



*The*  
**UniGroup<sup>®</sup>**  
*Answer*

The best way you can manage your  
global relocation, transportation & logistics needs

**Together.**

# Who we are

- \$2.2 billion UniGroup Global Transportation & Relocation Solutions
- The best names in moving, using the finest resources with world-class customer service delivered by the industry's best trained staff
- 1,352 service centers / 50,000 staff
- 7+ million square feet climate controlled
- 46+ million square feet of warehousing



# Organization Overview



Home office – Fenton, Missouri



# Global Footprint



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# UGWWUTS Asia Offices



## China

- Beijing
- Chengdu
- Guangzhou
- Shanghai
- Shenyang
- Shenzhen

## Singapore

## Thailand

- Bangkok

## Vietnam

- Ho Chi Minh City

## Hong Kong

Asia-Pacific Regional office

## Japan

- Tokyo

## Malaysia

- Kuala Lumpur

## Philippines

- Manila



# UniGroup Worldwide Regional Corporate Key Contacts



Judy Liu  
Regional HR  
Asia-Pacific



Steve Lewis  
Manager Director  
Asia-Pacific



Jason Xia  
Accounting Manager  
Asia Pacific

# General Management



Timothy Ng  
General Manager  
China



Sophia Cheng  
Manager  
Beijing



Lulu Chen  
Asst. Brach Mgr  
Guangzhou



Theresa Xie  
Manager  
Shanghai



Zachary Kever  
General Manager  
Shenzhen



Ludovic Valls  
General Manager  
Hong Kong



Akihiko Nitta  
General Manager  
Japan



Nelson Primavera  
General Manager  
Philippines



Nita Ng  
General Manager  
Singapore



Andy Flynn  
General Manager  
Thailand



Minh Nguyen  
General Manager  
Vietnam

# What we do

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- Home Search
- School Search
- Work Visa assistance
- Household Goods Service
- Car Shipment
- Office Relocations
- Local Move
- Pet Relocations
- Data Centre Relocations
- Hospital Relocations
- General Cargo
- Project Move Management
- Extended Protection Program needs and many more.....



# Shipping by Ocean

- Typical steel ocean containers
  - 20 foot container
  - 40 foot container



## Important Notice

For the foreseeable future, will experience a surge in exports, putting ocean containers in unusually high demand. Advance planning, flexibility and booking your household goods move as early as possible will improve your chance of avoiding delays.

# Shipping by Air

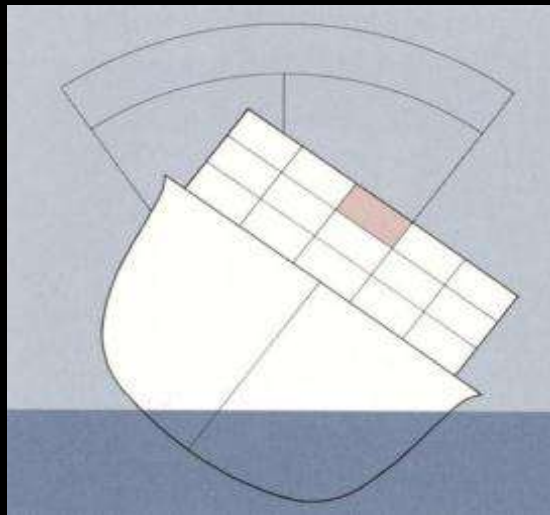
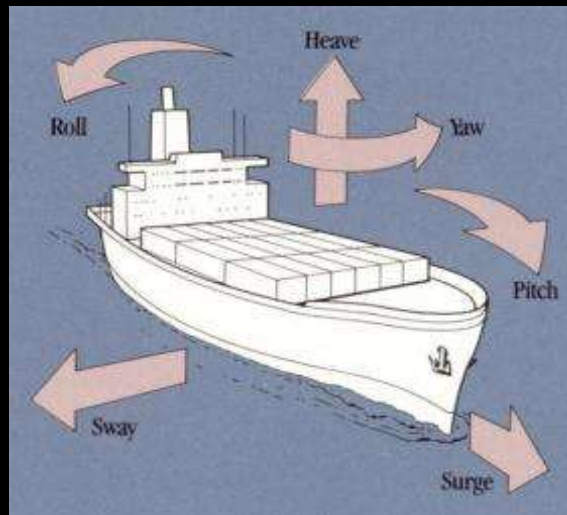
- Shorter transit time
- Premium pricing
- Space and size limitations



# Importance of Professional Packing

- Container ships move in 6 different directions
- Containers travel up to 70 feet with each roll – as often as 7 to 10 times per minute

-- Source CIGNA "Ports of the World"



# Residence Protection

- Professional crews protect your home's walls and carpets during packing and loading.



# Packing Materials



# Packing Label

<p>UniGroup Worldwide <b>UTS</b></p> <p>MR. WILLIAM RUSSELL SWAN          UGHK100006901 LW/LM          HONG KONG/U.S.A.</p>  <p>001</p> <p>UGHK100006901</p>
<p>UniGroup Worldwide <b>UTS</b></p> <p>MR. PATRICK STILLHART          UGHK100062601 CH/LM          HONG KONG/SINGAPORE</p>  <p>001</p> <p>UGHK100062601</p>
<p>UniGroup Worldwide <b>UTS</b></p> <p>MR. DUSTIN BELL          UGHK100050601 PC          HONG KONG-STORAGE</p>  <p>001</p> <p>UGHK100050601</p>

Stay UniGroup Worldwide <b>UTS</b>	Stay UniGroup Worldwide <b>UTS</b>	Stay UniGroup Worldwide <b>UTS</b>
Stay UniGroup Worldwide <b>UTS</b>	Stay UniGroup Worldwide <b>UTS</b>	Stay UniGroup Worldwide <b>UTS</b>
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LIVING ROOM UniGroup Worldwide <b>UTS</b>	STORE ROOM UniGroup Worldwide <b>UTS</b>
DINING ROOM UniGroup Worldwide <b>UTS</b>	MAID'S ROOM UniGroup Worldwide <b>UTS</b>
KITCHEN UniGroup Worldwide <b>UTS</b>	PATIO UniGroup Worldwide <b>UTS</b>
STUDY ROOM UniGroup Worldwide <b>UTS</b>	

UniGroup Worldwide **UTS**

Charity 

30X55 mm

The **UniGroup**<sup>®</sup>  
Answer

# Extended Protection Program

## UniGroup Worldwide UTS

One Worldwide Drive • St. Louis, Missouri 63026 • USA  
Phone: 001-636-349-8780 • Fax: 001-636-326-0307 • Website: [www.unigroupworldwide.com](http://www.unigroupworldwide.com)

### Extended Protection Program



Protection for Your Personal Property  
Moving by Land, Sea and/or Air  
Declared Value, Replacement Cost Protection

Email: [SUBMIT\\_CLAIM@unigroupworldwide.com](mailto:SUBMIT_CLAIM@unigroupworldwide.com)  
Phone: 001-636-349-8780 or 800-282-0624 (USA Only)  
Fax: 001-636-349-8781

Complete the Application for Protection form herein and return it to us.

Rev. 1/07  
UniGroup Worldwide Asia (CBM)



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- Advisory Services
- Pre-move Services
- Home Finding Services
- Settle-in Services
- Departure Services

- Moving Management Services
- Expatriate Visa Services
- Corporate Portfolio Management
- Financial Management



The **Citypointe** project team consists of both international and local professionals who are experienced in handling of all residential requirements for clients worldwide. The extensive experience of our team gives us a distinct advantage when working with your expatriates.



- Pre-arrival Analysis
- Shipment Coordination
- Airport Pickup
- Hotel & Service Apartment Assistance
- Orientation Services
- Public Transportation Introduction
- Health Check-up
- Opening of Bank Accounts
- Cultural & Language Training
- Assistance in Maid Hiring
- Handyman Services
- Car Lease or Purchase
- Pet Services
- Club Membership Assistance

## What we do:

MultiTek

- Data center relocation solutions
- Data center planning solutions
- Inventory Management (Physical & Logical)
- Services for all OEMs (IBM, HP, EMC, Oracle, NetApp)
- Technical project management execution
- Consulting and Design solutions
- Install/De-install services
- Data Eradication/migration solutions
- Insurance and valuation of assets
- Global supply chain solutions
- Program Management solutions
- Server farm relocations
- Complex and specialized gear
- Custom packaging and crating solutions

- International service
- Cabling services
- Security escort services (Armed)
- Route surveys
- Complete manufacturing relocation solutions
- RFID solutions
- Inventory process identification
- Medical and hospital solutions
- Government security and clearance solutions for projects

# General Cargo / Products



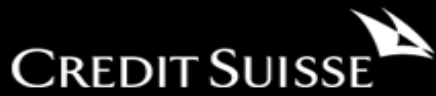
# Move Management Centre

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# List of Corporate Clients



Credit Suisse



Ernst & Young



Levi's Strauss



Nokia



NSN



Citibank



HSBC



Continental



SCHAEFFLER GROUP

Schaeffler



Flextronics



WPP



Ogilvy & Mather



Belgium Consulate



Societe Generale



Apple



Dutch Foreign Embassy

# Customer Satisfaction

*The staff and managers of UniGroup Worldwide Hong Kong are focused on customer satisfaction.*

*We would like to hear your feedback about our services, for us to know which area you think we should improve and develop.*

*We would appreciate it very much, if you could reply to my email and answer "Yes" or "No" if you would use our services again in the future and we would value your comment.*

*Thank you very much in advance and I look forward to hearing from you soon.*

*Have a good day.*

The screenshot shows a web-based service order form for UniGroup. The form is titled "ServiceOrder - Detail" and "Seattle F Profile". It contains several sections for user information and service details. The "Destination" section includes fields for Transpore address (223 Hing Fung Road, Level 2612-2618, Level 26), Country (Hong Kong), and City (Kowloon). The "Contact" section includes fields for Name, Phone, and Email. The "Service" section includes fields for Service Type, Start Date, and End Date. The form also has a "Comments" section with a text area containing the text "Very Good Service. The team at Origin was great. Rio did a fantastic job". At the bottom of the form, there are buttons for "Save", "Add", "Reset", and "Add with Copy". The form is created and modified by "admin@ugk.hk".



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**UniGroup**  
**Answer**

# Qualification



## UNIGROUP WORLDWIDE UTS HONG KONG, Hong Kong HONG KONG (CHINA)

Is certified by FIDI Global Alliance as complying with the requirements of the FIDI quality standards for international moving and is recognised as a member of The FIDI Global Alliance, expiring on the date shown below.  
The compliance procedure is executed by Ernst & Young in accordance to ISRS 4400 as issued by IFAC.

Category: **FAIMISO**

Signed: 

Expiry date: **30 April 2012**



## Certificate of Registration

### QUALITY MANAGEMENT SYSTEM - ISO 9001:2008

This is to certify that:

UniGroup Worldwide - Hong Kong Limited 德利星華國際貨運代理(香港)有限公司  
Unit 2612-2616, Level 26 香港  
Metroplaza Tower 1 新界  
223 Hing Fong Road 葵涌葵芳路223號  
Kwai Chung 新都會廣場1座  
New Territories 26樓2612-2616室  
Hong Kong

Holds Certificate No: **FB 548927**

and operates a Quality Management System which complies with the requirements of ISO 9001:2008 for the following scope:

The provision of international household goods forwarding.

For and on behalf of BSI:

  
Managing Director (Asia), Alan Harz

Originally registered: **19/06/2009**

Latest Issue: **19/06/2009**

Expiry Date: **19/06/2012**



Page: 1 of 2

This certificate was issued electronically and remains the property of BSI and is bound by the conditions of contract.  
An electronic certificate can be authenticated [www.bsi-global.com](http://www.bsi-global.com).  
Printed copies can be validated at [enquiries@bsi-global.com](mailto:enquiries@bsi-global.com) or telephone (852) 3140 3000.  
Further clarifications regarding the scope of this certificate and the applicability of ISO 9001:2008 requirements may be obtained by contacting the organization. This certificate is valid only if provided original copies are in complete set.  
BSI Pacific Limited (Headquarters): 19F, AIA Plaza, 19 Hysan Avenue, Causeway Bay, Hong Kong.  
BSI Pacific Limited is a subsidiary of British Standards Institution.



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