

News Release

Corporate Communications
One Premier Drive
St. Louis, MO 63026-1350
636-349-2712

UniGroup, Inc.

*United Van Lines, Inc.
Mayflower Transit, Inc.
UniGroup Worldwide, Inc.
Total Transportation Services, Inc.
Vanliner Group, Inc.
Pinnacle Group Associates, Inc.*

For further information:
Jennifer Bonham
(636) 349-2508
Jennifer_Bonham@unigroupinc.com

246-03

Aug. 12, 2003

UNIGROUP WORLDWIDE UTS RECEIVES INDUSTRY AWARD

ST. LOUIS – The American Moving & Storage Association (AMSA) has recognized UniGroup Worldwide UTS for its outstanding participation in the Registered International Mover (RIM) program. The recognition was conferred at the industry conference held in the spring in Palm Springs, Calif. Richard McClure, president of UniGroup, Inc, the parent company of UniGroup Worldwide UTS, accepted the award.

AMSA offers a wide range of education and certification programs. The Registered International Mover (RIM) program is designed to increase knowledge and raise professionalism in the international segment of the household goods transportation industry.

“The award given to UniGroup Worldwide UTS was for having the most people RIM certified in one company,” said Sherry Koepke Williams, vice president of AMSA’s International Affairs & RIM Program. She cited UniGroup’s 155 certified individuals in contrast to the next closest member of AMSA with 17 certified individuals. The plaque UniGroup Worldwide UTS received is inscribed: “In recognition of dedication and commitment to raising the level of quality of service in the international moving and storage community.”

In the year 2000, UniGroup Worldwide UTS and officials from the RIM Program began preparing and testing large groups of employees for their understanding of international household goods moving. Participants studied in groups covering a variety of modules including: freight forwarding, ocean service, air, unit load devices, inland transport, surveys and quotations, movement of vehicles,

-more-

documentation and forms, protection programs and move management. The UniGroup Worldwide UTS's management put its entire workforce, from file room staff to senior management, through the program. Testing is conducted under controlled conditions and participants are given fixed times to respond to a range of questions designed to verify knowledge. A score of 80 or higher is required to achieve a passing grade.

“We’re very proud of the accomplishments of our staff,” said David Gonzalez, managing director of sales and marketing for UniGroup Worldwide UTS and a member of the AMSA’s International Committee. “Our commitment to investing in continuing education is designed to raise pride and awareness of our staff and bring confidence to our many customers around the world. We are also very proud to receive special AMSA recognition for our Quality Management representative, Susan Vollmer, for her tireless commitment to quality improvement in the RIM certification program. Susan does a fine job of administering our ISO 9001:2000 Quality Management Program.”

Currently, more than 93 percent of UniGroup Worldwide UTS staff has received RIM certification and ongoing training gives new employees the opportunity to achieve certification. Those who pass receive a certificate and lapel pin but even more importantly, they receive the satisfaction that they have demonstrated expertise in international household goods moving and received recognition for their efforts.

UniGroup Worldwide UTS is an operating company of UniGroup, Inc., a \$1.8 billion transportation and relocation services company based in suburban St. Louis, Mo. UniGroup Worldwide UTS specializes in the coordination and handling of shipments of personal household goods and general commodities for corporate clients and the relocating public. UniGroup, Inc., through its subsidiaries United Van Lines and Mayflower Transit, operates one of the largest privately owned trucking fleets in the United States.