



We move the people who move the world

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## About AGS

AGS was established in 1974 as a family run business that today continues to deliver top quality door-to-door removal services across all seven continents.

Should you be moving from Africa to Asia, Europe to the USA or even Australia to the UK; the AGS staff, fleets and services will be on hand at both sides of your move to ensure a smooth transition to your new location.

AGS key clients include some of the world's top multi-national corporations, NGOs, governments and embassies: AGS has the experience to make your move a professional and seamless service no matter where in the world you move.

### **AGS strives to deliver the best; with a key focus on the following:**

- Investing in staff development and recruiting the best professionals
- A client-centric attitude, promoting communication and peace-of-mind
- Strict adherence to the United Nation's Global Compact guidelines
- Continuous global investment into vehicle fleets, warehouses and security systems
- Capitalising on IT and new technologies to better support AGS services
- Careful selection of global agents who share the same work ethics
- Environmental awareness with a conscious focus on reducing carbon footprints

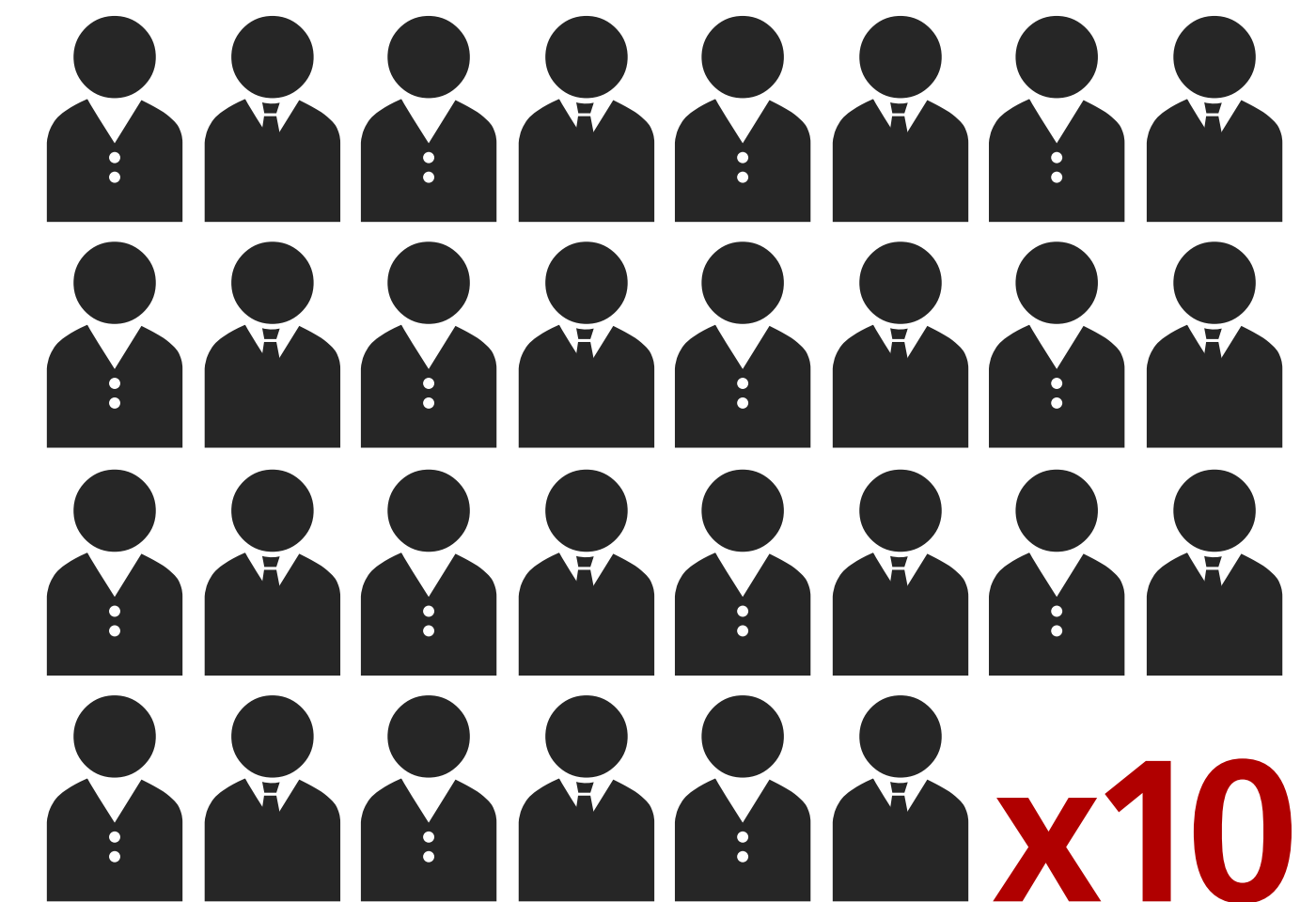




## AGS, your global partner

At AGS, moving is our business and no move is too big or too small; whether domestic or across continents, our staff are on hand to manage all your move requirements.

**45+**  
**YEARS'**  
**EXPERIENCE**  
IN THE REMOVALS  
INDUSTRY

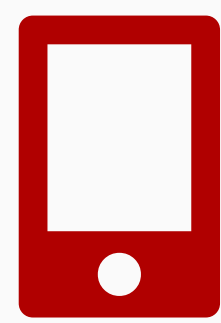


OVER 300 CERTIFIED  
AGENTS WORLDWIDE

# Our promise to you



Security



Communication



Reliability



Reactivity



Courtesy



Availability

## For moving with peace of mind





# Our Network

Click on the continents to find your nearest branch

**FRENCH OVERSEAS TERRITORIES (FOT)** – AGS is the market leader in the French Overseas

**Territories:** French Guiana, **Guadeloupe**, Martinique, **Mayotte**, New Caledonia, **Reunion**, Tahiti.

**EUROPE** – AGS was founded in France in 1974 and has developed a comprehensive network across Europe. Today, Europe remains a core focus and you will find AGS in the following countries: Albania, **Belgium**, Bosnia-Herzegovina, **Bulgaria**, Croatia, **Czech Republic**, France (Alsace, Bordeaux, Brest, Le Mans, Lille, Lyon, Marseille, Metz, Montpellier, Nantes, Nice, Paris, Poitiers, Tarbes, Toulouse, Troyes), **Germany** (Berlin, Koblenz), Hungary, **Kosovo**, Macedonia, **Montenegro**, Poland, **Portugal**, Romania, **Russia**, Serbia, **Slovakia**, Spain, **Switzerland**, Ukraine, **United Kingdom**.

**MIDDLE EAST** – AGS covers the Middle East through 3 locations: Qatar, **United Arab Emirates** (Abu Dhabi, Dubai)

**ASIA** - AGS has branches in key destinations across Asia and continues to expand in this region: **Cambodia**, China (Beijing, Chengdu, Wuhan, Guangzhou, Shanghai), **Hong Kong**, India (Bangalore, Chennai, Hyderabad, Mumbai, New Delhi), **Indonesia**, Japan, **Malaysia**, Philippines (Cebu, Manila), **Singapore**, South Korea, **Taiwan**, Myanmar, **Thailand**, Vietnam (Ho Chi Minh City, Hanoi).

**AFRICA** – AGS is recognised as Africa's number one moving company due to our extensive network: Algeria, **Angola**, Benin, **Botswana**, Burkina Faso, **Burundi**, Cameroon (Douala, Yaoundé), **Cape Verde**, Central African Republic, **Chad**, Comoros, **Congo** (Brazzaville, Pointe-Noire), Democratic Republic of the Congo (Kinshasa, Lubumbashi), **Egypt**, Equatorial Guinea, **Gabon** (Libreville, Port Gentil), Gambia, **Ghana**, Guinea, **Guinea Bissau**, Ivory Coast, **Kenya**, Liberia, **Libya**, Madagascar, **Malawi** (Blantyre, Lilongwe), Mali, **Mauritania**, Mauritius, **Morocco** (Casablanca, Rabat), Mozambique, **Niger**, Nigeria (Abuja, Lagos, Port Harcourt), **Rwanda**, Senegal, **São Tomé and Príncipe**, Sierra Leone, **South Africa** (Cape Town, Durban, Johannesburg), Sudan, **Tanzania**, Togo, **Tunisia**, Uganda, **Zambia**, Zimbabwe.





Our quality commitment



## AGS covers both sides of your move, from departure to destination, anywhere in the world

No matter where in the world you are moving, AGS ensures the same level of certified quality service. Our work methods and packing materials are FIDI/FAIM approved throughout the AGS network. Furthermore, owing to our meticulous selection of global agents, we guarantee our partners also adhere to the same standards and service levels.

In order to achieve high quality AGS focuses on two interlinked methods: standardised and superior processes, and process management – including the AGS Quality Manual, based on the ISO and FAIM quality standards.

- All AGS branches are ISO 9001:2008 compliant
- 30 AGS branches have been awarded FAIM accreditation by FIDI: the Federation of International Furniture Removers
- AGS received 5 consecutive Gold Awards of the prestigious FIDI Academy, confirming the Group's commitment to develop and promote the know-how and high industry standards among its employees.



AGS online

Peace of mind, with just one click

**[www.agsmovers.com](http://www.agsmovers.com)**

At AGS our clients come first, and we go the extra mile to ensure 100% satisfaction – guaranteed! For this reason, we want to introduce you to Mr Goodmove. Mr Goodmove is our AGS brand ambassador who is hard at work for you every day, ensuring a seamless transition for all of your move requirements and always standing by to put your mind at ease. Feel free to contact him at any time for a speedy response at

**[mrgoodmove@agsmovers.com](mailto:mrgoodmove@agsmovers.com)**



**100% SATISFACTION  
GUARANTEED**





Customised services



A photograph of three male movers in red AGS uniforms carrying large white boxes with the AGS logo on their heads. They are walking along a path in a lush garden with various plants and trees. The image is partially obscured by a white diagonal graphic element on the left side.

**CUSTOMISED SERVICES**

## AGS personalised solutions for your company, NGOs and private moves

Client satisfaction continues to be the key to our success, and our 45 years of service qualify us as experts in meeting each of your special requirements.

### **REMOVALS FOR THE EXPATRIATE**

- Free pre-move survey and quote
- Expert advice
- Packing services
- Removals via air, sea and road
- Import/export customs formalities and processing of documentation
- Short- and long-term secure storage facilities
- Delivery, unpacking, assembly and collection of used packing material



## CUSTOMISED SERVICES

- Superior AGS quality for all packaging materials
- Customised packaging to ensure a secure move

### **Committed to the security of your personal effects**

- Packing material specially developed for AGS, based on minimizing common causes of damage
- Specialized cartons for different objects: including crockery, furniture, clothing and paintings
- Tailor-made wooden crates for most sensitive and fragile items, giving that essential extra protection
- AGS has created a 'first necessity' carton in which clients are advised to pack the items that they will need as soon as the truck or container arrives



## **WAREHOUSES**

Through AGS, clients have access to a network of secure warehouses across the world that are regularly inspected and equipped with:

- advanced security systems, including alarm systems and/or surveillance cameras
- appropriate ventilation and de-humidifying systems
- anti-fire systems, smoke detectors, smoke ejection outlets and fire escape doors

**Our warehouses facilitate the seamless and secure storage of clients' personal effects at both a move's origin and destination.**

**AGS has warehouse space measuring:**

**20,676 m<sup>2</sup>  
in Asia**

**54,132 m<sup>2</sup>  
in Africa and  
Middle East**

**102,238 m<sup>2</sup>  
in Europe**

**TOTAL: 200,000 m<sup>2</sup>**



## Tools you'll need



Contact our client relations agent, Mr GoodMove:

**[mrgoodmove@agsmovers.com](mailto:mrgoodmove@agsmovers.com)**



An inventory form for insurance purposes



A Tracking tool that enables you to locate your effects at any time



Tips and advice for a successful move



A checklist to download so that you do not forget anything



A directory of AGS branches to easily find the contact details of the branch that is closest to you



E-mail confirmation of appointments and constant communication throughout your move



For companies, we offer additional online document resources and reporting

A complete list of tools can be found on our website: **[www.agsmovers.com](http://www.agsmovers.com)**

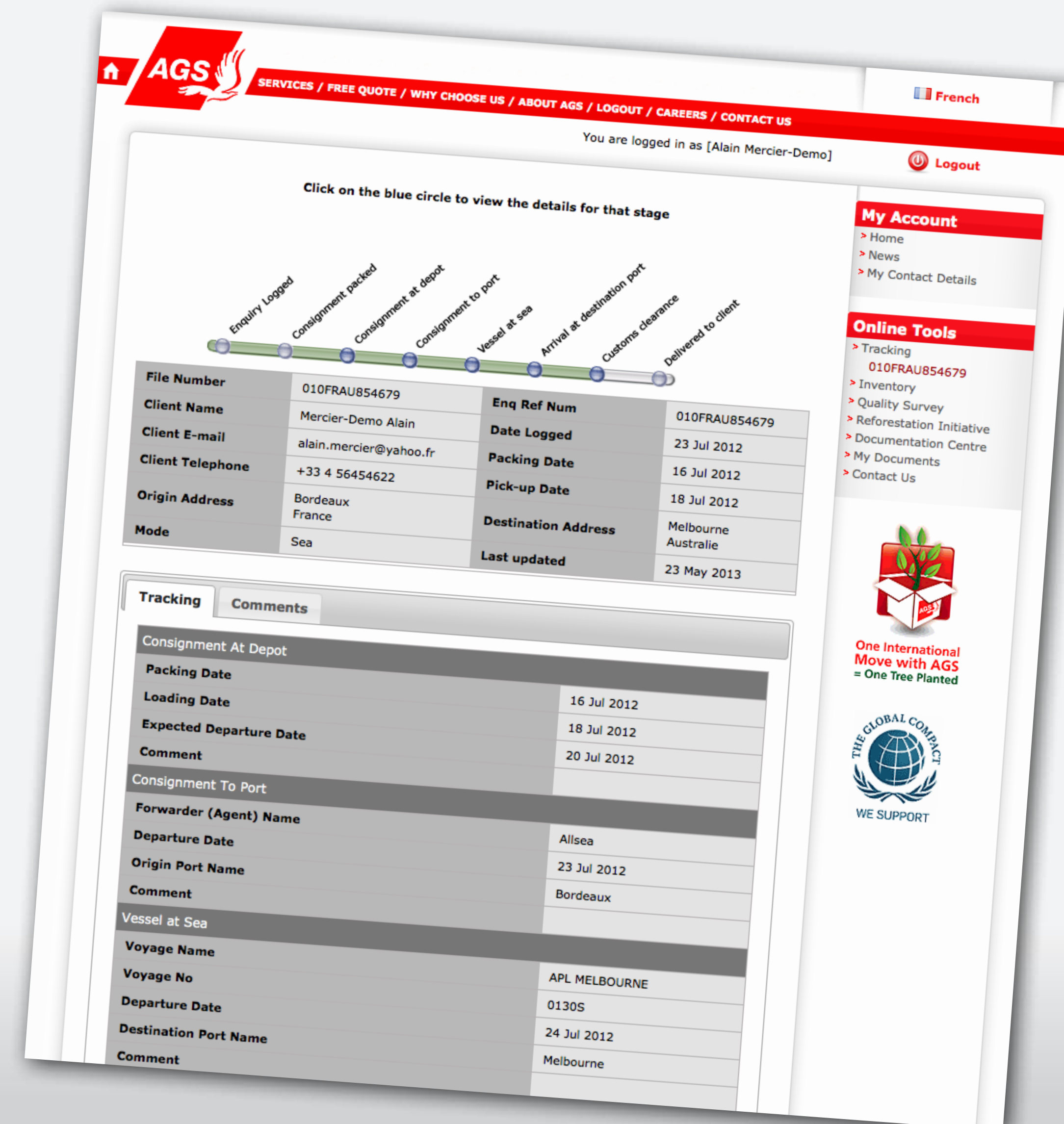
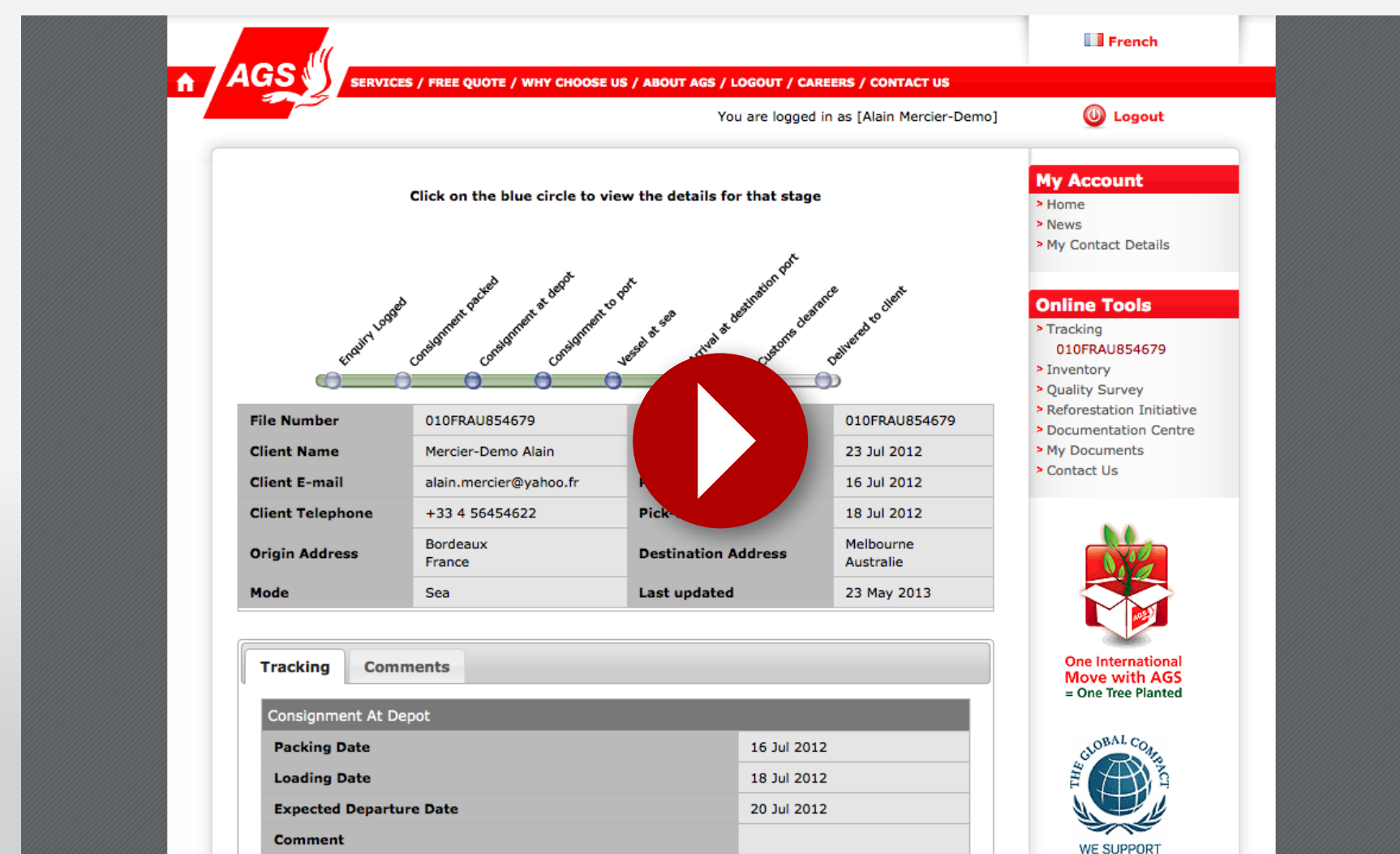


# Tracking process

AGS' online tracking tool allows you to locate your valuables 24 hours a day / 7 days a week, wherever in the world you've sent them.

## Additional features:

- A complete list of hints and tips for a successful move
- A checklist for you to ensure that you do not forget anything
- A satisfaction questionnaire and an inventory form to complete online from the comfort of your home
- A directory of AGS branches giving you the contact details of your nearest branch







AGS, an innovative company



# At AGS, your belongings' security is a top priority

When you are moving your life to a new location, you want to know that your possessions are in safe hands – and now you can.

AGS adheres to strict quality control systems that incorporate the industry's most stringent criteria. The AGS 'total quality strategy' has seen over 100 AGS branches become ISO 9001:2008 certified for international moving and storage.

## Data security

Intangibly, all personal and client details are confidential: the security of your information is equally high-priority for AGS.

## Our European Liftvan: safety and flexibility

The European Liftvan is another AGS development to make packing both practical and personal. The Liftvan is a metal re-usable container, and its unique size – 10m<sup>3</sup> – offers several advantages.

Best of all, the Liftvan is not shared with any other clients or consignments, but is rather your own personal container. Its smaller size makes it easier to transport on a wider variety of trucks, thereby eliminating unnecessary handling of your sealed effects.

## Excellent security and storage standards

- Each packing/removals staff member is fully-trained, and all vehicles are AGS branded
- All AGS packing/removals personnel carry security identification at all times
- All storage facilities meet the following requirements:
  - › Safe locking systems
  - › Equipped with alarms, linked to a security company and guard patrolling at night
  - › Regularly inspected anti-fire systems
  - › Each pallet is individually secured with metal clips





**Packing – it's our speciality**

It's simple: better packing means no breakages. AGS' packers are trained on specific techniques to ensure all your items arrive in pristine condition.

Additionally, over the years AGS has developed its own packing material which is better suited towards your personal items: special boxes for DVDs, halogen lamps and the First Necessity cartons are among some unique items we have created.

Do you have fragile, high-value items to move? AGS crating services will oversee the production of custom-made wooden crates, constructed to protect your most precious pieces.

**We are committed to the security of your personal effects**





# Superior packing services



\* packing  
day 1



\* packing  
day 2





Our people



# The AGS team

## Professionalism and Experience

The strength within the AGS Group is in its staff, many of whom have spent their entire working careers with the company. Training plays an important role within the group across all job portfolios: empowering teams and individuals alike to advance their careers internally, and providing our clients with confidence that their valuables are in safe hands.





# Training to the highest standards

At AGS our clients deserve peace of mind when it comes to the safety of their valuables, and our meticulous packing processes provide exactly that. Cartons are first cut according to the size of each crate, and act as an additional protective shell for the boxes of household or office contents stored within. Each crate is then plastic-wrapped and banded to further avoid the risk of theft, and labelled with all information required for export. Boxes are not the only items transported in this manner: as the video shows, vehicles such as motorbikes are crated as well.







Environment





WE SUPPORT



**One International  
Move with AGS  
= One Tree Planted**

In recognition of our role as a market leader and our dedication to reducing our carbon footprint, AGS partnered with Planète Urgence's Environment and Development programme in 2010. Key goals are to reduce greenhouse gas emissions, protect bio-diversity and the promotion of socio-economic development; and are supported by projects in the following regions:

- **Mopti region of Mali:** A region hard hit by deforestation and desertification; the project has contributed to over 1.2 million trees being planted.
- **Northern Sumatra region of Indonesia:** Home to the world's largest mangrove area which is under threat due to climate change; 3.8 million mangrove trees have been planted.
- **Itasy region of Madagascar:** A bio-diversity hotspot, over 500 000 trees planted in the Tapia forest.
- **Jacmel region of Haiti:** The southern region of Haiti has only 2 to 3% of its territory still covered with vegetation. Almost 220 000 trees have been planted in the Jacmel region.

**AGS has initiated a campaign to plant a tree for every international move: the total number of trees planted by AGS since 2010 is over 240,000!**

**ENVIRONMENT**



The AGS Group is a proud member of the United Nations Global Compact and adheres to its core principles: promoting human rights, fair labour standards, environmental conservation and supporting the fight against corruption.



# AGS is planting trees for you

## The AGS approach

In order to compensate for the environmental impact that is inherent to our business activity – e.g. the use of packing material and the emission of carbon dioxide during transportation – AGS is contributing to reforestation projects in the Mopti region in Mali, the northeast Sumatra region in Indonesia, the Itasy region in Madagascar and the Jacmel region in Haiti. For every international move, we plant one tree and a Tree Certificate is issued to each expatriate.



One International Move with AGS  
= **One Tree Planted**

**Moving in a 'green' manner contributes to the reduction of greenhouse gas emissions and encourages economic development in local communities.**

The fight against deforestation and the restoration of degraded forests is a vital response to put an end to current global warming and to reduce its harmful effects on humanity and biodiversity. Forests play an essential role in climate regulation; in protecting animal and plant biodiversity and more generally, in the survival of many human communities.

**By moving with AGS you are acting in favour of the environment!**





## MALI

- 14 million inhabitants.
- 1 240 000 km<sup>2</sup>
- HDI: 173/177
- One of the countries most exposed to global warming.

The reforestation area is spread over 4 communes: Mopti, Sio, Fatoma and Konna. Planète Urgence has already planted over 1.2 million trees in the region and has named the project "1 million trees for Mopti."



## INDONESIA

- 120 million hectares of forest.
- More than 2 million destroyed every year.
- Destruction is contributing to global warming and many natural catastrophes.

The programme was implemented in the northeast of Sumatra in the districts of Medan, Deli Serdang and Langkat, in the North Sumatra province. After 2 years, over 3.8 million mangroves have been replanted.



## MADAGASCAR

- Itasy region: 5 hectares of tapia forest destroyed.
- Forests threatened by bush fires and firewood needs.
- Endangering the local economic resource that the trees provide.

A planting zone has been developed in Arivonimamo, Itasy Region, 30 km east of the capital, Antananarivo. Over 500 000 tapias have been planted since 2010.



## HAITI

- Jacmel region: only 2-3% of the territory is still covered with vegetation.
- Natural wealth threatened by land erosion and deforestation.

Almost 240 000 trees have already been planted, including mango trees, acacias, and cedars. Training in sustainable agriculture has also been provided to 600 small farmers.





## **AGS Network**



**Click here for a free quote!**

AGS participates in the United Nations Global Compact and supports its 10 principles.  
For more information visit **[www.agsmovers.com](http://www.agsmovers.com)**