

Happy Holidays and Goodbye 2020!!

In This Issue:

- Fall Forum Sessions Online
- MIM Certifications Free until January 31st
- Legal & Brexit Update

(MIM+)

(ABG+) (LCM+)

ACHIEVING
BUSINESS GROWTH

LEGAL COMPLIANCE
IN MOBILITY

(CAM+A) (CAM+B)

COACHING APPROACHES
IN MOBILITY

COACHING APPROACHES
IN MOBILITY

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IN THE NEXT NORMAL

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For full instructions on how to access the Academy;

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The EuRApean

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Contributions on all aspects of mobility are welcomed for publication in the EuRApean. If you are a member of EuRA and would like to contribute news about your company please get in touch. Please contact Dominic Tidey, Managing Editor dominic@aura-relocation.com or Maria Manly, Editorial Consultant maria@aura-relocation.com

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EuRA

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Save the Dates!



Corporate Housing & Immigration Mini Symposia - Throughout
January and February

EuRA International Relocation Congress 2021 Seville
Date Change *June 8-11*

2021 USA Reception Chicago
October 21

EuRA International Relocation Congress 2022
April 26 - 29



Notes from the Editor



There is no doubt that many of us are just counting down the days for 2020 to be at an end. It has been a year that has blind sided us with the full ferocity of facing the truly unknown thrown at everyone in the world. So many families have faced loss, hardship, uncertainty and stress. Children have missed out on socialising, students have lost that coming of age rite of passage to finally be themselves after being locked down at home. Our older populations have seen their ability to be with loved ones diminish with commensurate increases in severe loneliness and depression. Whole sectors of our economies have been frankly, decimated. Hospitality in particular, that sector of society which relies most on the basic human desire

to connect, interact and socialise, has taken one of the worst hits.

But it is that desire in humans to connect, to gather, to share and to love that will get us through to the next stages of our lives. During the lockdowns and restrictions, our industry in particular has shown itself for the essential human service it really is. It goes without saying that moving to a new place is tricky enough, but throw in a further layer of uncertainty and fear and it takes some very skilled and special people to help ease the severe stress of how to live an 'un-normal' life. In so many of the conversations I've had with EuRA Members all over the world, they have singled out the brilliance of their teams in how they have been able to sooth and reassure the assignees and families they're working with. The phrase 'going the extra mile' has never been so apposite in the 20 years I have been privileged to part of this industry.

On behalf of your EuRA team and Board, I'd like to thank all the members

who have taken the time to write and share their appreciation for the association. Like the EuRA Members themselves we can only do what we can do and we're humbled that the members have been so supportive. We have not been able to get together this year and that has been so tough for all of us. This industry is fuelled by friendships, collaborations, networks, colleagues and we need to be together. We don't know what 2021 is going to bring, but we do know the vaccines are here and being deployed. We will do everything in our power to being the EuRA family back together as soon as we can... it's been too long!

On behalf of the team, we are so privileged to work for the EuRA Members and on behalf of us all, may your holidays be bright, may your loved ones be safe, may your outlook be positive and may your glass be full.

Here's to 2021 and togetherness.

Dom Tidey
Managing Editor

A lot can change in a year as we all know. Around this time last year I was still in Vietnam travelling around that amazing country after our Global Conference in Ho Chi Minh. It's almost impossible now, at the end of 2020, to remember the ease with which we all travelled, hugged, got together, talked and celebrated. All over the world this holiday season will be one which will be very different but I'm sure no less memorable.

I wrote to all of our members in November with an update on the work of my team and EuRA's brilliant Strategic Consultants and I was truly touched by the number of people who took the time to respond with incredibly kind words. At the start of the pandemic we as a Board and team brainstormed what we could do to keep the EuRA family together and on track during an incredibly uncertain future. By the time we came to the EuRA Fall Forum, the world had been in and out of lockdown and we all knew we were facing second and third waves of the virus. But what we didn't know and what we still don't know is how long we have to wait until we can start to live and work as normal.

The impact on our industry varies hugely from region to region. We have run two research projects on the impact of the virus on volumes and we will be doing so again in Q1. The results are all on the website. Board Member Alistair Murray recently chaired a meeting of the RMC's and we

were delighted to welcome 20 representatives. We will be convening an RMC DSP Forum in February and Alistair will report on both sessions in the Spring edition of the EuRApean.

I must give a shout out to the team for continuing to do all they can to support members - a lot is happening in the background and counter intuitively Maree is really busy with new applications for membership of EuRA.

We are keeping a VERY close eye on our next event in Seville and I will be completely honest when I say we are hoping for the best but looking at contingencies. We are planning to be there in June and are in regular contact with our venues. It will all come down to governmental regulations in Spain, but myself and the Board and team are looking at last minute alternatives for a pop-up conference in some other location if we have to! At this stage we have no plans to change but we know that us all being able to get together will be completely dependent on the roll out of vaccines and how governments respond to allowing public gatherings. Another example of the uncertainty we are all getting used to!

We are planning a robust programme of Briefings and educational offerings for Q1 and Q2 of 2021. Dom is organising two symposia, one on Corporate Housing and one on Immigration. If you have an idea for a Briefing session please let us know. The sessions have



proved to be a great success and they are all available to members as soon as they're on YouTube and are made public one month after they take place. A full description of all the sessions is in this edition, but with topics as wide ranging as Diversification, Brexit, Working with Indian Expats and Biden's Impact on Mobility, they really do live up to the tag line of "Knowledge Worth Sharing"!

Our MIM+ programme on the EuRA Academy is expanding with two new modules going live in Q1. Sabine Baerlocher is expanding our intercultural offering with her module, "Living and Working with Bias". Susan Ginsberg is developing "Collaboration in the Next Normal" and you can get details of both these new modules in the MIM+ Briefing recording that's on the YouTube channel. Don't forget the training is free until January and all new modules will be FREE for all members to certify and get their credits for the first month they are online.

Whatever your plans are for the holidays, on behalf of the Board and team, I hope you're able to be with those who mean the most to you. *Tad*

Dear Fellow EuRA 'Family' Members,



I hope this finds you happy, healthy, and hopeful as we approach the holiday season, getting closer to the light at the end of the 'COVID 19' tunnel.

This pandemic has its downside[s!], that goes without saying.

But what about the upsides? Are you also a firm believer in focusing on the positives? In other words, are you counting your silver linings? Looking for the hidden opportunities? Pushing yourself to examine that which you already have? Yes? Or Yes?!

Let us take our very own 'EuRA silver linings':

2020 has turned an already exceptional team into Sensational Super Stars!! Dom takes the lead as the global Zoom Master. With striking speaking skills, healthy humour, and recognisable reason, he has brought us news, insights, and is keeping us together as an association, and even more as industry friends.

Tad is the clever number cruncher and has taken strong strides to keep EuRA financially secure. Pay cuts, downsizing, and multiple money markets keep EuRA's assets fully secured/insured. He has also added 'lobbyist' to his long list of achievements. Bringing focus and light to our 6 billion Euro industry.

The EuRA Strategic Consultants, Gordon, Peggy, Carmelina, & Martina, are constant contributors to EuRA's teeming treasure troves of knowledge.

Without forgetting our behind the scene beauties, Briony & Maree!! Their ardent support helps bind our acclaimed association.

And last but just as importantly, you – the EuRA family, count as a silver lining. Your participation, support, and sponsorship keeps this able association healthy and on the path to greatness.

Here is a quote that might sum up the essence of EuRA:

"The most beautiful things in the world cannot be seen or touched, they are felt with the heart."

— Antoine de Saint-Exupéry, The Little Prince.

Without discounting the hardships of 2020 due to the earthshaking pandemic, I hope you agree that 2020 has silver linings. May you have the courage & the fortitude to continue to look for them while keeping safe & sane & sassy!! #euawillbetgetheragain!!

Kind Regards,
Michèle

PS!

Don't forget the e-book! We have extended the deadline to April and in the next edition of The EuRApean we will print some of the stories we've got so far!

president@europa-relocation.com

EuRA Global Quality Seal

Newly Certified and Re-certified Members

Congratulations to our newly certified and re-certified EuRA Global Quality Seal Members

Newly Certified

ABEA Relocation - Nov-20

Newly Recertified

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- Dec-20

Cosmopolitan Services Unlimited -
Nov-20

Relocation Belgium
- Nov-20

Executive Relocations France -
Dec-20

Rilvan Moving and Relocations - Nov -
20

European Relocation Services
- Dec-20

Clapham GmbH Relocation Services
- Nov 20

Online Training

There is a full module in the EuRA Academy

Free to all members. This module of three components covers everything you need to know about setting up a process management system. You'll learn how to build your Quality Manual and how to implement all the required policies to ensure you're completely compliant for the future.

Even if this isn't the right time for you to go forward to your official audit, it's a great time to learn how to implement a process management system across your organisation. Following these three (free to EuRA Members) modules will simplify the process, led by a true expert in quality management.



<https://euraacademy.thinkific.com/courses/introduction-to-the-eura-global-quality-seal>

Introduction to the EGQS

Watch the film



MIM, MIM+ and CAM All Open to Free Certification Until January 31st



We have opened up certification to all members for free until January 31st.

While we all grapple with second and third waves of the virus and further impositions on our ability to get together in person, this is an ideal time to stretch the brain and make good use of our fantastic MIM qualifications!

We have a Briefing online where you can meet all the MIM+ trainers and decide whether you would like to get your further qualifications.

- Meet the MIM+ Trainers

We have two new modules coming online in Q1;

- Collaboration in the Next Normal And
- Living and Working with Bias

Both courses will be free for all members to certify and gain their credit for the first month they are online so keep an eye on your inbox for notification.

You can also just check the EuRA Academy where you will find all the courses. Don't forget you need to create your identity and in order to get to the free access codes you need to go to the EuRA Training page and



log in. If you have any problems just contact us.

After January all the amazing content in the Academy will still be free to EuRA Members, but we will be charging again for the Quizzes which enable you to get your certificates and credits. But if you're in it for the learning and you're a EuRA member or work for one, we don't charge for the knowledge.

Our MIM+ Programme consists of:

- Legal Compliance in Mobility
- Achieving Business Growth
- You are Your Brand
- Coaching Approaches in Mobility

The Coaching Approaches in Mobility (CAM) course is made up of four programmes each consisting of three fascinating modules. We developed this programme 10 years ago in conjunction with Oxford Brookes University and our Strategic Consultant for Education has fully renewed it and it's now available for free in the Academy. Completing all four programmes is worth 200 credits.

Don't forget you can mix and match modules to suit your learning needs and gain your credits to get your qualifications. So you could



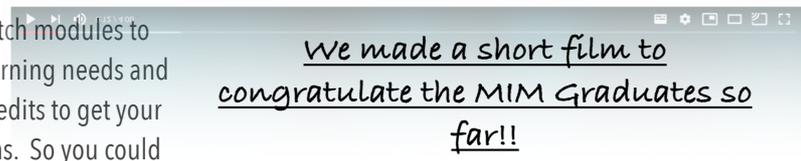
Meet the MIM+ Trainers:
Carmelina Lawton Smith, Gordon Kerr, Sabine Baerlocher & Susan Ginsberg

do one Fixed syllabus module, two CAM modules and one MIM+ module and graduate at the first tier which is MIM Graduate and requires 200 credits. Two further modules will get you to MIM+ which requires 300 credits in total. Below are downloadable guides with everything you need to know;

- [Guide to Qualifying with EuRA](#)
- [Routes to Qualifying Explained](#)



MIM Graduates 2020 So Far!



★ EURA[®] FALL FORUM



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The EuRA Fall Forum

#fallforum

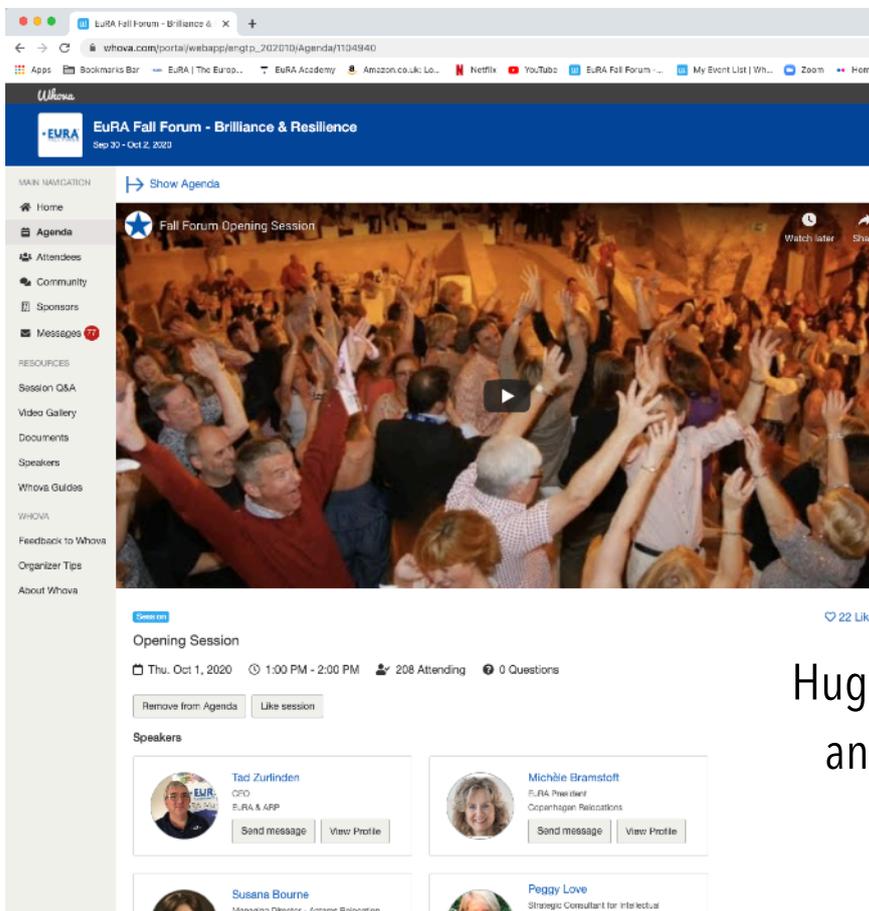
We've coined a new phrase here at EuRA... "Virtual Conferences... twice the work and half the fun!"

But in reality, the Fall Forum was a great way to get together and share expertise and time with each other. Thanks to our excellent (and thankfully cost effective) Whova App and the brilliance of our AV partners at Missing Link, we climbed the steep learning curve of virtual events and were really delighted by the feedback we had from delegates.

Thanks to our Strategic Consultant for Content Peggy Love, we assembled, from submissions from members, a strong programme of content which really seized the zeitgeist of 2020. All of then sessions are on our YouTube channel and if you haven't had the opportunity you really should take a look!

Fall Forum Programme - All Sessions Online - Just Click the Link

- [Corporate Housing Mini Symposium](#)
- [Immigration Mini Symposium](#)
- [Opening Welcome](#)
- [Re-Thinking Global Mobility - How a Legacy Mindset and Community Collaboration will help our Industry Build Back Better](#)
- [Managing Your Business During a Pandemic - Discussion with DSP's about how best to manage your company during unprecedented times](#)
- [Collaboration - How National Associations Represent Mobility](#)
- [Mergers & Acquisitions in the Relocation Industry](#)
- [Virtual Assignments & the Role of Global Mobility Providers](#)
- [Connecting Mobility in a Post-Covid World](#)
- [Finale, EuRA Goes Home, Cheers from the Board & Team](#)



Huge thanks to all our fantastic speakers and moderators for all your help and expertise

Feature:

“The Pandemic Pond”

By Sophie Rehberg

Imagine yourself standing in front of a large pond. Its nightfall and misty. While you stare at the water, you realize that you cannot see how deep the water is, or what the ground below the water is like, nor how steep the slope into the water is, or even what animals may lurk below the surface.

Will there be more animals in the water than friendly fish? Is there an imminent danger that you cannot identify? In situations like this, we reference what we know. We think of past experiences and compare the new to what we have lived

through in the past. However, what happens when we don't have any internal pictures, experiences and values to rely on?

Do we slowly start walking into the water, or do we choose safety on the bank? Moreover, what would

we do if we were made to walk into the water - if there was an unavoidable force making us lean **into the unknown?**



Voila! Welcome to 2020. The pandemic is the pond. It is unknown, dark, unsettling and most importantly - we are wary because we have not experienced anything remotely similar.

In addition to facing a situation we have no set of means to deal with, we have been suddenly thrust into a situation where we are forced to reflect.

Who are we? What is important to me? Who is important to me? Then of course, we have to deal with an increased amount of anxiety concerning our professional lives. In addition, we need to deal with the anxiety of being anxious.

Moreover, the anxiety of admitting that we are anxious.

In my opinion, this is one of the most significant lessons we need to take away from this pandemic. It is ok to not be ok. It is ok to admit to your family, friends and professional environment that the situation is challenging you and that you need help. The oh so common question ,How are you? ' should not be disregarded as a sign of good manners. It should be asked with the intent of actually

finding out how your conversational partner really is. We should evaluate together if, and how, we go for a swim in the pond. Telling ourselves we could all be off worse, is like telling someone who is happy that they should be happier. Of course, we could be worse off, but that is not the point. The point is that we are standing in front of a pond that contains the unknown for millions and millions of us.

A pond that may well cause us to drown, but could also allow us to float. A pond that causes isolation, lack of access to the world and its resources, but also a pond that makes us reflect on ourselves in a way we have not had to before. In a world where we spend so much time on ensuring our voices are heard, we should make sure that the voices of our neighbours are also heard. We should listen more than we speak, we should empower more than we belittle. We should be walking into the pond hand in hand.

*Sophie Rehberg,
Managing Director Professional
Organizing Relocation Consult
GmbH and EuRA Board Member*

EuRA's YouTube Channel

#euravlog

We're running EuRA Briefings two or three times a month and they've proved really popular! They're available to members only for the first month and then made public on our YouTube channel.

EuRA Briefings - Just Click on the Link to View the Session

- [Biden, Brexit, Covid & Tech!](#)
- [Brexit Updates](#)
- [MIM+ Meet the Trainers](#)
- [Working with Indian Expats](#)
- [Diversification in Mobility](#)
- [Considerations When Moving to Emerging Markets](#)
- [Care & Costs - The Impact of Covid on Fees](#)
- [Updates to EuRA's Legal Guides](#)
- [Expat Tenancy Management](#)
- [Adaptability & Expectation](#)
- [Risk Management & Liability](#)
- [EU - US Privacy Shield Declared Invalid](#)

And coming up:

- [Corporate Housing Symposium](#)
- [Immigration Symposium](#)
- [Sustainability in Mobility](#)

You can watch them all on our [YouTube Channel](#)

Please subscribe to the channel and helps us grow awareness of our industry online!



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| EuRA Briefing - Considerations When Relocating to Emerging Markets | | | |
| Jeremy Berthouex - Hesse Conseil France October 2020 | | | |

EuRA's Social Media

#euravlog #euraintercultural

#eurawillbetogetheragain

We have been working hard to increase online recognition of our industry through our social media presence.

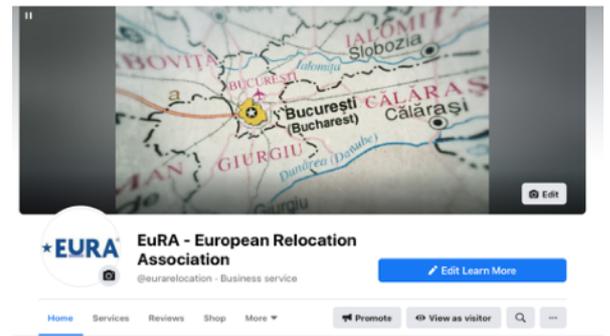
On LinkedIn we have a feed page, the "Official EuRA Members Group" our "Legal Peer to Peer Sharing" Group and an "EGQS" Group. We post links to all our briefings and interviews on LinkedIn, the EuRA Facebook Page, Twitter and Instagram.

If you have anything you would like to share please go right ahead! The more we can share, acknowledge and highlight the amazing work of our industry all over the world, the better we can create recognition!

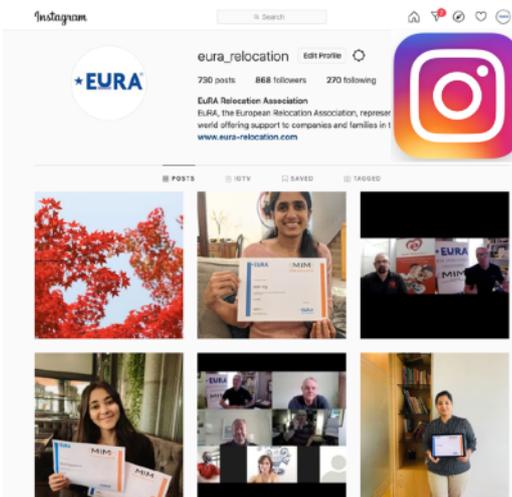
Please follow EuRA's presence all the links are below!



<https://www.linkedin.com/company/eurarelocation>



<https://www.facebook.com/eurarelocation>



<https://www.instagram.com/eurarelocation/>



https://twitter.com/EuRA_Relocation

All Things Legal

Winter 2020

Three “big events” will impact on relocation services in the year ahead. Firstly, we have the cheering prospect of the roll-out of Covid-19 vaccines. The pandemic is already changing our industry and it feels like we are now accelerating into a digital future. Secondly, Joe Biden will replace Donald Trump in the White House, raising an expectation that the USA will soon be working more harmoniously with its traditional allies and re-engaging with international bodies. Thirdly, we have Brexit. On 1st January, the UK enters uncharted waters outside the EU. Below, I share my thoughts on how this could affect our industry, while adding a “health warning” that this is written while we all await the announcement of either an EU/UK deal or a no-deal Brexit. A Brexit Webinar for EuRA members will follow the announcement! Aside from my musings on Brexit, I have picked up on some recent legal developments in Data Protection, Tenancies and Employment.

- Brexit
 - o The key issues for relocation businesses
 - o When Brexit preparations go wrong!
- Data Protection
 - o Personal data transfers to the USA
 - o Big fines for big companies
 - o The whole world is getting more protective about personal data
- Tenancies - French tenancy controls are declared lawful
- Employment
 - o Homeworking in the wake of Covid-19
 - o Do you relocate footballers or musicians?

If there is a particular legal topic that you would like me to cover in a future edition of The EuRApean, please feel free to contact me anytime.

Brexit (1): The key issues for relocation businesses

By 31st December we will know whether Brexit is to be accompanied by an EU-UK Free Trade Agreement or by an economically-damaging “no deal”. Whatever the outcome of current

negotiations, it is important for all relocation businesses which deliver services in Europe to be aware of the changes which Brexit is about to bring about.

It helps to break things down by topic. Some issues are reasonably clear, but in other areas we are waiting for clarity to be provided. Here is my suggested checklist for relocation companies:

- Data Protection
 - o Unless the EU grants the UK an “adequacy decision”, then transfers of personal data from the EU/EEA to the UK will have to be treated in the same way as EU data transfers to the US. In practice this would mean the use of Standard Contractual Clauses.
 - o UK to EU data transfers are not expected to be affected by Brexit.
 - o Non-EU businesses should check if they require to appoint a “European representative” in an EU country
- Immigration
 - o Recruiting employees from the EU becomes more costly and bureaucratic for UK employers under the UK’s new points-based system. From January, EU citizens who want to work in the UK are treated the same as non-EU applicants. UK citizens wishing to work in the EU now face similar hurdles, based on the immigration laws of each EU country.
 - o Existing residency rights of UK and EU citizens are protected under the Withdrawal Agreement, but these are subject to complying with national registration requirements.
- Travel
 - o With the ending of EU freedom of movement, UK travellers face



Gordon Kerr
EuRA Strategic Consultant Legal
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complications such as the need (in some EU countries) for an international driving permit, medical insurance and at least 6 months left on their passports.

- o By the end of 2022, an ETIAS visa waiver will be required for EU travel.
- o UK visitors will be limited to stays in EU countries of 90 days in any 180-day period.
- o EU pet passports are no longer valid for UK citizens travelling with pets.
- Bank accounts
 - o UK banks now require separate national licences in order to continue offering banking services in EU countries. In practice this means that most British banks are withdrawing banking services from customers resident in the EU.
- Professional Qualifications
 - o Reciprocal acceptance of professional qualifications (for example, allowing a German physio to practise in the UK and vice versa) is likely to become more restricted.

The impact on corporate clients will become clearer once we know if there will be a Free Trade Agreement or not. “No-deal” would hit some industry sectors particularly hard, such as British and German car manufacturers, the French wine and spirits sector, French dairy producers and Italian food and drink producers.

For the moment, much of this is speculation. For better or worse, we will soon know the reality of Brexit!



Brexit (2): When Brexit preparations go wrong!

It's fair to say that very few people shed tears when

lawyers suffer misfortune, but bear with me on this tale of clever Brexit preparations which have badly misfired.

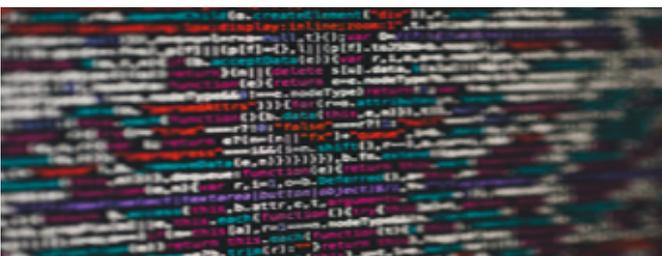
One consequence of Brexit is that, at the end of this year, UK law firms, lose their rights to advise on EU law. To avoid this, many of the UK's largest firms arranged for their lawyers to requalify in Ireland. This has been an expensive exercise - hundreds of thousands of pounds for many firms - but worth it to maintain EU practice rights.

But now, to the fury of British lawyers, the Law Society of Ireland has reversed its previous welcome to them and announced that Ireland-qualified solicitors based in Britain "will not be entitled to a practising certificate". These foreign lawyers will be unable to practice EU law unless they also have a physical office in Ireland.

There are dark mutterings that the Irish Law Society has been influenced by the Dublin government as the UK's full departure from the EU approaches. The UK legal profession appears to be a pawn in the wider political wrangling between London and Brussels.

There are now predictions that the latest Dublin ruling will trigger a rush by London firms to open bolthole offices in Ireland. That remains to be seen. What is clear is that Brexit continues to produce unexpected consequences even for careful lawyers!

Data Protection (1): Personal data transfers to the USA



Following the termination, earlier this year, of the EU-US Privacy Shield, there remained some hope that the respective governments would reach agreement on an updated arrangement for transferring personal data from Europe to the US. Unfortunately, there has been silence on this front, which means that RMCs and other relocation businesses which relied on Privacy Shield accreditation, need to put in place alternative legal wording in all contracts which cover data transfers to the US. In legal terms, these businesses need to incorporate EU "Standard Contractual Clauses" (SCCs) into their service contracts with clients and suppliers.

In November, the European Data Protection Board (EDPB) released its long-awaited recommendations on what measures organisations should be taking in order to make compliant data transfers to the US (and to other "non-adequate" countries).

The real problem for many relocation companies will be to work out what these recommendations actually mean in practice. The EDPB recommends the following six-step process:

- **Map the relevant data transfers** and ensure the transferred data is adequate, relevant and limited to what is necessary.
- **Identify a data transfer mechanism.** Unless the recipient country is recognised by the European Commission as 'adequate', this will generally be SCCs (or binding corporate rules for internal corporate transfers).
- **Assess the legal system of the recipient country** to determine whether it undermines the safeguards of the transfer tool, in particular in relation to access by public authorities to EU personal data. Access by public authorities must be proportionate and limited to what is strictly necessary, and EU individuals must have rights of redress. The European Court of Justice has already ruled that the U.S. does not satisfy these requirements and, accordingly, transfers to the U.S. require "supplementary measures".
- **Consider supplementary measures** if the legal assessment reveals that the recipient country's legislation undermines the effectiveness of the transfer mechanism. The identification of supplementary measures appears to be a risk-based assessment, although this is not entirely clear. Relevant measures will typically be technical (e.g., encryption), contractual or organisational. Where supplementary measures cannot ensure appropriate protection, the data transfer may need to be suspended or terminated.
- **Address formalities** to implement any supplementary measures.
- **Keep data transfers under review** as part of the accountability obligation.

There is some frustration among businesses at the lack of clarity in these recommendations. For example, if your business transfers only "low risk" personal data (i.e. most relocation data), you might have expected recommendations which delivered more in the way of practical guidance.

The recommendations are open for consultation until 21 December 2020, so we just have to hope that more practical guidance will follow early next year.

As a separate but related exercise, the European Commission has released new forms of SCCs. The intention is that businesses will need a clear and documented understanding of their data flows and it will no longer be acceptable to use generic clauses without detailed knowledge of the underlying data. All transfers which currently rely on the old "model contract" clauses will need to be re-documented within twelve months of the new SCCs receiving EU parliamentary approval - probably early next year.



Data Protection (2): Big fines for big companies

Under GDPR, fines for flouting privacy rules can reach up to €20 million or 4% of global turnover (whichever is greater). The thinking behind these huge penalties was that large companies would be forced to take their privacy obligations very seriously. Evidence from the last two years suggests that regulators are indeed prepared to make examples of well-known companies. Some of the highest profile examples include:

- The French regulator (CNIL) fined **Google** €50 million for breaching GDPR in its processing of personal data for the purposes of behavioural advertising.
- The UK regulator (ICO) announced a fine of £183 million (later reduced to £20 million) for **British Airways** for poor security that compromised the personal data of around 500,000 customers. Shortly afterwards, the ICO announced a fine of £99 million (later reduced to £18.4 million) for **Marriott Hotels**, following a cyber-attack that exposed personal data of up to half a billion guests.
- This summer, **EasyJet** was the victim of a cyber-attack. 9 million customers had their personal data exposed, including around 2,200 customers who had their credit card details stolen. The airline could be fined tens of millions of pounds, but the timely notification of the breach in this case may help to minimise the fine.
- Most recently, in October 2020, the Hamburg Commissioner fined retailer **H&M** €35 million for unjustified surveillance of employees. H&M kept detailed records about the private lives of hundreds who worked at its Nuremberg service centre, including vacation experiences, illnesses, religious beliefs and family issues. This is the highest GDPR fine by a German regulator, and the highest fine in the EU concerning HR data.

It is highly unlikely that relocation companies will ever be faced with fines of this magnitude and it is certainly not the intention of regulators to inflict serious financial damage on businesses which have been guilty of GDPR breaches which are only of a technical nature. The emphasis of the regulators is to target businesses which put their customers at risk through their cavalier attitudes to data security. However, the H&M case also demonstrates that the inappropriate collection of personal data on employees can also give rise to substantial fines.

Data Protection (3): The whole world is getting more protective about personal data

When the GDPR became law in May 2018, many relocation businesses adopted its rules on a global basis. Their reasoning was that the GDPR set the highest level of protection for personal data and it was easier to opt for global compliance rather than having in place a variety of data privacy rules and processes for different parts of the world. Since 2018, more countries have got tougher about data privacy and are using the GDPR as their model.

One example is California's Consumer Privacy Act, which took effect in January this year, and is already being "upgraded" to impose stronger requirements on businesses that handle data from that State. The latest legislation provides for the creation of an enforcement agency; triples the fines available for the misuse of children's data; allows consumers to prevent data sharing; protects sensitive data and forces businesses to implement reasonable cybersecurity.

The California law is not an isolated case. It reflects a global regulatory trend to push back against business overreach in personal data use that started with the GDPR. Equivalent laws have sprung up everywhere, from Brazil to Japan. The South Korean government has enacted a series of reforms to its main data protection laws, largely in an effort to receive "adequacy" approval from the EU. Returning to the US, state legislatures in Massachusetts and Washington are considering updated data protection laws.

It's important to be aware that many of these laws have extra-territorial reach and apply even to businesses which are not physically in the country. And, while the GDPR is clearly the model for much of this new legislation, businesses should not assume that GDPR-compliance will guarantee full compliance with the new law in California or any of the similar legislation coming into force in other countries.

Tenancies: French tenancy controls are declared lawful

The EU's Court of Justice (CJEU) has ruled that French legislation, designed to protect affordable, long-term rental housing in areas where rent pressure was severe, is not contrary to European law. The French law banned repeated short-term letting of furnished



accommodation to a "transient clientele which did not take up residence there" unless the property owner obtained prior approval under an authorisation scheme.

The story here is that two French apartment companies, Cali Apartments and HX, were offering short-stay rentals of studio flats, "repeatedly and without prior authorisation", in breach of an article of the French Construction and Housing Code. A Paris court ordered the companies each to pay a fine of €15,000 and ordered that the use of the premises be changed back to residential.

The companies claimed that the French legislation was an unjustified restriction on the freedom to provide services as enshrined in EU law. However, the CJEU has ruled that France is entitled to introduce laws aimed at combating serious shortages in the availability of housing. It was stressed that housing is a basic necessity and that the right to

decent housing is an objective protected by the French Constitution.

The rise of "city break" tourism combined with the rapid growth of companies such as Airbnb has contributed to rental housing shortages in many popular European cities. This EU judgement means that EU states can now regulate vacation rentals, more tightly, without fear of breaching EU law.

Employment (1): Homeworking in the wake of Covid-19

For many employees, the idea of being monitored in the workplace feels intrusive, and these concerns have only increased as pandemic-related remote working has now brought monitoring into employees' homes. With various software companies promoting their "best employee monitoring software", it is not difficult to see why there is increasing workforce hostility to new forms of monitoring. In some business sectors this is a legal necessity. For example, financial services firms are required to put in place rigorous oversight on traders working from home. But this level of close monitoring may not be lawful in other, less regulated, business sectors.

Homeworking is putting pressure on employers to find the right balance between respecting an employee's right to privacy and oversight of employee productivity, performance and appropriate use of IT systems. Is an expectation that employees will join team calls with their webcam turned on reasonable or an unnecessary invasion of privacy? What about tools that check whether an employee is "active"? Is monitoring app use acceptable? In highly regulated environments is the use of facial recognition tools checking whether employees are away from their desks going too far?

As a matter of law, and with very few exceptions, surveillance of your employees should only be carried out with their knowledge and express consent. The extent of any monitoring also needs to be clearly explained to employees. Excessive levels of monitoring can result in a breakdown in employee relations and even financial claims against your business. Ultimately it all comes down to striking the right balance based on a careful assessment of the risks to your business and your employees' rights to privacy.

Employment (2) - Do you relocate footballers or musicians??



The UK is introducing new immigration rules, starting 1st January 2021, for football clubs wishing to employ foreign players and managers. Interestingly, the new rules would have prevented Manchester

United appointing Ole Gunnar Solskjaer as manager. The Norwegian would have failed the test requiring overseas managers to have worked for three out of the previous five years in a "top league".

Due to Brexit, British football clubs will no longer be able to sign EU players freely and there will be a points system for all overseas players. Points are awarded for international and domestic appearances, which vary with the ranking of the country and league. Overall, it will be easier for British clubs to sign players from South America, Asia and Africa but more difficult from Europe.

Looking in the other direction, there will also be new restrictions on British footballers moving to EU countries. For example, FIFA regulations prohibit non-EU players moving to another country, under the age of 18. For British players over 18, it's a mixed picture. While moves to Germany's Bundesliga should remain relatively straightforward, Spain applies a quota system to clubs in La Liga and there are also restrictions in Italy's Serie A.

In practice, there will be two potential hurdles facing a British player looking to make a move abroad: first, the need to gain a visa or work permit, and second, the need to comply with the individual quotas of each league. In the case of Spain's La Liga, each team is limited to three non-EU players, which means that a player will have to be good enough for a visa and good enough to be one of the top three non-EU players at the club.

Of course, there is one simple way around the rules: we can expect to hear more British footballers discovering an Irish grandparent and claiming dual nationality!

The same search for Irish ancestry could apply equally well to musicians. Touring Europe is about to become more difficult for British performers. While some countries have exemptions from work permits for "cultural activities", the hassle is knowing which countries. For instance, France and Germany yes; Italy no. Get a booking at La Scala in Milan and you will need a work visa in advance from the Italian embassy. Multiply that by 70 for a symphony orchestra, and then by the number of countries on the tour that require a visa, and serious costs are starting to be incurred.

There is also uncertainty over social security arrangements. Within the EU all countries respect each other's arrangements provided that an A1 certificate is obtained, confirming that national insurance is paid in the home country. But France, for example, has stated that it won't accept British A1 certificates after Brexit. Italy and Spain seem likely to take the same line. For a British company touring Europe, such deductions will be expensive. Add in health insurance costs (if the current European Health Insurance Card is withdrawn from British performers) and many tours may become financially unviable.

If you provide relocation services to footballers or musicians, you may soon be bombarded with a whole range of new questions from your clients. Possibly the best advice you can give them is to search out that Irish grandparent!

The Legal & Tax Report is produced for The EuRApean by Gordon Kerr, EuRA's Strategic Consultant - Legal Services. Gordon can be contacted at gordonkerr@gklegal.co.uk.

Lessons Learned during the Lockdown



When Prime Minister Modi announced to the nation of India, that a total lockdown would be implemented on March 24th, there were barely hours left before it took effect. And just like that everyone's lives changed. Swift and Sudden. And while Resettle has successfully navigated these months of complete closure and now the gradual opening up, the management has taken the opportunity to evaluate why we do what we do and more importantly how we can do it better, not just for during this time, but plan for the future as well.

Valuable Lessons

As an organization, Resettle has learned, above all else, that though we may have to be separated, we cannot work in isolation. Our need for one another was highlighted more strongly during this lock down, as we realized that we function better when we collaborate with each other. As a cohesive team our customers are the ones that benefit. We are grateful for technology and video conferencing in particular, though we have not always looked our best, we were able to encourage one another regularly and often. This made all the difference in the world.

With the closure of borders and interruption of global travel, we were handed the gift of time. Management was able to do all the important things that being busy just never allowed.

We reviewed our procedures. Made modifications that ensured safety and protection for our team as well as our clients. We improved our communication making it more frequent so we shared knowledge and up to date information more readily. This was extended to our customers still on the ground in India and those with interrupted plans to relocate.

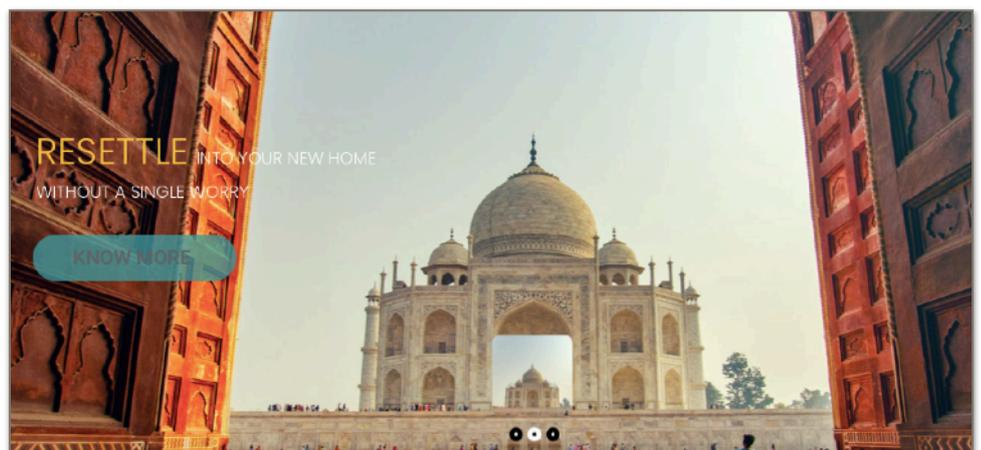
We refined our motives. We always empathized with our relocating families understanding their "fish out of water" experience and we were keen to shape our service to reflect this. However, our **empathy** took on a new level and our care and concern went beyond the boundaries of business as usual, as we made sure our clients were healthy, knew how to handle any emergency or even where to shop for basics now that everything was closed. Our customers really appreciated it.

We reviewed our policies. While Resettle always held our clients and consultants in high esteem, we have recognized in a clearer sense that our top priority is the health and well-being of our team, our customers and partners. We made sure to take into account all the recommendations of the recognized bodies nationally and internationally regarding COVID-19 and implemented virtual services with clients as much as possible and of course, work from home for the team. We continue to monitor the information being released from the task forces across India and balance this information in real time with the 5th phase of opening that is currently unfolding.

With safety and hygiene at the forefront, productivity and "getting the job done" by no means lags. We require more steps to be carried out prior to each physical service so the consultant and client are assured they are not at risk. And as mentioned previously, whatever service can be conducted virtually, we have introduced an online option. Our duty of care ethos has become more robust. Communication and training programs have been implemented and our leaders step up to the plate, putting ourselves in the front line so team members at greater risk would not be exposed. We realize these measures establish a deeper level of trust within the organization and continues to keep morale high. As we continue to manage our teams remotely, we make sure to run our business looking after our most valuable asset - our people.

Our customer service and appreciation are the team's focus, keeping our clients informed about new changes, keeping a steady and relevant work flow, and above all keeping the employees motivated is extremely important.

Our team comprises of people who come with one basic common thread – **the urge to show a new comer in India just how amazing this destination is. We have pride in this country and want to showcase it in all its glory.** We are here to guide you in your first few crucial weeks. Our teams come from experience in global mobility, the housing rental market, not for profit work, and immigration services. Together we make sure you are well taken care of.



Certainly, the pandemic has disrupted life as we know it, but with it came the opportunity to recognize what is most valuable. We value our employees and would never put any of them in harm's way for duty's sake. We truly value our customers and are committed to work for them in such a way that they feel safe and at ease here in the new home. Finally, we value our country and continue to enthusiastically look forward to introducing expats relocating here to just how wonderful India can be, when you are relaxed and re-settled.

Top 3 Immigration Consequences for Shifting to a Permanent Remote Work Policy

Large multinational corporations such as Facebook and Microsoft have recently announced company policy shifts allowing employees to work from home permanently. It is important that employers carefully review and evaluate potential implications from an immigration, tax, and employment law perspective when making this decision.

Here are the top three immigration impacts employers need to be aware of when considering a permanent or hybrid remote work policy change:

Complying with Labor and Employment Laws Becomes More Challenging

- Having to identify, manage and resolve issues that are outside of your comfort zone.
 - Examples include:
 1. Working hours and wage regulations especially nonexempt employees.
 2. Tax consequences for employees and your organization.
 3. Memorialize every conversation.
 4. Have potential workers' compensation issues been fully vetted?
 5. Can you ensure your company's policies on privacy and data security are being practiced?
 6. What taxes must be withheld based on working location?
 7. Does the jurisdiction within which your employee is remotely working have any particular employment law entitlements that you may not even have contemplated?
 8. Is a Posted Work Notification necessary, if within Europe?
 9. Does allowing your employee to work in a new location create any permanent establishment issues or corporate compliance concerns?

Immigration Compliance

- Where is your "work from home" employee?
 - Another town/county?
 - Another state/province?
 - Another country?
- What does this mean for work/residence permission/any future citizenship application?
- If on a work permit, does a new application have to be made or might the current one be revoked on the basis of the employee's absence from the country?
- What about salary levels? Do they still meet salary conditions for the location where they now work?
- Do you have a plan in place should your employees get "stuck" outside their home country? Think about renewals/extensions.
- Social security considerations within Europe.

Make a Plan

- Verify where your employees are. Know their immigration status and their allowed duration of stay.
- Understand their current immigration status and seek advice as to whether actions are required.
- Review local labor and employment laws of the jurisdiction in which an employee is performing work.
- If some employees are not allowed a flexible work option, make sure the reasons for the decision are nondiscriminatory and well documented.
- Consider immigration, employment and tax issues before amending any remote work policy.

How We Can Help

We welcome the opportunity to partner with you to evaluate your global mobility program and the possible repercussions of shifting to a permanent or hybrid remote work policy for your organization. Contact your dedicated Newland Chase or CIBTvisas representative to schedule a consultation. Don't have one yet?

[Contact us here](#)



Relocation Support Services

Oliver Dunning - New Managing Director

We would like to announce that Oliver Dunning has been appointed

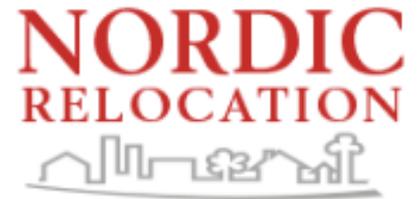
Managing Director of Relocation Support Services. Oliver has been with the company for seven years, previously holding the role of Head of Operations. As such, he brings a thorough understanding of RSS's business, its customers, services, and procedures.

Oliver has been instrumental in setting the company's high standard of customer satisfaction and assignee experience, and together with the experienced team at RSS, is looking forward to a continued working relationship with our clients as well as supporting new clients with their relocation needs. If you have a new or ongoing requirement, please reach out:
oliver.dunning@relocationsupport.co.uk

Oliver assumes the role from Alistair Murray, who has worked with RSS for the past six years. We thank Alistair for all his hard work during his tenure with RSS ...

To read more [click here](#)

Viktoria Lindén appointed new CEO at Nordic Relocation Group AB



Viktoria Lindén will take over as

CEO of Nordic Relocation Group AB on November 1st, 2020. Åse Löfgren Gunsten, the company's current CEO and owner, will be stepping down and moving to the role of Chairman.

Viktoria has strong leadership skills and an extensive portfolio of management experience from her various positions in the past. Her broad knowledge of working in an international and multicultural environment, as well as her seven years of experience within the mobility industry, has prepared her well for her new role as CEO.

"Nordic Relocation Group is currently in a development phase, and Viktoria has participated greatly in the development (implementation) of our new platform, refining service delivery to clients and improving work processes for staff", says Åse Löfgren Gunsten.

Viktoria holds a MSc in Business and Economics from the Stockholm School of Economics.



To read more [click here](#)

PRESS
RELEASE -
CAP
WORLDWIDE
- WOMEN
OWNED



CAP Worldwide
SERVICED APARTMENTS

CAP Worldwide Serviced Apartments is awarded 'Women Owned' certified status and 'pays it forward' as part of their ongoing commitment to ensuring 'a balanced approach in inclusivity and equity for all our brand partners'

London, 04 November 2020 - Today, CAP Worldwide Serviced Apartments (CAP) formally announced their Women Owned certified status and made their commitment to 'paying it forward' to their supply community and brand partners with the launch of their brand partner management programme 'At CAP, you're welcome'. The 'At CAP, you're welcome' programme has been launched to ensure that all partners, no matter how big or small, whether they are global or local, diverse, entrepreneurial or minority owned are assured the same 'equal opportunity' to become a CAP brand partner/supplier and to receive requests to service extended stay demand from our valued clients. This initiative is managed internally by Clare Ace, CAP's Global Supply and Brand Partner Director.

To read more
[click here](#)



Sabrina Carparelli joins the leadership team of CAP Worldwide Serviced Apartments to direct global mobility and relocation management sales and services

London 16th
November 2020 -
10.00am. CAP
Worldwide Serviced
Apartments (CAP) is
delighted to
announce Sabrina



Carparelli, previously of edyn/The Serviced Apartment Company (SACO), Skyline and BridgeStreet Global Hospitality, has joined CAP Worldwide as a key member of their senior business development and sales support team - with immediate effect. Sabrina Carparelli will be principally responsible for continuing the development of the CAP global relationships and partnerships within the relocation management and global mobility space. She will be working alongside fellow directors, Jo Layton, Josie Oliveira (based in Belize) and Kate Scott to ensure CAP delivers service excellence to their clients and continues towards the goal of being the best in class 'specialist' global serviced apartment booking agency. Carparelli has been dedicated to the global mobility, travel management and relocation sectors for over 20 years, with previous experience in managing key global corporate accounts...

To read more [click here](#)

Newland Chase

A CIBT COMPANY

Newland Chase Welcomes Cindy Hilliar as Vice President of Global Service Delivery and Operations

Newland Chase is proud to welcome Cindy Hilliar to its team as Vice President of Global Service Delivery and Operations. In her new role, Cindy will focus on driving continuous process improvements that will result in an exceptional client experience.

“Cindy brings the skills, knowledge and experience that will further strengthen our position as the leading global immigration service provider. Cindy brings invaluable insights to Newland Chase having managed and streamlined a program comprised of more than 75,000 expats and 48,000 business travelers. We know that her skills and background will lend themselves readily to this newly created role.” – Steven Diehl, Global Managing Director, Newland Chase

Cindy joins Newland Chase with more than 20 years of progressive leadership experience at Accenture, where she most recently held the role of Global Mobility Operations Director. During her time at Accenture, Cindy developed a reputation globally and within the business as a ‘trouble-shooter’ and ‘strategist’.



To read more [click here](#)

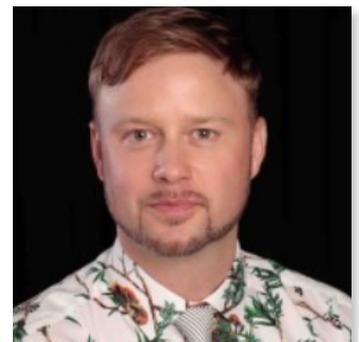
Business Consultant, Erik Christensen, Founder of Solutions Mobility, has joined Arpin Group



WEST WARWICK, R.I. (November 23, 2020) – Erik Christensen, Founder of Solutions Mobility, has joined Arpin Group as a consultant specializing in modern global workforce operations and technology within the relocation and global mobility space.

Christensen, currently based in and originally from California, brings a wealth of industry experience to Arpin and is exceptional in his talent and experience. In his new consult role, he will assist with international growth of operations and customer service centers, improve flexibility in the company’s ability to manage moves, and advise on steps Arpin can take to add significant improvements in its overall use of technology, including the development of a customer-friendly app.

“I am so happy to announce that we have added this highly-respected industry leader to the Arpin team,” said Peter Arpin, Executive Vice President, Arpin Group, Inc. “In addition to bringing great contacts and networks to our organization, Erik aspires to uphold and enhance Arpin’s culture and mission around the highest integrity and ...



To read more [click here](#)

IOR Receives Prestigious Partner Awards from Cartus & BGRS



October
29, 2020 -
IOR
Global
Services

(IOR) is

excited to announce that we have earned two prestigious partner awards this season from our Relocation Management Company clients:

The Cartus "Gold" Commitment to Excellence Award recognizes a supplier's measurable commitment to excellence and is presented to Global Network service providers who have distinguished themselves by achieving critical performance metrics. IOR was honored for outstanding performance at Cartus Corporation's 2020 Global Network Conference in early October.

The BGRS "Gold" Global Supplier Service Excellence Award recognizes Global Suppliers dedication to continuous Service Excellence. Gold Award winners deliver superior benefits and significant value add to BGRS and its customer's needs. IOR was honored with this award at the BGRS 2020 Supplier Partner Forum this month.



To read more [click here](#)



We have some exciting live Briefings coming up! Just check the EuRA Events page for topics and how to reserve your live place.

December 22nd 16:00 CET

Holiday Hello with the EuRA Board

Join the EuRA Board for a fireside catch up and maybe a glass of something to celebrate the holidays - [Book Now](#)

January 20th 17:30 CET

Corporate Housing Symposium 1

January 21st 17:00 CET

Immigration Symposium 1

Biden and Mobility

January 27th 17:30 CET

Corporate Housing Symposium 2

January 28th 17:00 CET

Immigration Symposium 2

Brexit and Immigration

February 3rd 17:30 CET

Corporate Housing Symposia 3

You can reserve your space via the [EuRA Events page](#) from the start of January



New Member Focus: “Cooptalis Immigration”

Cooptalis is all about talents, and our mission is to spot, move and grow them internationally!

Spotting them through our varied recruitment tools, moving them around the globe thanks to our immigration and relocation experts, growing them using our training skills – that’s what we do, and that’s how we answer our customer’s needs. Global mobility and talent management are strongly linked and our goal, at Cooptalis, is to make sure talents don’t get lost in the midst of immigration or in the

maze of intercultural recruitment habits. We’re here to make our talents and our customers meet ; we’re here to make sure your talents can relocate and work anywhere ; we’re here to make talent borderless ! To do so, we’re based in various countries (France, Canada, Benelux, Morocco, Tunisia, Ivory Coast, Spain, Vietnam,...), where we offer

international services in recruitment, immigration, relocation and training. Looking for an IT engineer in Morocco ? Wanting to send your VP to Brasil ? Looking for an international school in Zimbabwe ? Reach us ! We’re here for your talents.

We provide global immigration services (inbound/outbound, short term/ long term), as well as relocation and recruitment services.

www.cooptalis.com/en/services



New Member Focus: "Nassau Corporate Relocations"

Nassau Corporate Relocations was founded in 2016 by brothers Brian & Barry Toal. The company was started on the back of increased demand from clients using their serviced apartments in Dublin.

Managing director Barry Toal says "from the beginning we wanted to offer a full range of services to our clients. We now have an in house visa specialist along with a move team headed up by Jim Farrell" "having in house specialists now means we have become more competitive in our pricing and companies prefer to deal with one point of contact"

Companies are now beginning to see the importance of standing out to new assignees. Offering assignees relocation services allows them to hit the ground running when they arrive at their destination. They no longer have to worry

about finding accommodation or negotiating their shipping's costs. The Corporate relocations team does that for them. Barry Toal says "We recognise that in many instances an assignee's first impression of a new location is heavily influenced by the



professionalism, knowledge and care a relocation advisor displays. For this reason, all of our relocation programmes are delivered on a one-to-one basis with each assignee. This allows us to build up a personal profile of each assignee and tailor our service to their needs"

Located in Dublin Corporate Relocations provides Services to some of the worlds largest multi-nationals and sees this trend continuing post Brexit. "Dublin is

strategically located to capitalise from Brexit and Corporate relocations has seen a huge increase in demand for its services. We feel this trend will continue in 2021 and are now looking to build our team to service this demand"

The 12 month plan for Corporate Relocations is to expand its move service to offer our clients a more extensive service. The appointment of Jim Farrell is crucial to the success. Barry Toal says "Jim's track record and contacts in the profession are second to none and we are delighted to have him on board. Attracting someone of Jim's calibre into the business is a great endorsement of our strategy and ambition. He brings with him incredibly strong knowledge and experience which will be vital as we continue our ambitious plans to grow and develop relocation solutions for our clients."

www.corporaterelocations.ie

New Member Focus: “Easy Shipping”

Easyshipping Removals & Storage

Easy Shipping Ltd was founded in 2003 by Sam Ramanan, an expert in the field of Relocation, mainly focusing on Southeast Asia at the time.

Easy Shipping quickly established itself a reputation based on excellence, integrity and quality customer service and is now one of the leading Relocation companies in the Southeast of England. Now, catering for all aspects of Relocation including Domestic and Commercial Relocation, International Shipping and Removals, Award-winning Packing Services and Storage Solutions, Easy Shipping continues to see year on year growth and expansion of its client portfolio from home removals clients, to high-profile multinational businesses and dignitaries. Situated in Mitcham, Surrey and with a large fleet of high-tech, distinctive liveries, Easy Shipping is situated in

prime location to serve the whole of the United Kingdom, and has ease of access to international terminals and ports, where its fleet travel worldwide. Moving Forward During this unprecedented period, Easy Shipping, like most other businesses has had to adjust its operation

operations team with the acquisition of new office management, marketing and shipping expertise. Additionally, the company has added to its new, high-tech fleet offering dedicated groupage services to Eastern and Western Europe.

Easy Shipping also hope to add to their Storage facility with the purchase of a new storage unit imminently. Managing Director of Easy Shipping, Sam Ramanan explains “Joining EuRA hold many exciting opportunities in joining fellow international shipping leaders which allows us to further build on our

professional relationships, expand our think-tanks and broaden our horizons. We all have a common goal – to move people with passion and ease”



in order to provide confidence, and assurance to all current and potential clients that all aspects of their move will be carried out with the utmost respect and safety. Even through this difficult time, Easy Shipping have seen exponential growth and have expanded the

For further information visit Easy Shipping on www.easyshipping.co.uk or email Ray Cardozo on ray@easyshipping.co.uk, Tel: +44(0)208 648 9092

New Member Focus: "Expat US"

Expat US improves employee's experiences while they are relocating all over in the US.

Caroline Scemama is the CEO and founder and opened up Expat US in NYC in 2007, while she was relocating herself from France to NYC

"arriving in a new city is a real nightmare" nobody helped her so she decided to create Expat US:

A destination service provider dedicated to corporate and RMC's who are moving people to the US.

We have very strong values and are

obsessed with customer service, we have had practically the same clientele for many years and we know exactly how to adapt to new situations by offering new services always striving for excellence.

We have over 150 consultants all over the US, from the East coast to the West coast and they all share the same values: helping, assisting, organization and offering a perfect service.

Since 2007 we have moved people from all over the world to the US, providing services like visas, housing search with utilities, bank account, SSN,

drivers license, corporate housing, schooling,

pet services, and household move coordination.



Please feel free to reach out to Expat US anytime at caroline@expat-us.com, Caroline & Jean-Pierre Scemama

expat us.
Relocation Services USA

New Member Focus: “Nickel-Lane Immigration”



NICKEL-LANE
IMMIGRATION
GROUP

Canada, the land of Mounties, moose, beavers, lakes, and of course mountains.

Also, a thriving land of start-ups in Emerging Technology, Artificial Intelligence, FinTech and an array of industries that would surprise many and growing across virtually all sectors. While seen in the past as a largely resource based and agricultural economy, that has been changing rapidly over the past few decades and accelerated dramatically of late.

We are also recognized globally as an extremely stable country, both politically and economically, and with a highly diverse culture, very welcoming to newcomers from every corner of the world. We have a long history and well-deserved reputation as a country with a

NewlandChase before starting the Nickel-Lane Immigration Group early this year.

Certainly interesting timing to open an immigration business, global pandemic, lockdowns, borders closing, opening, then closing again. Excellent. However, in chaos and change is opportunity, and this year has proven to be an excellent time for us to open. The world has changed dramatically around us, and in some ways there will not be a rewind, and that will be fascinating to see in the coming months and years as the promise of vaccines bring us back closer to the world we knew before 2020.

Our group has found ways to thrive and grow through all this, benefiting from all the experience of working within and for large corporates, but approaching our

external partners assist our clients with related needs in taxation, corporate structure, HR, business planning, asset management, and destination services. Canada has become for many firms an amazing entry point to the overall North American market, and these partnerships help us deliver comprehensive services for the clients who require them.

Similarly, we have been working across this year to build out our global network partners more formally. Friends we have made over the years through EuRA and other organizations, now our trusted in country partners and colleagues sharing clients and helping each other all build our respective businesses.

So, while we are a Canadian Immigration group and that is our core focus, we also offer our clients immigration support and associated

services across much of the globe through these marvelous partners and in-country experts. People like us, and people you probably know as well. Bespoke solutions provided for groups looking for something a bit outside the box, and perhaps a bit more personal, into Canada, and globally. That's who we are.



very facilitative immigration system, in normal times very much encouraging growth through immigration.

We are a country that recognizes the critical role immigration plays in driving our economic growth and are widely recognized as a leader in innovative immigration programs. Over the past several years as many jurisdictions have tightened their borders and become more nationalist in their policies, Canada has bucked that trend and opened further, particularly for employment and economic pathways. Our founder, Ken Nickel-Lane is a long-time veteran of the workforce solutions and mobility industries, most recently running the Canadian operations for

business from a perhaps more personal

perspective than some of the larger organizations, while maintaining that same strict dedication to compliance. We think we view the work we do with our clients from a more holistic, and perhaps less transactional approach.

We describe ourselves as a group because while focusing on immigration we also have a robust eco-system of long-term partners internally and externally across the country. Our

See you in Saville.

www.nickellane.ca



New Member Focus:

“ACT- Åland Consulting, Travel & Event Ab”

Åland Consulting, Travel & Event Company Ltd. (ACT) is a multifunctional firm based on Åland, Finland.

mainland Finland, as well as other countries within Europe and Asia from the start to the end.

More information please visit our website for details: www.act-land.com

What can we offer?

- We provide a wide range of consulting services to other companies on Åland and mainland Finland. Our HR services help job seekers find the right companies that fit their professional occupations.
- Our Relocation Services help those employees, individually or with their family, plan to move to Åland, or

- Our staffs are here to help you establish a business or helping you find a business partner on Åland.
- We offer professional advices and services to international investors who are interested in investing on Åland and in Finland.



Contact details:
Email: info@act-land.com
Telephone number: +3584573448074
Website: www.act-land.com

New Member Focus: “SMART Relocators Singapore”

Relocating overseas or back home doesn't need to be stressful. SMART Relocators Singapore has been operating since 2011 and has gained the trust & confidence of many prestigious institutions from government offices, International corporations, and the relocation partner network.

Alongside our growing team of move specialists and fleet of vehicles, we are today also equipped with a 15,000sqft state-of-the-art high security storage warehouse. As we strive to constantly innovate and remain at the technological frontier, we continue our mission of delivering consistently high-quality relocation solutions at

documentations for Customs, Transit, and Port-Out. Because we understand the importance of balancing cost and service quality, we are pleased to share our newly launched “GROUPAGE SHIPMENT” service. This service has been specially designed to offer more affordable pricing for smaller moves that typically do not utilize the entire container load.



We collaborate closely with a wide global network of the most trusted International Movers and Relocation Management companies with the expertise to move both private and corporate customers to and from any country. Our customers are also given the choice of move options – via sea, air, or land – depending on your budget, time constraints, and/or personal preferences.

competitive rate. Our services include:
International Moving
Shipping
Logistics
Storage and Warehousing
Destination Services from Singapore
Want a fuss-free move? We also provide value-added services such as preparation and processing of relevant

Whether you'd like to get a quick quote, enquire about our services, or discuss about your upcoming move, feel free to reach our Relocation Consultant at:

Tel: (+65) 6464 7452 (Ext. 702)

Cell: +65 9272 3875

Email:

*terence@smartrelocators.sg
www.linkedin.com/in/terence-wee-smart*

We look forward to working with you on your forthcoming relocation plans.

*www.smartrelocators.sg
<https://www.linkedin.com/company/smart-relocators-singapore/>
<https://www.facebook.com/smartrelocators/>*

CHRISTMAS BY THE NUMBERS

2.340,000

The speed Santa's sleigh has to travel to reach every home in the world on Christmas Eve

6.8 million

The number of iOS and Android devices that will be activated on Christmas Day

1

The number of mince pies you should eat on each of the 12 days of Christmas for good luck

3 billion

Christmas cards sent in the US each year

60 million

Christmas trees grown in Europe each year

4772

Average calories consumed on Christmas Day... and that's without wine!!

364

Total number of gifts in "The 12 Days of Christmas"