

FOREWORD

With over 600 Affiliates worldwide, FIDI is the world's largest global alliance of professional international moving and relocation companies that are specialised in moving household goods and personal effects internationally. All FIDI Affiliates must adhere to the strict requirements of the FAIM Quality Standard.

Scope and purpose

FIDI has launched a new set of operating guidelines covering the entire move process, the 'FIDI Professional Cooperation Guidelines' (PCGs). They were unanimously approved by FIDI's regional and national Trade Associations in October 2016.

While **FAIM** focuses on auditable quality requirements, the PCGs describe and outline the minimum service level expected worldwide between moving companies, while taking into consideration the FAIM quality requirements.

The PCGs were created by team of industry experts drawn from all geographical regions and various company sizes and types. The experts carefully examined regional specificities and areas of concern in the definition of service expectations workable

worldwide. Furthermore, the relevance of the PCGs is guaranteed through an annual review process.

Complimentary to the FAIM Quality Standard, the PCGs provide answers to specific industry grey areas through **a unified set of guidelines**, consequently leading to a common understanding within the industry.

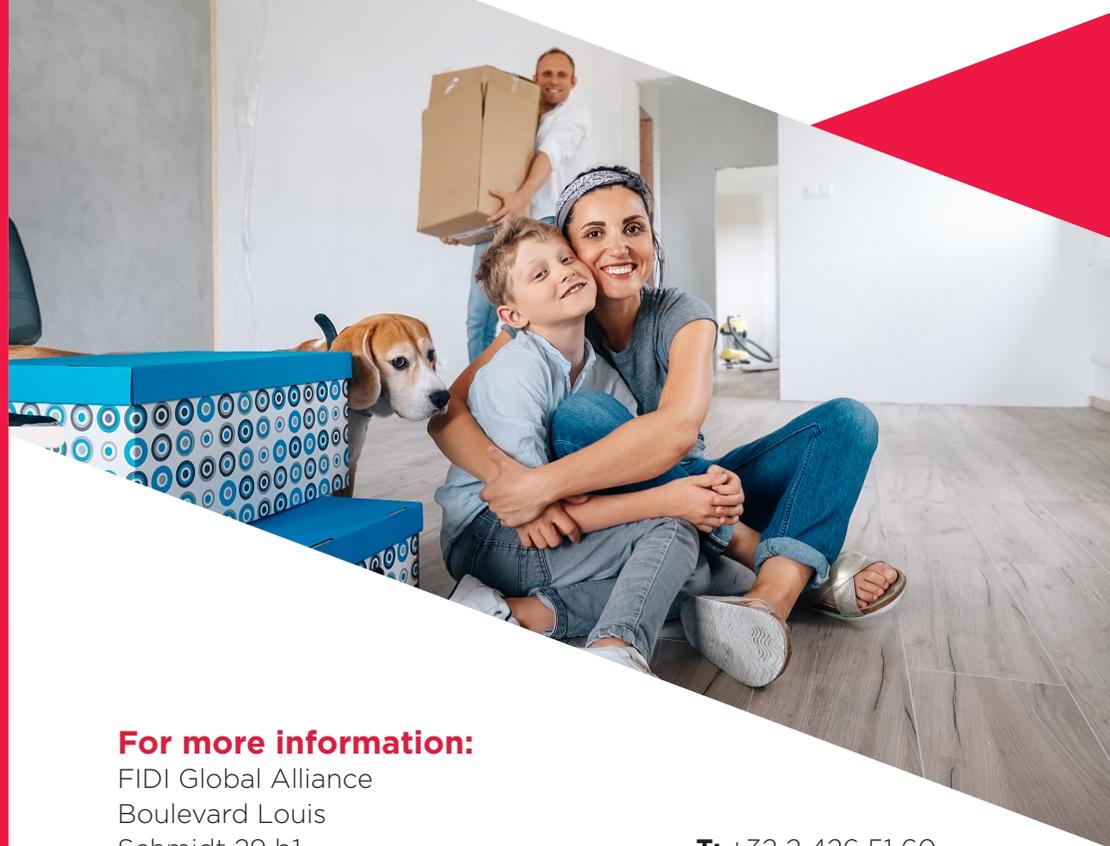
These guidelines do not forbid a FIDI Affiliate from concluding separate written service agreements or specifications with another FIDI Affiliate provided the agreement or specification is properly incorporated by both parties. Whenever there is no written agreement, the FIDI Professional Cooperation Guidelines prevail.

Why choose a FIDI Affiliated moving company?

With the implementation of the FAIM Quality Standard and the FIDI Professional Cooperation Guidelines, FIDI is demonstrating its ongoing focus towards globally standardised industry norms, quality service, professionalism and ultimately increased customer satisfaction.



PROFESSIONAL COOPERATION GUIDELINES



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1. Pre-Move Survey

- ✓ The standard requirements in a pre-move survey, outlining the movers expectations in terms of:
 - Response to a request for a pre-move visit,
 - Submission of the pre-move survey results and the related service quotation/rate to the Booker, and
 - Acceptance of a pre-move survey result and quotation.
- ✓ For example, the Origin Agent's surveyor must have both English and local language skills, be capable of providing an accurate survey and able to counsel the customer on specific matters, including move allowances, restrictions, and prohibited items which should not be included in an international move.

2. Origin services

- ✓ The process and expectation between the movers, including:
 - What is meant by standard origin service
 - What are the normal exclusions, and
 - What is the relevant protocol in case of a cargo overflow or freight transport service.
- ✓ For example, the Origin Agent must provide experienced personnel resources (i.e., removal crew) for packing and handling of the move that is sufficient for completion of work within the agreed timetable.

3. Destination services

- ✓ What is expected from the Destination Agent when submitting the service rate, request or quotation.
- ✓ What are the standard destination service elements as well as the normal exclusions/limitations.

- ✓ Defined protocol when requested to take on board additional responsibilities (e.g. 'Collect before delivery').
- ✓ For example, identify import customs clearance formalities, if applicable and state if included (or excluded) from the rate offer.

4. Storage

- ✓ The roles and responsibilities of the Booker, Origin, Destination and Warehousing Agents when the goods go into storage.
- ✓ What movers should do in case of disagreement regarding storage charges ('storage charges in arrears and lien').
- ✓ For example, it is the Warehousing Agent's responsibility to keep the goods safe in their warehouse which must be dry, secure, adequately equipped and professionally managed in accordance with the FAIM Quality Standard.

5. Mould and/or mildew contamination

- ✓ The roles of each mover whenever facing a mould and/or mildew contamination, with the objective of further reducing the risks to the shipment/goods.
- ✓ Precautionary steps that the mover should take under such circumstances.

6. Accessorial services

- ✓ Supplemental or special service provided in addition to the standard contracted service.

7. Supply of removal staff (equipment) as help for (un)loading and (un)packing

- ✓ What is to be understood under these specific terms and the role of the movers involved.
- ✓ For example, the mover must provide uniformed and applicably experienced and/or licensed operative staff.

8. Invoicing and payment terms

- ✓ The expectations in terms of invoicing, payment terms and potential cancellation or postponement charges.
- ✓ The requirements in terms of communication and documentation.

9. Claims handling and settlement; Loss or damage prevention and action

- ✓ The process of responding to a customer claim or complaint regarding damaged goods or property damages/public or contractual liability.
- ✓ Provision of loss or damage prevention actions at origin and destination.

Glossary

Agent Overseas: Usually another moving company appointed to act as a partner in your move.

Booker or Booking Agent: Inter-continental mover responsible for booking, coordinating and managing the shipment.

Transferee: The person/ the company to whom the shipment is to be delivered.

Destination Agent: The moving company appointed to act on the Booking Agent's behalf at destination.

Origin Agent: The moving or shipping company instructed by the Booker to handle the move/ carry out the services at origin.

