

## **Gosselin Georgia**



## **COMMUNICATION ON PROGRESS REPORT**



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## **Message from our Chief Executive Officer**

Our company – Gosselin Georgia – is a member of the Global Compact initiative since 2008.

Gosselin believes that our business policies incorporate the ten principles set by Global Compact. We have made these principles a significant part of our strategy and corporate philosophy.

From the Gosselin Group headquarters in Antwerp, Belgium and all Gosselin Group locations throughout Europe, Central Asia and the Caucasus we strive to continuously improve the quality of our moving, relocation & logistical services provided to our customers.

The network of professional parties with whom we closely cooperate (customers, business partners and subcontractors) is of utmost importance to our organisation. We select business partners that are compatible with our business principles and code of conduct.

Through the year 2009 the Gosselin Group will stay focused on continued progress as a quality driven organisation with respect for people, the environment and social responsibility.

Initiatives such as Global Compact are of great value for our business and the society in general. We will promote and support this initiative actively.

**Marc Smet**  
**CEO Gosselin Group**

## **Mission Statement**

**Highest standards for packing, shipping, storing, service, information and safety, and fair prices are the basis for a durable relationship with our customers. Gosselin employees have an obligation as individuals and members of the Gosselin team to follow the law and Gosselin's Code of Ethics and Business Conduct.**

**The following core values are the driving force of our mission and are expected of every employee :**

- **RECOGNIZE** that we are all responsible for the quality and timeliness of our services and our agency network.
- **ACT** as a member of a team and **UNDERSTAND** that a single weak link in the chain undermines work done by everyone else.
- **REALIZE** that the quality of our services is based on the quality of work of each individual whatever the function.
- **EMPHASIZE** our individual commitment to teamwork, solidarity and communication.
- **WORK CLOSELY** with Gosselin's clients, suppliers, subcontractors, and service agents to achieve total quality.
- **DESCRIBE** accurately all the services offered under each client's contract.
- **PERSONALIZE** the coördination and timely follow-up of consignments.
- **KNOW** that **ORGANIZATION** affects quality. Everyone must be organized.
- **DEAL** with the cause of problems; avoid discussions and battling over the effects of problems.
- **BE PROUD** of and committed to preserving our proficiency in our various activities, of our sense of initiative, our responsiveness, our eye for detail, our will to perfection, our dedication and our thoroughness.
- **IMPROVE** your know-how every day and share it.
- **GET IT RIGHT** the first time, at the right time, every time.

**Every employee is responsible for Gosselin's quality performance. Every employee strengthens this performance by demonstrating a positive attitude and by providing a commitment to service.**

The Gosselin management & employees will conduct themselves in an ethical way and in accordance with our core values. Ethics will lead the way where there are no laws, or where the laws are unclear. Ethics is a corporate asset since it will lead to integrity that will help us in developing a responsible behavior while being aware of moral principles. Ethics will deepen the trust the employees and others have in Gosselin.

The participation in Gosselin's ethics and compliance program will be part of the evaluation process of every employee.

## **Code of ethics**

Gosselin, including all its subsidiaries and affiliates, has adopted a Code of Ethics and business conduct. The code of ethics and business conduct restates and formalizes standards of conduct which Gosselin employees are required to meet and have been required to meet from the inception of Gosselin.

Gosselin believes that this formalized code of ethics and business conduct is essential for the following reasons :

### **Gosselin's mission is to**

- **provide superior quality and timely moving and storage services on a worldwide basis at a reasonable price;**
- **cooperate with all industry partners in order to obtain the complete satisfaction of the customer;**
- **achieve a competitive return for investors.**

In order to demonstrate our commitment to this mission, we adopted the ISO9001:2000 quality program and the moving-industry specific FAIM-ISO quality program.

The Code of Ethics and business conduct applies to every person working in our organization, and demands that our work be done with the highest quality and in full respect of the applicable laws and in full respect of our employees, customers, partners, service providers, and government authorities that regulate our industry. **By striving for quality, and treating everyone in our community with respect, Gosselin has built long-lasting relationships with our community. The trust we have earned from everyone in our community contributes to the success, stability and welfare of our organization.**



**YOUR PREFERRED PARTNER IN MOVING & LOGISTICS**

## About Gosselin

The Gosselin Group of companies has its headquarters in Antwerp, Belgium.

As a group, Gosselin employs 750 people in 48 branches/offices in 32 countries. Gosselin operates more than 1 million square feet of warehouse space, 150 transport vehicles and 500 trailers and containers.

Gosselin owns and operates more than 400,000 square feet of customs bonded warehouses on a total of over 1.250.000 square feet of land. We operate an inland barge terminal on the Albert Canal that allows us to bring containers from the docks of Rotterdam and Antwerp directly to our warehouse. This new barge terminal opened at the beginning of August, 2001 and meanwhile handles over 50.000 TEU's annually. The barge loads and discharges directly into our 110,000 square foot warehouse facility designed for quick dispatch of cargo to and from inland Europe.

Gosselin handles and coordinates the drayage, air and water port handling, ocean and airfreight bookings, billings and customs clearances for approximately 80.000 shipments per year.

Gosselin operates 180,000 square feet of warehouse space and provides logistics and support services to "Government Logistics", a contractor for the US Department of State in Antwerp moving cargo to and from US diplomatic missions in Europe, the CIS, Africa and the Middle East to all points worldwide. Of this space, 45,000 square feet is dedicated to long term storage of Diplomatic shipments. The US Government uses this facility as a pre-positioned supply depot for quick supply to diplomatic missions of furniture, appliances and other supplies as well as official vehicles.

We are sincerely proud to say that Gosselin Moving has developed into a leading family business in the commercial moving industry. We count among our clients mostly diplomats and executives of national and international companies. The industry too calls upon our know-how when it comes to office and factory moves. Our clients particularly value the strong sense of quality which is displayed by each of our employees.

Information management is paramount within the Gosselin organization and our IT department is one of the most advanced in our industry. We operate an internet tracking system that provides 24 hour visibility in a secure environment. For further info, please visit our website at [www.gosselingroup.eu](http://www.gosselingroup.eu)

## **Subsidiaries of the Gosselin Group**

Vivet-Gosselin – Belgium  
Gosselin Moving – Belgium  
High Quality Handling & Distribution – Belgium  
World Wide Relocation Services – Belgium  
Gosselin Export Packers – Belgium  
North Atlantic Services – Belgium  
Gosselin Airfreight Division – Belgium  
Corstjens International Movers – The Netherlands & CIS countries  
Gosselin Italia – Italia  
Gosselin Caucasus & Central Asia (formerly Nomad Express) – The Caucasus & Central Asia  
Gosselin Container Terminal – Belgium  
CMC – Custom(s) Made Clearance – Belgium  
ART – Focus 2000 - Belgium

**Vivet-Gosselin**, the mother company, is specialized in domestic and industrial removals.

**Gosselin Moving N.V.** is an international household goods removals company that has grown into an integrated logistics provider. This is evident through the acquisition or establishment of several sister organizations with the primary mission of supporting each other. Gosselin operates a port agency, a freight forwarding company, an export packing company, a distribution company and a household goods moving company. Additionally, Gosselin GmbH, with headquarters near Stuttgart, Germany, has seven branch offices.

Gosselin owns an export packing company, **Gosselin Export Packers N.V.**, that specializes in the production of plywood boxes. Any crate building requirements for any of our contracts are met by this company.

Gosselin has a sister company, **High Quality Handling and Distribution**, with the purpose of distributing high-value electronics throughout the Benelux. We utilize this company to make small pickups and deliveries as they cover an average of 600 addresses per day in the Benelux.

In 1996, Gosselin assumed control of one of the largest German agents **Rubino Transporte GmbH** serving the US Military household goods industry in Germany. With its headquarters near Stuttgart and six branch offices. The branch offices have the primary mission of performing pickup and delivery and packing/unpacking of household goods all over Germany. All have their own fleet of vehicles and warehouse space.

All the facilities, personnel and equipment of these branches can be called upon by Gosselin whenever necessary.



Gosselin maintains offices in Verona, Milan & Vicenza, **Gosselin Italia Sprl** to coordinate our traffic in and out of Italy.

With the acquisition of **Corstjens World Wide Movers**, headquartered in the Netherlands and with branches in practically every CIS country, we are able to offer our customers total European coverage. The Corstjens World Wide Movers Group, with headquarters in Amsterdam, The Netherlands, runs a unique network of 19 branch offices in Central and Eastern Europe: Serbia (Belgrade), Slovak Republic (Bratislava), Romania (Bucharest), Hungary (Budapest), Ukraine (Kiev), Slovenia (Ljubljana), Belarus (Minsk), Russian Federation (Moscow & Sakhalin), Czech Republic (Prague), Latvia (Riga), Bosnia Herzegovina (Sarajevo), Macedonia (Skopje), Bulgaria (Sofia), Estonia (Tallinn), Albania (Tirana), Lithuania (Vilnius), Poland (Warsaw), Croatia (Zagreb).

**Gosselin Airfreight Division**, located in Zaventem, Belgium, has been established at the end of 2000 in order to fulfill the need for an airfreight agent with the highest quality standards. The integrated online reservations & customs system enables Gosselin to book freight in a fast and easy manner.

**World Wide Relocation Services** is the in-house relocation company for Gosselin's corporate accounts. This company acts as facilitator, assesses the specific needs and brings in the most appropriate relocation company to physically provide the service.

**Gosselin Caucasus and Central Asia (formerly Nomad Express)** will make the picture complete. Gosselin Caucasus and Central Asia has 3 offices in the Caucasus - Armenia (Yerevan), Azerbaijan (Baku), Georgia (Tbilisi); and another 5 in Central Asia - Kazakhstan (Almaty), Kirgistan (Bishkek), Tadjikistan (Dushanbe), Turkmenistan (Ashgabat) and Uzbekistan (Tashkent).

The youngest daughter in the Gosselin Group of companies carries the name **GCT (Gosselin Container Terminal)** and has seen daylight early 2002. The main purpose of this company is to handle all traffic of containers from the Gosselin premises to and from the ports of Antwerp and Rotterdam via the inland waterways. In 2007 GCT handled around 55.000 TEU at its inland barge terminal. A Liebherr LHM 250 crane with 65 ton lifting capacity and automated spreader provides the necessary capacity to GCT.

Gosselin is the only moving company located in the port of Antwerp with a special customs branch carrying the name **Custom(s) Made Clearance (CMC)**. CMC has 3 full time Belgian Customs Officers permanently stationed in our facilities and counts a total of 15 customs specialists in its team. This provides exceptional speed and flexibility in dealing with customs regulations for the import and export of household goods.

Additionally, Gosselin has a unique group of employees devoted to ensuring all the paperwork is pushed through and to facilitate the movement of freight from the docks. In Antwerp more than 500,000 square feet of warehouse space is customs bonded.



## Quality

Quality Control is of the utmost importance to the Gosselin organization. This is evidenced by our certification under the rigorous standards of **ISO 9002** (May 1997). This certification is recognized around the world as a sign of excellence and quality. It indicates that systems are established and in use to ensure that the greatest level of quality is provided to the customer. This is not a one time certification. To maintain this certification, multiple audits are conducted each year by the International Standards Organization to ensure that quality levels are maintained. Gosselin has personnel and systems in place to maintain the highest possible levels of service to their customers.

This is our first line system to ensure quality service is provided. Recently we have updated our quality system to the standards of **ISO 9001 : 2000**.

As further evidence of our commitment to quality in our industry, Gosselin Moving Belgium has been certified under the highest quality standards of the International Federation of International Household Goods Removals (FIDI-Fédération Internationale des entreprises de Déménagements Internationaux). **FAIM/ISO** certification uses the same ISO 9002 standards and adds more industry-specific details that must be properly organized and in control prior to being certified. FAIM/ISO is based on sixteen parameters audited by independent management consultants. The parameters cover every aspect of international moving : finance, management, operations and customer service. Recognised as the stamp of genuine quality for the international moving industry, FAIM/ISO provides a seamless concept of quality door to door, across the world.

This certification is held at a higher level than ISO 9001:2000 for the commercial household goods industry throughout the world and lets the world know that Gosselin is a financially sound and well managed company and that our customers can have confidence of receiving the highest quality service available in the industry worldwide.

Gosselin Moving is a Member of the FIDI Global Alliance – the only network of global moving specialists conforming to an internationally recognised quality standard.



## **Gosselin and the environment**

Besides the 'green' brand of the Gosselin Group, Gosselin is also actively committed to contributing to the environment.

Some of the recent initiatives in this field :

- Inland container terminal : by using the inland waterways to carry our customers' containers to and from the port of Antwerp and Rotterdam, we reduce road traffic on a daily basis ! By using this well known 'barge-transportation-system' over the inland waterways we contribute in a meaningful way to our environment.
- Recycling of packing materials : at Gosselin we have committed ourselves to provide and use environmentally sound products whenever possible. All our boxes and packing materials are recyclable. Each of us has a stake in preserving resources for future generations by reducing the amount of material we send to landfills.
- Green energy : we recently closed an agreement with a provider of fotovoltaic solar panels. By the end of April 2009 a total of 15.000m<sup>2</sup> of our warehouse roofs will be covered with fotovoltaic solar panels. This way Gosselin contributes in a significant way to our environment.

As our business grows we want to make sure we minimize our impact on the earth's climate. Therefore we are taking every step we can to implement innovative and responsible environmental practices across our company to reduce our carbon footprint, ensure efficient computing and help our employees to be green !

**GOSSELIN THINKS GREEN ..  
BECAUSE WE CARE ABOUT THE FUTURE OF OUR PLANET !**



## Geographic Coverage

The Gosselin Group has offices in 32 countries :

**Headquarters** : Antwerp (Belgium)

Offices in :

### The European Union :

Brussels (Belgium), Amsterdam (The Netherlands), Bitburg, Frankfurt, Kaiserslautern, Mannheim, Nürnberg, Stuttgart, Würzburg (Germany), Milano, Napoli, Vicenza (Italy), Bucharest (Romania), Budapest (Hungary), Bratislava (Slovakia), Ljubljana (Slovenia), Prague (Czech Republic), Riga (Latvia), Tallinn (Estonia), Vilnius (Lithuania), Warsaw (Poland)

### Central & Eastern Europe :

Belgrade (Serbia), Kiev (Ukraine), Minsk (Belarus), Moscow (Russia), Sakhalin (Russia), Sarajevo (Bosnia-Herzegovina), Skopje (Macedonia), Sofia (Bulgaria), Tirana (Albania), Zagreb (Croatia)

### Caucasus :

Baku (Azerbaijan), Tbilisi (Georgia), Yerevan (Armenia)

### Central Asia :

Ashgabat (Turkmenistan), Bishkek (Kyrgyzstan), Dushanbe (Tajikistan), Almaty (Kazakhstan), Tashkent (Uzbekistan)





## **We can offer you :**

Full moving & relocation assistance

Extensive knowledge of the European, Central-Asian and Caucasian moving market

Moving & forwarding specialists

Highest quality standards : ISO9001, FAIM-ISO

Own airfreight department at Brussels Airport

Own inland container terminal

70.000 m<sup>2</sup> customs bonded, heated and protected warehouses

In-house customs department

Handling of your FCL, LCL and groupage shipments

Optimization of your consolidation by shipping through ONE port

Transshipment via the Port of Antwerp

On-line tracking system

Plywood boxes for storage and overseas shipments

Excellent communication through our Headquarters in Antwerp

**[www.gosselingroup.eu](http://www.gosselingroup.eu)**





## **Gosselin Georgia**

**Gosselin Georgia** started operating in Georgia since 1997 under the name 'Nomad Express'. We constructed a secured warehousing system in 2007 in Didi dighomi close to Goodwill store. Reason for this location was that as Gosselin Georgia is handling mostly truck and containerized transport, all transport comes from the Western part of Georgia through Mtscheta and we did not want to overload traffic in Tbilisi center with our transports. Now all our trucks can drive through Mtscheta and turn at Goodwill to our warehouse.

We are currently in communication with Global Compact to find a solution for the recycling of unusable packing material.

We welcome any cooperation with other Georgian companies who also have a considerable amount of packing material to join efforts and organize a weekly pick up and move to factories who can use these materials to make new boxes e.g.



## **Gosselin Georgia – contact :**

Gosselin Georgia

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