

# OHANA

Forever, For Always & No Matter What!

LEARNING AND CAREER -  
GOES HAND IN HAND!

ISS REGIONAL  
MEETING 2023

INDUSTRY  
PREDICTION 2024

CALAMITIES &  
IMPACT ON LOGISTICS

A CHILD THAT  
KNOWS NOT - WHY?

STRATEGIC PLANNING,  
LEADERSHIP & SELF-DISCIPLINE

BENEFIT & DRAWBACKS  
OF HANDLING BIG PROJECTS

COST EFFICIENCY  
AND PROFITABILITY

OPERATIONAL EXCELLENCE  
AND SUSTAINABILITY

SALESPERSON  
PERSPECTIVE

TRUST WITH YOUR  
CUSTOMERS' GOODS

ACHIEVING  
FINANCIAL DISCIPLINE

NAVIGATING SOCIAL MEDIA  
DOUBLE-EDGED SWORD

MOVE WITH TALK  
PASSIONATELY!



Passionate International Squad,  
Delivering Service Excellence



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# OUR PORTFOLIO & SERVICES

## INTERNATIONAL RELOCATIONS

- Sea (Loose container Load (LCL) / Full container Load (FCL) or Groupage
- Origin and Destination service to AGENTS
- Door to Door or Door to Port Service - Sea/Air/Land
- Pet/Automobile relocation

## STORAGE

- A/C & Non-A/C storage
- Long term storage (LTS) / Short term storage (STS) / Storage in transit (SIT)
- Self-Storage & Records Management

## INSURANCE COVER

- Comprehensive / Standard covers for transit and storage.
- Value added cover for mildew, pair/set and mechanical derangements.
- Restricted cover for cover up to port for total loss.

## OTHER SERVICES

- Mobility Services/ Destination Service Provider (DSP)
- Local / Domestic Moving
- 3PL- 3rd Party Logistics
- Corporate and office relocation
- Freight forwarding, Bulk Cargo/Projects & Customs Clearance
- Handyman services/ fit-out services
- Baggage Services

## FINE ARTS & EXHIBITION CARGO HANDLING

- Special handling of high value art effects.
- Projects or special handling Exhibition cargo etc.

## OUR VISION, MISSION, GLOBAL VALUES & CORPORATE CULTURE

### OUR VISION

- Recognized as a trailblazer in end-to-end relocation business.
- Each member of the team to be the vanguard of our business.
- Become your trustworthy logistics partner.

### OUR VALUES

- Partnership approach to our business in quest of continuous improvements accountable for our decisions honesty & integrity

### OUR MISSION

- Easy to do business with best possible service & affordable pricing.

### OUR CORPORATE CULTURE

- One company-team-goal
- Teamwork to be winners.

# INTRODUCTION

# TABLE OF CONTENTS

EVENTS BY TEAM ISS .....	04
MANAGEMENT MESSAGE .....	05
STAR EMPLOYEE OF THE MONTH .....	06
INDUSTRY CERTIFICATIONS & STAFF ACHIEVEMENTS .....	07
BRANCH NEWS .....	08
OPERATIONAL EXCELLENCE AND SUSTAINABILITY IN RELOCATIONS BUSINESS .....	10
COST EFFICIENCY AND PROFITABILITY .....	11
NAVIGATING THE SOCIAL MEDIA A DOUBLE-EDGED SWORD .....	12
SALESPERSON PERSPECTIVE - FOUNDATION FOR RESIDENTIAL SALES .....	13
LEARNING AND CAREER - GOES HAND IN HAND .....	14
MOVE WITH TALK .....	15
A PERFECT END TO 2023 FOR ISS RELOCATIONS ON THE SPORTING FRONT .....	16
A POEM BY ELISHA .....	17
ACHIEVING FINANCIAL DISCIPLINE .....	19
STRATEGIC PLANNING & LEADERSHIP .....	20
SELF-DISCIPLINE .....	21
TRANSIT INSURANCE & TRANSFEREES CHALLENGES .....	22
DRAWBACKS OF HANDLING BIG PROJECTS .....	24
ISS DIRECTORY .....	26

# EVENTS BY TEAM ISS



Team Building - Runner Up



Regional Meet - 2023



ISS Ladies



Team Building - 2<sup>nd</sup> Runner Up



GEMS Guest



OHANA Cover



Team Building - Winner



Guest Facilitation



CSS Logistics Team



X'Mas Celebrations



Insurance Guest



Diwali Celebration



# Management Message



**ABHILASH NAIR**

As we come to the end of another challenging yet successfully year due to diversification we have done and implemented with our customer base broadly, I am proud to reflect on the achievements of our company in 2023. Despite the ongoing challenges of the post pandemic, freight fluctuation etc our team has continued to provide exceptional service to our clients, and we have expanded our services to new office in Srilanka, Saudi Arab and several destinations around the world. In 2023, we focused on integrating modern technologies into our processes to improve efficiency and enhance the client experience. We also made considerable progress in our award-winning commitment to sustainability, implementing new initiatives to reduce our carbon footprint and promote eco-friendly practices.

The demand for sustainable relocation practices may continue to grow, with clients seeking companies that prioritize eco-friendly practices. Companies that can demonstrate their commitment to sustainability may have a competitive advantage and attract more clients, leading to an increase in business volume.

In addition, we do predict that the demand for sustainable relocation practices will continue to grow. Private and corporate customers are increasingly conscious of their environmental impact, and we believe that companies that prioritize sustainability will be more attractive to clients in the future. At our company, we are committed to being at the forefront of these trends and innovations. We will continue to invest in modern technologies and sustainable practices to improve our service and meet the evolving needs of our clients.

We can see also other factors that may impact the volume of business for relocation in 2024.

The global economy and job market will play a significant role in the volume of business for relocation companies. If the economy continues to recover and grow, there may be an increase in corporate relocations and job opportunities, leading to more demand for relocation services.

Looking ahead to 2024, we predict continued growth in terms of private corporate and agent business volumes and the evolution in the relocation industry. As the world becomes more connected, we expect to see an increase in the number of people moving, migrating, relocating locally & internationally for work or personal reasons. Also, the larger corporation re-arranging them self with staff and office space will have big effect for office / business move and storage volumes.

We also anticipate further advancements in technology that will transform the way we approach relocations. One trend that we expect to see in 2024 is the increased use of virtual and augmented reality. These technologies will allow clients to virtually tour potential homes and offices, giving them a more immersive and realistic experience. We also believe that AI technology will continue to play a significant role in streamlining our processes and providing personalized service to clients. Advancements in technology and globalization may make it easier for people to relocate internationally. This may result in an increase in the number of people relocating for work or personal reasons, which could drive up the volume of business for relocation companies.

Overall, the volume of business for relocation companies in 2024 will depend on numerous factors, including the global economy, technological advancements, and sustainability practices. However, we also recognize that our success is dependent on the hard work and dedication of our employees. I would like to take this opportunity to thank our team for their tireless efforts and commitment to excellence. Together, we have achieved wonderful things in 2023, and I have no doubt that we will continue to do so in the years to come.

To conclude I am excited about the future of our company and the relocation industry. We are well-positioned to adapt to the changing needs of our clients and provide exceptional service in an increasingly connected and sustainable world. Thank you for your continued support, and I look forward to collaborating with you in 2024 and beyond for the locations like Pakistan, Iraq, Turkey, Egypt, Cyprus, Lebanon, Jordan and UK/Canada are few locations we plan expand over next few years.

# EMPLOYEE OF THE MONTH

## NOV-DEC 2023

Employee  
of the month



**ANOOP NAIR**  
Accountant

Is a sincere and hardworking guy of ISS & always there to assist with clarification on accounts'.

Employee  
of the month



**SANGEETHA MADHAVAN**  
HR & Admin

Hardworking, dedicated and easy to communicate with.

Runner Up



**SUNNY JACOB**  
Regional Manager  
Quality & Operations

Is patient, dedicated and personal achievements put us on the sustainable and CSR map of UAE.

Runner Up



**NITHISH KRISHNAN**  
Move Coordinator

His commitment to teamwork and involvement in all activities is fantastic.

## MY GRATITUDE TO ISS FAMILY !

Embarking on the four-year journey with ISS Relocations and subsequently achieving this award was undeniably challenging but incredibly rewarding. From the day I joined until this moment, the path has been filled with hard work and numerous hurdles. The transformation of ideas into tangible outcomes demanded persistent effort, and I am grateful for the unwavering support of my colleagues who walked beside me.

I owe a special thanks to our CEO, Mr. Abhilash Nair, for his trust and faith in me. His confidence served as a constant source of motivation. It is crucial to acknowledge that this achievement was not a solo endeavor; my managers and team provided invaluable support.

While I may not be a fan of individual awards in a company where everyone works tirelessly, I recognize the significance of teamwork. Together, we turned challenges into milestones, and the team at ISS Relocations evolved into a family. Each team member holds a special place in my heart, both personally and professionally. Entering the Moving Industry as a novice seemed daunting initially. However, it was the collective effort, belief in our hard work, and a commitment to honest objectives that propelled us forward. This entire journey has been a profound learning experience, and this award has reinvigorated my enthusiasm for embracing new challenges that benefit both my organization and the environment.

A pivotal moment was sharing the award with my family, particularly my mother. Witnessing the tears of pride in her eyes was indescribable. Onstage, I hold the trophy, but behind the scenes, my mother's unwavering support and divine power have enabled me to contribute to this success. I express my deepest gratitude to my family for making my journey fruitful.

Acknowledging the tremendous role of my manager, RK Sir, is essential. His ongoing encouragement has been the

driving force behind my dedicated efforts and continuous commitment to achieving remarkable milestones. This award stands as a symbol of our collective accomplishments. Working in an environment that values both professional and personal aspects has been a blessing. As a mother, I have found support in balancing my career, thanks to the leadership of Abhilash Sir and the inclusive work culture he has cultivated. This award is not just a personal achievement but a testament to the collaborative success of the team and the understanding of individual needs in the workplace.

In closing, I dedicate this award to my daughter, Rudra Anoop, who has been a constant inspiration. Her presence reminds me to strive to be the best version of myself. As I stand on this stage, I express my gratitude to my parents for the educational privilege they provided, without which reaching such heights would not have been possible.

This award is not just a recognition of my efforts; it is a celebration of collective dedication, resilience, and the support of those who believed in me. As I look back on the challenges overcome, I am filled with gratitude and excitement for the journey ahead.



**Sangeetha Madhavan**

# STAFF ACHIEVEMENTS / INDUSTRY CERTIFICATION / NEW JOINERS

## Industry Membership & Certifications

NAME	
EEG - OROC Certificate	ISS Relocations -Dubai

## Staff Achievements

NAME	ACHIEVED BY
FIDI Academy Webinar — Successful RFP's , Highest individual payment collection in the year 2023, Highest no. of participations in corporate/local and international business events/CSR activities/sports initiatives in 2023, Highest number of corporates onboarded in 2023	Anish Dsouza
Sustainability Practitioner Certificate	Sunny Jacob
Fundamentals of ISO 45001:2018 The Occupational Health & Safety Standard Training Course	Vaibhav Sood
Employee of The Year 'AWARD"	Sangeetha Madhavan
Highest number of leads/enquiries entered in the CRM- 2023	Balraj Singh Aulakh
Highest number of pre-move surveys completed - 2023	Vaibhav Joshi
OHANA Quiz Competition	Cristina Guina, Mohammed Shaidul, Kristine Canicosa
Best article/creative write ups published in OHANA - last 5 editions	Sneha Thomas
Excellence in Customer Service	Kristine Canicosa
Best Job File Handler 2023 (Move Coordinator)	Nithish Krishnan
Best Job File Handler 2023 (Move Coordinator)	Rafeeqe Muhammed
Service Excellence in Sales and Operations- 2023	Mohammad Akhtar
Highest GP in Single Invoicing 2023	Vaibhav Joshi
Highest revenue from referral jobs 2023	Nazila Masoumi



Anas Abdurahman

 Sales & Customer Service Support  
 Bahrain

**NEW  
JOINERS**

# BRANCH NEWS

## THE SUDDEN SHAKE OF CALAMITIES & IMPACT ON LOGISTICS.

South India was battered with rains this year. Districts of Tamil Nadu were submerged under water. The first week of December 2023, Chennai, Kanchipuram, Chengalpet and Tiruvallur districts were hit with severe flooding due to the impact of Cyclone Michaung.

Two weeks later, again Southern districts of Tamil Nadu Tirunelveli, Thoothukudi, Tenkasi and Kanyakumari were flooded with an overnight rainfall of 100 cm. These unprecedented rains claimed lives and property of the people of Tamil Nadu. People were moved to secured places having to leave their flooded homes with all their household belongings floating in water. Two wheelers, four wheelers were all seen washed away in the floods.

While these rains caused heavy losses to life and property it has also affected marine trade. Damaged to stored cargo, waterlogging, bad roads are some of the impact on logistic front, with Chennai and Tuticorin being the major ports affected. Freight stations struggle to resume operations amid extensive waterlogging. There are around 30 CFSs in North Chennai and 16 in Thoothukudi, which serve as a warehouse for goods awaiting shipping through containers. Imports containers at Chennai port waiting to be customs cleared or railed out to others South Indian ICDs were found with water damaging the content inside.

It has been said that some of the trade members involved in port operations have urged the Chennai Port Authority and the VO Chidambaranar Port Authority in Thoothukudi to declare Force Majeure at the ports. The heavy rain has resulted in this situation, with labourers unable to work and facing delays attracting penalties for failing to meet contractual obligations. With Industries also being affected with damaged goods and the inability to receive or deliver in-time the port authorities have been urged to consider the situation as an Act of God and declare Force Majeure until normalcy is restored.



## BAHRAIN

The 11th edition of the seasonal Bahraini Farmers Market will kick off on 23rd Dec at the Budaiya Botanical Garden. More than 60 local businesses and entrepreneurs are expected to take part in the annual market for the 2023-24 season which will run until April year. The market comes in line with the directives of His Majesty King Hamad to enhance food security and, investment in sector, which is being continuously monitored by the government headed by His Royal Highness Prince Salman Bin Hamad Al Khalifa , Crown Prince and prime Minister , in order to develop the agricultural sector and encourage private sector to invest in it.

Participating entities at this year's farmers market will include 34 Bahraini farmers, three agricultural companies, four nurseries, two date shops and two apiaries. The market which will be open every Saturday from 8 am till 2pm , is being held in partnership with the National Initiative for Agricultural Development (NIAD). The 10th edition of Farmer's marker attracted 250,000 visitors, with 32farmers , four agricultural companies, five nurseries, four apiaries and four date shops exhibiting their products.

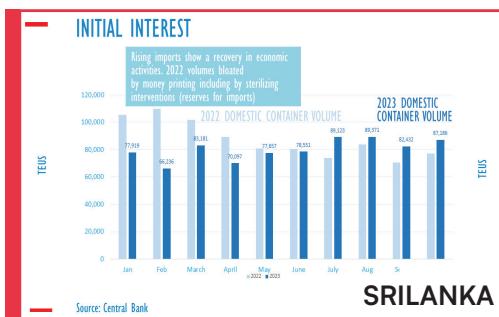
The organizing committee has prepared a number of programs and events to be run alongside the weekly event.

First introduced in 2012, the seasonal Bahrain Farmer's market runs from December to April every year. Its overwhelming success has led to the establishment of permanent farmer's market in Hoorat A'Ali , which is open throughout the year, six days a week from Monday to Saturday from 8 am to 3 pm.

These initiatives are amongst several launched to facilitate food security in Bahrain , including the development of agricultural laboratories, support to local farmers and encouraging agricultural investment.



# BRANCH NEWS



**SRI LANKA'S** domestic container volumes increased 13.14 percent to 87,186 twenty-foot equivalent units, after an increase of 16 percent to 82,432 units in September, official data show. Sri Lanka's import container volume growth has been positive since July. Sri Lanka saw a surge of imports in 2021 and the first half of 2022, as the central bank printed money to keep rates down. Third world central banks print large volumes of money to keep rates down and offset interventions in the forex market (sterilize) driving private credit and imports to unsustainable levels, which then require a credit contraction to restore credibility of the exchange rate.

Sri Lanka intervened with, borrowed reserves including through swaps in the belief reserves can be used for imports, a practice now found in most defaulting countries. The injections drive investments and imports beyond the capacity of the country to save, triggering external crises. Sri Lanka in 2023 had been collecting reserves with deflationary open market operations, while private credit has been muted, but is also recovering.



## SAUDI ARABIA GREENLIGHTS LANDMARK RAILWAY AGREEMENT WITH KUWAIT

The agreement marks a significant step towards the planned execution of a railway link connecting the two countries.

Saudi Arabia's Council of Ministers confirmed on Wednesday a major collaboration agreement between the kingdom and Kuwait, marking a significant step towards the planned execution of a railway link connecting the two countries. The announcement was made during a Cabinet session led by Saudi Crown Prince Mohammed bin Salman, according to Saudi News Agency (SPA).

## OMAN-ETIHAD RAIL BOARD REVIEWS NETWORK PROGRESS AND PROSPECTS

The Oman-Etihad Rail board of directors reviewed the project's latest developments and future. The Board of Directors of Oman and Etihad Rail, the developer and operator of the railway network connecting the Sultanate of Oman and the UAE, convened in Muscat on Thursday to review the project's latest developments.

Project advancement - The top-level meeting included HH Sheikh Theyab bin Mohammed bin Zayed Al Nahyan, Chairman of the Board of Directors of Etihad Rail; UAE Minister of Energy and Infrastructure, and Chairman of the Board of Directors of Oman and Etihad Rail Company, HE Suhail bin Mohammed Al Mazrouei; and Eng. Said Hamoud Al Maawali, Minister of Transport, Communications, and Information Technology, Vice Chairman of the Board of Directors, along with other board members.



## SHIPPING LINES IMPOSE CONTAINER SURCHARGES TO OFFSET RED SEA DIVERSION COSTS

Major shipping lines, Maersk and CMA CGM will impose additional charges to offset the surge in operational expenses driven by vessel diversions.

Major shipping lines, Maersk and CMA CGM announced plans to impose additional charges to offset the surge in operational expenses driven by vessel diversions.

The move follows recent attacks targeting container vessels in the Red Sea, prompting several shipping companies to opt for longer routes around Africa instead of utilising the Suez Canal. This, in turn, has driven a significant upsurge in shipping costs.



# OPERATIONAL EXCELLENCE & SUSTAINABILITY IN RELOCATIONS BUSINESS AND ITS BENEFIT!

In the dynamic landscape of the relocations business, achieving operational excellence and embracing sustainability are pivotal for long-term success and positive environmental impact. The relocation industry, characterized by the movement of individuals and businesses, faces unique challenges and opportunities in perfecting operations while minimizing its ecological footprint.



## Operational Excellence

Operational excellence in the relocations business involves streamlining processes, enhancing efficiency, and delivering exceptional services to clients. Technology plays a crucial role in achieving operational excellence. Implementing advanced tracking systems, route optimization software, and real-time communication tools can significantly improve the efficiency of logistics and transportation. Moreover, investing in employee training and development programs contributes to operational excellence. Well-trained staff not only ensures the smooth execution of relocations but also enhances the overall customer experience.

## Sustainability

In recent years, the relocation industry has faced increasing pressure to adopt sustainable practices. Environmental concerns, coupled with a growing awareness among consumers, have pushed businesses to integrate sustainability into their operations. This shift towards sustainability in the relocations business involves addressing both social and environmental aspects. Additionally, incorporating eco-friendly packaging materials and promoting recycling initiatives can further contribute to a greener and more sustainable operation. Social sustainability involves considering the impact of relocations on local communities. Sustainability in the relocations business also extends to the responsible disposal of waste. Implementing a comprehensive waste management plan ensures that unwanted items are disposed of in an environmentally friendly manner, minimizing the overall impact on ecosystems.

## Integration of Operational Excellence and Sustainability

The successful relocation business of the future will seamlessly integrate operational excellence and sustainability. This involves adopting a holistic approach that considers economic, social, and environmental factors. For example, using data analytics to perfect transportation routes not only reduces costs but also minimizes fuel consumption, thereby decreasing the carbon footprint.

Investing in energy-efficient facilities, adopting renewable energy sources, and implementing waste reduction strategies are steps that align with both operational excellence and sustainability goals. By integrating operational excellence and sustainability, relocation businesses can create a positive impact on the planet while simultaneously enhancing their operational efficiency and customer satisfaction.

## Operational Excellence and Sustainability: Key Benefits for the Relocation Industry

The relocation industry, encompassing the movement of individuals and businesses, stands to gain substantial advantages by embracing operational excellence and sustainability. The synergistic integration of these principles not only enhances efficiency and customer satisfaction but also contributes to environmental conservation and social responsibility. Here are key benefits that the relocation industry can derive from prioritizing operational excellence and sustainability.

# COST EFFICIENCY & PROFITABILITY

## Cost Efficiency & Profitability

Operational Excellence	Streamlining processes, perfecting transportation routes, and automating routine tasks reduce operational costs. Efficiency gains lead to faster turnaround times and improved resource use, contributing to higher profitability.
Sustainability	Investing in energy-efficient vehicles, alternative fuels, and eco-friendly packaging may initially incur costs but can result in long-term savings. Reduced energy consumption and waste management costs contribute to overall financial sustainability.

## Enhanced Customer Satisfaction

Operational Excellence	Efficient logistics, prompt communication, and well-trained staff contribute to a positive customer experience. Clients receive help from streamlined processes, reliable services, and reduced downtime during relocations.
Sustainability	Increasingly, consumers value environmentally conscious practices. Relocation businesses that adopt sustainable measures, such as eco-friendly packaging and carbon footprint reduction, resonate with environmentally conscious customers, leading to enhanced brand loyalty and positive word-of-mouth referrals.

## Reduced Environmental Impact

Operational Excellence	Optimization of transportation routes, use of fuel-efficient vehicles, and advanced tracking systems minimize the carbon footprint associated with relocations.
Sustainability	Implementing green practices, such as adopting renewable energy sources and reducing waste, directly contributes to environmental conservation. This not only aligns with global environmental goals but also positions the relocation industry as a responsible steward of the planet.

## Regulatory Compliance and Risk Mitigation

Operational Excellence	Adhering to industry regulations and standards is a fundamental aspect of operational excellence. Compliance with laws and regulations minimizes legal risks and ensures a smooth operation.
Sustainability	As environmental regulations become more stringent, adopting sustainable practices positions relocation businesses to proactively meet or exceed compliance requirements. This reduces the risk of legal issues and enhances the company's reputation.

## Employee Engagement and Talent Attraction

Operational Excellence	Investing in employee training and development improves skills and enhances the overall competency of the workforce. This leads to higher job satisfaction and engagement.
Sustainability	Employees are increasingly drawn to companies with a commitment to sustainability. By incorporating green initiatives, relocation businesses can attract and keep top talent, fostering a positive work environment.

## Positive Public Relations and Brand Image

Operational Excellence	Delivering reliable and efficient services generates positive reviews and testimonials, contributing to a strong brand image.
Sustainability	Public awareness and concern for the environment are on the rise. By actively promoting sustainability initiatives, relocation businesses can differentiate themselves, attract environmentally conscious customers, and build a positive public image.

# NAVIGATING SOCIAL MEDIA

## Navigating Social Media

### A Double-Edged Sword!

In the blink of an eye, the world has transitioned into a digital era, transforming the way we connect, share, and consume information. At the forefront of this technological revolution is social media, a dynamic and ever-evolving landscape that has become an integral part of our daily lives.

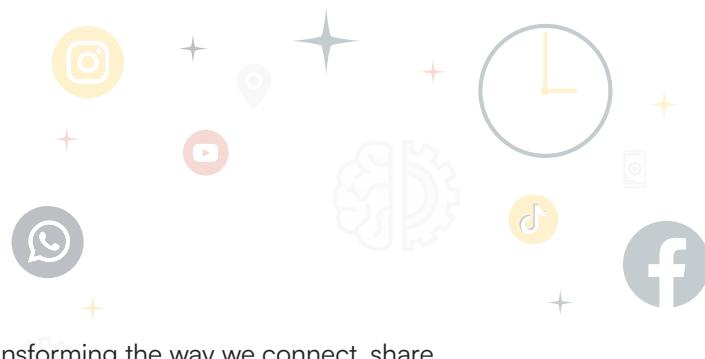
Social media platforms serve as virtual arenas where people from different corners of the globe converge to share their thoughts, experiences, and creations. The allure of instant communication and the ability to stay connected with friends and family make these platforms indispensable in the contemporary world. However, beneath the surface of this interconnected web lies a complex tapestry of both positive and negative implications.

On the positive side, social media has democratized information dissemination, allowing individuals to express themselves freely and giving a voice to the voiceless. It has become a powerful tool for social and political activism, enabling movements to gain traction and create meaningful change. Additionally, social media serves as a marketplace for ideas, fostering creativity and innovation on a global scale.

Conversely, the very features that make social media enticing also give rise to significant challenges. The constant stream of information, often unfiltered and unverified, can contribute to the spread of misinformation and fake news. The quest for validation through likes and shares can lead to a distorted sense of self-worth, fueling anxiety and depression among users. Cyberbullying, privacy concerns, and the addictive nature of these platforms further compound the darker side of social media.

**One of the most pressing issues is the erosion of privacy in the digital age. The innocuous act of sharing personal information online has far-reaching consequences, with data breaches and identity theft becoming common occurrences. The delicate balance between staying connected and safeguarding one's privacy is a difficult walk that social media users must navigate with caution.**

**As we continue to grapple with the implications of social media, it is crucial to adopt a balanced and informed approach. Education on digital literacy, responsible online behavior, and the critical evaluation of information can empower users to harness the positive aspects of social media while mitigating its potential harms.**



**PRATHAP SANJEEVA**

Social media stands as a double-edged sword, offering unprecedented opportunities for connection and expression, while simultaneously presenting challenges that society must confront. The evolution of this digital landscape will depend on our collective ability to navigate its complexities wisely, fostering a virtual world that uplifts rather than undermines the fabric of our global society.

# SALESPERSON PERSPECTIVE - FOUNDATION FOR RESIDENTIAL SALES

Salesperson perspective for building a solid foundation for residential sales in a relocation business is crucial for sustained growth and success. Here are some strategies to set up a robust sales foundation for our relocation company:

## 01 Define Value Proposition

Clearly articulate what sets our relocation services apart from competitors. Highlight unique selling points that resonate with our target audience.

## 02 Segment Market

Find specific target markets for our relocation services, such as residential moves, corporate relocations, or specialized services. Tailor our sales approach to address the unique needs of each segment.

## 03 Customer Persona Development

Create detailed customer personas to understand the demographics, preferences, and pain points of our target audience. Customize our sales messaging to address the specific needs of each persona.

## 04 Sales Team Training

Supply comprehensive training for our sales team on the intricacies of relocation services. Equip them with effective communication skills and product knowledge.

## 05 Customer-Centric Approach

Foster a customer-centric culture within our sales team. Prioritize customer needs and satisfaction in every interaction.

## 06 Technology Integration for Sales

Technology solutions for streamlined sales processes. Use CRM tools for lead tracking and communication.

## 07 Lead Generation Strategies

Develop effective lead generation strategies to consistently bring in potential clients. Explore online and offline channels, including partnerships with real estate agencies and digital marketing efforts.

## 08 Sales Collateral and Materials

Create professional and compelling sales collateral, including brochures, presentations, and videos. Ensure that our materials effectively communicate the benefits of our relocation services.

## 09 Clear Sales Processes

Set up clear and efficient sales processes from lead qualification to closing the deal. Define key milestones and metrics to track the progress of potential clients through the sales funnel.

## 10 Effective Sales Communication

Train our sales team on effective communication techniques, including active listening and addressing client concerns. Develop a consistent and persuasive sales pitch.

## 11 Transparent Pricing and Contracts

Be transparent about pricing and supply detailed, easy-to-understand contracts. Avoid hidden fees and ensure clients are aware of the full scope of our services.

## 12 Customer Testimonials and Reviews

Showcase positive customer testimonials and reviews to build trust and credibility. Encourage satisfied clients to share their experiences online.

## 13 Sales Performance Metrics

Implement key performance indicators (KPIs) to measure the effectiveness of our sales efforts. Regularly analyse and adjust strategies based on performance metrics.

## 14 Networking and Relationship Building

Attend industry events and networking functions to build relationships with potential clients and partners. Leverage our network to generate referrals and repeat business.

## 15 Continuous Training and Adaptation

Ongoing training to our sales team to keep them updated on industry trends and changes in customer preferences. Foster a culture of continuous improvement and adaptability.



Anish Dsouza

## LEARNING & CAREER GOES HAND IN HAND

### Logistics Career From Courier, Freight Forwarding To Relocation Business — Step By Step Learning!

My journey in the logistics industry trails back 18 years ago, when I started with an international courier company in the operations department. A fresher just out of college, I got an opportunity into an industry that I just didn't have any idea or background and didn't know I would eventually fall in love with it. I spent time learning the basics, juggling different job roles, and growing through the ranks. The industry started to fascinate me and there was more that I wanted to learn. I got an opportunity with Maersk in operations again and was stationed along the port side and this is where I started to gain an understanding of how 90% of the international trade moves in massive containers. The containers fascinated me and getting an opportunity to be on massive vessel 'Maersk Ohio' was a memory to cherish. Spending time in operations, I felt this was a perfect time to switch to business development or sales and this was when I spend & the next few years with FedEx and UPS respectively meeting customers and corporates and learning a different side of business which was important for any company. After just a decade, that's when I decided to take a calculated risk to UAE and got acquainted with the brand 'ISS' which gave me an insight into one of the most interesting industries of 'Relocations'.

The logistics Industry is one of the most important industries and is a vast ocean of knowledge. Trade and commerce are connected through air, sea, land, and rail. The logistics industry includes of several known services ranging from transportation, customer service, operations and many more services. Companies in this part of the world have been trying to upgrade their portfolio and competition has been fierce too. Commercial movements have always been a larger contribution/ feature to the logistics industry. With increased competition, the survival of any company presently depends on the investments in technology and other important efforts to promote Sustainability. The latter which is being recognized of late and considered the need of the hour to protect the environment as well.

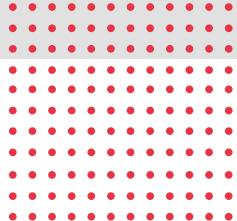
Relocation business on the other hand has an element of uniqueness to it. Even though the movement consist of merely household goods and personal effects it still is important as these goods could have sentimental values for the customers. Diversification has also been key to growth and development of a relocation company in comparison to traditional age-old practices. Added services other than the standard relocation services which include Mobility Services, Pet Relocations, Fit-out's, Inventory management, 3 PL services are all important and these services have also solidified the ISS Relocations Portfolio and services offered. Being an 'Exclusive' service provider has been one of the only ways of standing out from competition in the market, which has always been the forte of ISS Relocations.

The knowledge and experience that I have gathered over the years have been immense and worthwhile. During my formative years I ensured that I spent enough time to learn and grasp all the basics through various formal and informal trainings. Practical experience has always been the key to learning. As I progressed between departments, I ensured that I would use the same knowledge and information to train my subordinates. Similarly, the way forward is to continue learning new skill sets and investing on training myself and imparting the knowledge with my peers and colleagues which would eventually help us contribute to ISS Relocations brand to reach new heights at the same time maintain its 'Uniqueness' and 'Quality' services and most importantly being a preferred partner to work with.

# MOVE WITH TALK



The "Move with Talk" page started as a passionate venture with a good five pages on the five earlier editions of OHANA. This time, I thought would cast a mirror on myself in the sixth edition, especially since it is the end of 2023.



The word "Moving" attracted me in a totally different context! The whole universe is on the move, as do we, moving along with it. But it was interesting to start learning "Moving" as an industry related to removals or relocations. After 26 years in an entirely different sector, I got the opportunity to enter ISS Relocations in the moving industry. Like a Montessori child, I started fresh in November 2019 through the parent company, CSS Group. Slowly, as the slogan of ISS Relocations says, I became passionate!

I started to understand there is a science to the industry, including international relocations, warehousing with multiple activities, insurance, fine arts exhibition & fit-out projects, mobility & destination service providers with preview and orientation trips, local moves, corporate moves, and record management.

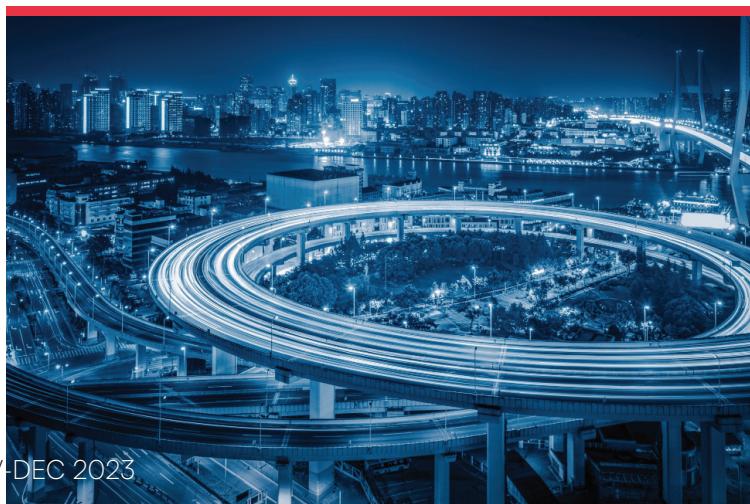
The key industry association affiliations and business council registrations stand out here as an integral part of meeting international quality standards and providing trust to the customers and worldwide partners of the industry. ISS Relocations carries all of these with pride, positioning itself as one of the notable names for clients to get connected and do business with.

I started to relate to global mobility, which refers to the ability of an individual, families, employees, and corporations to move, establish, and be successful in different parts of the world. The moving industry encompasses various aspects, with international movements having short-term and long-term assignments.

The global principles followed in the industry are quite interesting. Luckily, at ISS Relocations, I could see someone with the same values heading the team, Mr. Abhilash Nair, who was born as a leader and is widely recognized in the industry.

I know very well that I have only opened the front cover of a book, and the rest of the pages will encompass more exciting lessons. In the new era, where the world is progressing, any conventional service industry faces challenges. However, moving with the trends will prepare you to deal with such challenges efficiently. At this stage, I fully believe this industry seamlessly accepts and applies the changes to itself. We believe change is inevitable.

I look forward passionately applying myself to the principles of the organization. As ISS Relocations slogan says, we are a part of a **"PASSIONATE INTERNATIONAL SQUAD, DELIVERING SERVICE EXCELLENCE."**



# A PERFECT END TO 2023 FOR ISS RELOCATIONS ON THE SPORTING FRONT

As all good things end, so did the sporting events at ISS Relocations. After the success of various sporting events, the final straw in the hat was the much awaited and eagerly anticipated ISS Relocations Cricket Tournament, 2023 which attracted the highest participation by the ISS staff which included crew and staff from various departments right from the forklift drivers, warehouse crew, operations team, customer service, accounts and the management team as well. This event gave an equal opportunity to all team members to showcase their love, passion and also hidden talents for the sport, which is one of the most popular sports in the world, especially in Asia.

Before we mention the thrilling highlights and features of the cricket tournament. We would like to bring to light and mention that the group company CSS also won their first Inter-Company football tournament this year which was organized by the Dubai Shipping Agents Association (DSAA).

Back to the cricket tournament which consisted of 4 mixed teams who played in a league format with top 2 team qualifying and only one Team emerging winners i.e., ISS Mission Squad winning all their games and topped the tournament with the highest net run rate in the tournament too. Speaking of hidden talents, the tournament found its 2 gems in **Muhammad Yousaf aka Yakoob** who was named '**Best Batsman**' and **Muhammad Ans** who was named '**Best Bowler**' of the tournament.



ISS Relocations is known for its unity and passion. Taking off from the last article which clearly mentioned the tagline '**The team that plays together stays together**' the characteristics were very evident in this tournament as all non-playing members were there to support and cheer their fellow team members through each and every game.

The ISS management does its level best to ensure that there is a right balance between work and play and at the same time encourages sports and fitness to be important aspects within the organization. 2024 will surely have more additions and interesting sporting activities to feature. Let sports combined with health and fitness to be the new mantra and focus for 2024!



# ELISHA POEM

## A child that knows not - why?

An homeless child with no shelter to hide  
With cold feet and no bed to lie  
But on his face wears a big smile  
Coz he is a child that knows not - why?

She runs around the market swell  
With books and pens in her hand to sell  
The longing for school in her heart she cries  
But she is a child that knows not - why?

In an orphanage he stands with no parents to love  
He runs around with other kids, free as a dove  
He wishes for a family and home to rely  
But he is a child that knows not - why?

Many are the little children around the world  
Who suffer pain and don't know what will unfold  
But there is a father beyond the sky  
He knows it all, he knows - why

So when at night in prayer i cry  
To the father who cares, for he knows - why



By: Elisha Pereira / this poem is about less fortunate children

## LEARNING & GROWTH

It can be a metaphor for the learning process, emphasizing the stages of growth and development where individuals, like children, are on a journey to discover, understand, and make sense of the world around them.

The phrase "A child that knows not - why?" suggests a sense of innocence and curiosity. It evokes the image of a child who is unaware of certain aspects of the world or is puzzled by something but doesn't yet understand the reasons behind it. This expression can be used in various contexts to convey different meanings:

- ▶ **Innocence and Wonder:** It can highlight the purity and curiosity of childhood, where a child may encounter something new or unfamiliar, expressing a genuine sense of wonder and innocence.
- ▶ **Questioning the Unknown:** The phrase may also imply a deeper reflection on the mysteries or complexities of life that even a child may question without fully understanding. It speaks to the universal human experience of grappling with the unknown.
- ▶ **Learning and Growth:** It can be a metaphor for the learning process, emphasizing the stages of growth and development where individuals, like children, are on a journey to discover, understand, and make sense of the world around them.
- ▶ **Philosophical Inquiry:** The phrase might be used in a more philosophical context, prompting contemplation about the nature of knowledge, existence, and the pursuit of understanding.

Ultimately, "A child that knows not - why?" invites reflection on the inherent curiosity and inquisitiveness that is part of the human experience, emphasizing the ongoing journey of discovery and understanding that spans across ages and stages of life!



# WHO DO YOU TRUST WITH YOUR CUSTOMERS' GOODS BEST PRACTICES TO FIND RELIABLE PARTNERS



**Our relocation industry** is getting into a competitive and dynamic industry day by day that requires businesses to be innovative and adaptable to changing market conditions. One of the most critical aspects of the relocation industry is finding dependable partners to trust with our customers' goods. Some best practices to help us find trustworthy partners in the relocation industry is being tried to list if that help others.

**1. Research Potential Partners** - The first step in finding dependable partners in the relocation industry is to research potential partners thoroughly. Conducting extensive research will help you identify potential partners that have a good reputation, are financially stable, and have a history of delivering quality services. IAMX Directory is one of the effortless ways to find the available member with different other affiliation and their validity. Some of the ways to conduct research on potential partners include:

- Checking online reviews and ratings
- Reviewing their website and online presence
- Requesting references from their past clients
- Checking their certifications and licenses, IAMX directory can be easy help here.
- Conducting background checks on key personnel

**2. Do check Their Insurance Coverage** - It is essential to ensure that our partner has adequate insurance coverage to protect our customers' goods during the relocation process. Before partnering with any company, ask for proof of insurance coverage and verify it with their insurance provider. The insurance coverage should include:

- Liability insurance to cover damages to goods during transportation and storage
- Workers' compensation insurance to cover employees in case of injuries
- Auto insurance to cover any accidents that occur during transportation

**3. Understand Their Service Offering** - Before partnering with a relocation company, it is essential to understand their service offering included and excluded theoretically on quote and what they will offer in that. This

includes the types of services they offer, the equipment they use, and their processes for handling goods against what you or our customer expect. Some of the services to look for include:

- Packing and unpacking services
- Transportation services
- Storage solutions
- Handyman
- Special handling services for fragile or high-value goods

**4. Evaluate Their Customer Service** - A dependable partner in the relocation industry should have excellent customer service, crisp and prompt. This includes being responsive, providing regular updates, and addressing any concerns or issues that arise promptly. To evaluate their customer service, consider:

- How quickly they respond to inquiries
- The quality of their communication
- Their willingness to address concerns or issues
- Their level of transparency and honesty

**5. Check Their History** - A company's history is a reliable indicator of their ability to deliver quality services consistently. Before partnering with any company, check their history by reviewing their customer feedback, performance metrics, and industry accolades. Some of the ways to check their history include:

- Reviewing their customer feedback and testimonials
- Checking their performance metrics, such as on-time delivery rates and claims ratios
- Reviewing their industry accolades and recognition, such as awards and certifications

**6. Evaluate Their Technology Infrastructure** - Technology plays an essential role in the relocation industry, from tracking shipments to managing inventory. A dependable partner should have a robust technology infrastructure that enables them to provide accurate and timely information to their clients. To evaluate their technology infrastructure, consider:

- The types of technology they use, such as GPS tracking and warehouse management systems
- The level of integration between their technology systems
- The security protocols they have in place to protect data

**Finding dependable partners** in the relocation industry is critical to the success of our business and for our customer experience. By following these basic best practices, we can identify potential partners that have a good reputation, are financially stable, and have a history of delivering quality services. Remember, trust is essential in the relocation industry, and partnering with the right companies will help us build trust with our customers and ensure their goods are safe and secure during the relocation process.

# ACHIEVING FINANCIAL DISCIPLINE

**Implementing financial discipline** in a relocation business is essential for maintaining fiscal responsibility, ensuring profitability, and sustaining long-term success. Here are key steps to implement financial discipline in a relocation business:

**Develop a Comprehensive Financial Plan:** Create a detailed financial plan that encompasses all aspects of your relocation business, including budgeting, revenue projections, and expense management. Identify key financial goals and set measurable targets for revenue growth, cost control, and profit margins.

**Expense Management and Budgeting:** Implement a robust expense management system to track and control costs effectively. This includes monitoring operational expenses, employee-related costs, transportation costs, and other overheads. Develop and adhere to a well-defined budget that allocates resources efficiently across various business functions.

**Cash Flow Management:** Maintain a healthy cash flow by closely monitoring accounts receivable and payable. Implement strategies to accelerate cash collection and negotiate favorable payment terms with suppliers.

**Financial Reporting and Analysis:** Establish a regular financial reporting schedule to track key performance indicators (KPIs) and financial metrics. Conduct thorough financial analyses to identify trends, areas for improvement, and opportunities for cost savings.

**Risk Management:** Identify potential financial risks associated with the relocation business, such as fluctuating fuel prices, regulatory changes, or economic downturns. Develop risk mitigation strategies and contingency plans to address unforeseen challenges.

**Customer Credit Management:** Implement a robust credit management policy to assess the creditworthiness of clients before providing services. Set clear credit terms and diligently follow up on outstanding payments to maintain a healthy cash flow.

**Technology Integration:** Invest in technology solutions that streamline financial processes, enhance efficiency, and provide real-time insights into financial performance. Utilize software for accounting, invoicing, and financial reporting to automate routine tasks and reduce the risk of errors.

**Employee Training and Accountability:** Provide training to employees involved in financial processes to ensure a clear understanding of financial policies and procedures. Establish accountability measures to encourage responsible financial behavior and adherence to established financial guidelines.

**Continuous Monitoring and Adaptation:** Regularly monitor financial performance against established benchmarks and adjust strategies as needed. Stay informed about industry trends, economic conditions, and regulatory changes that may impact the financial landscape of the relocation business.

**Legal and Regulatory Compliance:** Ensure compliance with all legal and regulatory requirements related to financial reporting, taxation, and business operations. Stay updated on changes in relevant laws and regulations to avoid penalties and legal issues.

**Audit and External Review:** Conduct periodic internal audits or engage external auditors to review financial processes and identify areas for improvement. Use audit findings to enhance financial controls and ensure adherence to best practices.

**Supplier Relationship Management:** Cultivate strong relationships with suppliers and negotiate favorable terms to optimize procurement costs. Regularly review supplier contracts and explore opportunities for cost savings without compromising service quality.

By implementing these measures, a relocation business can establish and maintain financial discipline, fostering a stable and sustainable financial foundation. This, in turn, contributes to the overall success and resilience of the business in a competitive marketplace.



Anoop Nair

# STRATEGIC PLANNING & LEADERSHIP

Strategic planning is crucial for any business, including the relocation industry. It involves setting short & long-term goals, identifying the resources needed to achieve those goals, and creating a roadmap for how to get there. There are certain ways I see the role of leadership in the strategic planning process irrespective of size of company in relocation businesses and how we can execute the plan, retain customers, and make profits.

**Role of Leadership in Strategic Planning** - Leadership plays a critical role in the strategic planning process for relocation businesses. Leaders must have a clear understanding of the market, competition, and the company's strengths and weaknesses. We must also be able to communicate the vision and goals of the company to the entire organization and motivate employees to work towards achieving those goals. Some of the key steps that we can take to develop and execute a successful strategic plan:

**1. Conduct a SWOT Analysis** - The first step in strategic planning is to conduct a SWOT analysis, which helps identify the company's strengths, weaknesses, opportunities, and threats. This analysis can help leadership understand the market and competition and develop a plan that leverages the company's strengths while addressing its weaknesses.

**2. Set Long-Term Goals** - Once the SWOT analysis is complete; leadership can set long-term goals for the company. These goals should be specific, measurable, achievable, relevant, and time-bound (SMART). Goals may include increasing revenue, expanding into new markets, or improving customer satisfaction.

**3. Identify Resources Needed** - Leadership must then identify the resources needed to achieve these goals, including financial, human, and technological resources. This includes developing a budget, hiring, and training employees, and investing in technology to improve operations.

**4. Create a Roadmap** - Leadership must then create a roadmap for how to achieve these goals. This includes identifying key milestones, developing a timeline, and assigning responsibilities to different team members. The roadmap should be flexible enough to adapt to changing market conditions but also provide clear guidance on how to achieve the goals.

**Executing the Plan** - Once the strategic plan is in place, leadership must ensure that it is executed effectively. This involves monitoring progress, adjusting as needed, and ensuring that all team members are working towards achieving the goals.

Key steps that leadership can take to execute the plan successfully:

**1. Communicate the Plan** - Leadership must communicate the plan to all team members and ensure that everyone understands their role in achieving the goals. This includes providing regular updates on progress, addressing any concerns or issues that arise, and celebrating successes along the way.

**2. Monitor Progress** - Leadership must monitor progress regularly to ensure that the plan is on track. This includes tracking key performance metrics, such as revenue growth, customer satisfaction, and employee retention, and adjusting as needed.

**3. Adjust** - Leadership must be willing to adjust the plan as needed. This includes adapting to changes in the market, addressing unexpected challenges, and taking advantage of new opportunities.

**Retention and Making Profits** - Strategic planning is critical for retention and making profits in the relocation industry. By setting long-term goals, identifying the resources needed, and creating a roadmap for achieving those goals, companies can improve customer retention, increase revenue, and improve profitability. Some steps that company like us can take to improve retention and profitability:

**1. Focus on Customer Experience** - Companies must focus on providing an exceptional customer experience to improve retention. This includes providing transparent pricing, clear communication, and timely delivery of goods.

**2. Invest in Technology** - Companies must invest in technology to improve operations and reduce costs. This includes using GPS tracking to improve transportation efficiency, investing in warehouse management systems to optimize inventory, and leveraging data analytics to make informed decisions.

**3. Train and Develop Employees** - Companies must train and develop employees to improve retention and profitability. This includes providing ongoing training to improve skills, providing opportunities for career advancement, and creating a positive work environment that promotes collaboration and innovation.

In nutshell, strategic planning is critical for the success.



# SELF-DISCIPLINE

**Self-Discipline as you work on Your Purpose** - We never will make a meaningful impact or connection, unless we first give people what they want, and then educate them about what they need!

In most cases, people want their words and actions to benefit others- whether that other is a friend, family member, customer, or, in this case, reader. Despite this desire, individuals (and individuals within businesses) still make the foundational mistake of thinking their product, service, or message is all about them. From this line of thinking, we can begin to see that we never will make a meaningful impact or connection, unless we first give people what they want, and then educate them about what they need. It is always a great privilege to share any message, whether that be on social media or in front of a live crowd. No matter the medium, we must share with wisdom, and with the intent to impart something useful. Write with purpose, speak with purpose, and engage with purpose.

The word "inspire" etymologically means to "blow into" or "breathe upon." When someone says, "You inspire me," what they are saying is that you breathe life into them. That is powerful! But it also means we have a huge responsibility to put things out into the world that are serving it, or, at the very least, educating it to be better, whether indeed or in action.

**Greatness demands sacrifice** - The problem often is not where we want to go in life. The problem typically is what we are willing to give up getting there. As with most things of value, getting where you want to be will cost you something. To stay committed, you must make a conscious decision to be all in, or you will not stay the course. Sacrifice looks different to each of us. It can be simple or quite complex. No matter the level of complexity, the battle will be won during the small, unimportant decisions- this is always true on the road to achieving greatness. For example, deciding whether to go out on the weekend, or stay home and work on your vision. The choice is always yours. If we want to execute self-discipline, we must decide what we are willing to give up, because greatness always demands something of you.

**The solution must be bigger than the problem** - When we start any project (personal or business), we need to realize what we bring to the table is of benefit and is needed by the marketplace. You often can determine how quickly a business will scale by how many people are affected by the problem, and how they will benefit from your solution. Uber works because we all need transportation from one place to another. If you want to stay disciplined around achieving your dream, and how it will ease people's pain points, your vision must grow so big that the desire to stop, quit, or relax does not even enter your mind. Your life and business are bigger than just you. If the need for your solution exists, and that solution can be effective in a struggling world, that will keep you going in moments of doubt, struggle, and apathy.



**Create boundaries** - My decisive point is simple, but people often find it the most difficult to do. It is imperative to create boundaries that you respect, and ensure others respect them too. We live in a world full of noise and distraction. If you are going to finish strong, if you are going to bring your idea, product, or service to market, you must protect it. That means you must prioritize and be intentional with the time you are investing into your mission. I schedule time to write just like I do a meeting. I schedule time to spend with my kids. I know scheduling in this way can seem a chore. You do not like to live like this, but unless you make a commitment, and give it a specific time to occur, you will go through life as if on a roller coaster. Life will just happen, and your loved ones end up missing out.

Sneha Thomas

# TRANSIT INSURANCE & TRANSFEREES CHALLENGES

Transit insurance is a critical component of our business, as it provides protection for the belongings of transferees during the moving process. However, from the transferee perspective, there are several challenges associated with transit insurance that must be considered.

One of the primary challenges is understanding what is covered under transit insurance. While most policies will cover damage or loss caused by accidents, theft, or fire, there may be exclusions or limitations that are not immediately apparent. For example, some policies may not cover damage caused by natural disasters or other unforeseeable events. Transferees must take the time to read and understand the terms and conditions of their transit insurance policy to ensure they know what is and is not covered.

Another challenge is determining the appropriate amount of coverage needed. Transferees must carefully evaluate the value of their belongings and select a policy that provides adequate coverage. In some cases, this may require obtaining additional coverage beyond what is provided by the standard policy. Failure to obtain sufficient coverage could result in significant monetary loss in the event of damage or loss during transit.

Transferees must also be aware of the potential for disputes with insurance providers. In the event of a claim, insurance providers may dispute the cause or extent of damage, leading to delays or denials of coverage. Transferees must be prepared to provide evidence and documentation to support their claim and advocate for their rights under the policy.

Finally, there is the challenge of selecting a reputable and dependable insurance provider. With so many options available, it can be difficult to determine which provider offers the best coverage and service. Transferees should research potential providers, read reviews and testimonials, and ask for recommendations from trusted sources to ensure they select a provider that will meet their needs.

However, by taking the time to understand their policy, selecting appropriate coverage, preparing for potential disputes, and selecting a reputable provider, transferees can mitigate these challenges and ensure that their belongings are protected during the moving process.

We can play a crucial role in helping customers make damage claims for their goods during the moving process. Here are some ways relocation companies can assist customers in making damage claims:

- 1. Provide clear instructions:** The relocation company should provide clear instructions on how to make a damage claim. This includes providing the necessary forms and explaining the documentation required for the claim.
- 2. Assist in documentation:** The relocation company can assist in documenting the damage by taking photographs and noting any visible damage on the inventory list. This documentation can be used to support the claim.
- 3. Contact the insurance provider:** The relocation company can contact the insurance provider on behalf of the customer to initiate the claim process. They can provide the necessary documentation and answer any questions the insurance provider may have.
- 4. Follow-up on the claim:** The relocation company can follow-up on the claim to ensure that it is being processed in a timely manner. They can also provide updates to the customer on the status of the claim.
- 5. Advocate for the customer:** In the event of a dispute with the insurance provider, the relocation company can advocate for the customer and provide additional documentation or evidence to support the claim.

We can surely help customers make damage claims for their goods by providing clear instructions, assisting in documentation, contacting the insurance provider, following up on the claim, and advocating for the customer. By taking these steps, the relocation company can help to minimize the stress and inconvenience of the damage claim process for the customer.

# SOUVENIRS



# BENEFIT & DRAWBACKS OF HANDLING BIGGER PROJECT IN RELOCATION INDUSTRY

**Benefits of Handling big projects** - In today's fast-paced and competitive world, the relocations industry is constantly evolving to meet the increasing demands of businesses and consumers. Handling big projects in this industry offers numerous benefits that can lead to increased efficiency, profitability, and growth. Some of these benefits include:

**Economies of scale:** By handling large projects, relocations companies can benefit from economies of scale, which means that the cost of production or service decreases as the volume of production or service increases. This leads to reduced costs and increased profitability for the company.

**Increased market share:** Successfully managing large projects can help a company establish a strong presence in the market, leading to an increased market share. This can, in turn, attract more clients and customers, further boosting the company's growth and profitability.

**Enhanced reputation:** Completing big projects successfully can improve a company's reputation, making it more attractive to potential clients and partners. A strong reputation can lead to more business opportunities and long-term partnerships.

**Innovation and growth:** Handling large projects often requires companies to adopt new technologies, processes, and strategies to stay competitive. This can lead to increased innovation and growth within the company, as well as within the industry as a whole.

**Improved resource utilization:** Large projects often require the efficient use of resources, such as labor, equipment, and materials. By handling big projects, relocations companies can optimize their resource allocation, reducing waste and increasing efficiency.

**Drawbacks of handling big projects:** While there are many benefits to handling big projects in the relocations industry, there are also some drawbacks that should be considered:

**Increased risk:** Large projects often come with a higher level of risk, as they involve significant investments of time, money, and resources. If a project fails or encounters unexpected challenges, it can have a negative impact on the company's financial stability and reputation.

**Complexity:** Managing large projects can be complex, requiring the coordination of multiple teams, departments, and external partners. This can lead to communication challenges, delays, and potential conflicts between stakeholders.

**Resource strain:** Handling big projects can put a strain on a company's resources, such as labor, equipment, and finances. This can lead to increased costs and potential delays in project completion.

**Pressure to perform:** With large projects often comes the pressure to perform and meet high expectations. This can lead to increased stress on employees and management, which can negatively impact overall morale and productivity.

**Regulatory challenges:** Large projects in the relocations industry may be subject to additional regulatory requirements and oversight. This can add complexity and time to the project management process and may require additional investments in compliance and risk management.

**Bishnu Gautam**



# EMIRATES ENVIRONMENTAL GROUP

## Emirates Environmental Group accomplishes extraordinarily feats in the “Year of Sustainability”

Emirates Environmental Group, as one of the leading environmental NGO in the region, continued its mission to spread environmental knowledge and take critical sustainable actions in 2023, which was also known as the “Year of Sustainability.” With its aura of inclusivity and influence, EEG brought in thousands of entities and individuals in the sustainability sphere. The means with which you influence the mindset of communities, however, vary very much across the board.

To ensure that the next generation is aware and critically able to adopt sustainable lifestyles and strategies, EEG’s educational programmes, in 2023, have managed to reach and influence over 124,000 students in the country. These were accomplished through programmes including the Environmental Drawing Competition, Students’ Workshops, and the Inter-School and Inter-College Environmental Public Speaking Competitions. These exclude various campus outreach, presentations, and activities conducted at various schools and events.

Empowering circularity is a mission that has been adopted by EEG since its inception in 1991. From 1997 onward, EEG created full-fledged recycling campaigns. Over the years, the campaigns have only grown. Today, EEG hosts nine recycling campaigns, including Paper, Plastic, Aluminium Cans, Tin Cans, Glass bottles, Mobile phones, E-waste, Scrap metals, and Toner cartridges. In the year 2023, EEG engaged over 2,300 entities in its recycling campaigns.

**TO BATTLE  
AGAINST TWO MAJOR  
ENVIRONMENTAL ISSUES FACED BY THE UAE**



Desertification and greenhouse gas emissions, EEG started its urban afforestation in 2007. To date, EEG has planted 2,125,604 trees across the country. In the Year of Sustainability, EEG planted 11,288 trees along with its members and participants. Afforestation has been effective in controlling the local climate, increasing biodiversity in the country, stabilizing the soil, improving air quality, and overall improving the health benefits of trees for all other living entities, including humans. Collectively, all the two million plus trees sequester 12,534 metric tonnes of CO<sub>2</sub> from the air annually, helping the world keep in check the 1.5-degree temperature rise since pre industrial levels, as it was the primary goal of COP 28, which occurred in the UAE this year.

Finally, to engage the nations and mobilise the masses, EEG conducted its ever-popular Clean UAE campaign in December, under the patronage of the Ministry of Climate Change and Environment. With the collective effort of over 68,000 participants, EEG collected 36,900 kg of waste from all Emirates in the country over an area of 36.5 square kilometers. The waste was then segregated and either sent to different recycling facilities or given to the relevant municipality in each emirate for proper treatment and disposal.

These were a few of the many activities undertaken by EEG in the year 2023, with participation and dissemination of knowledge in several exhibitions and seminars, including ten engagements at COP 28. Nevertheless, the work in the field of environment is a never-ending journey as long as the planet and human beings exist. We must ensure that we play the role of custodians of this tiny blue dot in the universe that we call home. EEG has already started the preparations to launch several events in 2024, including the Environmental Drawing Competition 2024, the Re-New Our World Challenge 2024, One Root, One Communi-tree Phase 1 2024, and many more, including several presentations and exhibitions. EEG aims to accomplish more in the year 2024 and recruit more entities in its sustainable journey ahead. As its slogan says, let us work “Together for a Better Environment.”



# ISS DIRECTORY



## Akhilesh Sharma Dubai (UAE)

✉️ dubai@iss-relocations.com  
📞 Office: +971 (0) 4 234 8100  
Fax: +971 4 238 6670  
Mobile: +971 50 553 2291  
📍 Office: 208, Office Court Building, Oud Metha Road, POE Box 122511, Dubai, UAE



## Vaibhav Sood Doha, Qatar

✉️ qatar@iss-relocations.com  
📞 Office: +974 4465 2571  
Mobile: +974 7476 6966  
📍 Office No.20, 2<sup>nd</sup> Floor, Al Matar Commercial Centre, Al Matar Street, Old Airport Road, P.O Box 55537, Doha, Qatar



## Naseem Razak Muscat, Oman

✉️ oman@iss-relocations.com  
📞 Office: +968 24567707  
Fax: +968 24566093  
Mobile: +968 9061 4281  
📍 Office: 45, Ground Floor, Building A, Hatat Complex Wadi Adai, PO Box 815 Muscat, Sultanate of Oman



## Shamshir Shaikh KSA

✉️ ksa@iss-relocations.com  
📞 Office: +971 (0) 4 377 0001  
Mobile: +966 54 970 8766  
📍 Suite 20, Hael Commercial Center, Hael St. P.O Box 52143, Jeddah 21563, Kingdom of Saudi Arabia



## Pratap Singh Kuwait

✉️ Kuwait@iss-relocations.com  
📞 Office: +965 22493957  
Mobile: +965 9600 6016  
📍 Suhair Commercial Centre, Opp. Sharq Fire Station, 1<sup>st</sup> Floor, Al-Hilali Street, P.O Box 12075, Shamiya 71651, Kuwait



## Walter Pereira INDIA

(Bangalore, Mumbai, Chennai, New Delhi)

✉️ india@iss-relocations.com  
📞 Office: +91 44 4203 1882  
Mobile: +91 9884 827496  
📍 Nirmala Niketan, No.5, Sector 23, Juinagar, Navi Mumbai - 400706, India



## Kristine Canicosa Abu Dhabi

✉️ abudhabi@iss-relocations.com  
📞 Office: +971 2 3096466  
Mobile: +971 56 549 1085  
📍 Warehouse No.1 B P4, M44 Mussafah, PO Box No.9105, Abu Dhabi, UAE



## Uditha Soysa Colombo, Sri Lanka

✉️ uditha.soysa@iss-relocations.com  
📞 Office: +94 112556575  
Mobile: +94 772787525  
📍 No. 55/16, Vauxhall Lane, Colombo - 02, Sri Lanka



## Githin Sasi Bahrain

✉️ bahrain@iss-relocations.com  
📞 Office: +973 17792303  
Mobile: +973 3232 7665  
📍 Office No.12(1<sup>st</sup> Floor), Building No.393, Road 1912, Block 319, Manama, Kingdom of Bahrain

## Key Contact Mail ID's

- ▶ **Query** - enquiry@iss-relocations.com
- ▶ **Marketing** - marketing@iss-relocations.com
- ▶ **Finance** - accounts@iss-relocations.com
- ▶ **IT Support** - it.support@iss-relocations.com
- ▶ **Admin** - admin@iss-relocations.com
- ▶ **Human Resource** - hr@iss-relocations.com

# CUSTOMERS FEEDBACK

**S**

**Sam B**



ISS relocations has provided an excellent service while moving to Bahrain for work. They took care of clearing my shipment from the customs and delivered the goods to my new flat. They were very helpful and responsive to all my queries. I definitely recommend them!

**F**

**Francesca Malagoli**



ISS Relocations Bahrain provided an excellent service to us during all the phases of packing, storage and shipping. The crews were extremely professional and proactive in all occasions. The management listened to all my needs and gave me solutions and assistance in a smooth and quick way. I am very happy with their services and I recommend them to anyone who need to store and/or send their belongings.

**K**

**Khadidja**



We are very happy with the services provided by ISS. From the packing of our belongings in the country of origin to the delivery, they were very professional and attentive to our needs.

**A**

**Ashish Dhar**



We are extremely happy with the service extended by ISS Relocation. The team headed by Mr. Shamsher was quite prompt and finished the work timely and very professionally. We really had a very smooth relocation from Dubai to Riyadh because of their cooperative behaviour and personalized attention to each and every detail.

NOV - DEC 23

# Birthday



Name	Date
Muhammad Yousaf	November 23
Faizal Ahamed Mohamed	November 8
Christopher Ortega	November 21
Akhtaruzzaman Mohammad	December 25
Kiran Babu	December 12
Rafeeq Mohammad	December 19
Rizwan Ali	December 10



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 [enquiry@iss-relocations.com](mailto:enquiry@iss-relocations.com)



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Proof Reading	Vaibhav Sood
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