

outsource relocation solutions... outsource relocation solutions... outsource relocation solutions



Executive & Business Relocation

relocation solutions... outsource relocation solutions... outsource relocation solutions... outsource

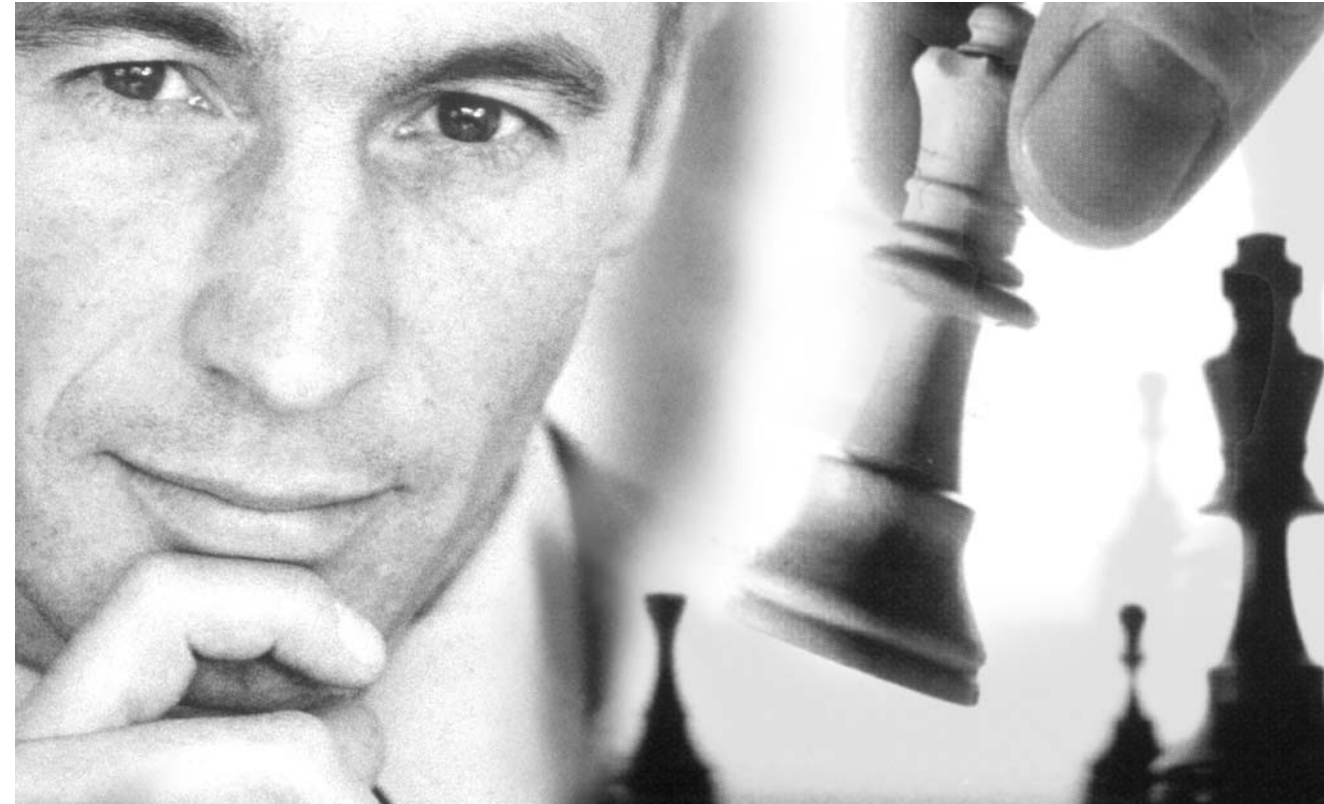
the transparency of  
our service shows  
we deliver

## clearly, the most efficient relocation service

**Executive and Business Relocation (EBR)** has over 10 years experience of relocating key staff for Fortune 500 companies.

We offer a seamless and comprehensive outsource relocation solution by providing the following services:

- cultural awareness training
- work permit lawyers
- school search advisors
- removals and shipping
- primary home services
- pre-assignment information
- co-ordination consultants
- accompanied orientation tours
- property availability reports
- previewing services
- property finding tours
- property floorplans and photographs
- negotiation
- moving in services
- social events
- bill payment services
- expat management
- concierge services
- health
- tax advice
- legal services



making the right move

London • New York • Sydney

EBR is on hand  
to provide practical  
advice and proactive  
assistance to ensure  
fast and effective  
relocation.

We realise there's a good deal more to relocation than finding a place to live.  
EBR can provide the very best advice for the employer and the assignee.

#### Cultural awareness training

It is crucial to the success of a posting that assignees are able to empathise with their new clients and colleagues. We can help develop the inter-cultural skills of individuals through courses that are customised to fit their interests and needs, and so accelerate their productivity.

#### Work permit lawyers

Our work permit service enables the assignee to take up their new posting as quickly as possible, as our chosen law firm specialises only in work permit applications.

#### School search advisors

We contract an international team of qualified teachers, dedicated to advising and supporting families before and during their overseas assignments. Meeting the child in their home environment allows the team to ensure a smooth transition by recommending the most appropriate school in their new host country.

#### Removals & shipping companies

We ease the stress of removals by offering the services of a variety of haulage and shipping companies, who are chosen to suit the particular requirements of each client.

#### Primary home services

EBR do not forget that the assignee is leaving behind a home which will need to be sold, rented or managed on an ongoing basis. We can help organise whatever is required.

If the primary home is to be rented, we offer a full management service, including regular property inspections, advice on maintenance issues and an emergency call-out service for tenants.

accelerated  
productivity

London • New York • Sydney

EBR's innovative service ensures the assignee is better informed and prepared for their move by combining one-to-one expert advice with our unique interactive web based information system.

# finding a new home



smooth  
transition

London • New York • Sydney

Enabling assignees to make informed housing choices by providing proactive information and assistance.

## Pre-assignment information

EBR's web site gives the assignee and their family the opportunity to familiarise themselves with the various neighbourhood options in their new host city. In addition, our database of properties provides examples of homes displayed with both photographs and floorplans, preparing the assignee for the look, quality, condition and size of homes within their housing allowance. This enables the assignee to express any concerns they may have at an early stage and before costly housing trips are undertaken to their new host city.

## Co-ordination consultants

We allocate each assignee a dedicated Relocation Co-ordinator to act as a single point of contact to oversee the entire process.

## Accompanied orientation tours

The orientation tour provides the assignee with the opportunity to visit various neighbourhoods and, where possible, view a selection of properties.

## Property availability reports

The Relocation Consultant discusses requirements in-depth with the assignee. After their criteria have been established we contact individually all the Real Estate companies and a Property Availability Report is compiled. This ensures the assignee is made aware of the most up-to-date list of properties available within their housing allowance.

## Previewing services

Once the assignee has discussed the results of the Property Availability Report with their consultant, a shortlist of homes is compiled. These properties are then previewed, and a brief report is written on each.

## Property finding tour

The results of the Previewing Service are discussed and a shortlist of properties is agreed for the assignee to inspect with their consultant.

## Property floorplans and photographs

Where time does not allow for a housing trip, we can arrange for floorplans and photographs to be prepared in digital format which can be viewed on our web site.

## Negotiation

After a property has been selected we advise, from our detailed knowledge of the market, on the terms which should be offered. We then undertake negotiations on behalf of our client and, when the terms are agreed, we liaise between the parties until the contract is signed and completed.

## Moving in services

Prior to the commencement of the tenancy we will transfer all household accounts into the tenant's name which, under the terms of the agreement, are their responsibility. In addition, we will arrange for an inventory clerk to represent the tenant at the 'check-in' of the property.

London • New York • Sydney

EBR offers a full range of services, providing further help and support to the assignee and their family for the duration of the posting.



# total assignee support

London • New York • Sydney

Besides managing the essentials of the relocation, EBR can help the assignee make the most of their new host city.

## Social events

We can help people make the most of their new host city. We circulate a newsletter of social gatherings, from informal wine tasting evenings to charity dinners and opera festivals.

## Bill payment services

This service removes the administrative burden of expatriate related bill payment, and results in effective expense management for clients who need to pay numerous suppliers in multiple currencies on a global basis.

## Expat management

EBR can provide the homeowner with a support network of suppliers to take care of the day-to-day problems that arise in their new home. In addition, we are able to arrange for members of our staff to go to the property to meet contractors.

## Concierge services

Our lifestyle management company allows the individual to make the most of their time away from the office by organising on their behalf a range of time saving services from house cleaning, delivery and collection of laundry to grocery shopping or dog walking.

## Health

Through a major Health Care provider, an emergency health counsellor is available by telephone, 24 hours a day, every day of the year to give guidance if an assignee, or their immediate family, has any health concerns. This service provides expert advice on the options available and is invaluable if an assignee or family member is unwell in a new country.

## Tax advice

Our consultants can provide a tax return service for assignees. In addition, the employee can choose to have an in-depth tax 'health check' by one of our senior tax lawyers who will look at their entire investments and assets and will advise them on the most tax efficient structure.

## Legal services

Our chosen law firm is expert in dealing with clients from numerous jurisdictions. EBR's dedicated partner has over 15 years experience in guiding international clients through unfamiliar laws and customs of local markets.

London • New York • Sydney

# outsourcing with confidence

EBR's service is the first to combine high quality relocation services with a secure, password protected, interactive web site, which provides a transparent audit trail of each assignee's progress. Confidentiality is ensured by the system's multi level authorisation capability.

In addition, the web site acts as an information zone as well as a reporting system to successfully manage the expectations of relocating personnel.

We deliver significant cost savings to our clients by enabling them to outsource to us this time consuming function, allowing a company's internal HR department to concentrate fully on core business issues.

## About Executive & Business Relocation

For over ten years our team have provided residential relocation services to many Fortune 500 companies. We have built on our knowledge and understanding of clients' needs to develop a cutting edge service for managing the relocation of valuable staff.

## The next step

Please contact Peter McNelis at our Head Office in London:

Telephone: + 44 20 7250 3333 Fax: + 44 20 7251 1332

e-mail: [peter.mcnelis@myebr.com](mailto:peter.mcnelis@myebr.com)



Executive & Business Relocation



## London

45 Great Sutton Street  
London  
EC4V 0DE  
United Kingdom

Tel: (020) 7250 3333

## New York

410 Park Avenue  
15th Floor - Suite 1530  
New York, NY 10022  
USA

Tel: (212) 560 9333

## Sydney

Level 2  
16 Spring Street  
Sydney, NSW 2000  
Australia

Tel: (02) 9251 8277