

Perfect Group

REMOVALS | FURNITURE | STORAGE



QUALITY, DELIVERED YESTERDAY.

WELCOME TO THE

Perfect Group

At *Perfect Group*, we pride ourselves on being Removals, Storage and Furniture Rental specialists within the insurance sector.

Our dedication to improving the customer journey is unrivalled whilst maintaining a keen eye on using the most cost and time efficient methods where possible.

This is underlined by our company motto:

QUALITY, DELIVERED YESTERDAY.

Privately owned and organically grown *Perfect Group* was established in 2007 and has become a leading organisation that delivers high quality cost efficient Relocation, Storage & Furniture Hire services across the UK and beyond.

We take pride in developing long term partnerships with clients based on our core values of integrity and mutual respect.

perfect adjective:
'pə:fɪkt

having all the required or desirable elements, qualities, or characteristics;
as good as it is possible to be



Founded and built from the ground up by three childhood friends Michael Laker, Michael Hemsley and Lucky Gohler *Perfect Group* has a wide variety of clients across multiple industries.

Experience and expertise in all areas of Warehousing, Furniture Installations, Logistics and Transport.

Our service offering within the insurance sector was introduced in 2015, and our clients now consist of Restoration companies, AA's and loss adjusters and many more.

Furniture Hire was introduced to enhance our existing services, establishing Perfect Group as a comprehensive provider for all relocation needs.



Perfect Values

Why Perfect Group

Every **MOVE** is a symphony of meticulous planning, unparalleled organisation, versatile solutions, and an unwavering commitment to excellence – making us your undeniable choice for unparalleled service and satisfaction.

Meticulous

Methodically ensuring precision in every detail, from the customer backwards.

Organisation

Streamlined and efficient coordination of tasks, on time, every time.

Versatility

Adaptable and agile, handling diverse situations professionally and swiftly.

Excel

Commitment to going above and beyond to exceed customer's expectations.





By combining Removals, Furniture Rental and Storage Services, the *Perfect Group* are able to offer a unique and comprehensive solution to clients providing emergency relocation.



The synergy of these 3 vital services allows your clients to receive the most efficient supplier experience, just one call, one delivery, one point of contact.



We take care of any rental furniture, any salvageable furniture they wish to take with them (to temporary accommodation) and any storage, if required.

Our Values

More than just words on a page; our values are the pillars of our success. We rise above the competition by living and breathing our core values, propelling ourselves to new heights and exceeding expectations.

AGILITY

INTEGRITY

CUSTOMER OBSESSION

DILLIGENCE

TEAMWORK

Perfect Values

Why Perfect Group

Our USP

One-stop shop for contents solutions.

Compassion

Understanding that a customer never wanted to be a customer.

Innovation

We use technology to ensure efficiency and effectiveness.

Perfect Staff

Our staff are our ambassadors; they wear our badge and obsess over our standards and values.

Coverage & Availability

National coverage with unbeatable response times.

High Net Worth

Our Platinum service deals strictly with Private Clients and HNW customers.

Highly Accredited

Proud members of BAR and the British Damage Management Association.



Customer-Focused

They say that moving house is one of the top 3 most stressful events anyone can experience in life... now add in a peril.

Over the years, we've refined our service to perfectly align with our customers' needs, ensuring a **seamless** and **stress-free** experience. We always start with the customer and work backwards.

Individual Requirements

When planning any relocation, it's key to remember to do all we can to customise that service for the individual. Our multi-skilled team are all trained in various aspects of customer service, and we hand pick each one based on the requirements of our customer.

We boast an ability to recognise where additional requirements are needed and can base the service around this.



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Ownership

Our commitment to excellence extends to each relocation, where dedicated Move Managers take ownership and responsibility.

These managers play a pivotal role in meticulous planning and flawless execution, ensuring a tailored experience that exceeds expectations.

Our surveyors are also trained in exceptional customer service. This means that every touch your customer has with *Perfect Group* is a memorable one.

Exceeding Expectations

Going above and beyond during the relocation of customers not only ensures a smooth transition but also yields significant benefits for our clients. This commitment enhances client satisfaction, fostering loyalty and positive testimonials. It also showcases reliability and customer-centricity.

Ultimately, going the extra mile reflects positively on insurers, positioning them as trustworthy partners and promoting sustained success in the industry.



Service Specification



Perfect Group will provide a credit account based Removals, Furniture Rental and Storage service for all clients.



The service can be provided on quote by quote basis, whereby *Perfect Group* will provide a same day quotation to pass on for approval (by loss adjusters or insurers).



Flexible payment terms.

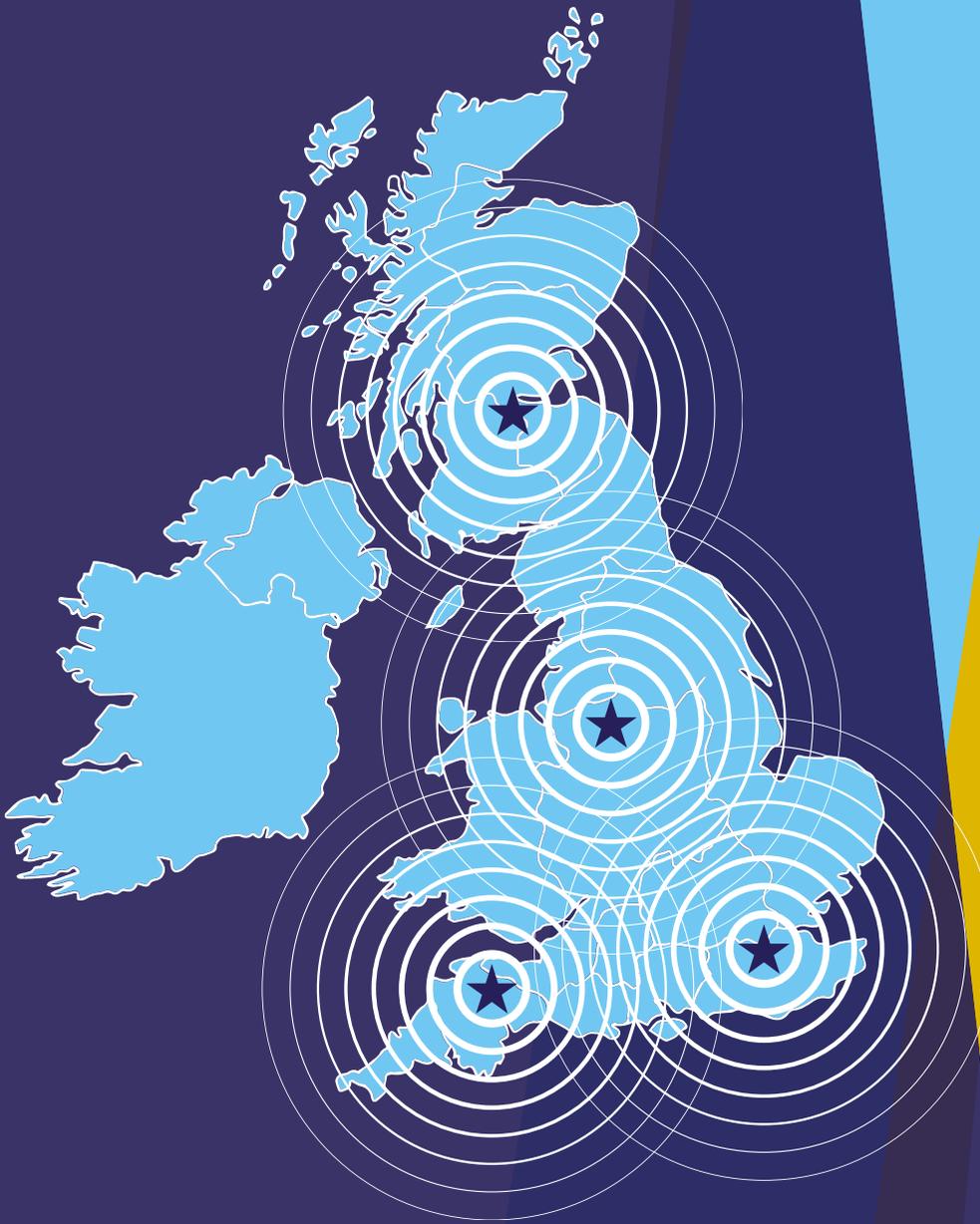


All goods being transported will be covered and wrapped by fully qualified and uniformed porters. Full insurance will also be provide to cover any loss in the eventuality of damage.



An account manager will be assigned to look after all of your needs, giving you the client one single point of contact.





Service Offering

Coverage & Availability

Perfect Group can service the entire UK from their multiple depots.

During our reign, we have gained a wealth of knowledge on the UK road network, observing traffic trends throughout the country and always keeping up to date on local roadworks.

Using these tools, we can make sure we reach our destination time, every time. We understand the pressures on our clients and the fact that certain works may need completing at short notice and in a small time frame.

We respond to all enquiries, existing and new, **as a matter of urgency**. This way we can be sure we're ready to complete the task when instructed to.

Furniture

Perfect Group provide fully tailored furniture rental packages to cater for all emergency relocation scenarios.

We understand the importance of a fast and reliable service so that your client can feel settled in their new temporary home.

Personalised Customer contact once approved our friendly and professional staff will contact the customer and introduce themselves.

Use the Online Portal to generate instant quotes, for 2, 3 & 6 months hire options available.

Storage

Perfect Group provide **flexible and reliable** storage throughout the UK.

Client's goods are kept in our industry standard storage containers which are sealed, labelled and placed inside our secure warehouse, until we are instructed to deliver.

Perfect Group will take a full digital inventory of the clients goods, all items will be labelled and numbered along with the condition of the item being noted. Secure, accessible and affordable.



storage noun:
/'stɔ:ɪdʒ/

the action or method of storing something for future use.

Service Offering

Packing & Inventory

Owner Packed

Clients who prefer to pack their own belongings, we supply all the packaging.

Fragile Packing

Our professionally trained crew pack the fragile items to enhance protection.

Full Packing

Our highly trained staff pack everything in your home.

Export Packing Service

For those individual items that need extra protection.

Crating

We construct custom crates for extremely fragile or valuable items.

Protection

- ✓ Quilted sofa covers
- ✓ Carpet & stair protectors
- ✓ Hanging wardrobe boxes
Bespoke picture boxes
- ✓ Flat screen TV covers
- ✓ High quality soft wrap
waterproof mattress covers
- ✓ Export quality,
double wall boxes
- ✓ Industrial strength
cotton blankets
- ✓ Dismantling / Reassembling



Photographic Evidence

Prevention is better than cure...

Photos are extremely important to help the fight against false claims and prevent misunderstanding.

We inform and use certain key words to determine the state/damage of any items prior to taking them away.

We collect photos of both damage items and the property.

On return of the goods, property is inspected, and the goods are unloaded, marked off and back in the hands of the client.

Job Reports

Perfect Group's WorkSmart app revolutionises job reporting with digital efficiency and sustainability. It captures photographic inventories, ensuring precise documentation and transparency. The app records vehicle loads at the start and end of each day, guaranteeing accurate accountability.

WorkSmart minimises paperwork, streamlines communication, and enhances operational reliability while aligning with eco-friendly goals. This innovative tool supports Perfect Group's commitment to quality service, accountability, and sustainability in removals and storage operations.

Insurance Specialists

We have been operating within the insurance sector for a long while. Many of our practices today are a direct result of the knowledge we have gained from the sector.

- ✓ Full Inventories with before and after pictures
- ✓ A transparent, end-to-end service
- ✓ Devoted Move Managers
- ✓ World class customer service

teamwork noun:
/ˈti:mwə:k/

the combined action of a group, especially when effective and efficient

Insurance

With our insurance policy your clients will have complete peace of mind, knowing should anything go wrong during the move, their possessions are fully covered by a comprehensive policy.

Our insurance is underwritten by a specialist insurer and is designed for the specific purpose of insuring the relocation of household goods. Each and every contract is covered up to £50,000 of goods value. If the goods exceed this limit, we can also raise the insurance value to meet the amount required by that particular client.

Along with this policy, Perfect Group are also insured for £10,000,000 public liability and £10,000,000 Employers liability.

Efficiency

Efficiency plays a crucial role when relocating private clients who are experiencing an insurance claim, and the importance of this efficiency is underscored by the value of time and the essential nature of speed.

- ✓ Minimising Disruption
- ✓ Mitigating Stress
- ✓ Preserving Valuables and Personal Items
- ✓ Maintaining Customer Satisfaction
- ✓ Preventing Additional Costs
- ✓ Timely Access to Resources

Innovation

As a tech-enabled relocation company, we revolutionise the customer journey by embracing a paperless approach. Through our bespoke mobile app, clients experience real-time storage inventories, enhancing transparency and accessibility.

This seamless integration of technology ensures efficiency, accuracy, and instant updates, empowering clients with unprecedented control and convenience.



Consumer Duty

Perfect Group takes Consumer Duty seriously when completing work to ensure that customers receive fair, transparent, and high-quality service. Thereby upholding trust and compliance with regulatory standards.

- ✓ Consumers equipped to make effective decisions
- ✓ Products and Services that give fair value
- ✓ Helpful Customer Service
- ✓ Products and Services that are fit for purpose



Operational Excellence

Training & Development

Perfect Group ranks the training and development of its staff as one of the most important responsibilities in the company. So much so, that we built a state-of-the-art Training House within our HQ.

We mimic certain perils which policyholders experience and provide intensive training within accurate working environments.

Sustainability, Governance & Assurance

Carbon Reduction Plan

Perfect Group is committed to achieving Net Zero emissions by 2050. There are four categories of carbon dioxide reductions we have considered whilst setting targets:

- ▶ **Passive Reductions**
Carbon reductions that would happen without any action needed.
- ▶ **Market-Based Reductions**
Achieved by selecting and paying for energy tariffs that have lower emissions.
- ▶ **Active Reductions**
Achieved by making technological, behavioural and operational changes within the business.
- ▶ **External Reductions**
Carbon compensation/offsetting to reduce emissions external to Perfect's footprint to reduce Net emissions.



EcoVadis

EcoVadis is a trusted provider of sustainability ratings, relied upon by organisations worldwide to assess and benchmark their environmental, social, and ethical performance.

- ✓ Committed since 2021
- ✓ Continuous improvement
- ✓ Dedication to sustainability excellence
- ✓ Working towards Bronze Certification (top 35%)



Charity & Fundraising

Perfect Group is committed to working closely with our local community as well as our two elected charities each year. We aim to fundraise 4 times a year through a variety of methods.

We also pledge to support our client's efforts in raising funds for their elected charities.



Class Leading Reporting

Perfect Group is dedicated to collecting and reporting data to their clients to ensure they make informed, strategic decisions based on accurate and comprehensive insights.

- ✓ Monthly MI
- ✓ Company Performance
- ✓ Sustainability
- ✓ Customer Satisfaction

Award Winning

We were recently crowned 'Supplier or Manufacturer of the Year' at the 2024 BDMA Awards. The first Removals and Storage company in the UK to become associated and recognised by the BDMA.



WINNER

**SUPPLIER OR MANUFACTURER
OF THE YEAR**



Proud members of BAR, the British Association of Removers is dedicated to promoting professional excellence in the Removals Industry.



We are proud members of Checkatrade, their main objective is to eradicate rogue traders by checking each companies insurance and feedback from recent work.

Surge Capacity

Simple, Effective.

Resources used for our Domestic customers are frozen and then allocated to all Insurance Sector Clients

Using this strategy we're able to increase our surge capacity by 300%



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For more information on how we can help
please contact us using the details below

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