

ARTICLE 31 RECOMMENDED SANCTIONING FRAMEWORK.

It is recommended that the national corporations members of ASAPRA establish the following sanctions to be applied by the Court of Honor, taking into account the circumstances of each specific case:

- a) Verbal reprimand.
- b) Written reprimand, with evidence in the minutes of the meeting of the board of directors in which the imposed sanction is known.
- c) Written reprimand with internal advertising, which will be carried out through the union newsletters issued by the association.
- d) Written reprimand with internal advertising carried out in the manner indicated in the previous number, and communication to the National Director of Customs or similar competent authority, in which the sanction applied and its cause are reported.
- e) The sanction indicated in numeral 4-d) of this article and suspension of social rights for a period of one to six months.



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- f) Expulsion from the association, with internal advertising carried out in the manner indicated in numeral 4-d) of this article and communication to the National Director of Customs or similar competent authority.
- g) Expulsion from the association, with publicity.

ARTICLE 32° GENERAL OBLIGATION.

Every Professional Customs Broker, at the time of joining the respective national association, must agree to respect the Code of Professional Ethics and agree to be judged by the Court of Honor in accordance with the established procedure.



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PERSONAL STATEMENT OF ETHICS

I, Professional Customs Broker of the Republic of ASAPRA member:

I declare my conviction to conduct myself at all times in accordance with the highest principles of honesty and intellectual and material morality in the exercise of my daily work, in accordance with the following principles:

1. **Loyalty** . I affirm that all my actions are guided and inspired by respect for the Constitution and the laws that emanate from it; and for the firmest belief in the dignity of the human person.
2. **Vocation of Service**. I understand and accept that working for the foreign trade and customs sector constitutes both a privilege and a commitment to serve society.
3. **Probity**. I declare that I must treat all resources and funds, documents, assets and any other material entrusted to my management or custody with absolute probity to achieve the collective benefit of the sector and the nation.
4. **Honesty**. I also declare that I must act without favoring or discriminating against anyone through the dispensation of favors or special services in the performance of my duties, nor receive additional benefits or remuneration to which I am legally entitled for the performance of my duties, either by direct or indirect request by service providers or customers of the company.
5. **Responsibility**. I agree to be prepared to answer for all my actions so that the public in general, and the people I deal with in particular, permanently increase their confidence in the company, my work and in our ability to serve them business.
6. **Competence**. I recognize my duty to be competent, that is, to have and demonstrate the knowledge and attitudes required for the efficient exercise of the functions that I perform, and to update them permanently to apply them to the maximum of my knowledge and my intellectual efforts in the performance of my position and share my knowledge with my coworkers.
7. **Effectiveness and Efficiency**. I commit the application of my knowledge and experiences in the best possible way, to ensure that the goals and purposes of the company are met with optimal quality and in a timely manner.
8. **Civil Value**. I recognize my commitment to be supportive of my co-workers, clients, consumers and fellow citizens; In turn, I promise to denounce and not become an accomplice of anyone who contravenes the ethical and moral principles contained in this instrumental statement of ethics.



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9. **Respect for the Laws.** I promise to comply with the regulatory regulations of foreign trade and customs and the laws and to report any breach of it.
10. **Transparency.** I agree to demonstrate at all times and clearly, that my actions in the performance as a member of this company are carried out with strict and permanent adherence to legal and social norms and principles.

" For the Lord detests the perverse but takes the upright into his confidence." Proverbs 3:32.

Signature



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PERSONAL STATEMENT OF ETHICS

I, member of the administrative staff of the Republic of ASAPRA member:

I declare my conviction to conduct myself at all times in accordance with the highest principles of honesty and intellectual and material morality in the exercise of my daily work, in accordance with the following principles:

1. **Loyalty** . I affirm that all my actions are guided and inspired by respect for the Constitution and the laws that emanate from it; and for the firmest belief in the dignity of the human person.
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5. **Responsibility**. I agree to be prepared to answer for all my actions so that the public in general, and the people I deal with in particular, permanently increase their confidence in the company, my work and in our ability to serve them business.
6. **Competence**. I recognize my duty to be competent, that is, to have and demonstrate the knowledge and attitudes required for the efficient exercise of the functions that I perform, and to update them permanently to apply them to the maximum of my knowledge and my intellectual efforts in the performance of my position and share my knowledge with my coworkers.
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REPUBLICA DOMINICANA**

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