

## Lorenz Amiet is chairman of one-group

At the General Assembly on 18 May 2009 in Amsterdam Lorenz Amiet was elected unanimously as chairman of one-group replacing Rene van Valen, who left the board after 6 years of dedicated service on July 31, 2009. Lorenz Amiet, CEO of Keller Swiss Group Ltd, one-group's Swiss partner, has played a key role in the build-up of one-group as Executive Vice Chairman.



Lorenz Amiet, Chairman one-group

To his unexpected promotion Lorenz said: "Tempora mutantur, nos et mutamur in illis" mankind realized already in the Medieval: "Times change and we change with them". However old this insight may be, it is still flabbergasting to see how fast times can change these days. (...) pg 2

## one-group LOGBOOK

**August 12, 2009 in Frankfurt:**  
Relocation Committee Meeting  
**September 10, 2009 in Paris:**  
Board Meeting  
**September 24-27, 2009 in Cape Sounio:**  
one-group Convention in Greece  
**September 30, 2009 in Denver:**  
Graebel Alliance Meeting  
**October 7-9, 2009 in Chicago:**  
ERC  
**October 10-13, 2009 Orlando:**  
IAM  
**November 2-3, 2009 in Brussels:**  
one-group visit at Ziegler facilities on  
November 2, Commercial Committee  
Meeting on November 3

## one-group's new partner in the UK

Robinsons International is one-group's new partner in the UK. Robinsons runs a weekly service to and from mainland Europe as well as a groupage service to the U.S., Canada, Australia, South Africa and New Zealand (for more information visit Robinsons website [www.robinsons.com](http://www.robinsons.com)).

When Rolf Schaefer, coordinator of one-group's commercial committee, visited Robinsons International at their head office in Oxfordshire (one of Robinsons' 8 locations across the UK), he found an enthusiastic, busy, friendly team that is proud to be the UK one-group partner and has already taken on board the one-group spirit.

Everybody across the Robinsons' operation is strongly committed to the business, whether they are working in sales, marketing, corporate customer service, c.o.d. business, groupage services or key account management.

During interactive, productive and at times challenging discussions and brainstorming sessions, it became evident that Robinsons is constantly thinking ahead and always seeks to take the necessary steps now in order to be ready for the future. New ideas and possible strategies have emerged for further discussion when the commercial committee, the relocation committee or the board next meet.

Together, both one-group and Robinsons can learn a great deal from each other, to the benefit of the group as a whole.

## Management Changes at De Haan



Wilco de Haan is share-holder and CEO of one-group's Dutch member, De Haan and our new contact replacing Rene van Valen within one-group. Wilco is 37 years old, the son of Wim De Haan and the 8th "de Haan" generation in line. Within the new director team (Gert Koning began his position on May 16, 2009). Wilco will focus on sales and business development and Gert on operations. Marcel Boer will be the contact person for relocation.

Although in the past Wilco played a role in the background, he now looks forward to contribute directly to one-group in different ways and is looking forward to a fantastic cooperation with the other one-group members.

## CERP 1 and 2 Training for all partners:



one-group attended a EURA training this March in London and we are very happy with the high participation and training results. All one-group partner's now have CERP 1 (picture left) and CERP2 (picture right) certified staff. This certificate offered by EURA is (similar to the GMS from ERC) with a focus on Europe and it stands for Certified European Relocation Professional.

On the company side our partners also wants to go for the EURA Quality Seal. Our Irish partner was the first one to obtain this relocation quality seal in Europe, which measures quality levels in the relocation- like FAIM in the moving industry.



## Lorenz Amiet is chairman of one-group

(...) To all recent changes our new chairman commented: "After the sad separation from Michael Gerson last January, the recent General Assembly has accepted Robinsons International into one-group. This is a huge step back to normality for one-group. Once again our organisation is represented in Europe's largest and most important expatriate market: The UK.

Not only that, but also one-group has found a new partner which shares all of one-group's ideals: A client centric service philosophy, the inherent stability of an organisation which has been owned by the same family for over a century and the operational credibility in both, relocation and removals as epitomized by the eight operational locations throughout the UK. Robinsons is the perfect fit for one-group in the UK and one-group the perfect match for Robinsons in Europe. I would therefore like to use this opportunity to ask everyone in one-group to join me in welcoming Robinsons and their staff in our alliance.

The other big change to our group is of course the departure of our Chairman, René van Valen. In the four months of his chairmanship, René has provided tremendous service to one-group. Equally important however was his

contribution in the six preceding years as Vice-Chairman. As "tonnage master" René was instrumental in raising the profile of one-group among our overseas partners.

We all owe René a big thank you and however understandable the reasons for his resignation are, it is a great disappointment for all of us on the Board to see him leave. We wish René all the best for his future.

I would have loved to continue serving on the Board under René's chairmanship. But, as mentioned at the beginning of these thoughts, time often outruns expectation. Therefore when I was asked during the recent General Assembly if I would take over the helms of one-group, I accepted this huge responsibility.

All I can promise you is to do everything in my power to continue the success of one-group in the same way as my predecessors Brian Charles, Niall Mackay and René van Valen did. All I can ask from you is to help me achieve this goal in the best interest of one-group and, most importantly, its partners."

Jean-Luc Haddad from Gropsiron, Michael Donath from Donath and Laura Busetini from Vinelli & Scotto were re-elected in the one-group board for a further 2 year term.

## one-group Convention in Cape Sounio



This year's one-group conference will take place in Cape Sounio, Greece from September 24-27, 2009. We are excited to announce our guest speakers this year Sarah Robinsons, Director, Rewards and Corporate HR Business Partnership of Coca-Cola Hellenic and Bryan Putt, president of AIReS. In addition we have relocation, sales and USP Trainings for all attendees planned. Kathy Chrisovergis will show our guests all main attractions in and around Athens as well as the Celebrity facilities. On our last night we will distribute our one-group awards Quality, Sales and Top Achiever to the best partner in each category. For the first time we will also give out a person's award to someone within one-group who contributed outstanding support and service to one-group. The winner will be invited free of charge to the next one-group convention.

## EURA conference in Vienna

Our booth and meetings at the EURA conference were a great success this year. It was the first time for one-group to exhibit at the EURA and to attend this conference with such a great presents. On the picture on the right you will find from left Klaus Wondrak, Andreas Eibel, Penny Donath, Catherine Lavry, Monika Bretschneider and Barbara Fleshman, who were only half of our attendees at the EURA conference in Vienna.



Changes at and News from the one-group office



Laura Busetini at Vinelli & Scotto



Visit at Grospiron

Marcel Honegger will be Claudia's new assistant after Lhackdon Beck left one-group end of July. The one-group office visits the one-group partners regularly to review the work processes, meet the employees, collect ideas and review the business structure. These visits are a great opportunity for Claudia to share new solutions and developments within the group: "The first visit this year was at Celebrity in Greece and I really was impressed with their airport pick-up: With flowers!! One topic was the content of their welcome package and i.e. their ideas of options for children-books to help the little ones get prepared for this change. At Grospiron International I had a very interesting exchange with their quality manager, Anick Martin, who is responsible for all quality seals and company certificates. She also keeps statistics of all feedback and is doing a great job. Last but not least I briefly visited the beautiful office facilities of Vinelli & Scotto in Milan."

Pictures from FIDI 2009 in Rome



From left to down right: Penny Donath, Michael Donath, Claudia Lang, Lorenz Amiet, Patricia Fluck (Transpack), Banu Demirel, Morgan Ledoux Rolf Schäfer, Philippa Robinson, Renata Busetini, Stefan Minder, Christina Chrisovergis and Chris Donat

