

Supply Chain Quality Management policy

FAIM Standard awareness: creating FAIM awareness in your Supply Chain.

FIDI-FAIM Standards gives our company the opportunity to demonstrate quality performance and the best available control to our supply chain and our clients.

FIDI-FAIM Standards, gives our company the opportunity to demonstrate compliance with the requirements defined by FIDI as essential to deliver a quality service in the inter-continental moving of household goods

FIDI-FAIM Standards gives our company the opportunity to demonstrate that we are consistently compliant with the Anti-Bribery & Corruption (ABC) Charter, relevant Social Responsibility & Code of Conduct policies and appropriate Data Protection Principles.

Communication:

Communicating our policies and procedures to the Suppliers to mitigate the risk of Bribery and Corruption

To mitigate the risk of Bribery and Corruption in our Supply Chain we will be reviewing, updating once a year and this will be communicated to our internal personnel (staff).

All reviews and updates will be communicated to our internal staff, to our service providers and will be declared on our website to the public



Escalation process / corrective actions process: how your company handle any issues that might arise in your Supply Chain.

Regular evaluation of our suppliers is a fundamental component risk management and continuous improvement

Good service practices require companies to take a well-documented approach to managing compliance service failures

How our company ensures a quality performance in its Supply Chain

- Mutual Contracts to be signed to start with;
 1. Contract of Supply Chain (Describing the service)
 2. Communicating our Anti-Bribery – Anti Corruption (ABC Charter)
 3. Communicating our Data Protection Policy

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Monthly meetings for the evaluation of our service providers
Quality evaluation within our office reports received from
our Logistics Dept and through our quality control sheet
filled by our clients on each performance

- Our procedure will be reviewed, updated and communicated to our internal personnel and our suppliers
 1. In case of any escalation of a problem received from our Logistics Dept or our clients



The Service provider will be called in to explain the cause and the corrective actions they will take.

A certain time will be given to have the problems corrected

Again will be monitored to see and confirm that the corrections are in place

Meanwhile, we must search for alternative service providers, for the same service being received

In case of failure, as per our terms of “Contract of Supply Chain”, the contract will be terminated and consideration of alternative service providers will be in effect.

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