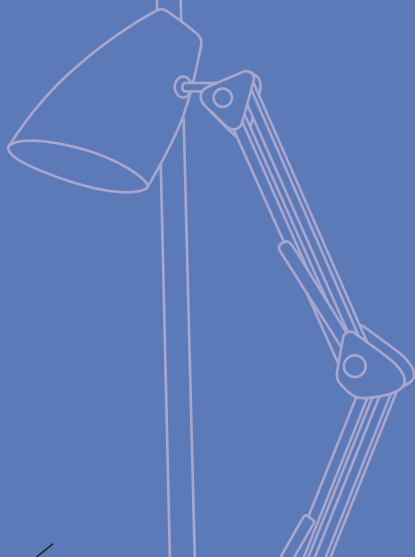


Toll Transitions
Your complete relocation partner

YOUR PEOPLE, OUR PRIORITY.

"I thought it was a good experience and appreciated the assistance in getting me able to focus on my job much sooner than had I not had the Toll resources to assist me in the relocation process."



Toll Transitions

Julie Lloyd
Communications Manager

Level 8, 380 St Kilda Road
Melbourne
PO Box 14399
Melbourne VIC 8001
www.tolltransitions.com.au

Telephone **03 8696 6089**
Facsimile 03 8696 6000
Mobile 0432 584 715
julie_lloyd@toll.com.au

People are our priority.



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

It's well known that moving can cause people stress, so when you need to move your people and their families, it's vital to make the experience as stress-free as possible.

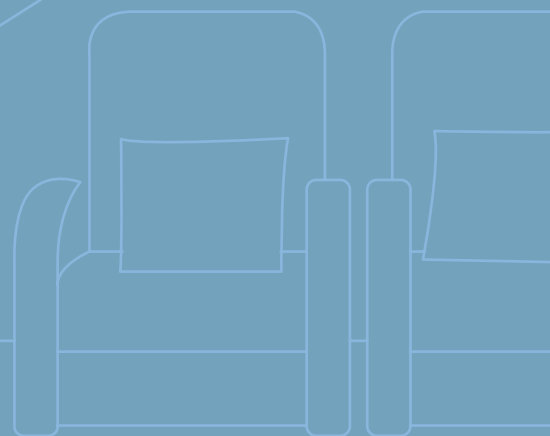
That's where we can help. Toll Transitions provides complete end-to-end relocation services for your people, whether they are moving locally, interstate or internationally. From the moment the decision to relocate is taken, through to settlement in the new location, we have the solutions to make your people feel right at home, faster.

Our experience tells us that it's the little things that make the difference. At Toll Transitions you can depend on us to take care of everything from relocation initiation, planning and co-ordination, through to visa and migration services, cross-cultural training and ongoing assignment management support.

Relocation management is our core business. We have the expertise and experience to take care of everything so that you and your people can concentrate on your business. That's why Toll Transitions is your first choice for complete relocation solutions.



“I was absolutely impressed with the help and service throughout the whole process. Nothing was too much trouble and they answered any queries I had promptly. They made the transition over to Melbourne so easy.”



Depend on us.

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 means 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' global reach, proprietary technology and quality control means you can rely on us to provide a consistent and cost-effective end-to-end service, time after time.

In addition to this, our single point of consultancy provides local knowledge, practical experience and a level of care to make your people feel at home, anywhere in the world.

“My Toll Consultant was exceptional. She was well prepared and knowledgeable. She was also very flexible and patient during the search process. Her insights and overall tips on relocation do’s and don’ts were invaluable. Toll provided great customer service all round!”



The right choice.

With Toll Transitions you are assured of success.

By focusing on your business needs and valuing the wellbeing of your employees and their families, Toll Transitions is committed to providing outstanding, high touch service.

Every one of your people will be assigned a Client Service Manager who will be with them every step of the way. Your people will be informed, well advised and reassured throughout the relocation process.

Our end-to-end relocation services are managed through our easy to use, state of the art technology systems. Detailed information is securely stored and is accessible online, saving your people time and reducing your administrative costs.

Toll Transitions offers unbeatable value for money. No-one has more buying power and influence in the relocations industry. With our independent and flexible approach, we successfully manage more than 31,000 removals and storage services each year.

Through our extensive network of service providers we are able to achieve significant savings for in-country destination and removals services. Our unique real time competitive e-tendering takes advantage of consignment consolidation and other market conditions to provide the best rates on any given day, while 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 is the right choice for relocation for you and your people.



Exceptional people.

Our Client Service Teams are the best in the business.

Toll Transitions attracts professionals with exceptional expertise and experience from all over the world. Our team includes a high proportion of professionals with extensive experience working in other countries, and because they've relocated themselves, they have a personal understanding of what's important during the process.

It's all about confidence and trust.

We believe in building relationships so that we can gain a better understanding of your requirements. Our highly consultative approach to managing each client relationship is fully supported by our industry-leading technology and expertise in the areas of account management, procurement, information technology, supplier management and quality assurance.

With unrivalled experience in corporate and government relocations, our people will partner with you to tailor and deliver relocation packages to meet your business needs, no matter how complex they may be.

You can trust Toll Transitions to care for your people.

Exceptional service.



Toll Transitions is committed to providing exceptional service.

We don't forget about the personal details. Our customer feedback tells us that our attention to detail and level of care is deeply appreciated by the people most affected by potential relocation stresses. We take great pride in knowing that we help make the difference.

Ongoing training at Toll Transitions allows us to share our knowledge with each other and means we can offer a consistent, unparalleled level of service across Australia and around the world.

Through our partnerships with expert global relocation providers, located in more than 100 countries worldwide, we are able to deliver our full range of relocation services globally.

Anywhere in the world, at any time, you can rely on Toll Transitions to provide the right service for your needs.

Your complete relocation solution.

Our end-to-end methodology divides the relocation process into four phases:

1. Initiation and planning
2. Pre-relocation
3. Post-relocation,
4. Service analysis, review & completion.

By selecting from these offerings, we can tailor a specific service, develop a comprehensive program, or anything in-between to meet your requirements.

Service offerings	1. Initiation and planning	2. Pre-relocation	3. Post-relocation	4. Service analysis, review & completion
<p>Expertly tailored end-to-end Relocation Management Solutions</p> <p>We will partner with you to design, implement and manage relocation solutions to meet company and employee requirements.</p> <p>We are able to deliver consistent services anywhere in the world, so no matter where your employees are relocating to, we can provide them with the support they need.</p>	<p>A dedicated, expert Client Service Manager is assigned to provide advice, reassurance and a single point of accountability throughout your employee's relocation.</p> <p>Policy and process consultancy</p> <ul style="list-style-type: none"> • Policy advice, development and benchmarking • Cost estimates and cost of living reports • Letters of Offer 	<p>Guidance and support</p> <p>Employee briefings – set expectations, policy briefing</p> <p>Logistics management</p> <p>Flights, car hire, airport transfers</p> <p>Accommodation management</p> <p>Sourcing and booking</p>	<p>Real Estate Services</p> <p>Housing differential reports, home sale assistance, rental property vacating assistance</p> <p>International Services</p> <p>Visa and immigration services</p> <p>Corporate immigration advisory services</p> <p>Destination services</p> <p>Fully accompanied orientation and familiarisation with an expert Toll Transitions Relocation Consultant</p> <ul style="list-style-type: none"> • City Information Pack • Orientation • Home search • Settling-in <p>Real Estate services</p> <ul style="list-style-type: none"> • Home purchase • Furniture rental • Property management, rental payments, lease and bond tracking 	<p>Settling-in support</p> <ul style="list-style-type: none"> • Education/school search • Cultural training – one on one, group sessions, business briefings • Cultural awareness – social and business customs and etiquette • Partner support – career counselling, job search assistance, networking <p>Administration</p> <ul style="list-style-type: none"> • Reporting and analysis • Issue tracking and resolution • Consolidated invoicing <p>Service analysis</p> <ul style="list-style-type: none"> • Client satisfaction surveys • Provider performance analysis and review for continual improvement • KPI tracking <p>Ongoing client support</p> <ul style="list-style-type: none"> • Archive employee data, including service requirements and preferences for future relocations • Ongoing assignment support – home/emergency leave • Expense management • Relocation expense reimbursement <p>Visa tracking and renewals</p>
<p>Our removals management model has been developed over more than 50 years.</p> <p>Our panel of over 250 quality assured eligible removals providers blind quote for each removals service, enabling us to offer you the best removals rates, every time.</p> <p>Purchasing decisions take in to account a number of metrics, including price, quality and ability to meet your specific business and employee requirements.</p>	<ul style="list-style-type: none"> • Define process and work flow procedures • Establish service requirement • Inventory collection – on-line or on site • Independent e-procurement for best value removals service 	<p>Removals Management</p> <ul style="list-style-type: none"> • Household goods, vehicle transport, pet relocation and boarding • Valet packing services • Cleaning services • Storage management <p>Contractual Warranty (Domestic moves)</p> <p>Toll Transitions seeks to restore the employee and their family to their pre-removal situation in the event of loss or damage by undertaking repairs, providing like for like replacement or providing compensation where either of these options is not practical.</p> <p>Customs and quarantine advice and support (International moves)</p>	<ul style="list-style-type: none"> • Delivery co-ordination • Storage re-delivery management • Valet unpack services • Carton collection <p>Warranty management</p> <p>In-house management of notices of loss and/or damage as a result of the move, eliminating the need to deal with the removalist or insurance companies</p> <ul style="list-style-type: none"> • Specialist in-house Warranty Management Centre • Panel of local repairers across Australia 	
<p>Technology</p>	<p>Our unique Relocation Database is used to effectively manage your people and household relocations.</p> <p>The technology includes secure on-line client, employee and supplier interfaces to key business and quality control systems including inventory capture and storage, full move tracking, communications log, client satisfaction surveys, expense recording and reporting.</p> <p>End-to-end procurement and tracking of removals services is achieved through on-line e-tendering, with client activation and approval of services available via secure internet log-in.</p>			

For all your relocation needs.



“My Relocation Consultant was extremely helpful. She had great knowledge of available properties and areas, as well as the relocation procedures of my employer.”

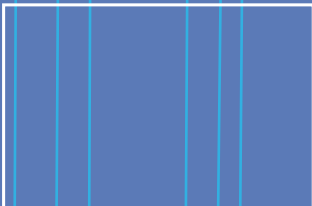
Toll Transitions' extensive range of services are designed to help your people make a smooth transition to their new location. Programs are tailored to suit individual needs and can involve a single service or a comprehensive program.

We would welcome the opportunity to meet with you to discuss your complete relocation solution.

We look forward to making relocation a successful and rewarding experience for you and your people.

To discuss the best options for your people with a highly qualified Toll Transitions Account Manager, or to request more detailed information give us a call on **1 800 819 167**, email us at **about@tolltransitions.com.au** or visit our website at **www.tolltransitions.com.au**





Toll Transitions

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A Toll Group Company



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LicQEC6584
SAI Global

