

ISO 9001:2008
ISO 14001:2004
OHSAS 18001:2007

**ISO
UPGRADATION**



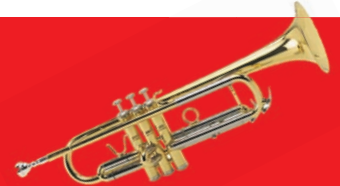
**NEW FACILITY IN
BANGALORE**



CONTACT US



Star Beats



PRESIDENT'S MESSAGE

Issue2: April'10



Al Mithal

President & CEO, Star Worldwide Group

As we come to the end of FY 2009-10, I am pleased to say that despite the significant down turn in the global economy, Star Worldwide Group did very well to ensure another set of excellent results. This was done through several initiatives that were taken to improve efficiency and productivity, as well as our gaining market share in the rapidly developing domestic moving segment here in India. Despite some drop in Global Assignments last year, we are also starting to witness an upswing in the number of international

moves we are handling and are very hopeful of a very busy summer.

I am delighted that our operations in Bangalore and Mumbai have recently completed their FAIM compliance procedure, carried out by Ernst & Young and as of April 2010, we will be the only Indian company to have three FAIM certified offices, i.e. Mumbai, Bangalore and our Delhi office, which is already FAIMISO certified since 1999.

I am also delighted to report that we have just concluded a significant partnership with Unigroup Worldwide UTS, a St. Louis, Missouri-based global transportation enterprise, specializing in the movement of household effects and high value products. As a member of UniGroup, Inc., the \$2.3 billion dollar parent company of United Van Lines and Mayflower Transit, they are among the largest and most recognized moving firms in the world. As an Intercontinental Full Member, with all

our offices throughout India now part of the Unigroup Worldwide UTS Network, we are able to offer our Customers a seamless Global moving network.

At the upcoming FIDI Conference in Melbourne, Australia April 11-16, 2010, after a two year term as FIDI President, I will be stepping down from this honorary position. It has been a great honour to serve as President of the world's most respected moving industry federation and the experience of interacting with industry leaders and being able to share their knowledge and wisdom has been most rewarding.

Through Star Beats, we will continue to update you about further developments in what is promising to be another exciting year for us.

Al Mithal
President & CEO



BEST IN QUALITY – ACHIEVES UPGRADED ISO 9001:2008 CERTIFICATION

An ISO surveillance audit was conducted by BSI at Star New Delhi premises. The objective of the assessment was to ensure all scope and requirements of the standards ISO 14001:2004, ISO 9001:2008 & OHSAS 18001:2007 are effectively addressed by the organisations integrated management and quality system.

The auditors were extremely pleased in their overall findings and no nonconformities were identified during their reassessment.

As a result, Star has successfully upgraded to the new ISO 9001:2008 and renewed certifications for ISO 14001:2004 & OHSAS 18001:2007.



14th CORPORATE REAL ESTATE – FACILITY MANAGEMENT SUMMIT

14th Corporate Real Estate Facilities Management Summit was held at The Leela Hotel – Gurgaon in January 2010. This was an interactive 2-Day business networking summit between Facility & Admin Managers from various industries like IT, Manufacturing, Banking, Insurance, Financial Services and several major Corporate Real Estate Developers and FM Solution Providers from all over India.

The summit had exciting presentations, panel discussions, simulation exercise and networking sessions that helped strengthen the network and fostered interaction amongst Facility Managers and Admin professionals and the service providers.

Star Worldwide Group was one of the principal sponsors of this event.



Sennen Ferrao (Second From Right) Star Business Development Manager with the members of the British Council.

BRITISH COUNCIL OFFICE MOVE

Star was appointed to relocate the complete office of the British Council, Mumbai in Jan'10, amongst fierce competition. The service was specifically customized around the relocation plan of the British Council. Our thorough pre-planning, experienced crew and a 24x7 quality service ensured the move was completed with minimal disruption to staff, management and business.

At the end, we were happy to receive a letter from the West India Director of the British Council expressing high appreciation for our service.

We look forward to many more such challenging projects.

MOVING FORWARD – EMPANELMENT MINISTRY OF EXTERNAL AFFAIRS

Star has been empanelled by the Ministry of External Affairs to handle household effect shipments of foreign ministry officials moving in and out of India. With an extensive network of Indians embassies around the world, it will give us a platform to participate in the exchange of high volumes of business with our partners.

Star is delighted to be an approved forwarder for this very important account.



STAR MOVES TO A NEW FACILITY - BANGALORE NEW OFFICE & WAREHOUSE

On March 1, we moved to a new facility in Bangalore. This 15000 sq ft facility is fully equipped and adheres to best international quality standards. The facility offers containers for short and long term, temperature controlled and vehicle storage.

The facility is monitored by 24 hour security guards and CCTV systems to provide peace of mind to our clients. The office and warehouse is in the same complex, thus ensuring smooth and efficient delivery of service to our clients.

Our new address:

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LAUNCH OF OUR NEW CORPORATE WEBSITE – www.starww.com

Star Worldwide Group has launched a newly upgraded website for our customers and service partners!

The new website contains many new features such as latest company and industry news, customer and partners login for tracking shipments, downloading of important forms and customs information, improved navigation and host of other value added services.

We hope you will take the opportunity to explore the new website and share your feedback with us.



you can visit our website at www.starww.com

NEWS FLASH!!

FAIM ACCREDITATION FOR MUMBAI & BANGALORE OFFICES

Star Mumbai & Bangalore are now FAIM certified operational branches. This makes Star the only company in India with 3 FAIM accredited locations, our Corporate Office in Delhi already being FAIMISO accredited.



STAR EXPANDS ITS GLOBAL REACH - JOINS UNIGROUP UTS

Star has just been accepted as an Intercontinental full member of Unigroup Worldwide UTS, with all our offices in New Delhi, Mumbai, Bangalore, and Hyderabad & Chennai as a part of the global network.

We are confident; this makes for an unbeatable partnership and will bring considerable benefits to our customers.



FIDI 2010 CONFERENCE IN MELBOURNE

The annual FIDI Conference is being held in Melbourne, Australia in April 2010 and is celebrating 60 years of its existence. Al Mithal, our CEO and current FIDI President, who was elected for a 2 year term will be hosting this convention along with the FIDI board. He will pass on the presidency to Mr. Orphee Moschopoulos-Beinoglou from Greece and will continue on the FIDI board as Immediate Past President and Chairman of the Consultative Committee for a further period of 2 years until 2012.

In Melbourne, apart from Al Mithal, Star will also be represented by the Directors, Tanu Mithal, Sahil Mithal and Aulina Mithal Sood.

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