



# DON'T RELY ON LUCK FOR YOUR RELOCATION SERVICES



A world of services  
designed for your business!



# INTERNATIONAL RELOCATION: FIND TRUST IN FAIM

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.

# FAIM – RAISING STANDARDS THE WORLD OVER

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.**

## ✓ 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.

## ✓ 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**.

## ✓ 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 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 .**



# WHAT ARE THE FAIM CRITERIA?

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.

## ✓ **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**.

## ✓ **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**.

## ✓ **COMPLIANCE WITH INDUSTRY STANDARDS & INTERNATIONAL REGULATIONS**

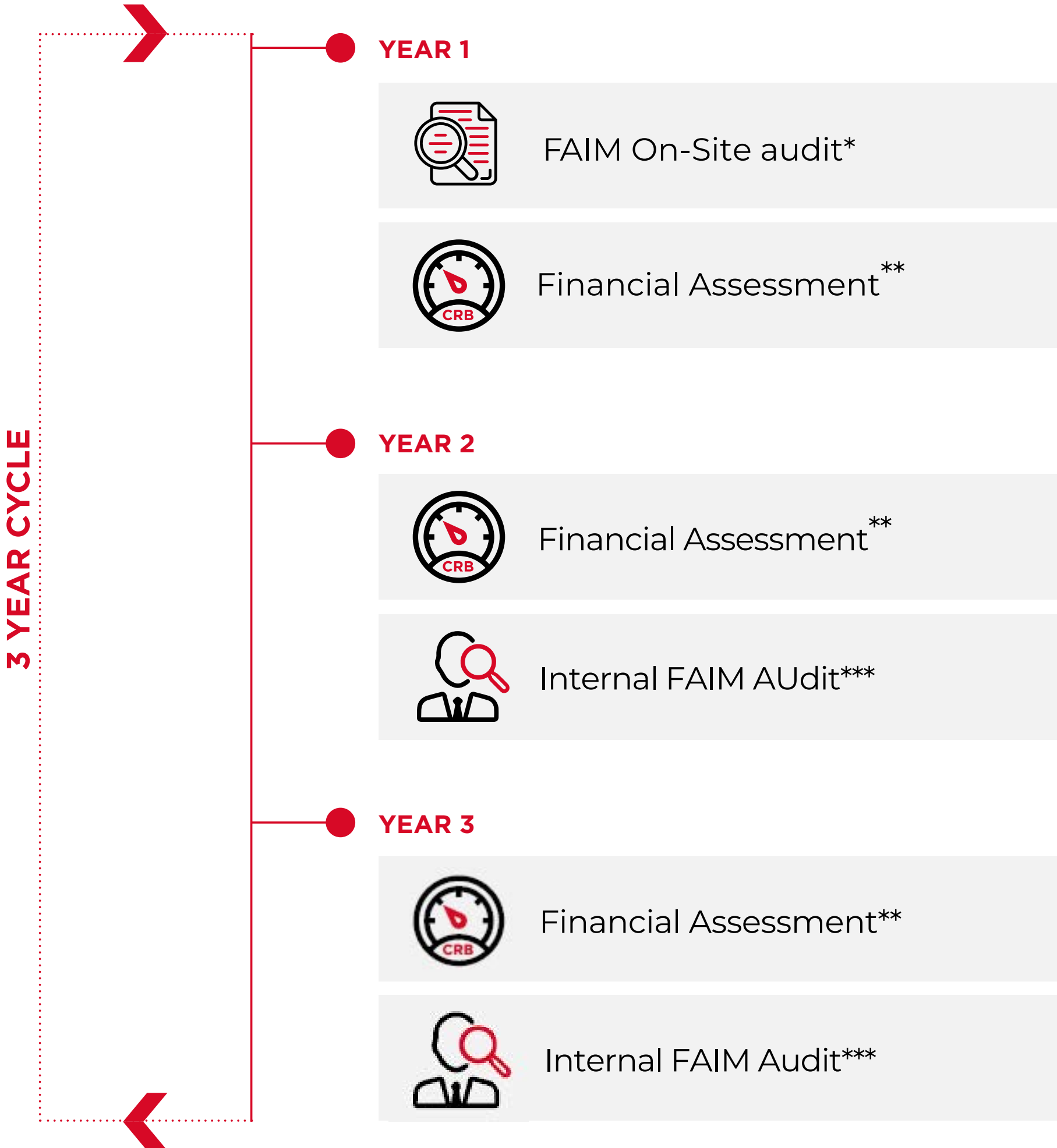
FAIM certified companies are compliant with FIDI's strict **Anti Bribery & Corruption charter**, as well as **data protection principles** and relevant international compliance regulations.



# HOW ARE FAIM CERTIFIED RELOCATION COMPANIES AUDITED?

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.



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

# FAIM 3.2, THE LATEST STANDARD OF EXCELLENCE

Building further on the solid foundations of FAIM 3.0 and 3.1, the FAIM 3.2 Standard is the next step in FIDI's mission to provide end customers with the best possible service. Launched in January 2019, it responds to changing market requirements in the global mobility industry, like proven financial stability, background checks and more stringent data and privacy protection.

FIDI is continuously developing new standards, making sure FAIM always lives up to customer demands.

## For more information:

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