

## In this issue:

- EuRA Goes to the Polls
- EuRA Celebrates 25 Years in 2023
- Roadmap to Sustainability in Mobility



(MIM+)

(ABG+)(LCM+)

ACHIEVING  
BUSINESS GROWTH

LEGAL COMPLIANCE  
IN MOBILITY

(CAM+A)(CAM+B)

COACHING APPROACHES  
IN MOBILITY

COACHING APPROACHES  
IN MOBILITY

(CAM+C)(CAM+D)

COACHING APPROACHES  
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IN THE NEXT NORMAL

YOU ARE YOUR BRAND

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(SIM+)

SUSTAINABILITY  
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# The EuRApean

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## Save the Dates!

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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)

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**EuRA International Relocation Congress 2023**  
Dublin  
April 25 - 28

**EuRA USA Reception 2023**



## Notes from the Editor

***"If you don't like something, change it. If you can't change it, change your attitude"***  
Maya Angelou



The last few years have taught us all about change. Overnight we changed the way we lived, the way we socialised, the way we worked. For months and then years we lived with these changes and acclimatised. Then we had to change back, to get used to life as it used to be. Then came the war in Ukraine and we had to change the way we think about security, about peace and focus on support, on solidarity. So Maya Angelou's wise words ring a deep truth with me. Throughout the past few years, our ability to handle change has very much depended on our attitude to it.

So now in EuRA there are changes coming. We are currently starting a full

review of all our activities with the ultimate goal of strengthening the association for the future so it can continue to provide what members want and need from it. This review includes business continuity and succession planning as over the next 5-10 years we face a change in leadership. So in all of this change, one constant will be the need to ensure that what EuRA does first and foremost is meet the needs of its members.

2023 is the 25th anniversary of EuRA and over the past quarter of a century we have seen the demographics and diversity of our membership change. We now represent a far more diverse group of service providers than we did in 1998 and it will be the task of the leadership and Executive Group to future proof the association and meet the unknown future needs of our brilliant and diverse membership.

So over the coming year we will be looking at every aspect of EuRA, from

events and training, to sustainability and representation and to that end, we have elections coming up. Full details of our candidates for the positions of the Executive Group are in this edition. It's fantastic that we have so many talented and enthusiastic people willing to stand to steer EuRA forward.

So as we move into 2023, we will be celebrating 25 of years of EuRA and looking at the shape and scope of the next 25. One change that exemplifies our goals for EuRA's future is the increased collaboration with our 5 partners in the Sustainability Coalition, details of which are in this edition. Tad and the 5 leaders of the other associations have been working towards sustainability goals and we can only do this for the benefit of all our members if we work together.

So here's to change!

**Dom Tidey**  
**Managing Editor**



As I'm sure you're aware, 2023 marks 25 years of EuRA. In that time it has been my privilege and pleasure to have led an

organisation whose members reflect the very best of professionalism around the world.

EuRA is its members. It's not me or Dom and our team, the Executive Group or our Strategic Consultants, it is the members who make the organisation what it is. It is our job as the team and Executive Group to do the very best we can to ensure EuRA meets the needs of its members and continues to provide excellence, value and community to every stakeholder.

To this end, I am fully aware that the basic fact of time moving ever forward means we need to plan for a future where EuRA thrives under a change of leadership and at an Executive Group meeting in 2019, I set out the need to fully review every aspect of EuRA's functioning. I'm not going anywhere yet and neither is Dom, but we will retire of course and so now, post pandemic when we can meet with the Executive Group where we haven't been able to for the past two years, that process is underway. I would like to thank them for their enthusiasm and dedication to this task. It has meant a far greater commitment by them than ever before as here

at EuRA we do a lot! So the examination process of the review is wide ranging and hard work.

Under the broad headings of education, innovation, sustainability, best practice, Executive Group responsibilities, membership, events and business continuity, we will be diving into what we do, how we do it and how it will be done in the future. Of course there will not be change for change's sake, but over 25 years our industry has evolved and changed and EuRA has and will continue to do the same.

I am delighted to welcome the potential new members of the Executive Group and thank you all for your commitment to helping EuRA to achieve its aims. You can read the bios of each of the candidates in this issue and we will run a live briefing to introduce the successful new members of the Executive Group. It's a mark of how much EuRA has gained in stature and reputation over the past 25 years that so many qualified and dedicated candidates have come forward. Being part of the Executive Group is a big commitment both in time and energy so thank you all. I look forward to welcoming the successful candidates to the stage in Dublin and to their first meeting in May.

Speaking of events, I would like to personally thank every delegate who joined us in Costa Rica. There was an amazing feeling at that event and being in a smaller group really allowed us to all get to know each other. Many members in the region thanked me at the time and after for

bringing a EuRA event to LATAM and we were delighted to be able to do so. Our venue in Costa Rica was truly amazing, the kind of hotel we wish we could run every event in! An amazing staff team who could not have been kinder. Huge thanks to all our speakers who made the content so relevant. Again being in that smaller group made for some terrific discussions around our topics based on the theme "Stronger Together; The Power of Collaboration". We will be holding variations on two of the sessions in Dublin as they were so insightful and relevant they need a larger audience.

Thanks too to everyone who submitted a speaker request form for Dublin. We had just under 200 submissions for just 24 spots so there will be some disappointed people out there, but please submit again for 2024. We have a great programme for Dublin and some extra celebrating to be done to mark EuRA's Silver Anniversary. The conference is very nearly sold out with extremely limited places now left. Briony predicts we will need to open the Waitlist before Christmas which has never happened before. I am frequently asked why we don't just make the conference bigger and I always answer that this is what delegates have told us year after year - keep it at numbers which make it accessible.

So if the Universe smiles on us all, we will be in Dublin to celebrate 25 years of the brilliant members of EuRA being together as a family.

Tad Z

# Letter from our President



## Michèle Bramstoft

Dearest Fellow EuRA Members,  
December's here - have you donned your Holiday Spirit?!?! I am working on it and my adopted country, Denmark, does a jolly job helping me!! The season kicks off when Tuborg 'Julebryg' [special Christmas beer] comes to town - AKA 'J' Day, which takes place on the first Friday of November. It's Carlsberg Brewery's official release of the Tuborg Christmas brew around the country. A celebratory affair with free beer a go go, 'nisse' hats, & generous amounts of good cheer. T'is also the season to don white decorative lights on home balcony's & edifices, get festive [& slightly inebriated!!] at the office 'julefrokost'/Christmas Lunch, and enjoy Tivoli while it reopens as a winter wonderland - complete with an outdoor Christmas market. This time of year is filled with sensational seasonal sights, smells & settings to put you in the mood. I love it!!  
In between the holiday festivities, the EuRA Executive Group [EG]

had the pleasure to meet in a [lovely] top-secret location. It was a packed agenda that included two of our Strategic Consultants joining via Zoom. Peggy Love [Strategic Consultant Intellectual Content] helped us with the speaker submissions. Wow - it was fantastic to see new names eager to stand on the EuRA stage!! Peggy is sending emails to the selected candidates. Please note that it is necessary to be registered for the conference to be a speaker. Martina Scharwey, our Strategic Consultant for the EuRA Global Quality Seal joined Friday with updates & observations. One being that the number of members holding the EGQS has dropped. This is partly due to M&A in our industry. This is a topic that the Board would like explore & find ways to increase interest in the Global Quality Seal and its benefits. In addition to tackling the top-down review of EuRA, Executive Group presidential elections were on the agenda. Historically, electing the next EuRA President & Vice President happens in the last meeting of the year before the current president's term is completed. I am delighted to announce that the Presidency will be passed into the capable hands of Alistair Murray [Packimpex UK]. Alistair will be officially inaugurated at the closing conference session in Dublin. Alistair will have the energetic Isabel Cudell [Moving On - Portugal/Mozambique] as VP to help him champion his goals. I hope you will make a point to be present to hear Alistair's vision for EuRA. As well as congratulate &

welcome him, Isabel, and the other newly elected regional representatives. The EuRA Global conference was another agenda item that I would like to share with you. Although Costa Rica was a successful [& cozy!] conference on many levels, the EG decided that we will skip a global get together in 2023. The EG will dive deeper into the last five global conferences to weigh the pros and cons of running a 2nd conference in the year. This is an opportunity for those of you who had the privilege of attending one, to offer your input. Feel free to reach out to either myself or Tad. EuRA will also send a survey to our members in early 2023. It would be wonderful to hear how you greet the holidays, your ideas to increase uptake in the EGQS AND stories/ anecdotes reflecting the value of mobility services. Please remember that our E-Book is still alive....although slightly under nourished 😊😊 but it's an E-Book, therefore it's easy to feed it!!  
In the meantime,

May you have the gladness of Christmas,

**Hope,**

The spirit of Christmas which is

**Peace**

And the heart of Christmas which is **Love**

Kind Regards,

Michèle

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



# MIM Case Study

## “Generational Handover in the Relocation Industry” Petri Lautjärvi

***Congratulations to Petri on becoming our latest MIM Fellow, an honour he achieved with Distinction for his Case Study “Generational Handover in the Relocation Industry” which you can read below.***

### Introduction

Finland Relocation Services (FRS), founded in 1994, is amongst the first professional global mobility, relocation, and immigration service provider in the Nordics and the first in Finland. The company's founder, Marjo Lautjärvi, launched the company based on her personal experience relocating with her family to Denmark and returning to Finland.

In the early '90's, Finland was westernizing, joining the European Union, and looking to the open markets to find international talent. Marjo established the company when she recognized a need. Companies needed an easier way to integrate international talent in Finland.

My experiences with FRS begun as a child, accompanying Marjo on my first assignee meeting when I was only five years old. Talk of the company and business was often a dinner table subject, and although my understanding of the industry developed later, I had the pleasure of befriending the same-age children of our assignees. This, I believe, gave me a concrete foundation to build an understanding of the business, namely what we did, as well as the experiences and needs of international talent. As I grew older and matured, I begun to comprehend more the value of mobility services

from a business perspective, which allowed me to take on a more commercial role in the company in marketing and sales roles.

As the Chief Commercial Officer for FRS my responsibilities include the day-to-day sales and commercial operations as well as extending to public representation in the media, marketing initiatives, EuRA Global Quality Seal matters and also managing our international partner networks and other key local stakeholder groups. Additionally, IT related matters have often been allocated to me, both in my current and past positions.

Finland Relocation Services originally had a loose organization. The founder and employees were involved with every aspect of global mobility, from immigration to destination services. This gave us a strong foundation with the founders and employees sharing a tremendous body of knowledge, the legacy of which continues today.

Due to the rise of international mobility, FRS has grown. We have 3 operational teams overseen by the management team. The current organization makes it is possible to onboard new employees faster, manage workloads better, and make the organization more robust. There is less reliance on a single individual. This last one has proven to be valuable in generational handover of the company's operations from the founders to the new management.

FRS has undergone a generational handover in the past year. Our approach was planned after trying other ways to lead the company. For



example, the management team hired a CEO from another industry to run FRS. This proved to be an unworkable solution. It ultimately lead to a sale of the majority of FRS shares to the Finnish work-life group Barona in a mutually beneficial match. The Lautjärvi family remains as minority shareholders and I moved on to head the commercial activities as CCO. Our new CEO come from within Barona.

This case study will first explore the reasons why I found it a worthwhile addition to our industry's body of knowledge, followed by a literature review to build the theoretical framework to analyze the theory and practices of generational transition in primarily family owned businesses. I will also explore some of the strategies businesses may employ to overcome threats and seize opportunities inherent in such situations. Finally, I will take a look at how these were present and utilized and as basis for our decisions at FRS when we prepared for, planned, and ultimately executed our own generational handover.

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





# Changes to the MIM Programme

As you're no doubt aware, access to the MIM modules has so far been free to all EuRA Members with a charge only being levied if you'd like to get your credits as a result of passing the Module's quiz.

From February, we will be charging a nominal amount to access the Modules themselves. Access to each module will cost €50. Access to the quiz will also cost €50 so each module will cost a total of €100 to qualify.

However we are developing a licence scheme for members to access the Academy which will reduce those costs, so if you have several team members that you would like to put through the programme, please just contact us and we can work out a year long licence at a discounted rate. Full details to follow in February.

**So if you have been planning to get your MIM and MIM+ Certifications and have not yet done so access will remain free for the modules themselves until February 1st!**

The Sustainability in Mobility Module is now live in the Academy and we have had great feedback.



***"I completed the Sustainability module today and it was excellent. Thank you so much, opened my eyes wide" - Rohit Kumar Ikan India.***

Primary Trainer Paul Barnes brings the topic to life and interviews people across the industry to get a sense of where we are going with this important topic. We'd like to say a special thank you to Paul for donating his development fee entirely to charity.

The topic remains at the fore of what we're doing with the Sustainability Roadmap which you can read about later in this issue..



Our Legal Guru Gordon Kerr has also developed a MIM+ half module on Anti Money Laundering. This important topic has wide ranging impacts on our industry and staying compliant with the rules across Europe will be key for all members. Gordon will be following up with two Zoom webinars in April and May.

Martina Scharwey our Consultant for Quality has developed an entirely new "Introduction to the EuRA Global Quality Seal" which is 100% free for all members to certify and gain 50 credits towards MIM and MIM+ certification.

## Coming Soon!



### Duty of Care

Our Primary Trainers Tracy Kautzmann and Lucy Foster have been working on a brand new module dissecting Duty of Care in our industry and how members can best be aware of both the obvious and not so obvious duties owed by companies to their relocatees. This will go live in the New Year.

### Managing International Assignments



Jacqueline Biersma is working with Susie Goodall to update and refresh the Managing International Assignments module which will go live in the new year. If you have already taken this module and would like to do an update, there will be no charge, just contact us for an access code.

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 discount access codes you need to go to the EuRA Training page and log in. If you have any problems just contact us.

All the amazing content in the Academy will still be free to EuRA Members, but we are charging €50 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. Until February 2023!

Our current MIM+ Programme consists of:

- Legal Compliance in Mobility
- Achieving Business Growth
- You are Your Brand
- Collaboration in the Next Normal
- Coaching Approaches in Mobility, four modules
- Sustainability in Mobility
- Introduction to the EGQS
- Anti-Money Laundering

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 until February 2023! 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 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](#)

# Feature: Anastasiia Cherevatova ABEA Relocation Ukraine

## “Rental Market Overview in Ukraine ”

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For Ukraine 2022 has become the year of war atrocities, resistance and transformations. Since the beginning of the full-scale invasion Every, Single, Business in Ukraine has undergone significant changes. Some spheres have started to reduce capacity of their works and efficiency; others have accepted the challenge, analyzed demand & facilities, adjusted and now fight back.

New realities have not bypassed the branch of housing rental market. So what is going on with the war rental market in Ukraine?

Since February 2022 as the news about Russian invasion in Ukraine spread across the world a lot of international companies and consulates evacuated expats from Ukraine who were forced to leave all their belongings behind. The situation did not allow to protract. However, starting from June the first shock has passed and most of foreigners have been planning remote move out premises and transportation of the belongings. As a result, many elite apartments and houses now are vacant and demand is actually not very high.

Time is passing, Ukrainian people are not those who capitulate, they are finding ways to survive. The state of the real estate market in Ukraine has recovered by 80%, but in certain price segments. Not



only the increased demand, but also the increase in the foreign exchange rate has begun to affect the price of housing rent. This trend is observed in renting an apartment with a budget of up to 550 USD. In another segment, the prices for renting luxury apartments have not yet risen even to the pre-war level.

On the other hand, among Ukrainians and in the domestic rental market we see an absolutely opposite situation. Apartments in the budget of around 450 USD are very popular among Ukrainians and especially migrants from territories where there are active military actions or places where there were missile attacks. Ukrainians have managed to put their lives in one suitcase, leave native places behind and move to save themselves into the unknown. For now, we can say that the west of Ukraine is overpopulated. People are looking for shelters and still do not leave their Motherland in such difficult times.

Currently, criteria for finding housing are revised and

updated as well. All types of tenants prefer new buildings and apartments located on "low" floors (up to the 5th floor). Also, an important search condition is the presence of a well-equipped shelter in the house or within 100-150 meters near it. Safety first!

It may seem that nobody wants to come to Ukraine. But it is a very wrong conclusion. Almost the whole world is showing its support and please, believe us, Ukrainians are grateful nation and never forgets good deeds. More and more journalists and volunteers are visiting Ukraine, a lot of diplomats are returning. All these people share braveness in their hearts together with Ukrainians.

Real estate market in Ukraine has faced difficult times, but who has never faced difficulty? The most vital thing is not to give up because Truth is with us, Power is with us, Victory is with us!

As always we thank all those who think about Ukraine and support Ukrainians. Every donation to the army and humanitarian aid brings Ukrainians closer to the bright future.

With care for you,

*Anastasiia Cherevatova, Head of Relocation Department, ABEA Relocation (Ukraine)*

For many years EuRA has tried to work with other associations and to some degree we have been successful. EuRA has always had strong relationships with the European Associations and good relations with the more global organisations. I personally have attended every WERC International Symposium since 1996, with the exception of last year's event in 2021.

Our first really powerful collaboration was with the Canadian Employee Relocation Council (CERC) back in 2016 when we partnered on a research project "The Future of Mobility". The report, based on extensive global research, paved the way to further research collaborations. Steve Cryne, the President and CEO of CERC, has been a regular attendee and contributor at The EuRA International Relocation Congress since Stockholm in 2013.

More recently we partnered with WERC and CERC for the WECAN (**W**ERC **E**uRA **C**ERC **A**ssociation **N**etwork) Event in April 2021 at the end of which the three Associations issued a declaration on "The Imperative to Modernize Workforce Mobility in the Post-Pandemic World". This was a really successful start to what will become a lasting relationship.

In recent years we have also developed good working relationship with both the International Associations of Movers (IAM) and the FIDI Global Alliance. For some time we have licensed IAM to use modules from the EuRA Academy and a number of movers have achieved their MIM designations.

But it's the vital work on sustainability in mobility that has



really galvanised all 6 associations into a very meaningful collaboration. In March I travelled to Cannes for FIDI's annual conference and participated in a round table on sustainability in global mobility. It was clear from this that we needed to act and this was followed by a meeting in Seville during the EuRA Conference where WERC, CERC, FIDI and EuRA agreed to form a Coalition of Associations to work on sustainability. We also agreed to invite IAM and the Corporate Housing Providers Association (CHPA) to join the group.

Within matter of weeks we had all signed up to an 'Agreement on Environmental Sustainability', and appointed Deloitte in the USA to carry out a research project to create a road map for "Sustainability in Global Mobility". This was carried out in stages:

1. A questionnaire was sent to every member of each association (apologies to those who are members of multiple associations who may have received this several times - there was one organisation who received it from 5 out of the 6 of us!).
2. 24 individuals from member organisations were interviewed. EuRA provided the names of 6 DSPs. One from each of the following regions North America, South America, Europe, India, Asia and the Middle East.

3. The responses to the questionnaires and the interviews formed the basis of topics to be discussed in a Lab (workshop) during the WERC Conference in Las Vegas. EuRA also nominate two people to participate. They came from Australia and Africa thus between the interviews and the Lab we covered the world.
4. The day after the Lab there was a meeting to go over the situation so far (see picture), where the leaders of the 6 associations talked about the purpose of the project and their commitment to it. Deloitte also presented some preliminary findings.

Last week the draft report and road map was shared with the associations. When we are all agreed on the next steps this will be available to all members.

As part of the Dublin Conference we will be running a one-off Sustainability Symposium Day to make sure we are on the right course as far as members are concerned and to learn more about specific topics. Following the day we will run a review plenary session to ensure our goals are both realistic and measurable. This is an incredibly important topic and we're looking forward to as much input from members as possible so we can start to make a real difference across our brilliant industry.



## Feature:

# "EuRA Global Quality Seal Update 2023"

The 2023 EGQS update meeting was held in November and Martina Scharwey led us through the process.

Each year we take the opportunity to review the Quality Standard that underpins the Seal so that we can update the KPI's and incorporate any new legislation or processes that have become relevant to the members.

Over the years this has involved some significant changes to the Seal, one of which was the incorporation of the rules on GDPR. This was one of the biggest single changes to the Seal but as time has gone on, all businesses have had to adapt to these rules so what seemed like a massive and onerous change is now just taken for granted!

Martina starts the process in the early Autumn by polling each EuRA member qualified under the Seal as well as the Seal auditors. This gives us the ability to track year on year, what works and what may need improvement.

One of the additions for last year for example, was the requirement for DE&I policy and one of the comments was that for small companies, such a policy was not linked to business success. Any points raised in the survey such as this are then debated within the Executive Group and a decision is taken as to whether to adopt a change. In this instance for example, it was decided the

requirement for a DE&I policy should remain. As with all policies under the Seal, EuRA provides templates which members can then use to build a policy that fits their business needs, therefore it was felt that in this instance the policy can be adapted to reflect the company going through certification.

One improvement that was suggested was to simplify the data integrity and security requirements by merging the two requirements in Sections 2.9 and 2.14 and this it was agreed was good way forward.

One interesting response was to the question "Is sustainability an issue that you need to consider in your company today or in the near future?". In 2021 75% of respondents replied yes. In 2022 that figure had risen to 92.3% which reflects how important the topic has become within the mobility industry. As a result Martina suggested a change to Section 2.7 Environmental / Sustainability Management Policy which now contains the following objective, to; "Define, implement and measure at least one environmental/sustainability related measurable objective, including objective, frequency of measurement and target value". After a really interesting discussion around the implementation of sustainability goals, the measure was approved



and this will be part of the 2023 Standard. What's so interesting about the discussions we have around topics such as this, is the diversity of members in the EuRA family. This might be a difficult measure to implement if your company is already highly committed to sustainability goals. But for another member who is just starting on the journey to sustainability, very easy to implement.

For some years now, the Executive Group has discussed the idea of somehow elevating those members who hold the seal, as their commitment to quality is proved to be very high. This will be a topic for discussion again in the full review of everything EuRA does that is being carried out over the coming year.

If you want to know more, please watch out for the Bulletins in the new year where we will be letting you know the dates for the online Update Briefing which will happen in February and of course for the sessions we will be hosting on the Seal in Dublin.



# 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

EO Mobility Consultancy - Jul-22

### Newly Recertified

Cosmopolitan Services Unlimited - Nov-22

Rilvan Moving and Relocations - Nov-22

Executive Relocations France - Nov-22

Nestlers Group - Oct-22

RSH - Relocation and Immigration Services - Sep-22

Auris Relocation AG - July-22

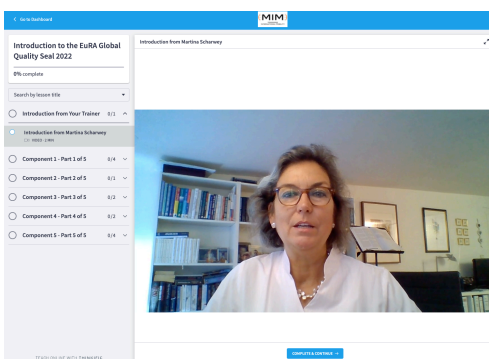
Donath Relocation - July-22

Clearview Relocation - July-22

Copenhagen Relocations - June-22

## Online Training

There is a full module in the EuRA Academy



Free to all members. This module of five 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-2022>

## Introduction to the EGQS

Watch the film



# All Things Legal .....December 2022 - Gordon Kerr

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*Gordon Kerr*  
*EuRA Strategic Consultant Legal*  
*gordonkerr@gklegal.co.uk*

*Next year will see the introduction of some new admin hurdles for UK citizens travelling to EU countries. Not high hurdles exactly, but enough to make many of us think back fondly to pre-Brexit days. I explain the changes below.*

*With the assistance of several EuRA members, I have recently updated the "expat tenancies" chapter of the EuRA Legal Guide. An overview of tenancy trends in a variety of European countries is featured below. Both the Legal Guide and the GDPR Guide have now been updated and are available, free of charge to members, via the EuRA website.*

*I'm also drawing your attention to a court decision from the Netherlands on the controversial issue of electronic monitoring of employees.*

*Enjoy a wonderful festive season - which I recommend should be accompanied by a 15-year-old Glenfarclas malt whisky!*

## **New EU hurdles for UK Citizens**

Brexit has brought a lot of changes for UK citizens travelling in Europe, ranging from additional passport validity requirements to data roaming charges. Next year will see yet more paperwork in the form of the European Travel Information and Authorisation System (Etias), designed



to pre-vet visitors to EU countries for security purposes. There's a fee of €7 and, once approved, the authorisation document will last for up to three years. The Etias is still in development – having already been delayed – which means details of how it will work are being released gradually.

The idea is to create a digital vetting system to "identify security, irregular migration or high epidemic risks posed by visa-exempt visitors travelling to the Schengen states". The Schengen states are 26 countries in Europe that have agreed to an open border with each other. This currently includes

Austria, Belgium, the Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, the Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden and Switzerland. In addition, Etias applications will also be required when visiting Croatia, Cyprus, Bulgaria and Romania.

An Etias is not required for travellers who are only transiting.

The system should in theory work in a similar way to the ESTA that is used to enter the US and the ETA for entering Canada. The EU system will have a digital application form available through an official website as well as on a mobile app. Originally due to be launched in 2021, the Etias is now expected to be operational by **November 2023**. As it's still in development, the official website and app have not been launched yet.

UK citizens also face stricter enforcement of the rule limiting stays in Europe to no more than 90 days out of 180 cumulatively across all EU countries. Expats and frequent travellers who overstay the EU's 90-day rule face a clampdown and possible bans from next year as the EU borders go digital. So-called "wet stamping" of passports will be replaced by a new biometric system, giving border officers an automatic countdown of how many days UK citizens have spent in Europe.



The new Entry/Exit System (**EES**) will be introduced in **May 2023**. It will require all non-EU arrivals to have four fingerprints scanned and a photograph taken on first entry into the bloc – biometrics that will be verified on each subsequent entry. Anyone who overstays or exceeds the 90-day rule could face a fine or ban on their future travel.

### **Expat Tenancies in Europe**

Based on recent input from EuRA members, here is a snapshot of what is currently common practice in a variety of European countries. We were particularly interested in the pros and cons of having the tenancy in name of the individual expat or the employer. Information on more European countries is contained in the 2022 edition of the EuRA Guide to Legal Compliance.

### **Belgium**

A tenancy contract in the name of a company, rather than an individual tenant is viewed by the taxation authorities as a commercial lease rather than a residential agreement, resulting in significantly higher taxation implications for the Landlord. Consequently, clients requiring a corporate lease are usually



restricted to seeking properties owned by companies, rather than by private individuals, to avoid the significant fiscal penalty which would otherwise arise for the Landlord. The number of houses/apartments for private occupation, belonging to a company, is very limited. For corporate/furnished housing, business flats for stays of 3 to 6 months, the lease agreement is always regarded as a commercial lease.

### **Czech Republic (Prague)**

From a legal perspective, if the tenant is a private individual, they are quite well protected by the civil code. In the case of a corporate lease, the rights and obligations for both parties are more balanced and the protection provided to the tenant very much depends on what is stipulated in the lease contract. Most landlords do not have a particular preference for a personal or corporate tenancy. From the perspective of a DSP, getting a corporate lease approved takes much more time and from this perspective a personal lease is easier and

quicker to complete and to allow the tenant to move in. In general, we see a trend towards personal rather than corporate leases. This appears to be driven by employers more commonly requiring that their foreign assignees "take care of themselves".

### **Denmark**

Legally, corporate and personal leases in Denmark are the same. Corporate leases are considered more attractive by landlords / agencies for their perceived financial security. The company signatory must be listed in public company records as authorized to sign. In rare instances, a corporate lease is the only accepted type of lease.

With corporate leases it is important to ensure clear distinction between lessee (signatory) and occupant. The occupant's rights and responsibilities should be clearly defined in the lease contract and the assignee should be clearly listed as 'occupant' for purposes of municipal registration.

Diplomatic clauses are generally requested on both corporate and personal leases. However, in our current real estate market, the landlords/agents dictate the lease terms. For example, 9 month's locked with a 3 month termination notice. Or 12 months locked with 3 months termination.

Estate agent fees are paid by the Landlord to the rental agency.

Third party payment of rent from abroad (i.e. from RMC) requires legal paperwork. It has proven to be challenging to get



Danish landlords to complete this requirement.

Estonia (Tallinn)

There is generally not much of a preference for the landlord in Estonia as to whether the lease is corporate or private. If the property is rented for residential purposes, then there is no tax difference between having a company or private individual as the lessee. Sometimes agreeing terms on a corporate lease is more time-consuming, so in matters where speed is essential a private lease is preferred to get everything over the line before the deadline.

## **France**

We are seeing more and more companies favouring personal leases for their transferees. For personal leases, the tenancy acceptance process in France is substantial. The transferee needs to have a strong service reference with his/her employer (hence not be in a new hire or trial period situation) and have a total monthly compensation net (housing allowance included as applicable) to correspond to 3 to 4 times the total monthly rent amount. Even when these 2 main criteria are met, ad hoc guarantees in the form of a bank guarantee or 3rd party guarantee may be requested. A bank guarantee does imply blocking one year's worth of rent in an escrow account in France for the duration of the occupancy. A corporate lease, in the French entity's name, avoids these requirements, as the property owner will be looking at the financial standing of a French company. The transferee's name appears as the occupant and there are tax advantages

with a corporate lease when the transferee benefits from an expat package and housing allowance.

## **Germany**

In Germany there is no difference between a corporate and personal tenancy from the tax and the legal perspective. However, more and more clients opt for a personal tenancy and monthly rent allowances because it is believed that employees then take much better care of the properties. Also, when the tenancy agreement needs a diplomatic or break clause, allowing termination of the lease prior to the agreed duration, this only applies to personal leases and not to corporate leases.

Besides that, when US companies pay rents to German landlords this requires a W8N confirmation from the landlord to allow third country payment. Most German landlords are reluctant to sign such an unfamiliar document, especially outside the major cities.

More and more landlords insist on a minimum tenancy of 2 years.

## **Hungary (Budapest)**

In legal terms there is no practical difference between a personal and corporate lease; the housing law applies in both cases. From a tax perspective there are a couple of potential minor issues. If the owner of a property is a legal entity then there is sometimes, but not always, a requirement to charge VAT on top of the rent. With a corporate lease the tenant may be required to withhold the tax payable on the landlord's income and pay it direct to the tax authority.

As the lower end of the housing market in Budapest (generally rents of less than 1,000 EUR/month) is currently extremely dynamic, the ability to make a swift decision and even pay a cash deposit on the spot is more and more important. The requirement for a cumbersome lease approval process can put deals at risk as landlords will generally choose to conclude a deal quickly if they can choose to do so. In general terms, for lower budget properties a personal lease is preferable and for a higher budget property the perceived security of a corporate lease is seen as an advantage. In 2022, the mid to high end of the housing market (2,000 - 5,000 EUR/month) is also becoming challenging for potential tenants. The supply of suitable quality properties is very limited, there is plenty of demand and landlords are less flexible in terms of lease negotiation. Over the course of the last year rents increased significantly due to strong increase in demand across the market.

## **Ireland**

The trend is moving from corporate leases to personal leases. The main reasons for this are:

1. The name of the occupier is usually requested by the landlord
2. The lease can be used as proof of address when applying for a Social Security No. (called PPS No. in Ireland)
3. Companies are not held responsible for any dilapidations when the lease is in the assignee's name.

It is worth highlighting that agents will require proof of salary on the employment

reference and many agents require that the rent is less than 40% of the assignee's net salary.

## **Netherlands**

Corporate leases for long term rental properties are usually only for high level employees, where the rent is paid by the corporate. While corporate leases still exist, there are more and more personal tenancies. For personal rental agreements, an owner is often asking for both a work contract from the prospective tenant and also an employer statement. Even for high rents, paid for by the company, a lease is nowadays often in the name of the employee. The employee gets an allowance from the corporate to pay the rent, so the tenant pays the owner directly. The only tax advantage of a corporate lease is that VAT can be reclaimed on the agency fee. Usually the fee is 1 month's rent plus VAT (21% in 2022).

Corporate leases require specific documentation, including a recent extract from the Chamber of Commerce registration, identification of the person who will sign the lease and a power of attorney from the company (unless the signatory is specified in the Chamber of Commerce registration).

## **Portugal**

Landlords prefer the lease to be in name of the individual tenant, with the company as guarantor. If no guarantor is available some landlords may not be prepared to rent; others may be willing to waive the guarantor in exchange for an extra security deposit.

If the tenant is the company: utilities should be in the name of the company and the name and ID of the Tenant should be mentioned in the lease as resident. Monthly rent is always paid in advance. A Diplomatic Clause is not provided by law. Early terminations are possible, but the tenant needs to comply with a minimum period, corresponding to one third of the lease duration, plus applicable pre-notice period. Real Estate commission is paid by the landlord.

## Slovenia (Ljubljana)

In general, Slovenian landlords don't really have a preference between renting to an individual who has a steady job at a company in good standing or a corporation, if the landlord has a sense of security in terms of payments being made in a timely manner. Generally landlords prefer longer leases and in this case it is likely that they will be willing to negotiate a lower rent, be it with a corporate tenant or with an individual. This said, there are still some landlords who prefer to get paid at least partly in cash and these will obviously prefer renting to private individuals.

## United Kingdom

There is no difference in the tax treatment of corporate and personal tenancies. There is, however, greater legal protection for personal leases, as these are protected by deposit protection rules and consumer "unfair contract" legislation. Overall, the general trend is a move away from corporate to personal leases, though many US employers retain a preference for corporate leases.

*Thanks are due to the following EuRA members for contributing information on expat tenancy practices in their countries: Altair Global, Copenhagen Relocations, Executive Relocations, Inter Relocation Group, Moving-On and Palladium Mobility Group.*

## Electronic Monitoring of Employees

A telemarketer who was fired after refusing to keep his webcam on while working had his rights breached, a Dutch court has ruled. The employee of US-based IT company Chetu was awarded 75,000 euros by the court.



In August 2022, the employee, in the Netherlands, was told to share his screen and leave his camera on while working. After he declined, he was fired for "refusal to work" and "insubordination".

This case follows growing complaints from trade unions that the use of workplace surveillance technology - including the use of AI to monitor workers - had taken off during the pandemic and is becoming increasingly intrusive. Methods include monitoring emails and files, webcams on work computers, tracking when and how much a worker is typing, calls made and movements made by the worker, through use of CCTV and trackable devices. There

is general acknowledgement that surveillance of employees has increased massively as the necessary technology has become more accessible and as employers seek to keep tabs on increasing staff numbers working from home.

In most European countries, there is no simple legal answer to whether any particular monitoring infringes on an employee's legal right to privacy. A legitimate reason to monitor, such as the prevention of theft or physical harm to employees, is likely to be considered favourably by a court. But, merely imposing a monitoring regime for no good reason, especially if monitoring takes place in areas where employees could have a reasonable expectation of privacy, is unlikely to be lawful.

The employee in the recent Dutch case refused to keep his webcam on, saying: "I don't feel comfortable being monitored for nine hours a day by a camera. This is an invasion of my privacy and makes me feel really uncomfortable. That is the reason why my camera is not on. You can already monitor all activities on my laptop and I am sharing my screen."

In response to the employee's objections, Chetu argued that this was no different from an employee being observed in an office environment. But the court disagreed, citing a European Court of Human Rights ruling which, it said, stated that, "video surveillance of an employee in the workplace, be it covert or not, must be considered as a considerable intrusion into the employee's private life".

The court found that there was no sufficient justification for the monitoring by Chetu, and it had therefore violated the employee's privacy rights. The battle between privacy rights and "business efficiency" continues!

*For further information on either of these new legal services, please contact me at [gordonkerr@gklegal.co.uk](mailto:gordonkerr@gklegal.co.uk) or call +44 (0)7850 080170*

**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).**



# Feature:

## New Vision and Mission



As the Executive Group and team get underway with our top down review, it was felt that a logical place to start was to look again at EuRA's Vision and Mission and Values.

After some real thought and conversations within the Executive Group and the team, the new Vision, Mission and Values have been published.



### **Vision**

To deliver collaboration, inspiration, education and joy for the benefit of our EuRA membership.

### **Mission**

Our mission is to be the benchmark for education, innovation and best practice in the most sustainable way possible; empowering our members to achieve their full potential and become leaders within the Global Mobility industry.

We will achieve this by adding value to our members through the MIM (Managing International Mobility) training, conferences & networking events and quality certification. The EuRA Global Quality Seal (EGQS) is the leading quality certification for the industry.

EuRA enhances its representation of members and is at the forefront of ensuring that the industry is recognised globally.

### **Values**

#### **Compassion:**

We are kind and caring to those we encounter, treating them with dignity and professionalism.

#### **Integrity:**

We make responsible decisions based on professional standards.

#### **Teamwork:**

We achieve more when we collaborate

#### **Sustainability:**

We encourage economic growth, environmental care & social well-being

#### **Diversity:**

We give a voice to people with different ideas, strengths, interests and cultural backgrounds.

#### **Non-profit:**

We reinvest surplus income for the benefit of our members

# Candidates Bios EuRA Elections 2023: "Nordic Region"

## EuRA Elections 2023

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We have elections for five representatives to the Executive Group. Candidates have put themselves forward for the Nordic, Benelux, Central, Southern and Global Regions of EuRA's membership and now we will hold elections to decide who joins. The nominated representatives from each full member company will be eligible to cast their votes for all candidates from all regions when the polls open on January 2nd. If you're not sure who is the nominated voter in your company or you wish to change them, please get in touch with [Tad Zurlinden](#). It is one vote per full member. All nominated full voting members will be contacted on January 2nd and polls will stay open for one week.

## Christian Löfgren | Nordic Relocation Group AB

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Growing up in a family that owned a relocation company makes it impossible not to know the

industry from a very

young age. It took until 2003 before I stepped into the office, gaining first-hand experience of what it meant to work within the mobility industry. At first my focus was to find the means to pay for my hobby of backpacking around the world.



Trying to experience and understand new cultures has always fascinated me.

Having a degree in Media Production I felt I needed to try that industry as well and during the next two years I worked with live radio productions, video game streaming, TV commercials and the Swedish Pink Ribbon Gala.

In 2008 I decided to plant my roots and signed on for a full time role with Nordic Relocation Group. Very soon I was in charge of some of our great accounts, a task I found extremely stimulating. Being a part of this company, watching it grow to be one of the best in the industry is quite amazing. Today I also manage our mobile/remote mobility team covering the northern region of Sweden. I assist in the internal training and onboarding of new staff and attend all direct client meetings.

How do people describe me? Happy and easygoing, reliable, down to earth and very loyal. I am a good listener. I am definitely a sports nerd and love to play golf. I swim two-three times a week and run on a regular basis. In my younger years I competed on the Swedish American Football team participating in the Swedish, Nordic and European championships. In my private time I enjoy family life with my girlfriend and my 11-year old son.

# Candidates Bios: "Nordic Region"

## Johanna Lennartson | Managing Director | Nimmersion AB

Johanna started her career within Global Mobility in 2007. She has been the main company representative at numerous industry conferences around the globe for many years. She attends and participates in the sessions and loves that EuRA has brought her to all corners of the world. In 2010 Johanna received the Global Mobility Specialist Certification, GMS and in June 2021 she was appointed the Managing Director role at Nimmersion AB. Johanna is highly specialised in immigration within Global Mobility. That being said, after 15 years, having filled the roles as Relocation consultant, Immigration Specialist, Director of Quality, Director of Operations, and today Managing Director her knowledge is both deep and broad. In addition, she's also passionate about educating start-up companies about recruitment policies when hiring employees from abroad. Previous work experience in the restaurant management field is paramount in handling stressful situations while still maintaining a high service level. She's very empathic and want to see the good in people and opportunities. This helps her to give daily support to clients and employees. The most important value she teaches her children is to treat all people equally, no matter how they look, the way they dress, whom they love, their occupation or the colour of their skin.

From her administrator positions, Johanna is well-organised and always on top of things. By nature she's calm and always eager to contribute where she can and serve other people. Being organized has helped Johanna in managing work, children and her hobbies in a balanced way.

Growing up in a small country with lots of innovation has been inspiring for her. Johanna has worked with many of the Swedish start-ups and unicorns known worldwide and trained their recruitment teams about Global Mobility. This among other experiences is something she's more than willing to share with the other members of EuRA. EuRA has been an important part of Johanna's career and she has always felt the support from other members juggling the same challenges but in different countries. Johanna would be honoured to serve the northern region as an Executive group member. EuRA give so much to their members and this would be a great way for Johanna to give some in return.

Johanna holds a master degree in Service Management from Lunds University, Sweden.

### PERSONAL INFORMATION

*Born 1981 in the southern part of Sweden.*

*Family; spouse, two daughters and a chocolate labrador*

*Lives in a house in the Stockholm archipelago*

*Johanna enjoys travelling and learning about new*

*cultures. She wrote a crime novel during the pandemic.*



## Petri Lautjärvi | CCO | Finland Relocation Services



Petri has been involved in the relocation industry since he was five years old and in the professional aspects of it in Finland Relocation Services for almost 20 years. During this time, Petri has grown

professionally from a relocation consultant to head the international partnerships and commercial operations of FRS as the leading immigration and relocation service provider in Finland. In this he is supported by a group of highly talented global mobility professionals from diverse backgrounds. In addition to his responsibilities at FRS, Petri holds positions on the board of TIRA and in the Committee on Trade and Services of the Helsinki Region Chamber of Commerce.

Petri holds two Master's Degrees in International Strategy and Management as well as the prestigious EURA MIM+ Fellowship. Having lived in four countries, speaking multiple languages and having experienced the expat life himself and through his loved ones, Petri continues to make the value of international mobility services accessible and clear for all internationally-minded organizations and individuals alike.

### Reasons for standing:

I wish to represent the Nordic Region to help our membership navigate new opportunities and threats during a time of great changes in our industry. I believe I have a tremendous body of knowledge from both the global mobility and executive group/board positions to work with a diverse group of professionals. These I hope to use for the further improvement of our great association.



# Candidates Bios: "Southern Region"

## David Allard | Integration & Transition Director | Executive Relocations France

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I have been working in the global mobility industry for the last 22+ years. First at Priscoa Relocation Fr as a Team Lead on 2 majors French companies and then for Executive Relocations as Dr Implementation & Transition Dr. Never thought it would last that long but I guess there is something about mobility that's very appealing, My field of expertise revolves around 2 axes: working in project mode and management. I often get positive feedback on my management and I believe that what makes the difference is my sincere affection for the people in my team. I am standing as I believe that the EuRA conference is the most important one and I would like to bring ideas to the table, work on projects that would help develop it more, reach the Board's objectives. Thanks to Simon and Sophie I have been given the chance to be a speaker in Sevilla and that was a great experience.

I am also part of the Executive Relocations quality team and being audited twice a year for both ISO and EuRA GQS certifications.



On a more personal level, I used to spend all my free time horseback riding, I had a mare for over 20 years and passionate about horses. I also fell in love with Barcelona where I find the quality of life : culture, food, architecture... just the best.

## Elaine Hery | Managing Partner | Eres Relocation

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Elaine Hery is the founder & Global Managing Partner of Eres, she is from the UK and has lived in Barcelona Spain since 1991.

Elaine started to offer destination services from the spare room of her apartment in Barcelona in 1992 and now her company ,Eres, has 9 offices in 6 European countries and a team of over 100 employees.

Elaine holds the MIM fellow qualification and has been a member of various panels in EuRA conference sessions. She has attended every EuRA conference since Barcelona in 1999.

In her own words:

"People are for me what matters most and empowering teams and unleashing the full potential of every team



member is the most rewarding thing I do.

Add to this the multi cultural perspectives and ideas that come from managing international teams and I am doing what I love most.

As we move into 2023 the Global Mobility industry faces significant challenges and opportunities and EuRA's role to influence change and to bring together the different voices within the industry is increasingly powerful . I don't have all of the answers but I think I might have some pretty good questions, and I think it is probably about time I started to ask them.

For all of this, and more I believe I can make a very positive contribution to the EuRA executive committee, and I believe that its my moment to do this. After 30 years in the industry, I have accumulated the experience , the maturity , the confidence and the attitude to do a good job , and I have the energy and drive I need to enjoy a new challenge and to give something back to EuRA after all these years.



# Candidates Bios: "Southern Region"

## Jeremy Berthoux | Managing Director | Home Conseil Relocation



As my mother Dominique was the founder of one of the pioneering Relocation companies in France back in 1991, this industry has been a part of my life since I was 7. The first

office of the company also happened to be where our gaming console was located so I remember fondly having to keep quiet while my mother cold-called HR managers who had never even heard of Relocation!

I first pursued a master's degree in private law with a specialization in Contracts Law at Université Jean Moulin Lyon III, before completing my training by attending EM Lyon Business School's specialized master's Degree in International Management and Law.

It was only in 2014, after several experiences in Fortune 500 companies and Law firms, that a specific legal question brought me to work for Home Conseil Relocation for the first time and that's when I fell in love with the Global Mobility industry as it fosters a human-centric yet innovation-prone business.

From there, the path to take over the company (a move completed in 2017) was natural as I benefited from the shared experience of my mother and some of the most seasoned and welcoming professionals from this great industry, we call our friends.

Aside from my deep passion for cooking, I intend to bring to the Board this uniquely personal take on the industry as well as my past experiences sitting on Boards of French and International associations to strengthen the Executive Group and serve EuRA's southern region.

With my warmest regards.

## Maria Kouri | Managing Director | Corporate Relocations Greece

I started working for the Federation of Greek Industries in Belgium, trying to master my specialty, lobbying in the European Union, before I joined Corporate Relocations Greece based in Athens. I have been Managing Director for the last 25 years. Before I joined I worked for a few months in Corporate Relocations France, UK and Italy just to learn the concept. Most of my time is spent helping those new to Greece to settle into a constantly changing environment. I adore participating in immigration discussions with the industry's like-minded people and EURA has helped so much in this. In Seville, I participated in the immigration panel and spoke about "Digital nomads", an amazing experience.

Being lucky enough to belong to a lovely family, I'm a wife, a biological mum of 2 human beings and we have a cat and a dog. I adore exploring the seas and forests of Greece together.

### Education:

Bachelor in European community studies (South Bank University London)-1994

Master in European public policy (South Bank University London)-1997

Troisième cycle in Management des Affaires Européennes (Leonard De Vinci-Paris/UBL Belgium)-1998

### Recently:

MIM 1 2 3 (Eura Academy)

Certification (Investment Migration Council)-2020

Growth Challenge (Cambridge University Business School)-2020

### EURA commitment:

- I can proudly share that I haven't missed a single EURA conference for the past 23 years

- this meaning that once a year I spend time with my professional friends, have the chance to make new ones from around the planet and confront challenges affecting the industry together

- to learn and get updated with the industry's latest developments

EuRA has always been there to help me to evolve and develop and I have always shared this with my team back home. This way I grew up to be an experienced

mobility advisor and useful (I hope!) adult to society.

It is now time for me to give back and share what I have learnt through the years and I can think of no better way than to being a member of the Executive Board?



# Candidates Bios: "Benelux Region"

## **Dominique Coenen | Partner | Expat Management Group EMG**

I am Partner and co-founder of Expat Management Group (EMG), a mobility consultancy located in Amsterdam and Brussels. We offer quality advice and end-to-end destination services to the Netherlands, Belgium and Luxembourg, allowing us to service clients with comprehensive mobility solutions in the entire Benelux.

I studied EU Law and previously worked at a global immigration provider. Eventually my entrepreneurial blood kicked in and EMG was established: Partnering with large corporations, understanding their business needs while maintaining flexibility and personal touch of a boutique provider. At EMG I drive the business with passion for global mobility. In a fast changing global mobility scenery, I'm keen on life-long learning and



understanding the ever-changing client business needs. I have had the privilege to be speaker at a couple of EuRA Conferences. Our office is in the middle of a combined EGQS and ISO9006 certification process and we actively encourage our staff to complete the MIM(+) modules. I am running for Representative because I would like to contribute to the development of EuRA and put forward the dedication others have put in before me. I will bring my passion and experience to the table so that other Members can continue to enjoy the great experience of the Association that EuRA is.

Acknowledging that working in the Executive Board requires teamwork and having successfully navigated EMG through the storm of recent industry changes and challenges, I truly believe I can be a great team player by sharing fresh insights. As Representative, I am positive I can bring forward great ideas and initiatives for further shaping the future of EuRA.

In my spare time, I enjoy travelling and spending time with family and friends. I consider myself a gin & tonic enthusiast and love doing sports such as football and surfing.

## **Isabelle Prémont | Chief International Mobility and Development Officer | Anywr Group**

I am Chief International Mobility and Development Officer at Anywr Group but was formerly owner and managing director of The Map Group. I moved into my new role through the merge of The Map Group with Anywr 2019.

Born in Belgium and raised around the world. I settled in Belgium after some exciting years in Saint Louis, MO, studying hotel management. Before moving into the world of global mobility, I enjoyed a career in the hospitality with emphasis on sales and marketing.

In 2011 I joined Map Relocations as Operations Director and shortly after I had the opportunity to take over the company. Map had been operational across the Benelux since 1998, but to cement our presence I decided to open offices in Luxembourg and Rotterdam.

In 2016 and 2017 to increase our client portfolio we acquired two other Belgian companies am&pm relocation and ABC Relocation.

Between 2015 and 2019 I was president of the Belgian Association of Relocation Agents (ABRA).

I am passionate about talent, quality, partnership and entrepreneurship, I feel home within the International Mobility family. The merger with the Anywr Group was to develop further the services for clients and help them on their war on talent

My first term as EuRA Board Member was a rollercoaster and a live test all the Board Members. Together with the EuRA team we managed to keep the EuRA spirit alive and even grow "no matter what".

On joining the Board I wanted to share my entrepreneurial spirit, to help EuRA to be a process driven association with a true mission and vision and therefore support members to get ready for the future. These goals have been more than achieved through the collective work of ALL Board Members and EuRA team. But there are still challenges and more structural and strategic initiatives are needed to bring EuRA and its members to embrace the next milestones of the evolution.

What can I contribute during a second term, the experience I have accumulated

in my new role, from the new strategies I have developed, to my ideas on how to be more efficient, more professional, to better accompany talent on their mobility journey.



# Candidates Bios: "Central Region"

## Nicole Arsany | Senior Relocation Consultant | recom relocation GmbH

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Being half Austrian and half Egyptian herself, Nicole studied and worked in both countries and experienced life in the USA during her student years.

Nicole holds a master's degree in Tourism and Hospitality Management and worked in this field before starting her

journey in the relocation industry. In this way, she gained valuable skills and necessary experience.

Nicole was the first employee to join Recom Relocation GmbH back in 2006 and has been contributing to Recom's growth into an independent, medium-sized, renowned and innovative Austrian DSP ever since.

She supports the two co-owners in managerial decision-making and has been leading the relocation department for the past eight years. In her current role, she implements internal quality standards and makes sure that the team members receive continuous training in relevant topics like tenancy law or intercultural competence.

Her next company project to prepare to be certified with the EuRA Global Quality Seal.

"I am running for the EuRA Board because I see a lot of potential in cooperation and knowledge exchange in the Central Region. I would like to play a more active role in forging the future of our industry. Driven by my passion for relocation, it would be a big honour for me to join in this new position as I have been enjoying the annual conferences and they always turned out to be informative and beneficial for us as a company."

Her colleagues describe Nicole as good-humoured, extroverted, and customer-oriented. She always spreads positivity within the team and when dealing with clients. She dislikes early morning appointments and has the magic skill of finding a parking slot just in front of the door while being on home-finding tours.

Nicole's spare time is reserved for family, friends – and her dog. Her favourite activity is man-trailing, a sport training dogs to find missing persons. Some people might even say Nicole spends her entire spare time at dog training grounds.

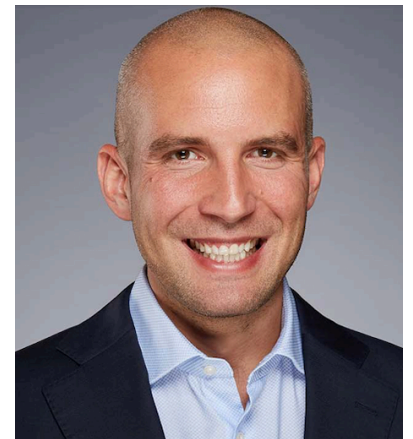
## Niklas Almerood | Executive Director | IRC Relocation

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Born in 1988 in Munich. My life's journey was shaped by growing up with a relocation company and a mother who is an expat. After successfully completing a B.A. in Communication Design, I was admitted to the University of St. Gallen's Master Program, Leadership in Digital Innovation, which I successfully completed as extra occupational studies along a full-time job at the renowned agency Heimat.

I joined IRC Berlin three years ago. IRC Berlin has evolved into a GmbH serving the whole of Germany and became IRC Relocation. The corporate identity was redefined and a new company evolved. Four new business areas were integrated and I opened the company for B2C enquiries. We developed a digital infrastructure which allows us to coordinate and onboard a Germany-wide team without offices. IRC is a pioneer of the fully remote working approach. My passion and goal is creating sustainable ideas and shaping mindsets in a more and more overwhelmed work environment.

D-EuRA has offered great insight into the challenges, and interests many in the industry are dealing with and how important it is to tackle them in a collaborative way with like-minded people.



Many obstacles are based on the dichotomy of classic hurdles and visions of the New Economy, which I have accompanied for years. This allows me to look at the mobility industry through a new lens and with a differentiated view. Improvements and ideas are best generated within an active dialogue, therefore I am strongly interested in becoming a Board Member of EuRA, to actively support in the times of change. From my perspective, cooperation within the industry is a necessity in order to shape the future directions the industry is confronted with. I believe that I can add value in this process, which I will pursue with passion and professionalism.

# Candidates Bios: "Central Region"

## **Markus Demuth | Founder & Owner | BLUE global relocation**

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After having been employed for 16 years in various relocation companies, Markus decided to found his own business in 2010. The Munich-based company currently counts more than 30 employees and has numerous freelance consultants all over Germany.

Markus is convinced that the team is the company's most valuable asset and therefore has always lived a low-hierarchy, team-oriented management philosophy with a strong belief that empowerment and professional training are essential for all team members.

A very special way of training are internships where participants see first-hand how other professionals work. This idea encouraged Markus to create the Global Employee Program in 2019, an international exchange platform between relocation service providers all over the world, which he introduced at the EuRA conference in Munich in April 2019.

BLUE has been an accredited member of the European Relocation Association (EuRA) for many years and proudly holds EuRA Global Quality Seal Plus. Many of the BLUE employees hold the MIM, MIM+ or CAM qualification.

Markus' motivation to become a member of the EuRA Executive Group is that he truly believes in the power of the team and social responsibility. He would like to contribute with his ability to upscale a company in a transparent way, to lead a team on an eye-to-eye level - reflected in the extremely low fluctuation of employees at BLUE global relocation - and his well-established international network.





# Candidates Bios: "Global Region"

## Vadim Dima Lorenz | Account Management Services | Dwellworks

Dima is the VP of Account Management Services for Dwellworks in APAC and looks after client relations and commercial opportunities for the company for both Destination and Corporate Housing Services.

Born in Hong Kong, raised in Germany and educated in the UK, Dima has now been back in Asia for over 20 years. He moved to China in 1999 to study in Beijing and then completed his BA in Intl. Management and Chinese at SOAS, University of London. He relocated back to Shanghai in 2002, where he started his business, Ark Relocation, in 2005, with his now wife, Kate Lorenz.

Initially a real estate brokerage, their business quickly expanded to Destination Services with Dima driving both the geographical expansion and client business development. By 2018 the company had offices in Shanghai, Beijing and Hong Kong and provided DS, V&I and Real Estate Services in an additional 20 locations across China. In 2018 the company was acquired by Dwellworks and Dima continues to look after the commercial interests of the company across APAC. Since 2021 he is based in Perth, Western Australia.

Dima has been a regular attendee, active participant and frequent speaker at EuRA since 2010. He attributes much of the success of Ark and his current role to the strong support network within EuRA and believes that joining the Executive Group would be a great way to give back to the association. His European background, extensive work experience in APAC and employment for a major US mobility company provides him with the required global mindset and experience to join the Executive Group.



Aside from his proven skill set of working effectively in multi-cultural, diverse and global teams he also possesses the valuable experience of moving from a privately-owned DSP to being acquired by one of the largest companies in the industry. While still harboring a strong entrepreneurial passion, Dima also understands the

business from the perspective of a larger mobility organization and with that can present both sides of the member's spectrum.

Dima speaks German, English, Chinese and French. He is the proud father of two girls, keen trail runner, enthusiastic chef and mediocre golfer.

## Marie O'Neil | Owner and Managing Director | EER



Marie O'Neill is the owner and Managing Director of EER. Under her visionary leadership, EER has grown to become one of the Middle East's leading relocation,

immigration and corporate services companies. She also has an unrivalled industry knowledge and a proven track record of leadership that would make her an invaluable member of the EuRA board.

As well as being a member of EER's Senior Leadership Team, before becoming co-owner in December 2021, Marie was also a member of the TIRA board and currently serves on the EER advisory board. Her insightful strategic planning skills and visionary business development approach have been crucial in facilitating growth and progress in her past and current leadership roles and have been regularly utilised in industry events around the world when she has been asked to act as a panellist or speaker. She is also well known as an advocate for taking an inclusive and collaborative approach that underscores the importance of partnership and sustainability in the pursuit of prosperity and opportunity.

EER has been a member of EuRA for over 10 years and is the only company in the Middle East to currently bear its seal, an honour that Marie and her co-owner are extremely proud of. Marie understands the value of being part of such a prestigious organisation and would relish the opportunity to contribute further and make an even more positive impact to the industry as a whole. Given EER's unique position in the dynamic and crucial Middle East region, and Marie's adept knowledge of growing a successful business in this nuanced marketplace, there is great potential for her to make lasting, productive contributions as a EuRA board member moving forward.

# Candidates Bios: "Global Region"

## Kay Kutt | CEO | Silk Relo



Kay Kutt is the CEO for Silk Relo Limited, a leading relocation service provider in Asia. Silk Relo is a sister company to the Asian Tigers Group. They have offices spanning 13 countries throughout Asia. Silk Relo's core services include moving, visa & immigration, and

destination services. Kay has over 20 years of experience in the relocation industry and in senior leadership roles. Born in Canada, Kay has relocated numerous times throughout her life to locations including Canada, USA, Saudi Arabia, Hong Kong, China, and Singapore.

Kay has been an active volunteer and Board member in organizations including the American Chamber of Commerce in Hong Kong, Worldwide Employee Relocation Council, and the Human Resource Certification Institute. Kay holds the HRCI Global Professional in Human Resources (GPHR) Certification, the Worldwide ERC® SCRP certification, and SGMS-T designations. Silk Relo stands apart by being the first company to achieve the ISO30415:2021 in Diversity & Inclusion. In her spare time, she enjoys traveling and spending time with her family in various corners around the world. Kay has been a frequent contributor to EuRA panel sessions in past years as both a moderator and panel speaker. An ardent supporter of EuRA events, when not presenting at the conference can often be found asking questions or adding to the discussion as a vocal audience member. She is standing for membership on the EuRA board in 2023 as a representative of the global EuRA community. She believes her industry experience, past contributions to other organizations, as well as her own experience as a transferee herself will add a diverse set of knowledge and insight to all EuRA members. A key tenet she adheres closely to is to always seek out and take on the tasks that others would shy away from, lending to her key opportunities for growth both personally and professionally.

## Sean Collazos | Partner and Owner | PremierDS

I am the CEO Partner/Owner of PremierDS, an Immigration and Relocation solutions company servicing 33 countries in Latin America and the Caribbean. I have been in the global mobility industry for over 16 years, of which I was an expat for 5 years. I lived in Mexico City and São Paulo and now reside in Miami. I'm fluent in English, Spanish, and conversational in Portuguese. I studied Business Management at Florida International University, and specialize in logistics, finance, and experience management. My purpose and passion in life, is to continuously find opportunities to make positive impact in people's lives.

Our industry has undergone significant change over the last several years, and as we continue to see the new generation of global mobility professionals join our workforce it is our duty to ignite passion, vision, and lead the initiatives of service quality and experience.

My primary goal as a member of the Executive Group, is to be a voice for our participants and association members and ensure that we bring to light the pressing and critical conversations that will help propel us forward. By coming together to establish the long- term strategies that will keep our values strong, our members connected, our mindset diverse and inclusive, and maintain a sustainably eco-friendly environment, will we be able to hold each other accountable in building a stronger community.

In my business, I work with our leaders to oversee more than 1,500 suppliers, manage multi-millions of dollars worth of disbursements, and plan the logistics of thousands of corporate executives and their families relocating with Fortune 100 companies. I am confident that my skills and expertise in the Latin America & Caribbean markets as well as my grit and tenacity will be a valuable asset to the Global Executive position and our community.



# Candidates Bios: "Global Region"

## **Rene Stegmann | Managing Director | Relocation Africa**

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René is the Managing Director of Relocation Africa (1993) South Africa, an EGQS complaint business, and the Business Development Director of MyResidence (2018) Mauritius. In 2007 she sold her startup "Stegi Eco-Nappies" business, which shows her entrepreneurial nature and her passion for sustainability.

René is a veteran of 30 years in the Global Mobility Industry, with a passion for people, the planet - especially Africa. Her leadership style encompasses authenticity, ethics and equality.

Her goals for EuRA are to focus on Sustainable Development contributing toward new global-thinking practices by driving education. She will bring the voice of the Global market to EURA.

René is not only an entrepreneurial strategist, but her nature ensures ideas are implemented.

Her passion is Sustainable Development and is constantly studying these topics. She is also a qualified Mobility Specialist with the South African Reward Association (SARA).

René currently runs workshops in the Corporate Housing sector on Sustainable Development as a freelance consultant.

René is a board member of three boards:  
The British Chamber of Business in South Africa (2018 - ).  
The South African Chamber of Business UK since (2021 - ).  
Worldwide ERC's Sustainable Development Advisory Board (2022 - ).

René sits on industry related committees:  
SARA International Mobility Group Committee (2013 - )  
SARA Western Cape Committee in South Africa (2015 - ).

She promotes foreign direct investment, as the Cape Town Chapter lead for the SA Chamber of Business UK.

René has operated Relocation Africa since inception in 1993 and MyResidence.Africa since inception in 2018.

*René lives in Cape Town with her husband Andrew and two children, Callum (20) and Ashlyn (17). René Stegmann, Shareholder of Relocation Africa and MyResidence.Africa, MBA (Strategic Marketing), GMS, MIM and Sustainable Development: The Post-Capitalist Order*



# EuRA Global 2022 Costa Rica

We had an amazing conference in Costa Rica which was made even more special by the three year delay!

It was fantastic to finally welcome our delegates to the event and were delighted to have so many participants from the LATAM region.

For those of us who had arrived a bit early, we had a bus and walking tour of San Jose. It's an interesting city in an amazing location. From pretty well everywhere, there are views of the mountains which surround the city and the slopes tend to be among the most popular places to live both for wealthy locals and expats. The historic downtown core is clustered around the beautiful National Theatre, but it's evident that most tourists spend only a day or two in the city before venturing into the jungles and coastal regions that Costa Rica is justly famous for. Costa Rica takes great pride in its reputation as being one of the most environmentally aware places in the Americas and the notion of "Pura Vida" is a national slogan.

The event started with a full day of MIM+ Legal Training led by Gordon Kerr. One of the great things about taking this training across the world is learning about how diverse the interpretation of certain legislation can be and how much the culture of a country will change how people will

respond to certain ideas. One key aspect of this being how we react differently to notions of privacy. While looking at the impact of Privacy Shield and GDPR, it became clear just how differently the Americas view privacy in comparison with Europe. In Europe, especially France, privacy both personal and corporate in terms of data, is a much more detailed and nuanced concept than in North and Central America, where there is an expectation that privacy and data may not be so secure.

That evening the Marriott Hacienda Belen, our very splendid venue for the conference, hosted a fantastic gala dinner which was sponsored by Dornet Venturanza of Annexus who was celebrating her 35th year of the company and we were delighted to share her celebration over some of the best cuisine we've ever had at a conference. The Costa Ricans take food very seriously and it is an unsung culinary destination.

The theme for the main conference day was "Stronger Together; The Power of Collaboration" and our keynote speaker, Ricardo Nunez emphasized this in his address on the importance of intercultural

Gala Dinner Sponsor



Party Night Sponsor



App Sponsor



Bronze Sponsor



Gift Sponsors



coaching. Mobility is a huge jigsaw and the better the component experts can work together, the better the outcome for the transferee and family.

Our first session "Guardians of the Galaxy" moderated by Susan Ginsberg was hands down, one of the most enlightening sessions I've attended over the past few years. The panellists drew on their own experience of partnership within the mobility eco-system and it was fascinating to have the views of Becky Woods Senior Global Mobility Director at ADP. Did you know ADP handle 65% of the world's payroll? Becky has a very large expat population and coordinates it through direct relationships with on the ground DSP's. Alan Bell of Equus brought his expertise to the session again emphasising how working in collaboration with the various stake holders across the mobility world can only be for the best. In the discussions that followed it became clear that the room was agreed on one thing; the need for the



harmonisation of processes while still emphasising local needs and conditions.

Our second session "The Power of Networks" drew the collaboration theme further looking at what networks are for and how they contribute to the strength in numbers ideal. From smaller networks of what could be considered competitors in an organisation like Reloc8, to associations represented around the table by LARM and EuRA, the panellists really looked at how these collaborative relationships are, on the bottom line good not just for the end client, but also for business.

Our final session took the Culture theme and looked at the challenges of doing business across the Americas. As ever, the vital importance of

understanding how what may seem similar cultures, are in fact very different was the theme of this session. The world is grouped; EMEA, APAC, Americas but even in a smaller region such as Central America, there are seven countries with six languages. So although it's tempting to assume a single cultural bias, as I learned as a child being brought up in Belize, the predominant Spanish culture is incredibly nuanced between the neighbouring countries. The culture of Mexico and the business culture of Costa Rica for example are very different and our brilliant panel teased this out in a thought provoking and humorous way.

That evening we had a dinner and disco, some great chats and a lot of fun!

Friday morning Sabine Baerlocher hosted a Culture Games session which was absolutely brilliant fun and ended the conference on a real high. Looking at how we differ in terms of physical space, tactility actually brought us all closer together!

Huge thanks to all our speakers who brought such energy and passion to the event and of course to our generous sponsors without whom we could not make these events work.

It was a brilliant event and we were so pleased that the feedback was so positive. Costa Rica left a big place in our hearts and we all left vowing to return!





# EuRA USA 2022 “Vegas Baby!”

The WERC Global Workforce Symposium took place in Vegas in October and EuRA hosted its 14th USA reception. We had a great turnout for the event which took place in the Venetian. As with everything in Vegas, the Venetian is HUGE! It was quite a challenge to find us in

Conference Room Delfino  
4002 but the EuRA members  
and friends persevered and  
we had a great evening.

Over wine and a Mexican buffet, it was great to catch up with everyone, some of whom had not seen each

other since 2019 so there was a lovely atmosphere.

Huge thanks to our loyal sponsors CORT Destination Services for once again being patron of the event.

Next year, Boston, Thursday  
19th October.





# New Member Focus:

## “Neygi Moving & Relocation”

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### *BEST THINGS IN LIFE, AREN'T THINGS*

Neygi Moving & Relocation is a company based in Buenos Aires that was founded in 2014 by its present CEO Jorge Reguera Azcuenaga.

Jorge is no stranger to the international relocation industry having previously worked in several leading companies for the last 30 years, most of them where in Crown Relocations where he was also country manager for Argentina. When Crown decided to close its Latin American offices in 2014 Jorge recognized an opportunity and started Neygi Moving & Relocation. “I believed it was time to start my own business. I have a lot of experience helping others with startups during my time at Crown, I had good contacts throughout the world and most of all, I knew how to do business in Argentina”, Jorge said. During the last eight years he has built up a team of highly trained people in every aspect of the international moving business providing wide range of solutions in relocation services like dealing with visa issues, immigration and home/school search.

Today, Neygi is proud to be a family business, in where Jorge's daughters, Francisca and Valentina, are day by day earning more strength and confidence, learning of their father the most important values of the company such

as: personalize attention to every client putting professionalism and honesty above business and trying to have a high-level of communication throughout all the process.

“I have admired EuRA for a long time, it is a very strong organization and we are all excited and honored to be part of it now. We are looking forward to work closely with other EuRA members to expand our connections and help our colleagues to improve their business experiences in Argentina.”

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

*Ceo & Founder*

*Jorge Reguera Azcuenaga.*

*Feel free to contact us*

*Our website: [www.neygimoving.com](http://www.neygimoving.com)*

*Tel: +54 9 11 3767 8297 // email:*

*[moving@neygimoving.com](mailto:moving@neygimoving.com)*

*Facebook: [https://www.facebook.com/](https://www.facebook.com/NeygiMovingRelo/)*

*NeygiMovingRelo/*

*LinkedIn: <https://www.linkedin.com/company/neygi-moving-&-relocation/> WhatsApp: [https://](https://api.whatsapp.com/send?phone=541137968564&text=%20)*

*[api.whatsapp.com/send?](https://api.whatsapp.com/send?phone=541137968564&text=%20)*

*[phone=541137968564&text=%20](https://api.whatsapp.com/send?phone=541137968564&text=%20) Instagram: [https://](https://www.instagram.com/neygimoving/)*



# New Member Focus:

## "BiCortex Languages "



### Our story

*BiCortex Languages is a Global Language provider founded in 2011 in Rio de Janeiro under its former name Eszett. In 2015, the Global Mobility business of BiCortex started to grow, under the leadership of a German teacher and a Spanish engineer. In 2021, the headquarters moved from Germany to Spain, our team however is based globally, has lived in 20 countries and speaks 13 languages.*



*BiCortex's CEO - Inigo Lopez*

Our name derives from "bilingualism" - fluency in two languages - and "cortex" - the part of the brain associated with processing of memory and information. Our belief is that, with the right conditions, everyone has the potential to significantly improve their language skills. Our hope is that as a result of our language offers, many of our students may become bilingual (or even multilingual).

### Our services

We provide three services worldwide:

- Language Training
- Cross-Cultural Training
- Sworn/certified Translations

We operate in close to 100 countries in all continents dealing with 47 languages including English, German, Portuguese, Spanish, French, Italian, Dutch, Hebrew, Swedish, Norwegian, Finnish, Luxembourgish, Urdu, Polish, Swahili, Greek, Tagalog, Afrikaans, Amharic, Arabic, Japanese, Mandarin, Russian, Zulu, Czech, Romanian, Hungarian and others. We provide thousands of hours of training per month to hundreds of corporate end customers via RMCs, DSPs and immigration law firms, as well as direct to the learner via our B2C online language courses. Classes can be one-to-one or in groups. For face-to-face training, lessons can take place in the student's home or place of work or at a neutral location such as a library. Some of the language courses BiCortex provides include accent reduction and preparation for Certificates of Proficiency.

Our sworn/certified translations are done with local sworn and certified translators in each country. All translations are double verified before delivering to our customers. In case the original sworn translation is needed, we provide postage at the lowest possible cost. Finally, we can also help with apostille and legalization of documents.

### What sets us apart

We are particularly known for two things:

- Our **speed**: For Language training and Cross-cultural training we are able to assign one of our fully qualified and experienced trainers within 7 days in most cases. For our sworn/certified translation operation, we deliver any non-urgent translation in 2 days. For urgent translations, we can complete them in just a few hours.
- Our **cutting-edge technology**: We were the first language provider in the relocation space to launch a digital attendance for face-to-face

Language training		Translations		Cross-cultural training	
B2B	B2C	B2B	B2C	B2B	
In-person	Virtual	Sworn	General	In-person	Virtual



lessons and online student database and CRM, BiCortex Manager. Now in its fourth generation this allows both us and our customers access to real time data on programmes and delivers automatic notifications at key milestones. We also have a bespoke, download-free platform for teaching virtual lessons which offers audio and video, a whiteboard, pre-loaded verb conjugations and allows students to access past class content. The only requirement is a PC or tablet with internet connection and a headset (headphones with a microphone). For our translation services, our platform allows a secure exchange of files between our customers and BiCortex, and between BiCortex and our translators. Our customers' immigration coordinators will upload the files via a secure link (no need to log in). Once the translation is completed, the immigration coordinators will receive a link to download the translation in a secure way.

*App installed on the trainer's phone to sign after each face to face lesson*

*Secure platform to exchange files to be translated*

### **Diversity and Corporate Social Responsibility**

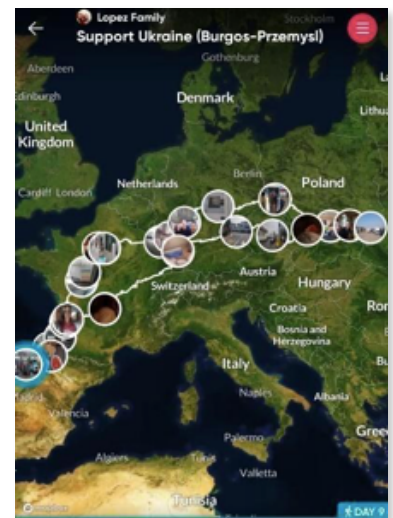
It's very important for us to contribute to a better world. As a remote-based, digitally-oriented business we are

almost paperless and encourage the use of low carbon travel, we are always looking for ways to improve our footprint. BiCortex is increasingly mature in terms of sustainability, DE&I, social responsibility and giving back to the community. We

have been especially concerned by the Ukrainian war and we now run a number of initiatives to support Ukrainian refugees.

We joined two organisations this year, both with the aim to help the world and the global mobility industry. Relocate the Profit, an initiative where different companies in the relocation industry come together to donate part of their profit for development projects and paradiGM community - a group of changemakers within the global mobility field.

*Full trip of Inigo from Burgos, Spain to Radymno Obszar,*



Independent of this, our CEO Inigo Lopez drove over 6,000km to the Ukrainian-Polish border and back to drop off humanitarian aid and bring back 11 Ukrainian refugees with him to Spain. After this, BiCortex was keen to provide meaningful long-term support and began offering free online Spanish lessons for Ukrainian refugees, helping them to integrate into Spanish society and the job market. Diversity, equity and inclusion awareness training has also been carried out company-wide and BiCortex conducted a staff survey finding that: 75% of the workforce are women; 25% Black, Indigenous or People of Colour and 17% are LGBTQ+. We are also pleased to say that our senior team is made up of 60% women. We continue to look at ways of recruiting, mentoring and promoting and retaining diverse talent in order to foster an inclusive workplace and develop an ever-more successful business.

<https://bicortexlanguages.com/>  
<https://bicortextranslations.com/>

# New Member Focus: Akka Kappa LTD

## “Relocation Made Simple”

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### **Akka Kappa Ltd, Relocation to Ghana made simple**

Moving to another country can be a challenge for most people. Aside from finding the perfect home, you now need to adapt to a new culture and lifestyle.

To make your relocating to Ghana a breeze, Akka Kappa has an international team of relocation specialists ready to assist you.

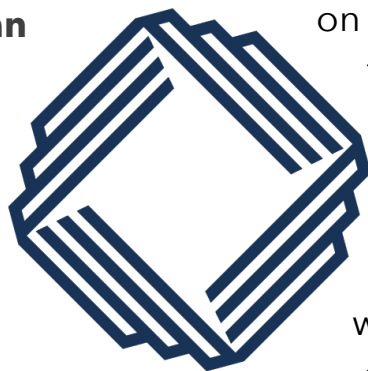
### **Assisting you with more than finding the perfect home**

When moving to a foreign country, it is necessary to feel safe and at ease in your home. We at Akka Kappa are available to help you with every step of your home search. Our primary goal is to lessen the stress related to the relocation to Ghana, and our service extends well beyond assisting customers in finding a home to rent or purchase.

We first came to Ghana as expats 27 years ago and have since made Accra our home. We are the true experts on the ground because we have seen a significant shift in the city and the nation as a whole. Having worked with all major international corporations, diplomatic

missions, and local businesses over the course of our more than 15 years in the real estate business, we have a thorough understanding of what it takes to provide a successful relocation service. To offer more and better customer services, we are certified ABR specialists and full members of EuRA.

Our assistance begins before you arrive in Ghana, with a pre-arrival online session to provide you with information on what to expect and the best ways to be ready for your relocation.



**akka kappa LTD**

### **How it works**

It has never been simpler to find a home in Accra. We have a wide network of real estate developers and landlords, so whether you're looking for the ideal rental

property or want to invest in real estate, you'll have access to a wide range of approved properties to choose from, including fully serviced temporary accommodations to allow you take time to find your perfect home.

We offer virtual viewings, provide you with videos of your houses with neighborhoods information, and send you facts and photographs of all the available properties that suit your needs

to help you save time and narrow down your selections.

### **The orientation program**

Our orientation program is created to help you and your family know the city and all its amenities. You will learn all the ins and outs of Accra, the amenities, the touristic sites, the culture and etiquette, and anything else you might be interested in learning to allow you settle in well.

To better understand your unique needs, we first ask you to complete a customized preparatory needs assessment before we can put together your custom orientation schedule. You will be given a personalized welcome package upon arrival in Accra that includes guides to the city, maps, and other useful items.

Your orientation program will include a tour of Accra that highlights the city's important areas and regions, as well as offers samples of suitable properties. Additionally, we will give you information about healthcare facilities, educational institutions, sports and entertainment facilities, retail establishments, expat organizations, cultural etiquette guidelines, and more.

### **Adapting to a new culture**

According to research, one of the most often reported causes of assignment failure is the inability to adapt to the host culture. We

work with you and your family (if applicable) in integrating well and successfully adjusting to Ghanaian culture. We do this by drawing on our extensive experience in planning culturally and geographically specific trainings.

### **Departure services**

Your departure from Ghana shouldn't cause you any stress, whether you're going back to your own country or moving to a new one. We are here to assist you with any final details and make sure your transition goes well. We assist you with terminating leases on real estate, stopping utilities, reserving moving and transportation services, and relocating temporarily.

We also help you with ending school admissions, selling personal belongings, canceling insurance policies, vehicle registration, residence permits, and bank accounts.



*Get in touch  
Making the move to  
Ghana? If you need  
any help, don't  
hesitate to contact  
[Akka Kappa](#). You will  
receive assistance  
from our team of  
professionals at every  
stage of the moving  
process.*

# Feature:

## 25 Years of EuRA



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By Dom Tidey

Like all good ideas, EuRA came to be as a result of the combination of inspiration and timing. In 1997, the newly formed Syndicat National des Professionnels de la Relocation et la Mobilité (SNPRM) reached out for talks with the then well-established Association of Relocation Professionals (ARP) in the UK. The rationale would be to create a European wide association with the dual purpose of representing the growing and evolving industry and implementing professional standards. One of the early discussions concerned how the new association would be known and the first suggestion was the Syndicat European des Professionnels de la Relocation et la Mobilité (SEPRM). A little too EU perhaps? So EuRA got its name, its first secretary general (Tad Zurlinden, then CEO of the ARP) and its first president, Liz Hennessey, then MD of the TheMIGroup Europe and work began.

There have been many milestones in EuRA's history but those early years were challenging. Many stakeholders felt that their unique vision should be the one to carry the association forward and it took a steady hand and a certain amount of entente cordiale to establish the core values that EuRA still holds today; not for profit, members first, standards and accountability and education.

As a not for profit association run by and for the members, the numbers break down like this; membership income pays for the administration to function, the board to meet, the inter industry collaboration with other associations for research, networking, sustainability and intellectual exchange. The administration of the EuRA Global Quality Seal also comes out of membership income as well as the small fees charged for the Quality Standard and the Updates. Everything else comes from conference profit. The MIM

and MIM+ training programmes offered to all members for free (until February 2023), our research projects, our IT and web platform enabling members to publish articles and engage with EuRA's social media, our international profile at events throughout the industry, our free to access legal advice services, our information portals, the RMC meetings and forums that promote better communication and business and more.

Amongst the biggest challenges that EuRA has ever faced was the cancellation of the 2010 conference in Palma de Mallorca.

As Tad and I drove through France having had our flights cancelled due to the eruption of the Eyjafjallajökull volcano in Iceland, we crunched the numbers. Everything for a conference the size of ours is paid up front and is not insured for Acts of God.



Had our venues enforced their contractual right to charge for the event, EuRA would have been wiped out. Completely. We learned that building that personal relationship with the venues who deliver our events is absolutely critical and is the reason we start the planning with our venues four years in advance. By the time we get to the actual conference, we're all truly friends.

The disappointed team in the office composed and sent the email confirming the cancellation of the event on Monday morning and as it got sent from my email account, I received the replies direct to my Blackberry. Within 20 minutes we had 300 messages, not asking what would happen with refunds or would the conference be re-scheduled, but giving support to the teams involved and expressing how concerned members were about how disappointed we must feel. It is this level of support and enlightenment that truly defines EuRA as a family. When we asked members if they would accept an 80% credit, and that EuRA would charge 20% again to help offset the costs

of the cancellation, only 1 person out of 480 took issue.

Following this seismic (!) event, the next great challenge to hit not just EuRA, but all its members and the entire world was the pandemic.

On that March day in 2020 as the world started to shut down, all of us were frantically looking at our financial plans and trying to figure out how we were going to get through the next month (as we all thought) with no work and no income. Tad and I worked the numbers for EuRA and as the crisis continued into the summer, took the decision to cut as many costs as possible to shore up the finances in what we felt would be a tsunami of members canceling their subscriptions. Salaries halved, offices closed, working from home just like companies across the world. But once again the extraordinary loyalty and generosity of spirit meant we didn't lose a single member. Those who were having really tough times stayed part of EuRA at no charge and again the true nature of the EuRA family showed itself.

At our 2022 conference in Seville, there was a genuine feeling of joy at being reunited at last.

There have been many lessons learned over the last 25 years. The extraordinary nature of the EuRA membership and their commitment and loyalty to the organisation. The commitment and passion of all the members who served on the Executive Group over the years giving their time and expertise. But most of all, the power of teamwork and the knowledge that we really are all in this together and that together, united, we can achieve so much.

Today the EuRA family together has thrived. Looking back at that journey makes all of us who work for you feel humble and proud that we get the chance to represent the interests of an amazing, committed, professional group of the nicest, funniest and most inspiring people in any industry. Thank you... from our hearts.

Dom & Tad

## Feature: BiCortex

# “Committed to supporting Ukrainian refugees”



### Introduction

Environmental, Social and Governance principles have always been important to our diverse, global team but it wasn't until quite recently that we made formal commitments in this area, writing policies on Diversity, Equity and Inclusion, Whistleblowing and Sustainability which are available on our website and to our customers; training staff on these topics and undertaking coordinated commitments to this area.

In terms of corporate governance, we began by contributing with associations and communities in the global mobility industry, such as [paradiGM](#) and [Relocate the Profit](#), initiatives that help raise funds for development projects. We've been also involved in supporting local sports such as Netball and Spanish Bowling, and providing free document legalisations and translations for Colombian immigrants with low resources, in partnership with [iGo Immigration](#).

However, we wanted to do so much more, particularly when we saw the scale of devastation and

upheaval faced by the millions of refugees generated by Russia's invasion of Ukraine.

### The action

According to a UN report, 1.7m people left Ukraine in the first 11 days of the war, with millions more fleeing after. Deeply concerned by the media reports he was seeing, in March 2022 our CEO Inigo Lopez decided to drive over 6,000 km from his home city of Burgos, Spain, to the Ukrainian-Polish border. It took him 48 hours to decide that he should leave. What started as a single man action, ended up as a convoy of three campervans that met by chance during the trip, all equally committed to making a difference.

BiCortex provided humanitarian aid supplied by a mixture of local private donors in Spain led by the Ukrainian community in Burgos, and Global Mobility companies including [CSU Mobility](#) in Paris and [Proforg](#) in Frankfurt, where Inigo stopped to gather further supplies. The aid was delivered

to a refugee camp at the Polish-Ukrainian border.

The CEO, together with the two other campervans, brought back 11 Ukrainian refugees to Spain.

*Some of the refugees with Inigo. The woman in green carries EVERYTHING she had time to get before leaving her home.*



*Refugee camp at the Ukrainian-Polish border*

*The group of volunteers and refugees*

### **The long-term**

After this action, BiCortex was keen to provide meaningful long-term support and began offering free online Spanish lessons for Ukrainian refugees, helping them to integrate into Spanish society and the job market.



We began offering these through our own resources, but soon discovered that in order to reach a greater number of people and make a real difference to the lives of the participants, we would need external support. We are delighted to have received donations from some of our partners including Sterling Lexicon, Cultural Awareness International and Learncube, alongside private individuals, in order to sustain this initiative. We have also employed a number of refugees within BiCortex as teachers or translators, allowing them to continue to work and earn an income.



*Some of the Ukrainian students (and a teacher) attending BiCortex's free Spanish lessons*

Around 150 students have undertaken the free lessons so far. These are held online using our bespoke teaching platform in groups with bilingual Spanish-Ukrainian speaking teachers - this is important as some of the students don't speak any Spanish at all. Students progress through CEFR-aligned course levels starting at A1.1 and cover the four language skills (reading, writing, listening and speaking). All class materials are provided.

We are proud to have been able to assist in this way in an initiative which involves the dedication and time of the entire company through recruitment, training and administration. However, there are costs associated both with paying the teachers, provision of materials and the upkeep of the teaching platform. We need further donations in order to continue the groups so that the students can reach a B2 level in Spanish and find a job in Spain. Those who would like to make a donation may contact us.

<https://bicortexlanguages.com/bicortex-languages-offers-free-services-in-solidarity-with-ukraine/>

# Feature: Expatland Global Network

## “2022 A Year of Migration Turmoil”

By John Marcarian, Founder

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2022 has been a year of turmoil for many people around the world. No more is this the case than in the Eurasian region.

Political and military events that started in Ukraine in February have caused millions of people to relocate themselves and their families.

Some were forced to make an instant decision, while others had more time to think and plan their next step.

Broadly speaking the motivations for many expat moves this year have been one of the following:-

- 1) Concerns about physical safety;
- 2) Concerns about the general business environment of the expat's homeland; and
- 3) Opportunities for improved lifestyle and business prospects.

In the case of point 1 above it is reasonably clear that not too many people would, if they had a viable choice, wish to live under the threat of war for a long time period of time. Eventually they will (and indeed

many have) commenced a search for a 'safe harbour'.

In the case of people from Ukraine the 'safe harbour' was the Euro Zone. These people have generally been welcomed by volunteers and locals who have helped these new migrants settle and find a shelter.

With respect to point 2 and point 3 though, it is very interesting to look into some of these motivations particularly



regarding Russian expatriates. While Dubai has been noted as a place of interest for many Russian expatriates, some not so obvious relocation decisions have been made by many business owners and companies.

Let us look at this category.

Throughout the history of the former USSR, many of its Republics played and were seen to play a supporting role to Mother Russia. Often, much (or all) of the coordination as to

what occurred in these Republics in key areas of the economy was planned from Moscow. Indeed many citizens of those Republics strived to move to Moscow to get Russian citizenship. A widely held view was that they would be safer under a range of circumstances and economic opportunities were more plentiful than those at home.

On many occasions research indicates that at various times in the 20th century people from these Caucasian or Middle-Asian republics were not necessarily treated quite the same

(either in terms of general community acceptance or by the Party bureaucracy) as Russians living in Moscow.

Although this attitude began to soften in the last 30 years, there were elements of this differential treatment preserved until relatively recently.

In former times it was generally the case that many Russians only rarely visited these regions for a brief business visit, before rushing back to the swirling prosperous Moscow.



Against that historical background then – it is somewhat ironic though totally understandable, how this has all turned around over the course of this year.

In fact, thousands of professional executives and other highly qualified workers have rushed to Kazakhstan, Uzbekistan, Armenia, Georgia – which formerly were not seen as preferred locations in which to live.

From speaking with a number of these new arrivals in 2022 – it is clear that the reasons for this are primarily as follows:

1) Russian expats are seeking a base from which to operate that avoids some or all sanctions put in place by the EU and US on Russia;

2) Russian expats wish to continue their relationship with Western economies (and be able to trade with them) or they wish to create new relationships with Western companies and being based in a Republic allows for the possibility.

In 2022 the first wave of Russian expats (certainly in the case of Armenia) took place shortly after the sanctions and limitations were imposed on international money transfers to/from Russia. Indeed to continue a business one needs to be able to have a free access

to the global financial system and a number of Republics continued to provide this opportunity.

Many IT specialists, who are not bound to work from a particular location moved first, renting all available lodgings and often registering sole proprietorships in order to get a residency permit.

Next to move were corporate employees that work for companies based in Moscow when it became apparent that corporate restructuring was occurring. Some of these companies decided that moving parts of their business activities to these Republics made good business sense.

Unlike digital nomads (the IT industry) many corporate expats moving were supported in their move by their corporate relocation departments still based in Russia.

Generally speaking, our feedback is that many were provided with a lump sum from their employer to relocate and settle in the new location. They then moved with their families, bringing their belongings with them and considering this move to be a long-term step.

For many expats it has been a great discovery and an unprecedented opportunity to dive into totally different

cultures that were in former times not fully appreciated by those Russians living in Moscow or other large Russian cities.

Surprisingly, in many cases things have turned out to be much better than expected and while many regions face uncertain political and financial futures, the expats we speak with have found their new homes to be an ideal location for their current work and lifestyle balance.

While no one can predict what will happen in 2023 and beyond, it is clear that these former USSR Republics are facing and will continue to face a high demand for relocation services.

No doubt some Russian expats do consider these regions as a stop on the way to a life in the East or West. However for many Russian expats a move to these Republics affords them the opportunity to learn a new language, adapt to a new way of life and bring fresh ideas and creativity to their new countries of residence.

[www.expatsland.com](http://www.expatsland.com)

# "The Trends and Change in Global Mobility Amid Continual Volatility"

By Jurgen Zyderveld, Vice President

Society now bears the marks of a world that has undergone a prolonged period of volatility. From an unprecedented response to a global pandemic, to war in mainland Europe, to geopolitical uncertainty in the USA, Britain, Italy and Brazil – to name but a few.

We have changed. The world has changed.

Most recently, the war in Ukraine has had a profound impact; communities across the continent have welcomed thousands of Ukrainians with open arms, after they were forced to flee their country. And our bills, now at the mercy of inflation, have soared, as the energy war rages concurrently with Russia's military invasion.

There have been fundamental changes, too, in the way we work, where we work and, in some cases, when we work. This is the by-product of restrictions imposed in almost every corner of the world through 2019 and large parts of 2020, as nations grappled in response to the pandemic.

Our outlook on work-life balance has undergone a seismic shift, as well.

Employers have responded accordingly – providing new support and adapting policies to reflect a new age of working.

Brexit, too, sparked change and uncertainty – with immigration and trade policy between the UK and the EU rewritten.

Wherever you look, organisations and people are having to adapt. And while this change has impacted us as individuals, it has also created new challenges within global mobility, spawning new trends, many of which have emerged as teams have responded at pace to this unrelenting volatility.

Such change is, of course, constant. And in the 50 years Crown has been in business, there have been countless periods of boom, bust and adversity. But as the world



adjusts to a new normal, there are several prevalent themes, pertinent to global mobility.

### **Employee wellbeing**

A sharpened focus on employee wellbeing is

one of the most significant evolutions to have occurred following the pandemic, born from a need for mobility teams to increase and customize the level of support they offered assignees through lockdowns.

For those businesses running large scale programmes with more than 400 or 500 moves a year, the pandemic shone a very bright light on their fragility. For example, some companies went into lockdown and didn't know where their employees were.

Although they were on assignment in Switzerland, for example, it turns out they were actually living in Italy or France just across the border. What the pandemic did was trigger a very strong focus on understanding the employee experience more. Out of that came a focus on employee wellbeing which we believe is here to stay.



In the past, most of those planning assignments thought their employees could learn everything they needed to know from the internet. But now, having experienced the pandemic and the additional stress of being on assignment and in lockdown, they have had a renewal and so want to tie the global skill services into their wellbeing initiatives. There is more focus on how moves can affect people.

### **Digital nomads and work from anywhere**

The pandemic saw a surge in remote and hybrid working. That way of working has been undergoing an evolution since the reopening of work and office locations, following lockdowns and social distancing.

Now, mobility teams are grappling with “work from anywhere”, and how to provide staff with the ability to work in any location, mainly on a temporary and time-limited basis. This is particularly evident where employees are foreign nationals and have working rights in other countries. As a result, the scope of mobility teams is expanding to manage this new

population of employees.

Our clients are now asking us to produce bespoke policies

around this – which is being further fuelled by the emergence of “Employer of Record” companies, allowing organisations to tap into talent and markets previously unavailable.

Work from anywhere also requires additional cultural training, as the subtle variations of behaviour and norms found in different countries can be more difficult to learn without operating in-country.

### **A change in the assignment landscape**

Another trend that has been bubbling to the fore in recent years is a shift in assignment types. We’re continuing to see a reduction in traditional long-term assignments. These benefit rich, complex assignments have proven costly, and whilst they still play a role for many organisations, it’s driving an increase in both short-term assignments and permanent transfers.

With the volatility and rapid pace of change in many countries, this requires different approaches to assignee policies, including the need to source short-term property rentals, work visas and

intensive training to embed the critical skills required in the country.

### **Agility**

The last three years has undoubtedly led to an increase in demand for mobility teams to be agile. Whether faced with soaring costs, conflict in countries previously considered stable for business operations or the need to respond to an unprecedented global health crisis, the ability to be agile and flexible in the face of adversity has never been more pronounced. Macroeconomic uncertainty is showing no signs of curtailment, so being able to respond to challenges rapidly, while keeping the needs of assignees at the heart of decision making, is imperative.

These themes are central to our own thinking, as we adapt to the changes we’ve seen in the world in recent years. We are evolving to support global mobility teams as they themselves adapt to deliver the best assignee experiences, with volatility continuing to shape how, where, when and why people move and work.

*[Crown World Mobility provides strategic assignment management, immigration and relocation services for multinationals and international organizations.](#)*

## Feature: Employee Mobility Solutions

# "Latin America and Spain Challenges in Migration Processes"

As immigration specialists with offices both in Spain and Latin American countries we have quickly identified the challenges all of these historically open to immigration countries are facing nowadays regarding immigration processes and procedures.

COVID-19 meant a before and after in the world and immigration legislation and procedures thus needed to be changed according to the new era.

Before 2020 migration legislation in the region had in common the limited use of technology, several bureaucratic barriers and in most cases customization of immigration procedures.

During lockdown, the International Organization for Migration supported Latin American countries in implementing new legislation and restructuring their processes to include various technological tools in their daily procedures.

As a result, Colombia, Peru, Chile, Argentina and Mexico have issued new immigration legislation that meant significant changes that have impacted the process of transferring assignees into these countries, and are facing challenges in the

implementation of such new policies to different extent.

In Chile immigration officers deal with uncertainty in the way of processing new residents' applications, including temporary requests for the first time, extensions of temporary residences and applications for permanent residents as from the new law established in February 2022. Delays are frequent, mainly in applications to be processed outside Chile, and consular applications were



**Employee  
Mobility  
Solutions**

suspended for several months pending the implementation of the current system of the National Migration Service – SERMIG. The void in the law with respect to migratory subcategories caused a standstill in the applications for Mercosur residency for more than five months and migration officials have adopted new discriminating criteria for the documentation to be entered for each application, so it is necessary to constantly review the system updates.

The new Colombian immigration law, which came into force in October 2022, brought with it some challenges

in terms of work visas as the criteria for the granting of this category have been made stricter due to the high unemployment rate in the country and recurring immigration from Venezuela. Since the new law foreign citizens who apply for a work visa must demonstrate their academic level and the criteria of high labor specialization to perform the position to which they apply in the destination

company. Likewise, the hiring company must inform the reason for hiring a foreign employee instead of a Colombian and a summary account of the works generated by the company in the country.

In Argentina "Express Appointment" was implemented several years ago as payment of an additional fee to speed up processes. In the case of work residences and as from 2022 one applies in a "Corporate Procedure" and the express appointment fee is to expedite the resolution of the procedure within a period of up to five working days.

"Electronic Entry Processing" (TIE-24H) was recently implemented and allows to obtain business and technical visas online without the need to attend the Argentine Consulate of the country of origin at the time of filling in the application. This applies only to those foreigners who do not require a visa



to enter Argentina as tourists. As for digital tools during the process of approval and delivery of the physical DNI that is usually delayed, a digital DNI can be requested and downloaded into the cell phone.

Peru implemented a new immigration regulation in 2018 which has had several updates and clarifications during 2022. The National Superintendence of Migration, issued a new Text of Administrative Procedures that details more specifically the requirements and deadlines for migratory procedures in the country, but due to governmental delays, the lack of professional experts in migration issues and the backlog of files, these regulatory improvements are not yet evident in daily procedures. The National Superintendence of Migration - Migration of Peru implemented in mid- 2020 the "Virtual Migration Agency", a digital tool that provides Migration services online. While being user-friendly and an easy to access platform, when accessing it is necessary to have a good understanding of the migration regulations, it also implies the request of booking and appointments for the management of online procedures and personal paperwork.

Since 2021 Mexico began a process of updating the systems of various government entities which impacted in the process of transferring employees to the country. One of the main challenges after such changes is obtaining appointments

to request the Federal Taxpayers Registry (RFC or Tax ID), a unique registration password that serves to identify any person who performs an economic activity and must contribute with the public expense before the Tax Administration Service (SAT). In the case of foreigners arriving to the country, this document is mandatory for their registration in any payroll. The Tax Administration Service (SAT) updated the way to obtain the RFC as of November 2021, making it mandatory to obtain it in person and through an appointment via the new application "CitaSAT". The purpose of the new system is to get an appointment in an agile, safe and fast way but reality shows there is a shortage of

appointments and high saturation in the platform, which leads to delays in obtaining appointments and these can take more than three weeks to be scheduled.

Dealing with personal paperwork is nowadays one of the greatest challenges for migration processes in Latin America as appointments for simple face-to-face procedures for the collection and processing of the different documents take from five to six additional weeks. Likewise, follow-ups and administrative claims take delays never seen before leaving foreign nationals who have migratory processes in progress or pending resolutions unprotected in many cases for several months.

As for Spain there have also been updates in the regulations all of which tend to legalize migration

conditions to those foreigners already working in Spain, reinforce regular migration processes and develop procedures to give more accurate and quick response to current needs.

In conclusion most Latin American countries have made positive changes in their legislation and restructured their processes by implementing digital online immigration procedures. The purpose of these changes was to be updated to the new international scenario and to provide solutions in immigration to the new evolving reality in a faster way.

Implementation of such changes has been a big challenge for countries and there have been and still are important delays in the processes and administrative procedures in progress to satisfy the needs of users not only in Latin America but in most countries around the world.

We believe that as time goes by both users and administrative personnel in the different countries should be able to cope with the new legislations and procedures in a more efficient way.

[Employee Mobility Solutions](#)

## Staycity Opens Flagship Property in Dublin and Accounts £30m Loan Facility from Oaknorth

### Staycity Opens Flagship Property in Dublin and Accounts £30m Loan Facility from Oaknorth



THURSDAY 15th SEPTEMBER 2022, DUBLIN: Fast-expanding aparthotel operator Staycity Group has opened its seventh property in Dublin, giving it nearly 1,200 apartments in its home city. At the same time the company has announced a five-year £30m loan facility from OakNorth Bank, the UK bank powered by OakNorth, and further facilities if required.

The Europe-wide operator has undergone a period of prolific expansion over the past two years, opening 2,700 self-catering apartments across its Staycity Aparthotels and Wilde Aparthotels brands the most recent of which is its new flagship in Dublin's Little Mary Street, the largest of its 32 European properties to date with 340 studio and one-bed apartments. Staycity's growth in Dublin has created some 300 jobs across its four new sites, as well as in its head office in the city centre.

"Dublin City Centre completes our current phase of openings in Dublin and we're delighted to be able to offer our guests a great choice of properties across the city," said Staycity Group CEO and co-founder Tom Walsh. "Dublin is immensely important to us and its fantastic to see the growing popularity of the city as a destination for both leisure and increasingly returning business travellers."

The new backing from OakNorth Bank sees the conversion of a £15m COVID support loan granted in 2020 become a regular loan facility on the back of Staycity's like-for-like RevPAR (rooms revenue per available room) and operating margins now ahead of 2019 levels together with healthy bookings into the final trading quarter of 2022. This robust performance leaves Staycity with around €55m of liquidity and an expectation of being debt-free in three years. Further contingency has also been provided by ISIF, the Ireland Strategic Investment Fund, which has extended Staycity's credit facility from €20m to €30m for five years if required.

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

## Staycity to open Wilde property in Amsterdam's Overhoeks district

Staycity Group will bring its Wilde Aparthotels brand to the Overhoeks borough of Amsterdam-Noord in May 2024.

The 120-apartment property will be part of the 31-storey residential and business Yvie complex, currently under construction by Union Investment.

Facilities will include a coffee shop, gym and roof terrace, and the aparthotel will be a five-minute walk to a ferry crossing the IJ river, with onward travel available from Centraal Station.

The construction of the residential and business Overhoeks district, formerly home to oil giant Shell, began in 2005 and will continue until 2026.

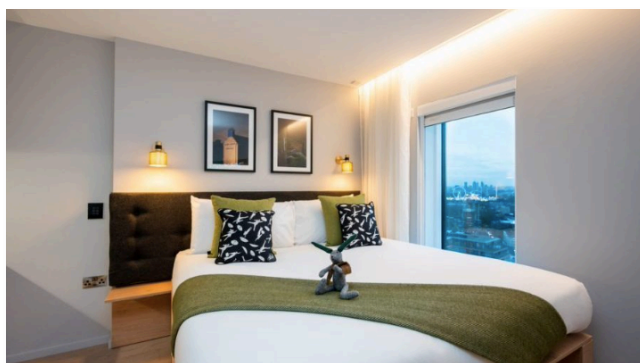
Staycity Group CEO and co-founder Tom Walsh, commented:

"Amsterdam is the perfect addition to our Wilde portfolio, particularly this spectacular building in such a vibrant, up-and-coming modern area.

"Staycity now has nearly 6,000 apartments across 32 properties with our growth plans soon to take in Portugal as well as additional sites in London, Paris, and Munich, so we're delighted to be adding the Netherlands to our portfolio."

Wilde Aparthotels launched in 2018 and features design inspired by Irish playwright and poet Oscar Wilde (pictured is an example of a room in London Paddington). There are currently properties in Manchester, London, Edinburgh and Berlin, with plans for aparthotels in Porto and Lisbon towards the end of 2024

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



## Altair Global Announces Arpin International Group's Achievements at the 2022 Supplier Awards Ceremony



#StandWithUkraine



*Arpin's commitment to the environment and responsible growth recognized by Altair Global with Super Star Award*

Held in Las Vegas, Nevada, during Worldwide ERC®'s Global Workforce Symposium, Altair Global hosted its sixth annual, invitation-only awards ceremony recognizing supplier partners' outstanding achievements. During this ceremony, Altair Global happily announced Arpin International Group as the winner of the Environmental Consciousness Award at this year's awards ceremony. "We are proud of and thankful for the relationship and successful partnership we have built with Arpin International Group," said Jim Edwards, senior vice president of Global Supplier Partnerships at Altair. "By connecting with these prestigious and highly regarded companies, we continue to be able to work together to provide the best experiences for our clients and customers. customer service, timeliness of delivery, quality of performance, responsiveness, commitment to the customer experience, and utilization of innovative solutions.

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

## Arpin Wins Service Excellence Award

*Arpin's GSA division earns prestigious Gold Award for Service Excellence*

Sterling Lexicon presented the Gold Award for Service Excellence to Arpin International Group's GSA (General Services Administration) division during its Annual Celebration of Suppliers. This prestigious award recognizes supplier partners that demonstrate an unwavering commitment to customer service and quality. This is the second consecutive year Arpin has been honored by Sterling Lexicon with the Gold Award and the fourth time in six years.

"We are proud to be recognized by Sterling Lexicon for our commitment to customer service and quality with the Gold Award for Service Excellence," said Mark Greene, Senior Vice President – GSA Division, Arpin International Group. Mark continued, "Our team's dedication to maintaining strict quality standards and exceeding customer expectations is of utmost importance to us, and it's always our goal to deliver 100% customer satisfaction."

"Arpin International Group has been a trusted GSA Partner for many years! Thank you for taking care of our Sterling Lexicon GSA transferees and their agencies," said Craig Donovan, Senior Vice President, GNI, RES, and Affinity at Sterling Lexicon.

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



## NewlandChase A CIBT COMPANY

### CIBT Grows Document Services Offering with Acquisition of Speedyegger

MCLEAN, Va., Oct. 6, 2022 /PRNewswire/ -- CIBT, a global leader in travel document and mobility solutions, announced October 4, 2022 it has acquired Speedyegger Document Services, Inc ("Speedyegger"). Founded in 2007 and based in Alexandria, VA, Speedyegger specializes in authenticating and legalizing documents for both large and small enterprises.

The acquisition of Speedyegger underscores CIBT's commitment to an expansive portfolio of document and legalization services and follows the acquisition of Blair Consular Services Ltd in early 2022. This acquisition simplifies the complexities associated with document procurement critical to international trade through shared technology platforms and geographic reach.

*"Adding Speedyegger's deep industry knowledge and long-standing, exceptional client relationships is a perfect complement to CIBT's best-in-class client solutions and further solidifies our position as the leader in the mission-critical space,"* said Carlos Claro, Managing Director Europe – Document and Legalization Services.

CIBT's document services business line includes legalizations for the pharmaceutical, healthcare, food and agriculture industries; export documents, such as certificates of origin, ATA carnets and commercial invoices; and legal, corporate and IP, including patent and trademark documentation.

CIBT welcomes Speedyegger founders Gregory Hetrick and Sami Swadek, who bring almost four decades of combined experience of document expediting and authentication.

*"We are delighted to join an organization with the global reach and agility of CIBT,"* said Greg Hetrick, co-founder of Speedyegger. *"We look forward to a continued commitment to quality and to sharing our personalized service with CIBT's clients,"* added co-founder Sami Swadek.

## CIBT

To read more [click here](#)



TIRA – *It's more than an association.* We are a community. The International Relocation Associates (TIRA) continues to expand the breadth and depth of their value to members, prospective new members, and companies aiming to relocate their talent.

Recently TIRA launched its TIRA YouTube Channel that features #TiRATalks where host Stuart McAlister engages in informative conversations with various members. Soon there will be another YouTube stream, #EntrepreneursEndeavours of videos with members being interviewed about in-depth topics including company innovations, leadership lessons, the local housing market, and something they are most proud of. Additionally, these digital improvements include a unique blog where the members provide original content. These enhancements reflect the network's commitment to education and consultation, delivering an outstanding client experience, and navigating the new world of work.

TIRA's membership spans the globe. Throughout the year, member's holidays and traditions will be shared on social media. Additionally, every member will be featured on social media giving them an opportunity to share company news.

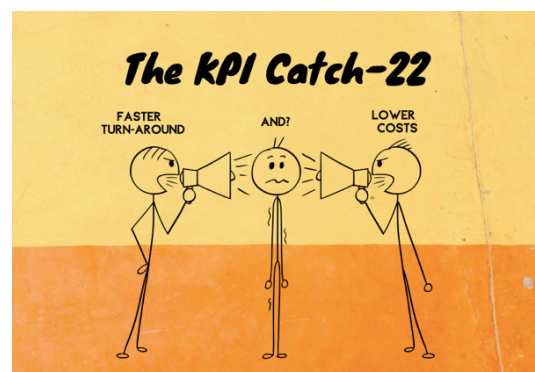
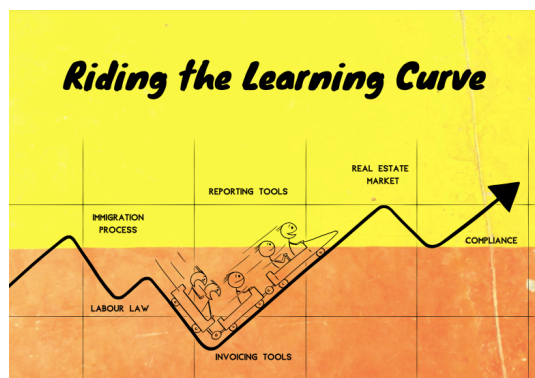
Founded 40 years ago, TIRA's guiding principles include delivering consistent **quality standards**, having *expertise beyond knowing things* and being practiced in what they do, and *working in collaboration* with clients and trusted partners to ensure successful outcomes. The member community includes some of the world's leading global mobility companies with over 50 offices in 500 locations worldwide. The multi award-winning network offers expertise and thought leadership from around the world that provides local solutions to global challenges.

Network members exchange best practices that adds value to the workforce mobility industry and supports the global demand for talent.

To learn more about us and to consider becoming a member, check out our website <https://tiranetwork.com>



## Helma International Mobility Solutions - Life as a Global Mobility Specialist



To view the calendar [click here](#)

## A Year of Ownership: EER in 2022



It is almost exactly 12 months since Marie O'Neill and Aideen Hopkins took over as co-owners of EER and since that time the company has experienced a game-changing year filled with new acquisitions, a growing team, expanded remits, a total rebrand and more.

To mark the occasion and take a look back, we sat down with Aideen and Marie to get their unique perspective on what 2022 has been like for EER and what might be in store for 2023 and beyond.....

Let's kick things off with a general one, how have you found the last 12 months and what has been different about life at EER as owners?

Aideen: We have both been at EER for so long and in senior leadership positions that I think we thought this year as owners would be business as usual, but it has been anything but. Not only has it flown by, it has been extremely busy and we have had to tackle challenges in a whole new light, as well as having the opportunity to impact the direction of EER in a whole new way.

Marie: Absolutely! This year has been intense to say the least, it has been our busiest and our best year ever with double growth across the business. Managing that type of rapid growth with Aideen has been exciting and exhausting, which is luckily where we both thrive!

What made you want to take over as co-owners of EER?

Marie: Having been part of the management of EER for over 10 years, Aideen and I were already pretty devoted to the company and its future. We instinctively knew that we wanted to play a larger role in its development and so the chance to become co-owners was an easy decision that would pair our complimentary strengths into a dual role that would allow us to steer EER into a new era of growth.

Aideen: The opportunity to do this together was a real bonus, especially as we bring different skills sets to the table but are very aligned in our vision for the company. Being able to support each other and rely on the other person's expertise is a rare gift and an ideal one for successful business ownership.

To read the full article [click here](#)

## COPENHAGEN RELOCATIONS ACHIEVES CARTUS PLATINUM STATUS

"This is a proud moment for our 'TEAM HAPPY'"

Achieving the Platinum Award means that we have consecutively had 95% or higher overall satisfaction in 2022.

Receiving this distinguished acknowledgement reaffirms our vision of 'Happy Transferees'.

'Happy Transferees' is what we truly want to achieve. Why? You know how you feel when you have a good day at work? You feel 'happy' or satisfied. Our TEAM HAPPY wants to stay that way, HAPPY!! It's a win-win.

It's motivating when clients and customers get positive support during a highly stressful & emotional life transition.

It also helps demonstrate the value of relocation support." Comments Managing Director, Michèle Bramstoft

COPENHAGEN RELOCATIONS  
Immigration & Relocation  
Solutions offers services across the  
entire Happy Kingdom of  
Denmark.



## The EuRA E-Book!

We are working hard to get Relocation Recognition and one way of doing this along with our YouTube Briefings and Virtual Summit sessions is by putting together an E-Book with anecdotes that really show the great value of what we do in our industry! If you have a tale to tell that you would to see in print, just let us know!

## ★ EURA® E-Book



Tales From the  
Front Line of  
Relocation

# DUBLIN BY THE NUMBERS

49

Width in metres of Europe's  
widest St, O'Connell Street

170,000,000

Records sold by  
Dublin band U2

1,700,000

Visitors to the Guinness  
Storehouse in 2019

751

Pubs in Dublin

80,000,000

People of Irish  
descent living  
outside Ireland

7

Record number of  
Eurovision wins by  
Ireland

20

% of the population born  
outside Ireland