

Code of Conduct

(Reference FD 5.5)

In accordance with the FIDI Global Alliance, we conduct our business according to the highest ethical standards and will comply with the following:

- In accordance with our Health & Safety Policy, we shall provide a safe working environment and shall provide clean and pleasant working conditions for our staff, with up-to-date equipment and facilities – risk assessments will be carried out on all activities. We promote work-life balance, remote working and flexible working hours.
- We are firmly committed to providing equal opportunity in all aspects of employment and will not tolerate any illegal discrimination or harassment based on race, colour, religion, sex, national origin, disability, or any other protected class. Furthermore, we shall protect our employees from abuse and harassment.
- We shall treat our customers, employees, vendors and suppliers with fairness and honesty in an always legal and ethical way. We shall ensure that quotations and invoices are clear, accurate and consistent.
- We shall not offer or receive bribes or other such facilitating payments for the purpose of obtaining or retaining business.
- Our staff are fully committed to our Environmental Policy. We shall seek to minimize the impact of our activities on the environment - re-cycling facilities are available in the office; our sub-contractors will sort and dispose of all removal debris in a responsible manner.
- We are committed to free and fair competition. We shall not make any agreement with a competitor which prevents, restricts or distorts competition nor exchange sensitive commercial data, in particular data regarding prices or quantities (including sales, market share, territories or customers) and will comply with all relevant laws.
- We shall preserve the privacy and security of all personal data relating to our staff and customers and will comply with all laws regulating how they handle such information.
- Employees must disclose any conflict of interests regard their position within the Company.
- We shall comply with all relevant and applicable local and international labour regulations, treaties, conventions and principles relating to the protection, welfare and health & safety of children. Furthermore, the Company will not utilise the services of any overseas agent deemed by local or international laws, conventions or regulations to be a child employer in any capacity in any operation under its control.
- The business of the Company must be conducted in compliance with all applicable laws, rules and regulations of both Germany and appropriate overseas country.
- We monitor our performance, set practical objectives for improvements and report our progress. Since excellence is one of core values, we work rigorously and effectively and customer satisfaction guides our conduct. We have quality control systems implemented and in continuous development.
- Claims / complaints received from customers are dealt with in a fair and equitable manner - we take every complaint we receive very seriously and work with our customers to deal with them quickly and in a satisfactory way. Should the complaint arise during the move, the crew are instructed to advise the customer that the matter will be reported to the office so that corrective action can be taken.

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- We introduce our principles of Social and Environmental responsibilities, Code of conduct, Anti-bribery and Corruption, Anti-Trust and Confidentiality policies to our partners. We expect and trust our partners and suppliers to adhere to the standards of professionalism set forth in them at all times in our mutual collaboration.
- Our Employees are our greatest asset. We respect and promote diversity, valuing the skills and contributions of each person. As a team we are dedicated to excellence. We encourage our staff to be part of the company's development. We suggest initiatives for improving and developing our professional services or our working environment.
- This Social Responsibility / Code of conduct policy is subject to
 - internal communication
 - shall be consistent of pertaining staff training
 - external communication and supply chain