

# GRAEBEL RETRIEVES ABANDONED GOODS IN JAPAN

## AFTER UNIVERSITY EVACUATES STUDENTS' STUDYING ABROAD

CASE STUDY



The devastating 2011 natural disaster in Japan potentially affected 86,418 active businesses employing 311,934 million employees across the three most impacted locations – Miyagi, Fukushima, and Iwate\*. Amid the disaster, the University immediately contacted Graebel, its trusted eight year household goods moving and storage provider, to assist with retrieving, packing and shipping most of the 80 evacuated students' personal belongings that were spread throughout Tokyo and surrounding areas in 10 university dorms to Los Angeles, California expediently.

### THE CHALLENGE

On March 11 disaster struck Japan with a 9.0 magnitude earthquake followed by a massive tsunami resulting in the coastline being devastated by flooding and radiation leaks from power plants. The epicenter of the quake was in Tohoku and 80 University students from the U.S. were located at 10 locations across neighboring Tokyo. The University suspended its education programs in Japan for the 2010-11 academic year and students were evacuated on March 16th.

Because of the immediate departure, students' personal and small household good items needed to be identified, authorized and either packed and shipped to California or discarded or donated in Japan.

### THE SOLUTION

The University continually monitors local and international conditions and threats that may affect the health and safety of students, staff and faculty and is ready to protect against and respond to incidents as they happen.

(continued on reverse)

### THE CUSTOMER

Globally recognized West coast-based University in the United States that offers an international student exchange program in more than 35 countries.

### THE SCOPE

To immediately retrieve, pack and ship the personal effects of the 80 evacuated students from 10 different university dormitory locations in Tokyo and surrounding areas in Japan to Los Angeles, California.

### WHY GRAEBEL

The University chose Graebel because of its extensive forwarding and removals experience in Japan and ability to act swiftly on a moment's notice.

Graebel has a vast network of Alliance relocation and removals partners in 153 countries that are pre-vetted to have consistent, high-quality on the ground expertise. Graebel called upon its more than three decades partner Santa Fe to assist with the urgent international household goods removals group move. Santa Fe, like all Graebel Relocation Alliance partners, has the reputation, experienced people, service controls, environmental protection awareness and more including certifications, accreditations and memberships that are parallel to the Graebel standards such as:

- > ISO compliance
- > FAIM certification
- > Overseas Moving Network International (OMNI) membership
- > Customs-Trade Partnership Against Terrorism (C-TPAT) compliance

\* "2011 Impact Report of Japan Earthquake and Tsunami." Dun & Bradstreet, April 5, 2011.

\*Client cannot be specified due to contractual confidentiality.



### THE SOLUTION (continued)

The Universities' were on mid-term break when the disaster in Japan occurred but the University's emergency plan went into action. Students were notified of evacuation efforts. Graebel was contacted to handle removals service as soon as all students were safely home in the U.S. The Graebel Los Angeles service center began working at once with the University representatives in the U.S. and in Japan. Multiple conference calls and communications took place, in Japanese and English, involving Graebel and its local partner Santa Fe, Japanese University representatives and various dormitory property managers.

The logistics:

- > University representatives would travel to Japan and determine items authorized to ship from each of the 10 university locations
- > One 40 foot container of the consolidated goods would be required

> Goods would ship to and be picked up by a Graebel Los Angeles' moving crew

> Students would retrieve their property when convenient for the students

All items that were not authorized to ship would be recycled, discarded or donated and the dormitory rooms cleaned of all debris. Graebel coordinated this customized service with Santa Fe and specialists were called in to help with this unique post-disaster effort.

The most challenging location to coordinate the removal of goods was in Sendai, located directly in the area of the tsunami and nuclear power plant which posed access restrictions. Extra care was taken to combat the immediate issues at hand.

Proactive measures were also taken in light of the radiation that was leaking from the Fukushima I, Fukushima II, Onagawa Nuclear Power Plant and Tokai nuclear power stations. Graebel teamed with its on the ground partner

Santa Fe to identify local companies that could test the goods quickly should a U.S. government ruling require radiation testing prior to docking. And because this ruling could pass while the goods were at sea, a detailed process was defined so that quick, pre-approved action could take place without delay.

### THE RESULT

Graebel, and its partner, Santa Fe acted nimbly and rapidly to this immediate crisis. Because of the University's emergency plan, Graebel's proven international experience and long-time local partner in Japan, the students' goods were identified, packed and shipped to the U.S. quickly.

Upon their return to the U.S., many students entered seamlessly back into their home campuses to start the next quarter. And, most students will get full credit for the classes that they attended during their studies in Japan, according to the University.

Ranked #1 Relocation Company in the "HRO Today" Baker's Dozen - Two Years Running, 2010 and 2011.  
Thinking Ahead. Moving You Forward. Graebel will Keep Your Relocation Program Ahead of the Curve.

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