


YOUR COMPLETE RELOCATION PARTNER: WORKPLACES



“We especially commend Toll Transitions for their dedicated client liaison, high attention to detail, effective documentation and efficient subcontractor management. Their personal efficiency and drive are highly regarded and contributed greatly to the success of the overall head office relocation.”

**NATIONAL PROPERTY MANAGER,
VIRGIN BLUE**

Your complete relocation partner.



In today's high intensity business environment, relocating your workplace can place considerable additional demands on your people.

With extensive experience in complex projects, Toll Transitions provides end to end Project Management Solutions and a suite of services tailored to meet your business needs. Whether you need assistance with current or future office space planning, facilities coordination or asset disposal, we've got it covered.

Our Project Managers will provide objective appraisals of your relocation needs and offer a solution that is cost effective and tailored specifically to deliver the optimum outcome for your organisation.

Our mission is to contribute to your success by partnering with you to ensure business continuity and support for your people through periods of transition. We have redefined traditional relocation services and methodologies to offer a unique suite of services which result in a seamless relocation every time.





“It is clear to us that few workplace logistics firms would have the capacity, flexibility and tenacity to complete the relocations on time, on budget and to our complete satisfaction.”

DIRECTOR OF PROPERTY AND ADMINISTRATION, ERNST & YOUNG

Strength. Expertise. Reliability.

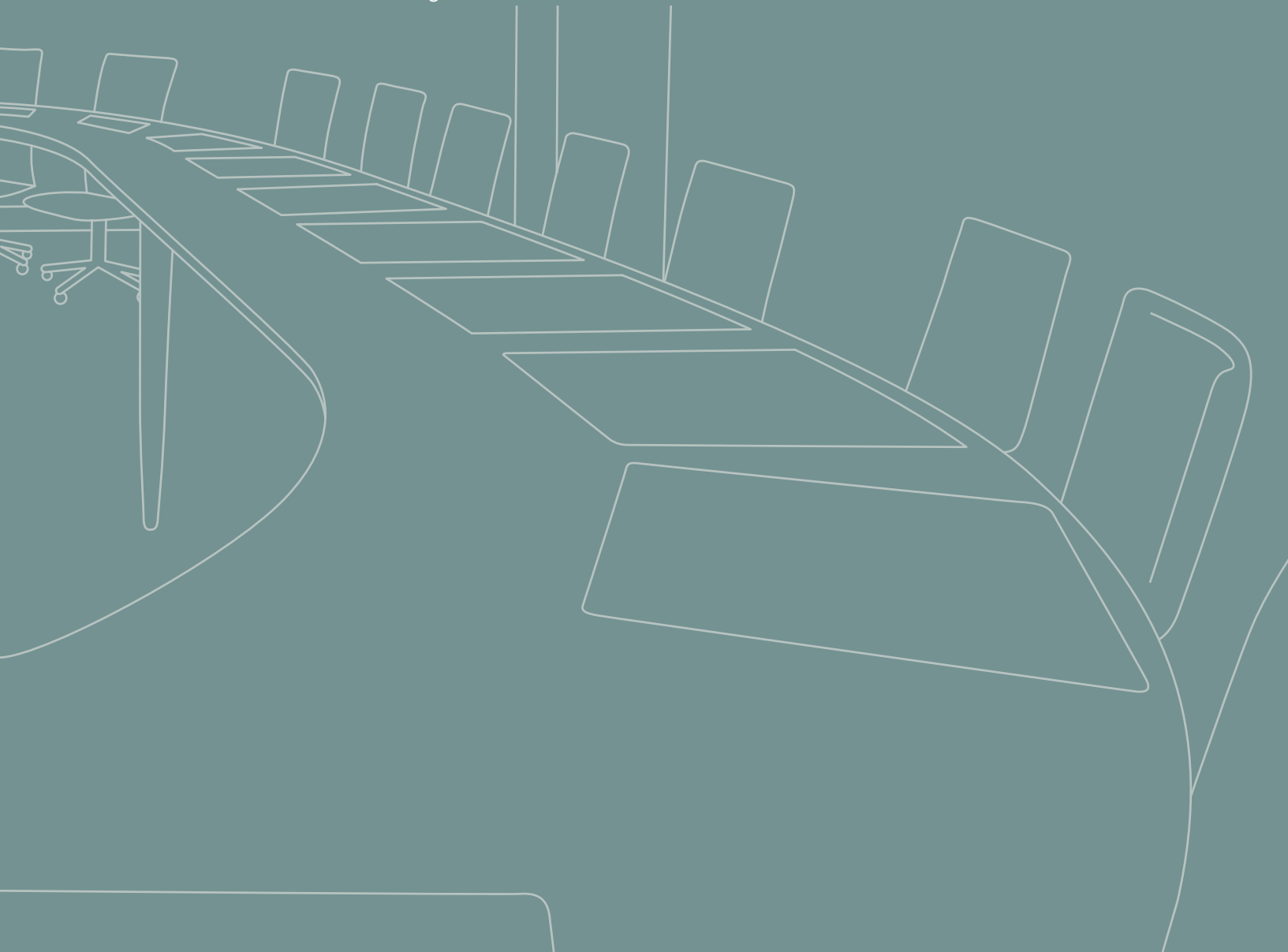
The Toll Group is Australia's largest logistics and transport company, renowned for reliability and cost effectiveness in managing complex logistics requirements.

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

our competitive advantage and customer benefits are always increasing.

Toll Transitions combines the experience of over 50 years of removals management with Toll's industry-leading logistics capability and internationally recognised approach to Project Management to offer you the most advanced workplace relocation solutions.

Toll Transitions has offices in all capital cities and major regional centres in Australia. Our unrivalled training standards, Project Management procedures and online systems ensure that we are able to provide high quality, consistent and successful service solutions, anywhere in Australia.

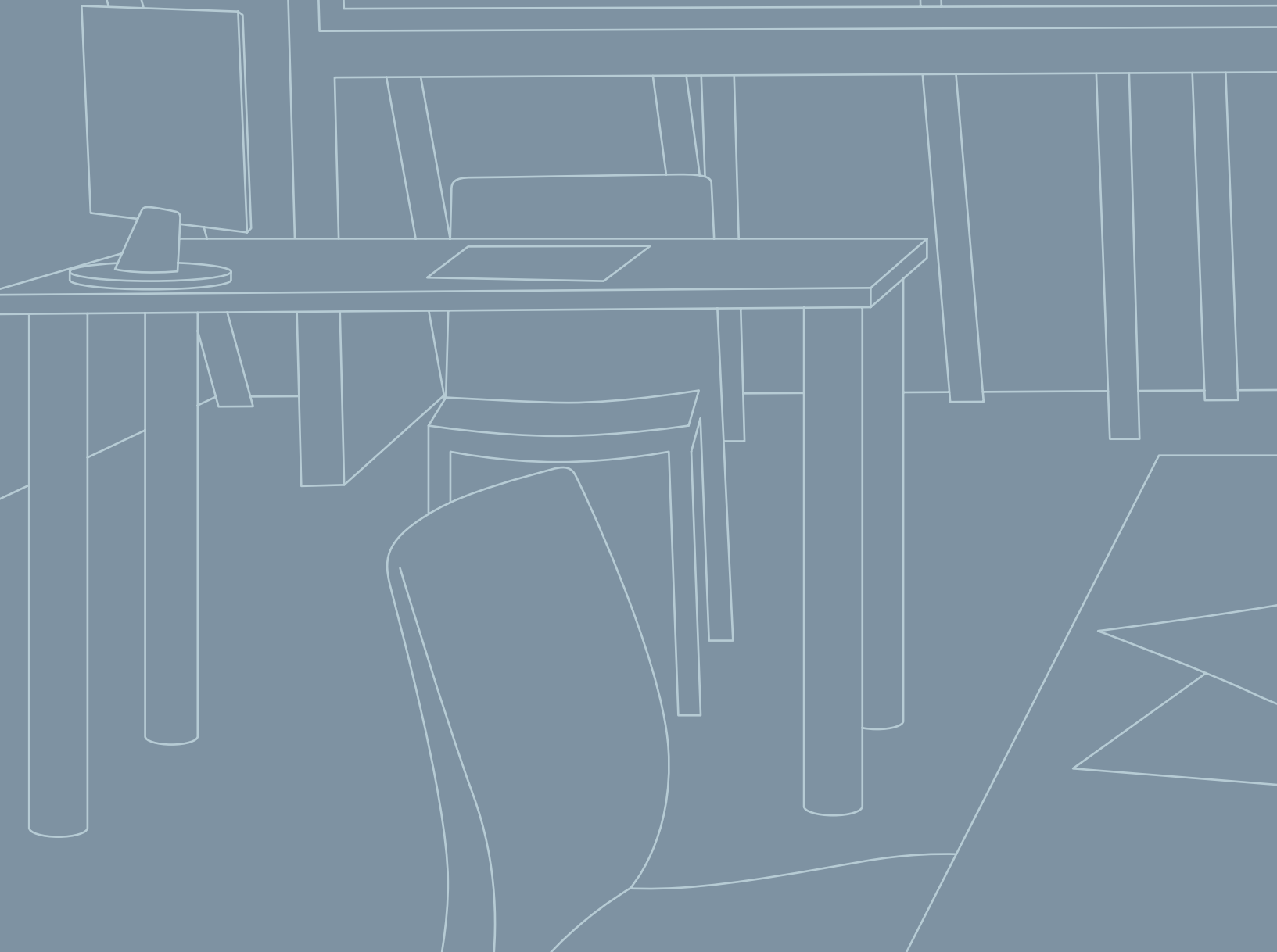


“The move went exceptionally smoothly which I know is not an accident but the result of a great deal of planning and much effort from many colleagues.

The experience was also improved by the happy and helpful attitude of everyone who supported us both in leaving Grosvenor Place and settling into

Deutsche Bank Place.”

**GENERAL COUNSEL, ASIA PACIFIC REGION,
DEUTSCHE BANK AG, SYDNEY**



People are our priority.

The success of any project is dependent on engaging the right people at the right time. Toll Transitions introduce Project Managers at the conceptual stage of the project, to guide you and your project service team.

Our style of consultancy is different – it's more personal, practical and proactive than many of our competitors. We know that the satisfaction of your staff is central to the success of the relocation.

Our effective management and thorough communication strategies are designed to ensure that your people are well informed, comfortable and committed to the move.

We pay attention to the details. Toll Transitions conducts face to face forums to provide information about each project, the process, roles and responsibilities and timelines, as well as gather information from all internal stakeholders on current business practices.

Our project managers provide regular reports on the status of the project and the progress against agreed milestones.

Our consultancy provides final recommendations and outcomes and we will also manage the implementation of these recommendations for you.

At Toll Transitions, we partner with our clients to deliver the best outcomes, and we ensure all our staff are committed to operating within our value framework of Trust, Integrity and Accountability.



“Toll Transitions’ Filing and Storage Audit was a large and quite complicated project due to the diversity of our business units and markets. Toll were able to quickly gain a good understanding of how the business units were utilising their filing and storage capacity. We found the audit invaluable to the success of the move into our new premises.”

PROJECT MANAGER, CONNELL WAGNER



Trust. Integrity. Accountability.

Toll Transitions' Project Managers offer the knowledge, skills, tools and techniques to provide a complete solution to any workplace relocation. Our Project Managers' experience and commitment means they are able to proactively advise you on areas of innovation and best practice, working with you to ensure the services offered and the solutions provided meet your business needs.

As a member of the Australian Institute of Project Management, Toll Transitions participate in national continuous improvement practices.

Through peer-to-peer contact, Toll Transitions' Project Managers continually improve their knowledge, skills and competence to ensure they are always providing the best possible service and advice.

Toll Transitions offer a traditional Project Management methodology for larger, more complex projects, where our tools, plans and experience complement the extensive planning of your internal and/or external parties.

We also understand that budget constraints and clients' internal capabilities may afford a different approach to your relocation needs, in which case a more selective approach from the total Toll Transitions offering may be more appropriate. Flexible, tailored, sensible solutions can be provided for every situation.

Your complete range of Project Management

Our end-to-end strategy for your relocation provides you with a suite of services.

From conception to delivery, Toll Transitions minimise your risk through comprehensive planning, scheduling and communication, eliminating potential disruption to your business.

Filing and Storage Consultancy

Toll Transitions offers a variety of innovative and comprehensive Filing and Storage Consultancy Services for clients who are relocating or just restructuring.

These include:

- **Filing and Storage Audit**
- **Warehousing Storage Audit**
- **Detailed assessment of current storage practices**
- **Gap Analysis**
- **Recommendations**
- **Implementation Scheduling and Facilitation**

Our approach to Filing and Storage solutions identifies efficiencies beyond current practices.

- **Cost reductions**
- **Conversion opportunities based on industry best practice**
- **Efficient and economical options for file management**
- **Efficient and economical options for storage practices**
- **Advice on latest technologies**

We start by determining your needs against your existing filing and storage methods and facilities. We analyse your current procedures, productivity, risks and OH&S obligations and benchmark these against industry best practice.

DEDICATED

Relocation Project Management

Our **comprehensive Consultancy Report** details key findings including:

- Gap Analysis results
- Recommendations
- Implementation Schedules, including: costs, timelines and resources (Providers)

Our **experienced Project Managers**, in consultation with your key staff, will implement the recommendations and continue to provide change management solutions to your organisation such as:

- Reduction of hard copy files and storage space
- Maximise office space and workstations
- More efficient, streamlined, staff-friendly filing system
- Easy retrieval of files

We can also provide specialist Facilitation Services, ensuring recommendations are implemented and the desired outcomes achieved.

Our Consultancy can be tailored for Commercial, Industrial or Warehouse environments.

Toll Transitions provides Project Management solutions for your workplace relocation. Qualified Project Managers utilising our internationally recognised project methodology ensure your relocation is delivered on time, within budget, with strategies to mitigate risks ensuring continuity of your business throughout the process.

Our Project Managers will manage **procurement of all services** for all identified third party activities. We will prepare and manage the RFT process. We will provide a full tender results and assessment report with weighting matrix and final recommendations to you. Toll Transitions will draft, manage and hold all contracts on behalf of your organisation for the project services, therefore minimising risk to you.

Cost Management including reporting against budget, project variations, register processes and agreed protocols will be managed by the Toll Transitions Project Manager.

Our ability to deliver quality managed solutions is underpinned by our management methodology that comprises the following stages and deliverables:

Initiate Phase

- Identify key stakeholders for the relocation project
- Confirm your objectives and desired outcomes
- Finalise a detailed scope of work
- Identify project constraints
- Define your key milestones for the project
- Provide an outline of the full methodology in a Project Control Plan

Planning Phase

In the planning phase Toll Transitions will develop comprehensive plans covering:

- **Communication Management Plan** – includes stakeholder needs analysis, organisation chart for the project, roles and responsibilities of key stakeholders, communication matrix for meetings and reports and reporting documentation such as status report on all plans, milestone report and cost reporting.
- **Risk Mitigation Plan** – includes risk identification, risk assessment, risk treatment and action plan for minimising risk to your relocation project.
- **Quality Management Plan** – for all work through quality audits and project reporting such as compliance, defect and lessons learnt reporting.
- **Security Plan** – to manage all security aspects of your relocation both internal and external. This will include building, staff, materials handling, transport, security clearances for third parties and reporting processes.
- **Occupational Health & Safety Plan** – to ensure compliance to relevant legislation by staff, third party providers and your organisation.
- **Master Schedule** – inclusive of a Move Plan, key tasks and milestones, relocation database, lift and traffic management plans and pre-move check list.
- **Environmental Plan** – identifying risks to the environment, treatment and mitigation of these risk and developing environmental processes for handling, transport, disposal and reuse of obsolete material.

Execution

Our Project Manager will be on site to:

- Implement the Management Plans
- Keep all stakeholders fully informed
- Manage the removalists
- Manage the relocation against the schedule and key milestones
- Manage risk and OH&S
- Conduct quality checks and audits

Close Out

Toll Transitions will provide a debrief to all key stakeholders. The Project Manager will provide a full cost report for authorisation. A final Project Closure Report will be provided to you on all project related issues and tasks.

5 Day Relocation Plan

Toll Transitions also offers a streamlined 5 Day Relocation Plan. This service offering is tailored to smaller businesses of less than 100 people, who may have internal capabilities or project teams; or medium sized businesses who require our expert advice and planning, but who have budgetary constraints.

Toll Transitions' Project Manager will oversee the project and ensure it is completed on time and within budget, focusing on Schedule Management and Procurement. Time on-site is kept to a minimum.

PLAN

MANAGE

Facilities Coordination

Toll Transitions offers a specialist Facilities Coordination service tailored to your specific business needs, whether in the lead up to a relocation or on a permanent contract basis.

Our Core Facilities Coordination Service offering includes:

- **Coordination of Facilities Management team in preparation for the relocation**
- **Acting as an in-house Facilities Coordinator, responsible for everything relating to the facility**

Toll Transitions devises a comprehensive action list, tailored to suit your facilities needs, focusing on:

- Coordination of contracts including auditing and termination where required
- Devising of facilities timeline, action list and staff delegation in preparation for relocation
- Management of air-conditioning, security, lift maintenance, building and site security, cleaning etc.
- Asset Audit / Disposal of Assets
- Preparation of premises for Make Good
- Coordination of insurances
- Management of trades
- Developing and maintaining tenant relationships
- Coordination of facilities' budget requirements
- Timely management of Help Desk ensuring agreed service level timeframes are met

Asset Management

Toll Transitions offers professional advice on how assets can be best managed, relocated or disposed of to ensure end-of-lease obligations are met and returns maximised.

Our Asset Management Services include:

- **Asset Audit**
Comprehensive audit including tagging, counting and photographing items
- **Asset Register**
Identification of current assets and volumes for re-use, relocation, storage or disposal
- **Asset Disposal**
Assets may be disposed of through various methods, including auction, charity donation, lump-sum negotiations with landlords or environmentally friendly disposal

Assets may be re-used in the new office fit-out or stored for use at a later date.

Toll Transitions compiles a detailed Asset Management Strategy including all options available and corresponding costs for client review and approval.

IMPLEMENT

EXECUTE

Why Toll Transitions?

In addition to our extensive range of Project Management services, we pride ourselves on attributes unequalled by any other provider:

Expertise

Toll Transitions provide an experienced State Specific Project Manager, who will develop, implement and execute the Relocation Management Services and act as a single point of contact for your organisation.

Independence

We're not affiliated with any third party providers. Toll Transitions applies a Contract Management model to relocation management, providing clients and providers with an independent, professional conduit, with no conflict of interest.

Commitment

Because of our independence, Toll Transitions can guarantee that we will always act in the best interests of your organisation, your employees and the relocation project.

Risk mitigation

Toll Transitions will identify and mitigate all OH&S, environmental and security risks, as well as hold all contracts with providers, manage provider invoice payments and service delivery. Through effective planning, scheduling and communication Toll Transitions is able to eliminate any potential disruption to your business.

Transparency

Toll Transitions will reconcile all relocation project costs into a single invoice. We will manage payments of all third parties engaged on your behalf and provide you with comprehensive documentation.

Flexibility

Toll Transitions' relocation methodology is designed to assist you in implementing your cultural change requirements. Our Project Managers will work with your cultural change manager to assist change.

Values

Toll Transitions is committed to operating within our value framework of Trust, Integrity and Accountability and maintaining the principle: People are Our Priority.

To discuss your relocation needs with a highly qualified Toll Transitions Project Manager, or to request more detailed information including case studies and quotations, give us a call on **1 800 819 167**, email us at **workplace@toll.com.au** or visit our website at **www.tolltransitions.com.au**

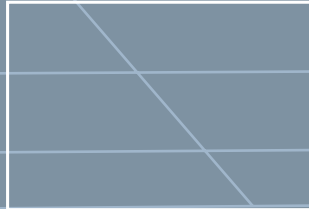
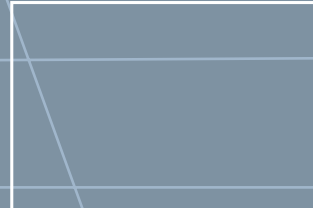
We look forward to making your relocation a successful, rewarding experience for you and your people.



“Toll Transitions have been a very committed partner in this critical business project of relocating more than three sites to a new office/laboratory building, including the Water Quality Centre, and have provided excellent project management and logistical planning support. Toll Transitions worked diligently for nearly 15 months to plan and manage the relocation with a significant amount of this time focused on the SA Water laboratories.

The relocation has been achieved on time, on budget and, most importantly, with no interruption to the normal running of the business and laboratories. This is a significant achievement given the requirement to maintain the operations of laboratories throughout the seven week relocation period. The success of the relocation goes in large part to the experienced and extremely capable Toll Transitions Project Managers and the sub-contractors they engaged.”

**ACCOMMODATION PROJECT CHANGE MANAGER,
SOUTH AUSTRALIA WATER**



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 A Toll Group Company



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