



GLOBALINK POLICIES

Our Mission is to build the best network in the business while also partnering with each member, to expand their business and opportunities.

- Our definition of **best** does not mean being the biggest network with the most members. It means bringing the most value, and encouraging strong relationships, and building business.
- Our definition of **best** means high quality members who make serious commitments to one another, and to our network, and who are held accountable to those commitments.
- We believe that our members are better served by working with a smaller number of high quality companies, by building supportive business relationships with each other, and strategically supporting one another.

As a result, members can increase their business by finding more opportunities to expand their offerings and revenue base.

GLOBALINK POLICIES

Our policies continue to evolve. We come together at our annual meetings and discuss various aspects of the network, generating agreements that further our mission. GLOBALINK policies are additional commitments we make to one another and the network. Our policies will be updated from time to time.

MEMBERS IN GOOD STANDING

Members who are current with their payments to the network and their member partners and are in compliance with GLOBALINK commitments, policies and agreements are considered a "Member in Good Standing".

Should a member violate any GLOBALINK policy or agreement they will be notified by the network of such violation(s) and requested to come into compliance within a given time frame. Should this not occur in the time requested, the network and the specific member will be notified that they have lost their status as a "MEMBER IN GOOD STANDING".

- The network will be notified and their Directory listing will be designated in red, indicating they are not a MEMBER IN GOOD STANDING. All Network Members will be notified to carefully consider doing any business with Members Not in Good Standing.

- The Network may request that the membership hold all payments and shipments due to the designated member until the situation is resolved to the Network's satisfaction. All GLOBALINK Members agree to support this request.
- Members can be restored to "MEMBER IN GOOD STANDING" status by responding to the issue and coming into compliance with the network, as confirmed by GLOBALINK Management. Any member that loses its status as a "MEMBER IN GOOD STANDING" more than twice shall be terminated from the network.
- Members that are "not in good standing" forfeit their Platinum Plus protection per the terms of Platinum Plus.
- Members that are "not in good standing" also lose the protection of their market slot for the Directory, allowing the Network to add another member to that marketplace.

OBSERVANCE AND COMPLIANCE WITH ALL LAWS AFFECTING THE NETWORK

GLOBALINK reserves the right to terminate any member, at any time, whose behavior, in any way violates, affects or exposes GLNK, Inc., dba The GLOBALINK Network, to any legal liability, especially in regards to the Laws of the United States, United States Labor Law, and/or any Law that may adversely affect GLNK, Inc., dba, The GLOBALINK Network. GLOBALINK maintains a zero-tolerance policy in cases of sexual harassment, which directly violates U.S. Labor Law.

MEMBERS WHO OPERATE IN A GROUP OF COMPANIES

In some cases, Members operate as part of an overall group of companies. It can be very confusing for other members dealing with company names that are not included in our Directory, and creates confusion as to who is covered by Platinum Plus and who is not. To address this issue, all GLOBALINK MEMBERS, who operate as part of a group of companies, must inform the GLOBALINK Staff as to their group and the companies in that group that may interact with other Members. An Icon will be placed on their Directory listing, indicating this Member operates within a group. Upon clicking that Icon, a page will be opened explaining the connections between the companies. It is the responsibility of the Member, in this situation, to supply the organization page to us, explaining how the group is connected and the names of all other entities in the group. We refer to this process as "registering" the group with the Network. Unless, and until this is completed by a member in this category, there can be no Platinum Plus coverage extended to any of the other companies within that group.

PAYMENT OF GLOBALINK INVOICES

All GLOBALINK invoices are due upon receipt. Failure to pay invoices in a timely manner may result in the addition of an added late payment penalty charge and/or the loss of being a Member in Good Standing.

- Most GLOBALINK Invoices are paid by Wire Transfer. GLOBALINK assess a USD \$25.00 wire fee on all invoices to help offset intermediate bank charges. By adding this fee to all invoices we limit our bank charges in this area.

- You may choose to pay your GLOBALINK invoice by PAYPAL. GLOBALINK assesses 10% fee on the total invoice amount. This is necessary due to the amount of money deducted by PAYPAL and to compensate for the length of time PAYPAL holds the money before transferring it to our account.
- If you choose to pay GLOBALINK Invoices by CHECK, the check must be drawn on a USA bank, in US Dollars and mailed from the USA. There would be no wire fee or credit card fee applied. However, payment by check must not take more than 7 days for GLOBALINK to confirm receipt of funds.
- GLOBALINK Membership Renewal Invoices are sent out two to three weeks before the membership term expires. Members are notified 1 week before their Membership term expires should payment not be received. Once the Membership term expires, the Membership will be notified and the Member is at risk of losing their status as a “MEMBER IN GOOD STANDING”. If the amount remains open for an additional 5 business days, then the member is notified that they have lost their MEMBER IN GOOD STANDING status. The Network will be notified of change in status. If the invoice is not paid within another 10 business days, they will be terminated from membership.

PAYMENT OF GLOBALINK MEMBER INVOICES

Our network does not currently offer receivables payment protection. Therefore, all GLOBALINK Members are advised to protect themselves. Be very careful with how they issue credit to other members. GLOBALINK will do everything we can to assist with collection issues but we do not guarantee payments.

GLOBALINK Members are advised to be clear in regards to payment terms. It is your responsibility to communicate and secure agreement to your payment terms to the other Member. The communicated credit terms or policies of any member issuing credit to another member always take precedence over GLOBALINK Policy. If your partner does not agree to these terms, then so be it. In the absence of any agreement on payment terms between members, the terms of our GLOBALINK Agency Agreement will apply.

Our Network Office Staff are available to provide informal “credit assessments” for any member and feel free to use this service.

As a condition of Membership with the GLOBALINK Network ALL MEMBERS AGREE, should they be asked by GLOBALINK to hold payments to an offending member for the purpose of protecting the payment of another Member, they agree to do so. Until such funds are distributed to the Member owed the payment by the offending Member, this is an agreed upon process and that by their ongoing participation with GLOBALINK, they acknowledge that they accept this practice. Members may be asked to hold shipments of the offending Party, as additional leverage. All GLOBALINK Members agree upon to process and that by their ongoing participation with GLOBALINK, they acknowledge and accept the terms of this practice.

GLOBALINK also features a “SLOW PAYERS” list. Payment terms as specified in our Member to Member Guidelines exist only as coverage in the absence of a clear agent-t- agent agreement. It is always your responsibility to clearly communicate your payment terms, and any other trading terms specific to your company, before accepting to do any work for another Member. Members

can always accept or reject terms prior to doing business.

If a member accepts payment terms and breaches these terms, then the member who is owed the money has the option to contact the GLOBALINK Management to seek assistance. This is a serious action to contemplate; we highly suggest that if you owe money to a GLOBALINK Member, you handle this as your top payment priority.

Once GLOBALINK Management has been contacted, and a pattern of slow paying becomes known, GLOBALINK will become directly involved with the Parties to resolve the payment issue. If, after GLOBALINK has communicated a course of action, and this action isn't resolved quickly, then GLOBALINK will add the slow payer to the Slow Payer List. Once a company has been placed on the Slow Payer List, it will remain there for a minimum of three months even after the amounts in question have been paid.

Again, your GLOBALINK partners are your first priority.

ATTENDANCE AT THE ANNUAL WORLDWIDE MEETING

Attending the GLOBALINK Worldwide Meeting yearly is a mandatory condition of membership and a requirement for retaining the status of being a "Member in Good Standing" in the network, on year by year basis.

- Members must contact GLOBALINK Management if they do not plan on attending the meeting.
- If a member does not attend a worldwide meeting, a formal notice is sent from the network warning them that should they miss the following year's meeting, they will lose their status as a "Member in Good Standing" for the entire upcoming year, thus removing them from Platinum Plus Protection for that time frame. In addition, their membership slot will be considered as vacated, which will open that slot up to recruitment for new members in their territory.
- During this "penalty" year the Member may operate in the network, but without Platinum Plus Protection.
- If this same member attends the GLOBALINK Worldwide Meeting in the following year, there are no actions taken and they resume their "Member in Good Standing" status.
- If after attending a meeting resulting in the return to the status of a "Member in Good Standing", the member must also attend the next meeting, or they will be considered as having missed three meetings. In other words, a member who misses two meetings must attend the following two meetings to continue with the Network.
- If a Member misses three meetings, they will be terminated from the network.

The only acceptable reason for missing a meeting is a medical emergency, and this must be communicated and accepted by GLOBALINK Management prior to the meeting.

Our Annual Meeting is once a year and scheduling is not an acceptable reason to miss. It is

precisely for this reason that we are so adamant about attendance. Every member is expected to respect the time, effort and expense put forward by their Partners to attend the meeting, and make themselves available for networking and business discussions that take place during the Meeting.

GLOBALINK has agreed that meetings should be moved to various locations around the World so no one group of members is burdened with long travel time and costs, every year. We tend to move the meetings EAST to WEST to EAST for this reason.

Meeting dates will always be posted **at least 6 months in advance** so that members can plan their schedules with plenty of notice.

- GLOBALINK makes financial commitments and plans based on member commitments. Once a member confirms attendance, we make this commitment to the hotel. If the Member does not come, they will be charged for their room, as their room commitment goes into the overall GLOBALINK room commitment. GLOBALINK cannot absorb these penalty charges and in cases like this, the room charge will be charged back to the member.
- In additional to room charges, the same holds true for meeting charges outside of room charges. If a member indicates they are coming to the meeting then cancels, they will be responsible for one full meeting cost for each person they registered to compensate for the commitments and penalties from the hotel.

The GLOBALINK Annual Meeting is perhaps one of the most important and most valuable aspects of your membership. Good relationships build good business. To get the most out of the network, think long term. Relationships are most valuable, once they become long term partnerships. It takes time to maximize what's possible.

It's all about commitment, and keeping your commitment to attend the Worldwide Meeting is keeping your commitment to all your partners, who are doing the same for you!

ONE ON ONE MEETINGS AT THE ANNUAL WORLDWIDE MEETING

If a member books a ONE on ONE Meeting with another Member, and that Member doesn't show up, then the offended member will have the choice of filling out a PENALTY CARD, which will be available at the meeting. The PENALTY CARD identifies the offending member.

The names of those with PENALTY CARDS will be communicated to all members at the beginning of the next day's session.

The offending member can resolve the issue by directly contacting the offended member. If the PENALTY CARD remains from the offended member, the offending Members name will continue to be communicated at the beginning of the Meetings, until resolved. It is important that those offended give feedback to the GLOBALINK representative managing the meeting.

For any member that has two or more PENALTY CARDS open at the end of the Meeting, there will be a notification by their company in the ONE-ON-ONE Scheduler in the proceeding Meeting.

NEW MEMBER REFERRAL PROGRAM

Our best members come from our best members. GLOBALINK appreciates and supports those

members who refer companies to the network who are interested in becoming members. This not only applies to referring companies to GLOBALINK membership, but is also applies to referring companies to membership in our sister network, The Global Value Network.

- For every company you refer to GLOBALINK, who becomes a member, we will either pay you or credit your membership renewal \$500.00.
- If you refer 4 companies that become members in one year and you do not elect to take your referral payment in cash, your membership in either network of your will be free. You will still have to pay for your Platinum Plus contribution, unless you have reached the maximum contribution of \$5,000.00
- If you continue to refer companies, over 4, we will continue to pay you the referral fees, in essence paying you to be a GLOBALINK or Global Value Member!
- Members are ONLY eligible if they have submitted proof of referral or copied us (GLOBALINK Staff) on their referral communication with Prospect Company. Please note that this is a first-come-first-served basis, if you and another member refer the same company, whomever referred first will receive the credit.

CAPPING PLATINUM PLUS PAYMENTS

After approval by the Advisory Board, and as announced at our 2013 Worldwide Annual Meeting contributions to the Platinum Plus program will be capped for each member at USD \$5,000.00.

Once a member has contributed this amount to Platinum Plus, over the course of their annual membership renewal, they will no longer be required to contribute additional funds and will still receive the full coverage from the program, as long as they remain a "Member in Good Standing". The Advisory Board and GLOBALINK Management reserve the right to review the cap and make changes accordingly, at any time.

Your GLOBALINK yearly membership renewal Invoice will include your Platinum Plus contributions to date.

GLOBALINK MEMBERSHIP RATE INCREASES

GLOBALINK reserves the right to increase its membership rates in accordance with increasing costs.

MEMBERSHIP ALLOTMENTS

The number of GLOBALINK Members per market area is designed to allow GLOBALINK Members direct access to their fellow members, to maximize relationship building. GLOBALINK is committed to having a minimum of two members for most markets. We believe that two members help provide choice and will minimize the tendency towards entitlement.

GLOBALINK is founded on the concept that "Good Relationships build Good Business". We believe it is best to build good relationships of value with a highly motivated smaller group of quality companies.

It is our policy to associate the number of members in a country/market with the Gross Domestic Product size of that market. Most countries justify two members, although there are some very small countries we believe only justify one member. There are 16 countries that justify more than two members and these are the 16 largest economies in the World. GLOBALINK reserves the right to review this process from time to time, to accommodate changing conditions.

A market is defined either as a country (as in the case of smaller countries or countries of smaller shipping volumes) or as a major market area within a country, say Los Angeles or New York, London, or Mumbai. GLOBALINK lists the number of memberships available next to the country listed in the Directory. We do this to communicate how many members are allotted for that country. It also prevents GLOBALINK from overselling a given market area, which often happens with other networks. If you have a question regarding the allotment for GLOBALINK members in each area, please contact Bill Siemens (bsiemens@glnk.com).

MEMBERSHIP DIRECTORY LISTINGS

Members are not permitted to market offices or locations via email or other correspondence to other GLOBALINK Members unless those locations are listed in the Member Directory. This includes listing of any such offices in emails or correspondence.

MEMBERSHIP SOLICITATION

No GLOBALINK Members shall solicit any other GLOBALINK Members for the purpose of having that member join another competing forwarder network.

ERRORS AND OMISSIONS / LEGAL LIABILITY COVERAGE

We believe every member shall maintain insurance coverage of at least \$50,000 (USD) for Errors and Omission's coverage or an equivalent, as a condition of membership in the Network.

Every member shall maintain insurance coverage of at least \$250,000 (USD) for Bill of Lading Legal Liability (also known as Cargo Legal Liability Coverage), or an equivalent, as a condition of membership in the Network.

We believe the best way to handle this important item is to make it a trading requirement between members.

We ask all members to inform us if they currently have this coverage in place, at or exceeding the minimum standards set by GLOBALINK. If we are notified and it's confirmed, then we place a light blue color on their listing in the membership directory in the Members Only section. In this way, every member will know that this particular member has at least this minimum coverage.

As a Member, you have the right (as you would with any trading partner) to request and confirm if another member has coverage acceptable to you if you do not see it listed as such in the GLOBALINK Directory. It is certainly any member's prerogative to trade or not trade with another member depending on their comfort level with this coverage.

OWNING YOUR NETWORK

Members are expected to add the GLOBALINK Logo to their email signatures, website, business cards and company letterhead.

The more you display the logo, the more you identify yourself as part of a worldwide global organization that is committed to helping your company distinguish itself from the competition.

Members are welcome to use the [GLOBALINK Sales Brochure](#) as well as [The GLOBALINK World Trade Reference](#), at no cost. Members are expected to rank one another using the [GLOBALINK Quality Ranking System](#) connected with our Members Only Directory.

Members are encouraged to use the [GLOBALINK Quote Form](#) on the Members Only menu page. When this is done, GLOBALINK will follow up to see that a response has been given in a timely manner.

In short, GLOBALINK provides a number of tools and programs. It is up to you, the member, to use them and promote them internally.

THIS IS YOUR NETWORK

It is also up to you, as a “Member in Good Standing”, to hold all other members to these commitments. You are accountable for your interactions with all other members inclusive of all the commitments and agreements we hold important. If a member does not show a logo, for instance, it is your responsibility, as much as anyone else’s, to point this out to the member. Take ownership, this is your investment, make the most of it.