

Why this Charter?

Master Moving is determined to lead the relocation industry by taking a clear stand against bribery and corruption.

Master Moving will protect the best interests of the international moving industry, their agents/partners and customers. This Charter is a declaration of commitment and covers their employees (whether permanent, fixed-term or temporary) and any associated third parties providing services to Master Moving.

The Charter will be integrated into the FAIM quality standard.

What Is Bribery?

Bribery is the offering, promising, giving, accepting or soliciting of an advantage as an inducement for action. It is illegal, and it is a breach of trust.

A bribe is an inducement or reward offered, promised or provided in order to gain a commercial, contractual, regulatory or personal advantage.

Zero Tolerance Policy

Corruption, bribery or attempted bribery is unacceptable. This applies both for offering or accepting a bribe. Any form of bribery is a fundamental violation of core values of conducting business to the highest legal, moral and ethical standards. International law requires companies, including De Haan, to have rigorous, pro-active measures in place to detect and prevent corrupt practices.

Charter Statement

Master Moving commits to legal and ethical behavior, and to refrain from any business practices that will harm the interests of our company, other affiliates, customers, or the international moving industry. Master Moving will take steps to ensure they are fully informed of applicable regulations and will monitor their employees and business partners to ensure full and continual compliance.

Legal Compliance

Master Moving will ensure that they are aware of all applicable laws countering bribery and corruption in all the jurisdictions in which they operate, and that they will obey and uphold those laws. The laws that apply to particular international business activities include those of the countries in which the activities occur as well as others that – like the US Foreign Corrupt Practices Act (FCPA) and the UK Bribery Act 2010 - govern the international operations of national companies and citizens in respect of their conduct both at home and abroad. We, as an affiliate of FIDI - must consistently ensure that we are aware of, and are complying with, all applicable laws.

Ethical Behavior Statement

At all times, Master Moving will act professionally, fairly and with the utmost integrity in all business dealings and relationships and ethical standard will apply wherever they operate.

Code of Conduct - Commitment to the Values of Master Moving

By agreeing and committing to this Charter, everyone undertakes to:

1. Never engage in any form of bribery, either directly or through any third party.
2. Never offer or make an improper payment, or authorize an improper payment (cash or otherwise) to any individual, including any local or foreign official anywhere in the world.
3. Never attempt to induce an individual, or a local or foreign official to act illegally or improperly.
4. Never offer, or accept, money or anything of value, such as gifts, kickbacks or commissions, in connection with the procurement of business or the award of a contract.
5. Never offer or give any gift or token of hospitality to any public employee or government official or representative if there is any expectation or implication for a return favor.
6. Never accept any gift from any business partner if there is any suggestion that a return favor will be expected or implied.
7. Never facilitate payments to obtain a level of service which one would not normally be entitled to.
8. Never disregard or fail to report any indication of improper payments to the appropriate authorities.
9. Never induce or assist another individual to break any applicable law or regulation

Other Terms and Conditions

In addition, our policy encourages all providers and customers to report directly to the company's KAM and Facility Coordinator with regards to this agreement for any legislation violation.

Our agents, partners and suppliers undertake to:

1. Comply with the legal regulations.
2. Have adequate procedures to prevent bribery and corruption.
3. Establish and maintain an adequate system of internal accounting controls.
4. Use and treat all personal data according to the applicable legislation and current law
5. Permit any required audits from third authorized parties.