

AGS Spain Company Presentation



Relocation

You deserve the best

AGS GROUP PRESENTATION

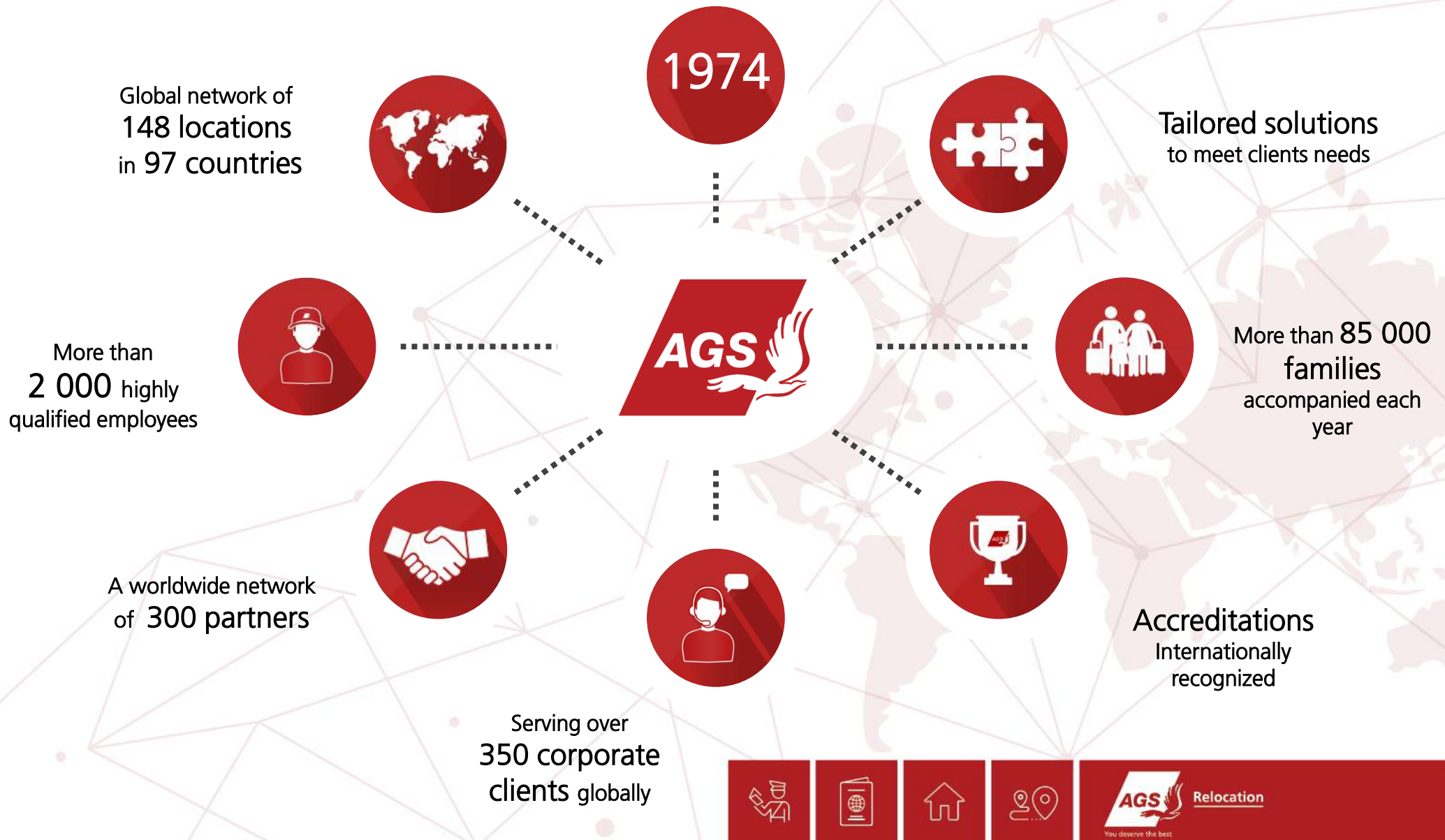


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AGS GROUP PRESENTATION

Family-owned, AGS is a French group with nearly 50 years of experience in international mobility



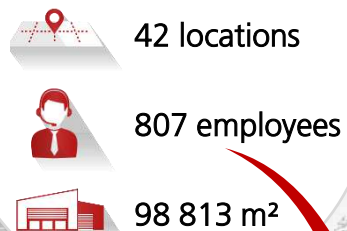
AGS GLOBAL NETWORK

Locations throughout the world

AGS FRENCH OVERSEAS TERRITORIES & CARIBBEAN



AGS EUROPE



AGS ASIA



AGS AFRICA



AGS MIDDLE EAST



GLOBAL PARTNERS

Members of prestigious associations

Our movers and relocation partners are members of renowned international networks in the field of international mobility :



AGS and its partners adhere to the code of ethics and rules of these organisations.

These memberships guarantee to our clients :

- A fair and rigorous selection of their members according to business, financial and social responsibility criteria
- A service performed by **certified partners**
- **Quality service** delivered by mobility professionals



GLOBAL PARTNERS

Accreditations

A network of accredited agents

FIDI - the most prestigious association of international removals specialists - has instituted its own Quality Assurance System (FAIM) which is the quality mark of the international moving profession.

If a FAIM accredited company is not available, we select another company considering :

- its financial stability,
- its references,
- Its long-term relationships,
- The quality of our relationship with them.



OUR SERVICES



AGS SERVICES

Our relocation services : a 360° solution



AGS SERVICES

Customised solutions for international assistance

AGS services :

- Packing and crating services
- Handling of air, road and sea shipments
- Motor vehicle transportation and storage
- Customs clearance, forwarding and delivery
- Short- and long-term storage



And also:

- After delivery service
- Secure, 24-hour online shipment tracking
- Comprehensive relocation and immigration assistance via our 360° solution



AGS SERVICES

Security and storage

- Each packing/removals staff member is fully uniformed and all vehicles are AGS branded
- All our storage facilities meet the following conditions:
 - ✓ Safe locking systems
 - ✓ Equipped with alarms, linked to a security company plus security guard patrolling at night
 - ✓ Regularly inspected anti-fire systems
 - ✓ Each pallet is individually secured
- All storage facilities are insured by AXA Corporate Solutions



Global storage capacity
203 283 m²



Relocation

OUR TECHNOLOGY



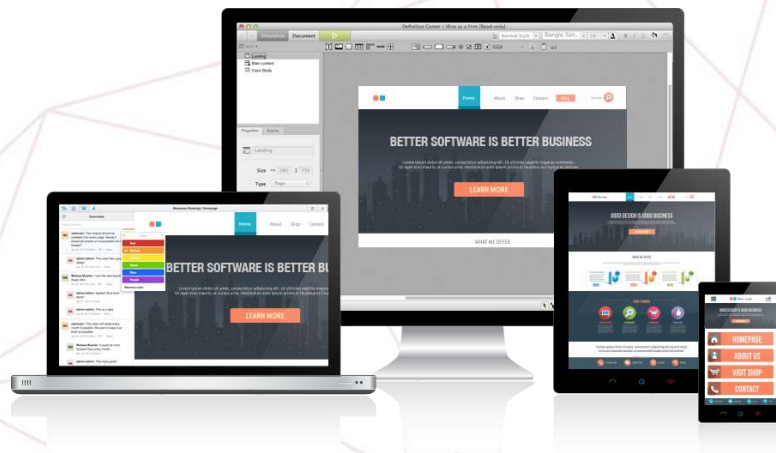
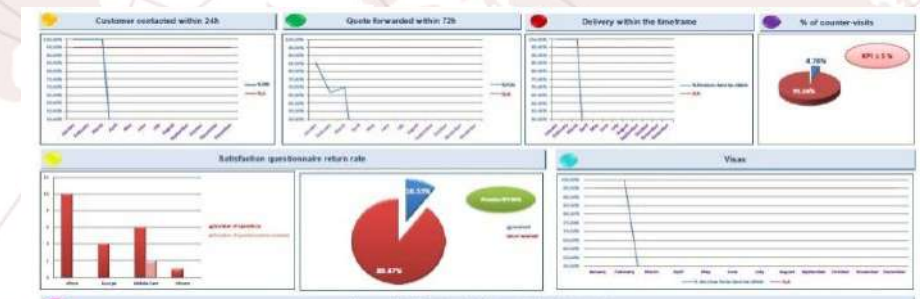
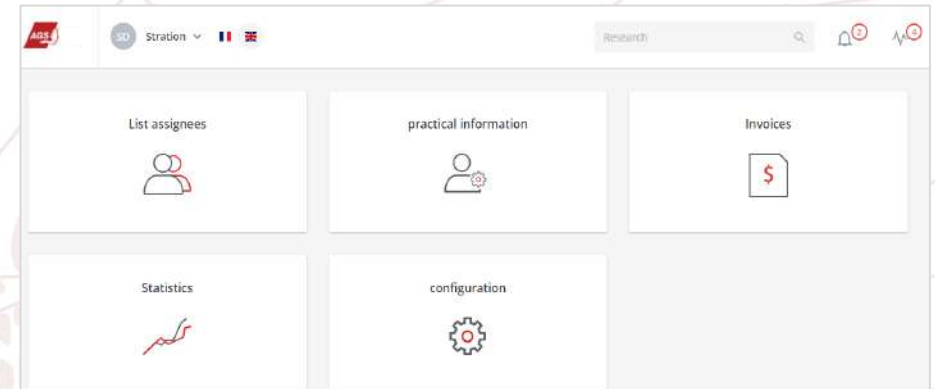
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AGS TECHNOLOGY - IRISE

IRISE – Client Relationship Management System

- Real-time status service management (7d/7 and 24h/24)
- Password-protected access
- In-house development – totally flexible
- **Key Performance Indicators integrated** – transparency
- Online documents
- A **collaborative** interface
- An internal training tool
- A globally-used **multilingual** tool
- Assignee and HR/Mobility sections
- Reporting



AGS TECHNOLOGY

Data Security

- IRISE software is based on four computer servers (spread across 2 different ISO 27001 data centres).
- Servers based in the EU.
- Servers backed up continuously, reducing the risk of data loss to zero.
- Strengthening of our security standards led by ISO 27001 standard implementation:
 - ✓ Encryption of all our mobile units
 - ✓ Strengthening of our backup procedures
 - ✓ Destruction of hard drives when intended for waste etc.
- Secure portal for the assignee and their HR department.
- 100% GDPR-compliant



In-house development for better handling, maintenance and a total autonomy



Relocation

You deserve the best

OUR STRENGTHS



Relocation

You deserve the best

A GLOBAL PHILOSOPHY OF EXCELLENCE

Quality control of subcontractors

- Strict processes and procedures throughout the supply chain
- A single point of contact: AGS is the point of contact for the client
- Implementation of strict KPIs
- Continuous monitoring, assessment and improvement
- Accountability

INTERNAL measures of quality control ...

- KPI-based Service Level Agreements
- Client Quality Survey – For both HR/Mobility Team and Assignees
- Quality Assurance Management – A Group Quality Manager

... and EXTERNAL

- Removal partners with Quality Certifications – FIDI (FAIM), ISO 9001 and more
- Relocation partners members of internationally recognised networks – EuRA and ERC



AGS QUALITY

High quality services as a key differentiator

In order to achieve high quality AGS focuses on two interlinked methods:

- Standardised and superior process and process management, including the AGS Quality Manual based on the ISO and FAIM quality standards
- Move partners certified – FIDI (FAIM), ISO 9001, etc.
- Certifications and accreditations including:
 - ✓ The AGS Group's ISO 9001:2015 certification bears testimony of our ability to attain high levels of service delivery in local and international removals.
 - ✓ AGS has 34 FAIM accredited branches and offices.
 - ✓ The AGS Group has been awarded the FIDI Diamond Award in 2020 in recognition for driving and promoting industry knowledge amongst our employees.

MR GOODMOVE

- Dedicated customer care division
- Rapid response and tenacious follow-ups
- Online satisfaction questionnaire
- Constant evaluation to improve our quality management system
- Remedial action taken immediately if needed



AGS IS COMMITTED TO COMPLETE
CUSTOMER SATISFACTION



Relocation

RESPONSIBLE BUSINESS

Commitment to responsible business practices

AGS was the first removal company to join the UN Global Compact and commit to supporting the Ten Principles of the UN Global Compact under 4 categories:



FAIR LABOUR STANDARDS

Initiatives:

- Health and Safety Manual
- Diversity Charter
- Personalised staff training programmes



ENVIRONMENT CONSERVATION

Initiatives:

- ISO 14001 Quality Management System
- Trees planted in partnership with Planète Urgence



HUMAN RIGHTS

Initiatives:

- AGS Code of Conduct
- Local CSR Initiatives



ANTI-CORRUPTION

Initiatives:

- Supplier code of conduct
- Supplier assessment
- Anti-Bribery & Corruption staff training
- AGS Code of conduct



TRUST IN US

AGS Spain works with embassies, international organisations and private companies

Corporate Clients			
FCC	OHL	Ferrovial	Dragados
INECO	JTI	Endesa	Danone
Inditex	Atos	Roche	Alcampo
Carrefour	DIA	ICEX	European Union
Ministry of Education	Ministry of the Interior	Ministry of Economy	Ministry of Foreign Affairs
Ministry of Development	Cervantes Institute	Almirall	RENFE



OUR COMMITMENTS

Ensuring continuous improvement to our clients



WHY CHOOSE AGS

Nearly 50 years of of excellent service and an unbeatable network



THANK YOU FOR YOUR TIME

Contact us

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