

SUPPLY CHAIN MANAGEMENT SYSTEM

AS DEFINED IN FIDI FAIM STANDARD 3.2



When acting as a move booker, we must control and ensure quality performance in our supply chain, as we demonstrate in this SUPPLY CHAIN PROCEDURE.

Service Provider Management

We evaluate, select and approve our service providers.

Our Sales Manager maintains a list of APPROVED SERVICE PROVIDERS (document ref. V-002) that is constantly updated and accessible to our staff in our computer system, so that they can select and use the appropriate service providers to handle the customer's goods and their specific needs. Please refer to our SERVICE PROVIDER PROCEDURE (doc ref. V-003) regarding our process for evaluating, selecting, and approving our service providers.

Service Provider = a person or entity selected by Henri Harsch to provide specific services necessary for the performance of the contract between Harsch and its clients. Service providers include origin and destination agents, trucking companies, air and ocean carriers, client brokers, and any third-party services (electricians, piano specialists, etc.).

Approved service providers are selected on:

1. Quality and performance levels
2. Specificities
3. Price
4. Commercial and business agreements/contracts
5. Supplier solvency

In accordance with Henri Harsch's internal process:

Our moving coordinator must provide clear and complete written instructions to our service provider, within the timeframe specified and within the deadline set by the FAIM, including invoicing instructions and/or proof of a current contract and written agreements with clients (individuals or businesses).

If our Moving Coordinator and/or Team Leader identifies a service failure (quality performance or late payers), they must immediately inform their manager who will investigate the resolution of the case and define an active action plan and/or implement corrective measures with the parties involved.

The customer must be informed of any service failure occurring during the shipment of their household goods, by telephone in case of emergency and by written confirmation/email notification.

The manager may directly contact the client and/or our service provider who has failed to meet their service obligations, if necessary. In the event of poor service, late payers, or unprofessional behavior, the provider will be "blacklisted" from our list of approved service providers to ensure that our staff will no longer use their services until they can demonstrate that they have acted and implemented corrective measures.

Quality management

As described in our documented QUALITY POLICY (doc ref. P-014), our quality performance focuses on the following main elements:

We aim for complete customer satisfaction at all stages of their move, from the beginning (pre-move survey), packing to delivery (including customer services and the claims process, if applicable).

We seek to build long-term relationships with our customers by listening to and anticipating their needs and expectations, and by constantly improving the quality of our service, in accordance with the FAIM 3.2 standard.

Our trained and qualified staff continually develop their knowledge and skills for the benefit of all: our clients, our corporate accounts, our suppliers, our partners, our agents, and Henri Harsch management. We develop and improve our services through continuous learning and communication.

Safety and efficiency are also our priorities at every stage of our operations. Our goal is to reduce all risks to our clients and their assets, to Henri Harsch personnel, and to outsourced parties.

Always respecting our ethical values, we adapt our resources to ensure our growth and development and maintain a solid financial base.

All our activities and internal processes are implemented in accordance with our certifications: ISO 9001 and 14001 and the FIDI FAIM 3.2 standard for intercontinental moving services.

We work in an ethical, honest, healthy and responsible manner, fulfilling our legal commitments and respecting the environment in a spirit of sustainable development.

The parties must ensure that they comply with the minimum requirements of the FAIM standard:

- Raising awareness of the FAIM standard in our supply chain
- Communication: Our supply chain procedure is communicated to external parties > included in our quote and/or shipping instructions. This supply chain procedure is made available to our staff in our computer system and quality manual.
- Escalation Process / Corrective Action Process: We monitor quality performance in our supply chain. We address any issues that may arise in your supply chain through immediate corrective or preventive action plans that Harsch management decides to implement.

Management of personal data protection

We ensure that personal information is collected, used, stored, disclosed and disposed of in accordance with the commitments described in our DATA PRIVACY PROTECTION PROCEDURE (doc ref. INF-013).

Henri Harsch's (private) data protection management procedure includes the following FAIM privacy principles:

- 1. Management** : We define, document, communicate and assign responsibility for our privacy policies and procedures.
- 2. Information** : We inform you of our privacy policies and procedures and indicate the reasons why personal information is collected, used, retained and disclosed.
- 3. Choice and Consent** : We describe the choices available to the individual (private customers or business accounts) and obtain their implied or explicit consent regarding the collection, use and disclosure of personal information.
- 4. Collection** : We collect personal information only for the purposes indicated in the notice.
- 5. Use, Retention, and Disposal** : We limit the use of personal information to the purposes identified in the notice and for which the individual (private client or corporate accounts) has given their implied or explicit consent. We retain personal information only for as long as necessary to fulfill the stated purposes or as required by law or regulations, and then dispose of it appropriately.
- 6. Access** : We allow individuals (private customers or business accounts) to access their personal information to review and update it.
- 7. Disclosure to Third Parties** : We only disclose personal information to third parties for the purposes indicated in the notice and with the implied or explicit consent of the individual concerned.
- 8. Security for privacy** : We protect personal information against unauthorized access (both physical and logical).
- 9. Quality**: We maintain personal information that is accurate, complete and relevant to the purposes stated in the notice.
- 10. Monitoring and Enforcement**: We monitor compliance with Harsch's privacy policies and procedures and how our procedures handle privacy-related complaints and disputes (including an escalation procedure).

Anti-corruption management

Harsch Management mitigates the risk of corruption in its supply chain.

We demonstrate our commitment to a zero-tolerance approach to bribery and corruption by signing the FIDI ABC Chapter, which covers the following minimum themes:

- **Risks** : We conduct a risk assessment of our supply chain to mitigate corruption risks. See below.
- **Due Diligence** : We take appropriate due diligence measures in our supply chain to mitigate the risk of bribery and corruption. See below.
- **Communication**: We communicate our procedures to our supply chain to mitigate the risk of corruption, through a link in our quotation and/or work/shipping instruction document.

What is corruption?

Corruption is the act of offering, promising, giving, accepting, or soliciting an advantage to induce action. It is illegal and constitutes a breach of trust. A bribe is an inducement or reward offered, promised, or provided for the purpose of obtaining a commercial, contractual, regulatory, or personal advantage.

Harsch Management and FIDI will not tolerate corruption

Bribery, bribery, or attempted bribery is unacceptable. This applies to both the offering and acceptance of a bribe. It runs counter to our core values of conducting our business in accordance with the highest legal, moral, and ethical standards. Bribery and corruption are covered by various international laws and statutes. These laws often require companies, including FIDI affiliates, to implement rigorous and proactive measures to detect and prevent corrupt practices.

Anti-corruption charter statement

As FIDI affiliates, we are committed to legal and ethical conduct and to doing nothing that could harm the interests of Henri Harsch HH SA, FIDI and its affiliates, its customers or corporate accounts, or its suppliers. Henri Harsch HH SA, FIDI, and its affiliates will take steps to ensure they are fully aware of applicable regulations and will monitor their employees and business partners to ensure full and ongoing compliance.

Legal compliance

Harsch HH SA and FIDI affiliates will ensure that they are aware of all applicable anti-bribery and corruption laws in all jurisdictions in which they operate, and that they comply with and enforce these laws.

The laws that apply to particular international business activities include those of the countries in which those activities take place, as well as others that—such as the U.S. Foreign Corrupt Practices Act (FCPA) and the U.K. Bribery Act 2010—govern the international activities of domestic companies and citizens with respect to their conduct both at home and abroad.

As a FIDI affiliate, we must ensure that we are aware of and comply with applicable laws.

Ethical behavior

To demonstrate its commitment, FIDI and its affiliates are committed to adopting a zero-tolerance approach to bribery and corruption.

At all times, FIDI and its affiliates will act professionally, fairly, and with the utmost integrity in all their business dealings and relationships. This rule will apply wherever they operate.

As a FIDI affiliated company, we must ensure that we are aware of and adhere to the zero-tolerance approach to bribery and corruption.

Commitments to FIDI Values

This ABC Charter is formally integrated into the FAIM 3.2 quality standard. By accepting and committing to this Charter, Harsch and all FIDI affiliates undertake to:

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

Antitrust Management

Harsch Management mitigates the risk of non-compliance with antitrust rules in the conduct of its business.

What is a cartel?

A cartel is an agreement, concerted practice, or conspiracy among competitors to fix prices, submit collusive bids, divide or share markets, and generally restrict competition.

A cartel is considered the most serious violation of antitrust laws in most jurisdictions, which can lead to the imposition of significant fines and, in some jurisdictions, criminal penalties.

We, as a member of FIDI, will not tolerate cartel conduct.

FIDI complies with the antitrust laws and regulations of the countries in which it operates and requires its affiliates to do the same. Participation in a cartel is unacceptable. It runs counter to FIDI's core values of free and fair competition based on the added value of its products and services.

Laws and regulations that penalize cartel conduct are in place in most jurisdictions. These laws and regulations are designed to promote free and fair competition and to protect consumers.

We are committed to supporting the fight against cartels, which restrict competition between suppliers to the detriment of customers, and to demonstrating our commitment to a zero-tolerance approach to antitrust by signing the FIDI ATC Chapter Declaration, which addresses the following topics:

As members of FIDI's affiliates, we are committed to legal and ethical conduct and to refraining from any activity that could harm the interests of FIDI, other affiliates, clients, or the industry. FIDI and its affiliates will take steps to ensure that they are fully informed of applicable antitrust laws and regulations regarding cartels and other antitrust violations, and will monitor their employees and business partners to ensure their full and ongoing compliance with these laws and regulations.

Legal compliance

As a FIDI affiliate, we will ensure that they are aware of all laws and regulations applicable to anti-competitive practices in all jurisdictions in which they operate, and that they obey and comply with these laws and regulations.

As a FIDI affiliate, we will ensure that they are aware of and comply with applicable antitrust laws and regulations.

Ethical behavior

To demonstrate our commitment, we, along with FIDI and its affiliates, commit to adopting a zero-tolerance approach to cartel conduct. At all times, we, along with FIDI and its affiliates, will act professionally, fairly, and with the utmost integrity in all business transactions and relationships. This will apply wherever they operate.

Code of Conduct :

By accepting and committing to comply with this FIDI Antitrust Charter, we agree to:

1. Never establish direct or indirect contact (through third parties, including agents, suppliers or customers) with an actual or potential competitor or other third party, for the purpose of engaging in cartel behavior.
2. Never propose or enter into an agreement, directly or indirectly, formally or informally, with current or potential competitors, on sensitive competition-related issues, including:
 - Pricing
 - Divide or share markets, customers, territories
 - Rigging a tender procedure
3. Report any indications or initiatives of inappropriate anticompetitive business behavior by an actual or potential competitor in accordance with your internal reporting procedure, including, but not limited to, your legal department and/or the appropriate antitrust authorities.
4. Do not attend a professional association meeting where sensitive competition-related issues are discussed. If such topics are discussed during a meeting, employees of FIDI affiliates should immediately request that the discussion end. If not, they should leave the meeting and request that this be recorded in the meeting minutes.
5. Ensure that all internal and external correspondence, including emails and texts, as well as documents, discussions and public statements, do not contain any statements that could be misinterpreted by third parties or by antitrust authorities and courts in the context of a potential antitrust investigation.
6. Exercise independent judgment in pricing or selling any product and/or service.
7. Limit the information discussed in business negotiations with, or disclosed to, competitors or other third parties to that which is strictly necessary to complete or evaluate the transaction.

This Supply Chain Procedure is reviewed at least once a year by Harsch management, updated as necessary, and communicated to Harsch staff as part of Harsch's internal policies. This Supply Chain Procedure also applies to our affiliated branch, Harsch ch Laufenburg.