

## FIDI GLOBAL ALLIANCE

FIDI Global Alliance developed the FAIM standard exclusively for the international moving industry. With over 600 members in more than 100 countries, FIDI Affiliates rely on a large network of partner companies following the same strict quality criteria to ensure all-around global quality service.

Demonstrating FAIM compliance is a mandatory requirement to become a FIDI Affiliate. All FIDI Affiliates must pass the FAIM audits every year in order to maintain FIDI affiliation.

## FAIM – THE GLOBAL QUALITY STANDARD FOR INTERNATIONAL MOVING

FAIM, short for FIDI Accredited International Mover, is the world's most recognised quality label for professional international movers and relocation companies. FAIM accredited relocation companies are independently audited by EY, ensuring that all FAIM companies adhere to the same high standards globally. Currently, there are over 600 movers worldwide bearing the FAIM quality seal.



### 4. Accurate assessment of cargo and fair pricing

The experience of FAIM-certified movers means that they will be accurate with their assessment of the cargo, and can advise you on what to ship and what to leave behind. By recommending a volume or weight band that suits your needs, a FAIM-certified mover is able to help you make the best use of your budget. This way costs are kept to a necessary minimum, and there will be no hidden expenses at the end of the relocation process.

### 5. Helping you make a better choice efficiently

The FAIM framework includes key performance indicators, helping corporate buyers and global mobility professionals to make a fast and meaningful comparison between prospective suppliers.

#### For more information:

FIDI Global Alliance  
Boulevard Louis  
Schmidt 29 b1  
B-1040 Brussels  
Belgium

T: +32 2 426 51 60  
E: [fidi@fidi.org](mailto:fidi@fidi.org)  
[www.fidi.org](http://www.fidi.org)



## DON'T RELY ON LUCK

## CHOOSE A FAIM CERTIFIED MOVING COMPANY



A world of services  
designed for your business!

# HOW ARE FAIM CERTIFIED RELOCATION COMPANIES AUDITED?

## 1. On-site audit

In order to become FAIM certified, relocation companies need to undergo strict, independent auditing processes. As a pre-condition to gain FIDI membership, and every three years afterwards, the companies will need to be audited by an EY auditor on-site. EY apply the same rigorous standards to all FIDI Affiliates across the globe. The auditors go through every aspect of the company's business and insurance provision to safety procedures and warehouse inspections.

The on-site audit usually lasts one full workday, during which the auditor will physically inspect the company's warehouse and equipment, as well as check their operational procedures and move files following the FAIM requirements. The auditor will verify the following criteria:

- ✓ **Infrastructure (office & warehouse) and equipment (vehicles & packing material):** during the on-site audit, the auditor checks that all facilities and equipment are clean, well-maintained and compliant with up-to-date security requirements;
- ✓ **Staff training:** the auditor checks that both the operational staff and packers have the appropriate training and experience to handle intercontinental moves proficiently and following FAIM guidelines;



- ✓ **Quality customer services:** the auditor verifies that the company handles all intercontinental moves following strict FAIM requirements;
  - This is done by the sampling of intercontinental move files covering the 3 years before the audit date, from the moment of the first communication with the client to the delivery of the goods and the invoicing;
- ✓ **Quality procedure documentation & communication:** the auditor checks that the company has in place all the required certificates, permits, licenses and technology applicable to the nature of their business. The updated Quality Manual helps to define the company's quality objectives, structure and processes, as well as sets the basis for process improvement according to the FAIM requirements;
- ✓ **Anti-Bribery & Corruption and Data (Privacy) Protection:** the auditor will check that the company is compliant with strict Anti-Bribery and Anti-Corruption requirements, relevant Social Responsibility and Code of Conduct policies, as well as appropriate Data Privacy and Protection principles;
- ✓ **Supply-chain management:** the auditor will check that the company clearly communicates all the FAIM requirements, especially pertaining to Anti-Bribery & Data (Privacy) Protection, to the company's staff, clients and supply chain.

Based on their observations, the auditor issues a report that compares the company against the FAIM requirements and criteria.

- ✓ If the company is considered as being compliant with FAIM, they will be FAIM certified.
- ✓ If the company fails to demonstrate compliance with the FAIM requirements, the Auditor will issue a Failed Report, which leads to the termination of the company's FIDI membership.

## 2. Internal audit

In order to ensure that all FIDI Affiliates maintain the FAIM Quality Standard all the time (and not only when the on-site audit approaches), FAIM certification requires companies to provide evidence that they have performed an internal (or "first-party") audit during the years when they do not have an on-site audit. If they are considered compliant, they receive a Quality Confirmation certificate for the year in question. This means that FIDI constantly monitors that its Affiliates adhere to the strict and up-to-date FAIM Quality Standard.

# WHY CHOOSE A FAIM ACCREDITED MOVER?

## 1. Reduced risks

By using experienced partners that apply consistent and thorough processes, you can minimise the chances of expensive mistakes.

## 2. Guaranteed quality from beginning to end

All FAIM certified relocation companies offer:

- ✓ Pre-move survey and a reliable quote
- ✓ Packing
- ✓ Shipping/transportation
- ✓ Documentation/customs clearance
- ✓ Storage
- ✓ Delivery
- ✓ Insurance
- ✓ Data protection

## 3. Consistent standards across a global network

FAIM accredited companies primarily use other FIDI affiliated partners, ensuring that your entire move chain adheres to strict quality standards.