

# THE ★ **EURA**<sup>®</sup>pean

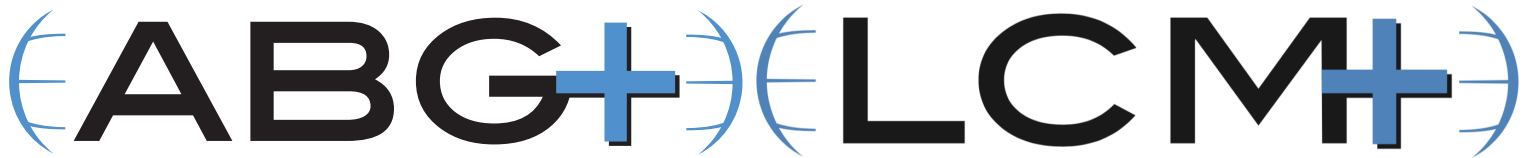
Spring 2020 [www.eura-relocation.com](http://www.eura-relocation.com)



## THE WORLD SHUTS DOWN



## New Modules



ACHIEVING  
BUSINESS GROWTH

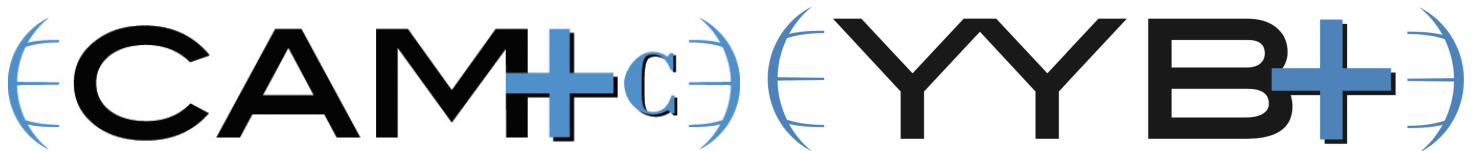
LEGAL COMPLIANCE  
IN MOBILITY



COACHING APPROACHES  
IN MOBILITY

COACHING APPROACHES  
IN MOBILITY

Online December



COACHING APPROACHES  
IN MOBILITY

YOU ARE YOUR BRAND

**Cost:**

**€250 per module**

Completely free to EuRA Members and their  
teams until June 2020

For full instructions on how to access the Academy;

**[Click here](#)**



# 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](mailto:dominic@aura-relocation.com) or Maria Manly, Editorial Consultant [maria@aura-relocation.com](mailto:maria@aura-relocation.com)

## Disclaimer:

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# Save the Dates!



2020 USA Reception 2020 Washington DC  
October 29  
EuRA International Relocation Congress 2021 Seville  
March 23-26  
2021 USA Reception Chicago  
October 21  
EuRA International Relocation Congress 2022  
April 26 - 29



## Notes from the Editor

Normality has shifted... significantly and in a way none of us could've imagined just a few weeks ago. In that time

we've moved into a strange new world of uncertainty, not going out, working from home. But as Tad says in his CEO Report, I think we've all realised that the connections we have, the friendships with colleagues, EuRA members around the world and competitors suddenly mean so much. Communication and connection is what holds us together.

Over the past weeks I've been privileged to have interviewed a number of our members from all over the world and the message has been the same. We will get through this. This is probably the toughest thing my generation has collectively had to face and having restrictions placed on our basic liberties is something we have never really experienced. Our mantra has been freedom. To move, to travel, to work, to live, to love. In all aspects of our lives we have always been free to do what we chose to do. But now we have to act for

the collective good and much as we all know that, it doesn't make it easier.

Our industry is under tremendous pressure and will have to fight to weather this storm. But one thing that has never ceased to amaze and inspire me about the people who call relocation their vocation, is their resilience, brilliance, adaptability and humanity. Everyone I've interviewed has shown such compassion and care for their clients, teams, colleagues and the wider EuRA family.

When this ends, our industry will be required to act fast and hard. Mobility will be at the forefront of growth and economic rebuilding. Companies will be looking to recoup lost growth and lost income and talent management will be central to that.

But in the meantime the governmental reactions from around the world to supporting companies vary hugely. In Europe the predominant response has been to support salaries in order to prevent layoffs. These measures have mostly been enacted fast and have given the business community a vital lifeline and the confidence to sit this out and wait for the crisis to abate. In other countries the emphasis has been placed on lenders to ease restrictions to support companies in meeting their payroll, but this ultimately adds to debt.

As Tad says in his report, wherever you can join together with your competitors to form groups to rally governments into recognising our industry and the vital role it will have to play when we start to rebuild economies, you should. Please let us know if we can help.

With all of the EuRA members we've spoken to, barriers to communicating with competitors have broken down and this new spirit of collaboration is what will keep our industry relevant and strong. But for all of the strength, loyalty and dedication that this crisis has shown from mobility professionals around the world, we cannot get away from the fact that our industry, like many other critical commercial sectors, is hurting. But our industry is vital to the world after the crisis.

In one of the [YouTube interviews](#), I spoke with Beverly Sunn of Asia Pacific Properties in Hong Kong. She summed it up beautifully by telling me that our industry is built on "**passion and compassion**" and I don't think I have ever heard anything that sums up the brilliance of mobility providers, better.

**Dom Tidey**  
Managing Editor



The events of the past weeks have blindsided us all, but I am humbled, proud, amazed and inspired by the response from our incredible industry. Everyone I've spoken to has placed the needs of their assignees ahead of every other concern that they may have and at a time like this those concerns are considerable. The dedication I've heard about being shown by leaders, consultants and teams all over the world has reinforced what we all knew... our industry is amazing.

What we face is unprecedented and being able to plan at the moment is almost impossible, but what we do know, is when we come out of this, managing global mobility will never before have been so important. Our industry is going to be at the forefront of rebuilding economies all over the world and we need to be ready to react fast and big when that day comes.

Wherever you can access government assistance to cut tax, pay staff or anything else, seek it out and take it. Where you can join together with your competitors to contact and lobby your local political representatives, do it. Our industry sits under the radar. We are not hospitality or aviation, but the role we have to play in the future months is inestimable and governments need to know how vital the role of mobility providers in all their diversity is going to be.

I am working with a group of UK members to lobby the British government on a local and national political level. These arrangements are not being made on an EU level so it's vital that you can group together where necessary to work with your national governments. If you need any support from me or my team, or other EuRA Members, please just reach out. Part of the reason we sent out the impact survey in March was for you to have some idea of the scale of the impact on our

industry in order to prove what we already know... the volume of work will not just return, it will be unprecedented and we need to be ready to accept it.

I never thought that I would be in the position of negotiating the postponement of our annual conference once, let alone twice. Ironically we were negotiating with the same hotel group in the same country as we were back in 2010, nearly 10 years to the day. That time, as we drove back through France from Mallorca a week later, we knew that the only thing that would keep EuRA going was the kindness and understanding of our members and delegates. In 2010 our conference consisted of around 400 delegates and I could say then that I personally knew 350 of them. In 2020 we have 726 delegates signed up to join, and I probably still only know personally about 350 of them. So we were all so humbled at the response. So far to date, over 700 delegates have agreed for EuRA to issue them a credit note for 2021 and have not asked for a refund. In practical terms this means we can move forward, but just like for everyone right now, that won't be enough. I have cut my salary in half for the next year, we have furloughed one member of the team on full pay via a UK government assistance programme and no-one will be getting a bonus, even on cash already earned. This will save EuRA a great deal of money which we will earmark as a hardship fund. We fervently hope that this will be enough to prevent cutting back our commitments to members.

As you know we have waived all fees for certifications in the MIM programme. The take up from members has been phenomenal. Up



to today more than 500 new students have joined the EuRA Academy and are studying towards their MIM qualifications.

I am so grateful to the team who support EuRA, from my staff to the Strategic Consultants who drive our programmes forward. It's with a gratitude that's hard to put into words that I tell you they have

volunteered to delay billing for their outstanding work until the next financial year. This means we can continue to provide legal and compliance support, develop new education programmes in the Academy, roll out further support to members undertaking the EGQS and continue to build on the outstanding programme we had lined up for Seville 2020.

Over the past weeks, we have all seen our contingency planning tested to the limits, in ways we would never have wished, but in ways which show just how vital such planning is. One of the most acute things to strike me personally about this crisis is how the means we use to communicate allow us to build communities, maintain friendships and provide support to each other.

Please take a moment to check out our **Channel on YouTube** and the interviews we have been conducting daily with members across the world. The positivity with which we're all reacting can sometimes be hard to maintain, but when you pick up the phone, launch Skype or FaceTime and start to connect, we realise we are all in this together however clichéd that may seem.

These are extraordinary times and we are all stressed, but they will end. Keep talking, keep listening, maintain those bonds with colleagues and friends all over the world and when we're all together again, it's going to be one amazing party!!





## Dear Fellow EuRA 'Family' Members,

Simon Sinek is one of my favorite sources of inspiration. He likes to talk about focusing on the future. He talks about people that are so committed to their vision of the future,

they refuse to let other people and/or things discourage them! These purposeful people are innovators.

I believe that we all have the capacity to be innovators! Do you agree? And when we focus on what we want, we get it. Right?

This was evident last month while in Sevilla. The EuRA board members that were able to attend the 1st meeting of the year were focused on making the Sevilla conference HAPPEN. And they did, and it will. Watch out Sevilla - the EuRA family is reuniting in your sunny sector of Spain in 2021!!

There were serendipitous elements of the situation that contributed to Tad & the Board's conviction to find a win-win solution. EuRA's history with Meliá Hotels was one of them. Remember 10 years ago when we had to postpone the Mallorca conference? That was Meliá.

Having the EuRA board in Sevilla physically also played a role in the positive outcome of the negotiations. We arrived just before the airlines started cancelling flights, it was then that we were able to see the gravity of the global pandemic with 2020 vision.

Since then, one of my personal realizations is how the human aspect of our lives is bigger and stronger than I had imagined. Although technology is here to enhance our day to day, it is unable to replace the energy we get from each other, especially when we are in the same space, physically.

Did you notice how people were unable to stop going out on the town in most cities after the pandemic hit? Did you notice how at the first hint of spring people were congregating in the parks? This is after everyone had been warned to stay home. We crave human connection – despite whatever is happening globally or otherwise.

After returning from the EuRA Sevilla meeting, I was in self imposed quarantine. When our fitness instructor uploaded some dance numbers to an app, I was delighted (as some of you may know, dancing is my 'happy place'). I noticed that as I plowed through a few numbers, I was asking myself, "where was that happy feeling I usually get when dancing?" Even though intellectually I was aware of how we get energy from being together, suddenly this realization became physically real and I could FEEL how much I missed everyone's energy.

The opportunity to reconnect in person is going to make our reunion next March PHEN-OM-MEN-AL!! It's one of the secrets to EuRA conferences - that warm, family type connection that manifests every time we meet. Plus, I'm excited to announce new additions to our conference: a wellness room with yoga & guided meditations. With the experience of 2020 in the past, fortifying us for new challenges of the future, we will come together and appreciate our EuRA family more than ever.

In the meantime, remember to 'Generate Relocation Recognition', ok? And now that we have extra time to find more exceptional short stories to mention in Sevilla 2021 [for the EuRA eBook], please keep sending me them!!

Your questions and concerns are always welcome.

Kind Regards,  
Michèle

[president@europa-relocation.com](mailto: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 since our last edition

### Newly Certified

Bright Expats

Taj Relocations

### Newly Recertified

Copenhagen

Relocations

Professional Relo

IOR Global Services

Start-Up Services

Home Conseil

Connectiv

LARM Colombia

Altair Global

## Online Training

27, 28 & 29 April

16:00 CET

Join Martina Scharwey for our annual introduction to the EGQS training webinars. This series of three sessions 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) webinars will simplify the process, led by a true expert in quality management.



## EuRA Quality Seal on the EuRA Academy

Everything you always wanted to know about the EuRA Global Quality Seal is now in a new 3 Component Course in the EuRA Academy! It's entirely free so just login and start <https://euraacademy.thinkific.com>

## Introduction to the EGQS

[Watch the film](#)

# New MIM Programmes Online!

## Coaching Approaches in Mobility

Nine years ago, EuRA, in partnership with Oxford Brookes University (OBU), developed a coaching programme for relocation professionals. We assembled a crack team of members from across Europe to bring their relocation expertise to developing a syllabus that we hoped would appeal to relocation professionals helping people from all over the world to manage change by working one to one with enhanced skills.

For many years we have focussed on the vital importance of working with intercultural skill and sensitivity but the rationale behind this programme was to look less at the macro cultural factors and more at the individual human. Bringing coaching knowledge into the intercultural mix enabled us to deliver a skill set that helped the professional help the assignee and family to look at their own choices and their reactions to change.

Our brilliant, now Strategic Consultant for Education, Dr Carmelina Lawton Smith was at the time, head of the International Coaching and Leadership faculty at OBU and developed the programme with the EuRA focus group.

Nine years later and we are transferring all 12 modules into the online EuRA Academy and Programmes A, B & C are online now with Programme D going live in May.

Each Programme consists of three distinct Modules looking at different coaching skills and how they relate directly to the relocation process.

### Programme A

Module 1 - Introduction to Coaching and the GROW Model

Module 2 - Coaching Skills

Module 3 - Transactional Analysis Part One

### Programme B

Module 4 - Roles & Responsibilities

Module 5 - Giving Feedback and Challenging Supportively

Module 6 - Learning

### Programme C

Module 7 - Handling Change

Module 8 - Emotional Intelligence

Module 9 - Positive Focus

**ALL MIM PROGRAMMES ARE FREE FOR ALL MEMBERS TO CERTIFY ANY OF THEIR TEAMS DURING THE CORONAVIRUS CRISIS.**

### Programme D Online Soon!

Module 10 - Transactional Analysis 2

Module 11 - How Not to Start and Argument

Module 12 - Cultural Competences and Personal Development

**All modules are free to EuRA Members in the EuRA Academy**



Dr. Carmelina Lawton Smith  
*Primary Trainer*  
*EuRA Strategic Consultant*  
*Education*

[carmelina@eura-relocation.com](mailto:carmelina@eura-relocation.com)





## EuRA in Ho Chi Minh

We were so delighted to welcome such a great group of people to the awesome city of Ho Chi Minh for our fourth EuRA Global Conference. Looking back from where we are now it's hard to take for granted the ease and confidence with which we all travelled across the world to get together to learn, connect, share and celebrate... but we will do this all again!

We had some fantastic speakers, sessions based around culture, compliance and immigration as well as an excellent day of MIM+ Legal Training.

Our Gala Dinner, on a boat sailing down the Saigon River was an event which will never be forgotten! With a wonderful atmosphere, superb dancers,

drummers, and musicians as well as a startling magic show and amazing Vietnamese cuisine, it was a great opportunity to connect and build our friendships and networks.

[\*\*PHOTO GALLERY\*\*](#)

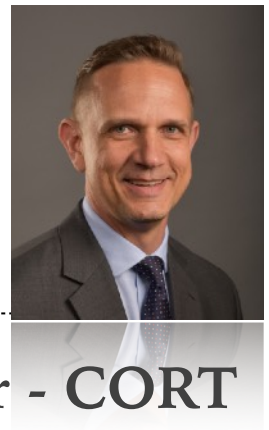






Feature:

# "Disruption, Innovation, Good Ideas and the Value of Books"



**Jon Harman** | Global Account Manager - CORT

Judging by the ubiquity of conference sessions, industry webinars, and trade publication articles on the topic, it would appear that everyone in relocation is either fervently searching for mobility's disruptive innovation or hiding in a corner hoping that it won't put them out of business when it arrives.

For the few minutes it will take to read this article, let's take a pause from our brainstorming session or step out from the corner in which we've been hiding and consider the notion of disruptive innovation more closely.

Let's define disruption as a large scale innovation. Doing so frees us from talking about disruption (yeah!) and allows us to simply consider innovation. An unfortunate side-effect of life in the age of devices is that we have come to associate innovation with digital technology. We seem to have forgotten that we

don't need to understand bit chain or have the ability to code our own video game in order to innovate. Innovation is all around us. A chimpanzee using a blade of grass to get ants out of an anthill is an innovation. We are looking for ways to make our business better, not a means to change the world. If we think of innovation as simply having a good idea, it suddenly becomes more attainable.

In his brilliant and essential book, Where Good Ideas Come From, Steven Johnson explores seven patterns that have proven effective in fostering the generation of good ideas. One of these patterns, the adjacent possible, is a concept first defined by the scientist Stuart Kauffman as a means of describing the various possible molecular combinations in the primordial stew that was pre-biotic earth. Each time molecules bumped into each other and formed new

combinations, the adjacent possible expanded. This process continued, the adjacent possible advancing at each new combination until that primordial stew was rich and diverse enough to include the possibility of life. The same principles were at play as life forms became more complex, expanding what was possible with each new adaptation.

*A chimpanzee using a blade of grass to get ants out of an anthill is an innovation.*

It may be easier to grasp the concept if we apply it to a more familiar environment. Each day when a resident of London steps out the door, she enters a diverse and changing world of possible encounters with people, businesses, fashion, entertainment, education, employment, transportation, architecture, music, art, culture, food, fitness and more.

The adjacent possible for our imaginary Londoner includes



all of the potential futures that she might create by turning down that street or introducing herself to this person or accepting employment with that company or signing up for this cooking course. The possibilities inherent to city living are exponential. Not so in a small town.

How does all this talk of innovation, monkeys, primordial stew and big cities relate to reading? Consider the mind of the avid reader as a city and the mind of a non-reader as a small town. If a good idea is the collision of two previously unrelated concepts within a mind, then our ability to generate such ideas is constrained by our own mental adjacent possible. We cannot form an idea using knowledge that we do not already possess. How do we come to possess this adjacent possible expanding knowledge? I would argue that the best available tool for doing so is a book.

Technology has increased our available avenues to learning. We now have podcasts and TED Talks and online college courses, to name a few. But when it comes to absorbing new concepts in a way that truly expands our knowledge, reading has the upper hand. Reading a book allows us to

spend an extended period of time with new concepts. This extended exposure makes it more likely that important information will find a home in our long term memory which is where it needs to be if it is to help us generate a good idea. Bill Gates does not publish an annual list of TED Talks to watch. He publishes a list of books to read.

I know, I know. None of us have time to read these days. Well, none of us except for Bill Gates, Warren Buffet, Oprah Winfrey, David Rubenstein, Barack Obama, Phil Knight, Elon Musk, Mark Cuban, Jay Z, Sheryl Sandberg, Steven Spielberg, Tony Hsieh, Richard Branson, LeBron James, Angela Merkel, Eric Schmidt, Peter Thiel, Jeff Bezos, and Michael Bloomberg, to name a few of the significant figures who promote the transformative power of habitual reading.

*Bill Gates does not publish a list of TED Talks to watch. He publishes a list of books.*

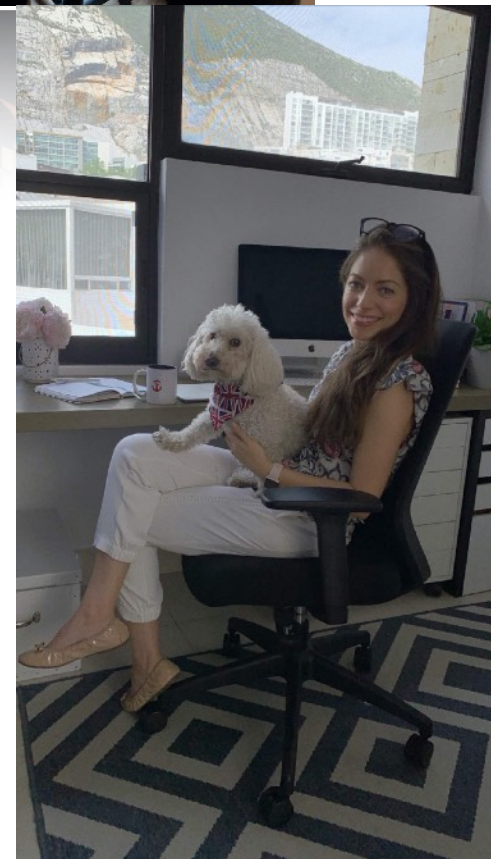
Just what is it that has us all so busy that we have decided that there is no time to read? To what degree have we allowed the trivial to overtake the essential in our daily lives? Put thirty minutes of reading on one side of the scale and thirty minutes of

social media on the other. Which way does the scale tip?

At the risk of stating the obvious, we would all do well to read what interests us as opposed to what we "should" read. If we all read the same business books we are simply constructing similar mental landscapes constrained by similar boundaries. History, science, biography, the arts all have the power to expand our adjacent possible. Good ideas are out there and we are more likely to find them when we learn about what truly engages us.

As Johnson says in summarizing his chapter on the adjacent possible, "The trick to having good ideas is not to sit around in glorious isolation and try to think big thoughts. The trick is to get more parts on the table." When it comes to our mind, the parts on the table are best collected via a good old fashioned book.

*Jon Harman, GMS*  
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# #euraworkingfromhome

Thanks to everyone who's sent in pictures of their home work space. It's been brilliant to see where we all are! Please keep them coming!

It's funny how for many of us, working from home has been a life goal. No more lengthy commuting, more time with family,

a more integrated work-life balance. But from people we're talking to, it seems we can't wait to be back with our teams again!

**Page 1 from top right to left;**  
Fiona Mougnot, Lorna Keen, Maddalena Michieli, Dino Isernia, Sofia Bentinck, Stephan Compain

**Page 2 from top right to left;**  
Johanna Lennartson, Laura Ganon, Peggy Love, Michele Bramstoft, Lena Rekdal, Susana Bourne, Pierre Jeronimo, Renata Busetini, Tad Zurlinden and new assistant!







# EuRA's YouTube Channel

## Interviews with Members Across the World


Over the past weeks we've been interviewing members all over the world to find how they're coping with the coronavirus crisis.


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

185 subscribers

55,746 views

Video Manager





EuRA - the European Relocation Association

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Interview with Gordon Kerr  
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Impact on Mobility - What's Happening in Italy?  
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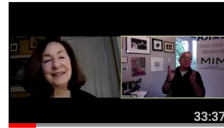
Interview with the CEO's of the WERC, the CERC and EuRA  
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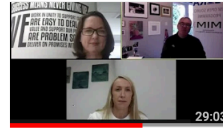
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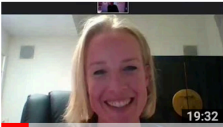
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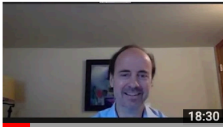
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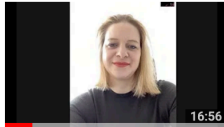
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Impact on Mobility - What's Happening in Greece?  
219 views · 2 weeks ago



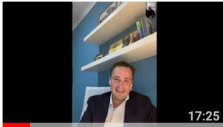
Impact on Mobility - What's Happening in Canada?  
111 views · 2 weeks ago



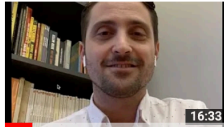
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111 views · 2 weeks ago




What's happening to relo in China?  
310 views · 3 weeks ago




What's happening to relo in France?  
129 views · 3 weeks ago



What's happening to relo in Denmark and Spain?  
163 views · 3 weeks ago



Frances Edmonds, Keynote Address Rome 2008  
No views · 2 months ago



Welcome to Palma De Mallorca  
14 views · 2 months ago



# Words of the Week

Dom Tidey - EuRA C.O.O.

On our social media platforms over the past few months, we've been taking a look at words and phrases in languages across the globe, that don't really have direct translations into English. Here are just a few!



"Shinrin-Yoku" This Japanese phrase expresses the feeling of relaxation you get from taking a bath in the forest... a sense of tranquility with nature



"Desvelado" this Spanish word is more of a phrase and means to be exhausted from lack of sleep... all you can think about is taking a nap, but you're at work!



"Tampoco" a Spanish term meaning "I don't have that either" - used for example; "Do you have any

blueberries?", "No". "Do you have any raspberries?" "Tampoco"... "I don't have raspberries either"

"Fika" - This Swedish word literally means coffee, but it's actually more about the ritual of taking a break for coffee, a snack and a chat with a co-worker... a bit like "Elevenses" in England!



"Avaler des couleuvres" translates from French as "To swallow grass snakes" and means feeling so insulted that you are just unable to speak!



เอาหูไปนา เอาตาไปไร่ - This Thai phrase translates as "Take ears to the field, take eyes to the farm." and it means don't pay any attention as in, don't bring your eyes and ears with you.

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"Det föll mellan stolarna" translates as "It fell between chairs", an excuse used when two people were supposed to do something but nobody did, so you say "it fell between the chairs" when you mean "I know I was meant to, but I forgot!"

"Le démon de midi", translates as "to have the midday demon" and means to have a midlife crisis, that phase when suddenly buying a sports car is almost like demonic possession!



"Kalsarikännit" ... this Finnish word is an amalgam of two others, "Kalsarit", underpants or long johns and "kannit", getting drunk... so, getting drunk at home in your underwear!



# CV Update; Legal & Financial Issues for Relo

Writing this, in April 2020, it is far from clear what the final impact of the Coronavirus may be and how long it will be before we return to anything like business normality. So these comments are intended only as broad indicators of the legal issues which are likely to arise from this global pandemic.

## 1. Health and Safety

It goes without saying that the health of employees is the number one priority, in both moral and legal terms. The law requires employers to safeguard the wellbeing of their staff. The challenge is likely to be that, as national restrictions on movement and "distancing" begin to be lifted, there will be pressure from clients to resume normal service as quickly as possible. As an employer, it is important that you are entirely satisfied that normal service can be resumed safely, for each of your services and locations, before employees are instructed to begin non-remote working again.

## 2. Financial Health of your Business

Most businesses have taken a serious financial hit from the Coronavirus. It is essential therefore to take full advantage of the variety of national Government programmes now available. These may include:

- Government payments for employees placed on furlough;
- Financial support for the self-employed;
- Suspension of local business taxes;
- Deferment of VAT;
- Interest-free loans.

You should find full details of the financial assistance available to your business on your relevant government website. It may also be possible to negotiate with the landlords of your business premises, either a deferment or reduction in rent.

You should also consider whether it may be worth trying to open similar discussions with your key suppliers and contractors. However, it is not in anyone's interests to force a further squeeze on prices across supply chains when

margins are already tight. It is particularly concerning to witness the behaviour of some large corporations, currently requesting discounts as high as 30% on goods and services across their supply chains.

## 3. Contractual Obligations

The pandemic has prevented the delivery of relocation services across the world. In legal terms, this means that DSPs and other relocation service providers are unable to meet their contractual obligations to deliver services to their clients. When service delivery becomes impossible in this way, contractors are protected against compensation claims by clients in two ways:

- a. Ideally, your service contracts will contain "Force Majeure" clauses, which suspend or terminate your service obligations when external factors make normal service delivery impossible;
- b. If a contract does not contain a Force Majeure clause, you need to rely on the protection of general law. In many countries, contracting parties are legally protected from compensation claims in situations where an unforeseen event makes contractual obligations impossible. In English law, for example, this legal protection is called "Frustration".

## 4. Business Continuity and Future Working Arrangements

Although service delivery is severely restricted by the pandemic and related lockdown rules, most relocation businesses have been able to maintain limited services by implementing their business continuity plans. These plans and associated "homeworking technology" have proved to be invaluable for our industry. The question is: will businesses return to an office-based model when the pandemic is over or are we about to see a fundamental shift away from employees being physically based in offices?

There could also be reductions in volumes of business travel and employee relocation as a consequence of new working patterns and improved video-conference technology.

Predictions along these lines have existed for decades, but such has been the impact of this pandemic that there is a growing feeling that some fundamental shifts in international business practices are coming our way.

## 5. Insurance

It's unlikely that many companies, including relocation businesses, will have insurance in place to compensate for the loss of income suffered during this period. That fact is recognised by the many forms of government financial assistance now available in most countries.

While you may have in place some form of Business Interruption Insurance, this is normally restricted to physical damage to premises, so it's unlikely to apply to business interruption caused by a pandemic. As with all forms of insurance, "the devil is in the detail" and you should consult with your broker on exactly what you are covered for and any potential claim on your policy.

**One final thought.** With all governments rightly focused on the pandemic, how realistic is it for the UK Government to continue to insist that the Brexit transition period must end on 31<sup>st</sup> December 2020? Like so many other issues affected by the Coronavirus, this question is only likely to be answered when we begin to emerge from the current crisis - whenever that may be.



Gordon Kerr  
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# All Things Legal...

## March 2020

Gordon Kerr  
*EuRA Strategic  
Consultant -  
Legal Services*



I am no longer a citizen of the European Union .... and, like millions of others, I am currently obliged by law to stay at home. So I hope that you will understand my need to drown my sorrows with a very fine old whisky.

Still, life will return to some kind of “normal” one day and I am sharing with you, in this legal update, some thoughts on employee privacy rights, late payers, bribery ..... and, of course, Brexit.

As we emerge from the depths of our northern European winter, it's lovely to think of warmer days just ahead. We know that, at a future date, an effective coronavirus vaccine will be produced. Let's continue to be resilient and look forward to better days ahead. I think we can all drink to that!

*Gordon Kerr  
EuRA Strategic Consultant – Legal Services  
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### **Brexit (1) - What Happens Next??**

On 31st January, EU flags came down in London and the Union Jack was folded away in Brussels. After many twists and turns, Brexit has happened. We are now in a transition phase, until the end of this year, during which time the UK will continue to observe EU rules and nothing much will change.

#### Tricky negotiations ahead

The centrepiece of the new EU/UK relationship is intended to be a Free Trade Agreement, covering all

aspects of the EU's future relationship with the UK, such as tariff-free trade, security sharing, financial services and fishing rights. But the EU's starting point is clear: being out can't be as good as being in.

The EU will be pushing the need for a “level playing field”, i.e. measures to reduce the risk of EU companies being undercut by British firms that benefit from the Free Trade Agreement. The EU intends that there should be future rules covering taxation, employment rights and environmental policies, and government support for

companies, known as “state aid”.

For its part, the UK is very reluctant to agree to any such restrictions and has legislated that the trade deal must be concluded – and transition period ended – on 31 Dec 2020. This puts pressure on both sides and may be a difficult deadline to achieve, particularly given the delays in getting negotiations underway arising from coronavirus issues. There is still a real possibility that we will be faced with a no-deal Brexit at the end of this year.

#### Immigration

Freedom of movement rights, already exercised by EU and UK citizens, have been preserved. EU citizens who have moved to the UK before the transition period ends can continue to live and work in the UK but must register (free of charge) by 30th June 2021. After the transition period, EU citizens not already resident in the UK will have no special immigration rights and will be subject to the same "points based" immigration system as citizens of non-EU countries such as the US, China and India.

UK nationals living legally in an EU country at the end of the transition period will be able to stay and enjoy the same rights to work and reside as before. But anyone arriving after the end of this year will be subject to each EU country's immigration rules.

We don't yet know what the post-transition arrangements will be for many of the practical aspects of travelling between the EU and the UK, such as medical cover, driving permits, mobile roaming charges and travelling with pets.

### Summing Up

I can do no better than end with a quote from The Times:

*"We know the rights of EU citizens in the UK will be preserved. We know nothing will change for a year. And we know that Northern Ireland will tread a different path from the rest of the UK. Beyond that pretty much everything about the future relationship with our closest neighbours is undecided and up for grabs".*

### **Brexit (2) - Good News for Amsterdam and Dublin**

The Dutch government has lured 140 UK-based companies to the Netherlands since the Brexit referendum in 2016. 78 of these business relocations have taken place in the last year alone, and 425 other UK businesses are understood to be waiting for greater clarity on current EU-UK Free Trade Agreement (FTA) talks before committing to a Dutch move. The particular attractions of the Netherlands for British businesses are said to be the stable political climate and high level of spoken English.

Many of these companies are household names. Sony and Panasonic, the Japanese technology companies, are moving their European bases to the Netherlands. Media companies, including Bloomberg and the Discovery channel, are moving some London-based staff to Amsterdam. Gulfstream Aerospace has moved a logistics hub from London to Amsterdam. Smaller companies are also moving to protect their European business. Rex London, a gifts and homewares business, has set up warehouses in the Netherlands. Press Red Rentals, a Telford-based equipment company, has opened a subsidiary in the south-eastern Dutch city of Roermond. These moves from the UK, by businesses of all shapes and sizes, reflect current anxiety about Britain's chances of securing a favourable trade deal before the end of the year. In many cases it's a hedge against the continuing risk of a "no deal" Brexit. The relocation picture is slightly different when it comes to the UK's huge financial sector, based mainly in London. In this sector, Dublin appears to be the main beneficiary of

Brexit, capturing around a third of all UK to EU relocations. The second most popular destination is Luxembourg, followed by Paris, Frankfurt and Amsterdam. The current prediction is that 5,000 financial jobs will move to the EU from the UK as a consequence of Brexit. The outcome of FTA negotiations will determine whether these estimates of relocation volumes from the UK are accurate or just the tip of a very large iceberg.

### **Employee Privacy Rights**

A recent decision of the European Court of Human Rights (Lopez Ribalda v Spain) concerned the thorny issue of when it's okay to use CCTV to monitor employees. In this case an employer in Spain set up covert CCTV surveillance of staff in a supermarket following concerns about the amount of stock that was going missing. Goods valued at over €82,000 had been taken over a five months period before the employer set up video surveillance. The surveillance was in place for ten days and provided evidence of theft. As a result, several employees were dismissed. Some of the employees raised court action against

their ex-employer, arguing that their right of privacy had been breached and also that Spanish data protection law, which requires individuals to be informed about CCTV use, had been breached. The Court decided that the employer had a legitimate reason (suspicion of serious theft) to implement the surveillance and took into account that the surveillance continued only until the culprits were identified. Despite deciding in favour of the employer in this case, the Court made it clear that, generally speaking, the slightest suspicion of wrongdoing would not usually justify covert video surveillance. In the UK financial sector, similar arguments are raging about what is legitimate monitoring of staff. For example, Barclays has been forced to scrap a computer monitoring system that tracked the time employees spent at their desks and sent warnings to those spending too long on breaks. Barclays said axing the tracking system was a response to "colleague feedback", which is code for a horrendous backlash from angry employees! Aside from attracting bad publicity by adopting a "Big Brother" approach to

workplace monitoring, it's possible that Barclays could also have fallen foul of data protection law. Courts are generally reluctant to allow employers to carry out staff monitoring unless they can show that this is necessary and proportionate and does not severely impact employees' rights. Even global banks have to comply with privacy rules!

### **Late Payment of Invoices**

Late payment issues continue to plague the relocation industry and it can be difficult to find practical ways of ensuring that invoices are paid on time. A helpful ally in the UK is the Small Business Commissioner, who will mediate on behalf of companies with fewer than 50 staff that have payment disputes with large businesses.

In a recent report, the Commissioner said that jet aircraft and train maker Bombardier had been exploiting companies for at least two years. He found that six in ten of Bombardier's invoices are paid late, with suppliers waiting an average of 116 days.

The Commissioner highlighted the mistreatment of one of Bombardier's catering suppliers. Bombardier



Transportation UK failed to pay four invoices to London-based Alistair Hugo Catering and Events, running up a £5,600 debt. The supplier, which employs 26 staff, said that one of its invoices was 223 days overdue by the time it was settled. The caterer made several attempts to resolve the issue but payment was only made once the Commissioner intervened.

The Commissioner stated that the company's payment performance was "simply unacceptable". It was "loud and clear that the supply chain is being exploited" and that "this has been the case for at least the last two years". Bombardier has agreed to review its payment practices and report to the Commissioner within 60 days.

Hopefully this is the kind of direct action and bad publicity that will make all large companies think twice about exploiting their suppliers as a method of improving cash-flow.

### **Bribery in your supply chain**

Anti-bribery laws can create challenges for all relocation businesses which sub-contract work to suppliers in other countries. Bribery carried out by your supplier can result in a criminal prosecution for your business, even although you did not approve of the bribe and had no knowledge of the payment. So understanding the level of risk of bribery in a country where you are planning to appoint a supplier is very important. The higher the risk, the more thorough your supplier risk assessment should be.

A recent report by Berlin-based, Transparency International, the leading global anti-corruption organisation, focused on the extent of bribery in India. According to their findings, more than half of Indians have paid a bribe to police or other government officials in the past year despite a pledge by

the government to create a "corruption-free" country.

Bribes were most commonly solicited when registering land or property, followed by dealing with the police and tax and electricity officials. The survey, covering 20 of India's 28 states, found that north-western Rajasthan was the most corrupt, with 78 per cent reporting that they had paid some form of bribe. In Kerala, in the south, the figure fell to 10 per cent. With 860 million people of working age in India, it suggests that more than 400 million bribes changed hands across the country. Transparency International India concluded that corruption remained "part and parcel of daily life in India", particularly at the lower echelons of bureaucracy which, it said, was saturated with opportunities for "bribery and kickbacks".

India is actually mid-table in the 2019 Corruption Index (80th out of 180 countries), so is a long way from being among the worst offending countries. For example, its anti-corruption rating is better than other countries with high relocation volumes, such as Turkey, Vietnam, Brazil, Egypt, Mexico and Russia.

At the "good" end of the latest league table are Denmark and New Zealand, followed closely by Finland, Switzerland, Singapore and Sweden.

As for India, despite the issues highlighted by Transparency International, we can take comfort from the fact that our EuRA members in India are all fantastic. And I wasn't paid to say that!

**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](mailto:gordonkerr@gklegal.co.uk)**

# New Member Focus:

## “Roomzzz Aparthotels

What do you get if you cross a fun and flexible Air BnB with a secure, comfortable hotel? Roomzzz Aparthotels aren't hotels, they aren't serviced apartments, they're smack bang in the sweet, gooey centre. Roomzzz has a mission to be the aparthotel brand of choice for guests in its city centre locations. It's maybe a brand that's gone a little bit under your radar, but it shouldn't and here's why:

Room to be yourself  
Stay for a day, stay for a week, stay for a year – the choice is yours.  
Roomzzz offers special long stay rates for more than 28 consecutive nights, and the apartments feel like a real home from home. Everything you need and nothing you don't

Not only do the stylish apartments feature fully fitted kitchens, you've also got all the essential bits and bobs to whip up a three course gourmet feast – or just make some beans on toast. Thrown in proper ironing boards, hairdryers, fluffy towels, seating areas and

– no awkwardly balancing your laptop on your knees in bed. Prime locations in the heart of the city  
Roomzzz Aparthotels are all perfectly located in city centres, close to major roads, train stations and airports. So not only will they be convenient for your work, you've also got 7

# Roomzzz

## APARTHOTELS

sofas, gorgeously comfortable beds and luxurious showers and you have everything you need for a comfortable, homely stay.

All work and no play?  
All of Roomzzz Aparthotels have fast and free WiFi for you to get on with your jobs. Plus proper desk space

great cities on your doorstep to explore.

To find out more, visit [roomzzz.com](https://roomzzz.com)  
or get in touch with their Head of Sales, Katie Garrahy:  
M: +44 (0)7591 383402.  
E: [KatieG@roomzzz.com](mailto:KatieG@roomzzz.com)



## Feature:

# "Today is the slowest it is going to be"



By Lauri Murphy & Susan Ginsberg



VUCA stands for Volatile, Uncertain, Complex, Ambiguous. It was coined by the US Army College in the late 1980s as they grappled with a new reality as the Berlin Wall came down and communism in Europe came to an end. They were looking to understand what type of world they would be operating in as they approached the 21st century. Nowadays, the concept of VUCA is now deeply embedded into corporate life. The impact of the Trump presidency, Brexit, and the current concerns around coronavirus (COVID-19) all point towards a more precarious social, political and economic climate. (COVID-19) has already created significant upheaval in financial markets with the OECD warning the virus presents the biggest threat to the global economy since 2008.

### **Amazon & Netflix**

A report by Credit Swiss in 2017 predicted that 20% to

25% of shopping malls will close between 2017 and 2023. I know from living in London, walking up any typical high street in the capital, I am struck by the number of charity shops and cafes that have replaced more traditional shops. The decimation of retail is The Amazon Effect. In the U.S., we sadly see fewer local boutiques, as many have been replaced by corporate organisations that can manage locals with high foot traffic.

Netflix, which started out as a DVD rental player, has not only revolutionised the way we watch TV but also how we spend disposable time. Netflix saw off Blockbusters at a time when it was far and away the market leader and seemingly untouchable. The Netflix impact is also putting the BBC's business model under extreme pressure, as the younger generation questions whether they should pay a license fee for a service they barely use, if at all.

### **Brave new world**

Now if we now flip over to the global mobility/relocation industry and ask what the future could look like; it is foolhardy to predict it with any degree of certainty. What we can say is it is an industry going through huge disruption. The corporate global mobility professional currently has a focus on somewhere between 1% and 3% of the workforce. If we include frequent business travellers, this may see it rise but still within single digits. This is coupled with the demographic shift in the workplace and different type of movers all points to significant change for the role itself. For example, many millennials typically don't own their own home or have accumulated the amount of worldly household goods of other generations. Therefore, they are more likely to rent furniture from IKEA or another rental provider when they move.

Corporations and the mobility function are also seeing a host of other move types that will reduce the number of traditional long-term assignments (LTA), with short term assignments, commuters type moves popular in Europe and frequent business travel. These move types, alongside one-way permanent moves, are all looking to be a more cost-effective way of getting people where the company needs them.

### **Survival of the fittest**

What does all this mean for some of the key service providers in the industry? Relocation Management Companies (RMCs) have seen their traditional cash-cows, US home sale and LTA, go into somewhat of a decline. Traditional business models for RMCs are not sustainable; revenue from referral programmes, which do not add any value beyond financial reward, are also coming under more scrutiny. Furthermore, with procurement playing a more influential role than ever and a focus on cost like never before, it begs the question: where do key mobility providers, especially RMCs, go from here? How do they differentiate themselves? How do they achieve their own business growth?

A recent survey by Alan Trippel saw over 20 companies identifying themselves as RMCs. On examining many industries there are typically a smaller number of dominant players and certainly fewer than 20. Further consolidation is inevitable as we wait and see how BGRS and others might respond to the SIRVA/Cartus deal. The result may then create more space for Tier II RMCs.

As technological innovations continue to enter the industry at a fast rate, DSPs are the next level of service providers that offer key services to assignees and their families on the ground, across the globe, many of whom work with RMCs as well as have their own client portfolio. These service providers are also coming under pressure as they are asked to do more with less in the face of shrinking margins.

Ultimately, we don't yet know whether the future will belong to an Amazon-type player that will come to dominate the mobility industry for years to come. Or if there will be a smaller number of key players serving the changing mobility needs of the population, while offering others the space to carve out their own niche as the

landscape continually evolves.

What we can say with some degree of certainty is that Companies that differentiate themselves in a changing, shrinking landscape and establish an innovation roadmap will grow. Being collaborative, agile and consultative are vital to delivering successful outcomes. The need to move talent is still a real and necessary business imperative. Service organisations that adapt will thrive.

*Susan Ginsberg is based in New York and runs her own consultancy firm SRG Advisory. Lauri Murphy is based in London and works as MD with TAIN Consulting Ltd.*

*Both are trusted partners to corporate HR/Mobility Leaders as well as to industry service providers.*



## Feature:

# “Business After Brexit: Visas and Immigration Explained”

Newland Chase  
A CIBT COMPANY

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*White Paper from Newland Chase*

After more than three years of negotiations, political division, speculation, and uncertainty – the United Kingdom officially exited the European Union on January 31 at 11pm. For all the anticipation, February 1 saw virtually no noticeable change from January 31. That is because the UK and EU entered into an 11-month “transition period” until December 31, 2020 in which the current relationship continues practically unchanged. The existing freedom of movement and cross-border mobility rules between the UK and EU member states remain largely in effect.

### **What Happens Now?**

That is by no means the end of the speculation. The unanswered question remains: “What happens after December 31?” Starting in March, negotiators from the UK and EU will begin to work out the answer to that question. Should negotiations fail to arrive at agreement between the UK and EU by December 31 – we could still face much of the same uncertain outcomes that we experienced leading up to Brexit day. We could still reach the end of the transition period with

broad, limited or no agreements, or an extension of the transition period beyond December 31, 2020. The UK government has already stated it does not want an extension. Despite this 11-month pause on any real practical changes, there is still much individuals and organizations in the UK and EU must do now to prepare for the coming post-Brexit Europe. Despite many remaining questions, here is our quick look at the current status of business immigration and visas in the UK and

EU, and actionable guidance for companies to take now.

### **During the Transition Period**

Until December 31, 2020, free movement of UK and EU member state citizens continues. There are no changes in the current rights of UK and EU nationals to live and work in the UK and the various EU and European Economic Area states.

- *EU citizens in the UK*  
EU citizens in the UK continue to have the right to travel to and to

live and work in the UK. EU citizens arriving in the UK before December 31 have until June 30, 2021 to register through the EU Settlement Scheme, and may obtain either "settled status" or "pre-settled status". Family members in a relationship with an EU citizen before December 31 will be able to join those with settled status at any future date.

Settled Status is for those with five years of residence in the UK. It grants the EU national Indefinite Leave to Remain (ILR). The holder can leave the UK for up to five years and retain this status.

Pre-Settled Status provides a pathway to settlement for those who have yet to qualify for settled status. It is intended for those with less than five years of residence in the UK. It grants the EU national five years of leave to remain after which they

will generally be eligible for settled status.

#### *- UK citizens in the EU*

The various EU member states have begun to implement their own country-specific processes for UK nationals to obtain normalized status within their borders. The rules and processes vary by EU member state. In some countries, registration of UK nationals is mandatory. In others, UK nationals in the country obtain their normalized status by automatic right.

### **After the Transition Period**

In general, both the UK and the EU member states must establish rules and processes to govern UK and EU citizens arriving in their respective countries after the transition period.

In the UK, the government has

proposed a new immigration policy, slated for implementation in January 2021. Under this new policy, EU nationals will be treated the same as non-EU nationals. The key points are as follows:

- Suspending the annual cap on skilled workers (currently 20,700);
- Removing the resident labour market test;
- Allowing employers to sponsor skilled foreign workers at lower salaries and skill levels than currently;
- Reducing the salary threshold for new entrants by 30%;
- Reducing the salary threshold for shortage occupations and highly-skilled workers;
- Presenting the rules balancing shortage occupations, high qualifications and minimum salaries as a points-based system, with a total of 70 points required to be eligible to apply;



- Expanding the pilot scheme for seasonal agricultural workers to 10,000 places;
- Including students, but not family reunion or asylum, in the points-based system;
- No special route for lower-skilled workers or self-employed people;
- The new Global Talent route has already replaced the Tier 1 (Exceptional Talent)

currently. Various EU-wide policies and directives, in some cases not previously applicable to UK nationals, will now apply, including:

- Blue Cards;
- Intra-corporate Transfer permits and processes;
- Van der Elst case law.

Business travel is the one area where we have a more solid idea of

however, entry requirements for UK citizens to the Schengen area after the transition period will include:

- Passports must have a validity of at least six months;
- They must be able to justify the purpose of travel;
- They must show financial means for their stay;
- They must have an itinerary for their stay;
- They must have comprehensive sickness insurance; and
- They must prove the stay will not exceed 90 days in 180 days.



route for top scientists, researchers and mathematicians.

In the EU, UK nationals arriving to the EU after the transition period are expected to be under the visa and immigration formalities that third-country nationals face

requirements for UK citizens in the EU due to the EU's common visa policy for the Schengen area. UK citizens will be able to stay in the whole of the Schengen area on tourism or business status for up to 90 out of each 180 days. They will not require a visa for this,

What Should Employers Be Doing Now?

While specific processes will become clearer throughout the year as UK-EU negotiations progress and firm immigration policies are announced, there are general actions

employers of UK and EU nationals should be taking now in preparation:

- Regarding business travel, employers should be tracking the number of days their UK employees are spending in the Schengen area to maintain compliance with the 90/180 days rule.
- Employers sending UK employees into the EU should be assessing the activities performed to determine whether work permits will be required after the end of the transition period.
- For EU national employees living and working in the UK, employers should ensure that they are

registering for settled and pre-settled status.

- For UK national employees living and working in EU member states, employers should determine the local rules and processes for registration and ensure that employees are registering.
- Employers that are considering hiring or moves of UK and EU employees should consider whether it would be advantageous to complete the move prior to the end of the transition period.
- Employers should begin now to assess their future labor needs and budgets for after the transition period.

**Newland Chase**  
A CIBT COMPANY

*About Us*  
*Newland Chase, a wholly owned subsidiary of CIBT, is the leading global provider of immigration and visa services for corporations and individuals with over 1,700 expert immigration and visa professionals, attorneys and qualified migration consultants located in over 70 offices in 25 countries.*

+44 (0) 207 001 21 21  
[newlandchase.com/contact-u](https://newlandchase.com/contact-us)



## Arpin Van Lines

### Arpin Van Lines' Drivers and Agents Volunteer for Wreaths Across America for the 7th Year

WEST WARWICK, R.I. (December 19, 2019) – It is an annual event, which Arpin volunteers look forward to participating in every year. Wreaths Across America Day wreath laying ceremonies took place on Saturday, December 14, all over the country. This year, Arpin drivers and agents were honored to transport 132,000 wreaths to 40 different veteran cemeteries across the United States. The Arpin Charitable Fund was an official fundraising sponsor of the event.

Participants this year included Arpin Van Lines' owner/operators, Steven Meyer, Chris McDonald, Steve Douglas, James and Carol Dunton, Reginald Daniely, Steven Gardiner, Jr., Gary Gordon and company driver, Eddie Cooper as well as agency representatives from Apple Transfer, Hampton Roads Moving & Storage, Greater Dayton Moving & Storage, Arpin of Rhode Island, Liberty Moving & Storage, Mark's Moving and Storage, and McGuire Moving & Storage.



To read more [click here](#)

## Move4U launches new CrewPro application

### Software company digitalizes inventory packing workflow for movers



Rotterdam – February 3, 2020: Move4U Moving Technology, a leader in solutions for the moving industry, has announced the release of its new CrewPro application putting an end to the traditional pen-and-paper inventory packing lists and manual shipment tracking. CrewPro has been completely redesigned based upon feedback from moving companies with ease of use as the main objective. CrewPro is available to moving companies looking to modernize their inventory packing process from today.

The redesign of CrewPro forms part of Move4U's strategy to create digital solutions for each part of a move, as clients increasingly demand improvements to traditional working practices. "While we have been seeing moving companies across the globe looking for ways to modernize their business for a few years now, the industry has reached a tipping point where clients are now setting the standards", says Joggie Taute, Move4U CEO. "Our role is to help moving companies meet those customer expectations with solutions that won't break the bank."

For further inquiries: Joggie Taute, CEO [joggie@move4u.com](mailto:joggie@move4u.com) +31 (0)85 760 4 760 [www.move4u.com](http://www.move4u.com)

To read more [click here](#)



## Arpin International Group Honored with Sterling Lexicon Gold Award for Service Excellence



The Celebration of Suppliers ceremony by Sterling Lexicon was held on October 15, 2019 in Boston, Massachusetts. Over 250 relocation professionals attended the event. There, Bridget Ritchie, Arpin's Vice President of Global Business Development – Corporate Accounts, proudly accepted the Gold Award for Service Excellence on behalf of Arpin International Group.

"We are very excited to have been recognized for our efforts in service quality, which has truly been a team effort," said Peter Arpin, President of Arpin International Group. "Without the dedication of each and every one of our employees, we would not have received such an honorable award." Sterling Lexicon recognized 43 global mobility providers at the event with awards for exemplary customer service, performance, and commitment.



To read more [click here](#)



## Momentous welcomes Dan Moore

**November 2019: Momentous, the specialist logistics company, are extremely happy to welcome Dan Moore as our General Manager**

Dan has extensive management experience within the specialist logistics industry, covering commercial, FF&E, Workplace, Fine Art, Storage, UK and International project management.

As General Manager, Dan is responsible for the continual growth of the company along with leading a highly experienced and efficient team to deliver exceptional customer service and growth over the coming years.

Dan says "I'm excited to be part of the future at Momentous, joining a company with a distinctive brand and enthusiasm to invest in the business and its people for the future really attracted me to this role. With Momentous, I have a terrific team of talented and experienced people who are able to offer an exceptional logistics service. Having a diverse range of services at Momentous enables us to offer a single source for our clients' FF&E, art, workplace and events logistics. These services integrate nicely to offer a 360 approach to helping businesses."

*Dan Moore | General Manager -Momentous, [dan.moore@momentous.global](mailto:dan.moore@momentous.global)*

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*M: +44 (0)7545 10 43 15*

To read more [click here](#)

## ACS INTERNATIONAL SCHOOL DOHA ANNOUNCES NEW FIVE-YEAR EDUCATION STRATEGY



### Empowering Qatar's youth to become global thinkers and doers

ACS International School Doha announced a new five-year education strategy that builds on a unique educational approach to get its students ready to succeed in a complex world filled with both challenges and opportunities.

The strategy calls for a world-class education system that equips students to achieve their aspirations by becoming truly global thinkers. Driven by the rapid globalisation of societies and economies, international education has evolved quickly over the last twenty years.

Today, international schools are constantly challenged to maintain values of sustainable development, rule of law, individual liberty and respect. In a highly-interconnected world, where the future is uncertain, ACS's education strategy aims to empower a new kind of globally-minded and culturally-astute citizen, able to navigate difference, appreciate diversity, and balance traditional identities with the demands of modern life.



To read more [click here](#)

## NYC Navigator Expands into New England

NYC Navigator is pleased to launch New England Navigator. In 2005, Brenda Levis, President founded NYC Navigator and dreamed of expanding the company's footprint



into her "roots" back at home. As a transplanted New Englander, born and raised in New Hampshire, and having resided in Massachusetts and Rhode Island, Brenda and her team are excited to grow their business - expanding their service capabilities from the New York Tri State area to New England.

"I'm thrilled to expand our footprint and service capabilities back to my roots. This wouldn't be possible without the support of my dedicated, skilled and passionate team and valued clients and partners," shares Brenda.

The company is an internationally recognized, award-winning, women-owned Destination Services and Settling-In Provider. Service offerings are flexible and customized to meet the needs and budget of corporate and self-pay clients. The company offers innovative solutions and delivers service excellence by a dedicated, multi-lingual team of expatriates including Education Experts. Menu of services range from 'Cost-Saving Home Finding Solutions' to 'The Essentials' to 'Comprehensive' programs. 'Educational Services' are integrated with Settling-In assistance. Their differentiators include members only Compass Club networking events to help foster relationships with transferees and their families in their new community.



*NYC Navigator and New England Navigator's mission is to help "Recreate Home." They are a proud member of the TIRA Network.*

[www.newenglandnavigator.com](http://www.newenglandnavigator.com)  
[www.nycnavigator.com](http://www.nycnavigator.com) and [https://youtu.be/bi\\_Wp96lv3Y](https://youtu.be/bi_Wp96lv3Y)

## Sixth Annual Arpin Strong Golf Tournament raises over \$45,000 for charity, \$175,000 over past 6 years

December 12, 2019

The Arpin Charitable Fund announced today that its Sixth Annual Arpin Strong Golf Tournament, held at the Four Oaks Country Club in Dracut, Massachusetts, has successfully raised \$45,856 for charity.

The Arpin Charitable Fund, also known as Arpin Strong, was formed to help those in need during natural disasters, or when unfortunate circumstances arise, by participating in community-based volunteer projects and fundraising events throughout the year. "This year's charity golf tournament was bittersweet because it not only marked Arpin Strong's sixth year, but it was dedicated to the memories of two very special friends and colleagues whom had recently passed away," said Michael Killoran, chairman of the Arpin Charitable Fund, Inc. golf committee and chief financial officer of Arpin Group. "Both Bob Sullivan, SVP, Corporate Accounts, and Mark Dearborn, VP Global Accounts and Arpin Strong's founding member, were highly-respected associates of the



Arpin team that cared deeply for the community, and led by example. We are proud to carry on their legacy and continue to make a difference to help solve the defining social issues of our time. To date, our annual golf tournaments have collectively raised over \$175,000 for charity, and we are very proud of our volunteers, sponsors, and friends who have helped us achieve this incredible benchmark."

**To read more [click here](#)**



## Arpin Group Recognized With The Platinum Award For Providing Service Excellence

West Warwick, R.I. (March 30, 2020)



RELO Direct® celebrated the accomplishments of its supplier partners during its 10th Annual Corporate Forum held March 10 – 12, 2020 in Las Vegas, Nevada. In attendance were hundreds of professionals from Leading Real Estate Companies of the World® along with leaders from the relocation industry. Geron Gore, Executive Director of Global Business Development, was honored to except the Platinum Award for Service Excellence on behalf of Arpin Group. Matthew Somweber, Director of Operations for Arpin International Group's GSA division, was also in attendance at the event.

The Platinum RELO Direct® Supplier Partner Service Excellence Award recognizes and honors supplier partners that meet, exceed, and far surpass relocating employees' expectations as assessed using RELO Direct's end-of-move quality assurance survey and that rank in the top 2% of ratings. "RELO Direct® values the strong partnerships we have developed with our suppliers," said RELO Direct® President & CEO, Bob Portale, SCRP, SGMS-T. "It is my honor to celebrate the efforts of partners like Arpin Group who consistently go above and beyond in the service of our clients and their relocating employees."

While each Arpin Group company possesses its own unique set of core competencies, it supports ...

**To read more [click here](#)**



## CIBT and Soccer Without Borders Team-up to Make Two Girls' Dreams Come True at 2019 FIFA Women's World Cup

To us, visas and immigration is more than just paperwork and processes, rules and requirements. It is about people and lives, dreams and plans, achievements and experiences. While that is true in every case – occasionally, you have a case that brings that reality more clearly into focus.



When the 2019 FIFA Women's World Cup took place in France, Newland Chase and CIBTvisas were there – at least in a small way, supporting the dreams of two teenaged girls, refugees from Congo and Syria. Shiham and Bayan had the experience of a lifetime representing the United States, the Soccer Without Borders (SWB) organization, and refugees at the Street Football World Festival 19 held in Lyon during the Women's World Cup. Shiham and Bayan had the opportunity to play soccer/football, attend the Cup matches, and establish friendships with 304 other young female athletes from 35 countries.

To read more [click here](#)

## CIBT-FSG Debuts Anticipated Joint Venture to Shanghai Business Leaders

CIBT-FSG held its first public event in China since the announcement of the unprecedented joint venture between the world's leading visa and immigration provider and China's leading HR services provider. The opening reception was held November 18 at the Yangtze Boutique Hotel in Shanghai.

Approximately 120 clients, partners, business leaders, and government officials were in attendance to celebrate the new joint venture and to learn about the world-class inbound and outbound visa and immigration services that the partnership brings to the Chinese market. Attendees also had the opportunity to tour the new offices of CIBTvisas-FSG and Newland Chase-FSG nearby in the Raffle City Building on Xizang Road.



To read more [click here](#)



## PREMIER SUITES PLUS Amsterdam - Opening 2020

**"We are delighted to announce the addition of PREMIER SUITES PLUS Amsterdam to our brand in in summer 2020"**

Set in a prime location nestled within Amsterdam's most prominent business district Zuidas, PREMIER SUITES Amsterdam will form part of a mixed-use development within an iconic new building, 'HourGlass'.

Zuidas is known as one of Amsterdam's prime business districts and is the city's main financial centre. Close to both the historic city centre and Schiphol airport which is just a seven-minute train ride away. The area is home of the World Trade Center Amsterdam, which is the Dutch hub to many international businesses, and the vast RAI Amsterdam exhibition complex, which hosts events like food expos and car shows. Amsterdam Zuid station is a key public transit interchange. Already a high-profile international business district, Zuidas is now evolving into a fully-fledged urban hub – a fantastic place to live, work and socialise in.

With a planned opening in Spring 2020, PREMIER SUITES Amsterdam will offer 115 serviced apartments and will operate alongside commercial office space and a rooftop restaurant.

**To read more [click here](#)**

## Neighborhood Food Pantries Receives \$500 Donation Following Arpin Group, Inc. Holiday Contest Win

**Following a social media contest organized by Arpin Group, Inc. over the 2019 holiday season, The Neighborhood Food Pantries of Northwest Dupage County, Illinois today received the grand prize of \$500.**

The Arpin Holiday Giving Contest took place between November 26, 2019 and January 6, 2020, across Arpin's multiple social media platforms. Applicants were to display what type of charitable work they were performing over the holidays by using the hash tag "#arpinholidaygiving" in their social media posts. Whomever made the worthiest contribution, would receive \$500 from the company to be donated to a charity or organization of the winner's choice. The lucky winners of the contest were Jeanette Tomaselli, Kenisha Winford, and Mary Meyer, Arpin move coordinators based out the the Chicagoland area.



**To read more [click here](#)**

## Elite Executive Services and Woodhams Relocation Centre are joining forces



From 1st March 2020, Australia-based Elite Executive Services and Woodhams Relocation Centre are joining forces to create an exciting new offering in the relocation marketplace – Elite Woodhams Relocation (EWR).

With over 50 years' combined experience in corporate relocation, we have gained our customers' trust through a caring and tailored approach to delivering seamless transitions for their staff. We're proud that many of our customers date back 10 to 20 years!

As Australia's leading destination service provider, we are perfectly placed to support you and your mobile workforce, wherever they need to go.

**To read more [click here](#)**

## Corporate Travel Management (CTM) announces CAP Worldwide Serviced Apartments (CAP) as their 2020 extended stay and alternative accommodation partner



Corporate Travel Management (CTM) today announced their official 2020 partnership with CAP Worldwide (CAP) in the provision of

extended stay, serviced apartments, corporate housing and alternative accommodation to their growing client portfolio.

Corporate Travel Management (CTM) showed further innovation of their already world-renowned services by partnering with a new and exciting disrupter in the global extended stay arena - a majority women owned and managed business – CAP Worldwide.

**To read more [click here](#)**



## Copenhagen Relocations Celebrate 10 Years of EGQS Certification

### EGQS Recertification 2020 !!

'Team Happy' @ Copenhagen Relocations did it again [for the 5th time in 10 years!!]. We are proud to announce our successful recertification of the EuRA Global Quality Seal (EGQS). Currently the sole relocation company in Denmark to hold this honor/accreditation. Thank you EuRA for creating the seal that helps us become a better company.



## Dwellworks announces enhanced technology and solutions capability to support global corporate accommodations needs

Dwellworks, the premier provider of destination and related services to the globally mobile workforce, is expanding its corporate housing solutions capabilities. The company has offered unique inventory and bespoke solutions for corporate housing clients since 2015, building off its destination services footprint in a dozen global markets with operating centers in the Americas, Europe and Asia Pacific. Through a strategic partnership with Oakwood, Dwellworks service capability includes an exclusive license to epicTM, the world's leading end-to-end accommodations management solution, and access to the industry's most comprehensive and fully vetted supply chain for global housing solutions. In its expanded service capacity, Dwellworks will provide corporate housing solutions to relocation management companies, travel management companies, and corporate clients.

Bob Rosing, CEO and President of Dwellworks, commented, "This is a unique opportunity to expand upon our award-winning corporate housing capabilities in an unprecedented environment. The Dwellworks destination services footprint, consultant network, and best-in-class service team allows us to serve customers beyond traditional corporate housing solutions. We are excited by the terrific prospects for growth, as the world returns to normal and gets moving and traveling again. We have had the opportunity, as have many partners worldwide, to service companies and caregivers in this time of COVID-19 need and look forward to the capabilities in destination services support and accommodations solutions that we will bring to customers going forward."

Mr. Rosing further noted, "I want to particularly acknowledge Oakwood, who has been a tremendous partner in facilitating this stage of our expansion. Their portfolio of Oakwood branded serviced apartments offer an exceptional guest experience and we're proud to have them as a solutions offering in our portfolio."

Oakwood has exited the corporate housing solutions sector to focus on its growing hospitality and property management business.

