

# REMEMBERING PAUL ARPIN

## 2010 MSI Lifetime Achievement Award winner



In February 2011, the Moving & Storage Institute pre-sented its prestigious Lifetime Achievement Award for Distinguished Service posthumously to Paul G. Arpin, Sr., former chairman of the Arpin Group, Inc. The award was accepted by Mr. Arpin's son David, president and CEO of Arpin Group and current AMSA board chair.

Born and raised in Rhode Island, Paul began working in the family business at a young age under the tutelage of his parents and grandparents. Upon returning home from WWII, Paul, a D-Day survivor, began working at the company full-time and succeeded his grandfather as president in 1945.

Throughout his career, Paul's goal was not to build the biggest moving company, but to build the best. His inspiration to grow the company so the customer received the most value for every dollar spent was paramount. Through his compassion and tenacity, and by combining the best people in the industry for one goal — to provide superior customer service — he knew that he would develop a loyal customer base that would span generations. Today, adults whose

parents relocated the family using the Arpin Group are turning to the company again to help move. It is a testimony to Paul's leadership that the business, originally established in 1900 by his grandparents, continues to "[Create] Customers for Life."<sup>SM</sup>

Paul understood the need to invest in his company. Although he was an "old school" businessman, he hired people to develop the company's infrastructure to better serve customers, agents and drivers, and to remain competitive. Paul also recognized that drivers are the lifeblood of the industry, and he was always concerned for them and their families. He helped many establish themselves as Arpin agents.

In addition to the success of Arpin Group under his leadership, Paul's legacy is tied to his many charitable pursuits. He is remembered for his spirit of giving — through countless donations of transportation services and manpower to help facilitate community projects, environmental initiatives to re-duce the company's carbon footprint, and matching employee contributions to help support a range of meaningful causes.

"May the work I do speak for me" was a deeply felt commitment that was expressed by many who spoke of him at his funeral and wake, following his death in June 2010.

Paul Arpin, Sr.'s legacy and vision continue to live on through the fourth generation of Arpin family members to operate the privately owned company, sons David (Arpin president & CEO) and Peter (executive vice president). These men, along with their father and members of Arpin's agency family, helped to transform the company into the nation's fourth-largest household goods carrier group, with strategic service centers located throughout the world.