



ISS RELOCATIONS

*Passionate international squad,
delivering service excellence!*

YOUR TRUSTED RELOCATION PARTNER

SERVICES

- ✈ Air Freight
- Sea Freight (LCL / FCL)
- Road & Local Relocation
- Corporate & Office Moves
- Pet Relocations
- Storage & Warehousing
- Fine Arts & Exhibitions
- Transit Insurance

PRESENCE

UAE · Qatar · Oman · Bahrain · Kuwait
India: Delhi · Mumbai · Chennai · Bangalore

www.iss-relocations.com

enquiry@iss-relocations.com

ISO 9001:2015 | FIDI | IAM | EUROMOVERS

About ISS Relocations

ISS Relocations (International Shipping Services) is a **market leader in the relocations industry**, originally established under the Investment Corporation of Dubai (ICD). In July 2019, the business was acquired by the CSS Group and relaunched as a fully independent, globally prominent brand. Headquartered in Dubai and operating across the **Middle East & South Asia**, ISS employs a team of industry professionals committed to meeting all business and domestic customers' needs at the most competitive prices.

OUR VISION	OUR MISSION	OUR VALUES
Recognized as a trailblazer in end-to-end relocation. Trustworthy logistics partner.	Easy to do business with the best possible service at an affordable price.	Partnership · Accountability · Continuous Improvement · Honesty & Integrity

The Team, Support & Logistics

Our professional crew handles packing, loading, transport, customs and delivery — coordinated by experienced supervisors at every stage of your move.



Affiliated with key industry associations including FIDI, IAM and EUROMOVERS, we maintain the highest quality standards at every step.

Our Complete Service Portfolio

ISS Relocations is a **one-stop shop** — handling every detail from packing at origin to delivery at your new destination, across air, sea and road.

INTERNATIONAL RELOCATION	Full end-to-end international moves with packing, customs & delivery.	LOCAL & REGIONAL RELOCATION	Smooth city or cross-region moves at competitive rates.
SEA FREIGHT	LCL, FCL and Groupage container options for all shipment sizes.	CORPORATE & OFFICE MOVES	Business relocations planned around your schedule.
AIR FREIGHT	Express air cargo for time-sensitive shipments with tracking.	PET RELOCATIONS	Certified pet-friendly transport with full vet & customs handling.
STORAGE	Secure self-storage units — normal and air-conditioned options.	FINE ARTS & EXHIBITIONS	Specialist crating and handling for high-value items.
TRANSIT INSURANCE	Comprehensive cover from packing to final destination.	RECORDS MANAGEMENT	Labelled, boxed archiving in a secure, retrievable facility.
DESTINATION SERVICES (DSP)	Home search, school search, settling-in and departure support.	DISPOSAL SERVICES	Removal of unwanted furniture, equipment and business items.

The 10-Step Relocation Process

We believe in full transparency. From first contact to the final satisfaction survey, here is exactly how your move is managed:

1. Initial Contact Move Coordinator calls you to schedule a pre-move meeting.	2. Relocation Pack You receive info pack covering customs & requirements.
3. Consultation Visit 30–45 min home visit; consultant lists items & estimates volume.	4. Quotation Pricing team contacts you within 48 hours with best quote.
5. Order Confirmation Coordinator schedules packing & delivery dates on approval.	6. Professional Packing Trained packers under supervisors pack & inventory all effects.
7. Handyman Service Furniture dismantling & re-installation arranged if needed.	8. Invoice & Payment Admin team issues invoice on completion of packing/delivery.
9. Documentation All shipping docs, vessel schedules & customs clearance handled.	10. Satisfaction Survey We ask for your feedback to keep improving our service.

Office Moves — Business on the Move

Planning & Execution ■ Pre-move staff consultation & detailed schedule ■ Color-coded packing with floor plan delivery ■ Skilled packers & handlers under supervisors ■ Specialist carpentry for workstations & furniture ■ Weekend/out-of-hours moves to avoid disruption	Additional Support ■ Purpose-built warehouse storage for IT & furniture ■ Full insurance from packing to arrival ■ Records Management — secure archiving ■ Disposal of unwanted furniture & equipment ■ Handyman services at origin and destination
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Family Relocation & Destination Services

Moving to a new city or country is one of life's most stressful experiences. ISS provides **personalized Destination Service Provider (DSP)** support — assigning you a dedicated consultant with expert local knowledge across the Middle East, South Asia and Africa.

Our complete relocation service includes:

- Pre-arrival & arrival formalities
- Home search assistance
- School search for children
- Pet relocation coordination
- Settling-in services
- Departure services

Employers can monitor relocation progress via a secure online login, while staff focus entirely on getting down to business.



Pet Relocation

- Following documents must arrive with the animal:
- Original Health Certificate – this must be a government issued and signed health certificate in english. Please note that for European passports, signature of the "Clinical Examination" page at the back of the passport is not accepted. This Health Certificate must be issued within 10 days of travel.
 - Original Vaccination Certificate, Certificate of Rabies Neutralization (where applicable) and import permit (we will send this to you).



Q: How long does the process take?	A: 1 to 6 months depending on import/export requirements of each country.
Q: Will my pet travel on my flight?	A: Not guaranteed — regulations vary by country and airline.
Q: Is cargo travel safe?	A: Yes — air-conditioned, pressurized kennels with space to move and access to water.
Q: Should I sedate my pet?	A: Not recommended — sedation can amplify distress and cause side effects.

Storage & Insurance

Storage Solutions

World-Class Secure Facilities

- Internal & external CCTV monitoring
- Police-monitored intruder alarm systems
- Normal and air-conditioned storage options
- Only you or authorized rep can access your area
- Pay only for space & days used (min. 2 weeks)

Ideal For Many Situations

- Between homes — declutter for a quicker sale
- Letting a property — free space for tenants
- Students storing belongings during holidays
- Moving abroad — store some or all effects
- Long-term or short-term — flexible options

Transit Insurance

An often-forgotten aspect of moving — ISS covers all possible risks associated with your move. Professionally packed items are insured against **loss, damage or theft** from point of origin, including incidental storage, right to your final destination. We offer Standard, Premium and Self options.

✓ COVERED	✗ KEY EXCLUSIONS
• Loss, damage or theft in transit • Incidental storage during the move • All professionally packed items • Motor vehicle transit (insured perils)	• Wear & tear, pre-existing damage • Vermin, gradual deterioration • Bank notes, jewelry, legal documents • Vehicles over 10 years old

GET IN TOUCH

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