



# FAIM 2022 FOR FIRST TIME APPLICANTS

FIDI is a Global Alliance of more than 600 FAIM quality certified intercontinental movers covering over 100 countries. Our Affiliates provide quality accredited service from origin to destination, every time.

The FIDI FAIM accreditation is unique in the moving and relocation industry and is independently audited by the reputable global accountancy firm EY (Ernst & Young).

All FIDI Affiliates must obtain and maintain their FAIM certification on a continual basis.



# **FIDI FAIM CERTIFICATION:** **WHAT IS IT?**

The FIDI Global Alliance developed a worldwide Quality Standard dedicated exclusively to the international moving industry:

## **THE FAIM QUALITY LABEL**

FAIM is the most stringent, all encompassing quality accreditation programme, recognised as a supreme seal of quality within the international moving industry.

All FIDI affiliated companies have to be FAIM certified.

# WHY FAIM?

With the only guaranteed and independently audited quality programme for household goods moving companies in the industry, FIDI offers you a unique advantage: quality assurance!

- ✓ Compete and win corporate and RMC business contracts.
- ✓ Prove your attention to quality to your customers.
- ✓ Stand out from the competition.

Through your FAIM certification, you prove to your clients that you and your fellow FIDI agents throughout the world follow the same rigorous quality standards at all times, regularly audited by internationally renowned EY.

## FAIM RESPONDS TO CURRENT INDUSTRY MARKET NEEDS:

- ✓ Increasingly, the corporate market and government institutions make FAIM certification mandatory to be able to participate in tenders or RFPs;
- ✓ FAIM requires supply chain quality performance to guarantee an overall quality move.
- ✓ FAIM requires you to be compliant with up to date industry requirements and regulations, all the time;

**Demonstrating FAIM compliance is a mandatory requirement to become a FIDI Affiliate;** only FAIM Quality certified companies can join FIDI membership ranks, allowing FIDI Affiliates to position themselves ahead of the competition.



# FIDI FAIM TESTIMONIALS

“FAIM requires many of the same qualities and processes we are looking for in a supplier, and so helps simplify our supplier selection process. Over time, FAIM has continued to develop a stronger, quality brand image. Multinational corporations are now more familiar with FIDI Affiliates, making it easier to demonstrate to customers acquainted with FAIM that our suppliers have been selected properly”.

Derrick Young, GMS Director,  
Transportation Governance BGRS, Arizona, USA

“FAIM certification represents peace of mind, both for us and for our end client. That value is priceless”.

Bill Mulholland, Director, ARC  
Relocation, Virginia USA

“Overall the FAIM programme gives us a competitive edge in the market, both directly and indirectly. Supply Chain, ABC and Data Privacy, amongst others, are viewed by our corporate clients with more interest they are happy to deal with a company that has got these core values embedded in the system. It gives them confidence.”

Sangeetha Dave, Director & CEO  
Universal Relocations, India

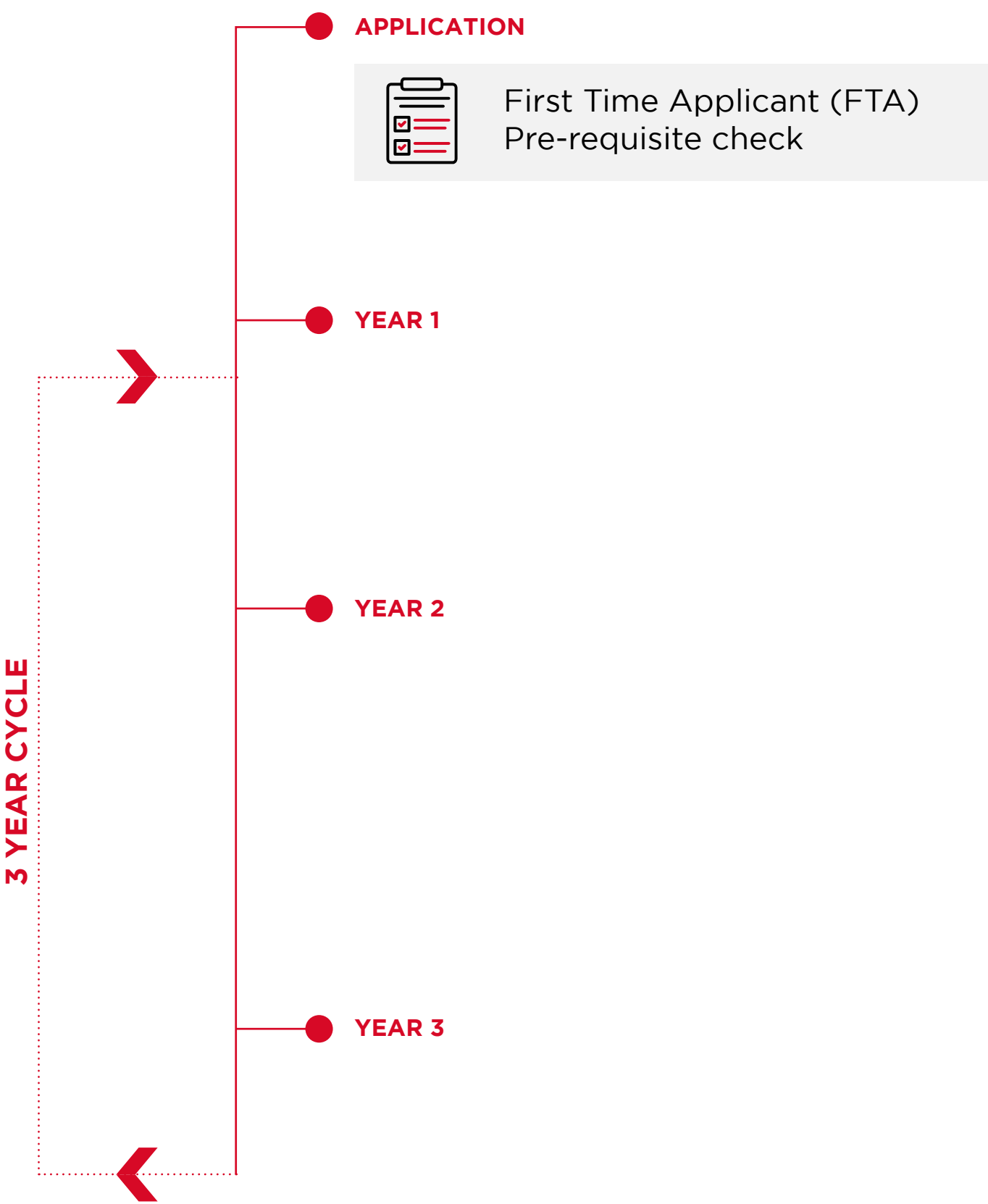
# THE FAIM COMPLIANCE PROGRAMME

The primary objective of FAIM is to provide a worldwide common standard for managing and performing international moving services in a uniformed, quality minded and effective way.

## HOW DOES IT WORK?

FAIM periodically assesses international household moving companies in regards to their international moving activities. The audit process is performed by independent auditors, currently EY.

**The FAIM Compliance Procedure follows a three year cycle.**



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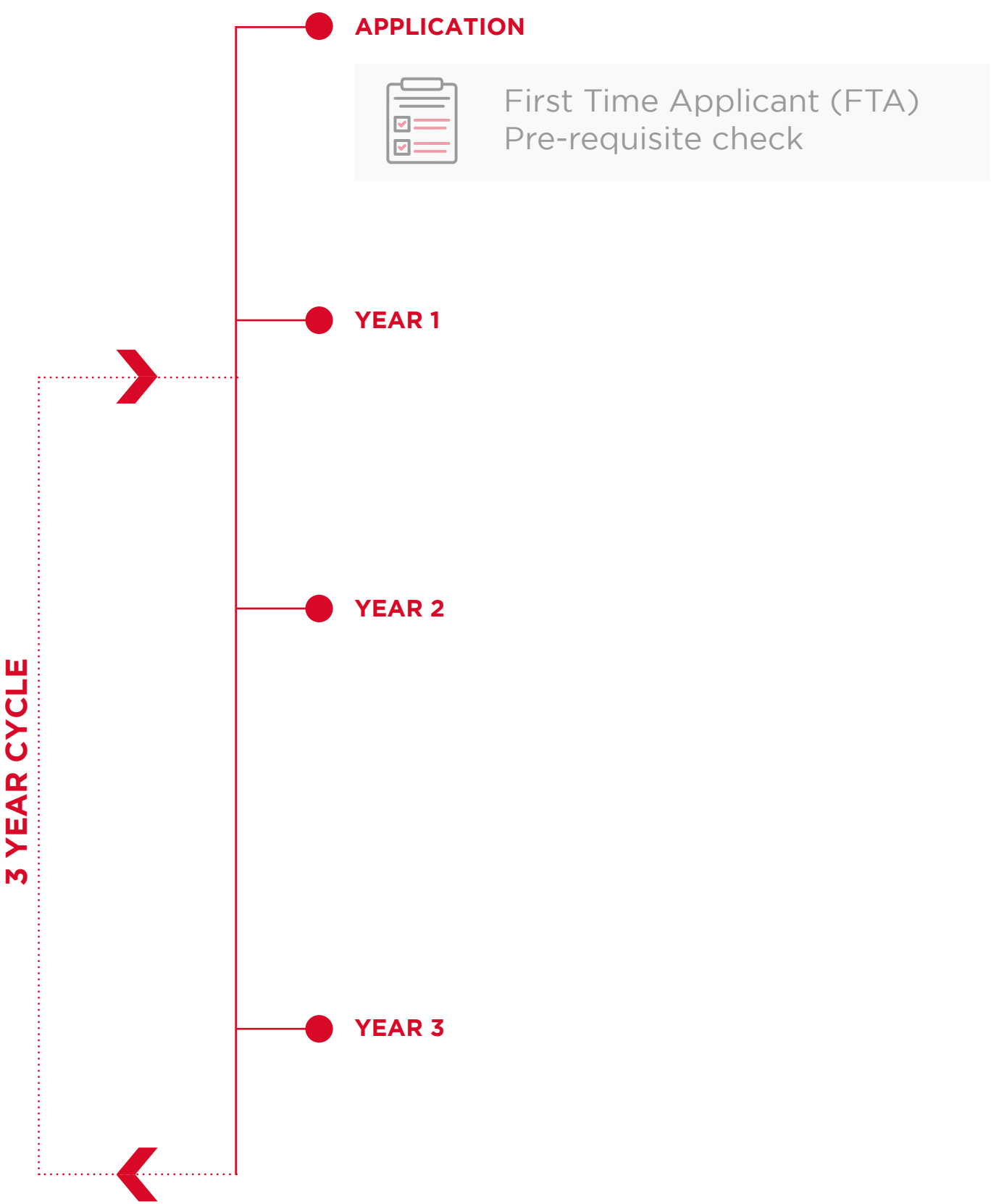
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### FAIM THIRD-PARTY AUDIT

The FAIM third-party audit is the fundamental step in the FAIM Compliance Procedure. The third-party audit is performed by an independant EY Auditor. The auditor will check that your company is fully compliant with all FAIM requirements.



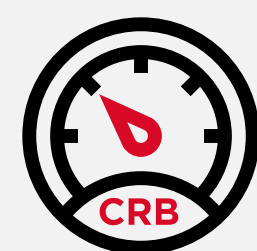
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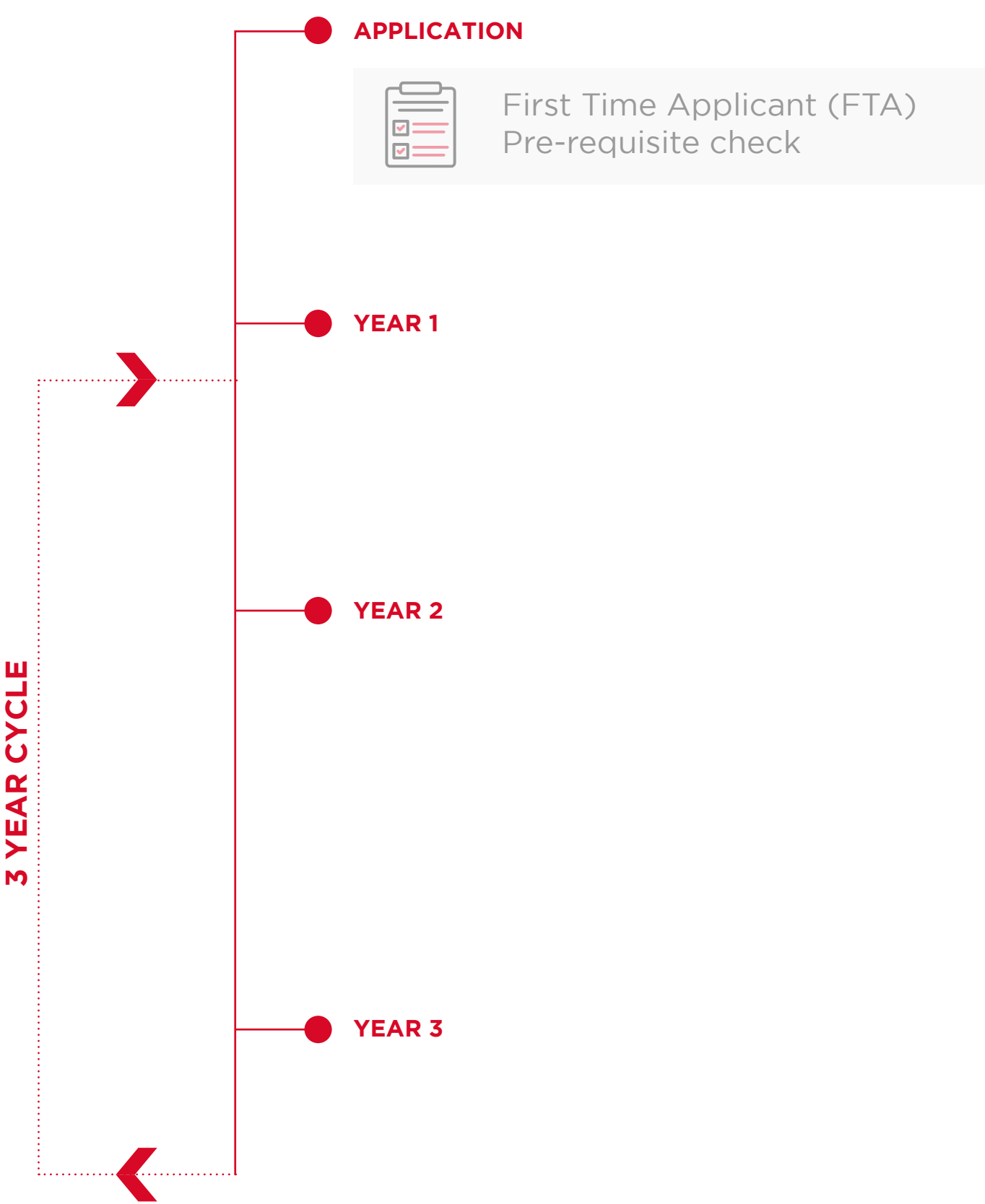
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### FAIM FINANCIAL ASSESSMENT

The FAIM Financial Assessment is a yearly assessment of the credit worthiness of your company. You need to provide specific financial documents via a secured platform. These documents will be assessed by EY auditors following the EY Credit Risk Barometer. All information is kept strictly confidential and secure.



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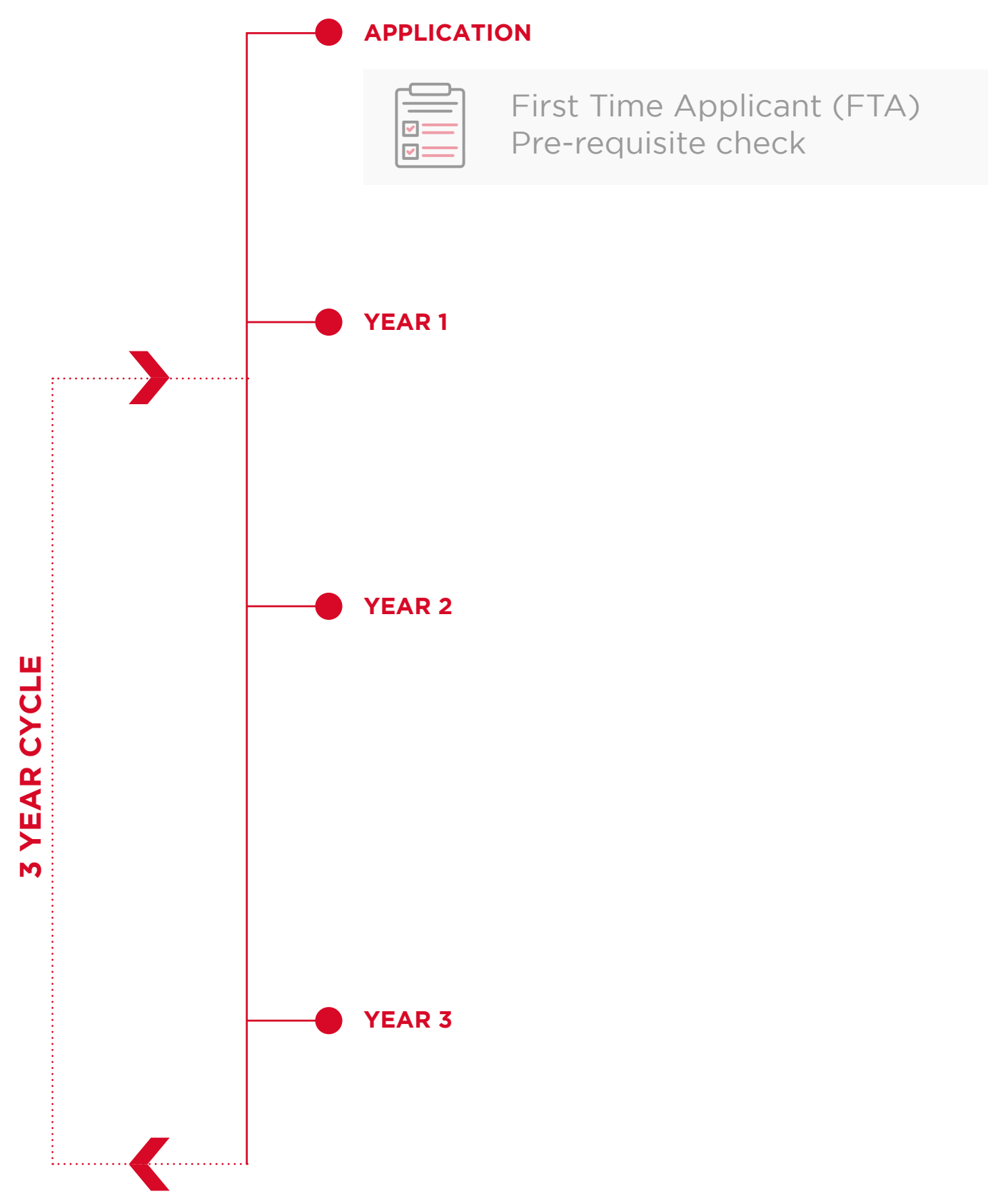
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### INTERNAL FAIM AUDIT

An Internal FAIM Audit (IFA) under FAIM refers to a periodical assessment of your operations, documents and procedures by your own management and staff (“First Party Audit”) to ensure your company is constantly compliant with current FAIM requirements. You could be requested to provide specific documentation through the specially designed IFA platform.



# FAIM

## A SUCCESS STORY

FAIM is the entry criteria to FIDI. To become and remain a FIDI Affiliate, it is a mandatory membership requirement for a company to demonstrate compliance with the FAIM Standard.

### FAIM 2022 THE NEXT STEP TOWARDS QUALITY MATURITY MODEL

The key focus is on reducing risks, meeting contemporary industry requirements and exceeding customer demands.

The FAIM 2022 Quality Standard is a significant step in improving the level of consistent quality delivered by FAIM certified companies, as well as in meeting the increasingly high expectations of corporate and private customers.

Besides the mandatory foundation and international moving service criteria, the key pillars of the FAIM 2022 Quality Standard are:

- ✓ Full digital proficiency;
- ✓ Robust cyber security;
- ✓ Comprehensive risk management;
- ✓ Corporate sustainability.

# HOW CAN I BE FAIM CERTIFIED?

Since its launch at the end of the 90s, the FAIM Quality programme has undergone deep changes. The current version of the FAIM 2022 Quality Standard is the next step in the development of a quality maturity model, based on best practices and continuous improvement.

## STEP BY STEP FAIM APPLICATION PROCEDURE

1. Purchase the FAIM documentation (1000 EUR).
2. Use the pre audit assessment to identify any problems or shortfalls, so that you can implement new measures to fulfil the criteria. Once you meet all FAIM requirements, you will submit FAIM pre audit documentation to the FAIM Coordination Centre (FCC).
3. Provided your company meets the FAIM pre-requisites, you will enter into a 28 day objection phase\*.
4. The FAIM audit will take place with an independent auditor performing an third-party visit.
5. Once you pass the FAIM compliance procedure successfully, the final step is to pay the FIDI entrance and membership fees. Once you have been published as a FIDI Affiliate, you will have access to all FIDI Services.



\* 28 day period for existing Affiliates to lodge any objections about your potential FIDI Affiliation (the objection can only relate to knowledge that you do not fulfil FAIM requirements or comply with the FIDI Statutes)

# FAIM COORDINATION CENTRE (FCC)

## **WE ARE HERE TO HELP YOU!**

Located at FIDI's premises in Brussels, the FAIM Coordination Centre (FCC) offers you full support and assistance during your FAIM Compliance Procedure.

## **WE WISH YOU A SUCCESSFUL JOURNEY TOWARDS FAIM CERTIFICATION!**

Contact us. Expert advice is always available.

### **FAIM Coordination Centre (FCC)**

Fountain Plaza, Belgicastraat 1

1930 Zaventem

Belgium

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**F:** +32 24 26 55 23

**E:** [fcc@fidi.org](mailto:fcc@fidi.org)

**W:** [www.fidi.org](http://www.fidi.org)



# MEET THE FAIM COORDINATION CENTRE

The FAIM Coordination Centre (FCC) is your main point of contact for all matters related to your FAIM Compliance Procedure.

## MEET THE FCC TEAM:



**JOHN PROOIJ**  
Project Manager  
Quality and Risk



**ISABEL CHILLOPA**  
FCC Customer Service  
Coordinator



**PRACHI SHARMA**  
FCC Customer Service  
Coordinator



**ANDREW MAVIN**  
FCC Customer Service  
Coordinator