**SUPPLY CHAIN**

1. FIDI-FAIM Standard (Our opportunity to demonstrate the difference!!!)
   1. FIDI-FAIM Standards gives our company the opportunity to demonstrate quality performance and the best available control to our supply chain and our clients
   2. FIDI-FAIM Standards, gives our company the opportunity to demonstrate compliance with the requirements defined by FIDI as essential to deliver a quality service in the inter-continental moving of household goods
   3. FIDI-FAIM Standards, gives our company the opportunity to demonstrate that we are consistently compliant with the Anti-Bribery & Corruption (ABC) Charter, relevant Social Responsibility & Code of Conduct policies and appropriate Data Protection Principles
2. Supply Chain Comitee
   1. Gerrit Lichtenberg (CEO)
   2. Jan Lichtenberg (Management)
   3. Sibel Lichtenberg (Management)
   4. Emin Cetin (Finance and Purchase Manager)
3. Procedure
4. **Make technology work for you.** Too many companies select software they hope will make them more efficient, and they structure their workflows and processes around that chosen technology. Instead, they should first review the processes that need improvement, and only then select the technology that best satisfies those process needs. That may seem self-evident, but I have seen more than a few companies buy first and figure things out later. Perhaps that is why in many companies, the supply chain organization seems to be "feeding the system" (such as an enterprise resource planning system) with information, and they have difficulty retrieving the type of data they need for making sound strategy and business decisions. At best-in-class companies, by contrast, managers understand that "the system" should help them better manage their supply chains. They find a way to use technology to produce beneficial information without having to perform various "work-arounds" to extract and view the data. They recognize the importance of an efficient purchase-to-pay process and have adopted strategies and mechanisms to get the greatest benefits from technology.
5. **Establish alliances with key suppliers.** Best-in-class companies work closely with suppliers long after a deal has been signed. In most circles today, this is called "supplier relationship management." But that implies one-way communication (telling the supplier how to do it). Two-way communication, which requires both buyer and seller to jointly manage the relationship, is more effective. A more appropriate term for this best practice might be "alliance management," with representatives from both parties working together to enhance the buyer/supplier relationship. The four primary objectives of an effective alliance management program with key suppliers include:
6. Provide a mechanism to ensure that the relationship stays healthy and vibrant
   1. Create a platform for problem resolution
   2. Develop continuous improvement goals with the objective of achieving value for both parties
   3. Ensure that performance measurement objectives are achieved
   4. With a sound alliance management program in place, you will be equipped to use the talents of your supply base to create sustained value while constantly seeking improvement.
7. **Engage in collaborative strategic sourcing.** Strategic sourcing is a cornerstone of successful supply chain management. But a collaborative strategic sourcing initiative produces even better results. Rather than consider strategic sourcing as just a matter for the purchasing department, best-in-class organizations get internal "customers" actively involved in the decision-making process. More importantly, they solicit feedback and information regarding their objectives and strategies from those customers, which may include functional areas such as finance and accounting, engineering, operations, maintenance, safety/health/environment, and quality assurance—any internal business unit or function that will contribute to the initiative's success. This approach not only ensures availability of supplies but also results in lower total cost, streamlined processes, and increased responsiveness to customers' changing needs.
8. **Focus on total cost of ownership (TCO), not price.** One benefit of strategic sourcing is that it shifts the focus from looking only at the purchase price to understanding the total cost of owning or consuming a product or service. For significant spend areas, procurement teams at best-in-class companies are abandoning the outmoded practice of receiving multiple bids and selecting a supplier simply on price. Instead, they consider many other factors that affect the total cost of ownership. This makes good sense when you consider that acquisition costs account for only 25 to 40 percent of the total cost for most products and services. The balance (and majority) of the total comprises operating, training, maintenance, warehousing, environmental, quality, and transportation costs as well as the cost to salvage the product's value later on. Identifying the total cost of ownership requires looking at the entire process of procuring and consuming the product or service, something that can only happen with cooperation and input from both the buyer and the seller. Best-in-class organizations do not stop there, however. They also ask suppliers and internal stakeholders the following important question: "How can we work together to reduce the total cost of ownership?" Establishing a "total cost of ownership" mindset is a goal that the supply management organization needs to embrace and perpetuate throughout the entire enterprise. It will not be easy, however, to convince your company's executive leadership to truly prioritize value over price. Since the global financial collapse in 2009, most chief executives have focused on cost reductions, which they expect will translate to reduced prices.
9. **Put contracts under the supply chain function.** Purchasing and procurement teams often negotiate significant potential savings during the sourcing process but never fully realize those savings. The reasons for this vary, but they often include a failure to communicate contract terms to the affected organizations and a failure to monitor contract compliance. All too often, in fact, the executed contract is filed away in some drawer and forgotten. This is no exaggeration; several years ago, the research firm Aberdeen Group asked supply managers the following question in a survey: "How do you manage your company's contracts?" Their answers were startling. Two thirds of the respondents stated, "We can't even find the contracts, much less manage them." More companies are moving responsibility for contract management to the supply chain organization rather than leaving it in purchasing, legal, finance, or operations. One benefit of this shift is that it ensures the contracts are collected and maintained in a central repository. The migration of the contract management function to the supply chain organization also allows the supply chain leader to more effectively leverage the company's spend, particularly in the area of services, where there is a great opportunity for cost reduction and risk mitigation.

Preparation of a “**List of APPROVED** Service Providers”

1. **Establish appropriate levels of control and minimize risk.** Supply chain management policies and procedures should follow an appropriate sequence and structure, and it is important to review them frequently (if not constantly) and bring them up to date. Keeping them realistic and easy to understand and follow will help to ensure compliance. It is certainly possible to go too far in establishing policies and procedures, however. That is why best in- class companies periodically review their policies and controls to ensure that they are not creating bottlenecks. Their objective is to streamline them without sacrificing the ability of those controls to deter theft, fraud, and other problems. Risk mitigation goes hand-in-hand with policies and controls, and best-in-class supply chain organizations integrate risk-mitigation methodologies into their sourcing decision process. This is a complicated subject that we can touch on only briefly here, but in short, these organizations are adopting sound methodologies that include: (1) identifying all of the risk elements, (2) determining the probability of the risk event occurring, (3) assessing the dollar impact on the sourcing decision if the risk event actually takes place, and (4) prioritizing risks for monitoring and prevention.
2. **Take "green" initiatives and social responsibility seriously.** Buyers and consumers are also considering social responsibility when making purchases. Social responsibility consists of a framework of measurable corporate policies and procedures that result in behavior designed to benefit the workplace, the individual, the organization, and the community. Social responsibility is playing an increasingly significant role in best-in class supply management organizations' decisions, not just when it comes to purchasing but also in regard to risk evaluation. A company that does not have a meaningful social responsibility program risks criticism from workers and/or consumers.
3. Communication: How the procedure is communicated to our Suppliers
   1. All these standards will be reviewed, updated and communicated to our personnel on yearly basis
   2. All these standards will be reviewed, updated and communicated to our Suppliers on yearly basis
   3. All these standards will be reviewed, updated and posted on our website
   4. These standards will be referred on our emails and other forms of written communication (Below our signatures via our website) to all our clients/suppliers
   5. The below quote must be on all your emails and other forms of written commmunication;

“Important Notice: Bergen International Movers Lojistik AS, as a member of FIDI “The largest global alliance of professional international moving and relocation companies”;  is consistently compliant with the Anti-Bribery & Corruption (ABC) Charter, relevant Social Responsibility & Code of Conduct policies and appropriate Data Protection Principles. Please see our website [www.bergen.com.tr](http://www.bergen.com.tr)”

1. Due Diligence and Escalation process / corrective actions process: (How to handle?)
   1. Regular evaluation of our suppliers is a fundamental component risk management and continuous improvement
   2. Good service practices require companies to take a well-documented approach to managing compliance service failures
   3. How our company ensures a quality performance in its Supply Chain
      1. Mutual Contracts to be signed to start with;
         1. Contract of Supply Chain (Describing the service)
         2. Communicating our Anti-Bribery – Anti Corruption (ABC Charter)
         3. Communicating our Data Protection Policy
      2. Monthly meetings for the evaluation of our service providers
      3. Quality evaluation within our office reports received from our Logistics Dept and through our quality control sheet filled by our clients on each performance
   4. Our procedure will be reviewed, updated and communicated to our internal personnel and our suppliers
   5. In case of any escalation of a problem received from our Logistics Dept or our clients
      1. The Service provider will be called in to explain the cause and the corrective actions they will take.
      2. A certain time will be given to have the problems corrected
      3. Again will be monitored to see and confirm that the corrections are in place
      4. Meanwhile, we must search for alternative service providers, for the same service being received
      5. In case of failure, as per our terms of “Contract of Supply Chain”, the contract will be terminated and consideration of alternative service providers will be in affect
2. Risks; (How does our company perform risk assessment towards our Suppliers to mitigate the risk of Bribery and Corruption)
   1. Our documented policies that prohibits the payment of bribes or other forms of corrupt payments, which will be circulated on all our correspondences and our website
   2. Ability to record, assess, and rank a range of risks in a structured and consistent way that provides sufficient detailed information for comparison and reference purposes
   3. Compliance training programs for those most likely to be exposed to bribery and corrupt activities, designed to increase awareness and educate on what constitutes illegal or “grey area” activities
   4. Specific controls, such as approval, authorization, and review processes, for payments that take place through systems for vendor payables, purchasing cards, travel & entertainment expenses
   5. Systematic monitoring of payments to look for suspect outliers, unusual patterns and other indicators of potential cases of bribery and corruption.
3. Communication
   1. Communicating our policies and procedures to the Suppliers to mitigate the risk of Bribery and Corruption
   2. To mitigate the risk of Bribery and Corruption in our Supply Chain we will be reviewing, updating once a year and this will be communicated to our internal personnel (staff).
   3. All reviews and updates will be communicated to our internal staff, to our service providers and will be declared on our website to the public