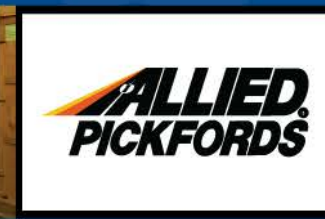


**Pickfords**<sup>worldwide</sup>  
Around the corner around the world



# Pickfords Removals

## Company Profile

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## About Pickfords Removals

Pickfords Removals South Africa has been operating in the country since 1904. With over 100 years of moving experience, it has established itself as a leader in local and international removals.

Pickfords has nationwide coverage through its vast network of offices and is able to relocate household effects to and from any part of South Africa and anywhere in the world.

Originally founded as a family business, the company has grown to become one of the largest removal organisations in the world along with its sister brand, Allied Pickfords.

Pickfords has extended its comprehensive global network to serve the private, corporate and diplomatic sectors – a solid and comforting reminder that we have succeeded in taking excellent care of our clients and their personal effects.



## What We Do



The company is a specialist in the removal of household and personal effects and provides consistent quality removals, packing and storage services throughout Southern Africa and globally. We offer comprehensive insurance to cover our clients' belongings against all risks during transit.

The Pickfords group has modern warehouses and fully trained staff, boasts unparalleled resources throughout the world and provides stress-free, cost effective moves. Import staff are based at all branches to ensure that in-bound consignments are received and cleared so that all your removals, delivery and storage requirements are met.



## Our Services



Door-to-door international and domestic removals.



Full packing service, using only the highest quality packing materials.



Professional drivers and crews.



Modern, well maintained fleet.



Fully palletized storage facilities for long and short-term storage.



Specialised crating.



Comprehensive all risk insurance cover.



Pot plant storage.



Office removals.



Vehicle transport.



Transportation of pets.



Relocation services.



## Network in Southern Africa

Pickfords has a vast network of branches which ensures that we cover all provinces and major cities in South Africa and its neighbouring countries. We boast seven major branches in Southern Africa, with fully palletised storage facilities to cater for both short and long-term storage.

Branches	Representatives	
▪ Bloemfontein	▪ Polokwane	▪ East London
▪ Cape Town	▪ Rustenburg	▪ Saldanha/Langebaan/Vredenburg
▪ Durban	▪ Nelspruit	▪ George
▪ Johannesburg	▪ Welkom	▪ Newcastle
▪ Pretoria	▪ Richards Bay/Empangeni	▪ Ladysmith
▪ Port Elizabeth		
▪ Zimbabwe		

## Our International Network

For nearly 4 centuries, the Allied Pickfords name has been synonymous with professional moving services. From the trusty packhorse of Thomas Pickford in the 17th century England, to today's advanced sea, air, rail and road transit systems. The Allied Pickfords difference is what makes us the best in the industry.



Our Allied network of over 300 branches worldwide ensures that we are unique in our ability to provide a consistent quality removals service throughout the world. It takes experienced professionals at both ends of your move to make sure that everything goes as planned. That's why, as the largest provider of moving services worldwide, Allied Pickfords enjoys long-standing relationships with trusted representatives in more than 130 countries. Moreover, we're the only moving company in the world that can boast wholly-owned and franchisee operations in key business markets in 43 countries around the globe.



## Our Fleet



Pickfords currently has a fleet of over 160 vehicles, including light commercial vehicles, pantechnicons and articulated road trains with a carrying capacity of over 110,000 cubic feet or 3,114 cubic metres, making it one of the largest independent fleets in the country.

Our fleet is constantly monitored via a satellite-based maintenance system, which observes the driver's positioning, route, distance travelled and driving ability. Not only does this unique system allow us to monitor the routes our vehicles are travelling, but also serves as a vital tool in our preventative maintenance program. This ensures the least amount of downtime and an obvious cost-saving to us, which is automatically passed on to our clients.

This tool is also used to ensure that we transfer vehicles to other major centres for the effective use of our fleet.

Telematics is the combination of radio frequency, GSM and GPS technology which is used for tracking vehicles. Each has its advantages which, when combined into one unit, creates the ultimate tracking tool. A flow of data is created between the mobile vehicle installed with a tracking unit and the system that receives the information. The data is then decoded into meaningful information and used to track/position a vehicle and tells us the location of the vehicle at a specific time. Managers can then use the information to obtain various reports and manage their fleet and plan effectively. The information can also be used to recover the vehicle if necessary.



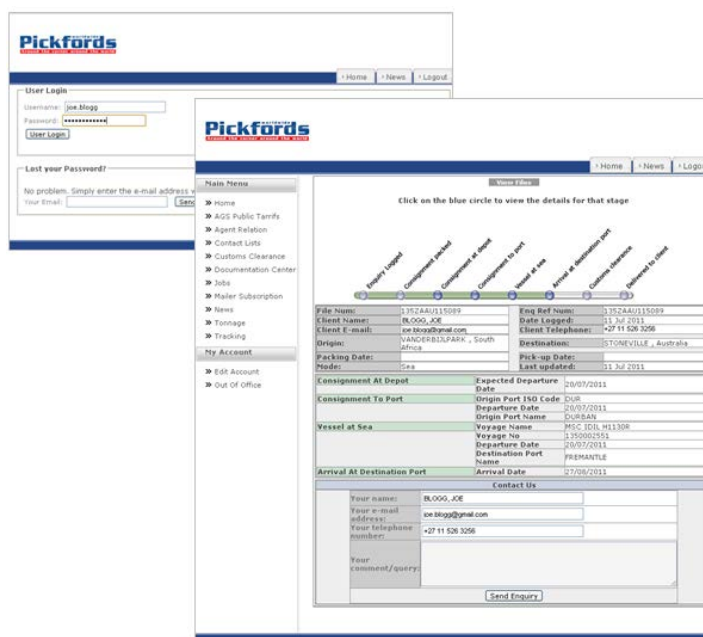
## Online Tracking System

You will be able to view the status of all operations by utilising our online tracking system. The system will provide real-status information on shipments, from booking to delivery.

The online tool will be available at no extra cost to the client in the near future and will be accessible from the Pickfords website. Tracking information will be available seven days a week, 24 hours a day and training will be provided to the client at no extra cost. It will be possible to book surveys online, and the client will be provided with unique login codes and passwords for the secure portal.

Once a move has been confirmed, an email will be sent to the client explaining all the steps needed to access the move tracking system.

The system is flexible and adaptable and is custom-built around the client's requirements.



## Quality Assurance

The strength of our network lies in our ability to provide predictable, consistent, top-quality service during a move. This is achieved by following FAIM quality standards, internal and external audits, regular control, corrective action, performance reviews and regular management reviews.



FAIM, implemented by FIDI, is an accreditation programme with regular quality audits performed by an external, independent auditor, Ernst and Young. It is a thorough and rigorous audit of a company's approach to quality. The audit examines files, procedures, customer care and operational efficiency. In addition, management and operational staff are selected at random for interviews to assess their knowledge and competence.

Pickfords Cape Town obtained FAIM accreditation in 2000. All other Pickfords' branches follow FIDI's quality standards.

## Quality control

Pickfords goes to great lengths to monitor service levels. Our performance standards include metrics for timeliness, availability and completeness of service.

We work hard to anticipate and prevent any potential problems that may occur during the move. If a problem does occur, we work even harder to resolve it quickly and keep a record to prevent recurrence.

## Performance monitoring

In addition to responding to questions and concerns from our clients throughout the move, Pickfords will ask each transferee to grade our performance by completing and returning a customer survey sheet. This allows the transferee to rate our level of service. In addition, we are able to contact the transferee to clarify and/or rectify any issues. The feedback is shared with the appropriate parties to keep you informed of any areas where corrective action is needed and to identify where service enhancements can be made.



Performance feedback is used in several critical and interrelated areas:

- System rating and ranking of branches and their performance.
- Process improvement for better service delivery overall.
- Performance evaluation and earnings incentives for individual employees.
- Awarding business to service providers based on their performance and
- Assessing compliance with *Client Service Level Agreements*.

The survey data can be sorted by account or individual transferee and can be shared with our clients. Simply stated, our goal is to use constructive comments to reward positive behaviour and continuously improve and enhance our service.

The customer satisfaction survey is a critical part of our efforts to improve and uphold the quality of our service. Pickfords has seen consistent improvement in every service area since its implementation.

## Business Ethics Policy

The Pickfords group require their employees to always act in the best interests of the Group as a whole and never to participate in any illegal activities, or become involved in any practices which may damage the reputation of any group or company. Our policy is specifically directed towards company employees in the Republic of South Africa.



## Labour

### Staff Complement

Pickfords staff are constantly trained to ensure they provide the best quality service while achieving career advancement and satisfaction. Our Employment Equity Plan, available on request, assures we achieve and maintain equity in the workplace. Pickfords has enlisted an independent organisation to verify its BBE status for the past 5 years. During the last of these ratings, Pickfords was rated as a Level 6 contributor.

### Employment Equity and BEE

Pickfords Removals holds the issue of equity within the workplace in a very serious light. Our commitment to achieving and maintaining equity in our workplace is highlighted in our Employment Equity Plan, a copy of which is available on request.

**The following worksheet details the composition of our employees, according to the Department of Labour Occupational Groups, on 31 October 2012.**

Pickfords Removals (SA) (Pty) LTD													
Current employment profile: by race and gender @ 31/10/2012													
Occupational Groups	Male				Female				Total				
	African	Asian	Coloured	White	African	Asian	Coloured	White	African	Asian	Coloured	White	Total
Legislators, senior officials and managers	1	3	0	10	0	0	1	3	1	3	1	13	18
Professionals	0	0	0	0	0	0	0	0	0	0	0	0	0
Technicians and associate professionals	1	0	0	0	0	0	0	0	1	0	0	0	1
Clerks	2	6	3	1	3	1	6	14	5	7	9	15	36
Service workers, shop and market sales workers	0	2	1	5	2	0	0	19	2	2	1	24	29
Skilled agricultural and fishery workers	0	0	0	0	0	0	0	0	0	0	0	0	0
Craft and related trades workers	2	4	1	0	0	0	0	0	2	4	1	0	7
Plant and machine operators and assemblers	8	0	1	0	0	0	0	0	8	0	1	0	9
Elementary occupations	14	0	9	0	5	0	3	0	19	0	12	0	31
<b>Total</b>	<b>28</b>	<b>15</b>	<b>15</b>	<b>16</b>	<b>10</b>	<b>1</b>	<b>10</b>	<b>36</b>	<b>38</b>	<b>16</b>	<b>25</b>	<b>52</b>	<b>131</b>

### Union Affiliation/Strike Action Statistics

Our permanent wage staff members are represented by the industry's most prominent union SATAWU (South African Transport Allied Workers Union). At each centre / branch, Union representatives in the form of shop stewards represent the workforce when discussions with management take place.

## Environmental Protection

At Pickfords, we recognise the need to value and conserve natural resources to create a healthier and more sustainable environment for the future. We also recognise the need to communicate this philosophy to our employees.

For this reason, Pickfords complies with all the standards of FAIM's Environmental Policy.



## Our customers

Our customers include private individuals and well known corporate companies such as:

Anglo American	Eskom	SAB Miller	Toyota
Anglo Gold Ashanti	Edcon	SANDF	Unilever
Aspen Pharmacare	MTN	SANTAM	Vodacom
Barloworld	Murray and Roberts	SAPPI	Volkswagen
BHP Billiton	Nashua	SASOL	WITS University
Clover Danone	Nestle	Telkom	Woolworths

## Why Choose Pickfords

- Over 100 years' service excellence.
- Door-to-door removals and delivery to any destination in the world.
- Seven major branches and 10 representatives throughout Southern Africa.
- Highly trained, professional and experienced staff.
- Fully comprehensive all risk insurance provider.
- Focus on employment equity.
- Preferential rates offered to selective corporate clients.
- Single point of contact through our account management team.
- Strict adherence to Health and Safety Act regulations.



## Contact Us

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