



FIDI FAIM Quality Requirements

S&M Moving Systems is committed to ensure proper control of our supply chain as per FIDI FAIM quality requirements.

Our supply chain management procedures are defined in our documented procedures or Quality Manual which addressed the following:

1. Selection and approval of service providers

Our service providers are carefully selected based on defined criteria as per our documented procedure or Quality Manual. We use approved service providers to ensure and to maintain high level quality of service for our corporate clients and customers.

2. FAIM standard awareness

As a FIDI affiliated company, it is critical that our service providers understand that all moves serviced on our behalf, are performed to the FAIM standard. This is communicated to our supply chain through the Service Level of Agreement (SLA), email communication and/or FIDI FAIM Quality Requirements as indicated in this document.

3. Escalation process

Should there be any service issues, these will be rectified based on an escalation process as defined in our documented procedure or Quality Manual.

4. Data (privacy) protection management

We are committed to protect the privacy of our corporate clients and customers and our commitment is communicated to our supply chain through our SLA and email communication. This policy is available on our website for review at any time.

5. Anti-bribery and Anti-corruption management

S&M Moving Systems is committed in fighting against bribery and corruption at all levels; including within the organization and to external parties, such as supply chain members. We will not tolerate bribery and corruption. This is communicated to our service providers through our SLA, email communication and Anti-bribery and anti-corruption charter and Code of Conduct which can be found on our website.