

Confiad Paneuropean Network

European Customs Representatives

Quality Charter

Preamble

The present Quality Charter aims to set guidelines for service providers, establishing principles, values and rules of behavior capable to orient them in the proper conduct of their business, protecting at the same time the public interest and the rights of customers.

This Charter sets also a series of standards aiming to guarantee the maintenance and the improvement of the quality of services rendered, in particular establishing a set of indications relating to the methodology with which such services should be offered.

Article 1
(Scope of the Quality Charter)

1. The present Rules (“the Rules”) shall apply to all the EU-established “customs representatives”, under the definition given in Articles 5(6) and 18 of

Reg. (EC) N° 952/2013 of the European Parliament and of the Council of 9 October 2013.

2. The present Rules do not replace Codes of Conduct and ethic rules aimed to discipline the customs representative business in each Member State already adopted at national level by professional bodies, associations or organizations representing customs representatives under national law.

Article 2 **(Access to the customs representation activities)**

1. The access to the customs representation business is regulated at national level by law or administrative provisions dealing in particular with the relevant accreditation, registration and/or licensing procedures.

2. In each EU member State, the monitoring over the respect, by customs representatives, of the provisions set forth in the paragraph 1 of this Article, falls within the competence of the bodies, associations or organizations referred to in **Article 1, paragraph 2.**

Article 3 **(Rules of conduct to be observed by customs representatives)**

1. Customs representatives shall comply with the present Rules and with all the laws and regulations pertaining to their business, both at Community and

national level.

2. It is main duty of the customs representative to represent and protect the interests of his customers, adopting a correct attitude towards customs authorities, cooperating with them in order to prevent fraud, corruption and other malpractices, as well as other irregularities and infringement of customs/tax regulations.

3. Customs representatives shall not induce or encourage economic operators to commit fraud, neither they shall take undue advantage of the trust that customers bestowed in them, profiting from their good faith.

4. Customs representatives shall abstain from any attempt to connive with clients in concealing facts and information having an impact on the proper collection of customs duties and other levies on imports and exports.

Article 4 (Standards of professional conduct)

1. In performing their activity, customs representatives shall guarantee high standards of professional conduct, acting always with transparency, honesty and in the best interest of their clients.

2. Customs representatives shall maintain a high level of integrity, impartiality and professionalism, assuring a high level of competence and striving to enhance their reputation and professional standing through a continuous improvement of the quality of the services rendered.

Article 5

(Due care and diligence)

1. In performing their duties towards customers and the customs administration, customs representatives shall exercise due care and diligence, preventing any unnecessary damage to their clients.