



C-TPAT CODE OF CONDUCT

As a condition of employment, LAN Logistics employees who are involved with the company's international supply chain are required to sign a C-TPAT Code of Conduct. These articles have been adopted by LAN Logistics management to promote and maintain high standards of professional service and ethical business conduct among its employees.

- Employees shall deal fairly with customers, colleagues, fellow employees and the general public.
- Employees shall conduct his or her professional life in accordance with the interests of LAN Logistics.
- Employees shall adhere to honesty and integrity and to generally accepted principals of professional conduct.
- Employees shall not engage in any practice, which tends to corrupt the integrity of LAN Logistics, industry or the process of government.
- Employees shall abide by all lawful agreements to which he or she is party, including all agreements with factories, shippers, carriers and other transportation intermediaries.

If an employee has evidence that another employee has been guilty of unethical, illegal or unfair practices, including those in violation of this Code, the employee shall present information promptly to LAN Logistics management staff.

As a LAN Logistics employee, I pledge:

- To conduct business professionally, with truth, fairness and responsibility, to all customers, suppliers and associations.
- To promote and actively participate in continuous improvement in both competence and knowledge within the manufacturing & transportation services profession.
- To subscribe to an offer to the public uniform and consistent service.
- To protect the interests of the public.