

IWM
Vitaly Nogay – General Manager
Emin Jafarov- FIDI-FAIM Coordinator
Berezhkovskaya, NAB. 20/3
Moscow, Russia,
121059

Antwerp, August 03, 2012

COMPLIANCE RESULT

Dear Sirs, 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 FAIM/FAIMISO Standard and will therefore receive the following certificate:

Certification	Type
FAIM	Full Renewal

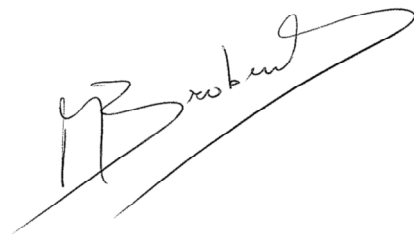
FIDI will shortly contact you with more information about your FAIM certificate.

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

Sincerely,



Jan Smolders,
Project Manager



Michel Brabants
Partner

FIDI FAIM Coordination Centre
Ernst & Young
Joe Englishstraat 52/54 - 2140 Borgerhout
Belgium
Phone: +32 (0)9.242.52.22
Fax: +32 (0)9.242.52.29

Attch: < COMPLIANCE REPORT >

FIDI-FAIM COMPLIANCE PROCEDURE

COMPLIANCE REPORT

COMPANY	Name :	IWM		
	General Manager :	Vitaly Nogay		
	FAIM Coordinator :	Emin Jafarov		
	Site Address :	Berezhkovskaya, NAB. 20/3 Moscow, Russia, 121059		
COMPLIANCE PROCEDURE	Number :	808-02		
	Certification :	FAIM		
	Type :	Full Renewal		
	Subtype :	N/A		
	Auditor Name :	N/A		
	Office :	N/A		
	On-Site Visit Date :	N/A		
	Report Date :	03/08/2012		
	Initial Results :	Total Non-Compliant Elements (NCE) :	0	
		Total Non-Compliant Value (NCV) :	0	
	Evidence Due Date :	N/A		
Final Results	Total Non-Compliant Elements (NCE) :	0		
	Total Non-Compliant Value (NCV) :	0		

DETAIL OF RESULTS

No identified Non-Compliant Elements.

CONCLUSIONS

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

For the FIDI-FAIM Coordination Centre Antwerp,



Jan Smolders
(Signature FAIM Project Manager)

ERNST & YOUNG Bedrijfsrevisoren
J. Englishstraat 52
2140 Borgerhout (Antwerpen)
Tel.: 03/270 12 00 - Fax

(Office Stamp)

EXPLANATORY NOTE ON THIS REPORT

FIDI-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/FAIMISO certification requires an applicant/affiliate to comply at all times with all FAIM/FAIMISO requirements as described in the FAIM Standard Manual.

The purpose of the FAIM Compliance Procedure is to confirm full compliance to the FAIM standard.

During the compliance procedure the FAIM Coordination Centre will review the applicant/affiliates operations and list all “Non-compliant Element” (NCE) identified. Each” Non-Compliant Element” has a “Non-Compliant Value” within a scale of importance for the FAIM standard.

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

Initial Report

If applicable, the applicant/affiliate will have up to 3 months to provide evidence of corrective action for all Non-Compliant Elements identified in the FAIM Coordination Centre’s **“Initial Report”**.

All evidences of corrective actions to solve non-compliant elements identified in the “Initial Report”:

- Need to be sent to the FAIM Coordination Centre.
- It is important that the evidence is received AND reviewed by the FAIM Coordination Centre before the due date, i.e. 3 months after the FIDI-FAIM Compliance Procedure “Initial Report” date.

Compliance Report

The FAIM Coordination Centre will provide the applicant/affiliate with a **“Compliance Report”** confirming the final results of its compliance procedure. This can be:

FIDI-FAIM Certified	<ul style="list-style-type: none">• Your company has successfully proven that it complies to all FAIM requirements listed in the FAIM Standard Manual• FIDI will provide you with FAIM Certification.
Not Certified	<ul style="list-style-type: none">• Your company has disqualifying Non-Complaint Elements or• Has not provided evidence of corrective action for all Non-Compliant Elements identified in the FAIM Coordination Centre’s “Initial Report”, within the allowed 3 months.

FAIM CERTIFICATION

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 2 years. The type of compliance procedure may vary depending on the company's previous results (*):

Initial Results	Compliance procedure Cycle	
Non-Compliant Element (NCE) ≤ 5 AND Non-Compliant Value (NCV) ≤ 30	4 Year Cycle	The next renewal of certification will be done through a Desktop Compliance Procedure <u>followed two years later</u> by a Full Physical Compliance Procedure
Non-Compliant Element (NCE) > 5 OR Non-Compliant Value (NCV) > 30	2 Year cycle	The next renewal of certification will be done through a Full Physical Compliance Procedure

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

FIDI Board “on the spot” investigations

As stated in point 11.11 of the FAIM Implementation Guide, the FIDI Board at its own initiative or the FAIM Coordination Centre (as instructed by the FIDI Board), may at any time further investigate areas related to the FAIM requirements using “on the spot” verification, if it deems such inspection is necessary to ensure that these are compliant. This “on the spot” verification is not necessarily linked to a compliance procedure and/or a certain requirement in the FAIM Standard.

FIDI Board cancellation of a FIDI-FAIM certification

Point 11.7 of the FAIM Implementation Guide states that, as a result of any compliance procedure or on the spot verification (see point 11.11), the FIDI Board may decide that a company is no longer entitled to certification. The company will be notified by FIDI, and may appeal for another inspection and compliance procedure visit by the FAIM Coordination Centre, at its own expense. If no such appeal is lodged within 30 days of the notification, removal of certification is automatic and will be confirmed by FIDI.

FIDI FAIM COORDINATION CENTRE

You may contact the FAIM Coordination Centre for further information on the compliance procedure programme.

FIDI FAIM Coordination Centre
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