DON’T RELY ON LUCK FOR YOUR RELOCATION SERVICES

RELY ON FAIM

A world of services designed for your business!
International relocation can be a tricky business, whether you are the expat moving your home or the global mobility specialist in charge of making sure all goes smoothly. You need to know that you can rely on your partners, each step of the way.

FAIM certified relocation companies can give you what you most need: peace of mind.
THE FAIM
QUALITY STANDARD

FIDI Global Alliance developed the FAIM Standard exclusively for the international moving and relocation industry.

With over 600 members worldwide, FIDI Affiliates can rely on a large network of partner companies, who all follow 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 comply with the FAIM Compliance Procedure at all times in order to maintain FAIM certification.
The FAIM Quality label is the world’s only recognised quality certification for professional international movers and relocation companies.

**DEVELOPED BY FIDI GLOBAL ALLIANCE**

Behind FAIM stands FIDI, the largest umbrella organisation of international removals and relocation companies. Its goal is to unite quality minded parties around the world, creating strong partnerships and raising industry standards. Consequently, each FIDI member also has to be FAIM certified.

**FINANCIAL AND OPERATIONAL STANDARDS**

FAIM certified companies do not only have to comply with operational requirements relating to quality of service and supply chain management, they also need to prove they are financially and organisationally healthy.

**INDEPENDENTLY AUDITED**

FAIM accredited relocation companies are independently audited by EY, ensuring that all companies adhere to the same high standards. Currently, there are over 600 companies worldwide bearing the FAIM Quality seal.

**GLOBALLY RECOGNIZED, THOROUGHLY UNIQUE**

The FAIM Quality label is widely recognized as the supreme global seal of quality in the international relocation industry.

**WHY CHOOSE A FAIM ACCREDITED MOVER?**
WHY CHOOSE A FAIM ACCREDITED COMPANY?

✔ PEACE OF MIND
By using experienced partners that apply consistent and thorough processes, you minimise the chances of expensive mistakes.

✔ SERVICES GOING THE EXTRA MILE
FAIM companies expertly navigate the many pitfalls and complexities of international relocation, ensuring a smooth move process from start to finish.

✔ EXPERT ADVICE FROM EXPERT STAFF
Highly trained and experienced staff understand your needs and offer tailored advice, ranging from what to pack to correct planning.

✔ CONSISTENT STANDARDS ACROSS A GLOBAL NETWORK
FAIM accredited companies primarily use other FIDI affiliated partners, ensuring that everybody involved adheres to the same strict quality standards.
The primary objective of FAIM is to provide a worldwide common standard for managing and performing international relocation services in a uniformed, quality minded and effective way.

The FAIM Standard covers a series of requirements which all FAIM certified companies need to comply with at all times. These requirements are updated regularly and cover areas like:

- **CONSISTENT QUALITY OF SERVICE**
  All FAIM certified companies are audited on their operational services and quality procedure, making sure all work according to the same high level of quality, all the time.

- **FINANCIAL STABILITY**
  To ensure the financial health of all FIDI Affiliates, each company has to provide specific financial information, which is checked by an independent auditor on a yearly basis.

- **SUPPLY CHAIN PERFORMANCE**
  FAIM certified companies have to prove that they work with suppliers who follow the same high standards, leading to better control of the entire relocation process.

- **COMPLIANCE WITH INDUSTRY STANDARDS & INTERNATIONAL REGULATIONS**
  FAIM certified companies are compliant with FIDI’s strict Anti Bribery & Corruption charter, as well as data protection principles and relevant international compliance regulations.
The FAIM certification programme is based on the FAIM Standard, which is regularly updated to reflect changes in the global mobility world.

The FAIM compliance procedure follows a 3 year cycle, with an extensive on-site audit every third year. The on site audit process is performed by independent auditors, currently EY.

**WHAT ARE THE FAIM CRITERIA?**

**FIND A FIDI AFFILIATE**

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**YEAR 1**
- FAIM On-Site audit*
- Financial Assessment**
- Internal FAIM Audit***

**YEAR 2**
- Financial Assessment**
- Internal FAIM Audit***

**YEAR 3**
- Financial Assessment**
- Internal FAIM Audit***

*3rd party audit performed by EY  **3rd party assessment performed by EY  ***1st party audit
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