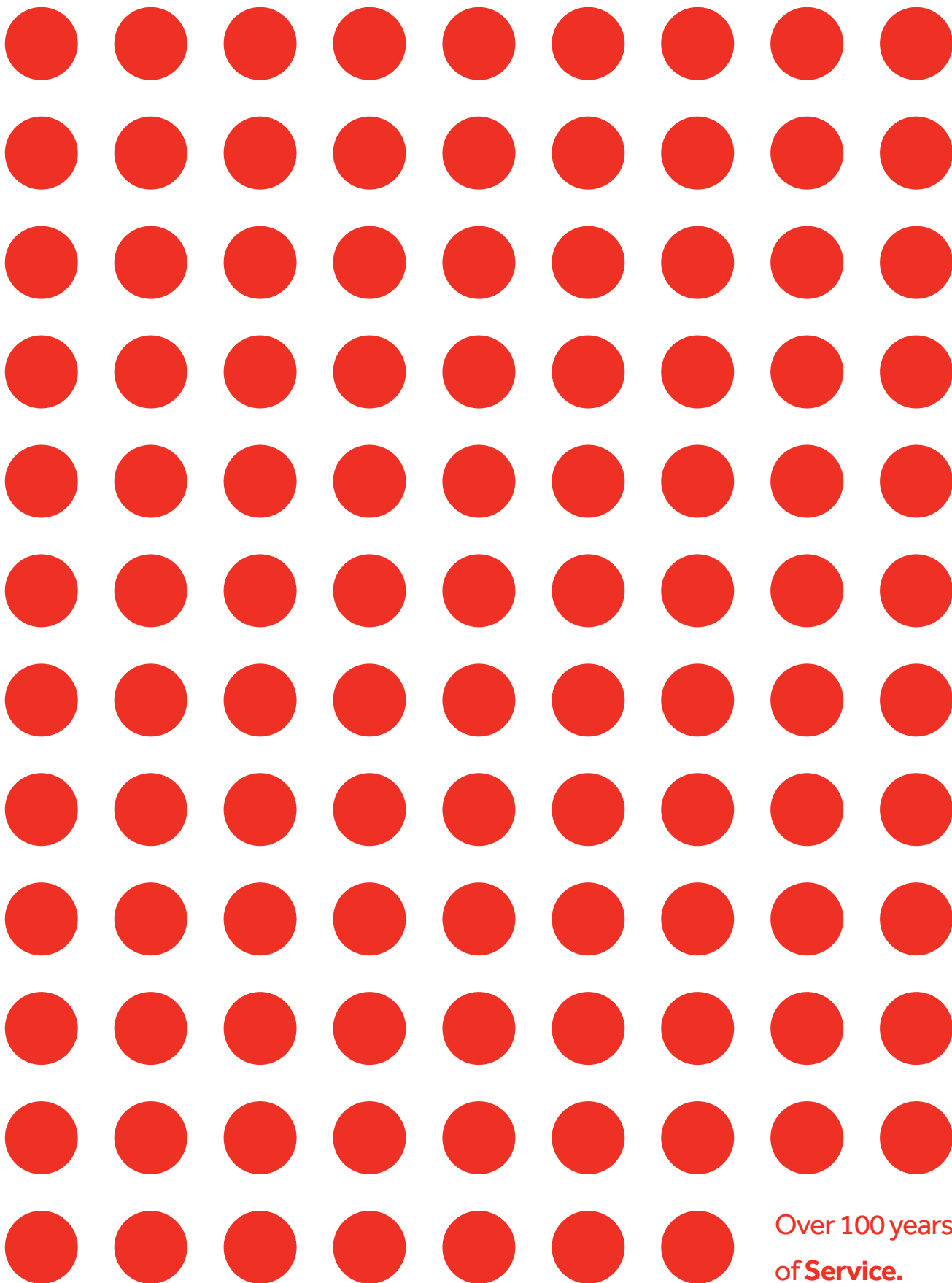


# grace:



Over 100 years  
of **Service.**

# gra

## Our Vision

Strive to make the  
everyday effortless for  
people and business.

Always more.



nce:

e:  
re.

grace.com.au



# We always offer you more.

**Business to business.**  
**Home to home.**

At Grace, we owe our success to several key principles that underpin everything we do; be highly professional at all times, always maintain a service oriented approach and finally, be easy to deal with. These principles allow us to deliver a consistent, high quality customer experience everytime.

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# Over 100 years of reliable service.

Since our small family business beginnings, Grace is now one of the leading service companies in Australasia, with locations throughout Australia and New Zealand, and an extensive partner network around the globe.

Established in 1911, as a small household removals business in Sydney, Grace has grown into an Australasian market leader offering a broad range of speciality services.

Today, Grace's reach spans across the globe and we are proud to be internationally recognised worldwide as an expert in household removals, commercial relocations, information management solutions, fine art services, storage solutions and much more.

At Grace, we owe our success to several key principles that underpin everything we do. First and foremost, we know that without you, our clients, we would not have been able to achieve the growth that we have over the past 106 years, so our core value is to always ensure that our customers come first. As such, we aim to be highly professional at all times, always ensure that our services are flexible enough to meet your needs, and, finally, be easy to deal with.

We are passionate about what we do, both as a business and as individuals within it, and we strive to deliver you the best solutions possible, customised to meet your requirements.

These principles allow us to deliver a consistent, high quality customer experience every time, and we are proud to have built lasting relationships with individuals and companies all over the globe who consider Grace to be an important partner who delivers value for them every time.

We look forward to working with you, and seeing what the next 100 years bring.

Kind regards,



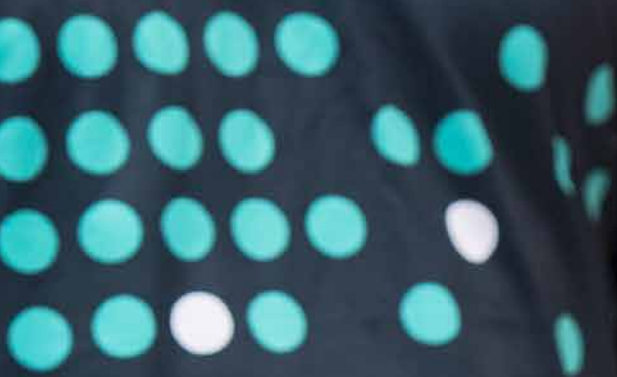
Steven Brown  
Managing Director







grace:



**grace:** Always more.

: Archive Carton

[grace.com.au](http://grace.com.au)

au  
Certified Systems  
Integrity  
Security  
ISO 27001  
#KAL204





# Information Management

In the information age, data is everything. We offer integrated information services to manage and store your company's valuable records and data.

It may be anything from trade secrets, confidential employee information, client information and upcoming projects. All of these are important, and the top priority for businesses is using a premium service to ensure top security and safety.

For most businesses, in-house information and records management is difficult, time-consuming and costly. At Grace, we offer specialised records and information management services combining collection, transport, scanning, data capture, safe storage, retrieval and destruction.

With Grace offices based in every capital city and many regional areas of Australia, there is no reason why any business needs to risk keeping valuable records in-house. By outsourcing to Grace, your information is safe and secure and can be digitised, securely stored and retrievable at your convenience, at your desk, on demand.

As a quality endorsed organisation, Grace is all about the security and confidentiality of your information. We provide a thorough consultation process to work out your specific requirements before supplying and delivering boxes, barcodes and collection details. At all times your anonymity is guaranteed.

Documents never leave our supervision as all transport is undertaken in our security fitted, 100% company-owned vehicles, to a designated pick-up schedule. Your company has total peace of mind as these vehicles are tracked from point of collection to our storage facility.

# The future of records management is digital and we are the experts.

## Services

### Archive Services

At Grace, securing your records in a cost-effective manner is our business. Drawing on over 50 years of experience, Grace provides:

- Cost-effective storage solutions
- Secure collection and delivery
- Real time document tracking
- Cataloguing, indexing and sentencing
- Comprehensive online access for clients
- Document retrieval and on-site access

Secure and confidential, we conduct an initial consultation on your requirements, and customise a solution specifically to meet your needs.

### Digital Services

At Grace, we make it a point to ask the right questions. After an initial consultation to ascertain your specific needs, Grace offers an integrated solution encompassing the digitisation of documents from any medium for on demand access from any location, at any time.

We provide the systems, processes and technologies to effectively manage your information electronically. Our trained specialists will guide you through every step of the digital conversion process while the Grace Data Centre provides an offsite, ultra-secure repository for storing and managing big data.

### Destruction

The safe disposal of confidential corporate information is a critical part of any integrated management solution, so, at Grace, we offer a range of destruction services to meet your specific needs.

From destruction bin solutions in your office, to providing the secure destruction of documents stored with us when they reach the end of their natural lifespan, we have the solution you need to ensure your information's security.

As part of our stringent quality control processes, Grace also provides certificates of destruction as a guarantee that your documents have been securely destroyed.

## Your security is our priority

Your company can have total peace of mind with Grace's information management solutions.

Documents never leave our supervision as all transport is undertaken in our security fitted, 100% company-owned vehicles to a designated pick-up schedule, which are tracked from point of collection to our storage and processing facilities.

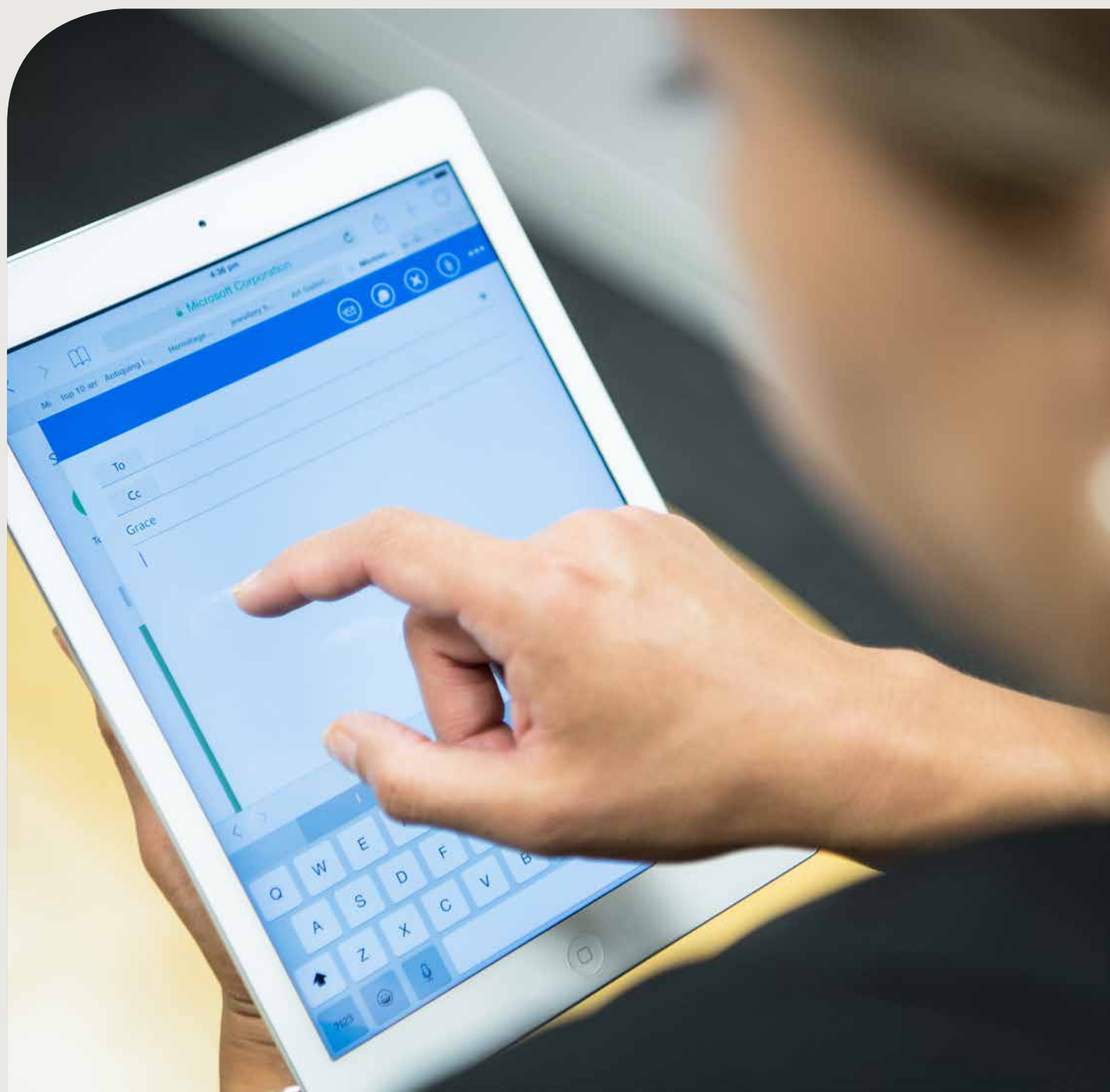
Each new staff member at Grace is properly screened with background and work reference checks, including a Police Criminal Security check, and completes a Company Confidentiality Deed as part of their employment terms.

## Safe, secure storage sites

When your company's information is stored at Grace, you can rest assured that it is protected by the highest quality standards.

Facilities at Grace are constructed with quality materials and have fully maintained:

- Extensive fire protection systems including sprinklers, fire doors and VESDA
- Sophisticated fire alarms linked to local fire brigade units
- Electronic intruder detection systems with back-to-base alarms
- 24-hour surveillance monitoring.









# Business Services

Whether you're moving floor-to-floor, building-to-building, or state-to-state, you choose the option that best fits your needs and our project managers will take care of the rest.

We offer a comprehensive range of commercial relocation and FF&E solutions specifically tailored to the needs of our corporate and Government clients in Australia and New Zealand.

Drawing on more than 100 years of experience, our success has been built on the strength of our people – their knowledge, professionalism and commitment to excellence. The provision of quality customer service drives everything we do, from the way we interact with you, through to the logistics, systems, procedures and project management tools we employ.

Successful commercial relocations demand solid experience to ensure minimum disruption to your business operations. We tailor our services to suit your needs and project manage your relocation from start to finish, taking care of every detail along the way.

Our solid reputation has been built on the successful relocations of commercial premises such as:

- Corporate offices
- Libraries
- Medical suites and hospitals
- Schools and educational facilities
- Trade exhibitions and product displays
- Laboratories
- Warehouses
- Factories

With one of the largest logistics networks across Australia and New Zealand, Grace is the smart choice when relocating commercial premises.



## Services

### Relocations

Successful commercial relocations demand solid experience and ensure minimum disruption to your business operations. Whether you are moving from one floor to another, one building to another or even one country to another, Grace provides a seamless and secure relocation for all business, large or small.

### Management & Consultancy Services

Grace employs 'best practice' project management methodologies to ensure your relocation project is completed on time, within budget and with minimal disruption to your business.

Working in partnership with you, our experienced, dedicated and well-resourced team don't just plan a project, but actively manage how the work gets done. With Grace managing your relocation, you can rest assured that you're in good hands.

### Warehousing

Our complete relocation service includes the secure storage of your items while your office is in transit. When you use Grace for storage, your assets are safely protected inside purpose-built modules designed to enhance the security of your resources. Our storage facilities are protected with high-quality alarm systems, monitored 24 hours a day by cameras and staff, and can be accessed at any time (subject to reasonable notification).

### Installations

Grace has the expertise and specialised equipment to undertake the assembly, placement and installation of joinery; artworks; electricals; high end designer furniture; computers and electronic equipment; and all fixtures for projects including hotel room fit outs, shop fit outs and more.

### Insurance

Whilst our specialist teams are focused on providing the highest quality of service and take every precaution to ensure your valuable assets are securely packed and handled with utmost care, it pays to be aware that your company's assets may be exposed to a number of risks which fall outside our control. Just as you insure your business, we recommend you consider storage and transit insurance to protect your assets while they are being transported or held in storage.

### FF&E Fit Out Services

Our Furniture, Fittings and Equipment (FF&E) division provides specialist services for the receipt, storage, staging and delivery of FF&E resources in major hotel, resort, hospital and commercial fit-outs.

At Grace, every project is unique and we tailor our solutions to your individual business needs. Our staff are trained in the specific requirements of FF&E applications and use our dedicated equipment, technologies and vehicles to ensure you get your business up and running sooner.



With a network of over 40 branches across Australia and New Zealand, Grace has the necessary transport, skilled staff and quality materials required to deliver a superior relocation experience.

Grace operates its own specialised fleet and equipment to cater for all types of relocations.

Vehicles range in size from small packing vans to semi-trailers for larger moves, and include custom-built vehicles to access low-clearance buildings and medium-large pantechicons with hydraulic tail-lifters.

Grace uses commercially-specific equipment to streamline the packing, handling, storage and delivery of all your business assets. We take security seriously and as such our heavy-duty crates and trolleys are designed for optimum protection and allow for tamper-proof security seals to safeguard sensitive information.

We also have the ability to receive, quality check, securely store, reload and deliver your commercial assets - within required timelines - anywhere within Australia and New Zealand.

Our experienced, dedicated and well-resourced staff don't just plan a project, but actively manage how the work gets done. Every logistics activity will be monitored and tracked from start to finish. We will work together with you throughout the entire process to ensure you are kept up to date with all activities and your relocation project stays on track.

Our unique asset management system allows us to track your commercial assets at all times, giving you peace of mind that your assets will be securely managed from receipt through to final placement.







# Removals

At Grace, our team is committed to making your move as stress-free as possible.

## **Making it easy ...**

Drawing on over 100 years of experience, we know that no two clients are the same. Our team know to expect the unexpected, and our commitment to flexibility and offering customised service solutions is paramount.

We move seven days a week and offer easily accessible and managed security storage solutions, specialised packing cartons for those unusual items, containerised shipments, plus a full range of specialist services to ease your load.

## **It's the little things ...**

Moving with Grace gives you peace of mind. We're a one-stop shop that has a proven track record of reliability and delivering on our promise. We'll offer you a fixed price quotation and the best insurance at competitive rates. We deliver door-to-door and we'll manage your move from start to finish. Our reputation is solid and we have excellent references to prove it.

## **Specialist care ...**

Grace has a range of specialist services available for those specific items that require a different level of care.

For example, we can thoroughly clean your home and gardens after you vacate. We have professional pet transfer specialists who can arrange boarding or transportation for your beloved family pets. We even offer customised valet services that can unpack your boxes, set up your furniture, make the beds and do whatever you need so you can simply move in and relax.





## Services

### ✶ Moving within Australia & New Zealand

Grace has developed a range of services based on over a century of experience. Our packing materials are of the highest quality and the vehicles and equipment we use have been specifically designed for moving household goods and effects.

Our ongoing commitment to excellence is reflected in the quality of work performed by our staff and our experience has taught us to expect the unexpected. With meticulous planning, we can minimise potential problems and ensure that our focus is always on the delivery of a quality service.

### ✶ Insurance

We enjoy one of the lowest claims incident ratios in the industry because of our commitment to security and protection. Our focus is always on the provision of a high quality service and the minimisation of damage during the relocation process.

However, while your goods are in transit and/or storage, it pays to be aware of the fact that your goods may be exposed to a number of risks which may be outside our control. Just as you need to protect your valuable personal possessions and property inside your home, we recommend that you consider protecting the same valuable personal possessions and property while they are in our care.

### ✶ Moving overseas

Moving internationally can be stressful so it's important to ensure you partner with someone you can trust.

The complexity of moving internationally demands the experience of a company with the proven ability to manage the complete relocation process.

Grace is one of the world's largest independent moving organisations, with branches throughout Australasia and an extensive service partner network across the globe.

Regardless of your destination, you can rest assured that Grace will provide you with a professional and consistent level of service from start to finish.

### ✶ Storage

Grace offers a safe, clean and secure storage option for your effects while in transit or long-term storage.

When in our care, your effects will be stored in purpose-built modules designed to enhance the security and safety of each item. Our dedicated storage facilities allow easy access to your shipment subject to reasonable notification. This allows you to add or remove items at your convenience.

Moving house is a stressful experience for many. At Grace, we make it easier for you.

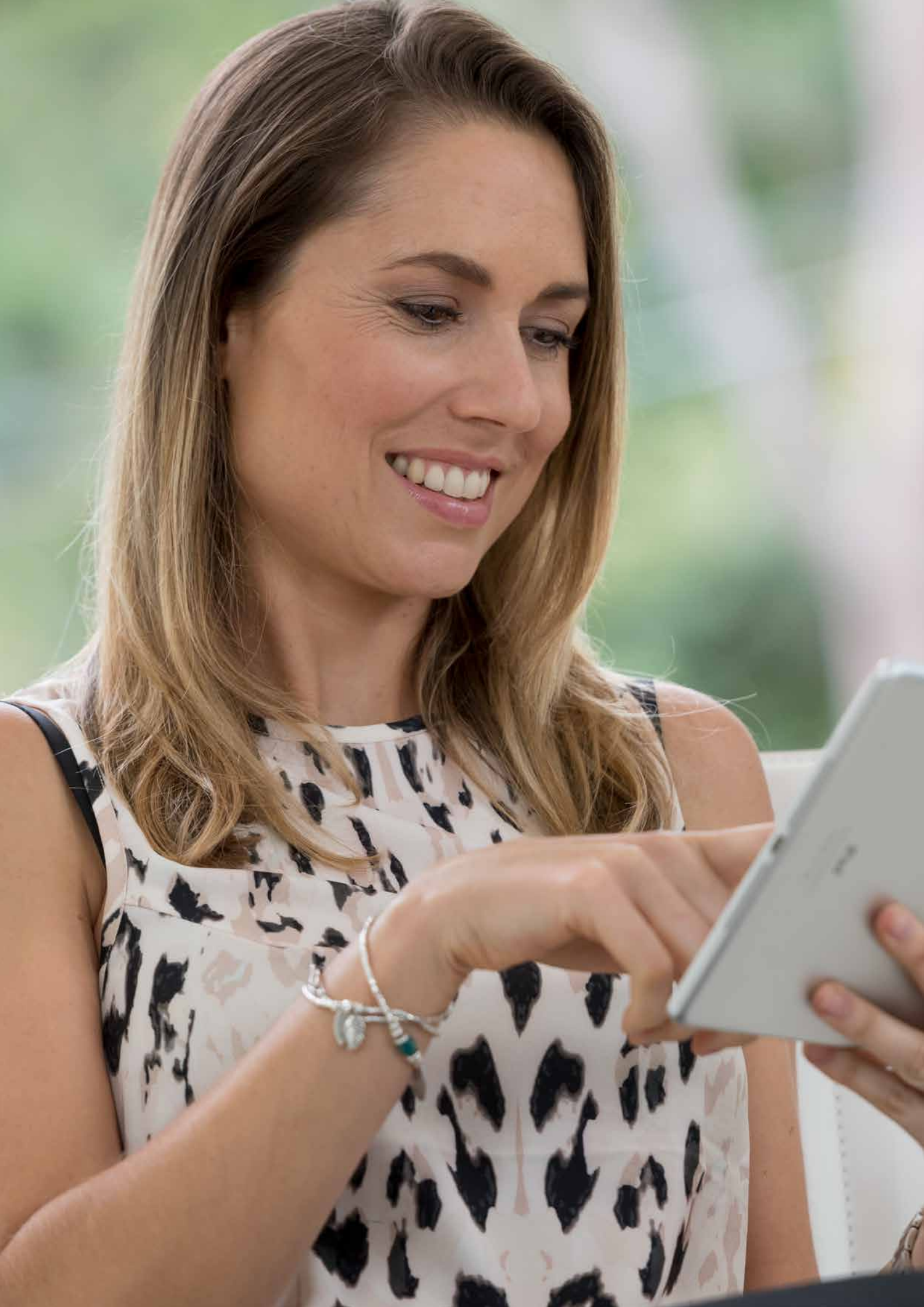
Grace provides a comprehensive range of removals services to individuals worldwide. Grace is a one-stop shop that can manage any move regardless of size or destination. We understand all of the complexities of moving and we have the professional experience and support services to help guide you through.

### Quality Assurance

Combining more than 100 years of experience, modern facilities, integrated systems and quality materials, Grace prides itself on its ability to remove the complexity associated with relocations and provide clients with peace of mind, at a value for money price.

At Grace, we take our ongoing commitment to excellence seriously and actively maintain our ISO 9001/2008 certification and various FAIM Plus accreditations - the highest quality certification awarded within the international moving industry. While there are literally tens of thousands of moving companies worldwide, less than 600 of us have achieved this level of 'world's best' standard of excellence.









# Mobility

Grace provides your employees with a single point of coordination for removal, immigration, relocation, mobility, tax, expense and travel services.

Grace is dedicated to developing your relocation program and delivering outstanding service to your employees. We have extensive experience managing complex relocation programs with a diverse range of services.

A Grace Mobility Specialist will become your single point of contact and will work to ensure employee's individual requirements are managed efficiently from beginning to end. Your Grace Mobility Specialist ensures the success of every relocation. We manage all relocation services from a single initiation, including administration of benefits, delivery of relocation services, exceptions, consolidated invoicing, and supplier contracts.

With over 40 branches in Australasia, and 600 worldwide FIDI accredited locations, Grace is able to relocate individuals and their families anywhere in the world with complete care and confidence.

## Services

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### • Mobility Services

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Grace takes the stress out of moving to a new city or country, and services are tailored for every client, individual or family.

We've been helping people move home for over 100 years so you're in good hands when you relocate with Grace.

#### Services

- Removals, storage & insurance
- Global mobility technology
- Expense administration
- Relocation administration
- Cost estimates with global tax and benefit calculations
- International assignment management
- Mobility consulting & program development
- Program and policy reviews
- Property management

### • Relocation Services

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From finding a suitable school for children, attending rental property inspections, organising transit insurance or undergoing cultural briefings in a new country, Grace can find the solution to ensure your team settles into their new home faster.

#### Services

- Visa and immigration
- Moving services
- Storage services
- Insurance
- Partner support
- Cultural & language training
- Art transport

### • Destination Services

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Grace delivers destination services in Australia, New Zealand and 120 countries around the world. Each destination service is coordinated by a single Grace Mobility Specialist whose focus is on overseeing and coordinating relocation services from the time of initiation through to invoicing.

#### Services

- Access to our online portal and city guides
- Home and school search
- Area orientation
- Furniture rental
- Temporary accommodation
- Flight bookings / airport transfers
- Rental car bookings
- Home sale / home purchase management
- Housing differentials

**Our consultative approach focuses on balancing service costs, mobility outcomes and program equity objectives.**

## Benefits

### Our people

We know that people are our most valuable asset and therefore happily invest not only in their training, but also in providing a challenging and dynamic environment. That's why we can guarantee that your dedicated Mobility Specialist is supported by a team of professionals who pride themselves on exceeding expectations and providing outstanding customer service – because they want too.

### Our coverage

With over 40 branches in Australasia, and an extensive international partner network, Grace ensures that whatever the destination, we can deliver.

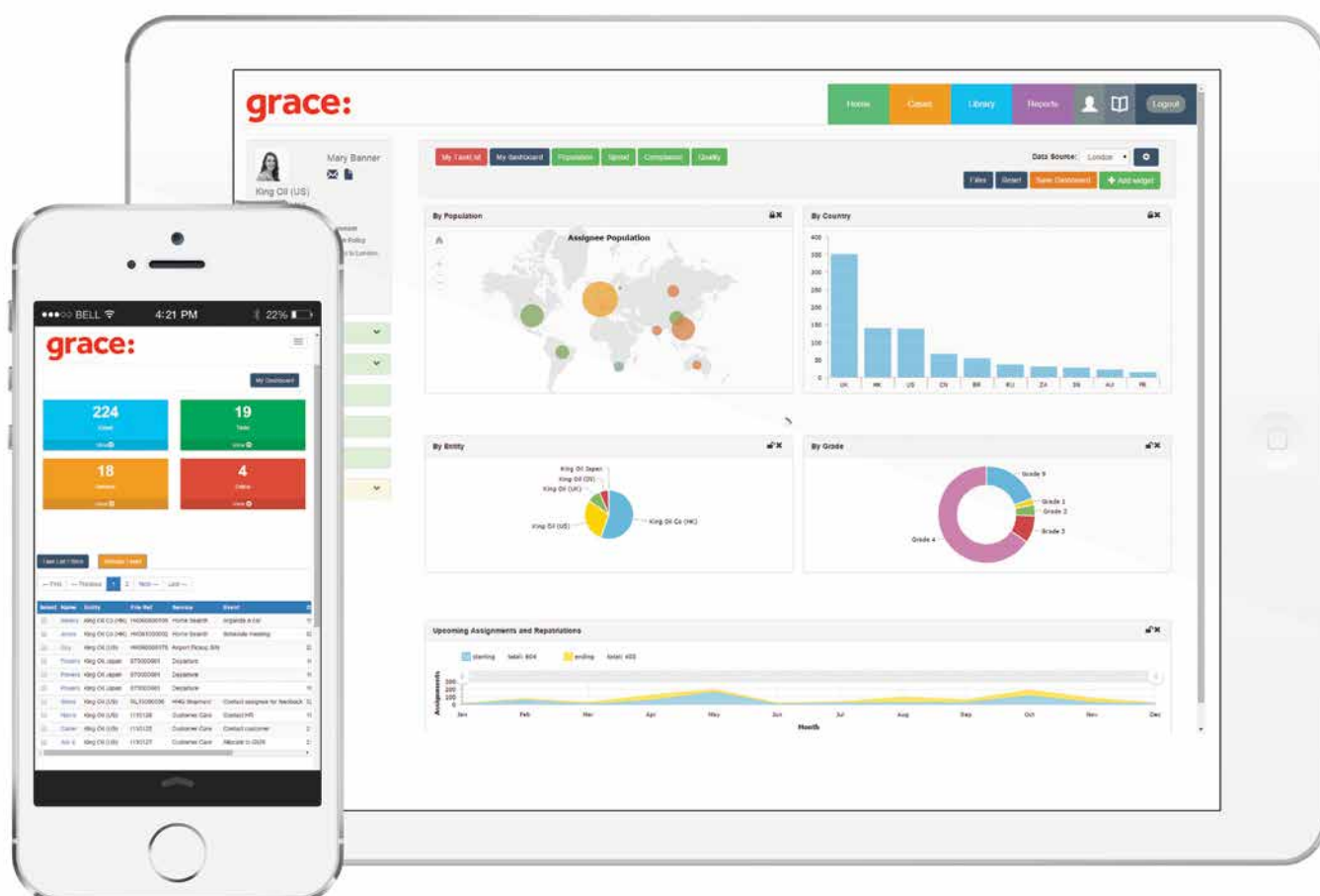
### Our continued support

We know that a successful relocation doesn't just stop once a transferee is settled into their accommodation. That's why we provide continued support for up to 6 months, which allows us to take care of the little things that can make a big difference.

### Our technology

Grace's Global Mobility technology provides a single online platform to manage your relocation program. From individual removals to complex international assignments our integrated platform manages every stage of the relocation process. Customisable to your policy and program requirements, features include:

- Desktop & mobile application
- HR mobility workflow management
- Self-service portal for HR, procurement & assignees
- Stakeholder collaboration
- Compliance – tax & immigration
- Expense management
- Cost estimate & balance sheet calculations
- Vendor management
- Integration API
- Dashboard / reporting & analytics
- Business traveller tracking
- Industry leading security









# Storage

At Grace, our team is committed to ensuring your storage solution meets your needs and is as stress-free as possible.

Grace provides flexible storage options that can be tailored to meet your budget. Whether you're moving to a smaller home, you're travelling overseas for an extended period, you need to stay at a temporary residence during the relocation process, or your business has simply run out of space, we provide reliable and customised solutions to meet your specific needs.

All Grace storage facilities maintain a high standard of service, are weather-proof, clean, and free from pests due to our strict pest-control protocol. Our clean and secure facilities contain purpose-built storage modules that are protected by state-of-the-art security systems for peace of mind. For added convenience, your storage module can be accessed at any time, subject to reasonable notification.

The highly-experienced team at Grace are specially trained to handle, pack, move, and store rugs, fine china and glassware, and other delicate items. We provide the extra care that these items need to ensure they are safe and intact while in transit or storage. From individually wrapping breakables with high-quality packing materials to storing fragile antiques in custom-fitted crates, we will give you confidence that all of your items remain in the best possible condition with Grace.

# Whatever the reason, we have a storage solution that will meet your needs.

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## • Short & Long Term Storage Solutions

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### Short Term Storage Solutions

Grace offers short term clean and secure storage solutions, perfect for those who need an affordable temporary solution while in transit, or a short term solution to a business storage shortfall. While in our dedicated storage modules, your items will be protected by state-of-the-art security systems and are available at any time, subject to reasonable notification. That way you can enjoy peace of mind knowing that your items are safe, but available to you when you need them.

### Long Term Storage Solutions

Enjoy the convenience and flexibility of storing your extra items with Grace. We offer secure solutions that won't break your budget. As with our short term storage solutions, your items will be protected for the entire duration of their stay and are accessible with reasonable notification.

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## • Mobile Self Storage

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Let us take the hassle out of storage for your home or business. We understand you need a no-fuss storage solution which doesn't cost the earth, so we bring our mobile storage modules to wherever you need them (available in selected locations around Australia). Then, all you have to do is load your goods into the clean and secure cage, lock the doors and we'll take it from there.

### Load4U

Selecting what you want to store is hard enough, we can also take care of the packing and loading with our Load4U service.

### Box Shop

Our online box shop offers a comprehensive range of packing boxes and protective products to help when placing your items into storage. We can arrange for these to be delivered at the same time as your self storage module, or alternatively at a time that suits you.

### Insurance

We take every precaution possible to protect your goods, but for added peace of mind we can also help you arrange insurance.









# Fine Art

Our specialist fine art division is highly experienced in the transportation and storage of paintings, delicate ceramics, antiques, sculptures and other valuable items.

Grace is one of Australia's leading providers of fine art transportation, proudly working with leading galleries and avid art collectors across Australia and New Zealand. Our specialist fine art division is highly experienced in the transportation and storage of paintings, delicate ceramics, antiques, sculptures and other valuable items.

We afford the highest level of special protection for your collection:

- 24/7 security systems
- Restricted monitored access and entry
- Storage insurance
- Humidity and climate control options
- Packing and crating services
- Painting racks
- Electronic inventory and tracking

With Grace, you can rest assured that your valuable fine art pieces are in experienced hands.

Our fine art specialists use packaging methods that meet international gallery and museum standards.

Your fine art pieces will be cared for using special packing equipment, placed into customised packing crates by trained professionals and transported by a fleet of climate-controlled vehicles.

Our specialised fleet of vehicles are designed to protect your collection from any environmental damage, and to maintain your pieces in the best possible condition.

# You can rest assured that your valuable fine art pieces are in experienced hands.

## • Relocations

With over 40 branches across Australia and New Zealand, and an extensive international partner network, Grace offers highly specialised local, interstate and international art and antique relocation services to meet your needs.

Your fine art pieces will be cared for using special packing equipment, placed into customised packing crates by trained professionals and transported by a fleet of climate-controlled vehicles.

Our specialised fleet of vehicles are designed to protect your collection from any environmental damage, and to maintain your pieces in the best possible condition.

## • Logistics

We handle all types of special projects and offer unique services to maintain your collection's value.

Whether it's an art exhibition or fair, we have years of experience protecting the conditions of prized collections during transit and storage.

Our team of art relocation experts are also trained in the installation, cataloguing and coordination of exhibits throughout Australia and New Zealand.

## • Insurance

Whilst we take every care of your art and antiques whilst they are in our care, it is always best to ensure complete peace of mind. We can assist you with insurance options to meet your needs while your collection is in transit or in storage.

## • Consultancy

We handle all types of special projects and offer unique services to maintain your collection's value. Our expert consultants will meet with you to discuss your particular requirements and will then put together a solution customised to meet your needs.

## • Storage

We afford the highest level of special protection for your collection while it is in our care, with specialised art storage facilities in key locations including:

- 24/7 security systems
- Restricted monitored access and entry
- Humidity and climate control options
- Painting racks
- Electronic inventory and tracking



# Quality & Accreditation

## Quality Assurance



Quality  
ISO 9001

SAI GLOBAL



Health & Safety  
AS 4801

SAI GLOBAL



Environment  
ISO 14001

SAI GLOBAL



Health & Safety  
OHSAS 18001

SAI GLOBAL



Information  
Security  
ISO 27001

SAI GLOBAL

## Information Management



## Fine Art



## Mobility



## Removals & Storage



FIDI ACCREDITED  
INTERNATIONAL  
MOVER

Fidi-Faimplus certified branches listed at:  
[grace.com.au/about-us/quality-assurance](http://grace.com.au/about-us/quality-assurance)



**HOME | CORPORATE | COMMERCIAL**

Our diverse range of services are designed to be fully integrated, offering you a holistic solution. To help you identify where Grace can add immediate value for you, we categorise our services into three customer segments: Home, Corporate and Commercial. Clicking on to these sections on our website will help you easily find what you're looking for.

[grace.com.au](https://grace.com.au) | 1300 164 608 (within Australia)  
[graceremovals.co.nz](https://graceremovals.co.nz) | 0800 472 2369 (within NZ)

**grace:**

**Always more.**