

SERVICE LEVEL AGREEMENT (SLA)

MOVING
AND RELOCATION

intramar

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Bogota, Colombia January 30, 2024
RG.VT.01 Service Level Agreement(SLA)(V.1)

INTRODUCTION

Service Level Agreement (SLA) Introduction: this document is established by Intramar Shipping S.A.S, with its headquarters located in Bogota, Colombia, at diagonal 47 # 77b-09 Int. 5, herein referred to as "Intramar." This agreement applies generically to all international agents (herein referred to as "Partner Agent") engaged by Intramar for the provision of moving and relocation services worldwide.

Purpose and Scope: Intramar values the relationships with its global partners and recognizes the Partner Agent as a direct extension of its offices. To ensure efficient and consistent service delivery, Intramar designates partners in specific countries, regions, and/or areas as needed. Under this agreement, all Intramar offices are obliged to utilize the Partner Agent as the designated origin and/or destination agent, as applicable.

Commitment to Service Quality: The Partner Agent agrees to adhere to high-quality service standards as outlined in the attached Annexure A, which details the policies and procedures required by Intramar. Compliance with these standards is critical to maintain a high level of service for Intramar's clients worldwide.

Standards and Certifications: The Partner Agent acknowledges the necessity to comply with the FIDI-FAIM Plus standards and ISO certifications. This



commitment to quality extends to all employees, suppliers, and business agents associated with Intramar.

Internal Communication and Compliance: The Partner Agent is responsible for ensuring that all operational employees and crew leaders are fully informed about, and comply with, the terms and conditions of this SLA. The Partner Agent shall provide written confirmation of such communication to Intramar.

Nature of Agreement: It is understood that this SLA outlines the service expectations and does not constitute a commercial contract guaranteeing specific levels of business. This SLA defines the framework within which business transactions may be conducted.

Annual Review: This SLA shall be reviewed annually to ensure relevance and effectiveness. Upon signature, it supersedes any prior SLA agreements between the parties.

Binding Agreement: By signing below, the authorized representative of the Partner Agent certifies understanding, agreement, and commitment to comply with the terms outlined in this SLA and any future revisions. The continued partnership is contingent upon adherence to these terms.



1. POLICIES

1.1 Environment Policy:

Intramar Shipping S.A.S is committed to sustainable development, adhering to environmental management guidelines, and embracing social responsibility. We are dedicated to the responsible use of natural resources and contributing positively to the social environment. Our efforts are focused on:

Pollution Prevention: We actively work to prevent pollution by implementing strategies for reducing solid waste. This includes initiatives for recycling and reusing materials, as well as employing a packaging line that utilizes reusable materials.

Resource Management: We prioritize the selection and classification of materials to ensure their efficient and environmentally friendly use, thereby minimizing our ecological footprint.

Compliance with Environmental Legislation: Intramar Shipping S.A.S is committed to conducting its services in full compliance with environmental laws and regulations. We adhere to standards set by FAIMplus and NIMF 15, ensuring our operations meet these rigorous guidelines.

Continuous Improvement: We believe in the continuous improvement of our environmental practices. This is achieved through regular training and development of our staff, ensuring they are equipped with the knowledge and

skills to uphold our environmental commitments.

Social Responsibility: Social responsibility is an integral part of our business strategy. We are dedicated to enhancing the quality of life for our employees and the community we serve. Our engagement with the community includes active participation in MAC'S (Mutual Assistance Committee) and collaboration with the 33 Dreams Foundation. Through these partnerships, we promote employee involvement in solidarity practices that benefit the community and its environment.

Our Environmental Policy reflects our dedication to environmental stewardship and social responsibility, ensuring that we operate not just as a business, but as a conscientious member of the global community.

1.2 Quality and Control System Policy:

Intramar Shipping S.A.S. is deeply committed to ensuring the utmost satisfaction of our clients. We achieve this by:

Client-Centric Approach: Attentively addressing the specific needs of each client, ensuring a personalized and responsive service experience.

Compliance with Industry Standards: Rigorously adhering to the legal and regulatory requirements of the logistics and transportation industry, reflecting our dedication to



professionalism and reliability.

Excellence in Logistics Operations: We maintain the highest quality standards in local and international logistics operations, cargo handling, and the management of entrusted goods. Our focus is on delivering exceptional service quality in every aspect of our operations.

Supply Chain Integrity: Preventing disruptions in the supply chain is a critical aspect of our work. We employ robust risk management systems to identify, assess, and mitigate potential risks, ensuring the smooth and efficient flow of the supply chain.

Strategic Pillars of Our Organization: Our approach to fulfilling these commitments is grounded in the strategic pillars of our organization:

- ✓ **Quality and safety:** continually strengthen our processes in advising and controlling the supply chain, and managing the identification, control and mitigation of risks that may affect it.
- ✓ **Customized solutions:** Provide comprehensive solutions to all parties interested in the solution, fostering a culture of proactive service, and adapting to the particular needs and requirements of each of our clients.
- ✓ **Operational sustainability:** Efficiently manage resources and focus them correctly with the objective of



achieving high efficiency in the provision of the service.

- ✓ **Technological vision:** Promote synergies between people and technology aiming to achieve high levels of competitiveness and be at the technological forefront.

Our Quality and Control System Policy embodies our unwavering commitment to excellence and continual improvement, positioning Intramar Shipping S.A.S. as a leader in quality and reliability in the logistics and transportation sector.

1.3 Data Treatment and Protection Policy

Intramar Shipping S.A.S, in compliance with Statutory Law 1581 of 2012 and Decree 1377 of 2013, which regulate the treatment of personal data in databases, establishes this Data Treatment and Protection Policy. This policy governs the collection, storage, management, and protection of personal data received from clients, employees, providers, and other individuals, herein referred to as 'Data Owners'.

Responsible Entity:

The responsible entity for the processing of personal data and the management of databases is Intramar Shipping S.A.S, located at:

- Diagonal 47 No.77B-09 Interior 5, Bogotá, Colombia.
- NIT. 860.001.265 - 1
- Email: Intramar@sightlog.com

- Phone: (57 + 1) 746 67 75
- Website: www.Intramar.com.co

Purpose and Use of Personal Data:

Intramar Shipping S.A.S uses personal data for:

- Administrative purposes.
- Service development.
- Preparation of statistics and other business-related activities.

We are committed to not collecting unnecessary information and maintaining the confidentiality and security of personal data. The processing of data will be limited to designated employees responsible for database management.

Data Retention:

Personal data will be stored digitally indefinitely and in physical form for the duration of the operation and an additional five (5) years as mandated by law.

Rights of Data Owners:

Data Owners have rights as outlined in Article 8 of Law 1581 of 2012, including:

- ✓ The right to access, update, and rectify their personal data.
- ✓ Request proof of authorization for data processing.
- ✓ Be informed about the use of their personal data.
- ✓ Submit complaints regarding data processing to the Colombian Superintendence of Industry and

Commerce.

- ✓ Revoke authorization or request data deletion in case of non-compliance with legal and constitutional principles.
- ✓ Access personal data free of charge.

Authorization:

Data processing by Intramar Shipping S.A.S requires prior, informed consent from Data Owners, unless the data is public. We will implement procedures to collect personal data and inform Data Owners about the purpose of storage, ensuring the ability to verify consent.

Area Responsible for Data Processing:

The legal area is responsible for handling requests, queries, and claims regarding data rights. Data Owners can contact us at Intramar@sightlog.com or (+571) 746 67 75.

Employee Compliance:

Employees handling personal data must adhere to security, formality, and traceability standards, including:

- ✓ Informing Data Owners about electronic communication methods.
- ✓ Applying security checks for telephone information requests.
- ✓ Formally confirming commitments or agreements via email.

Procedure for Data Owners to Exercise Rights:

Data Owners or their representatives can consult personal data by providing necessary information such as names, document type, contact details, and the subject of the inquiry. Responses

to consultations will be provided within ten (10) business days, with a possible extension of up to five (5) additional working days if necessary.

Claims for correction, updating, or deletion of data, or reports of law infractions, must include the Data Owner's identification and relevant details. If a claim is incomplete, we will request additional information within five (5) business days of receipt. The claim will be deemed abandoned if not completed within one (1) month. Claims will be addressed within fifteen (15) business days from receipt, with a possible extension of eight (8) additional business days if necessary.

Policy Modification:

Intramare Shipping S.A.S reserves the right to modify this policy. Any changes will be communicated and published. If a modification impacts the purpose of data processing, a new authorization will be sought from Data Owners.

1.4 Anti-Bribery and Anti-Corruption Policy

Intramare Shipping S.A.S is steadfast in its commitment to prevent corruption and fraud in all its manifestations, whether within the organization or through interactions with business partners, directors, and employees. We uphold a strict "ZERO TOLERANCE" policy towards any form of bribery, gift-giving, or other corrupt practices. This policy aligns with our internal policies, protocols, Code of Ethics and Conduct, SARLARF manual, and is in compliance with

applicable laws and regulations including the Colombian Penal Code, Circular no. 170 (DIAN – UIAF), as well as international anti-corruption practices such as the Foreign Corrupt Practices Act (FCPA).

Employee Responsibility:

- Each employee of Intramar Shipping S.A.S is entrusted with the responsibility to adhere to this policy and the aforementioned regulations.
- Employees are expected to actively prevent, identify, and report any actions or behaviors that contravene our organizational values and this policy.

Implementation and Enforcement:

- Regular training and awareness programs will be conducted to ensure all employees understand their responsibilities under this policy and the consequences of non-compliance.
- A clear reporting mechanism will be established for employees to confidentially report suspected corrupt practices without fear of retaliation.

Oversight and Compliance:

- Our legal and compliance departments are tasked with overseeing the implementation of this policy,



ensuring adherence to all relevant laws and ethical standards.

- Regular audits and reviews will be conducted to assess the effectiveness of our anti-bribery and anti-corruption measures.

Business Partner Compliance:

- We expect our business partners to share our commitment to anti-corruption and will conduct due diligence to ensure their compliance with these standards.
- Contracts with partners will include clauses obligating them to adhere to similar anti-bribery and anti-corruption principles.

Continuous Improvement:

- We are committed to continually improving our policies and procedures to combat bribery and corruption, adapting to new challenges and changes in the legal environment.

Commitment to Ethical Business Practices:

- Intramar Shipping S.A.S is dedicated to maintaining the highest standards of integrity and ethical business practices, ensuring that all operations are



conducted transparently and legally.

2. ETHICAL AND COMPLIANCE STANDARDS POLICY

In the evolving corporate landscape, the emphasis on upholding the highest ethical and compliance standards in all business activities has never been greater. At our organization, we recognize and prioritize this imperative.

Scope of the Code: Our organization's Code of Conduct sets forth clear behavioral guidelines that must be adhered to by all individuals contractually linked to our organization, including managers, employees, associates, and contractors. These guidelines are not just recommendations but mandatory parameters integral to our operations and corporate ethos.

Integration with Other Obligations: This code supplements and reinforces the obligations stipulated in our internal work regulations, individual contracts, corporate circulars, and various policies and procedures.

Collaborator Compliance: All direct or indirect collaborators engaged in services related to our international trade operations are expected to act in alignment with our established ethics and conduct rules. This extends to our corporate principles and values, ensuring a consistent and unified approach to ethical business practices.



Foundational Elements: The development of this Code is rooted in a combination of our core values, principles, corporate policies, and external benchmarks including the Universal Declaration of Human Rights, Colombian labor legislation, and relevant international laws and standards.

2.1 Conflicts of interests:

Maintaining the highest ethical standards in all business activities is paramount for our organization. As such, the following actions are strictly prohibited due to their potential to create conflicts of interest:

- **Acting Against Organizational or Client Interests:** Engaging in any action that unjustifiably harms the interests of our organization and/or our clients is unacceptable.
- **Legal Non-Compliance:** Making decisions or taking actions that contradict legal provisions, instructions from regulatory authorities, or internal organizational norms is prohibited. This includes suggesting or establishing business relationships with entities suspected of deriving resources from illicit activities, or where comprehensive knowledge about them is lacking.
- **Withholding Information:** Deliberately delaying or holding back information required by judicial or administrative authorities is a breach of our ethical standards.

- **Acquisition of Illegally Sourced Goods:** Acquiring goods of dubious origin, including those from smuggling or other criminal activities, is strictly forbidden.
- **Client Favoritism:** Favoring a client at the expense of the organization's interests is not permitted.
- **Dual Representation:** Acting simultaneously as a collaborator of our organization and as a representative of a client in contractual matters is a conflict of interest and is therefore prohibited.
- **Exceeding Authority for Fraudulent Purposes:** Overstepping one's designated role or authority, even if purportedly for the benefit of the organization, especially in a fraudulent manner, is strictly against our policy.

2.2 Confidential information management

Executives, administrators, and collaborators must:

- Refrain from revealing or submitting unauthorized information about the company and/or its clients.



- Refrain from disclosing information in order to use it for their own benefit or that of a third party.
- Not divulge any sensitive information at the workplace, at home, in social events or in public places, avoiding comments that may harm Intramar Shipping S.A.S, or its managers, administrators, collaborators or associates.
- Keep secret all the passwords and/or access codes entrusted to them for the development of their functions.
- Abstain from opening and reading confidential correspondence or communications that are not addressed to them.
- Report any criminal acts to the judicial authorities and provide the information that is required by the competent entities. In any case, the directly involved ones should not be informed about the ongoing investigations. Intramar Shipping S.A.S and its employees must not disclose information to persons who have carried out or attempted to carry out suspicious operations, or the fact that they have informed the Financial Information and Analysis Unit (UIAF).



2.3 Receipt of gifts and other bribe-like incentives

At Intramar Shipping S.A.S, the confidentiality and security of proprietary and client information are of utmost importance. Executives, administrators, and collaborators are required to adhere to the following guidelines to ensure the integrity and confidentiality of this information:

- **Unauthorized Disclosure:** All personnel must refrain from revealing or disseminating any company or client information without proper authorization.
- **Personal Gain Prohibition:** Using confidential information for personal benefit or the benefit of third parties is strictly prohibited.
- **Discretion in All Settings:** Sensitive information must not be discussed or disclosed in any setting, including the workplace, home, social events, or public areas. This includes avoiding conversations that could potentially harm Intramar Shipping S.A.S, its managers, administrators, collaborators, or associates.
- **Security of Access Credentials:** All passwords and access codes entrusted to employees for their professional duties must be kept confidential and secure.
- **Respect for Privacy:** Employees must abstain from

accessing or reading confidential correspondence or communications not directed to them.

- **Reporting Obligations:** Any criminal acts must be reported to the judicial authorities. Employees must provide information as required by competent entities. However, individuals directly involved should not be informed about ongoing investigations. Intramar Shipping S.A.S and its employees are also prohibited from disclosing information to individuals involved in suspicious operations or the fact that such information has been reported to the Financial Information and Analysis Unit (UIAF).

2.4 Prudence in risk control

At Intramar Shipping S.A.S, fostering a culture of risk awareness and management is essential. Our collaborators are expected to actively contribute to this culture by:

- **Active Risk Identification:** Remain vigilant in everyday activities to identify potential risks. This includes assessing the possible hazards and negative outcomes associated with various events or actions.
- **Behavioral Adaptation:** Once risks are identified, collaborators must adjust their behavior accordingly to prevent, mitigate, and manage potential damages, harms, and losses. This proactive approach



is crucial in maintaining the integrity and safety of our operations.

- **Formal and Effective Communication:** Reporting and communicating information related to risk sources must be done formally and effectively. This ensures that risk-related information is accurately conveyed and addressed in a timely manner.
- **Prudent Attitude:** All members of the organization are required to demonstrate prudence and caution regarding risk management and compliance with rules and regulations. This prudent approach is vital for ensuring the safe operation of the organization and safeguarding the continuity of its activities.

2.5 Responsible management of the company's image and reputation

At Intramar Shipping S.A.S, maintaining a positive and reputable company image is a collective responsibility. Our collaborators play a critical role in this endeavor and are expected to:

- **Awareness of Impact:** Be constantly aware of how their actions and behaviors could potentially impact the organization's reputation. This includes understanding the implications of both professional and personal conduct in relation to the company's



public image.

- **Proactive Practices:** Engage in practices that involve the identification, prevention, mitigation, and control of reputational risks. This means being vigilant about potential risks and taking steps to avoid or address them effectively.
- **Rapid Response:** In the event of a reputational risk becoming apparent, swiftly implement measures to mitigate any negative impact. This may involve coordinating with relevant departments, such as public relations or legal, to manage the situation appropriately.

2.6 Permanent collaboration with authorities

Intramar Shipping S.A.S is committed to upholding a steadfast and proactive relationship with administrative and judicial authorities, in accordance with Colombian and international law. This commitment is critical to ensuring our operations align with legal and regulatory standards. Our responsibilities include:

- **Timely and Efficient Cooperation:** We ensure prompt, sufficient, and efficient collaboration with the relevant authorities. This approach facilitates compliance with legal directives and contributes to the smooth functioning of regulatory processes.
- **Regular Information Sharing:** A key aspect of our cooperation involves the periodic or sporadic



submission of information to competent regulatory entities. This includes maintaining accurate records and ensuring timely reporting as required by law.

- **Adherence to Legal Obligations:** Our collaboration extends to all functions assigned to us under Colombian and international law. We recognize the importance of these obligations in maintaining legal compliance and supporting the rule of law.
- **Training and Awareness:** To facilitate this ongoing collaboration, we provide regular training to our employees, ensuring they are aware of and understand our legal obligations and the importance of cooperation with authorities.

2.7 Anti-money laundering and counter terrorism financing practice

Intramar Shipping S.A.S is deeply committed to the prevention and control of money laundering and terrorism financing. To uphold these standards, we require our pertinent staff members to be well-informed and diligent in implementing key processes. These include:

- **Client and Third-Party Due Diligence:** Conducting thorough due diligence on clients and third parties to understand their financial dealings and mitigate any risks associated with money laundering or terrorism financing.



- **Market Due Diligence:** Engaging in comprehensive market analysis to identify and assess risks in the broader market context.
- **Suspicious Transactions Reporting:** Maintaining vigilance in identifying and reporting any transactions that appear suspicious. This is a critical step in disrupting potential money laundering or terrorism financing activities.
- **Document Preservation:** Ensuring the accurate and secure preservation of all relevant documents as per legal and regulatory requirements. This facilitates accountability and transparency in financial transactions.
- **Timely Reporting and Compliance:** Committing to timely reporting of any incidents related to money laundering or terrorism financing to relevant authorities, such as the Financial Information and Analysis Unit (UIAF). We rigorously adhere to the guidelines and directives issued by these authorities.

2.8 Care for life, health, and integrity

At Intramar Shipping S.A.S, the safety, health, and well-being of our employees, clients, and partners are of paramount importance. We are committed to fostering a work environment that prioritizes these values in every



aspect of our operations. To this end:

- **Compliance with Established Practices:** All employees are required to strictly adhere to the health and safety practices and procedures established by Intramar. This includes following guidelines designed to protect their physical well-being and integrity in the workplace.
- **Proactive Risk Management:** We proactively identify and mitigate any potential hazards that could impact the health and safety of individuals in our work environment. This involves regular risk assessments and updates to our health and safety protocols.
- **Training and Awareness:** Regular training sessions are conducted to ensure that all employees are aware of the best practices for health and safety. This training is integral to maintaining a safe work environment and is updated regularly to reflect any new standards or procedures.
- **Continuous Improvement:** We are dedicated to the continuous improvement of our health and safety practices. We encourage feedback from our employees on how these practices can be enhanced and remain open to implementing innovative measures to further improve workplace safety.



2.9 Caring for the organization's assets

At Intramar Shipping S.A.S, we recognize the importance of responsibly managing and safeguarding the assets entrusted to our care. Whether these assets are owned by Intramar or are under our stewardship, the following principles apply:

- **Designated Use:** All assets should be used solely for the purposes for which they have been assigned. This ensures that resources are utilized efficiently and effectively, in line with organizational objectives.
- **Maintenance and Care:** It is the responsibility of every employee to take care of these assets. Proper maintenance should be conducted regularly to prevent deterioration and prolong their useful life.
- **Preventing Loss or Misuse:** Vigilant measures must be implemented to avoid loss, theft, or improper use of the organization's assets. This includes adhering to security protocols and reporting any suspicious activities or concerns regarding asset misuse.
- **Responsibility and Accountability:** Employees are expected to exercise good judgment and responsibility in the handling and use of company assets. Mismanagement or misuse of these assets is subject to disciplinary action in accordance with company policies.



2.10 Corruption and Bribery Prevention.

Intramar Shipping S.A.S is committed to conducting business with the highest legal, moral, and ethical standards. We have a zero-tolerance policy towards bribery and corruption, whether in offering or receiving bribes.

This policy applies to all collaborators and partners of our organization and is guided by several laws and international statutes.

Guidelines for Prevention and Control:

- **Prohibition of Bribery:** No involvement in any form of bribery, either directly or through third parties, is permitted.
- **Improper Payments:** Do not offer, make, or authorize any improper payments (cash or otherwise) to anyone, including any local or foreign officials.
- **Inducement of Illegal Actions:** Refrain from attempting to induce individuals or officials to act illegally or improperly.
- **Gifts and Hospitality:** Do not offer or accept gifts, bribes, or commissions linked to acquiring business or awarding a contract. This includes avoiding gifts or hospitalities to public employees or officials where there could be an expectation of a return favor.
- **Facilitation Payments:** Avoid making payments to obtain services or levels of service that are not rightfully entitled.



- **Reporting Obligations:** Report any suspicions or knowledge of improper payments or inducements to competent authorities without delay.
- **Compliance with Laws and Regulations:** Assist in preventing violations of applicable laws and regulations.
- **Competitive Conduct:** Avoid participating in economic cartel behaviors or anticompetitive business conduct. Report any such behavior per internal procedures to the legal department and relevant Anti-Trust authorities.
- **Communication and Documentation:** Ensure all correspondence and public statements are clear and cannot be misinterpreted in the context of Anti-Trust investigations.
- **Independent Judgment:** Maintain independent judgment in pricing and sale decisions.
- **Limit Information Sharing:** During business negotiations, limit information shared with competitors or third parties to what is strictly necessary.

3. SERVICE COMPLIANCE

Intramar Shipping S.A.S specializes in international moves, a process requiring specific skills and coordination across various agents and entities. Our expertise encompasses handling the complexities of international relocation, involving agents abroad, shipping companies, customs

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agents, and government entities. Familiarity with Colombian regulations and global standards enables us to effectively manage all necessary procedures.

Combining Colombian efficiency with Swiss precision, we offer comprehensive logistics solutions in commercial cargo, international removals, and complementary services. To uphold our high standards, we mandate that all service providers acting on our behalf adhere to both local and international laws applicable to their operations and ours. This includes:

- **Certification and Licensing:** Maintaining relevant business certifications and licenses.
- **Insurance Requirements:** Holding valid business insurances, including Buildings, Public Liability, Employers Liability, and Fleet Insurance, with adequate coverage.
- **Health and Safety Compliance:** Adhering to local Health and Safety regulations and ensuring regular staff training.
- **Regulatory Adherence:** Ensuring fleet, crew, and staff compliance with local and international regulatory requirements.
- **Industry Standards:** Upholding industry standards in all operations.
- **Proactive Support:** Offering proactive and unconditional support to clients.
- **Customized Solutions:** Providing individual



solutions with a multicultural understanding.

- **Integrity in Client Relations:** Maintaining honest relations with clients.
- **Respect for People and Environment:** Demonstrating respect for human beings and the environment.
- **Human Resource Development:** Committing to the ongoing development of human resources.

3.1 Origin service

As agents for Intramar Shipping S.A.S, the following procedures are to be adhered to:

- ✓ **Survey Scheduling and Communication:**
 - Contact the client within one business day upon receiving a survey request.
 - Schedule the visit and inform both the client and Intramar Shipping S.A.S of the date via email.
- ✓ **Survey Details and Offer Submission:**
 - Send the survey details and service offer via email within one business day of the survey.
 - The offer should include the origin service rate and any additional charges (handling of fragile items, heavy items, special item dismounting, shuttle service).
 - Provide details such as volume, container size, transit

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time, list of special items, crates quantity, packing dates, and any other relevant information.

✓ **Accuracy and Information Disclosure:**

- Ensure a 10% degree of accuracy in all pre-move surveys.
- Do not discuss transit time or sailing information with the client unless authorized by Intramar Shipping S.A.S.

✓ **Booking Confirmation and Scheduling:**

- Intramar Shipping S.A.S will confirm the booking via email.
- Confirm the move schedule, including packing and loading crew arrival times and expected completion of packing and loading.

✓ **Crew Introduction and Procedure:**

- The crew leader must introduce themselves and the crew upon arrival and adhere to the scheduled time.
- Ensure the shipment contains only non-commercial household items, including furniture and electrical appliances. Record details like model, brand, and serial number for electrical items.
- The crew must verify that there are no restricted or prohibited items in the shipment, according to

Colombian law and customs regulations.

Communication with Transferee:

- Advise the transferee and Intramar Shipping S.A.S of the crew's estimated arrival time, ID, and names.
- Inform how long the packing and loading activities will take.

Packing and Material Standards:

- Use clean packing materials that adequately protect items from damage.
- Inspect each item before packing to verify its condition.

Changes in Volume and Costs:

- Any changes in volume or costs must be communicated in a timely fashion and approved by Intramar Shipping S.A.S before proceeding.
- Any extra costs that are not previously approved by Intramar Shipping S.A.S. will be paid.

Packing List Requirements:

- The packing list should be in a digital format, dated, and signed by the customer or their representative and the crew leader.
- Ensure the transferee's signature and date on all

packing list pages.

Vehicle Handling:

- Store only original factory equipment inside vehicles.
- Complete a vehicle condition report at origin, signed by the transferee and foreman.
- Ensure vehicles are securely blocked and braced in the container.

Container and Vehicle Inspection:

- Confirm that all containers and vehicles are suitable for loading and free from damage or security breaches before loading.

Final Confirmation before Dispatch:

- Confirm the final volume, weight, pieces, container and seal numbers, BL or Airwaybill, tracking number, crate dimensions Estimated Time of departure (ETD) and Estimated Time of Arrival (ETA) to Intramar Shipping S.A.S.
- Do not dispatch the shipment until receiving clearance (Green Light) from Intramar Shipping S.A.S.

3.2 Destination service

Intramar Shipping S.A.S closely manages the destination phase of international moves through our partner agents. The following procedures must be adhered to:



Booking Confirmation and Service Availability:

- Intramar Shipping S.A.S will confirm the booking and approval offer via email.
- Our partner agent must confirm their availability to provide the service.

Customs Clearance Communication:

- Inform Intramar Shipping S.A.S of the expected customs clearance date. Any delays must be promptly communicated along with a revised expected date.
- Share with Intramar Shipping S.A.S the consignment instructions once received the approval of the commercial offer.

Document Assistance:

- Our partner agent is responsible for assisting Intramar Shipping S.A.S and the transferee with all necessary documentation.

Unloading, Delivery and Unpacking Scheduling:

- Notify Intramar Shipping S.A.S and the transferee of the scheduled unloading and delivery dates at the transferee's residence.

- Unpacking cannot be performed if the transferee or transferee's representative is not present during the activity.
- Notify Intramar Shipping S.A.S of any boxes that were not unpacked by the agent's crew.

Crew Competence and Introduction:

- Ensure the delivery crew meets international moving standards. (Annexure A).
- The crew leader must introduce themselves and the crew upon arrival, adhering to the scheduled time.

Estimated Arrival Time Notification:

- Advise both the transferee and Intramar Shipping S.A.S of the crew's estimated arrival time, including ID and full names.
- Inform how long the unloading and unpacking activities will take.

Unpacking Process and Damage Reporting:

- During unpacking, verify each item against the packing list and promptly report any damages, missing items, or other issues within 24 hours of delivery.

Vehicle Condition Report:

- If a vehicle is included in the shipment, report its condition through a delivery report and photographs.

Storage Compliance:

- If storage is required, ensure that the warehouse meets necessary climate and security standards.

Accessorial Services:

- If additional services are needed for a safe and efficient process, inform Intramar Shipping S.A.S to request authorization from the transferee or account. Approval for special services must be obtained before proceeding.
- Any extra costs that are not previously approved by Intramar Shipping S.A.S. will be paid.

Post-Delivery Clean-Up:

- After delivery, the crew must remove all leftover materials and debris once unpacking is completed.

3.3 Storage services

When storage services are required or needed, the following guidelines must be followed to ensure the safety and integrity of the goods:

Warehouse Standards Compliance:

- It is imperative to ensure that the storage facility meets appropriate climate control and security standards. This is crucial for the preservation and protection of stored goods.

Condition Documentation:

- Carefully document the condition of the goods both upon their entrance into and exit from the storage facility. This record is essential for monitoring the integrity of the goods and identifying any potential issues.

Notification of Changes:

- In the event of any changes in volume, weight, conditions, or rates, these must be immediately communicated to Intramar Shipping S.A.S. via email. This ensures we can provide timely approval or further instructions as necessary.

3.4 Insurance

Intramar Shipping S.A.S places high importance on the effective management of insurance claims for our transferees. To ensure smooth handling of any potential claims, the following guidelines must be adhered to:



Timely Notification of Damage or Loss:

- While transferees have a specific timeframe offered by the insurance company from the delivery date to initiate a claim, it is imperative to notify Intramar Shipping S.A.S immediately if any damage or loss is observed during or after delivery.

Documentation on Delivery Inventory List:

- In cases where some goods remain unpacked at the time of delivery, a specific remark indicating this should be added to the delivery inventory list. This is important for accurate record-keeping and potential future claims.
- Items that are damaged must be photographed and the evidence should be sent to Intramar Shipping S.A.S. within the next 24 hours.

Assistance in Claim Settlement:

- Intramar Shipping S.A.S may request the assistance of the partner agent in settling claims. This can include providing additional information, facilitating inspections, or other relevant support to expedite the claims process.

3.5 Billing

Intramar Shipping S.A.S streamlines its billing processes through electronic means for efficiency and promptness. Adhering to the following billing procedures is crucial:

Electronic Invoice Submission:

- Preferred submission of invoices is electronically.
- Please email invoices to compras.intramar@sightlog.com
- Invoices should be addressed to INTRAMAR SHIPPING S.A.S, Diagonal 47 # 77b -09 Int. 5.

Timely Submission of Supporting Documents:

- Ensure all necessary supporting documents accompany the invoice.
- Delay in submitting required documentation may lead to a delay in payment.

Payment Terms:

- Intramar Shipping S.A.S adheres to the agreed terms of payment for all invoices.

Invoice Timing and Details:

- Issue invoices within thirty (30) calendar days following the completion of services.
- Each invoice must include:
 - The correct and complete name of our company.
 - A detailed cost breakdown of all applicable charges.
 - A reference number for tracking and record-keeping.

- The transferee's name.
- The service provider's name, corporate address, and email.
- Supporting documents form third party services.

4. CUSTOMER EXPERIENCE AND SATISFACTION

At Intramar Shipping S.A.S, customer satisfaction is paramount, and we actively seek feedback to continuously enhance our services. Our commitment to exceptional service is reinforced by our dedicated Customer Experience Team, which plays a crucial role in this process.

Customer Experience Team:

- ✓ This specialized unit assigns a team responsible for maintaining effective communication with clients throughout the service process.
- ✓ The team's primary objective is to ensure customer satisfaction by addressing concerns, gathering feedback, and facilitating a smooth experience.

Importance of Feedback:

- ✓ Customer feedback is a vital tool for measuring satisfaction and the success of our service quality.
- ✓ Regularly gathering and analyzing feedback helps us understand customer expectations, identify areas for improvement, and learn from any mistakes.

Utilizing Feedback for Improvement:

- ✓ We value both positive and negative feedback, as each provides insights that guide our continuous improvement efforts.
- ✓ Sharing this feedback across all teams involved in the process is essential for collective growth and addressing any issues efficiently.

Feedback Mechanisms:

- ✓ Our Customer Experience Team utilizes various methods to collect feedback, including packing and delivery reports, which provide insights into the performance of our staff and crew.
- ✓ The final customer satisfaction survey further helps us evaluate aspects of our partners' involvement in
- ✓ moves and maintain up-to-date performance scores.



5. COMMITMENT TO EXCELLENCE

By signing this document, you acknowledge your understanding and agreement to uphold the principles of customer satisfaction as outlined here, contributing to our culture of excellence in customer service.

Name: _____

Position: _____

Company Name: _____

Stamp & Signature: _____

Date Signed: _____

Nicolás Gärtner Cala
CC. 1.019.039.878
Sightlog Group CEO

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Control de cambios.

| Versión revisada | Descripción de la modificación o anulación <i>(incluya la fuente que origina el cambio)</i> | Versión vigente | Fecha de aprobación. | Fecha de vigencia. |
|------------------|--|-----------------|----------------------|--------------------|
| - | Se codifica documento incluyéndolo dentro de documentos especiales del grupo Sightlog. | 1 | 30/01/2024 | 30/01/2026 |

Control de revisión y aprobación.

| Revisó / Aprobó | Cargo | Firma | # de páginas revisadas / aprobadas | Fecha de firma |
|-----------------|--------------------------------------|---------------------------------------|------------------------------------|----------------|
| Elaboró | Subgerente de mudanzas y reubicacion | ORIGINAL FIRMADO Katherin Crispoca | 43 de 43 | 30/01/2024 |
| Revisó | CEO | ORIGINAL FIRMADO Nicolás Gärtner | 43 de 43 | 30/01/2024 |
| Aprobó | CEO | ORIGINAL FIRMADO Nicolás Gärtner | 43 de 43 | 30/01/2024 |

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ANEXO





FAIM 2022 STANDARD

Approved at the Cannes G.A., April 2022

FIDI ACCREDITED INTERNATIONAL MOVER



June 2022

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INTRODUCTION

FIDI Global Alliance developed a worldwide Quality Standard dedicated exclusively to the international moving industry known as “FIDI Accredited International Mover” (FIDI-FAIM).

FIDI-FAIM is an accreditation programme, providing international movers the possibility to have a periodic independent assessment of their cross-border and international moving activities. The main objective of FAIM is to provide a worldwide common Standard for managing and performing the international moving services in a uniformed, quality-minded and effective way.

FAIM (FIDI Accredited International Mover) is the most stringent, all-encompassing quality programme, recognized already for two decades as a supreme seal of quality by customers of the international moving industry.

FAIM 2022 Quality Standard:

As a result of the mandatory shift to remote auditing during 2021, the FCC and our independent auditor EY measured and assessed the "digital readiness" of FIDI Affiliates. In other words, categorizing the percentage of Affiliates being able to remotely demonstrate compliance with the FAIM Quality Standard without compromising the requested quality in direct comparison with a regular on-site audit.

A full review of the remote compliance procedure was conducted during October-November 2021. Main challenges were specifically noted in the assessment of move files (digital v. hard copy), warehouse (digital access) and generally in the assessment of FAIM performance requirements that couldn't be demonstrated in a digital way.

The FAIM Quality Standard is branded as the leading Quality Standard in the industry, offering to everybody interacting with a FAIM Certified mover, the reassurance that one might expect from a leading quality seal. This however, also comes with consequences and great responsibility. FIDI needs to safeguard this level of quality delivered by its members as well as determine the strategic direction for its future Quality programs.

It is imperative to realize that approx. 40% - 45% of the current remote assessed Affiliates can't be classified as a so called "paperless office"; they are at best a hybrid office and/or not really equipped to undergo a credible remote audit safeguarding the requested high level of quality.

Above observations create however also an opportunity, and FAIM 2022 shall therefore contain a specific pre-requisite related to the digital readiness of an Affiliate. The objective of this pre-requisite is to assure that future FAIM models can indeed be subject to a remote audit for all members without compromising in any way the credibility of the FAIM Quality Standard towards the end-customer.

The idea is to deploy the FAIM 2022 Quality Standard as the ultimate vehicle **to lift the whole FIDI membership to digital proficiency.**

It is important to note that the objective is not only related for audit purposes, but merely to strategically place FIDI Affiliates in pole position to demonstrate being the obvious efficient "full digital" quality partner towards corporates, supply chain & end-customers i.e. to lift the whole FIDI membership seamlessly to digital compliance.

Implementing this new pre-requisite will also result in a future positive impact on the main new pillars of FAIM 2022 as described further below.

The current 3-year third-party audit cycle is directly related to the FAIM certificate expiry date. Also, any implementation of an updated version, will remain as it is with the understanding that future FAIM upgrades after FAIM 2022 will be subject to periodic remote assessment only.

The plan therefore is to physically audit the FAIM 2022 Quality Standard completely on-site. During this on-site visit, Affiliates need to demonstrate towards the independent auditor there is a feasible plan in place that assures the Affiliate will be not only "digital ready" to undergo future FAIM Quality Standards remotely, but furthermore to comply with FIDI's strategic direction as set out during the strategic board meeting in Cannes, September 2021.

"We do not compromise on quality".

Besides the above indicated main quality objective of demonstrating digital proficiency, as well as the regular maintenance applied to the mandatory foundation and international moving service criteria, following three main pillars define the new FAIM 2022 Quality Standard:

- **Cyber Security** has been identified as the greatest threat facing the world economy over the next 10 years. Among all the myriad worries faced by global leaders, they placed Cyber Security threats above all other major concerns. It is therefore no surprise that Cyber Security Management made its way into the FAIM 2022 Standard.
- **Risk Management** is often perceived as the mother of all quality concepts, and Covid-19 really emphasized on its importance. FAIM Applicants must demonstrate awareness and detail their risk management procedures and actions, which ensures safety, security and least disruption to services and operations. Hence, Risk Management is considered a key pillar of the FAIM 2022 Standard.
- **Corporate Sustainability** can be described as a business strategy for long-term growth that works in harmony with people and the planet. FAIM Applicants that embrace this new era of Corporate Sustainability requirements are securing themselves a place in the future economy and don't face the risk getting left behind. More and more attention and emphasis is given to Corporate Sustainability in the relocation industry, hence its incorporation into the FAIM 2022 Standard.



PRE-REQUISITE TO FAIM.

The following are mandatory requirements on initial application and subsequent re-applications for FIDI-FAIM certification.

An Applicant must:

1. Have operated inter-continental moving services and have been doing so continuously for at least the previous 2 / 3 * years.

*2 years for first time Applicants / 3 years for Affiliates.

(Inter-continental removals means border crossing removals by air freight or sea freight from one customs area to another)

2. Have performed a minimum of 10 inter-continental moves per year*

* It will be mandatory for an Affiliate to present the FCC yearly proof of compliance of performing at least 10 inter-continental moves per year herewith demonstrating continuously operating in Inter-continental moving services; Compliance has to be proven at all times.

3. Have appropriate and adequate insurance cover* in place as evidenced by the Insurance Declaration signed by the Applicant's insurance company or insurance broker declaring that these FIDI-FAIM insurance requirements have been met.

- a. Insurance cover for customers who have specific requested it for their goods being shipped or stored.
- b. Contractual liability insurance to protect your company against any claim for negligence in respect of goods handled by the Applicant.
- c. Cover in respect of public / civil liability to meet any claim (e.g. damage to and / or loss of property, death or injury to a third party etc.) to provide protection where you are proven negligent by any party for any and all risks.

* It will be mandatory for an Affiliate to present the FCC with yearly (or at renewal date) proof of compliance by presenting the updated appropriate insurance cover; Compliance has to be proven at all times.

4. Have signed the FIDI Anti-Bribery and Anti-Corruption Charter (FIDI ABC Charter).

5. Have signed the FIDI Anti-Trust Charter (FIDI ATC).

6. Conduct Internal FAIM Audits* in their company to assess and determine if the company is consistently working aligned with up to date FAIM requirements.

*Evidence of performed Internal FAIM Audits incl. corrective actions (if applicable) have to be forwarded to the FCC on a yearly basis.

7. Be subject to the EY Credit Risk Barometer (EY CRB) assessment and therefore provide a yearly copy of its last financial statements* (balance sheet / income statement & cash flow statement) within 6 months** of the past closed financial year, which have been verified and signed by an officially recognized independent accountancy firm / a recognized firm of professional public accountants.

*2 years for first time Applicants.

** If this deadline is not met and/or not feasible, a valid reason or justification for its absence will be required.

8. Must be able to demonstrate "digital readiness" (i.e. paperless office & remote digital warehouse access for audit purposes) or at least submit a detailed plan outlining how to achieve digital readiness in their company before their next third-party compliance procedure.

Notes:

- For Applicants holding a valid ISO 9001:2015 Certificate*; please refer to Appendix A to identify possible exclusions for the FAIM audit.

*It will be mandatory for an Affiliate to present the FCC with yearly (or at renewal data) proof of compliance by presenting an updated ISO 9001:2015 (QMS) certificate; Compliance has to be proven at all times.

- For Applicants having Affiliated Branches participating in the current Branch Affiliation Scheme please refer to Appendix B to identify the minimum requirements.
- For Applicants participating in the FAIM-DSP module please refer to Annex D to identify the minimum requirements.

1 THE FAIM STANDARD

1.1 FOUNDATION CRITERIA

1.1.1 FD1 - FACILITIES, EQUIPMENT AND TECHNOLOGY

INTRODUCTION

Vehicle, office and warehouse facilities, which are clean, orderly, and well maintained, including equipment, materials and technology, are pre-requisites for an efficient and reliable service to your customers.

Minimum requirements for a professional international moving company are listed below. All elements are mandatory.

REQUIREMENT

FD 1.1 Asset Register

Minimum Requirements of the Standard:

- An Asset Register should list and describe all equipment used by the company for inter-continental moving, whether owned, leased, contracted by, or licensed to the Applicant.

Evidence Requirements:

- To be viewed by the Auditor during the on-site audit.

FD 1.2 Accountability for warehouse, office and vehicles

Minimum Requirements of the Standard:

- Title and / or lease and / or contract for the warehouse, office and vehicles.

Evidence Requirements:

- To be viewed by the Auditor during the on-site audit.

FD 1.3 Office and Technology

Minimum Requirements of the Standard:

- There must be a dedicated office.
- Appropriately equipped with communications equipment including telephone, computer system with internet connection and e-mail.

- Safe environment with accessible first aid kits, clearly displayed fire drill procedure, fire exit floor plan and adequately identified emergency exits with clear through access.

Evidence Requirements:

- To be viewed by Auditor during onsite audit.

FD 1.4 Warehouse (if owned, leased or subcontracted)

Minimum Requirements of the Standard:

- There must be a dedicated area of a warehouse (*) designated for storage and / or handling household goods.
- Which provides protection against natural elements.
- With secure entrances / exits.
- Properly maintained, evidenced by a maintenance plan and / or timetable.
- Safe environment with accessible first aid kits, clearly displayed fire drill procedure, fire exit floor plan and adequately identified accessible emergency exits.
- Facilities for oversized items (i.e. items that cannot be accommodated in the storage containers).
- Supervised by an identified onsite employee who is accountable and responsible for the facilities.

(*) Warehouse means the physical location(s) where the Applicant receives and (when necessary) stores incoming and outgoing shipments, and where the Applicant dispatches its operational personal and vehicles. Warehouse has to be used for intercontinental moving activities

Evidence Requirements:

- Warehouse will be viewed by the Auditor during onsite audit.
- Staff Register or other appropriate document to be checked for individual identified as being responsible for the Warehouse.
- Maintenance plan and / or timetable.

FD 1.5 Warehouse equipment:

Minimum Requirements of the Standard:

- Availability of, or access to (access means the Applicant must have ready access to these elements evidenced by a contract and / or written agreement with a third party) storage containers for warehousing customers' goods or where storage containers are not used, customers' goods must be safely stacked, secured and identified.
- Availability of or access to, tools for assembling and dismantling.

- Availability of or access to, facilities for loading vehicles into and unloading vehicles from containers.
- Availability of or access to, weight scale & annual calibration record.
- Availability of or access to, forklift and / or crane appropriate to do the job, which has an annual service record.

Evidence Requirements:

- Warehouse equipment will be viewed by Auditor during onsite audit.
- Review of annual calibration record for the weight scale(s).
- Review of service record for forklift and or crane(s).

FD 1.6 Fire prevention

Minimum Requirements of the Standard:

- No Smoking signs mandatory for warehouse.
- Fire or smoke detection system, which is properly maintained and has an annual maintenance record.
- Hoses and / or extinguishers and / or sprinklers in office and warehouse, which is properly maintained and has an annual maintenance record.

Evidence Requirements:

- Warehouse non-smoking signs will be viewed by Auditor during onsite audit.
- Review of maintenance record of detection system; hoses and / or extinguishers and / or sprinklers in office and warehouse.

FD 1.7 Vehicles (if owned, leased or subcontracted)

Minimum Requirements of the Standard:

- Vehicles must be suitable to carry customer's household goods.
- Be clean, with adequate theft prevention (capable of being locked and sealed) and protection against the elements (enclosed).
- Be appropriately licensed, maintained and inspected according to local regulations.
- If required by local regulations, equipped with a properly maintained first aid kit and fire extinguisher.

Evidence Requirements:

- Vehicles onsite will be checked by Auditor during onsite audit and corresponding licenses and maintenance records will be reviewed.

FD 1.8 Packing materials

Minimum Requirements of the Standard:

- Provision or access to suitable packing materials.

Evidence Requirements:

- Any packing materials held in the warehouse will be viewed by Auditor during onsite audit.

1.1.2 FD2 - QUALIFIED STAFF

INTRODUCTION

A trained, stable and motivated workforce is critical to a quality organisation providing high-quality personal service. In order to deliver consistent quality, an Applicant will demonstrate that their staff is trained and experienced.

REQUIREMENT

FD 2.1 Staff Records

Minimum Requirements of the Standard:

- Present your staff register for the past three years of all staff involved in inter-continental moving activities. This should include staff member name; job title or position; department; date employment commenced; and if applicable, date employment terminated.

Evidence Requirements:

- Auditor will view staff records / register during on site audit.

FD 2.2 Staff Job Descriptions

Minimum Requirements of the Standard:

- For every job / position there has to be a job description.

Evidence Requirements:

- The Auditor will randomly check whether members of staff have current job descriptions.

FD 2.3 Staff Experience

Minimum Requirements of the Standard:

- At least 10% of staff listed in the staff register must have at least 3 years' experience in the moving industry.

Evidence Requirements:

- The Applicant should print a copy of their staff register prior to the audit and identify staff members with more than 3 years' experience, to be reviewed by the Auditor.

FD 2.4 Training Register

Minimum Requirements of the Standard:

- Training register for staff will include staff member name; job title or position; date of training; topics covered, course title / seminar title; number of hours for each training session; origin of training (e.g. organisation that conducted the training).

Evidence Requirements:

- Training register.
- A documented procedure how induction training is provided to new staff.

FD 2.5 Specific Training Requirements: Packers Training*

*Exempted for Companies that completed the FIDI Academy Packers Training Module (with min. attendance 50% packers' staff).

Minimum Requirements of the Standard:

- A documented Packers Training Operational Procedure.

The Operational Procedure must address the following minimum elements:

Risks:

- Identify the risks while packing, loading, transportation, unloading & unpacking.
- Mitigate the risks while packing, loading, transportation, unloading & unpacking (preventive actions).
- Review procedure (corrective actions).

Customer Orientation and Awareness:

- Customer approach during the packing process.
- Handling Cultural differences.
- Escalation procedure facing difficult customers and / or unexpected challenges.

Evidence Requirements:

- Auditor will review during the on-site audit
 - Packers Training Operational Procedure and the communication to staff.
 - Review procedure (at least once a year).
 - Packers Training Log.

1.1.3 FD3 - CERTIFICATES, PERMITS AND LICENCES

INTRODUCTION

The FIDI-FAIM certified Applicant commits to securing and maintaining all appropriate certificates and licences. It is recognized that legal requirements differ from country to country and according to business size / type. Therefore, the Applicant is required to produce all relevant certificates, permits and licences for their particular location as well as for their particular size and type of operation and services carried out.

REQUIREMENT

FD 3.1 Certificates, permits and licences

Minimum Requirements of the Standard:

- The Applicant must maintain all required certificates, permits and licenses applicable to the nature of business and local regulations.

Evidence Requirements:

- The Auditor will randomly check certificates, permits or licenses to verify accuracy of information.

FD 3.2 System to Monitor Validity of Certificates, permits and licences

Minimum Requirements of the Standard:

- The Applicant must provide evidence that a system exists to monitor the validity of such certificates, permits and licences at all times.

Evidence Requirements:

- The Auditor will review the system to monitor / check validity.

1.1.4 FD4 – QUALITY MANAGEMENT

INTRODUCTION

FIDI Applicants must be organized to deliver quality services. The Applicant will define its commitments both within the Applicant's organisation and also to customers and other Applicants by maintaining a quality manual (or any other documented information) outlining the company's mission statement, organisation, and quality objectives together with its procedural processes.

REQUIREMENT

FD 4.1 Quality Manual (or any other documented information)*

Minimum Requirements of the Standard:

The Applicant must maintain a Quality Manual, which must contain the following minimum elements:

- Mission Statement.
- Quality Objectives.
- Organisational Chart.
- MS 1 Service Processes Procedure(s).
- MS 2 Responsiveness Procedure(s).
- MS 3 Supply Chain Procedure(s).
- MS 4 Quotation and Contract Procedure(s).
- MS 5 Transit Insurance Procedure(s).
- MS 6 Claims Procedure(s).
- MS 7 Customer Feedback Procedure(s).
- Review procedure for the Quality Manual, the Quality manual must be reviewed at least once a year, updated if necessary and communicated to all employees.

Evidence Requirements:

- The Auditor will review the Quality Manual, for inclusion of all relevant criteria mentioned above.
- Inclusion of a quality review meeting, which should review all elements as described above and evaluate if these are still accurate. In case the elements should be updated, the manual shall be updated with the new and improved contents, implemented and communicated to all staff.



(*) Note:

Although the Quality Manual (FD 4.1) and its defined minimum requirements is exempted for Applicants holding a valid ISO 9001:2015 (Quality Management System) certificate, it is imperative to understand that in case compliance to other FAIM requirements can only be demonstrated with the Applicant's Quality Manual the applicable sections must be identified and presented to the FCC / FAIM Auditor for assessment.

1.1.5 FD5 – CORPORATE RESPONSIBILITY

INTRODUCTION

Protecting employees and the public, customer’s goods and data, as well as the assets of the business against risks and hazards is essential. FIDI Applicants must demonstrate awareness and detail their security procedures including preventive actions, which ensure safety, security and minimal disruption to operations and services.

REQUIREMENT

FD 5.1. DATA (Privacy) Protection Management

Generally Accepted Privacy Principles

The Privacy Principles are essential to the proper protection and management of personal information. They are based on internationally known fair information practices included in many privacy laws and regulations of various jurisdictions around the world and recognized good privacy practices.

The Applicant must have a documented process in place ensuring that personal information is collected, used, retained, disclosed, and disposed of in conformity with the commitments described in the Applicant's privacy notice.

Minimum Requirements of the Standard:

The following 10 generally accepted Privacy Principles have to be addressed:

1. Management:

The Applicant defines, documents, communicates, and assigns accountability for its privacy policies and procedures.

The Applicant creates an overview of all data processing activities. The Applicant documents which personal data is managed, where it comes from and with whom it has been shared.

2. Notice:

The Applicant provides notice about its privacy policies and procedures and identifies the purposes for which personal information is collected, used, retained, and disclosed.

3. Choice and consent:

The Applicant describes the choices available to the individual and obtains implicit or explicit consent with respect to the collection, use, and disclosure of personal information.

Consent must be verifiable i.e. the Applicant must have a record indicating how and when consent was given.

4. Collection:

The Applicant collects personal information only for the purposes identified in the notice.

5. Use, retention, and disposal:

The Applicant limits the use of personal information to the purposes identified in the notice and for which the individual has provided implicit or explicit consent. The Applicant retains personal information for only as long as necessary to fulfil the stated purposes or as required by law or regulations and thereafter appropriately disposes of such information.

6. Access:

The Applicant provides individuals with access to their personal information for review and update.

7. Disclosure to third parties:

The Applicant discloses personal information to third parties only for the purposes identified in the notice and with the implicit or explicit consent of the individual.

8. Security for privacy:

The Applicant protects personal information against unauthorized access (both physical and logical).

The Applicant must have a documented procedure on how to handle a potential data breach i.e. a breach of security leading to the destruction, loss, alteration or unauthorised disclosure of or access to personal data.

9. Quality:

The Applicant maintains accurate, complete, and relevant personal information for the purposes identified in the notice.

10. Monitoring and enforcement:

The Applicant monitors compliance with its privacy policies and procedures and has procedures to address privacy related complaints and disputes.

Evidence Requirements:

- The Auditor will review policies, procedures, controls, and the documents that are an integral part of it.
- The Auditor will review the communication to staff, to individuals (private customers or corporate accounts) and to Applicant's Supply Chain.
- The Auditor will review the monitor and review procedure to verify how compliance is safeguarded.
- The Auditor will review the process to control Data (privacy) Protection in their Supply Chain (as mentioned under **MS 3.2 Supply Chain; Quality Management**).

FD 5.2. Access control

Minimum Requirements of the Standard:

- The Applicant must demonstrate how they control physical access to warehouse and office facilities and to transportation during transit up to the point within the Applicant's control.
- The Applicant must demonstrate how they identify the persons coming into contact with customers' goods whilst in their care and control including during moving, storage and handling processes.

Evidence Requirements:

- The Auditor will review how the Applicant controls access and identifies the people involved during moving, storage and handling processes.

FD 5.3 Inventory control

Minimum Requirements of the Standard:

- The Applicant must demonstrate their processes to control access to the goods whilst in their care, to account for the packages received into and / or handed out of their control. This includes signed packing inventories, procedure to record additions and / or withdrawals of packages and / or items from the list during the transit and / or warehousing of the consignment; and warehouse procedure to receive and / or release the consignment (e.g., warehouse control sheet, checklist, case-checklist).

Evidence Requirements:

- The Auditor will review how these procedures are controlled, and the documents that are an integral part of it.

FD 5.4 Corporate Sustainability

Our planet faces unprecedented environmental, social and economic challenges, driving behavioral changes in individuals and organisations, and therefore transforming the landscape within businesses around the world operate.

Applicants must take responsible and fundamental steps to demonstrate their commitment to environmental, social, and governance business practices and make Corporate Sustainability a priority in their business agenda.

Minimum Requirements of the Standard:

Corporate Sustainability programme

Corporate Sustainability consists of three main pillars: Environmental, Social and Governance (a.k.a. ESG).

Applicants must provide evidence of a documented Corporate Sustainability programme that describes how Environmental, Social and Governance goals are achieved in their organisation. All 3 pillars need to be addressed in the Corporate Sustainability programme.

Applicants should implement appropriate training programs to not only create awareness but also to engage and educate their staff how to achieve an effective sustainability environment.

1. Environmental:

The Environmental pillar considers how the Applicant accomplishes its operational goals causing the lowest impact to the environment.

Minimum elements to be included:

- Environmental Policy, which includes a mission-statement from management showing a commitment to reduce the impact on the environment.
- Assessment of the environmental impact of the Applicant's operations.
- Environmental goals to reduce the environmental impact of the Applicant's operations, for example:
 - Efficient use of resources, materials, and energy in office and warehouse.
 - Eco-friendly / zero-waste initiatives.
 - Waste management.
 - Carbon footprint reduction goals.

2. Social:

The Social Pillar relates to practices that promote the health, safety and wellbeing of employees, customers and communities where the Applicant operates.

Minimum elements to be included:

Applicant's commitments and policies for dealing with:

- Health, Safety and Wellbeing.
- Diversity, Equity and Inclusion initiatives.
- Employee engagement, Fair & Respectful treatment.
- Learning & Development opportunities.
- Community engagement initiatives.

3. Governance:

The Governance Pillar is about ensuring Applicants can operate and thrive simultaneously creating a long-term positive impact and making sustainability changes at a gradual and financially stable rate.

Minimum elements to be included:

- Practices, policies and procedures to develop, implement, train, communicate, and assign accountability for Applicant's Corporate Sustainability programme.
- Reporting on the Corporate Sustainability programme progress and achievements to staff, individuals (private customers and/or corporate accounts) and to Applicant's Supply Chain.
- Periodic self-assessments to verify performance and determine conformance with Applicant's sustainability programme (at least once a year).

Evidence Requirements:

- The Auditor will review policies, procedures, controls, and the documents that are an integral part of it.
- The Auditor will review the communication to staff, individuals (private customers and corporate accounts) and to Applicant's Supply Chain.
- Training register.
- The Auditor will review the monitor and review procedure to verify how compliance is safeguarded.

FD 5.5 Social Responsibility Policy / Code of Conduct

Minimum Requirements of the Standard:

The Applicant must have a documented Code of Conduct, which addresses the following minimum requirements:

- Applicant's commitments and policies for dealing with healthy and safe working environment for employees; protection against harassment; anti-discrimination policy based on race, religion, disability and sexual orientation.
- Legal, ethical, honest and professional relationships with customers, employees, vendors and suppliers.
- Compliance with applicable laws, rules and regulations.
- Escalation and corrective actions process.
- The Applicant will show evidence that their Social Responsibility / Code of conduct policy and procedures are communicated to staff.

Evidence Requirements:

- The Auditor will review the availability of a documented Social Responsibility Policy / Code of Conduct including all minimum elements.
- Proof that the Social Responsibility Policy / Code of Conduct is communicated to staff.

FD 5.6 Anti-Bribery & Anti-Corruption Management

FIDI's mission statement regarding bribery and corruption is clear:

Not only is bribery and corruption wholly contrary to the FIDI values, it is also illegal. Bribery and corruption laws expect that companies will have pro-active measures in place to prevent and detect corrupt practice.

Minimum Requirements of the Standard:

The Applicant must:

- Acknowledge and sign the FIDI Anti-Bribery and Anti-Corruption Charter (FAIM Pre-Requisite!).
- Provide evidence that the FIDI Anti-Bribery and Anti-Corruption Charter is communicated to staff by management i.e. Demonstrated Top Level Commitment.
- Provide evidence that the FIDI Anti-Bribery and Anti-Corruption Charter is communicated to individuals (private customers or corporate accounts) and Supply Chain.
- Demonstrate the process to mitigate the risk of Bribery & Corruption in their Supply Chain (under MS 3.1).

Evidence Requirements:

- The Auditor will review the communication to staff, to individuals (private customers or corporate accounts) and to Applicant's Supply Chain.
- The Auditor will review the procedure to mitigate the risk of Bribery & Corruption in the Applicant's Supply Chain (as mentioned under **MS 3.2 Supply Chain; Quality Management**).

FD 5.7 Anti-Trust Management

FIDI supports the adoption of Anti-Trust compliance programs by its Affiliates. In this respect, FIDI is determined to support the fight against cartels, which restrict competition among competing suppliers to the detriment of customers. Anti-Trust compliance laws and regulations expect that companies will have pro-active measures in place to prevent and detect corrupt practice.

Minimum Requirements of the Standard:

The Applicant must:

- Acknowledge and sign the FIDI Anti-Trust Charter (FAIM Pre-Requisite).
- Provide evidence that the FIDI Anti-Trust Charter is communicated to staff by management i.e. Demonstrated Top Level Commitment.
- Provide evidence that the FIDI Anti-Trust Charter is communicated to individuals (private customers or corporate accounts) and the Applicant's Supply Chain.
- Demonstrate the process to mitigate the risk of Anti-Trust non-compliance in the Applicant's Supply Chain (under MS 3.1).

Evidence Requirements:

- The Auditor will review the communication to staff, to individuals (private customers or corporate accounts) and to Applicant's Supply Chain.
- The Auditor will review the procedure to mitigate the risk of Anti-Trust non-compliance in the Applicant's Supply Chain (as mentioned under **MS 3.2 Supply Chain; Quality Management**).

FD 5.8 Background checks (Pre-employment screening)

Comprehensive background checks are increasingly becoming a required practice. The increased workforce globalisation, as well as managing an international Supply Chain has brought new challenges for Affiliates operating globally.

Background checking (pre-employment screening) is the process of authenticating the information supplied to a potential employer by a job applicant in his or her resume, application, and interviews.

It is imperative though that no matter why a background check is conducted, the way the search is handled clearly impacts overall reduction of risk and liability for an organisation i.e. conducting a background check using improper processes and procedures can actually create as much risk as it eliminates, as each country has its own laws and regulations to govern what information can be legally obtained.

Best practices for Affiliates with a global workforce and/or Supply Chain include understanding these regulations in the countries they operate, get familiar with the culture and be consistent in their policies and procedures.

Minimum Requirements of the Standard:

The Applicant must have a documented pre-employment screening procedure addressing the following minimum elements:

- Demonstrating compliance with local rules and legislation, i.e. indicating what information can be legally obtained.
- Defining the type of background checks performed.
- Demonstrating consistency in procedures i.e. assuring that all background checks are conducted in the same way.
- Assuring adequate protection of any information that is revealed to your company when conducting pre-employment screenings.

Evidence Requirements:

- The Auditor will review the pre-employment screening procedure.
- Evidence of performed pre-employment screenings.
- Review procedure (at least once a year).

FD 5.9 Cyber Security Management

Cyber Security has been identified as the greatest threat facing the world economy over the next 10 years. Among all the myriad worries faced by global leaders, they placed Cyber Security threats above all other major concerns.

Organizations must increasingly rely on new and disruptive technologies to help them grow and differentiate themselves in the evolving marketplace. FIDI Affiliates that lack effective security measures to help manage these changes, face breaking the trust of their customers, stakeholders, and the marketplace while exposing themselves to ever increasing risk. As FIDI Affiliates are transforming to digital proficiency, it is key to understand the applicable risks involved and to implement a robust and efficient Cyber Security programme.

Cyber Security management can be described as everything an organization does to protect its information systems and computer networks from cyber-attacks, intrusions, malware and various types of data breaches.

Generally accepted Cyber Security principles

The Cyber Security principles are essential to the proper protection and management of Cyber Security. They are based on internationally known practices included in many corporate regulations around the world and recognized good Cyber Security practices.

The Applicant must have a documented process in place ensuring that effective cybersecurity is achieved by mitigating the risk of cyber-crime in their organisation.

Minimum Requirements of the Standard:

The following 10 generally accepted Cyber Security principles have to be addressed:

1. Risk management:

Applicants must understand the risks they face before implementing security measures. This enables them to prioritise the biggest threats and ensure their responses are appropriate.

2. Secure configuration:

One of the most common causes of data breaches is misconfigured controls, such as a database that's not properly secured or a software update that hasn't been installed.

Highlighting the importance of configuration can ensure that you remove or disable unnecessary functionality from systems and address known vulnerabilities promptly.

3. Home and mobile working:

Many organisations offer employees the chance to work from home or on the go, but this comes with security risks. Remote workers don't get the same physical and network security that's provided in the office, so organisations must respond accordingly.

That should include limiting access to sensitive systems and creating policies for protecting laptops, removable devices and physical information outside the office.

4. Incident management:

No matter how robust your defense measures are, you will experience a security incident at some point.

Applicants must prepare for this by establishing policies and procedures to help mitigate the damage and get you back up running as quickly as possible. Applicants must therefore implement systematic back-up procedures.

5. Malware prevention:

Malware is software that is specifically designed to disrupt, damage, or gain unauthorized access to a computer system.

To mitigate these risks, Applicants should implement anti-malware software and policies designed to help prevent employees from falling victim.

6. Managing user access:

Applicants must create access controls to ensure that employees can only access information that's relevant to their job.

7. Monitoring:

System monitoring enables Applicants to detect successful or attempted attacks. This helps in two essential ways. First, Applicants will be able to identify incidents promptly and secondly initiate response efforts.

8. Network security:

The connections from your network(s) to the Internet contain vulnerabilities that could be exposed.

Applicants should implement policies and technical measures to reduce the likelihood of being exploited.

9. Removable media controls:

USB's and other removable devices are the source of many security issues. Not only are they often used to inject malware but they are also involved in many insider incidents. Employees are prone to losing removable devices or leaving them plugged into computers where unauthorised parties can access them.

Applicants must therefore create policies emphasising the need to digitally, as well as physically, protect removable devices.

10. Accountability, user education and awareness:

Employees play an essential role in their organisation's security practices, so they need to be taught their responsibilities and shown what they can do to prevent data breaches.

Therefore, Applicants should implement appropriate training programs to not only create awareness but also to educate their staff how to achieve an effective Cyber Security environment.

The Applicant shall assign a specific resource responsible for all items related to Cyber Security Management.

Evidence Requirements:

- The Auditor will review policies, procedures, controls, and the documents that are an integral part of it.
- The Auditor will review the process to control risks related to Cyber Security (as denoted under FD 5.10 Risk Management).
- The Auditor will review the communication to staff.
- Training register.
- The Auditor will review the monitor and review procedure to verify how compliance is safeguarded.

FD 5.10 Risk Management

Protecting employees and the public, customer's goods as well as the assets of the business against risks and hazards is essential. FIDI Affiliates must demonstrate awareness and detail their risk management procedures and actions which ensures safety, security and least disruption to services and operations.

Minimum Requirements of the Standard:

Risk Management programme

The Applicant must maintain a documented Risk Management programme.

This programme will demonstrate the application of a methodology applying the following elements:

- Risk Identification.
- Risk Analysis & Evaluation.
- Risk Treatment.
- Risk Monitoring.

The principle of a Risk Management programme is that it should cover all sources of internal and external risks that impact the business, as identified by the Applicant. In this context, the Applicant is encouraged to maintain a comprehensive and relevant documented procedure.

Minimum topics to be Included in the Risk Management programme:

1. Internal and External Risks: Identification, Analysis & Evaluation, Treatment & Monitoring:

The Applicant must provide evidence of a documented procedure that describes how the Risk Management programme is organised.

2. Risks related to Business Continuity:

The Applicant must provide evidence of a documented business continuity procedure that contains at least the following elements:

- Accountability and communication procedures.
- Assessment of core infrastructure elements including IT set-up.

3. Specific external risks

The Applicant must provide evidence of a documented procedure that describes below mentioned specific risks:

- Risk related to Pandemic threats (e.g. Covid-19)
- Risk related to Cyber Security (as described under FD 5.9 Cyber Security Management).
- Risk related Supply Chain Management (as described under MS3 Supply Chain; Quality Management).

Evidence Requirements:

- The Auditor will review the Risk Management programme, included elements, procedures, controls, and the documents that are an integral part of it.
- Review procedure (at least once a year).

1.2 INTERNATIONAL MOVING SERVICE CRITERIA

1.2.1 MS1 - SERVICE PROCESSES

INTRODUCTION

A FIDI Applicant commits to defining and following specific service processes, which are designed to provide a highly satisfying customer experience.

REQUIREMENT

MS 1.1 Identifying customer requirements

Minimum Requirements of the Standard:

The Applicant must have a method to identify and communicate to appropriate staff the customer requirements and policies. This comprises the individual customer and / or multiple order customers such as corporate accounts, governmental agencies, FIDI Partners and / or movers, and must include the following elements:

- Individual: Pre-move survey performed at the customer's origin location or via phone or electronically or otherwise a justification of its absence.
- Corporate accounts, governmental agencies, FIDI Partners: Completed instruction form and / or, contract and / or allowances.

Evidence Requirements:

- The Auditor will randomly review move files for evidence of pre-move survey; and Client completed instruction form and / or, contract and / or allowances. At least 80% of the files must be compliant.

MS 1.2 Confirmation of service provision (if you are the Booker):

Minimum Requirements of the Standard:

The Applicant will provide a confirmation of service provision to the customer for each move, which may be offered with the quotation and / or separately prior to the commencement of work and must include the following elements:

- Customer Name and origin address.
- Destination place of delivery.
- Summary of the services to be provided.
- Expected Timetable (of services within Applicant's control).

Evidence Requirements:

- The Auditor will randomly select files among the Applicant's active or completed files from the previous 36 months. At least 80% of files must meet the standard for each section of this criterion.

MS 1.3 Documenting and applying Applicant's handling of customer's goods procedure

Minimum Requirements of the Standard:

The Applicant will maintain a documented operations procedure identifying the process to handle customer's goods and must include the following elements:

- Defining adequate resources (e.g. minimum crew size, vehicles and packing materials).
- Packing / loading.
- Warehouse handling.
- Unloading / unpacking.
- Debris removal and disposal.
- Inventory.
- Work Order (working document covering the instructions to crew) for each move.
- Treatment of high value and fragile items.
- Policy for handling restricted goods including hazardous and / or prohibited items.
- Procedure for booking parking permits and special equipment hire.

Evidence Requirements:

- The Auditor will review how these procedures are controlled, and the documents that are an integral part of it.

MS 1.4 Applying standard documentation and forwarding procedures

Minimum Requirements of the Standard:

For the effective routing, including transit and delivery of an international move the Applicant shall show evidence of following documents:

Outbound Shipments documents - if you are the Booker

- Pre-advice and shipment instructions should be e-mailed or faxed to destination agent.
- Carrier's Bill of Lading and / or Waybill and / or Air Waybill.
- Insurance certificate (if applicable).
- Confirmation of delivery from destination agent with date and exceptions.
- Proof of delivery:

- Signed Packing List / Inventory with four signatures when goods have been delivered to customer residence: agent and customer at origin and at destination.
- Signed Packing List / Inventory with two signatures when goods have been delivered to warehouse for storage (agent and customer at origin plus confirmation of storage from destination agent).

Outbound Shipments - if you are the origin agent acting on behalf of the Booker

- Pre-advice should be e-mailed or faxed to destination agent.
- Valued inventory list for insurance (if requested by the Booker).
- Your company Waybill or shipment instructions.
- Carrier's Bill of Lading and / or Waybill and / or Air Waybill.
- Signed packing list / inventory (two signatures: agent and customer at origin).
- Invoice to the Booker.

Inbound Shipments - if you are the Booker

- Instructions to origin agent.
- Origin agent's Waybill or shipment instructions.
- Carrier's Bill of Lading and / or Waybill and / or Air Waybill.
- Insurance certificate (if applicable).
- Confirmation of delivery to origin agent with date and exceptions.
- Proof of delivery:
 - Signed Packing List / Inventory with four signatures when goods have been delivered to customer residence: agent and customer at origin and at destination.
 - Signed Packing List / Inventory with two signatures when goods have been delivered to warehouse for storage (agent and customer at origin plus confirmation of storage from destination agent).

Inbound Shipments - if you are the destination agent acting on behalf of the Booker

- Origin agent and / or Booker's Waybill or shipment instructions.
- Carrier's Bill of Lading and / or Waybill and / or Air Waybill.
- Confirmation of delivery to origin agent and Booker with key dates and exceptions.
- Proof of delivery:
 - Signed Packing List / Inventory with four signatures when goods have been delivered to customer residence: agent and customer at origin and at destination.
 - Signed Packing List / Inventory with two signatures when goods have been delivered to warehouse for storage (agent and customer at origin plus confirmation of storage from destination agent).
- Invoice to the Booker.

Third Country Shipment – Where you are the Booker (but neither the origin nor the destination agent)

- Instructions to origin agent.
- Instructions to destination agent.
- Origin agent's Waybill or shipment instructions (copy of the Waybill sent to destination agent).
- Carrier's Bill of Lading and / or Waybill and / or Air Waybill (copy of).
- Insurance certificate (if applicable).
- Confirmation of delivery from destination agent with date and exceptions.
- Proof of delivery:
 - Signed Packing List / Inventory with four signatures when goods have been delivered to customer residence: agent and customer at origin and at destination.
 - Signed Packing List / Inventory with two signatures when goods have been delivered to warehouse for storage (agent and customer at origin plus confirmation of storage from destination agent).

Evidence Requirements for all file types described in MS1.4:

- The Auditor will randomly select files among the Applicant's active or completed files from the previous 36 months. At least 80% of files must meet the standard.

1.2.2 MS2 - RESPONSIVENESS

INTRODUCTION

Quality moving services require timely and prompt delivery of services. Timely reaction to any contact from a customer, Applicant, agent or vendor ensures professionalism and customer satisfaction.

REQUIREMENT

MS 2.1 Quotation when a pre-move survey is requested

Minimum Requirements of the Standard:

- The Applicant will contact the transferee within 1 working day of receipt of a request from a booking agent to schedule a pre-move survey.
- The Applicant will submit quotation to booking agent within 3 working days of the pre-move survey date, unless otherwise agreed.
- Quotations directly to the transferee / customer must be submitted within 4 working days of the pre-move survey date, unless otherwise agreed.

Evidence Requirements:

- The Auditor will randomly select files among the Applicant's active or completed files from the previous 36 months. At least 80% of files must meet the standard.

MS 2.2 Agent rate request

Minimum Requirements of the Standard:

- The Applicant will provide a response to any other rate enquiry from another agent within 2 working days of the request, unless otherwise agreed.

Evidence Requirements:

- The Auditor will randomly review several agent requests to check date of receipt and the responses. At least 80% of files must meet the standard.

MS 2.3 Shipping documents and instructions

Minimum Requirements of the Standard:

- The origin agent will send basic information (e.g. customer name / account (if applicable) and weight and volume) and shipment instructions with packing inventory, carrier's Bill of Lading and / or Air Waybill to the destination agent within the following minimum timeframes (*):
 - For air shipment within 1 working day of departure time.
 - For sea shipment within 3 working days of departure date.

(* If the carrier's Bill of Lading or equivalent transit Waybill is not available at the time of above document transmission it may be sent to the destination agent separately at a later date).

Evidence Requirements:

- The Auditor will randomly select files among the Applicant's active or completed files from the previous 36 months. At least 80% of files must meet the standard.

MS 2.4 Confirmation of delivery to the booking agent

Minimum Requirements of the Standard:

- The Applicant will send confirmation of delivery to the Booker, following delivery of any inbound shipment, within 2 working days of delivery. Delivery confirmation may either be in the form of a simple e-mail or fax advising of the date of delivery.

Evidence Requirements:

- The Auditor will randomly select files among the Applicant's active or completed files from the previous 36 months. At least 80% of files must meet the standard.

MS 2.5 Signed packing list / inventory

Minimum Requirements of the Standard:

- The Applicant will send the packing list / inventory to the Booker within 5 working days of delivery. The packing list must be signed and dated by both the customer and crew supervisor at destination. It should be transmitted electronically (by email or fax).

Evidence Requirements:

- The Auditor will randomly select files among the Applicant's active or completed files from the previous 36 months. At least 80% of files must meet the standard.

MS 2.6 Invoicing

Minimum Requirements of the Standard:

- The Applicant will invoice the Booker within 30 days of final delivery.

Evidence Requirements:

- The Auditor will randomly select files among the Applicant's active or completed files from the previous 36 months. 80% of files must meet the standard.

1.2.3 MS₃ - SUPPLY CHAIN

INTRODUCTION

To provide a quality international move, the Booker (Applicant booking the move) must have complete responsibility from beginning to end. FIDI-FAIM places responsibility for all purchased services required to complete the move contract with the Booker therefore, the Applicant must have not only an appropriate process for the evaluation, selection and monitoring of purchased service providers but also for demonstrating how they control and guarantee a quality performance in their Supply Chain.

REQUIREMENT

MS 3.1 Supply Chain; Service Provider Management

Minimum Requirements of the Standard:

- Demonstrate the process for selection and approval of Service Providers.
- Maintain a list of approved Service Providers, which should be readily available to staff.
- Provide written instructions in advance to the service provider and / or contractor, including billing instructions, and / or evidence of an on-going contract.

Evidence Requirements:

- The Auditor will review:
 - The procedure to select Service Providers.
 - The procedure to provide written instructions to Service Providers
 - The list of Approved Providers.

MS 3.2 Supply Chain; Quality Management

Minimum Requirements of the Standard:

- Demonstrate the process to control quality performance in your Supply Chain aligned with FAIM requirements.
- Demonstrate the process to control Data Protection (privacy) in your Supply Chain (as an integral part of Data Protection Management FD 5.1).
- Demonstrate the process to mitigate the risk of Bribery & Corruption in your Supply Chain (as an integral part of Anti-Bribery and Corruption Management FD 5.6).
- Demonstrate the process to mitigate the risk of Anti-Trust non-compliance in your Supply Chain (as an integral part of Anti-Trust Management FD 5.7).

Evidence Requirements:

- The Auditor will review:
 - The procedure how quality performance (FAIM requirements) is controlled in your Supply Chain.
 - The procedure how data protection is controlled in your Supply Chain.
 - The procedure how the risk of Bribery & Corruption is mitigated in your Supply Chain.
 - The procedure how the risk of Anti-Trust non-compliance is mitigated in your Supply Chain.

1.2.4 MS4 - QUOTATION AND CONTRACT ELEMENTS

INTRODUCTION

A quality international move includes a thorough and understandable quotation, defined contractual commitments and exceptions and documented acceptance by the customer and the Applicant. The purpose of this parameter is to:

- Measure that minimum elements are included in the quotation and contract documents.
- Ensure that all costs that can be reasonably anticipated are explained and agreed with the client beforehand.
- Ensure that the contract and / or quotation reflect the final invoice.

REQUIREMENT

MS 4.1 Quotation document (in case contract rates are not in place)

Minimum Requirements of the Standard:

The quotation document should contain the following elements:

- Applicants' corporate identity and contact details.
- Name of the customer.
- Quotation date.
- Method of packing, loading & conveyance (principal mode of transport).
- Planned move date (if known).
- Origin and destination.
- Description of service.
- Price or rate for the services.
- Currency.
- Validity or period covered by the quotation (*can be excluded from the quotation in case they are included in a contract*).
- Payment terms (*can be excluded from the quotation in case they are included in a contract*).
- Reference to terms and conditions of contract (*can be excluded from the quotation in case they are included in a contract*).
- Insurance coverage (if applicable), mentioning terms of the insurance policy; premium; exclusions; Insurance underwriter or agent.
- Extended Liability programme (if applicable) mentioning terms of the insurance policy; cost of service and exclusions.

Evidence Requirements:

- The Auditor will randomly select files among the Applicant's active or completed files from the previous 36 months. At least 80% of files must meet the standard.

MS 4.2 Acceptance of Quotation

Minimum Requirements of the Standard:

- The Applicant will secure a written acceptance of quotation from private customers.
- Acceptance from a corporate customer or Applicant may be confirmed in writing, or by an official purchase order or similar agreement.

Evidence Requirements:

- The Auditor will randomly select files among the Applicant's active or completed files from the previous 36 months. At least 80% of files must meet the standard.

MS 4.3 Comparison of Quotation to Invoice

Minimum Requirements of the Standard:

- The invoice presented to the customer must match the written quotation.
- The volume estimated for quotation, is consistent with the instructions given to service providers, and corresponds to the final price to the customer.

Evidence Requirements:

- The Auditor will randomly select files among the Applicant's active or completed files from the previous 36 months. At least 80% of files must meet the standard.

1.2.5 MS5 - TRANSIT INSURANCE

INTRODUCTION

The Applicant must ensure that:

- The customer is made aware of possible loss and / or damage risks to the consignment during removal, transit, warehousing and delivery.
- The customer is offered suitable cover in respect of customer' goods if requested (either Transit Insurance or Extended Liability).

REQUIREMENT

MS 5.1 Transit Insurance Documents

Minimum Requirements of the Standard:

The Applicant must have a Transit Insurance programme or an Extended Liability programme for customers' goods, which is backed by an insurance company policy including the necessary procedure to inform the customer of:

- Risks.
- Insurance and / or extended liabilities cover options available to the customer.
- Cost.
- Terms, conditions and exclusions of cover.
- A separate claims procedure.

Evidence Requirements:

- The Auditor will review the Applicant's insurance policy issued by the Applicant's Transit and / or Liability insurers.
- The Auditor will review the following documents and / or material (to be made) available to the customer:
 - Valuation List and / or Insurance Proposal Form and / or Application for Cover Form.
 - Terms and Conditions of cover with details of any exclusions.
 - Certificate and / or Confirmation of [Insurance or Extended Liability] programme document.
 - Claim Form and Instructions to be followed in the event of a claim by the customer.

1.2.6 MS6 - CLAIMS

INTRODUCTION

It is the objective of the FIDI Applicant to provide a move without loss or damage. However in the process of moving goods loss or damage can occur. To achieve customer satisfaction, the Applicant will both respond promptly to claims when they occur and have an effective process to measure and monitor claims for continuous improvement.

REQUIREMENT

Compliance to this criterion will be evaluated by reviewing the Applicant's data for the previous 2 / 3 * years prior to its FAIM application date.

*2 years for first time Applicants / 3 years for Affiliates.

MS 6.1 Claims Handling procedure

Minimum Requirements of the Standard:

Evidence and use of a systematic claims handling procedure including the minimum following elements:

- The Applicant must commit to resolve claims promptly and without delay.
- The Applicant must provide his Claims Form and Claims procedure to the customer within 2 working days of receiving notification of intention to file a claim.
- The Applicant must acknowledge in writing the receipt of a formal claim within 2 working days.
- The Applicant must maintain a record of all claims received, including those settled by him and his insurer. The record should include customer's name; file number; reported date for initial notification of claim; insured amount; settlement date; settlement amount.

Evidence Requirements:

- The Auditor will review the claims handling procedure, and randomly check claim files for adherence to the above requirements.

1.2.7 MS7 - CUSTOMER FEEDBACK

INTRODUCTION

Customer feedback is the ultimate measurement of customer satisfaction and therefore the success criteria of a quality service system.

REQUIREMENT

Compliance to this criterion will be evaluated by reviewing the Applicant's data for the previous 2 / 3 * years prior to its FAIM application date.

*2 years for first time Applicants / 3 years for Affiliates.

MS 7.1 Customer Feedback Programme

Feedback procedure

Minimum Requirements of the Standard:

The existence and use of a systematic customer feedback procedure including the minimum following elements:

- Have a systematic procedure to obtain customer feedback.
- Record customer feedback into a report as required in the quality manual (or any other documented information) to indicate the percentage of customer satisfaction as defined by the question: "Would the customer use [the FIDI Applicant] again?"

Evidence Requirements:

- The Auditor will review:
 - The customer feedback procedure.
 - Review the most recent report of customer satisfaction.

MS 7.2 Response to complaints

Minimum Requirements of the Standard:

- The Applicant will have a documented procedure to respond to complaints.

Evidence Requirements:

- The Auditor will review:
 - The complaints procedure.
Randomly check complaint(s) to verify the defined procedure was followed.

2 APPENDIX A: EXEMPTIONS FOR ISO 9001:2015 CERTIFIED APPLICANTS

In order to be eligible for the following exemptions, the Applicant must present a valid ISO 9001:2015 (Quality Management System) certificate (valid for a minimum of 6 months from the date of FAIM application), issued by an ISO recognized certification body which must clearly specify within the Scope and Supply section: “International Removals (or Moving or Relocation)” and / or “International Moving Services”.

The Audit exemptions granted here are for the basic, mandatory elements, which are clearly specified within ISO 9001:2015. This decision has been taken, as ISO 9001:2015 is a very broad ranging standard that allows organisations to define their own objectives and targets in delivering quality. However, the purpose of FAIM is to set a consistent, definable standard, which will be applied to all FIDI Affiliates. This will be audited by an independent entity, ensuring global consistency of quality and services.

| FAIM Clause | Description | Exempted if ISO 9001:2015 held |
|-------------|---|--------------------------------|
| FD 2.1 | Staff Records | ✓ |
| FD 2.2 | Staff Job Descriptions | ✓ |
| FD 2.4 | Training Register * | ✓ |
| FD 4.1 | Quality Manual (or any other documented information) ** | ✓ |
| MS 1.1 | Identifying Customer Requirements | ✓ |
| MS 3.1 | Service Provider Management | ✓ |
| MS 7.2 | Response to Complaints | ✓ |

(*) Note:

Although the Training Register (FD 2.4) is exempted for Applicants holding a valid ISO 9001:2015 (Quality Management System) certificate, it is imperative to understand that in case compliance to FD 2.5 (Packers Training), FD 5.4 (Corporate Sustainability) and FD 5.9 (Cyber Security Management) can only be demonstrated with the Applicant’s overall training register, the applicable sections must be identified and presented to the FCC / FAIM Auditor for assessment.

(**) Note:

Although the Quality Manual (FD 4.1) and its defined minimum requirements is exempted for Applicants holding a valid ISO 9001:2015 (Quality Management System) certificate, it is imperative to understand that in case compliance to other FAIM requirements can only be demonstrated with the Applicant’s Quality Manual, the applicable sections must be identified and presented to the FCC / FAIM Auditor for assessment.

3 APPENDIX B: AFFILIATED BRANCH PERFORMANCE MANAGEMENT

INTRODUCTION

These requirements apply to FIDI Affiliates who have Affiliated Branches participating in FIDI's Branch Affiliation Scheme.

Objective:

- To assure that FIDI Affiliated Branches are operating in alignment with up to date FAIM minimum requirements.

The FIDI Affiliated principal office operating business is at all times responsible to FIDI, the applicable FIDI Association to which they belong and to other FIDI Affiliates for the actions and debts of the FIDI Affiliated Branch regardless of the legal structure under which the Affiliated Branch is held.

FIDI considers it the Affiliate's obligation to safeguard the level of quality performed in their designated Affiliated Branches; moreover, it is the Affiliate's responsibility that their Affiliated Branches are at all times compliant with FAIM minimum requirements.

REQUIREMENT

Minimum Requirements of the Standard:

- Demonstrate Affiliated Branch Awareness (Top Level Commitment).

The Affiliate signs a "Branch responsibility statement" clearly stating it is the Affiliate's responsibility that their Affiliated Branches at all times are compliant with FAIM minimum requirements.

- Demonstrate Quality Control; Implementation of Preventive Actions.

The Affiliate will develop and implement a procedure clearly indicating how it controls that their Affiliated Branches are at all times compliant with FAIM minimum requirements.

- Demonstrate Quality Control; Implementation of Corrective Actions.

The Affiliate will communicate to all its Affiliated Branches the audit results from Affiliate's last FAIM Compliance Procedure and how to address and resolve the outstanding issues in the Affiliated Branch (if applicable).

The Affiliated Branch will implement all applicable corrective actions necessary to meet FAIM minimum requirements.

- Demonstrate Quality Control; Training

The Affiliate will demonstrate that staff employed at its Affiliated Branches is adequately trained.

The Affiliate will maintain a training register for staff employed at its Affiliated Branches that will include staff member name; job title or position; date of training; topics covered, course title / seminar title; number of hours for each training session; origin of training (e.g. organisation that conducted the training).

Evidence Requirements:

- The Auditor will review to assess compliance with Affiliated Branch awareness:
 - CEO / MD Signed "Affiliated Branch responsibility" statement.
 - Evidence of inclusion on the Affiliates HO's Website.

- The Auditor will review to assess compliance with implementation of Preventive Actions:
 - Evidence of documented procedure.
 - Evidence of procedure communication to staff.
 - Evidence of procedure implementation.
 - Evidence of (scheduled) procedure review.

- The Auditor will review to assess compliance with implementation of Corrective Actions:
 - Evidence of documented procedure.
 - Evidence of procedure communication to staff.
 - Evidence of procedure implementation.
 - Evidence of (scheduled) procedure review.

- The Auditor will review to assess compliance with Training requirements:
 - Training register.

****For additional FIDI Membership requirements please refer to the separate Branch Affiliation Scheme ****

4 APPENDIX C: FINANCIAL ASSESSMENT

INTRODUCTION

The main reason to include a mandatory financial assessment as a pre-requisite requirement into the FAIM Quality Standard is that fellow Affiliates, business partners, private and corporate customers are **trusting, expecting** and even **demanding** FAIM certified movers are able to demonstrate their business is in good financial health. Incorporating a financial assessment into the FAIM Quality Standard, assessed by the same independent third party assessor, ensures this necessary **trust** and **credibility** to all stakeholders involved.

The financial assessment will go by the name: **EY Credit Risk Barometer (EY CRB)**.



The EY Credit Risk Barometer (EY CRB) is a unique tailor made solution created specifically for FIDI, taking into account both long term and short term financial ratios. These will assess the risk of a FIDI Affiliate not being credit worthy, or in other words, whether it is likely that a FIDI Affiliate is not able to pay its bills.

The financial Assessment does not only reinforce the FAIM Quality Standard but also FASI (formerly known as the Slow Payers Scheme and PPP), as the EY CRB will make sure that only financially healthy companies are members of FIDI and participators in the FASI protection fund.

REQUIREMENT

Minimum Requirements of the Standard:

- The financial assessment is introduced as a **Pre-requisite** into the FAIM 3.2 Quality Standard.
- The Affiliate needs to undergo a **mandatory, yearly** financial assessment.

Evidence Requirements:

The Affiliate needs to upload, within six (6) months* after the financial closure of the previous book year, the below information for assessment, on the FAIM secure online platform:

- Balance sheet (reports on a company's assets, liabilities, and owners' equity).
- Income statement (reports on a company's income, expenses, and profits).
- Cash flow statement (reports on a company's cash flow activities, particularly its operating, investing and financing activities).

As a first step, the above financial information will be assessed by the Auditor and calculated into three separate financial ratios. Secondly, the EY Credit Risk Barometer (EY CRB) will translate these three ratios into **a global credit risk classification**. The total assessment is based on the Affiliate's financial statement of the previous year, and returns **one single value** to indicate the credit worthiness of the Affiliate.

Financial statements need to be verified and signed by an officially recognized independent accountancy firm / a recognized firm of professional public accountants.

Detailed information related to the financial assessment can be found in the FAIM Audit supporting documentation.

* If this deadline is not met and/or not feasible, a valid reason or justification for its absence will be required.

5 APPENDIX D: DSP MODULE

INTRODUCTION

The term ‘Destination Services’ includes all services to introduce and support the transferee in their transition from home to host country.

A destination services provider (DSP) must have expertise in all facets of destination services, including home finding and rental assistance, corporate and temporary housing, household goods movement, cost-of-living analysis, and settling-in and concierge services. In addition, the DSP must have overall knowledge of each market, economy, neighborhood, and even traffic patterns and school systems—all essential when working with the transferee.

To better serve the transferee throughout the entire process, the DSP must have a close relationship with other service providers assisting with the relocation. Excellent supply chain management is crucial and it is imperative that the DSP create partnerships, and not just a referral system, assuring FAIM-DSP requirements are being met throughout the whole process.

DSP Applicants must at least cover following five core services:

- Orientation,
- Home search,
- School search,
- Settling-in, and
- Departures.

DSP requirements only apply to FIDI Affiliates who offer destination services as part of their service portfolio and want to obtain FAIM (PLUS) + DSP Certification.

Any further DSP services (e.g. Visa & Immigration, Expense Management, Home Sale Assistance, Policy Advice, Cultural Training, Language Training, Spouse Employment Support, Tenancy Management, Property Management, etc.) are considered as ancillary services.

DSP has been incorporated as an optional module into the FAIM Standard where the DSP services are certified under the FIDI Affiliated principal operating business; as a prerequisite for DSP certification, the Affiliate needs to hold a valid FAIM (PLUS) 2022 certificate. DSP certification can be obtained at the same time as the mandatory FAIM compliance procedure.

In the event the DSP entity is offering their services under a different entity as the FIDI Affiliate applying for DSP certification, the FIDI Affiliated principal operating business is at all times responsible to FIDI, the applicable FIDI association to which they belong, and to other FIDI Affiliates, for the actions and debts of the DSP entity.



Irrespective of the branding, name or location of the DSP entity, the FIDI Affiliate must prove at least 66.66% (2/3) ownership of the DSP entity and must be located in the same country as the DSP entity.

FAIM & DSP audit

FIDI Affiliates applying for DSP certification can have their FAIM audit combined with their DSP services assessment. This makes not only sense from a cost-perspective but moreover recognises the fact that FAIM certified companies are having already strict procedures in place based on best practices and continuous improvement with a key focus on reducing risks, meeting contemporary industry requirements and exceeding customer demands.

As a result, the DSP part of the audit is focussing mainly on the performance denoted in the “files check” directly related towards the five core DSP services i.e. scrutinising the communication of key contractual, quality, operational and compliance documentation towards (outsourced) staff, supply chain & private and corporate customers in a consistent and timely manner.

The main objective of the DSP assessment is to verify and assure DSP performance is directly aligned with FAIM-DSP requirements and procedures to guarantee and assure towards DSP (end) customers the quality concept “Say What You Do - Do What You Say”.

DSP & ISO 9001:2015 QMS (Quality Management System)

DSP entities delivering their services *under the same* name, branding and location as the FIDI Affiliate applying for DSP certification are eligible for certain audit exemptions, as long as the DSP services are included in the Scope and Supply section of the applicable ISO 9001:2015 QMS certificate.

DSP entities delivering their services *under a different* name, branding and location must, in order to be eligible for certain audit exemptions, present a valid ISO 9001:2015 QMS certificate. The certificate must be valid for a minimum of 6 months from the date of DSP application and issued by an recognised certification body clearly specifying within the Scope and Supply section: “DSP Services” or similar.

PRE-REQUISITE TO DSP

The following are mandatory requirements on initial application and subsequent re-applications for DSP certification.

An Applicant must:

- Hold a valid FAIM 2022 certificate.
- Have operated core DSP services and have been doing so continuously for at least the previous 2 years.
- Have performed a minimum of 15 DSP files per year.
- Have appropriate and adequate insurance cover in place as evidenced by the Insurance Declaration signed by the Applicant's insurance company or insurance broker declaring that these DSP insurance requirements have been met.
 - i. Contractual liability insurance to protect your company against any claim for negligence in respect of services offered by the Applicant.*
 - ii. Cover in respect of public / civil liability to meet any claim (e.g. damage to and / or loss of property, death or injury to a third party etc.) to provide protection where you are proven negligent by any party for any and all risks. *
- Have signed the FIDI Anti-Bribery and Anti-Corruption Charter (FIDI ABC Charter).*
- Have signed the FIDI Anti-Trust Charter (FIDI ATC).*
- Conduct Internal DSP Audits in their company to assess and determine if the DSP entity is consistently working aligned with up to date FAIM-DSP requirements.

* Only applicable when the DSP services are being offered under a different legal or branding entity as the FIDI Affiliate applying for DSP certification.

For Affiliates participating in the FAIM-DSP module, please refer to the applicable DSP documentation available in the FAIM library to identify the minimum requirements.