

# INTERNATIONAL

## RIM CERTIFICATION



Registered International Mover with the  
American Moving & Storage Association  
Certification for every phase in the relocation process  
Adherence to specific service standards  
Modern, equipped service centers  
At residence: packing, wrapping and loading  
Latest in techniques and materials for safe transit

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## GOLDEN TOUCH PROGRAM

Services designed to exceed transferee expectations  
Service crew resumes provided in advance of relocation  
Dedicated service team for packing, wrapping and loading  
Service and satisfaction survey  
Incentives and recognition program for crew members

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## UNIGROUP WORLDWIDE CERTIFICATION



Global trading partner network  
Structured classroom training of 32 hours  
Required on the job training of 200 hours for service crews  
Service crew and warehouse standards  
Sales and customer service standards

