

JANUARY 6, 2011

Graebel ReloTRENDSSM



LOOKING FOR TOTAL EMPLOYEE SATISFACTION? GRAEBEL DELIVERS.

Relocations can be stressful for all those involved – your human resources and relocation team, your transferred people, and their families. Graebel understands the emotions and demands that come hand-in-hand with relocations, and strives to do everything possible to make the experience as stress-free and positive as possible.



AN UNWAVERING COMMITMENT TO CUSTOMER SATISFACTION

For 60 years, Graebel has delivered customer-focused, fully integrated relocation services, and our number-one goal has been ensuring the total satisfaction of our clients and their employees and families every step of the way.

Every relocation receives our uniform, high-quality services and commitment to excellence. “Commitments Made. Commitments Kept.®” – are not simply words, this is our promise to our customers and a way of life for our employees.

RAISING THE BAR ON EXCELLENCE – HELPING RELOCATING FAMILIES

When your employee is worried about relocating his/her family, the employee may not be as productive or focused on his/her job as your company may require. Graebel can help. Graebel rigorously helps prepares the employee and his/her family for what lies ahead.

This process starts during our first call when we review specific relocation policy entitlements and when we learn firsthand about your employee’s and family’s concerns and needs. And, Graebel remains in close contact and proactively seeks solutions throughout each

HOTEL RATES EXPECTED TO RISE IN 2011



employee’s relocation. Of course, in addition to our complimentary pre-move literature packet, our 24/7 secure online portal provides easy access to contact and policy details, and it features a large variety of essential destination information on topics like schools, and helpful resources including moving checklists, tips, and links.

For example, Graebel suggests employees who are relocating or traveling with children should also visit www.movemyhouse.com for information and the animated video, Jimmy’s Journey, which tells the story of relocation from a child’s point of view to help prepare for the trip.

Suggested tasks for a pre-travel to-do list include:

- > Packing a supply of medication for any medical conditions the child currently has, as well as any unexpected illnesses.
- > Arranging travel accommodations before arriving at the destination.
- > Bringing car seats or ensuring rental cars can supply up-to-date models.
- > Updating all IDs, passports or other essential documentation – especially for international travel.

Often, relocations may require air travel at some point during the process. To help parents plan their trips, employees should visit http://www.whattoexpect.com/traveling-with-kids/air-travel.aspx?xid=ob_cc_toddler and consider these suggestions:

- > Schedule non-stop flights, if possible, and try to arrange to be flying during naptime.
- > Prepare for the security line by using slip-on shoes and umbrella strollers.
- > Consider the child’s activity level before boarding early, as an extra half-hour on the plane may cause the child to be more restless.
- > Bring extra supplies and items to help ease ear pain (i.e., lollipops, sippy cups, or crunchy snacks).

Thinking ahead. Moving You Forward. Graebel will keep your relocation program ahead of the curve.

Ranked #1 in the “HRO Today” Full-Service Relocation Baker’s Dozen, Graebel delivers peace of mind – worldwide.

WHAT DO YOU NEED? HOW CAN WE HELP?

Worldwide Full-Service Relocation Services | Worldwide Moving & Storage Services | Worldwide Move Management Services | Worldwide Commercial Services

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