

Transportes Fink S.A
Laura Ganon – CEO & FAIM Coordinator
Estrada dos Bandeirantes 2856
Jacarepaguá
22775-110 Rio de Janeiro (Rio de Janeiro)
Brazil

Brussels, 08/07/2019

Dear Madam,

We would hereby like to congratulate you on the results of your compliance procedure. As you will notice in your attached "Compliance Report", your company has successfully proven its full compliance to the FAIMPLUS Standard and will therefore receive the following certificate:

Certification	Type
FAIMPLUS	Full Renewal

We wish you the very best and again we congratulate you for this excellent result.

Sincerely,

Thijs Deweerdt,
Project Manager

Attachment: <COMPLIANCE REPORT>

FAIM COMPLIANCE PROCEDURE

COMPLIANCE REPORT

Company details:	Legal name:	Transportes Fink S.A
	CEO:	Laura Ganon
	FAIM Coordinator:	Laura Ganon
	Site Address:	Estrada dos Bandeirantes 2856 Jacarepaguá 22775-110 Rio de Janeiro (Rio de Janeiro) Brazil
Compliance procedure:	CP number:	101
	Certification:	FAIMPLUS
	Type:	Full Renewal
	Auditor Name:	Leiliane Garcia
	Auditor Office:	Sao Paulo Office
	Onsite Visit Date:	03/06/2019
	Report Date:	08/07/2019
	Final Result:	Total Non-Compliant Value (NCV): 0

DETAIL OF RESULTS

No identified Non-Compliant Values.

CONCLUSIONS

Your company has successfully proven its compliance to all FAIMPLUS requirements. Therefore your company will receive a FAIMPLUS Certificate, and remains certified until its next Compliance Procedure, subject to on-going compliance, and no change of location or legal entity.

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(Office Stamp)

EXPLANATORY NOTE ON THIS REPORT

FAIM COMPLIANCE PROCEDURE

The FAIM Standard lists all the requirements defined by FIDI as essential to a quality service in the international moving of household goods. FAIM/FAIMPLUS certification requires an Applicant to comply at all times with all FAIM/FAIMPLUS requirements as described in the FAIM Standard and Implementation Manual.

The purpose of the FAIM Compliance Procedure is to confirm full compliance to the FAIM Standard. During the Compliance Procedure the auditor will review the Applicant's operations and list all minimum requirements which were not met. Each minimum requirement has a "Non-Compliant Value" within a scale of importance for the FAIM Standard.

After all the Compliance Procedure Checks have been completed, the total amount of "Non-Compliant Values" (NCV) will be recorded in a FAIM Coordination Centre **"Report"**.

There are 4 types of Reports with different consequences depending on the total NCV in the first issued Report after the Audit:

i. Compliance Procedure "Compliance Report"

After the Compliance Procedure is finalised and all required corrective actions are taken or in case the total NCV equals or is below 30 at the end of the audit day, the Auditor will issue a "Compliance Report" and inform FIDI that the Applicant is ready to be certified.

ii. Compliance Procedure "Initial Report with Minor NCV"

In case the total NCV equals or is between 31 and 100 the Auditor will issue an "Initial Report with Minor NCV" summarising all minimum requirements that were not met.

The Applicant will have three months to submit evidence of the taken corrective actions and clear any outstanding NCV's. The Auditor will review the evidence and if compliance is proven, the compliance report will be issued.

In case the Applicant didn't clear any outstanding NCV's to reduce the total NCV that equals or is below 30 after the 3 months evidence period, the Applicant will be considered as having received an "Initial Report with Major NCV" which means the Applicant has to go through a new payable On-site Audit (Re-Audit).

iii. Compliance Procedure "Initial Report with Major NCV"

In case the total NCV equals or is between 101 and 200 the Auditor will issue an "Initial Report with Major NCV" summarizing all minimum requirements that were not met.

The Applicant will have 3 months to clear any outstanding NCV's but moreover the Applicant has to go through a new On-site Audit. All costs of the initial audit to date will be borne by the Applicant including all costs involved in the new On-site Audit (Re-Audit).

Applicants who applied for a FAIMPLUS certificate and were issued an "Initial Report with Major NCV" will be considered as a FAIM Applicant (i.e. no exemptions will be granted) during the Re-Audit.

iv. Compliance Procedure "Failed Report"

In case the total NCV equals or is above 201 in the first report the Auditor will issue a "Failed Report".

Also in case the Applicant has failed the physical Re-Audit after they were issued an "Initial Report with Major NCV" they will be issued a "Failed Report" This report will contain an overview summarising all the FAIM Minimum Requirements that were not met.

In case the Applicant was issued a "Failed Report" he will be considered as without FAIM Certification.

FAIM CERTIFICATION

a) FIDI-FAIM Compliance Procedure cycle

FIDI-FAIM certified companies are required to maintain their certification at all times. FIDI organises a confirmation of compliance every 3 years (*).

(* *Subject to on-going compliance, no change of location or legal entity.*)

b) "On the spot" verification

OSV procedure (OSV= On the Spot Verification):

Once Certification is granted, the FCC can carry out periodic surveillance audits to determine if the Applicant's level of delivering quality is still meeting the minimum requirements for Certification for the period for which the Certification is valid (= 3 years).

The OSV may not be as comprehensive as the full On-site Audit meaning that it may not necessarily assess all minimum requirements but could concentrate on major important issues and/or corrective actions and/or specific items as a result of historical data.

c) Internal FAIM Audit Compliance Check

Under the FAIM programme it is mandatory to conduct Internal FAIM Audits in the Applicant's company to assess and determine if the company is consistently working aligned with up to date FAIM requirements.

Evidence of performed Internal FAIM Audits including corrective actions (if applicable) have to be forwarded to the FCC on a yearly basis. The FCC recommends to use the Pre-Audit Assessment checklist to perform an Internal FAIM Audit to assess your performance on the different FAIM parameters.

FAIM COORDINATION CENTRE

You may contact the FAIM Coordination Centre for further information on the Compliance Procedure programme.

fcc@fidi.org

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