

FAMAB

Verband Direkte
Wirtschaftskommunikation e.V.

FMA (Forum Messe- und Ausstellung) Quality Code

In 1963, FAMAB Verband Direkte Wirtschaftskommunikation e.V. was founded as Fachverband Messe- und Ausstellungsbau. Today, FAMAB represents companies that conceptualise and/or realise exhibition profiles, events and brand showcasing.

Since the founding of FAMAB, every member must meet qualitative acceptance criteria.

FMA, Forum Messe und Ausstellung in FAMAB represents the group of exhibition stall construction companies. Since the terms 'exhibition stall construction and exhibition stall construction company' are not protected, they do not give the customers any idea about the quality of the supplier. This is the reason why FMA strives towards mandatory quality standards across the sector.

FMA now binds its members to ratify special quality criteria. The quality code introduced here is a seal of trust and promise by all FMA members towards their customers.

The practical use of this self-imposed obligation: through stipulated and open procedural standards for the member companies, customers and contractors can separate 'wheat from chaff'. Therefore, the FMA quality code forms the basis for transparency and trustful cooperation.

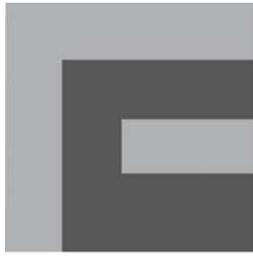
By signing the code, the member companies confirm their agreement to the uniform quality principles in the project.

The FAMAB advisory council can be approached if there are any breaches in the philosophy propounded in the code.

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FMA members are obligated to adhere to the following principles:

- **Protection of ethical and business regulations**

We are against bribery and corruption practices in any form.

We insist on fair competition and encourage a binding, correct interaction with customers, colleagues and sub-contractors.

We are obligated to use qualified personnel and adhere to the occupational safety directives.

We are obligated to ensure professional competence, being on schedule and reliability.

- **Legality**

We guarantee the adherence to all legal and social basic conditions, especially to the adherence to contracts, to occupational, insurance and tax laws and all industry-specific ordinances.

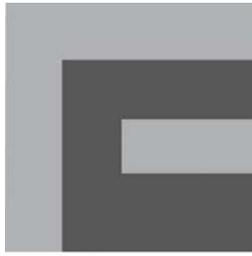
- **Sustainability**

We work with a sense of ecological, economic and social responsibility.

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Five-phase concept of a project for brand and exhibition showcasing

This concept is an example of the process of a project beginning from the planning stage up to the implementation. The focus is on cooperative team work and advantages for the customers.

1st Phase: Acquisition/Offer

FMA members are obligated to keep the pricing transparent, service profile clear and invoicing of services fair according to financial inputs.

They advocate the calculation of costs for designs and presentations.

2nd Phase: Planning and Organisation

From this phase onwards, the members of the FMA document all project stages completely and update them without being asked. This way, they ensure transparency related to costs, quality and schedules for the customers during the entire project. The customer now has a dedicated contact person.

Internal and external systems are included in the planning. Products and services are subjected to a quality assurance procedure while purchasing them.

3rd Phase: Production

FMA members make systematic and sustainable use the materials during production. Scheduled implementation and continuous quality control ensure a constant implementation quality to ensure the requirements agreed with the customer.

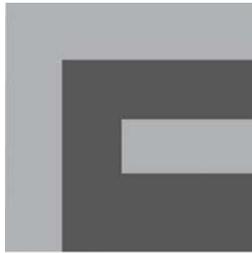
4th Phase: Logistics and Assembly

For implementing a project, FMA members carry out a construction period planning. In all their works, the members especially keep in mind the adherence to respective statutory and local directives. These ensure occupational safety

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working hour management, device safety, permits for machine operators, personal safety gear and construction safety measures.

Approach optimisation will be carried out for all services that are not carried out at the company's office location. The FMA members also inspect packaging, goods security and garbage disposal from the point of view of sustainability.

The assembly phase ends with the handover to the customer and is documented with a handover log. Employees on site are obligated to conduct themselves properly with customers, colleagues and competitors.

5th Phase: Implementation/Service/Post-processing

FMA members ensure that even during an event, a contact person is available at all times in addition to the qualified stand-by personnel.

Construction site reports, documentation of project management and re-calculation are used for internal post-processing of a project and serve as the basis for a feedback conversation with the customer.

Any objections by a customer will be dealt with under grievance management where active solutions will be sought for a long-term cooperation.

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