



Performance Certified A Best Practices Program of  
The Transportation Intermediaries Association

## Rules of Participation

### Step 1

As a condition of membership, all TIA members are required to sign and adhere to the TIA Code of Ethics. The Ethics Committee of TIA arbitrates disputes and ensures that members adhere to the Code of Ethics. These articles have been adopted by the Transportation Intermediaries Association to promote and maintain high standards of professional service and ethical business conduct among its members.

1. A member shall deal fairly with customers, colleagues, fellow members, and the general public.
2. A member shall conduct his or her professional life in accordance with the interests of TIA, the third party transportation services industry, and the general transportation public.
3. A member shall adhere to honesty and integrity and to generally accepted principles of professional conduct.
4. A member shall not engage in any practice, which tends to corrupt the integrity of TIA, the third party transportation services industry or process of government.
5. A member shall make proper, just, and prompt payment for all contractual obligations.
6. A member shall abide by all lawful agreements to which he or she is a party, including all agreements with shippers, carriers and other transportation intermediaries.
7. A member shall compete vigorously – but not unfairly – with other members.
8. If a member has evidence that another member has been guilty of unethical, illegal or unfair practices, including those in violation of this Code, the member shall present information promptly to TIA.

As a member of the Transportation Intermediaries Association, we pledge:

- To conduct business professionally, with truth, fairness, and responsibility to all customers, suppliers, associations, and TIA.
- To promote and actively participate in continuous improvement in both competence and knowledge within the third party transportation services profession.
- To subscribe to and offer to the public uniform and consistent service.
- To protect the interest of the shipping public.
- To promote greater productivity of and awareness in the areas of freight transport, logistics management, intermediary activities, and industry related asset utilization.
- To adhere to the articles of the Code of Ethics as adopted by the governing Board of the Transportation Intermediaries Association.



## Step 2

- TIA members in good standing and adhere to the strict TIA Code of Ethics
- Maintain a credit score from TransCredit, Inc. or First Advantage of 90% or better
- Use written agreements
- Maintain insurance coverage
- Maintain a verified broker bond
- Maintain written carrier qualification framework

We hereby acknowledge that these provisions govern our membership. We certify that we will actively participate in TIA activities and will practice the professional standards as outlined in the TIA Code of Ethics and the Performance Certified Program.

*Diane Endres - Freight Matchers*

*Director of Brokerage Services*