

# FAIM QUALITY AWARENESS PROCEDURES



## INTRODUCTION

This procedure is directed at raising awareness on the standard FAIM 3.2 requirements needed through the Doree Bonner service providers to ensure that there is a focus on delivering high service quality as required by FAIM 3.2

As part of this initiative, we will look to highlight the different types of services, the service requirements and expectations that our chosen partners must adhere to when performing services on behalf of Doree Bonner International



**CONFIDENTIALITY:**

The service provider must treat all confidential information provided by Doree Bonner International solely for the purpose of fulfilling its obligations and will not disclose or permit of such confidential information to any third party without prior written consent from Doree Bonner International

**DATA PROTECTION:**

The service provider must adhere and agree to Doree Bonner International's policies and procedures along with applicable privacy laws and regulations.

DATA PROTECTION POLICY IS PROVIDED TO OUR SERVICE PROVIDERS ON OUR:

- \* SHIPPING/AGENT INSTRUCTIONS
- \* IS AVAILABLE VIA OUR WEBSITE
- \* IS HIGHLIGHTED ON OUR E-MAIL SIGNATURES

**ANTI-BRIBERY AND ANTI-CORRUPTION & ANTI-TRUST CHARTER**

The service provider must adhere and agree to Doree Bonner International's policies and procedures along with applicable anti-bribery and anti-corruption and anti-trust laws and regulations.

FIDI ABC, FIDI ATC AND DOREE BONNER INTERNATIONAL ANTI-BRIBERY AND ANTI-CORRUPTION & ANTI-TRUST POLICY IS PROVIDED TO OUR SERVICE PROVIDERS ON OUR:

- \* SHIPPING/AGENT INSTRUCTIONS
- \* IS AVAILABLE VIA OUR WEBSITE
- \* IS HIGHLIGHTED ON OUR E-MAIL SIGNATURES



## **FACILITIES, EQUIPMENT AND TECHNOLOGY:**

All facilities including buildings and equipment used in the association of your services for Doree Bonner International must:

- abide by all local building regulations and provide protection against natural elements
- have a properly maintained fire and smoke detection system
- be properly maintained
- have the appropriate certificates and service records

## **SERVICE REQUIREMENTS:**

### **ORIGIN AGENT SERVICES:**

- All rate enquiry's must be responded to in writing via e-mail within two working days of the request
- Contact must be made with the transferee within one working day of the receipt of the request to schedule a pre move survey
- Agent must acknowledge receipt of request and keep us updated with the scheduling details of the survey
- Agent must submit full survey details and associated costs within two working days of the survey – if this is not possible, Doree Bonner must be notified of the reasons
- Survey details must contain at minimum:
  - Full itemised list of goods and volume
  - Access requirements including parking permits, shuttle, long carries etc
  - Items requiring crating and / or specialist handling, third party requirements
  - Items requiring dismantling – please provide photographs before and during / after dismantling
- A fully numbered legible packing list identifying all effects in the shipment with an accurate description of carton contents and condition reports at the time of wrapping must be produced
- Agent must take photographs of any pre-existing damages to the effects and clearly note these on the inventory
- All inventories must be signed by both the client and crew leader
- We are unable to accept any inventories listed with 'PBO' (packed by owner) – Any carton presented to the packing crew as packed by owner must have its contents inspected to ensure no restricted or prohibited items are included
- Final volumes and rates must be submitted to Doree Bonner International after packing for authorization
- Pre advise must be sent to Doree Bonner with estimated sailing details
- Shipping waybill must be sent to Doree Bonner International containing at minimum the clients name and shipment weight and volume together with the inventory and shipping line's bill of lading (please always arrange express release unless advised otherwise) within 3 working days of the departure date. Airfreight documents must be sent within 1 working day of the departure
- Your invoice must be submitted to Doree Bonner International within 30 days of transit
- Unless advised otherwise, Insurance will be dealt with by Doree Bonner International

**DESTINATION AGENT SERVICES:**

- All rate enquiry's must be responded to in writing via e-mail within two working days of the request
- The arrival and customs clearance date must be notified to us
- We must be notified of any additional fees incurred outside of your tariff / quote prior to delivery so instructions can be provided if they are to be invoiced to Doree Bonner International or to the client directly
- Any additional fees outside of your tariff / quote must be accompanied by back up documents
- Delivery date must be notified to us within two working days of delivery
- Signed delivery documents and inventories must be submitted to us within 5 working days of delivery clearly noting any damages / losses etc
- Doree Bonner International must be notified if the client declines unpacking, this must be stated and signed on the delivery documents
- The inventories must be signed and dated by both the client and crew leader at destination

**ESCALATION / CORRECTIVE PROCESS IN THE EVENT OF A NONCONFORMITY OR INCIDENT:**

- The nonconformity or incident will be evaluated
- Upon the evaluation results, the necessary corrective action will be implemented
- The results of the corrective action will be recorded and reviewed on the success or outcome of the action taken