

# NEER Service

Putting “Service” First!

# Service Issues In France?

- French culture does not encourage teamwork.
- French labor laws make it expensive to let people go, so employers are reluctant to hire more staff when they need them – this has led to a “black market” with people working for cash who are not motivated to care about their job.
- France has one of the lowest English speaking populations in Europe (behind Romania and Serbia).



# How Does This Affect the Moving Industry?

- It is difficult to find, keep, and motivate people to work in the industry.
- It is more costly to employ full time packers, so most companies sub-contract:
  - Packers are less likely to speak English.
  - Compliance/background checks become more difficult
  - Service is inconsistent
  - Claims are higher than the rest of Europe\*
  - Customer service scores are lower\*

\* Source: FIDI Statistics



# Why is NEER Service Different?

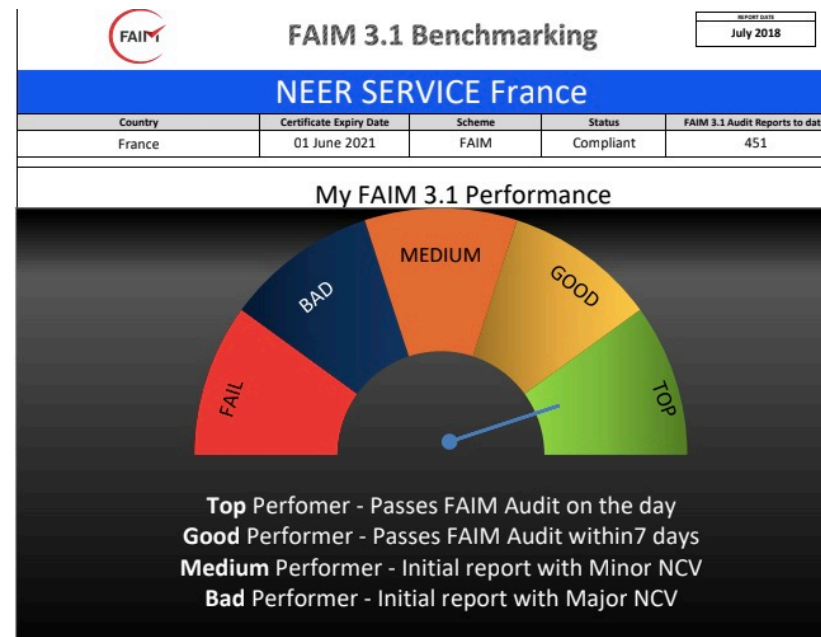
- We communicate proactively!
- We employ our own drivers and crews!
  - Fully trained international packers.
  - Our crews speak English.
  - Full compliance.
- We keep and motivate our people!
  - Bonus to our people for length of service.
  - Bonus to our team based on customer feedback.
- We care! Only CO2 certified moving company (French green initiative)





# What This Means to You!

- You will have the peace of mind knowing who is in your customers home.
- You are three times less likely to have a claim on your shipment.
- You are more likely to have a perfect customer feedback score.
- You will have a more profitable move with less risk to your reputation.





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We look forward to serving you!