

Relocation
services

Logistics

Commercial
services



Planes

C O M P A N I E S

Relocation and Storage Solutions





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COMPANIES

Relocation and Storage Solutions

- Corporate Relocation Management
- Corporate Household Goods Move Management
- Logistics
- Commercial Services
- Fusion Interior Services



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COMPANIES

Relocation and Storage Solutions

85 Years of Excellence

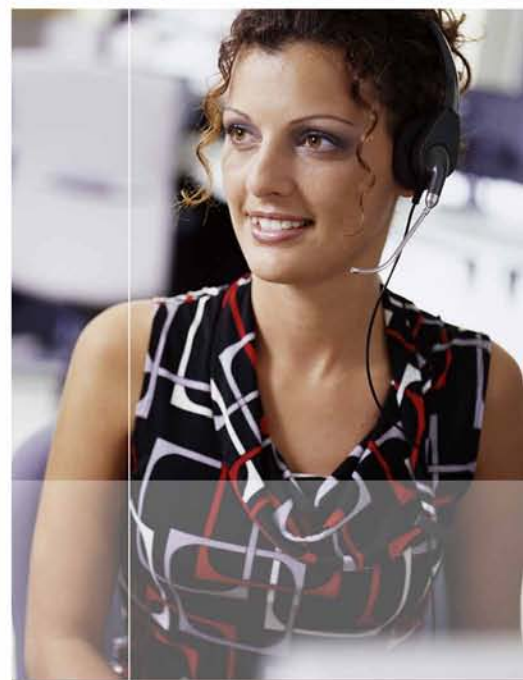
Relocating a family to another part of the country, or around the world. Transporting computer equipment to a satellite office. Designing a new office space. Moving overseas to do business, or just across town to a new office complex. Knowing where you are going is one thing. Knowing how to get there is quite another. Different types of moves do not require different relocation companies. Planes Companies packs all of the services you need into one company.

Your satisfaction has been our job since the grandfather of John Planes, our CEO, founded this company in 1921. He not only started a moving company, he created a way for us to do business. Hauling goods was important, but his first priority was to deliver satisfaction to the customer. Whatever the request, whenever the goods had to arrive, wherever the products needed to be delivered, he made sure the customer's expectations were exceeded.

Planes knows how to go to work for you. With our qualified executives, account managers, salespeople, counselors, support personnel, and field workers, you can expect:

- **A professional approach with a personal touch**
- **Attention to every relocation detail**
- **Accountability for the services provided**

Through our process called Proactive Quality Management, every member of the Planes organization works toward the same goal - Complete Customer Satisfaction.



Relocation Services

Corporate Relocation Management

Our relocation offerings give you the flexibility to outsource selected services for your entire relocation program. By providing the services to support your policy, we can help your transferring employees get a new beginning off to a great start. To assist you with your relocation needs, we provide the following:

- Policy development
- Policy counseling
- Cost of living analysis
- Home marketing assistance
- Home finding assistance
- Home sale programs
- Temporary living assistance
- Rental assistance
- Mortgage assistance
- Expense administration

Corporate Household Goods Move Management

Whether moving domestically or internationally, Planes can do it all. A dedicated Planes Relocation Counselor works one on one with your employees. With a primary point of contact, your employees know who to turn to for answers to their questions. That is a comforting thought, because as everything else is changing, the person coordinating the move is not.

Domestically, Planes's goal is to have one van operator with your employee from start to finish. Consistency makes for a positive relocation experience. By following our self-pack and haul approach whenever possible, Planes is able to better manage the move process.

International

Internationally, our Relocation Counselor will guide your employee through the entire international process to include briefings of cultural nuances, customs, formalities, and transportation schedules. Planes utilizes only the most qualified agents, superior materials, and world class carriers to ensure a smooth, timely, door-to-door transition with the following services:

- Pre-departure services
- Assigned support services
- Repatriation program
- Destination services

Our global reach, incorporating a relocation network of 1,500 partners, allows us to select the most cost-effective and efficient routing for each shipment. No detail of your international relocation goes unnoticed.

Through our Move Management program, "Right Way, Right Time," unnecessary layers of communication are eliminated, providing cost savings to you and superior service to your employees. With Planes managing your moves, your employees can feel right at home.



A major benefit to using Planes is knowing our relocation services are supported by UniGroup, Inc., the seven billion dollar parent company of:

- United Van Lines, LLC



- UniGroup Worldwide, Inc.



- Mayflower Transit, LLC



- Vanliner Insurance



- SAM Store and Move



- TransAdvantage



UniGroup, Inc.®



PQM: Proactive Quality Management

Our company wide PQM process ensures quality service on every shipment we schedule.

- Measurability
- Evaluation
- Accountability
- Corrective action/ongoing training
- Timely rewards

Through PQM, Planes delivers.

Logistics



Planes *Logistics*

Your exhibit has the starring role at the year's biggest industry trade show. Your new store cannot open on time without the customized fixtures. You have computers that need to be stored and then shipped to a new location in six months.

You are relying on your transportation company to meet your deadlines. If they do not, you are not in business. Planes Logistics is a transportation company that can ship your goods anywhere in the world, and make sure they reach the right destination, on time.

Planes Logistics is a division of Planes Companies, a company that specializes in meeting transportation deadlines. We have the people, the equipment, and the transportation management processes to make sure you receive your shipment intact and on time.

Planes Logistics is a full service company offering global transportation solutions for:

- Store Fixtures and Furniture
- Consumer Goods
- Asset Recovery
- High Value Products/Electronics
- Air Freight
- Exhibits and Displays
- Hospitality and Healthcare

Planes Logistics provides a complete program of value-added services including:

- Project Management
- Scheduling
- Loading & Transportation
- Warehousing
- Asset Control
- Installation & Set Up
- Fixture Clean Up
- Stocking
- Debris Removal
- De-installation
- Inventory Control
- Lift-gate, Commercial, & Residential Delivery
- Assembly & Set Up
- Single Point of Contact
- Return and Recovery Program
- Packaging/Unpackaging
- International & Domestic Services
- Flexible Scheduling
- Customs Processing



Planes **Commercial Services**

A division of Planes Companies

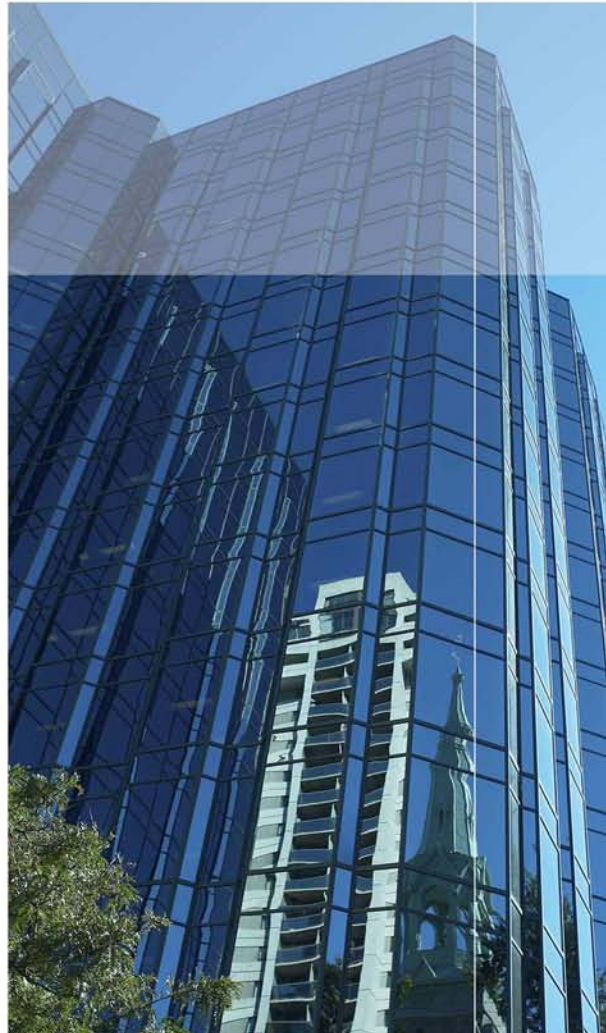
Planes Commercial Services is a division of Planes Companies, a leader in the relocation industry. We are a group of highly skilled, professionally trained specialists who understand the constantly changing business environment. We offer you innovative solutions in workplace provisioning to help you stay on top of your game.

Our menu of commercial services was developed to help our clients effectively deal with organizational change, in a way that fosters positive growth within their company.

Mergers, acquisitions, remodeled spaces, and changes in staffing levels can all impact your workplace. Planes Commercial Services provides a quality driven service to respond to the changing dynamics of your business.

Planes Commercial Services is a company devoted to service – a service that our customers see as professional, efficient, and impeccably executed. Our focus is on you, and we are committed to providing professional relocation and facilities services that focus on your needs, your time schedule, and your budget.

A comprehensive one-source solution for relocation and facilities management.



- Interior Design
- Project Management
- Office Furniture Installation
- Commercial Relocation
- Asset Management
- Warehousing
- Office Furniture Installation & Reconfiguration
- Asset Management
- Warehousing
- Project Management
- Interior Design
- Relocation Services

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C O M P A N I E S

Relocation and Storage Solutions

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West Chester, Ohio 45069
1-800-543-4977/513-759-6000

Chicago

1100 Bilter Road
Aurora, Illinois 60502
1-877-278-0714/630-851-3700

Columbus

2000 Dividend Drive
Columbus, Ohio 43228
1-800-233-2320/614-777-9090

Dayton

9370 Byers Road
Miamisburg, Ohio 45342
1-800-854-8382/937-866-5473

Florence

7526 Sussex Drive
Florence, Kentucky 41042
859-371-4440

Indianapolis

2521 Planes Drive
Indianapolis, Indiana 46219
1-800-242-0057/317-895-1444

Web site address

www.planescompanies.com