

Crown Relocations

Moving Your World

Go knowing
www.crownrelo.co.nz



Kiwis Moving Kiwis

Welcome to Crown New Zealand. We would like to thank you for the opportunity to provide a quotation for your forthcoming relocation.

This brochure will introduce you to Crown and tell you a little more about who we are, our capability and why we can be entrusted with your household goods and personal effects.

Whether you are moving locally or long distance we look forward to being of service and wish you all the best for your new adventure.

Go knowing with Crown!



Our Team are Winners!



Fast Facts About Crown!

- The Crown network spans 50 countries across seven continents and is the largest privately owned moving company in the world!
- We have been delivering a great service to our valued customers in New Zealand for over 50 years.
- Our 10 kiwi branches and storage facilities services every postcode, from the North Cape to Bluff.
- Our team are winners! We have won two of Asia Pacific's top industry service awards in succession – the only Kiwi company to ever win any!
- Crown New Zealand are also market leaders in the Information Management, World Mobility and Workplace Relocation industries.



Getting to know us...

→ Reducing our environmental impact

At Crown we recognise that our activities can sometimes negatively impact the environment. Our goal is to address these issues by reducing consumption, reusing materials and recycling. Here are some of our 'big ticket' initiatives;

-  Our long distance relocations are containerised. Since 2005 we have taken over 50,000 truck journeys off the road by using a combination of road, rail and coastal shipping networks.
-  We have a fleet of over 20 eco hybrid cars and inner city trucks, reducing fuel consumption by up to 70% vs conventional powered vehicles.
-  Our policy is to reuse all serviceable packaging materials, saving the energy and resources needed to extract and produce new materials.



→ Corporate Social Responsibility

Our goal is to positively impact the communities we serve. We are passionate supporters of The Salvation Army, our community partner of choice.

For over a decade we have forged an enduring partnership in support of the Sallies foodbanks, family stores, disaster relief projects and by providing resources for community projects. Annually, we collect and deliver over 3,000 'priority cartons' of essential supplies.

Crown are honoured to be one of only five New Zealand companies (since 1883) to have ever received the Salvation Army 'Valued Partner Award'.



Getting to know our People...

→ Our people make the difference

Our Crown Values underpin everything we do, they shape how we interact with each other, our customers, service partners and external stakeholders.

 **Determined**

 **Open-minded**

 **Caring**

 **There**

 **Sharing**

Our Customer Success goals are;

- To be there when customers need us.
- To meet our customers unique needs.
- To communicate and behave in a way that reflects our customer's values.
- To amplify who our customers are.

For office based staff, we have built a robust online learning and development platform of accredited skills and development courses.

For operations staff we have a clear pathway of structured training and accreditations from entry level right through to the high level pro packer.



“D&I policy at Crown isn’t just about creating a more inclusive and tolerant working environment. It’s incorporating those principles into everything we do.”

Magali Delafosse
Group Vice President
Human Resources

→ Diversity & Inclusion

‘I am me. You are you. Together we are Crown’

We are committed to building an organisation that fosters and supports diversity and inclusion (D & I), empowering women and attracting diverse talent.



- We incorporate the principles of diversity and inclusion into everything we do, not just internally but in all dealings with our customers.
- Our Crown Coronets (women’s network) and Crown Pride (LGBT network) provide a valuable insight and voice in the development of inclusive policies within our business.

Your Privacy Matters

→ Data Privacy

Not a day goes by without a news story about data privacy or cyber security. If you use the internet, have a social media account, send emails or wear a fitness tracker, you have been sharing personal information which could be exploited to harm you.

When dealing with a moving company you are especially vulnerable given that you will provide a household goods inventory, insurance valuations, moving dates, financial information, addresses, contact details and lots more.

→ Data Protection

At Crown we are committed to protecting the right to privacy for our customers – being fully compliant with high level (GDPR) standards. Access to your personal information is strictly controlled and ring fenced on a 'need to know' basis.

Crown employees must successfully complete data privacy training and sign strict policies that guide the way they transmit information. Our data processing structures enable early identification and quick intervention in the event of a privacy breach.

Crown is fully committed to an overall security strategy that includes strict governance, innovative IT solutions and an employee led culture of education, training and vigilance.



Your Belongings Matter

→ Storing your Personal Effects

Crown provide a broad range of storage solutions for both short and long term requirements. Purpose built facilities and equipment are used to provide maximum safety and security;

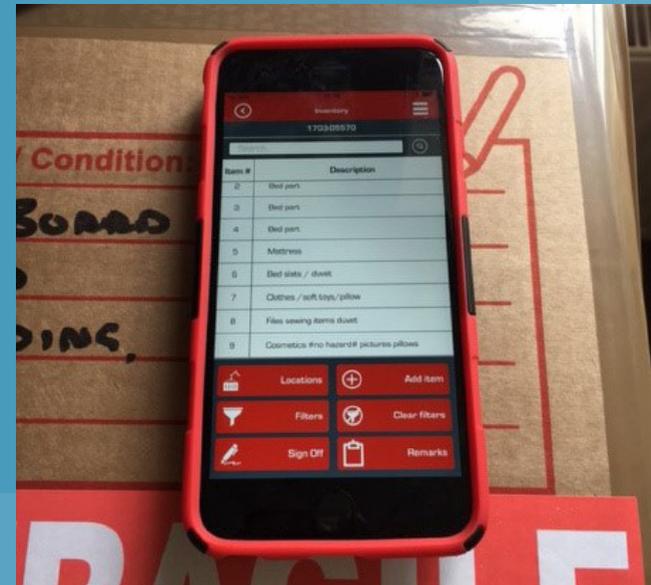
- Custom built 'kiln dried' storage modules designed for safety and easy access. In most instances these can be direct loaded and delivered at residence.
- All major Crown facilities are licensed by NZ Customs and the Ministry for Primary industries (MPI) and meet strict guidelines for security and access.
- Crown facilities are alarmed and electronically patrolled and monitored by external security specialists. Goods can be retrieved at any time, given reasonable notice.



→ E-Packing

Crown's innovative e-Packing is a unique digital inventory solution that uses barcodes and photos as follows;

- Crown's move crew carry smartphones with the e-Packing application.
- Once packing begins, your belongings are catalogued digitally and bar-coding labels are applied, while we also note any pre-existing conditions for you to sign off.
- Everything is catalogued, bar-coded and scanned at your residence, this is repeated throughout the journey to ensure nothing is lost – including into and out of storage. After your pick up is complete you are emailed a copy of your inventory for your records.
- At your destination our crew can then scan the items into your new home and you have a complete digital record of their condition and inventory.



Peace of Mind

Whether you're moving across town or long distance, Crown Relocations provides a complete range of Movers Insurance options. Our custom designed, industry leading Crown Care Protection will enable peace of mind throughout the relocation process.

→ Why purchase Transit Protection

Just as we insure our lives, our incomes, our health, our vehicles, our business and our homes, it is crucial to protect what's most valuable to you while in transit.

While Crown takes every precaution to ensure your possessions are safe and secure, in rare circumstances, loss or damage can occur due to unavoidable or unforeseen circumstances.

→ Lump Sum Cover - it's never been easier!

Crown recommend our LUMP SUM cover. It's never been so easy to insure your goods in transit. There's minimal paperwork, no confusion over valuations or premiums, and a 100% assurance of full protection and peace of mind in the unlikely event of a claim.



Crown Care Transit Protection

The Features	What it means to you
Replacement Cover	Most 3rd party cover is a market or depreciated value, Crown Care is at full replacement cover.
In-House Settlement	Crown have our own in-house Insurance Manager who is charged with rapid, no fuss settlement of claims as an extension of our Customer Service.
Specialist Cover	Crown Care is a specialist policy and not an extension of household contents cover. It provides comprehensive protection for the full lifetime of the service and will not affect any no-claims benefit or any other household cover.
Crown Care Options	Crown provide a range of cost effective options with all policies tailored to suit the individual. Clients can choose to complete a valued inventory or take lump sum cover. There are additional options for pairs and sets, electrical and mechanical derangement, Packed by Owner option etc.

Everyone needs a **Helping Hand!**



We know that for many of us moving house can be very difficult and stressful at times. Find out how much easier it can be with our 'Helping Hand' service.

If you are elderly, have a disability, incredibly busy at work, have a young family, are time poor or arranging a move on behalf of someone else this is the service you need.

Our Helping Hand assistants are trained to ensure you have the best possible moving day experience.

Each situation is different and our assistants have the empathy and experience to cope with whatever needs doing. Whether you want help with the unpacking or packing of your personal items, setting up the kitchen or just need a representative on-site because you can't be there, this is all discussed and sorted out well before your moving day so you know exactly what is going to happen.

Some of the common jobs performed by our Helping Hand assistants include;

- Coordinating the move day plan (in advance) to make sure everything is organised and be there to ensure the movers do exactly what they are supposed to do.
- Making sure everything is accounted for, checked against the movers inventory and the house is tidy before the movers leave for the day.
- Run errands so you can be there all day or be on site so you can go to work or take the children out for the day.
- Assist the elderly or disabled with the things they may find difficult to do on their own. This could include putting things away, setting up the kitchen or keeping an eye on the movers.
- Help pack or unpack some of your personal items that you do not want the movers to assist you with.

Getting Started

It doesn't matter whether you are moving across the road or around the country, it can be a very stressful experience. Crown are committed to making your move a positive experience.

→ Your Move Manager

- ✓ A dedicated Move Manager will act as your point of contact and manage your move.
- ✓ Your Move Manager will take complete responsibility for managing your relocation from preparation to the final delivery.

Your Move Manager will ...

- ✓ Keep you informed of all schedules and timing.
- ✓ Keep you up-to-date via our Traffic Light Tracker.
- ✓ Assist you with required documents, which can often seem confusing and complex.
- ✓ Assist with and review your Insurance proposal.
- ✓ Arrange and advise on Helping Hand.
- ✓ Arrange and advise on additional services such as:

- House cleaning services
- Pet relocations
- Vehicle relocations
- Other specialist services

Your 'Traffic Light' System

Green / Orange / Red: What do they mean?

-  Everything is on track at this point in your move
-  Things are 'Work in Progress' but nothing to be concerned about
-  Needs urgent attention either from my side or yours





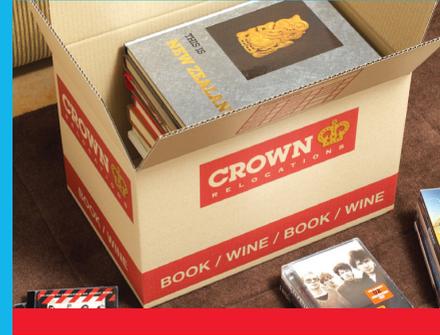
Getting Packed

Having the right people who are well trained is the best way to take care of your belongings. Crown provide a uniformed and security cleared operations crew for 'moving out' day. Our operational training places an emphasis on the correct 'behaviour' to ensure that we are excellent house guests.

After all ... the operations crew will be house guests of the family for several days and are entrusted with the care of their personal effects and family heirlooms.

➔ Crown Innovation

- ➔ i-Foam carton with 'foam moulding' technology.
- ➔ i-Bubble carton with 'air pillow' technology.
- ➔ Crown Crystal carton with reinforced extra thickness.
- ➔ Heavy duty removal pads to cover all furniture.
- ➔ Extra thick plastic bags for lounge suites and mattresses.
- ➔ Export wrapping techniques upon request.
- ➔ Custom-built crates (by arrangement) antiques, artwork etc.
- ➔ Owner packed options upon request.
- ➔ Crown's unique digital inventory solution e-Packing.



Getting There

→ Direct Loading at Residence

Crown endeavour to direct load at the client's residence.

Direct loading is an option that minimises the number of times your goods are handled, which in turn reduces the risk of accidental damage.

Please discuss this with your Crown consultant as the service may not be available in some circumstances.

→ Containerised Transport

Crown has made the commitment to get our customers to where they need to be, when they need to be there. We have a number of transport options available, tailored to suit our customers and their destinations. This enables us to deliver the lowest possible carbon footprint and enhance customer safety.

- Custom-built containers specially designed for the transportation of household goods.
- Containerised transport is a safe and cost effective alternative.
- Tie rails used to secure loads and prevent movement.
- Containerisation eliminates unnecessary double handling of goods.

→ Local Moving

For local moving Crown utilise a fleet of purpose built furniture vans or customised flat deck container trucks.

All vehicles are specifically designed and equipped for the sole purpose of transporting household goods.



Getting Delivered

We believe moving in should be as straightforward as moving out.

→ Your Delivery Crew

- Our crew will show the same care and attention when delivering your effects, because they share the same approach and the same values as the origin team.
- It's Crown all the way, wherever your delivery may be.

→ Your Move Manager

- The same dedicated Move Manager will act as the primary point of contact at destination.
- They will make sure that you are well looked after and fully informed, every step of the way.
- Their role is to ensure you are very satisfied with all the services received.



→ Delivery Services

- Uniformed and security cleared Crown staff on delivery.
- Original packing inventory checked off.
- All items placed in appropriate rooms.
- Items disassembled by Crown are reassembled.
- Furniture items wrapped by Crown are unwrapped.
- Option available for unpacking cartons to a flat service.
- Removal of waste packing materials after delivery.

→ Tips for Delivery Day

- Avoid having your delivery scheduled on the same day as your property settlement, given that settlements can be subject to delays.
- Ensure Crown is aware of any access issues at your new residence.
- You or a representative should be present on delivery day to ensure the level of assistance provided meets your needs.
- Where practical, arrange for your children to be looked after or engaged in an activity during the day.



Why choose Crown

- Crown are fully compliant with high level (GDPR) privacy regulations. Access to your personal information is strictly controlled. Crown do not sell information and have the highest level of cyber security across our systems.
- A true one company service where your personal effects are packed, uplifted, stored and delivered by professional Crown staff using quality Crown resources - every step of the journey.
- Innovative packing techniques and materials including our i-Bubble, i-Foam and our unique ultra-strength 'Crystal Carton'.
- Once your booking is confirmed you will be in the hands of a dedicated Crown Move Manager. There is no need to worry as they will keep you fully informed, meet all of your relocation milestones and resolve any unexpected issues that may arise.
- An in-house Crown Insurance Manager will ensure that in the unfortunate event of a claim you can expect this to be treated as an extension of the Crown service and not be placed in the hands of any 3rd party insurance agents.
- Crown has an ongoing commitment to enhancing diversity, inclusion and equal opportunity across our global network. We are aligned to the United Nations Compact with respect to the environment, human rights and community service.



WELL CONNECTED WORLDWIDE



KEY

-  Branches
-  Service Centres

-  Auckland
-  Christchurch
-  Dunedin
-  Hamilton
-  Nelson
-  Palmerston North
-  Tauranga
-  Wellington

Phone: 0800 227 696
Email: nz@crownrelo.com

www.crownrelo.co.nz



Go knowing