

**Toll Transitions**



# YOUR COMPLETE RELOCATION PARTNER



“Of all the suppliers we worked with on the move, Toll Transitions was by far the best and most concerned about our interests and needs. I would recommend Toll to anyone.”



**Toll Transitions**

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# People are our priority.



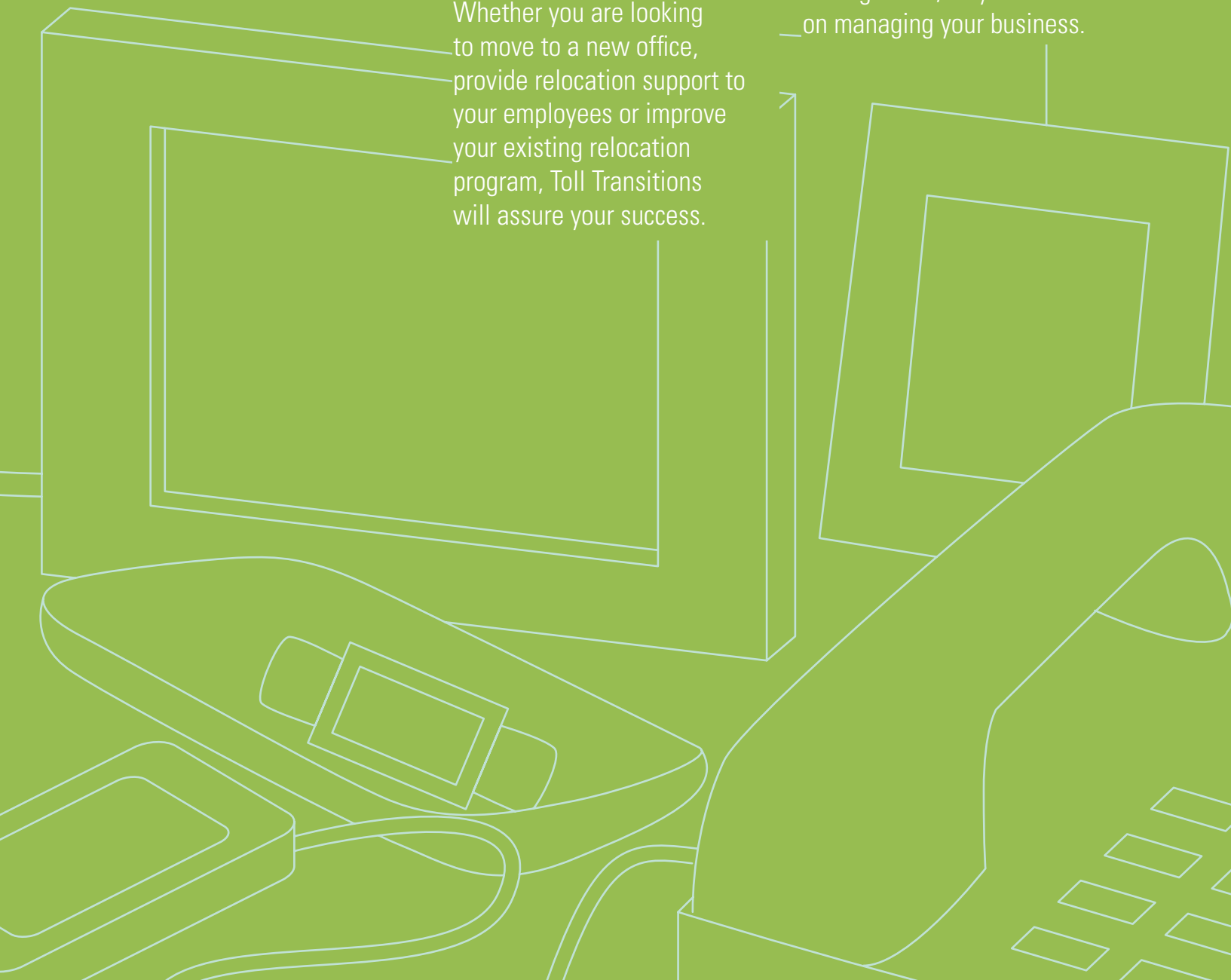
Good people are hard to find. They're even harder to keep.

It's well known that moving can be stressful, so whether you need to move your people or your workplace, it's vital to make the experience as stress-free as possible. That's where we can help.

Whether you are looking to move to a new office, provide relocation support to your employees or improve your existing relocation program, Toll Transitions will assure your success.

Our superior services minimise your risk and administration hassles and deliver the best possible relocation experience to your business and your people, for the best possible price.

Our business is to focus on all aspects of relocation management, so you can focus on managing your business.





“The complexity of the project ensured that many variables occurred along the way. Toll Transitions’ adaptability, flexibility and industry knowledge ensured that the project remained on time and on budget. This is a credit to Toll Transitions and their staff.”

# Strong. Innovative. Reliable.

Toll Group is the leading provider of integrated logistics services in Australasia, renowned for reliability, excellent service and cost-effectiveness in managing complex logistics requirements.

Financial strength and commitment to continual improvement mean that Toll companies are able to invest in new technology, equipment and human resources.

As a result our competitive advantage and customer benefits are always increasing.

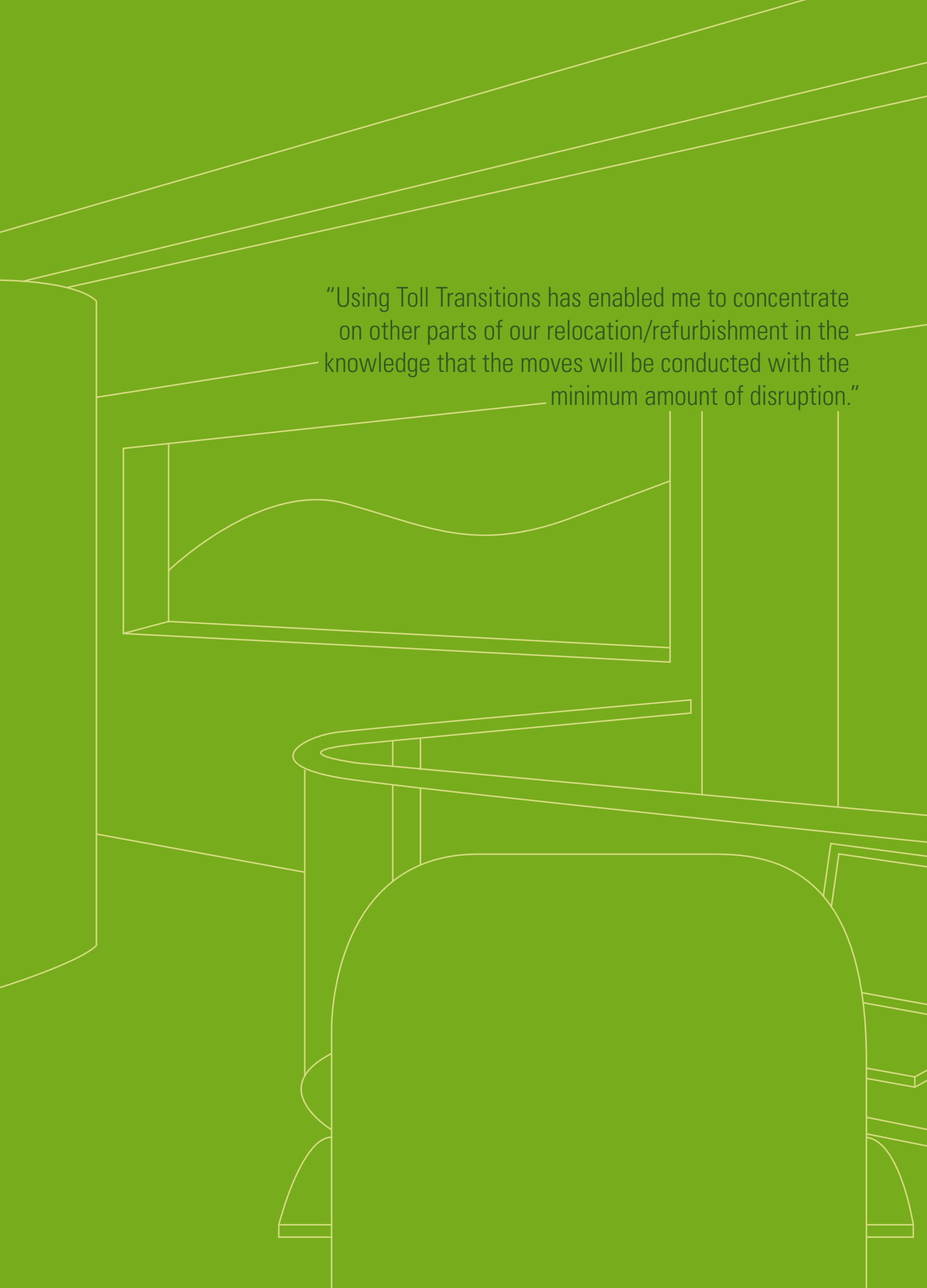
Toll Transitions combines the experience of over 50 years of relocation management with Toll's industry-leading logistics capability and internationally recognised approach to project management, to offer you the most advanced relocation management service in Australia. No-one has more experienced people or more service locations in Australia.

But it doesn't stop there.

Toll Transitions' unrivalled resources, services, proprietary technology and quality control means that you can rely on us to provide the same cost-effective, consistent service everytime.

Our expert personnel work with you to ensure a seamless relocation and allow your people to focus on their work, faster.

Toll Transitions is your first choice for complete relocation services.



“Using Toll Transitions has enabled me to concentrate on other parts of our relocation/refurbishment in the knowledge that the moves will be conducted with the minimum amount of disruption.”

# Your peace of mind is our business.



Toll Transitions is the complete relocation partner of choice for corporations and governments as well as for employees and their families. We move people, households and workplaces skilfully, sensitively and efficiently.

The difference comes down to the confidence we provide. Our customers tell us that it's our personal approach and expertise, as well as our independence and value for money that really sets us apart.

We understand that relocation needs vary, so we listen carefully to your requirements and offer flexible, tailored, sensible solutions for every situation.

Our single point of contact consultancy provides local knowledge, practical experience and empathetic care to ensure your employees feel right at home, anywhere in the world.

Toll Transitions bring the best services, the best value and absolute peace of mind to each relocation.





“The person who helped me inspect the houses was truly amazing. She went the extra mile to help me get the house I wanted even after I was offered another one. I owe her a BIG thanks!!!”





# Setting a new standard.

We know that continually exceeding expectations is the way to build our reputation even further, so we invest heavily in continuous improvement to make sure the satisfaction level of our customers remains extremely high.

We'll settle for nothing less.

Our custom-designed reporting and quality control systems are the envy of the industry and highly valued by our clients.

They provide accurate, easy to interpret, useful information for all aspects of every relocation process.

We apply the same meticulous attention to detail whether the services provided are extensive or small; whether the move is around the corner or around the globe.

Toll Transitions have the expertise, experience and tools to ensure successful relocations, time after time.



Toll Transitions offer flexibility and adaptability to meet your business needs and the needs of your employees.



# Tailoring your solution.

Toll Transitions offers an extensive range of relocation services. We know that relocation requirements vary from organisation to organisation and that every individual relocation or project requires a unique solution. Partner with us and take advantage of our experience in tailoring our services listed below to perfectly fit your needs.

## People

### Initiation Services

- Relocation cost estimates
- Briefings and co-ordination

### Relocation Management and Co-ordination

- Relocation policy briefing
- Logistics management
- Removals management

### Immigration Services

- Visa co-ordination
- Corporate immigration and advisory services

### Cultural Training Programs

### Destination Services

- Orientation and familiarisation
- Home search
- Settling-in
- School search and education consultation
- Partner career support

### Real Estate Services

- Home sale and purchase services
- Property management

### Relocation Consulting Services

- Policy benchmarking and best practice

## Households

### Pre-removal

- Inventory collection
- Independent pre-removal surveys

### Removals Procurement

- Unique value for money purchasing

### Removal and Storage Management

- Packing and unpacking including valet services
- Pet transport and boarding
- Vehicle transport and storage
- House cleaning
- Storage
- Customs and quarantine advice

### Warranty

- In house warranty management centre
- Management of notices of loss and/or damage

## Workplaces

- Expert consultancy and project management
- Strategic planning
- Risk management
- Asset management and disposal
- Storage and filing consultancy
- Strategic communication management
- Property search
- Contract administration
- Supplier management
- Space planning
- Storage gap analysis
- I.T. rollout and logistics management

“All Toll Transitions employees are to be commended for their professional attitudes in dealing with our staff and your expert planning and flexibility in meeting additional requests, whilst staying within our timeframes and budget.”



# Delivering unbeatable value.

Independence, management and buying power.

It's pretty simple.

Toll Transitions is the only relocation management provider able to make a fully independent choice in selecting removal providers appropriate to your needs. No-one has more buying power and influence in the relocations industry.

As Australia's largest buyer of removals services, Toll Transitions successfully manages over 31,000 removals and storage services every year. All of the major removals companies are registered on our panel of over 250 quality assured providers.

Our providers are assessed on every aspect of every service and must demonstrate superior service, quality and expertise to retain their place on our panel.

Through our unique real time competitive e-tendering, we are able to achieve significant savings for removals services. We are able to take advantage of consignment consolidation and other market conditions to provide the best rates on any given day.

Our end-to-end management procedures ensure that our service providers work up to a standard, not down to a price.

Administration is simplified through our innovative technology, budget tracking, integrated reporting and consolidated invoicing.

We deliver the best service at the best price through a winning combination of unrivalled buying power, high touch service and professional end-to-end management.

Toll Transitions offers unbeatable value for money.

# Your partner for success.



"My consultant had a formidable role in assisting me with my relocation. She was wonderful. Full of enthusiasm and always keeping me aware of what was going on."

Toll Transitions is more than just a supplier of services. We work in partnership with you, from our site or yours, and bring with us the highest levels of knowledge, leverage and quality. Our aim is to become part of your team. That's how the best results are achieved.

For single-source accountability, the same dedicated Toll Transitions consultant will be with you every step of the way. For everything from planning through to contract management, you can trust Toll Transitions to deliver hassle-free relocation solutions.

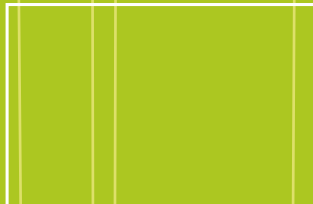
To make your life a little easier, our reporting systems monitor relocation activity and status while also providing comprehensive financial information and budget tracking. We'll also keep you informed about your people's feedback on our performance.

With the reassurance of the backing of the Toll Group, expert personal consultation, superior quality standards, supplier independence and the ability to tailor solutions on the go, it's easy to see why Toll Transitions is now Australia's first choice for complete relocation services.

To discuss your relocation options with a Toll Transitions Relocation Expert, or to request more detailed information about specific services, call us on **1 800 819 167**, email **[about@tolltransitions.com.au](mailto:about@tolltransitions.com.au)**, or visit our website at **[www.tolltransitions.com.au](http://www.tolltransitions.com.au)**

We look forward to working with you.





**Toll Transitions**

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**Email [about@tolltransitions.com.au](mailto:about@tolltransitions.com.au)**

**[www.tolltransitions.com.au](http://www.tolltransitions.com.au)**

A Toll Group Company



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