



# FAQ

## FREQUENTLY ASKED QUESTIONS



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**The SIR Group**  
Delivering Moving Solutions





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### 1. IS SIR a member of any recognised Moving Association?

Yes. We are members of IAM. [www.iamovers.org](http://www.iamovers.org). IAM is a global association of movers and forwarders committed to providing customers with the highest level of service available.

### 2. What Services do you provide?

We provide Complete Moving Solutions:

- Domestic
- International Inbound and Outbound
- Commercial
- Moove My Box
- Pet Move
- Storage
- Transit Insurance

### 3. Is this Door to Door Moving?

Yes, this is Door to Door Moving. We provide a complimentary comprehensive survey which can either be Onsite or Virtual. Our quotation includes the provision of standard moving materials based on the type of move. Every confirmed move comes with a complimentary MOVEPREP™ service.

### 4. Do you provide other services such as handyman, piano moving, cleaning services?

We provide all ancillary services through 3<sup>rd</sup> party providers we have worked with. This enables us to focus on our core capabilities. By working with specific providers we can ensure that the customer is deriving the best value through competitive pricing, customer experience and innovative approaches.

### 5. What about the handling of speciality items like specific ART?

Yes, we are able to assist with the packing, handling and transportation of ART and many speciality items. Some of these we handle in-house with custom crating and special packing materials and for certain projects we might work with speciality handlers.

### 6. What types of international moving insurance will SIR provide?

ALL RISKS TRANSIT INSURANCE to cover any financial implications as a result of potential damage or loss.

#### “Sea-Marine All Risks” Insurance

This covers the consignment against partial/total damage or loss. This policy takes effect the moment the movers arrives at your premises to pack and it will remain in force until delivery at your next destination. Most policies covers Loss / Damage / Mould / Mildew, Electrical and Mechanical Derangement.

Mould, mildew, or fungi loss shall be covered as a direct result of fire, the direct ingress of water into transporting trailer or ocean container and inclement weather during container loading operations. Other causes of mould, mildew or fungi, including, but not limited to condensation, humidity, atmospheric conditions or changes in temperature are excluded from coverage.

#### **A. Detailed/Itemized Inventory Valuation**

You will need to provide the quantity, description & replacement value of each item or group of items. Storage Extension Cover is available should your goods require Storage for any length of time.

#### **B. Lump Sum Insurance**

If you elect not to complete the valued inventory list, you may opt for lump sum insurance.

Each cubic meter (cbm) of goods is given a fixed value. There is no need to figure out the value of small or inexpensive items because each cubic meter is allocated the same value. The Lump sum insurance is a value per cubic meter (cbm).

### **7. What is SIR MOVEPREP™ ?**

It is a pre-move planning session with the customer and the assigned Move Manager before a move starts and it is usually conducted over the phone or WhatsApp Video Call.

This session will address all the details involved in the complete move process, taking into consideration new updates and anything not addressed prior to the session. It may take the form of one or several sessions depending on the complexities of the move. It is complimentary and forms part of your Move Package. The outcome is for customers to feel better prepared prior to the arrival of the moving team.

### **8. What is MMB?**

MMB stands for MOOVE MY BOX. Simply put, it is a Courier Service for anyone who needs to send 1 Box or more to just about anywhere. Unlike traditional courier companies, MMB goes one step further as we can offer partners and customers full packing and protection services.

### **9. Does SIR have any certification for Quality such as ISO?**

SIR is a member of FIDI! The FIDI Global Alliance has developed the FAIM Quality Management Programme to cover over 200 pre-defined quality requirements covering company operations, services and customers. The 'FAIM Certification Programme is designed to ensure each FIDI-FAIM certified company maintains this expected high level of quality at all times. For more information on FIDI-FAIM please visit [www.fidi.org](http://www.fidi.org). During our last audit in September 2019, SIR was awarded the prestigious TOP Performer Award. For more information on what it means to be a TOP PERFORMER.

### **10. Does SIR have a Diversity and Inclusion Policy?**

Yes we do. SIR's Diversity Strategy aims to treat all employees, contractors and suppliers with fairness, offering equal consideration, valuing the different contributions they make. We are aware of the various exclusions, discriminations and harassment that are prevalent as a result of any one of their perceived identities, being race, religion, gender, disability etc...

In providing employment and services, SIR actively promotes equality and inclusiveness for all our customers, employees, and contractors.

### **11. What is SIR's position on the Environment and CSR?**

Due to the nature of our industry we are more than aware of our need to be an environmental conscious organisation. We always recycle all our materials where possible. In an effort to make a greater difference, SIR launched the Cambodia Orphanages Charity Drive. Inaugurated in 2009 as a simple effort to support

orphanages in Cambodia, this annual affair based on a month long donation drive is now in its 11<sup>th</sup> year, having already sent over 10 containers to schools, homes and orphanages in Southeast Asia.

In 2013, this annual project culminated in the launch of a Children's Charity Book, "My First 7 Days in Singapore", The book has a strong undertone of giving-back and it supports the fund raising efforts for the Annual Orphanages Charity Drive.

## 12. Does SIR have a code of Business Conduct

Yes, we do for all Employees, Suppliers and Vendors.

## 13. What is the SIR Difference?

### The Difference that is SIR!

Founders Charlie Scott and Shyla Mathews credits the growth and development of their company to their hardworking team. According to Managing Director and Founder, Shyla Mathews, "What is exceptional to SIR is the sum of our people and their collective attention and commitment to each relocation. There are many things we do that come naturally as a result of experience or instinct. We are determined to ensure that you are never alone in your journey. The dedication has no end; at all times we are present to offer advice, a listening ear and a lending hand. That is the difference that is SIR MOVE".

## 14. What is the SIR WOW!

The "WOW" effect is a service commitment undertaken by SIR Move to demonstrate how the company values their internal and external customers. This top-down approach forms the core of all communication and it's a mindset and attitude that is cultivated through service and quality movements and activities organized throughout the year.

*"People will forget what you said. People will forget what you did. But people will never forget how you made them feel". – Poet and Author Maya Angelou*

## 15. Does SIR have a unique selling point?

### Complete Move Solutions

SIR provides Complete Move Solutions for all International, Domestic and Commercial moves.

They include, Storage and Insurance, MOVEPREP™, MOVEBUTLER™, MOVEDETOX™, MOVEConcierge™, MOVEPET™.

The introduction of MOVEPREP™ in the first year of operations has enabled SIR to differentiate its service offerings resulting in MOVEPREP™ becoming a Unique Selling Point. MOVEPREP™ is a systematic methodology designed to help customers better plan and prepare for their move. This proven approach and methodology eliminate all the grey areas as a MOVEPLAN is generated for every relocation

## 16. Who is SIR Move Services?

Established in Singapore in April 2006, SIR Move Services is a moving company that continues to build a business based on integrity and trust. With a firm belief that 110% attention to the technicalities involved in moving is an expected pre-requisite, it is these strong building blocks that have served as a foundation for their mission which is, **to ensure that the delivery of their services comes with consistent quality of exceptional standards at every level and in every move.**



## Management Capabilities

**Charlie Scott is Founder and Group Director of Business Development, Country Manager Malaysia.**

The culture of SIR is very much based on his personal touch and integrity. Charlie's 31 years of International & Commercial Relocations experience is the driving force behind the growth and development of the company.

**Shyla Mathews is Founder and Managing Director.** With over 20 years of experience, She is responsible for the conceptualization and the on-going development of SIR's unique services, business and marketing strategies.

**James Charley, Director of Operations and Country Manager, Singapore.** Having joined SIR in 2017, he brings to SIR over 22 years of Sales and Operations experience from a global brand. James is tasked with managing the complete Operations and Management of the Singapore office.

### 17. Do you have other offices?

In 2014, SIR ventured out of Singapore and opened up an office in Kuala Lumpur, Malaysia. While the main office is in the capital, SIR is strategically positioned to handle any move in and out of Malaysia. This office is fully operational. The Malaysian office is an extension of the owner's commitment to service and quality excellence.

### 18. Who do you work with around the globe?

We work with an established network of partners who are members of IAM AND FIDI. Partners are chosen based on their ability to support SIR's stringent quality and service standards and whom we have enjoyed effective working relationships with. All of which have been nurtured over many years and is strengthened at annual conferences.

### 19. Accomplishments, Awards and Accolades?

In 2012 SIR was awarded their first Business Service Award. The following year, SIR was awarded the Promising SME 500 for extraordinary contributions to Singapore's economy and business landscape. In 2015/2016, the company was given the Top 20 Business Achiever Award. In 2019, *The Finder's* annual "Pay-it-Forward Award" was awarded to SIR for doing the most to benefit a worthy cause or causes through its pro bono services, community outreach, charitable contributions and/or other good works.

Today, SIR is one of the TOP 10 Movers in Singapore for International Relocations and the TOP 5 for Commercial Move Services and Move Management.

### 20. What is the SIR GROUP?

THE SIR GROUP delivers Global Moving Solutions to create opportunities and adventures in the next chapter of your story. With decades of experience and a worldwide quality accreditation our goal is to connect professionals, families and companies to new memories through complete and comprehensive moving solutions at competitive rates.

#### MORE INFORMATION

For more information visit <http://www.sirmove.com> or contact [shyla@sirmove.com](mailto:shyla@sirmove.com)

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