



PROFESSIONAL MOVERS ASSOCIATION OF SOUTH AFRICA

## CHOOSING A MOVER. HOW WILL YOU DECIDE?

This pamphlet has been given to you by a mover who is committed to providing you with a professional move and who is recognised by the Professional Movers Association.

## YOUR GUARANTEE CONFIRMED

For further information and verification of membership, visit our website

> [www.pmamovers.co.za](http://www.pmamovers.co.za)



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Much of the stress that comes with moving can be relieved by hiring the right people for the job. You should research prospective moving companies before making your final selection. The Professional Movers Association (PMA) is at hand to assist you in making an informed decision.

The Professional Movers Association acts as an accreditation body by setting professional standards for the removal industry. Clients and members are guaranteed superior service that is professional, safe, timely, and fair in practice and cost.

## MINIMUM STANDARDS REQUIRED

Members of the Professional Movers Association must comply to certain minimum standards. For example, they must have:

- Fully trained and competent staff at all levels.
- Purpose-designed and equipped removal vehicles.
- Suitable and adequate coverings for the protection of furniture.
- PMA - approved warehouse and storage facilities.
- Clean, high quality packing materials.
- Availability of comprehensive all risks in-transit storage insurance.

## QUALITY CERTIFICATION PROGRAMME

The Professional Movers Association is pleased to

introduce the Accredited Mover of South Africa (AMOSAs) initiative. An independent auditing service that can assist you in measuring quality standards. AMOSA is geared to encourage continuous improvement in the industry by setting common and measurable standards that lead to improved performance and customer service.

AMOSAs has been established to ensure that you can have confidence in

- Your choice of mover.
- The information provided to you.
- The level of professionalism you can expect from your mover.

## CODE OF ETHICS

Members of the Professional Movers Association have made an ethical commitment.

- To adhere strictly to a policy of truth and honesty in their advertising.
- To be completely honest, fair and courteous in their relationships with customers, competitors and suppliers.
- To refrain from defaming competitors by any false representation or disparagement of the quality of their service.
- To take all possible steps to protect the environment.
- To strive to achieve the highest professional, financial and operational standards and to have a commercial representation beyond reproach.

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