



***DISCOUNTED IMPORT TARIFF AND SERVICE
LEVEL AGREEMENT***

Crown Relocations

New Zealand

Rates effective 1 May 2022

Published rates include the agreed Crown discount, no further discounts apply

All shipments are expressed in AUD are handled as per the Terms & Conditions

Contents

About Grace

Account Management

Key Performance Indicators

Reciprocity

Review Meetings

Surface Shipment Rates

Motor Vehicle Rates

Surface Rates Notes

Linehaul Rates

Air Shipment Rates

Storage Charges

Other Additional Charges

General Information Sea & Air Shipments

General Information Australian Ports of Entry

Consignee Information

Grace Import Process

Import Regulations

Payment and Terms

Claims Management

Port City Facilities

Accreditations

Additional Services

About Grace

Grace is Australia's largest removals organisation, operating a national network of more than 30 branches across Australia affiliated with more 600 worldwide locations within the FIDI Global Alliance.

Our Footprint

Our expansive network allows us to easily access Grace resources and equipment from around the local region.

Grace operates a network fleet of more than 500 vehicles, supported by a national system of road and rail inter-modal transport logistics that provides uninterrupted service to our clients. The system is coordinated from our head office using custom designed software that allows all our branches to access logistical functions in real time.

With over 100 years' experience in the removals industry, we are well placed to anticipate peak activity periods and have a well developed and proven capacity to flexibly scale up our operational resourcing as necessary.



OUR AUSTRALIAN AND NEW ZEALAND NETWORK

Grace controls the largest branch network throughout Australasia. All of our international gateway locations are fully licenced and accredited with Customs, Biosecurity and the Office of Transport Security division.

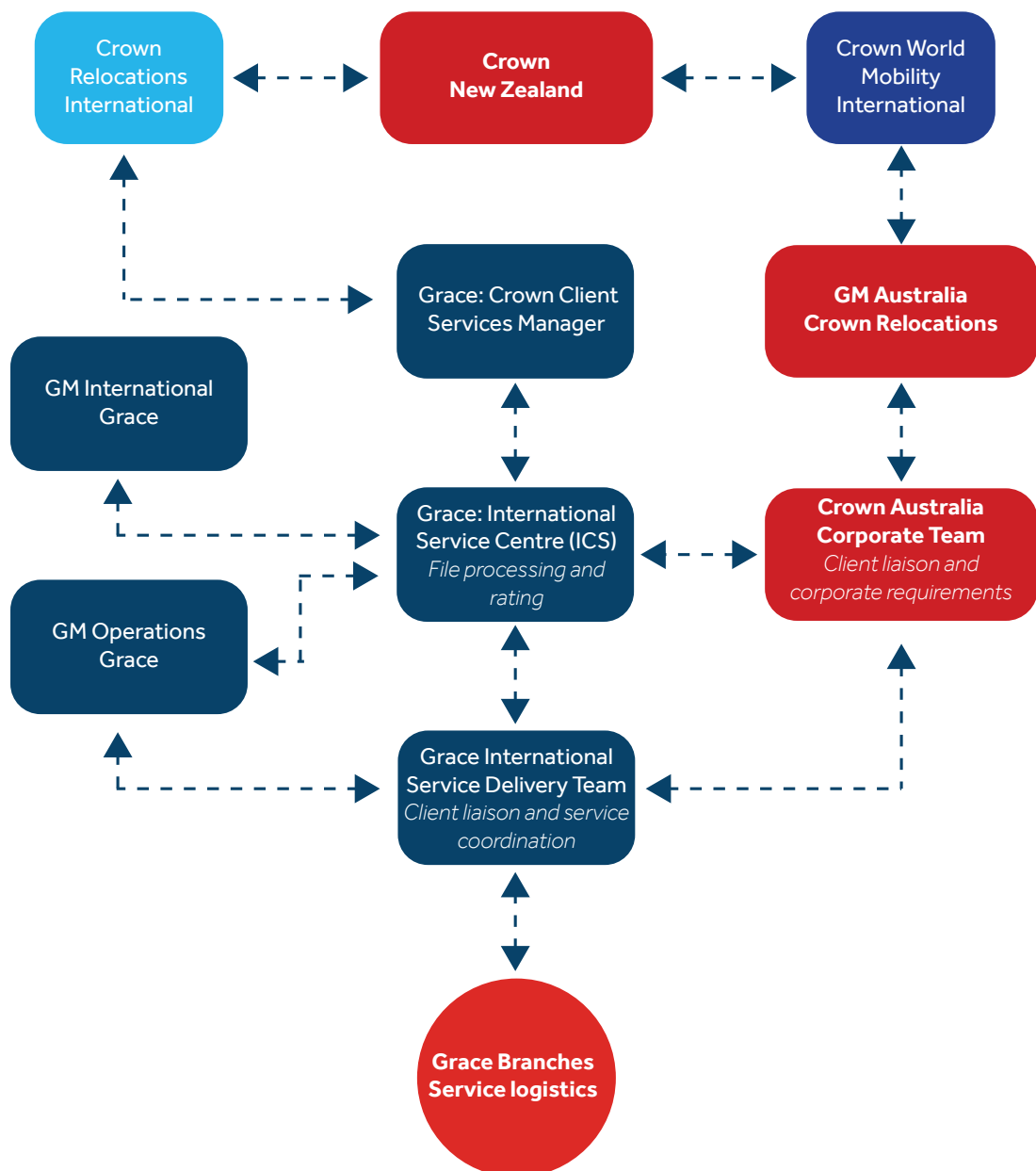


22

Our dedicated Crown service delivery team will oversee the relocation process with a mandate to deliver service excellence within the agreed key performance indicators for all inbound and controlled outbound shipments.

The team is responsible for:

- Coordination of all Crown initiated relocations
- Communication with Crown stakeholders, transferees and customers
- Logistics – Inbound and controlled exports into and out of Australia
- Third-party service coordination
- Issue resolution
- Management reporting



Key Performance Indicators (KPI)

These KPIs have been proposed to address client and customer satisfaction in service delivery.

KPI Number	KPI	Target
1	Total Clearance and delivery time in Calendar days – FCL shipments – 18 business days* from actual port arrival date.	95%
2	Total Clearance and delivery time in Calendar days – Groupage shipments – 22 business days* from actual port arrival date.	95%
3	Total Clearance and delivery time in Calendar days – Air shipments – 15 business days* from actual port arrival date.	95%
4	For inbound Crown New Zealand shipments handled exclusively by Grace, a customer service satisfaction rate of no less than:	95%
5	For outbound controlled Crown New Zealand shipments handled exclusively by Grace, a customer service satisfaction rate of no less than:	95%
6	Minimum percentage of clients completing a customer survey, inbound destination services or and outbound. origin services, via email or telephone.	55%
7	Crown New Zealand outbound controlled clients contacted within one business day (24 hours) of activation by Crown.	100%
8	Crown New Zealand inbound controlled clients contacted within 2 business days after receipt of documentation (48 hours).	100%
9	Quotation prepared within 24 hours of a survey being completed by Grace.	95%
10	Claims on all outbound Crown controlled shipments door-to-door shipments to be no greater than:	10%
11	Maintain agreed monthly and quarterly reporting and meeting cycle.	100%

**For shipments delivered within 50 kilometres of the port of arrival subject to the timely receipt of shipping and customs documentation excludes shipments held by The Australian Border Force or Australian Quarantine Inspection Service or delayed due to the late payment of duties and taxes.*

Reciprocity

As part of the service level agreement Grace Australia, Crown Australia and Crown New Zealand agree to share business between the three companies as follows.

1. Crown New Zealand will consign all Australian bound shipments to Crown Australia for World Mobility shipments and Grace Australia for Crown Relocation shipments.
2. Crown Australia will consign all New Zealand bound shipments to Crown New Zealand.
3. Grace Australia will consign all New Zealand bound shipments as follows
 - a. To Grace New Zealand offices in Auckland and Wellington for the areas they service in the North Island.
 - b. For all other North Island destinations those shipments will be consigned to Crown New Zealand.
 - c. For the South Island all shipments will be consigned to Grace Christchurch.

Each party to this agreement will offer a 20% discount to their standard tariff to include ancillary fees such as Port Infrastructure Charges and Agricultural compliance fees, provided the that standard and discounted tariff's or any proposed increases are agreed in advance of application. No discount can be applied to any third-party charge such as fumigation, port detention, port service charges etc.

Shipment volumes will be monitored and reported quarterly, both companies recognise the seasonality of the business and accept that some quarter's volumes may be above or below the reciprocity benchmark and they will look to the trend of the year in June and September with a view to improving shared business

The cubic measurement is determined on the actual volume of each shipment. Outbound controlled shipments are credited to the company controlling that shipment. For example: if Crown New Zealand secures a relocation from its client for a shipment from Australia to anywhere in the world and Grace completes the origin services and ship the goods to either POE New Zealand or to Door rest of the world, this is counted as a Crown New Zealand shipment for the purposes of reciprocity, provided Grace is billing Crown New Zealand.

Quarterly Review Meetings

Joint review meetings will be held quarterly to review KPIs, move-reports and service delivery performance. Grace will chair the meetings and dates will be set in consultation with Crown.

Meeting Attendees

Job Title/Company	Attendance
Crown New Zealand Nominated Account Management	Quarterly (Mar/June/Sept/Nov)
Crown New Zealand Nominated Service Delivery	Monthly and Quarterly (Mar/June/Sept/Nov)
Grace General Manager - International	Monthly and Quarterly (Mar/June/Sept/Nov)
Grace Client Services Manager	Monthly and Quarterly (Mar/June/Sept/Nov)
Grace General Manager - Operations	Quarterly (Mar/June/Sept/Nov)
Grace General Manager - Sales	Quarterly (Mar/June/Sept/Nov)

Review Meeting Agenda Items

1. Review minutes and actions from last meeting
2. Client feedback on performance
3. Grace will report on:
 - Performance against agreed KPI's
 - Inbound clearance and delivery statistics
 - Inbound service delivery and client satisfaction
 - Controlled outbound and client satisfaction
 - Issues identified and actions taken
 - Reciprocity reporting
 - Service and communication improvement
4. Status of invoices and payments
5. General business

Reporting

Grace can provide a range of reports subject to agreement with Crown New Zealand, reports that can be provided but not limited to include:

- Client satisfaction scores, rated by consultant (for surveys we complete) uplift crew, packing and delivery crew
- Invoicing report, invoiced and pending, credit note data and debtor information.
- Import date analysis reports for import shipments, client name, volume, mode, booking agent, date into warehouse, cleared quarantine and customs, awaiting clearance, delivered and awaiting delivery, into storage in transit, number of days from arrival to delivery.
- Warehouse movement report, storage shipments into and out of store, volume and module or container number.
- Other reports are available on request.

Surface Shipments

Points of entry: Sydney, Melbourne, Fremantle (Perth), Adelaide, Brisbane
All rates listed below are in AUD and include the agreed Crown discount

Destination Rates

Groupage: POE: Sydney, Melbourne, Fremantle (Perth) - Delivery within 50kms

Volume	Destination Services	Quarantine Inspection	Total
Minimum	\$307 Flat	\$167 Flat	\$474 Flat
2.01-4m3	\$154/m3	\$167 Flat	\$167 + \$154/m3
4.01-8m3	\$121/m3	\$167 Flat	\$167 + \$121/m3
8.01-12m3	\$106/m3	\$22.50/m3	\$128.50/m3
12.01-16m3	\$100/m3	\$22.50/m3	\$122.50/m3
16.01-20m3	\$83/m3	\$22.50/m3	\$105.50/m3

Groupage: POE: Adelaide, Brisbane (Delivery within 50kms)

Volume	Destination Services	Quarantine Inspection	Total
Minimum	\$275 Flat	\$167 Flat	\$442 Flat
2.01-4m3	\$137/m3	\$167 Flat	\$167 + \$137/m3
4.01-8m3	\$103/m3	\$167 Flat	\$167 + \$103/m3
8.01-12m3	\$95/m3	\$22.50/m3	\$117.50/m3
12.01-16m3	\$78/m3	\$22.50/m3	\$100.50/m3
16.01-20m3	\$69/m3	\$22.50/m3	\$91.50/m3

LCL: POE: Sydney, Melbourne, Fremantle (Perth) - Delivery within 50kms
Rates are per gross m3

Volume	Destination Services	Quarantine Inspection	Total
Minimum	\$600 Flat	\$167 Flat	\$767 Flat
4.01-8m3	\$150/m3	\$167 Flat	\$167 Flat + \$150/m3
8.01-16m3	\$125/m3	\$22.50/m3	\$147.50/m3
16.01m3+	\$115/m3	\$22.50/m3	\$137.50/m3

LCL: POE: Adelaide, Brisbane (Delivery within 50kms)
Rates are per gross m3

Volume	Destination Services	Quarantine Inspection	Total
Minimum	\$570 Flat	\$167 Flat	\$737 Flat
4.01-8m3	\$135/m3	\$167 Flat	\$167 + \$135/m3
8.01-16m3	\$118/m3	\$22.50/m3	\$140.50/m3
16.01m3+	\$106/m3	\$22.50/m3	\$128.50/m3

Sole Use FCL: POE: Sydney, Melbourne, Fremantle (Perth) - Delivery within 50kms

Container	Volume	Destination Services	Quarantine Inspection	Total
20ft	0-15m3	\$1,312	\$424	\$1,736
20ft	15.01-20m3	\$1,392	\$424	\$1,816
20ft	20.01-25m3	\$1,568	\$424	\$1,992
20ft	25.01-30m3	\$1,728	\$424	\$2,152
40ft	30.01-35m3	\$2,352	\$640	\$2,992
40ft	35.01-40m3	\$2,392	\$640	\$3,032
40ft	40.01-45m3	\$2,528	\$640	\$3,168
40ft	45.01-50m3	\$2,665	\$640	\$3,305
40ft	50.01-55m3	\$2,721	\$640	\$3,361
40ft	55.01-60m3	\$2,806	\$640	\$3,446
40ft HC	60.01-72m3	\$3,063	\$676	\$3,739

Sole Use FCL: POE: Adelaide, Brisbane (Delivery within 50kms)

Container	Volume	Destination Services	Quarantine Inspection	Total
20ft	0-15m3	\$1,248	\$424	\$1,672
20ft	15.01-20m3	\$1,323	\$424	\$1,747
20ft	20.01-25m3	\$1,490	\$424	\$1,914
20ft	25.01-30m3	\$1,643	\$424	\$2,067
40ft	30.01-35m3	\$2,235	\$640	\$2,875
40ft	35.01-40m3	\$2,273	\$640	\$2,913
40ft	40.01-45m3	\$2,403	\$640	\$3,043
40ft	45.01-50m3	\$2,535	\$640	\$3,175
40ft	50.01-55m3	\$2,587	\$640	\$3,227
40ft	55.01-60m3	\$2,667	\$640	\$3,307
40ft HC	60.01-72m3	\$2,912	\$676	\$3,588

Indicative Terminal Handling Charges

For charges not pre-paid:
FCL (Single or Groupage) ISO 20ft Containers: **AUD 675 lump sum**
FCL (Single or Groupage) ISO 40ft Containers: **AUD 825 lump sum**
LCL Container Shipments: **AUD 185 per cbm (minimum AUD400)**
Customs Clearance & Documentation Fee: **Included for personal effects shipments**

Note - we strongly recommend that these terminal/port charges are prepaid at origin; invariably the rate you pay at origin will be less than we are required to pay at destination. If not pre-paid, Grace will bill actual charges +10% back to the origin office. If you are using an NVOCC, the charges may be significantly higher than those quoted above. Please ensure that when you do prepay the terminal charges, that you cover ALL charges i.e. THC, port charges, delivery order (EIDO), document fees, CMR, etc. otherwise we will be required to bill these costs back to you. We will provide a copy of the disbursement invoice together with our charges.

Motor Vehicles (Handout at Depot)

Vehicle in sole-use container **AUD 1470**
Car in container with effects: **AUD 1250**
Motorbikes in container with effects: **AUD 875**
Trailers in container with effects: **AUD 875**

Boats- vary, please contact destination office for rates when costing
Above rates now include the commercial customs clearance fee

Surface Rates Notes

Pricing

- Destination rates are calculated for delivery up to 50km from the POE or city centre, if there is any confusion with this please contact the relevant Grace destination office
- All other locations are available via our online MATT system rates portal - mattcloud.co/Grace/main, or via our rates team at partners@grace.com.au. Access can be requested to the rates portal via our partners email above.

Inclusions

- ✓ Collection from port and delivery to residence - ground and first floor with normal access
- ✓ Customs clearance
- ✓ Unpacking to bench-top level only
- ✓ Basic furniture reassembly and removal of debris - same day
- ✓ Dept of Agriculture Biosecurity (DAWE) inspection fees are excluded but listed separately in the rates tables
- ✓ Cars, motorbikes and trailers include the commercial customs clearance fee
- ✓ Crown agreed discount has been applied to the published rates, no further discounts apply

Exclusions

- ✗ Terminal handling charges (see notes below)
- ✗ Delivery above the ground floor with lift access or ferry vehicle
- ✗ Reassembly of kit-type furniture (e.g. IKEA)
- ✗ Heavy lifts (e.g. safes, pianos, etc.) and difficult access delivery
- ✗ Demurrage
- ✗ Duties & taxes
- ✗ Storage and warehouse handling
- ✗ Third-party charges including, but not limited to, fumigation, maid or handyman services and physical inspection by customs
- ✗ Australian port infrastructure charges

Australian Port Infrastructure Charges

- A mandatory charge will be added to ALL surface shipments to cover the compulsory infrastructure charges now imposed by all Australian sea ports.
- Flat per container rates will be added to all surface containers.

POE	Per container
Adelaide	AUD\$124
Brisbane	AUD\$212
Fremantle	AUD\$116
Melbourne	AUD\$204
Sydney	AUD\$220

Quarantine - Dept of Agriculture

- All shipments entering Australia are examined by Quarantine (DAWE) Officers and these exam costs are shown separately in our destination rates tables.

Groupage Container Minimums

- Groupage containers are subject to minimum loading densities: 20' - 22cbm and 40' - 45 cbm.

Debris Collection

- If we need to return to the residence to collect debris after the initial delivery, additional charges will apply.

Linehaul Rates

From/ To	Adelaide	Brisbane	Melbourne	Perth	Sydney
ADELAIDE		\$63/m3	\$45/m3	\$35/m3	\$58/m3
ALBANY	\$104/m3	\$142/m3	\$130/m3	\$26/m3	\$132/m3
ALICE SPRINGS	\$82/m3	\$121/m3	\$104/m3	\$95/m3	\$102/m3
BRISBANE	\$73/m3		\$73/m3	\$84/m3	\$59/m3
BROOME	\$177/m3	\$209/m3	\$194/m3	\$110/m3	\$200/m3
BUNBURY	\$101/m3	\$138/m3	\$127/m3	\$21/m3	\$128/m3
BUNDABERG	\$120/m3	\$51/m3	\$120/m3	\$130/m3	\$102/m3
CAIRNS	\$135/m3	\$88/m3	\$135/m3	\$145/m3	\$119/m3
CANBERRA	\$68/m3	\$59/m3	\$65/m3	\$66/m3	\$23/m3
DARWIN	\$114/m3	\$147/m3	\$130/m3	\$127/m3	\$143/m3
ESPERANCE	\$134/m3	\$175/m3	\$159/m3	\$63/m3	\$165/m3
GERALDTON	\$104/m3	\$142/m3	\$130/m3	\$26/m3	\$133/m3
GOLD COAST	\$88/m3	\$16/m3	\$88/m3	\$98/m3	\$49/m3
HOBART	\$91/m3	\$94/m3	\$71/m3	\$97/m3	\$98/m3
KALGOORLIE	\$81/m3	\$124/m3	\$107/m3	\$51/m3	\$114/m3
KARRATHA	\$152/m3	\$185/m3	\$177/m3	\$84/m3	\$183/m3
MACKAY	\$114/m3	\$65/m3	\$114/m3	\$124/m3	\$93/m3
MELBOURNE	\$37/m3	\$40/m3		\$42/m3	\$44/m3
NEWCASTLE	\$63/m3	\$49/m3	\$58/m3	\$62/m3	\$26/m3
PERTH	\$81/m3	\$124/m3	\$107/m3		\$114/m3
PORT HEDLAND	\$153/m3	\$186/m3	\$178/m3	\$84/m3	\$184/m3
ROCKHAMPTON	\$114/m3	\$65/m3	\$114/m3	\$124/m3	\$93/m3
SUNSHINE COAST	\$91/m3	\$20/m3	\$91/m3	\$102/m3	\$72/m3
SYDNEY	\$52/m3	\$37/m3	\$48/m3	\$44/m3	
TOWNSVILLE	\$124/m3	\$71/m3	\$124/m3	\$129/m3	\$103/m3
WODONGA	\$61/m3	\$61/m3	\$48/m3	\$65/m3	\$35/m3
WOLLONGONG	\$63/m3	\$49/m3	\$61/m3	\$56/m3	\$13/m3

Notes on Linehaul Rates

- Minimum charge is 1 cubic metre
- All rates above are AUD per cubic metre and in addition to the destination rates covered in this tariff
- Rate covers movement between Grace depots between the major towns/cities listed
- All consignments must be cleared through customs and quarantine at the port of entry into Australia
- Consignments cannot move underbond to the final delivery destination

Air Shipments

Airports of entry: Sydney, Melbourne, Perth, Adelaide, Brisbane
All rates listed below are expressed in AUD and include the agreed Crown discount

Air Shipment Rates

Air: Airport Arrival: Sydney, Melbourne, Perth (Delivery within 50kms)

Air Chargeable Weight	Destination Services	Quarantine Inspection	Total
Minimum	\$422 Flat	\$167 Flat	\$589 Flat
240-340 kgs ACW	\$1.76/kg	\$167 Flat	\$167 + \$1.76/kg
341-454 kgs ACW	\$1.24/kg	\$167 Flat	\$167 + \$1.76/kg
455-910 kgs ACW	\$1.00/kg	\$167 Flat	\$167 + \$1.00/kg
911-1229 kgs ACW	\$0.95/kg	\$167 Flat	\$167 + \$0.92/kg
1230 - 1820 kgs ACW	\$0.92/kg	\$0.17/kg	\$1.09/kg
1821 kgs ACW +	\$0.85/kg	\$0.17/kg	\$1.02/kg

Air: Airport Arrival: Adelaide, Brisbane (Delivery within 50kms)

Air Chargeable Weight	Destination Services	Quarantine Inspection	Total
Minimum	\$390 Flat	\$167 Flat	\$557 Flat
240-340 kgs ACW	\$1.62/kg	\$167 Flat	\$167 + \$1.62/kg
341-454 kgs ACW	\$1.14/kg	\$167 Flat	\$167 + \$1.14/kg
455-910 kgs ACW	\$0.98/kg	\$167 Flat	\$167 + \$0.98/kg
911-1229 kgs ACW	\$0.92/kg	\$167 Flat	\$167 + \$0.92/kg
1230 - 1820 kgs ACW	\$0.87/kg	\$0.17/kg	\$1.04/kg
1821 kgs ACW +	\$0.76/kg	\$0.17/kg	\$0.93/kg

Airline Terminal Handling Charges

All airline terminal handling charges will be billed back based on chargeable weight as shown on the air waybill +10% disbursement: Allow \$1.20 per kg (minimum \$240).

Pricing

- Destination rates are calculated for delivery up to 50km from the POE or city centre, if there is any confusion with this please contact the relevant Grace destination office
- All other destinations are available via our online MATT system rates portal - mattcloud.co/Grace/main, or via our rates team at partners@grace.com.au. Instant rates system access can be requested to the rates portal via our partners email above.

Airport Terminal Charges/Airline Agent Fees

- Actual charges vary across airlines and freight forwarders, so we have based the above charges on the average. However, if the per kilo charge exceeds this amount, we will bill at cost +10% and provide a supporting copy of the service provider's invoice.

Quarantine - Dept of Agriculture (DAWE)

- All shipments entering Australia are examined by the Dept of Agriculture (DAWE) officers, these examination costs are shown separately in the destination rates above.

Storage Charges

Goods in Transit (up to 90 Days)	\$1.63	Per CBM	Per Week	Min \$20
Long term storage (after 90 days) includes 10% GST	\$1.79	Per CBM	Per Week	Min \$20
Bonded Storage	\$10	Per CBM	Per Week	Min \$50
Handling In and Out	\$20	Per CBM	One Time	Min \$100
Delivery from store after 90 days	\$35	Per CBM	One Time	Min \$100

- Shipments impacted by delays in clearance due to incomplete or non-compliant documentation will be subject to bonded storage charges.
- Arrangements for delivery will be made during the first 7 days after arrival at the delivery branch. Clients unable to receive shipments during this time will be subject to storage charges from the date of clearance until the first date of client availability for delivery.
- Delivery ex-store charges are applicable on all shipments remaining in storage 90 days after clearance.

Other Additional Charges

- The rates below apply to all locations covered by this schedule and can be prepaid or, where advised by the origin branch, can be paid directly by the client upon arrival.
- The following list is not exhaustive and only covers the most common of possible additional charges.
- Some of these charges relate to services provided by third parties, so rates are subject to clarification at the time of service delivery. Prices cannot be fixed for the period of this schedule and should be used as a guide only.

Description	Rate	Comments
Ferry / Shuttle Vehicle	\$16 per m3	(Minimum of \$385)
Access via internal lift / elevator	\$15 per m3	(Minimum \$225) Note that some residential apartment buildings require clients to lodge a refundable deposit bond prior to the delivery. Grace requires shippers to fund their own building deposit bonds.
Stair Carry	\$15 per m3 per floor	(Minimum \$225 charge) Rate per floor, beyond the first floor above ground level internally, or equivalent for external stair access.
Long Carry	\$15 per m3 per 25 metres carried	(Minimum \$225 charge)
Piano - Upright	\$240 plus stair carry	Stair Carry is \$4.50 per vertical step.
Piano - Grand	\$480 plus stair carry	Stair Carry is \$4.50 per vertical step.
Handyman Service	\$150 per hour plus materials	(Includes picture hanging) Depot-to-depot charge, with minimum 4-hour fee.
Valet Unpacking	Calculated on application	Please provide carton count details for quotation estimate. Service tailored per move – also known as a “Maid Service”.
Parking Permits	On application	Charges vary depending on the delivery city
Formal & Commercial Customs Clearance	AU\$500	Required where clearances involve the services of a third party customs broker. These include Inheritances / Deceased Estates, Boats & Aircraft Commercial Consignments.

General Information

Sea and Air Shipments

Sea Shipments

CRITICAL FACTS	
Pre- Arrival Documentation	Required 7 Days Before Vessel Arrival
Quarantine Inspection	All goods will be unloaded from shipping containers for Inspection
Customs Clearance	7- 10 Days After Vessel Arrival

In order to complete all necessary formalities, the original ocean bill of lading, together with your house bill and other documentation, i.e. packing list inventories, keys, etc. should be in our possession at least 7 working days prior to the vessel's arrival.

It is a requirement under Australian Customs Law that the impending arrival of all sea freight be electronically lodged with Australian Customs no later than 48 hours prior to its first point of arrival in Australia. Origin agents have a mandatory obligation to cooperate with this reporting requirement. Failure to comply may see origin agents incur additional lodgement costs and fines.

Consignee Instructions

Consign all ocean bills of lading to Grace International Removals via the appropriate Australian port of entry.

Destination Terminal Handling Charges

- Please note that some shipping lines which service Australia do not automatically include all local charges associated with DTHC within their prepaid terminal handling charges. For example, they may not include inward security documentation charges and similarly associated minor charges levied by the port or stevedores.
- It is important that if you are pre-paying Australian DTHC, check with the shipping line that all such charges have been included and that the container is free for release to Grace. Otherwise, these charges **will** be charged back to your account plus a 10% admin fee. These charges are not included within our standard destination rates.

Air Consignments

CRITICAL FACTS	
Pre - Arrival Documentation	Required 48 hrs prior to flight arrival
Quarantine Inspection	All goods will be unloaded from air packs for inspection
Customs Clearance	3- 7 Days after flight arrival

In order to complete all necessary formalities, the MAWB, together with your house bill and other documentation, i.e. inventories, keys, etc. should be in our possession **at least 2 working days** prior to the flight arrival. You must confirm to us as soon as you are aware the consignment has departed. Do not arrange for consignments to arrive on Fridays or Saturdays.

It is a requirement under Australian Customs Law that the impending arrival of all air freight be electronically lodged with Australian Customs no later than 24 hours prior to its first point of arrival in Australia. Origin agents have a mandatory obligation to cooperate with this reporting requirement. Failure to comply may see origin agents incur additional lodgement costs and fines.

General Information

Australian Ports of Entry

State	Port of entry	Airport arrival
	Sea	Air
Australian Capital Territory	Sydney	Canberra
New South Wales	Sydney	Sydney
Northern Territory	Darwin (or via Adelaide with freight paid through to Darwin)	Darwin/Alice Springs
Queensland	Brisbane	Brisbane
South Australia	Adelaide	Adelaide
Tasmania *	Hobart	Hobart
Victoria	Melbourne	Melbourne
Western Australia	Fremantle	Perth

Special notes:

*When consigning FCL containers to Tasmania, a Through Bill of Lading may be available from the shipping line, if unavailable then the Port of Melbourne should be used as the final destination. **All Groupage and LCL shipments for Tasmania must be consigned to POE Melbourne where inter-city linehaul rates will be applied from Melbourne.**

- The above are the recommended ports of entry for sea and air shipments with a destination within the stipulated state or territory.
- Destination services will be charged at the published rates PLUS inter-city line haul rates if applicable.
- For destinations not covered in the linehaul tariff, please contact partners@grace.com.au

Consignee Information

Consignee Instructions - Adelaide Please Consign / Notify as follows: Grace International Removals 25 Hewittson Road Edinburgh North SA 5113 Phone: + 618 8405 5010 Email: importssa@grace.com.au Att: Debra Robinson	Consignee Instructions - Melbourne Please Consign / Notify as follows: Grace International Removals 195 - 201 Princes Highway Hallam VIC 3803 Phone: + 61 3 9796 4465 Email: importsvic@grace.com.au Att: Ron Paratene
Consignee Instructions - Fremantle/Perth Please Consign / Notify as follows: Grace International Removals 236 Berkshire Road Forrestfield WA 6058 Phone: + 618 9454 0926 Email: importswa@grace.com.au Att: Katie Fong	Consignee Instructions - Darwin Please Consign / Notify as follows: Grace International Removals 11 Campion Road East Arm NT 0822 Phone: + 618 8984 3433 Email: importswa@grace.com.au Att: Paul Collier

Consignee Instructions - Brisbane Please Consign / Notify as follows: Grace International Removals 420 Sherbrooke Road Willawong QLD 4110 Phone: + 617 3246 6777 Email: importsqld@grace.com.au Att: George Cooper	Consignee Instructions - Canberra Please cosign / Notify as follows: Grace International Removals 54 Sawmill Circuit Hume ACT 2620 Phone: + 612 6232 1050 Email: importsyd@grace.com.au Att: Chris McCann
Consignee Instructions - Sydney Please Consign / Notify as follows: Grace International Removals 4 Tucks Road Seven Hills NSW 2147 Phone: + 612 9838 5600 Email: importssyd@grace.com.au Att: Rajeshni Rao	Consignee Instructions - Hobart Please Consign / Notify as follows: Grace International Removals 63 Greenbanks Road Brighton TAS 7030 Phone: + 613 6234 9499 Email: hobart@grace.com.au Att: Sam Wright

Grace Import Process

Australian bio- security regulations require ALL shipments to be inspected at an accredited Department of Agriculture, Water and the Environment (DAWE) approved premises before customs clearance is granted. This means the direct delivery of the shipping line container to residence is not possible. All goods must be unloaded into Grace DAWE approved facilities prior to quarantine inspection and customs clearance before final delivery can occur.

Customs clearance and quarantine inspection are two interlinked components of the shipment clearance process. If all documentation is received in advance and is in good order, we can obtain a green light from customs prior to the consignment’s arrival. This expedites the process, with only the quarantine inspection required. Once quarantine clearance is approved the full customs clearance is given.

The steps below show the significant steps in the shipment clearance process and the approximate time take in calendar days.



TOTAL Clearance and Delivery Times – Calendar Days							
FCL	7-18 days	LCL	7-22 days	Groupage	7-22 days	Air	5-15 days

The above times are based on delivery within our 0 – 30 miles (50 kms) zone and are dependent on normal Customs and DAWE service level agreements and the client’s residence being available. Any DAWE and/or Customs breach of service level agreements, particularly during peak periods of December, January and February, can result in delayed clearances beyond Grace’s control. Note: LCL de-consolidators can be very slow to release cargo in Australia and it can be over a week after arrival before a Delivery Order is issued allowing Grace to collect the goods.

Import Regulations

Customs

All goods entering into Australia are subject to Australian Customs review. At the time of document creation, the following regulations apply but are subject to change without notice. If in doubt, please check with the Grace International Removals office at the relevant Australian port of entry.

- **Unaccompanied Baggage and Household Goods (UPE)** are free of customs duty, GST and sales tax so long as they have been owned and used overseas for at least twelve months preceding the customer's departure for Australia.
- ✖ Items not eligible for duty, GST and sales tax exemption are:
 - Goods which have been owned and used for less than twelve months
 - Goods not owned and used by the importer
 - Motor vehicles
 - Deceased estates

The rates of duty and taxes applicable vary depending on the commodity and purchase receipts, invoices or similar may be required to substantiate an item's valuation. The client will be asked to provide proof of travel arrangements in order to comply with the 12 months rule.

- **Alcohol and Tobacco** products are subject to high levels of duties and taxes, the cost of which will be advised to the shipper at the time of clearance.
- **Vehicles, Motorcycles and Boats** are not classed as household goods and require a Vehicle Import Permit **PRIOR** to shipping. **DO NOT** ship any vehicles, motorcycles or boats without a valid permit or else risk the cost of deportation. Further information regarding the importation of motor vehicles can be found at the Australian Government Department of Infrastructure www.infrastructure.gov.au/vehicles/imports
- **Firearms & Weapons** are not permitted into Australia without a valid permit received PRIOR to shipping. DO NOT ship firearms or weapons without first receiving a green light from an authorised Grace representative in writing. For information on firearms and weapons permits www.abf.gov.au/importing-exporting-and-manufacturing/prohibited-goods/categories/weapons
- **Australian Customs Form (B534)** unaccompanied personal effects statement must be completed by the owner of the goods. It is essential that you provide Grace with the full name of the shipper (i.e., surname and first names), together with a contact address in Australia (not a post office box). [Click to Download Australian B534](#)
- **Passport & Visa:** a clear digital scan of the owner's passport (photo and information page), and the valid residence visa if not an Australian citizen, are required to be submitted on all UPE shipments.
- **Packing List:** a full descriptive and legible copy of the packing list/inventory in English is required.
- **Low Value Shipments:** Grace can customs clear shipments which do not qualify as UPE such as items from bequeathed shipments if the goods have a value of less than AUD1000. Grace will require evidence of the item's value and a written declaration from the client explaining why these goods are entering Australia. Grace will charge \$100 administration fee for making this customs entry.
- **Do Not Co-Load Commercial Goods:** Do not co-load household/personal effects with general or commercial freight as this will result in deconsolidation at the wharf and incur additional and expensive break-bulk fees and other charges.
- **Deceased Estate:** Any non-household/personal effects consignments e.g. deceased estates or goods not qualifying for duty/tax free exemption will require a formal customs entry and attract a customs broker's fee of an additional \$500.

Quarantine

Australia is very dependent upon primary industries such as livestock and agriculture. Australia is fortunate, indeed unique, in its freedom from many diseases of humans, animals and plants that affect other parts of the world. As a result, bio-security regulations are strict and, if in any doubt please check with the Grace International Removals branch at the relevant Australian port of entry prior to shipment.

- Your clients are responsible for the cleanliness of the items within their consignment. Every action should be taken on their part to ensure that they are informed about Australian quarantine requirements and the responsibility not to ship prohibited items, and ensure the cleanliness of the items they are shipping.
- Dept of Agriculture officers (DAWE) will inspect motor vehicles, caravans, motorcycles or trailers upon arrival and may require that these be steam cleaned at a registered bio-security cleaning premises. Clearance will be assisted if all soil, foliage, etc. is removed from the vehicle (including underneath) prior to shipment. Further information regarding the importation of motor vehicles can be found at the Australian Government Department of Infrastructure site: www.infrastructure.gov.au/vehicles/imports/
- The DAWE website provides detailed information on imported items of concern.
https://www.awe.gov.au/biosecurity-trade/travelling/moving-immigrating/personal_effects

WARNING: Making a false or misleading statement to authorities is a serious offence and may involve heavy penalties, including forfeiture of any article not declared. Drug trafficking is also against the law and severe penalties apply.

Dept of Agriculture, Water and the Environment (DAWE) – Possible Additional Charges

The following information has been provided to assist you in briefing your clients so that they are aware of the likely charges they will incur if they are found to have items that will incur a DAWE Direction Order. Unless otherwise advised, any additional DAWE charges will be for the account of the shipper.

- Options for treatment at the order of DAWE (known as a DAWE Direction) include the following treatments / actions;
 - ✓ Steam Cleaning
 - ✓ Gamma Radiation (Low and High Level)
 - ✓ Virkon Treatment (High level disinfectant often used on items linked with animals)
 - ✓ Fumigation
 - ✓ Destruction
- There are very few authorised Gamma Radiation Treatment providers in Australia. When goods arrive through smaller POEs such as Adelaide, the items in question need to be sent interstate for treatment; this can be a very lengthy and costly process.
- Cleaning and/or fumigation of items prior to shipping does not provide a guarantee of automatic clearance into Australia. DAWE reserves the right to order items that were not cleaned or treated to its satisfaction for re-treatment prior to release in Australia.

The following list is not exhaustive and covers only the most common possible additional charges. It should be noted that some of these charges relate to services provided by third parties, so rates are subject to clarification at the time of service delivery. Prices therefore cannot be fixed, and this table should be used as a guide only.

All rates are expressed in AUD

DAWE Ordered Treatment	Steam Clean per item	Steam Clean Motor Vehicle	Gamma Radiation (Level 25)	Gamma Radiation (Level 50)	Virkon per item	Fumigation per TEU (+25% for 40ft)	Destruction per cbm, min 1 cbm
Adelaide	\$88	\$750	\$400	\$450	\$176	\$250	\$88
Brisbane	\$88	\$750	\$385	\$385	\$176	\$180	\$88
Canberra	\$99	\$750	\$385	\$485	\$176	\$385	\$88
Darwin	\$88	\$750	\$405	\$405	\$176	\$195	\$88
Hobart	\$176	\$750	\$400	\$450	\$176	\$475	\$88
Melbourne	\$176	\$750	\$385	\$425	\$176	\$475	\$88
Perth	\$88	\$750	\$405	\$405	\$176	\$195	\$88
Sydney	\$99	\$750	\$385	\$485	\$176	\$385	\$88

DAWE – Possible Extra Charges

- DAWE also conducts random inspections of the actual shipping line container which may result in a DAWE Treatment Order for the container. In these rare circumstances, treatment charges for the container will be passed onto the booking agent.
- The following items MUST be declared on the shipper's Unaccompanied Personal Effects Statement (Australian Customs Form B534), note that this list is not exclusive and should be used as a guide only.
 - **Seeds and Nuts** – Includes packaged seeds, seed ornaments & necklaces (some seeds are prohibited), nuts out of shell such as salted nuts, in foil or roasted.
 - **Food** - Includes cooked and uncooked ingredients, tea, coffee and milk-based drinks
 - **Herbs & Spices of any kind** – e.g. herbal medicines & remedies, tonics and teas
 - **Biscuits, Cakes & Confectionary** – Includes processed & instant meals (noodles containing meat are prohibited)
 - **Plant Products** – Straw packaging, wooden articles, artefacts, handicrafts & curios – includes wreaths & decorations made of cereal or grain, articles stuffed with seeds or straw, carvings, items made from palm fronds or leaves (items made from banana leaves are prohibited)
 - **Bamboo, Cane or Rattan Baskets & Mats** – including coconut carvings, cane baskets
 - **Wooden Articles** – Includes painted or lacquered items
 - **Fresh Flowers & Leis** – (Flowers that can be propagated such as Roses, Carnations & Chrysanthemums are prohibited)
 - **Dried Flower Arrangements**
 - **Pinecones & Potpourri** – Includes natural & decorative products such as wreaths
 - **Shells or Coral in any form** – Includes jewellery, curios & souvenirs (some may be prohibited under International Wildlife Legislation)
 - **Animal Products** – Includes any items made from rawhide, such as drums, shields, artefacts, dog chews & any treated skins, hides, furs, hair or feathers (some may be prohibited under International Wildlife Legislation)
 - **Stuffed Animals** – Must be accompanied by a certificate stating that they have been prepared by a taxidermist (some may be prohibited under International Wildlife Legislation)
 - **Wool (Unprocessed) & Animal Hair** – Includes yarns, crafted rugs & cloths - wool must be scoured and hair cleaned
 - **Animal Equipment** – Includes clothing, footwear, grooming & veterinary equipment, saddles, bridles, birdcages and kennels
 - **Sporting & Camping Equipment** – Includes tents, footwear, hiking boots golfing equipment and bicycles.
 - **Bee Products**

The following items are prohibited from entering Australia:

- ✗ **Dairy, Eggs & Egg Products** – Includes whole, dried & powdered egg and some products with egg as an ingredient (infant formula accompanying an infant and NZ dairy product are permitted)
- ✗ **Live Animals** – Includes birds, bird's eggs, fish, reptiles & insects
- ✗ **Meat & Meat Products** – Includes all uncanned or fresh, dried frozen, smoked or salted meat
- ✗ **Seeds and Nuts** – Includes raw unroasted nuts, raw peanuts, chestnuts & popping corn
- ✗ **Fresh Fruit & Vegetables** – Includes all fresh & frozen fruit and vegetables
- ✗ **Live Plants** – Includes cuttings, roots, bulbs, corns, rhizomes & stems

Note: Any declarable items discovered in a consignment, that have not been declared, are the responsibility of the shipper who could face potential fines up to \$50,000, confiscation of the offending item and up to 10 years in prison for the most serious breaches. If your clients are unsure about the eligibility of goods they are carrying into Australia, they should declare them.

Payment and Terms

Terms

- Invoices will be raised upon arrival of goods into Grace warehouses from the port of arrival pending quarantine inspection.
- Invoices will be due for payment 45 days from the date of invoice.
- Interest charges will be applied to late payments. Rates will be based on current base rate published by National Australia Bank.

Currencies

- All rates are expressed in AUSTRALIAN DOLLARS and our invoices should be paid by Banker's Draft or Telegraphic Transfer in AUSTRALIAN DOLLARS for the full amount of our invoice.
- SHORT PAYMENTS caused by conversion of foreign currency on the date the draft is banked, or Bank Fees charged must be paid. Your co-operation in this regard is appreciated.
- Australian Goods & Services tax (GST) is not applicable on international import services when billed to international agents, however storage charges and local services billed directly to shippers will have 10% GST in addition unless otherwise noted.

Banking Details

The account details for Grace Removals Group in Australia are as follows:

Bank:	National Australia Bank
Branch:	National Australia Bank House
Branch Address:	255 George Street, Sydney NSW 2000
Swift Code:	NATAAU3302S
Account Number:	55 971 1292
Account Name:	Grace Worldwide (Australia) Pty Limited

In order to allocate your payment to the correct account, please ensure confirmation of the payment is sent to eft@grace.com.au





Claims Management



Grace can provide a claims management service through Intercept Loss Adjustors. Their services include claim assessment, client liaison, settlement recommendations, repair and replacement services, collection and disposal. They work cooperatively with the nominated broker and insurer and can settle claims up to a pre-determined amount.

If there is sufficient interest, we can provide further detail and in particular, a set of key performance indicators to support cost effective, speedy, client centric claims settlement solutions.

An indicative fee for this service would be \$250.00 per claim for any claim, this includes up to 4 hours of file management, with additional at \$85.00 per hour +GST.

Below is a snapshot of some of our key Australian branches:

Branch Location	Branch details	Branch image
Sydney - Seven Hills NSW	Warehouse – 10,034 m2 Modular storage Bonded warehouse	
Canberra – Hume ACT	Warehouse – 7,800 m2 Modular storage Bonded warehouse	
Melbourne - Hallam VIC	Warehouse – 8,826 m2 Modular storage Bonded warehouse	
Adelaide – Edinburgh North SA	Warehouse – 4,181 m2 Modular storage Bonded warehouse	
Brisbane - Willawong QLD	Warehouse – 5,295 m2 Modular storage Bonded warehouse	

Perth - Forrestfield WA	Warehouse – 6,410 m2 Modular storage Bonded warehouse	
Hobart TAS	Warehouse – 1,858 m2 Modular storage Bonded warehouse	

Quality Management

Our Integrated Business Management System is certified to the following standards including and in addition to ISO 9001:

A Quality Endorsed Company registered by SAI Global Assurance Services – Licence Number QEC 4111

Complies with the requirements of ISO 9001: 2008

Quality management systems requirements for the following capability: The registration covers the quality management system for the packing, removal, storage and delivery of household furniture, personal effects and fragile items within Australia, and International removal services. Services include short and long term storage, transit and storage insurance, furniture dismantling and reassembly.



An Environmental Endorsed Company registered by SAI Global Assurance Services – Licence Number CEM21252

Complies with the requirements of ISO 14001: 2004

Environmental management system for the storage and delivery (excluding long haul) of household furniture, personal items within Australia, and international removal services coordinated from site. Services include short and long term storage, transit and storage in dismantling and reassembly.



An OHS Endorsed Company registered by SAI Global Assurance Services - Licence Number OHS20856

Complies with the requirements of AS/NZS 4801: 2001 & OHSAS 18001

OHS&E management system for the packing, removal, storage and delivery (excluding long haul) of household furniture, personal effects and fragile items within Australia, and international removal services coordinated from the Seven Hills site. Services include short and long term storage, transit and storage insurance, furniture dismantling and reassembly.



FAIMPlus – Accredited International Mover

Certificate Number: 1-29/2

Grace Removals holds FAIMPlus for international operations Australia-wide. This highest level of the FIDI standard reflects our commitment to quality, which is underscored by our quality assurance processes.



Company Affiliations

When partnering with Grace you will be partnering with an organisation that has been independently audited and has continually excelled in demonstrating a real time commitment to maintaining robust policies and processes to support the day-to-day operations of our business and achieve great outcomes for our clients.

You can be assured that the Grace team hold the professional, para-professional, trade or semiskilled qualifications, credentials and accreditations appropriate to the provision of the services requested in this tender.

	The Employee Mobility Institute (TEMI)
	Australian Human Resources Institute (AHRI)
	FIDI Global Alliance
	AFRA – Australian Furniture Removalists Association (Founding member)
	AIMA – Australian International Movers Association
	NZOMA – New Zealand Overseas Movers Association
	IAM – International Association of Movers
	Supply Nation
	ICEFAT – International Convention of Exhibition & Fine Art Transporters
	The European Relocation Association (EURA)

Company Services

Drawing on over 100 years of experience, Grace has the capacity to deliver a consistent, high quality customer experience every time. Our experienced team, combined with our flexible service model, allows us to efficiently and effectively deliver a diverse range of relocation services to our worldwide partner network.

Workplace Solutions <ul style="list-style-type: none">• Office and commercial relocations• Asset management• Furniture, fittings, equipment• Australia's leading project logistics managers	Corporate Services <ul style="list-style-type: none">• Door to door move coordination• Expense management• Home and school searches• Language and cross-cultural training• Orientation programs• Policy counselling and administration• Travel and accommodation bookings• Visa and immigration services• Property management
Removal Services <ul style="list-style-type: none">• Domestic and international• Full range of packing services• Move management• Storage• Insurance• Pets, boats, cars transportation• Valet services• Home cleaning	Information Management <ul style="list-style-type: none">• Document storage• Digital information management solutions• Enterprise content management solutions• Secure document destruction• Information management consultancy
Fine Art <ul style="list-style-type: none">• Relocations and transport• Climate controlled storage• Exhibition project logistics• Consultancy	Self Storage <ul style="list-style-type: none">• Mobile self-storage• Load4U services• Box shop• Short and long term storage