

# CERTIFICATE OF APPROVAL



Certificate No. 20160317-9



**North International**

Via San Maurizio al Lambro  
1-20099 Sesto San Giovanni  
Milan  
Italy

QSS certifies that this company has been assessed and found to comply with the following standard

**ISO 9001:2008**  
**Quality Management Systems - Requirements**  
**Scope: Moving Services**

The applicable certification system used was examination and evaluation of the documented management system to compliance with the above standard, evaluation of the quality system coupled with sampling and inspection of their application, together with annual surveillance

Certification Date: 07.10.16

Expiry Date: 06.10.19

Date of Original Issue: 07.10.16

Signed:



C. Waymouth

## QUALITY POLICY

The most important potentials of our company are the reliability in our engagement, our competence and our individual care for our customer.

This is based on the implementation of our mission statement, which relays on our co-operation with other network partners within the EUROMOVERS organization, which is based on reliability, high levels of service and the trustful execution of the requirements of our Clients.

As of such, we realize and measure our Quality and our Quality Objectives within the range of our services of the Removals Business, which we define during our annual management reviews and periodic quality audits.

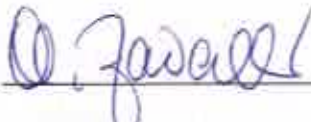
These tools are used to evaluate our services by customer satisfaction and to provide a continuous improvement of our quality.

It is our major quality objective, to provide the required quality standards, which are ruled within the industry and to try to improve them.

Management and Employees of EUROMOVERS International S.A. are obliged to fulfil this Quality Policy within the range of each person's area of responsibility.

We communicate our objectives to our Employees and Network Partners. We make this policy available via our presentations in the internet.

Milan, Italy, July 6, 2016



**Top Management**  
Mita Favalli

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**Top management**

**Resources, roles, responsibility and authority**

The NORTH International Top Management, as highest executive committee, appoints

**MARCO NEGRI**

...for the position of the Management Representative (QAM)

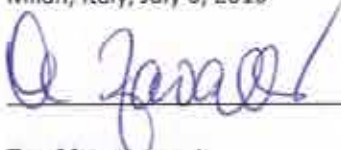
The Management Representative is obliged to implement, actualize and to maintain the requirements of the Integrated Management System (IMS) as per ISO 9001 (QMS).

In addition, he is responsible to report the quality performance to the top management and here, with regard to evaluations, recommendations and improvements.

In agreement with the top management, the QAM receives the required resources, for the execution of this task and in accordance with the standard, as well as the attendance to required trainings.

The QAM is authorized to convene a committee (QTE) which provides assistance for his tasks. The QAM will receive assistance from the QAMs of the individual participating companies, or he will delegate responsibilities to persons in the company.

Milan, Italy, July 6, 2016



**Top Management**  
Mita Favalli

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**Top management**