

THE ★ **EURA**[®]pean



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SPRING SUMMIT

In This Issue:

- Spring Summit Programme
- WECAN Summit
- Online Legal Workshops
- New Dispute Mediation Programme

(MIM+)

ACHIEVING
BUSINESS GROWTH

(ABG+)(LCM+)

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IN MOBILITY

(CAM+A)(CAM+B)

COACHING APPROACHES
IN MOBILITY

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The EuRApean

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

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Published by:
EuRA

Contents

4 Letter from the CEO	20 EuRA Spring Summit
5 Letter from the President	22 The WECAN Summit
6 EGQS Updates	24 Feature: Relocation Connects with British Parliament
7 Training Update	25 EuRA's E-Book
8 Feature: Future Proof Yourself for the Post Pandemic World of Work	26 New Immigration Liaison
10 Feature: Fraud in SME's	27 Feature: Book Review
12 Feature: The Process Model - A New Approach to Training	28 Feature: Relocation Africa Supports #PAYIN 30
14 Legal Update	30 Member News Advertorial
18 Join our Social Media	32 New Members
	35 MIM By the Numbers

Save the Dates!



EuRA Spring Summit 2021
May 10 - May 14 ; May 17 - May 21

EuRA London Members Event
September 8th & 9th

EuRA International Relocation Congress 2022 Seville
Date Change March 28 - April 1



Notes from the Editor



I didn't imagine for one second this time last year that I would still be writing about lockdowns and travel bans in April 2021. But here we still are.

But there is light at the end of the very dark tunnel we have all been travelling through, it just seems further away depending on where we are. Here in Europe we are experiencing hugely diverse sets of circumstances.

I have been interviewing members all over the world for our YouTube channel and the huge disparity of day to day life is startling. Friends in the US spent the Easter vacation skiing with their family. Here in the UK, Germany, France, Greece and many other countries, we are still confined to home. In the UK, we still can't meet family and friends in our homes. Our members in India

struggle with further lockdowns during a fearsome second wave.

But as vaccine programmes roll out across the world, the tantalising prospect of a return to socialising, meeting and travelling is almost within reach. The interesting dilemma now, is how confident are we as individuals in taking up where we left off?

Talking to EuRA's amazing members across the world, I get the sense that most of us feel desperate to meet and connect again, and we very much hope we will be able to do that in September in London and of course in March/April in Seville.

What those meetings will look like is another matter. With governments talking about vaccine passports, airlines also suggesting they may require vaccine verification before boarding, at best a further layer of bureaucracy and process will be added to travel, at worst, venues requiring vaccine verification will make our lives much more complex. On the wider topic of freedoms, do we want to live in a world where regulations controlling illness

override individual freedoms? And what does that debate mean for mobility?

A UK government review last month said some form of Covid-status verification was "likely to become a feature of our lives". Passport schemes are being drawn up which could allow people to access nightclubs, theatres and events. Are these infringements to our civil liberties a least worst option, or a rational response to the fears that lockdowns have raised for us all?

Like EuRA's members all over the world, we all need to stay positive and re-connect as best we can, which is why the first WECAN summit was such an important event. We're also putting the final touches to our own Spring Summit and full details of both events can be found in this edition.

Stay well, stay positive and let's hope we can all be together IRL in some form, soon!

Dom Tidey
Managing Editor

As Dom said in his editorial, we didn't think a year ago that we would still be dealing with lockdowns and travel bans, but here we are. The team and I in the real world, would be on site at the conference venue right now, with 700 of our brilliant members and friends about to enjoy the fellowship, networking and fun that the EuRA Conference brings to us all.

But we're not! So the next best thing will be the Spring Summit taking place in a couple of weeks. Thanks to all our contributors for making it such a great programme yet again and of course to Dom and Peggy and our brilliant AV Guru Michael Vermaak for all their hard work. I know it's a steep learning curve for us all. It's not the same as being together IRL, but it does give us the opportunity to share our experiences and expertise as we all navigate this complex time.

I have been so delighted to be part of the first collaboration between EuRA, CERC and WERC to form the first WECAN summit that took place in April. Working together and brainstorming what we can collectively do for our incredible and diverse members around the world. This first event, "Mobility Across the Pond" was aimed at examining the challenges that face North American and European mobility providers, programs and policies.

The biggest issue around virtual events for all global organisations is that we inevitably end up alienating our members in time zones far away from Europe and the US. We really have no practical way of getting around this except for running specific events for individual regions so that they are accessible to members globally.

The next WECAN summit will be focussed on the relationships between US and Asian trade and as soon as we have the dates we will be publishing them.

The sessions in the Spring Summit although taking place live, will all be recorded and will be uploaded to the App right after they take place in real time. This way, our delegates in time zones that make it difficult to attend live can access the sessions as soon as they like and they will stay in the App and our [YouTube Channel](#).

One thing that running virtual events has taught us as an association is that in the future, we will make our conference content available remotely for the teams of delegates who don't get to fly to wonderful places and enjoy being on site. This way, when you get to our event, you can choose which content you may like to share with your teams as they happen. Obviously I am delighted to announce that we are extending the free access to the MIM programme for one final month... I know we keep saying this but the demand is still there and as the world is moving at different speeds in terms of re-opening, it really is the least that we can do for our members who are still functioning at a reduced capacity. There are two new modules coming up this Spring and Summer and I'd like to thank all our fantastic trainers for the jobs they have done in keeping the programme relevant and up to date. So far, the financial saving that making the certification quizzes free to members has topped €120,000. If we were also charging for the modules themselves as we do for non members at €200 each, we would have saved members €460,000 across the year so well done everyone who took advantage! And don't forget, if you



haven't yet, you still can until the end of May.

Here in the UK the national association, the ARP, has been working on a governmental lobbying scheme which has now resulted in the formation of an "All Party Parliamentary Group" which means for the first time, we can effectively communicate with the government bodies such as the House of Commons and the Department of International Trade just how important relocation is to the national economy. This in turn will lead to our ability to influence policy, from tax breaks and financial incentives to immigration policy. Dom led a briefing of that lobby group and I urge you to take a look at the recording to see if a similar approach can be adopted in your country. If we here at EuRA can help you to bring your local members together to achieve something similar then please reach out to me or to your local board member. We ran a Briefing on the project which you can [watch here](#).

Until #eurawillbetgetheragain, please take advantage of our Briefings Programme and if you have a snappy anecdote that you think would make a great story for the e-book then please send it to our [President Michele Bramstoft](#). In the meantime, stay well and safe and most of all, positive.

Tad

Dearest EuRA Family Members,



I hope that you are faring well and happy with the choices you have made thus far. Spring is in the air in spite of the strange weather we are experiencing. Clearly the weather Gods are out of alignment!!

Reminiscent of the past year? [or are they restoring some kind of order to a world that needed a bit of fixing? Depends on how you view it].

April reminds me of a sweet poem I happened upon recently. I feel compelled to share it with you. It was dazzlingly written in delightful Danish. This is my interpretation of it. It explains the motley April weather we are experiencing recently. Apparently, when the weather gods were assigning the months their allotted meteorology, they stood patiently in line except the hyperactive little April!! April was running around happily making mischief. By the time April settled down to receive her weather, there was nothing left. The other months had pity on little April [probably recognising themselves in her behaviour!] and each month gave April a bit of their own. Voilà! The reason for our crazy – one minute sun, hailstorm the next, April weather cycles. Keeps us on our toes and gives us something else to contemplate besides Covid & all that comes with it.

Fortunately, we also have our dynamic & busy EuRA team bringing us vastly interesting and diverse

briefings to divert our attention and keep us abreast of what's important to our illustrious industry. Thank you EuRA!!

Our amazing EuRA leader & CEO, Mr. Zurlinden, has managed to eloquently cooperate with two other renowned global associations, WERC & CERC, forming WECAN. Hope you had the chance to tune into this vital global mobility conversation. You know the age old saying: Stronger Together....This is just the beginning, I'm sure.

The EuRA Spring Summit is the next **virtual must attend event** on the mobility calendar. Starting Monday 10th May and spread evenly across two weeks ending on the 21st. It's jam packed with passionate, energising & inspiring sessions full of vital industry news, learnings, Ignite presentations & networking. I look forward to seeing you there.

Good News!! We are still taking short story contributions for our EuRA E-Book!! Do you have a short story or anecdote that demonstrates the value of the vast global mobility industry? We WANT YOUR STORY!! It's an 'easy' way to convey the worth of our fantastic industry and simultaneously educate those who need to know what we do. Here is a list of our eBook contributors: Expat Partners; Corporate Relocations Greece; Air Animal; IOR; Nimmersion; ABEA; Simply London; Management Mobility Consulting; PIR Group; Peggy Love to name a few. We hope you find the submitted samples published in this edition of the EuRApean, enlightening and most of all, inspiring [wink, wink as in send in yours]!!

Until the next time, I send you kind regards from Copenhagen.

Yours, Michèle

president@europa-relocation.com

EuRA Global Quality Seal

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

Newly Certified

ABEA Relocation - Nov-20

Newly Recertified

Inter Relocation Group - Feb-21

Reloc8 Asia Pacific Group Korea - Feb-21

EER Business Services DMCC - Jan-21

Relocation Services Strohmayer - Feb-21

Relocation Scotland - Jan-21

SIT Grupo Empresarial SL - Dec-20

Palladium Mobility Group GmbH - Dec-20

Finland Relocation Services - Dec-20

Icon Relocation Ltd - Dec-20

Executive Relocations France - Dec-20

European Relocation Services - Dec-20

Cosmopolitan Services Unlimited - Nov-20

Rilvan Moving and Relocations - Nov - 20

Clapham GmbH Relocation Services - Nov 20

Relocation Belgium - Nov-20

Online Training

There is a full module in the EuRA Academy

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

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



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

Introduction to the EGQS

Watch the film



MIM, MIM+ and CAM All Open to Free Certification Until June 1st



We have opened up certification to all members for free until June 1st.

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

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

- Meet the MIM+ Trainers

We have two new modules coming online in Q1;

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

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

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

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

After June 1st all the amazing content in the Academy will still be free to EuRA Members, but we will be charging again for the Quizzes which enable you to get your certificates and credits. But if you're in it for the learning and you're a EuRA member or work for one, we don't charge for the knowledge.

Our MIM+ Programme consists of:

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

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

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

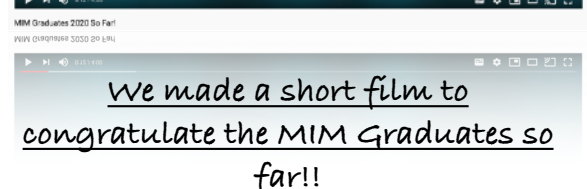


Meet the MIM+ Trainers:
Carmelina Lawton Smith, Gordon Kerr, Sabine Baerlocher & Susan Ginsberg

Below are downloadable guides with everything you need to know;

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

If you get your MIM, MIM+ and CAM Certifications while the programme is totally free, it's a saving of €500 per person!



Feature:

“Future-Proof Yourself for the Post-Pandemic World of Work”

By Frances Edmonds

Most of us know people whose jobs, livelihoods or career prospects have been wiped out by the onset of COVID. Some sectors of the economy, including hospitality and travel, will take years to recover. Others, such as traditional high street retail, may struggle to survive as technology-enabled trends already at work before the global pandemic have given the definitive coup de grace to fatally out-dated business models. Even those lucky enough to have apparently pandemic-proof jobs are rightly anxious about their future prospects. Advances in areas such as automation, artificial intelligence and cloud computing are leading inexorably towards a point where many white-collar jobs will soon disappear. No wonder most of us are feeling stressed and anxious. How can we formulate a detailed plan for an unknowable future? The answer is: we can't. All we can do is to equip ourselves with the requisite skills to make ourselves as future-proof as possible. All we can do is prepare to repot.



Although the jobs of today and yesteryear may be disappearing, recent research suggests that 85% of jobs expected to be available in 2030 don't yet even exist. Just as our grandparents would have been hard pressed to understand the work of someone involved in computer science, data analytics or precision medicine, so we have difficulty imagining what the jobs of the future might entail. But whatever the still undefined requirements of the new

“must-have” skill set, an even more important attribute will be the willingness to learn how to learn that accompanies a curious and open mindset.

When it comes to learning, the barrier that often holds us back is a natural tendency to focus on what we already know. Most of our working lives are spent in performance mode, busily demonstrating our knowledge and leveraging our areas of expertise. Less frequently do we put

ourselves in learning mode by asking “What do I need to learn to improve myself and deliver what the job or the business needs?” To combat this tendency to stay stuck in our expert ruts, we need to learn to learn.

Learning is a muscle that can be built, flexed, and strengthened—helping us learn faster, adapt to change better and faster, and build our resilience. No matter how experienced you may be, it will increasingly be the adaptability and resilience derived from continuous learning that will propel you towards success.

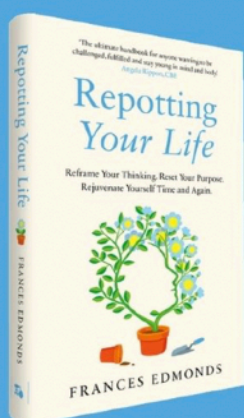
So how can organisations and individuals accelerate learning and prepare for the future? These three actions may help:

1. *Learn to embrace experimentation, risk, and surprise.* Most learning occurs on the job from testing assumptions and new ideas. But to make that learning possible, companies need to create a non-judgmental space for people to learn from failures and successes—both their own and those of others. As an individual, it takes humility to start off

again at the bottom of a new learning curve. But without taking the risks to learn and to grow, you’re bound to become stuck and irrelevant.

2. *Ensure you stay connected and engaged.* Most forward-looking organisations understand that creating open-knowledge systems across the operation can engage employees, helping them share and access learning and find ways to innovate. Equally important are the human connections that constitute our network. Our community of close and loose connections also enables us to learn from others and supports us in our efforts to reskill and repot.

3. *Keep an open mind and embrace your curiosity.* Learning is a creative discipline that requires a blend of on-the-job practice, formal training and space for curiosity. It is curiosity that fuels the desire to learn and inspires us to try something new, including reskilling and repotting. So ask questions, never jump to conclusions and realise that every situation and every individual has something valuable that they can teach you.



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Frances’ brilliant new book “Repotting Your Life” is published May 2021 www.francesedmonds.co.uk and is available from Amazon

Feature:

“Interview with Mima Hillier”

By Dom Tidey



Mima recently undertook her MIM Case Study and is now a MIM Fellow. Her case study was awarded a distinction and is really worth close examination and in fact forms a template for setting up systems to prevent fraud in small businesses! We catch up with Mima to find out how the experience went...

- You've been involved in the MIM programme right from the start and were instrumental in designing the Fellowship – what made you decide to do it for yourself? My curious nature and wanting to learn more. Even though I've been conducting forensic accounting investigations there is always more one can learn and doing the fellowship meant that I needed to study more and read more about the subject.
- What's your background in the topic of fraud in SME's? I have Masters in Business Science majoring in accounting, and forensic accounting has always been a great interest to me. And purely by stroke of luck a company heard about me, and since they didn't even think fraud has taken place, 'just' mis-accounting of some of their funds (£180k) they asked me to investigate the matter rather than contracting with a proper forensic accountant. It turn out to be a massive fraud case, and that gave me an opportunity to really use my skills – and learn new stuff on the way, which has since resulted in more forensic accountant jobs.
- Can you outline the key points DSP's should implement to prevent fraud? The main key point DSP's should implement is the segregation/separation of duties. It basically mean that at no point one person is in charge of authorising suppliers, authorising payments, in-putting them to the accounting system and paying the bills or other example is with payroll – adding the employees and their bank account info into the accounting

system, calculating the payroll and making the payments. This separation of duties doesn't require any extra resources, it is just reorganising the workload of personnel. You don't need to be accountant to let's say adding bills into the system, nor checking suppliers' bank details and adding those.

- [Did you enjoy doing the case study and you can be honest!?](#) I really enjoyed it! It took me 2 months to think about the subject for my case study and read related articles and books and at the same time trying to narrow down the subject. This was the most difficult task. There was so much I wanted to include into the paper, but 2500 words is not a lot, so the subject needed to be tight. Once I managed to narrow it down, it only took me 5 days to write it. I could easily and would really like to write more of those – mad I know.
- [You did a fascinating Briefing session with Gordon Kerr, what would you say are the big takeaways for DSP's?](#) Being aware that fraud can happen in any company is the first step in fraud prevention. When you leave your home, you always lock the door to prevent burglars entering your property. It is the same with fraud, separating duties is like 'closing the said door', it takes away the opportunity for possible fraud to take place in the first place. Also, it is good practice to do your own 'mini audit' in the company every once in a while to make sure that everything is ok with the accounts – for example checking that employees who have left the company are no longer on payroll . And also 'read' your employees – they will not tell you everything happening in their life, and nor should they. But if you see a change in one your employees' behaviour/mood, it is good to have a private chat and find out why and how you could help them. It doesn't have to mean that they are about to commit fraud but the change of behaviour/mood is one of the most common red flags in fraud cases. Person committing fraud will have an unshareable worry/problem which can be solved by fraud where the fraud becomes a solution rather than being a problem.

[To watch the Fraud Briefing with Mima and Gordon click here](#)

*You can download Mima's case study here:
[Fraud Prevention in SME's](#)*

Feature:

“Interview with Rhea Narula”

By Dom Tidey

Rhea is one of our latest MIM Fellows. She graduated with Distinction for her case study on The Process Model; A New Approach to Communication Training.

- **What made you decide to go for your Fellowship?** As a psychologist, I am always looking at how I can apply knowledge from Psychology to the field of Global Mobility. At Formula, I identify areas to improve service delivery so that we can provide optimum support to relocating families, reducing the anxiety and uncertainty that comes from relocating to a new country. EuRA's Fellowship was an opportunity to document how I have applied my learnings from Psychology and NLP to my professional role. I felt that this would help me become conscious of my learnings and critically think of areas to expand my knowledge. Moreover, as a young mobility professional the opportunity to go through this learning experience under a mentor felt like a wonderful opportunity for growth.
- **Your topic, looking at a new approach to training your teams is fascinating. What's your background in this area?** I received a MSc in Clinical Mental Health Sciences from University College London and since have worked as an Associate Psychologist at a leading hospital in India before transitioning into the field of Global Mobility. During my practice, I was trained in Neuro Linguistic programming



(NLP) which influenced how I communicated with my clients. A big part of my role as a Psychologist was to design and facilitate safe spaces and trainings for the larger community - organisations, schools, colleges, etc. These trainings focused on creating a collaborative learning space to teach skills that help people better manage their emotions, deal with inter and intra-personal problems, etc. I bring a lot of this background into my approach to training teams at Formula Group.

- **You look at The Precision Model to enhance communication training, can you tell us what that involves?** 'Precision: A new approach to Communication. How to get information you need to get

results' (McMaster and Grinder, 1993) is a model focusing on how managers in an organisation can communicate with greater clarity. The Precision Model offers a set of tools to help managers elicit information needed to create shared representations for actions and decisions to be taken. I adapted the questions of the Precision Model to be used by Relocation Consultants at Formula Group, with a goal of enhancing Formula's Needs Assessment Process. The questions of the model have informed the development of 'Formula's Needs Assessment Tool'. This tool gives our consultants a structure for client interaction. Its questions help provide a clear and comprehensive view of success for the assignee, and facilitate an open dialogue for assignees to share their concerns.

- You also examine the role of neuro linguistic programming – what is NLP? NLP is about the systematic links between language and the nervous system, and how our language and neurological systems programme our behaviour. Our language and neurological systems store information from our experiences and form internal structures which make up our private maps or model of the world. This internal map of the world consists of all our experiences, beliefs, values, desires, and expectations that guide our future actions and decisions.
- Did you enjoy doing the case study and you can be honest? I thoroughly enjoyed the case study! It gave me a wonderful opportunity to reflect on my work at Formula and through that reflection I gained great knowledge. The case study encouraged me to think about not only the advantage of using a communication

model like the Precision Model but also its disadvantages, areas to improve its application etc.

- You worked with our SC for Education Carmelina Lawton Smith as a mentor – how was that helpful? Carmelina has been a wonderful mentor to me. With regular working hours and a Global Pandemic, the thought of writing a case study can feel slightly overwhelming at first. However, Carmelina broke down the process for me over the course of three months. She gave me a structure to work with and that helped me to go through the process of the fellowship in the smoothest way possible. Moreover, to have someone read your work and give you feedback is invaluable.
- You did a fascinating Briefing with Carmelina – what would you say are the big takeaways for other DSP's? Covid-19 continues to influence the way we live and work, it has become critical for DSP's to adapt to changing times. With a cut down on look and feel visits, orientation tours, etc., assignees more and more rely on virtual communication with destination providers before arrival. While the influx of digital options is meant to support communication, it often results in a deficit of human connection. DSPs must think about how to best leverage digital communication to be "more human". Relocating to a new location is filled with uncertainty even in the absence of a global pandemic. During this transition, a clear and precise understanding of each assignee's needs is critical to provide meaningful support.

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All Things Legal

April 2021 - Gordon Kerr

As I write this, it's far from clear what the summer months will bring us. Holiday plans remain uncertain and the same can be said about international assignment planning in many organisations. Relocation activity will pick up and, in the meantime, I know that many relocation businesses are taking steps to ensure that they are in the best possible shape to deliver service excellence as soon as the world starts moving again.

EuRA is playing its part in these preparations by offering members a great programme of *Briefings* and access to the excellent training contained in the *MIM Modules*. Legal training has recently been extended to the provision of tailored *Training Workshops* for member firms and a *Dispute Mediation Service* has just been launched, with the aim of helping members to resolve business disagreements in a way that can preserve good ongoing relationships. More information on these new services is provided below.

I had the pleasure recently of joining Mima Hillier for a EuRA Briefing on insider fraud. Employee embezzlement is a serious problem, and this was an opportunity to discuss various common forms of fraud and, importantly, the practical steps which relocation businesses can take to reduce fraud risks. I can strongly recommend Mima's *MIM Fellowship case study* on "Fraud and Fraud Prevention", which is available on EuRA's website.

In terms of legal updates, I have picked up several items which I think will be of interest to EuRA members:

- **Data Security**
 - 1) Protecting your business from hackers using a pen test
 - 2) Are your homeworkers secure?
- **GDPR** – do relocation companies need a Representative in the EU and the UK?
- **Brexit** – are financial jobs moving out of London?
- **New online legal services** for EuRA members: 1) *Dispute Mediation Service* and 2) *Legal Training Workshops*.

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

Data Security (1): Protecting your business from hackers using a pen test

Relocation Service Agreements often require RMCs and DSPs to demonstrate the security of their IT systems by means of penetration testing – usually referred to as "pen testing". A requirement to carry out regular pen testing can be viewed as an imposition, but these tests can also deliver benefits for your business. Here is a quick overview of the main issues.

What is pen testing?

Pen testing is the process of an external IT specialist trying to gain access to your system or web applications by identifying weaknesses that can be exploited.



Gordon Kerr

EuRA Strategic Consultant Legal
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The tester is examining your IT system in just the same way as a hacker would. Pen testing can also include non-technical vulnerabilities, such as assessing the awareness of your employees in relation to methods used by criminals to discover passwords.

• Why is pen testing important?

The key benefit of a pen test is that it gives you the opportunity to identify where an unauthorised person could gain access to your system before somebody is able to take advantage of that opportunity. Your business is made aware of the specific risks that it faces, and you can take steps to improve your cybersecurity in the areas that really matter.

• How much will it cost?

The cost of a test varies according to:

- Size of the application and the network
- Number of IP addresses to be scanned

- Number of data collection points for your system.

The test will typically last between *one* and *three days*, at a cost that is likely to be between £800 and £1,200 *per day*.

• Next step?

Before going ahead with a pen test, you should ask for a clear scoping document which details:

- What the tester is going to look at
- How they are going to look at it
- The cost
- How long the test will take.

In particular, you should check that you are being provided with more than a “vulnerability report”, which highlights issues and risks, but will not detail how you can fix these things. You will normally want a tester who can give you a full, detailed report, explaining what the risks are and what you can do to remove these risks.

Data Security (2) - Are your homeworkers secure?

It's clear that, during Covid lockdowns, many relocation businesses and their employees have adapted to, and valued the benefits of, remote working.

These can include:

- A better work-life balance for employees.
- Increased job satisfaction.
- Improved productivity.
- A positive environmental impact.

Recent research indicates that, across most business sectors, companies plan to continue to allow employees to work remotely, at least part of the time, after the pandemic subsides. But while remote working may have benefits for organisations and their employees, there are also potential downsides in terms of information security and data privacy. The sudden impact of COVID-19 meant that the shift to working from home was largely unplanned. Consequently, there has been a surge in security breaches directly related to remote working.

One of the challenges is that more homeworking means that the boundaries between our personal and professional lives have become blurred. Employees are likely to use company issued devices for personal matters including:

- Personal email.
- Financial transactions.
- Online shopping.
- Personal social media.

It's also clear that some employees use personal devices for work related activities. Either way, this mixing of the personal and professional exposes organisations to increased cybersecurity risk.

These risks arise in a number of ways:

Home networks

Home networks are often less secure than the connections employees would normally use in the office. For example, routers and “internet of things” devices that still operate with default login credentials are vulnerable to attack. As a result, home networks are far more likely than corporate networks to have at least one family of malware. Cloud-based secure web gateways may be available to home-based employees but enforcing their use may be a challenge for your business.

Outbound emails

More remote working means more outbound emails, which means more email related data breaches.

According to the ICO (the UK's data protection authority) misdirected emails are the top cause of security incidents. Many organisations have suffered email data breaches in the last 12 months, with the main causes including:

- Incorrect recipients added.
- Incorrect files attached.
- Encryption not used.
- Errors using Bcc.



Phishing attacks

Attacks continue to become more sophisticated and often target home workers with messages apparently from their senior leadership team or IT Support.

Inadequate Training

Most data breaches and security incidents are caused by human error and this risk increases when we work from home. Businesses will usually provide information security and data privacy training to their employees, but often this training fails to focus on the specific threats related to working from home. Given the surge in security breaches linked to remote

working, standard, generic data privacy training is often inadequate.

Tips to improve the security and privacy behaviours of home-based employees

- Tailor training to give people relevant and useful support and guidance *specific to home working*.
- Acknowledge the overlap between the personal and professional. While you are helping people keep corporate data safe, help them to keep themselves and their family safe online too.
- Help employees to use the tools available to them (such as VPNs and encryption) to keep data secure.
- Encourage employees to speak up if they have an issue or concern.
- Make your training short and to the point while increasing its frequency.

GDPR - Do relocation companies need a Representative in the EU and the UK?

Relocation companies sometimes find it difficult to establish whether there is a legal requirement, under the GDPR, to appoint a Representative in the EU and/or the UK. The position has become more complicated following Brexit, so here is my attempt to summarise the current law!

The starting point is to be aware if any of these descriptions apply to your business:

1. If you are a UK-based controller or processor, with

no offices in the EU but offering services to individuals in the EU - you may need to appoint a Representative in the EU;

2. If you are a controller or processor based outside the UK, with no offices in the UK but offering services to individuals in the UK - you may need to appoint a Representative in the UK;
3. If you are a controller or processor, with offices in neither the UK nor the EU, but offering services to individuals in the UK and EU, you may need to appoint Representatives in both the UK and the EU.

There is an important exception to the need to appoint a Representative, which applies where the processing is "occasional". But, for the processing to be considered occasional, it means that a) it must not be carried out regularly, and b) it occurs outside the regular course of business.



Businesses appointing a Representative should bear the following in mind:

- A Representative needs to be established in the country

where some of the individuals whose data are being processed are located;

- The appointment must be in writing;
- A Representative can be an individual or a company, but they must have the ability to represent you when it comes to meeting your obligations under the GDPR. The ICO (UK) suggests, for example, that a law firm, consultancy or private company could act as Representatives and recommends using a service contract.

A US-headquartered relocation company needs to consider whether it has to comply with both the UK GDPR and EU GDPR, including the need to appoint Representatives in both the UK and EU. If the US entity has UK and EU subsidiaries, these are likely to qualify as the US entity's Representatives. If the only subsidiary is located in Switzerland, for example, which is outside the EU, this would not qualify as a Representative.

This is a complicated area of the GDPR. If you think that your business may be under an obligation to appoint an EU or UK Representative, it is worthwhile obtaining legal advice from a law firm with specialist expertise in data protection law.

Brexit - are financial jobs moving out of London?

On March 2nd, The Times' headline screamed out: "Nearly

Half of UK Finance Firms Have Moved Jobs to the EU after Brexit". A dramatic headline, but the facts behind it are more nuanced. According to EY, the current estimate of financial sector jobs which have moved from London to financial centres in the EU, as a result of Brexit, is 7,600. This may look like a large number, but it is a fraction of the figure predicted at the time of the Brexit referendum and is dwarfed by the City of London's total financial jobs figure of 170,000.

The Times' headline was actually based on another bit of research by EY which, by analysing the public statements made by 222 of the largest London-based financial services firms, concluded that 43 per cent of businesses in the sector have moved or plan to move some of their operations or staff to the European Union.

According to this research, the EU cities benefiting from this relocation activity are:

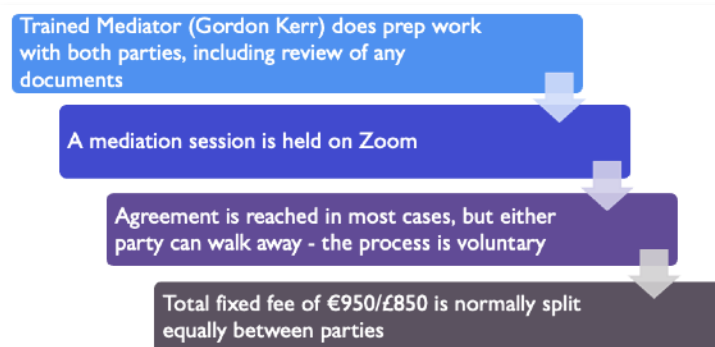
1. Dublin (36 companies)
2. Luxembourg (29)
3. Frankfurt (23)
4. Paris (14)
5. Madrid (8)
6. Amsterdam (8)
7. Brussels (6)
8. Milan (5)

Many of these new or extended offices are being established for technical, compliance purposes and have not involved any significant movement of employees. So, despite the headline, there is no sign yet of large-scale relocation of financial jobs out of London.

New Online Legal Services For EuRA Members

I'm pleased to be working with EuRA in the launch of two new online legal services: firstly, a *Dispute Mediation Service* and, secondly, *Legal Training Workshops*.

The *Dispute Mediation Service* provides members with a low-cost method of resolving disputes, whether these arise with other relocation firms, with clients or with suppliers. A particular benefit of mediation is that, unlike a dispute involving threats of court action, it is possible for the parties to maintain a good relationship.



The process is voluntary, speedy and completely confidential. This is how mediation works:

EuRA's new *Legal Training Workshops* are designed to support the training needs of member firms, and can be tailored for managers or groups of employees. The workshops, which I deliver on Zoom, combine learning with group discussion. Here are some of the topics which can be covered:

• Data Protection

- How do we ensure that we are GDPR-compliant?
- What data security measures do we need in place?
- What are the legal rights of our customers and employees?

• International Relocation Contracts

- How to review a relocation services contract
- Financial and non-financial clauses
- Revising unreasonable clauses

• Anti-bribery

- Bribery Act and Foreign Corrupt Practices Act
- Bribery risks in the relocation supply chain
- Practical steps to avoid bribery risks

• Dispute resolution

- Common disputes in the relocation industry
- Methods of negotiating an amicable settlement
- Alternatives to arbitration and court action

The cost of a two-hour workshop is €600 plus VAT. Each workshop is worth 25 credits towards EuRA Academy MIM and MIM+ certification for all attendees.

For further information on either of these new legal services, please contact me at 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.

EuRA's YouTube Channel

#eurabriefing

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<input type="checkbox"/> <p>Member Video Podcast - Tobias Schoenborn Point for Mobility We catch up with Tobias and chat about how things are right now across Germany - mobility, lockdowns and vaccines.</p>	Public
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<input type="checkbox"/> <p>WECAN Summit - April 21-22 Join WERC, EuRA & CERC for our first joint conference with a stellar programme! Music link https://www.epidemicsound.com/client-clearing/fd6473d0-e059-4b37-be3d-29a068a783ce</p>	Public
<input type="checkbox"/> <p>Member Video Podcast - Maria Kouri Corporate Relocations Greece We catch up with Maria to chat about how she and her team and family are coping during the third wave in Greece</p>	Public
<input type="checkbox"/> <p>Member Video Podcast - Cynthia Myrnes relocation.no We catch up with Cynthia to find out how she and her team are coping as Norway goes back into lockdown</p>	Public
<input type="checkbox"/> <p>EuRA Briefing - Learning and Development In this session we look at the importance to team unity, growth and productivity of Learning and Development Programmes to Mobility Providers - You can download Mima, Rhea and Dom's MIM...</p>	Public
<input type="checkbox"/> <p>Member Video Podcast - Stuart McAlister Inter Relocation Eastern Europe We catch up with Stuart and find out how things are in his region</p>	Public

[**CLICK HERE TO VIEW**](#)

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

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

- [Immigration Symposia Part 1 - The Impact of Brexit](#)
- [Immigration Symposia Part 2 - The Impact of the Biden Administration](#)
- [Corporate Housing Part 1 - 2021 - What to Expect from Business Travel](#)
- [Corporate Housing Part 2 - Trust & Transparency; Voice of the Customer with RMC's](#)
- [Innovation from Disruption in the Global Workforce](#)
- [Fraud Prevention in SME's](#)
- [Learning & Development; The Importance of CPD](#)
- [Room 101 Episode 1!](#)
- [The Precision Model - A New Approach to Communication Training](#)

And coming up:

- **All the sessions from the Spring Summit will be available in June!**
- **Room 101 Episode 2 - if you'd like to take part please email [Dom Tidey](#)**

Also we have regular Member Video Podcasts, catching up with our amazing members across the world - if you'd like to take part email [Dom Tidey](#)

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

EuRA's Social Media 2021

#eurabriefings #euraintercultural

#eurawillbetogetheragain

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

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

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

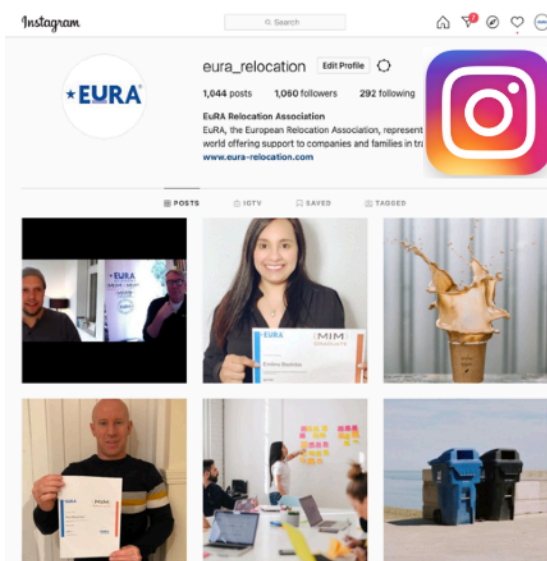
Please follow EuRA's presence all the links are below!



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



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



https://www.instagram.com/aura_relocation/



https://twitter.com/EuRA_Relocation



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The EuRA Spring Summit - 10-21 May

#euraspringsummit

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

But they are a great way to keep us all connected and up to date with the changes in mobility which have been so monumental since the start of the pandemic.

The Spring Summit is our third event and having learnt from you, we are running a smaller programme over a longer time period. Over 10 days there will be one session per day plus an Ignite, plus an opening address from the fabulous Frances Edmonds, a closing keynote from the brilliant Jon Harman and a chance to network with speakers and each other via the App!

The Summit will be delivered through our brilliant Whova App just like the last two and is free to all delegates of Seville 2022. Each day a member of the EuRA Board will act as host

If you are registered there is no charge and you should have received your login - if not contact [Briony Horwood](#)

Spring Summit Programme

Monday 10 - Host Michèle Bramstoft
Daily Sponsor - Dwellworks
16:00 - Opening Keynote Frances Edmonds
16:15 - Diversity & Inclusion - Laura Levenson

Tuesday 11 - Host Isabel Cudell
Daily Sponsor - Edyn
16:00 - Sustainability in Corporate Housing
17:00 - Ignite - Lorna Keen

Wednesday 12 - Host Alistair Murray
Daily Sponsor - Nordic Relocation Group
16:00 - Mobility Report - Carl McLean
17:00 - Ignite - Tracy Kautzmann

Thursday 13 - Host Pierre Jeronimo
Daily Sponsor - Formula Group
16:00 - Working with Direct Clients
17:00 - Ignite - Elizabeth Sawyer

Friday 14 - Host Isabelle Prémont
Daily Sponsor - PIR Group
16:00 - Sustainability in Mobility
17:00 - Ignite - Rob Fletcher
17:05 - End of the Week Wind Down!

Monday 17 - Host Simon Robins
Daily Sponsor - Ikan Relocation
16:00 - Gotta Get it Right - Contracts & Compliance
17:00 - Ignite - Paul Soley

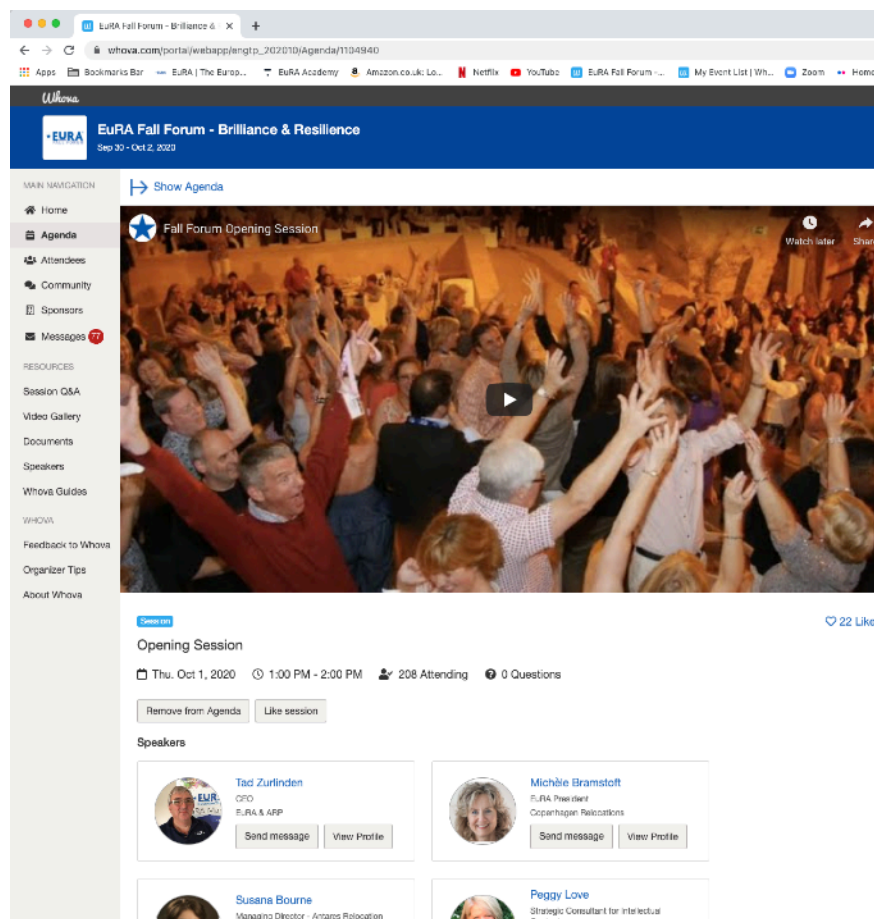
Tuesday 18 - Host Irina Yakimenko
Daily Sponsor - R3Location
16:00 - Immigration Update
17:00 - Ignite - Dima Lorenz

Wednesday 19 - Host Sophie Rehberg
Daily Sponsor - Executive Expatriate Relocations
16:00 - Move Management
17:00 - Ignite - Miriam Duignan

Thursday 20 - Host Andrew Scott
Daily Sponsor - MIM Training
16:00 - RMC DSP Forum -
17:00 - Ignite - Ben Carter

Friday 21 - Host Susana Bourne
Daily Sponsor - Dwellworks
16:00 - The RFP Process - Alistair Murray
17:00 - Closing Keynote - Jon Harman
17:30 - Goodbye from the Board with Booze

A full detailed programme is on the Whova App so download yours today!!





A Global Mobility Event You Won't Want to Miss!

WECAN 2021 Conference
April 21 - 22



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PREMIUM MOVING EXPERIENCE

The First WECAN Summit

#wecansummit Tad Zurlinden

It was only 3 months ago that the idea of a joint event was tabled and thanks to Dom it became known as WERC, EuRA, CERC Association Network (WECAN). Within a few days we had a title 'Mobility Across the Pond' and a programme mapped out and before long the speakers were enlisted.

We of course suggested the brilliant Frances Edmonds and she did a fabulous job both opening and closing the summit and interviewing Claude Guay, the President & General Manager of IBM Canada.

During the Opening, Frances used the mnemonic WECAN;

W - wellness and wellbeing
E - expectation

C - culture

A - agile

N - network

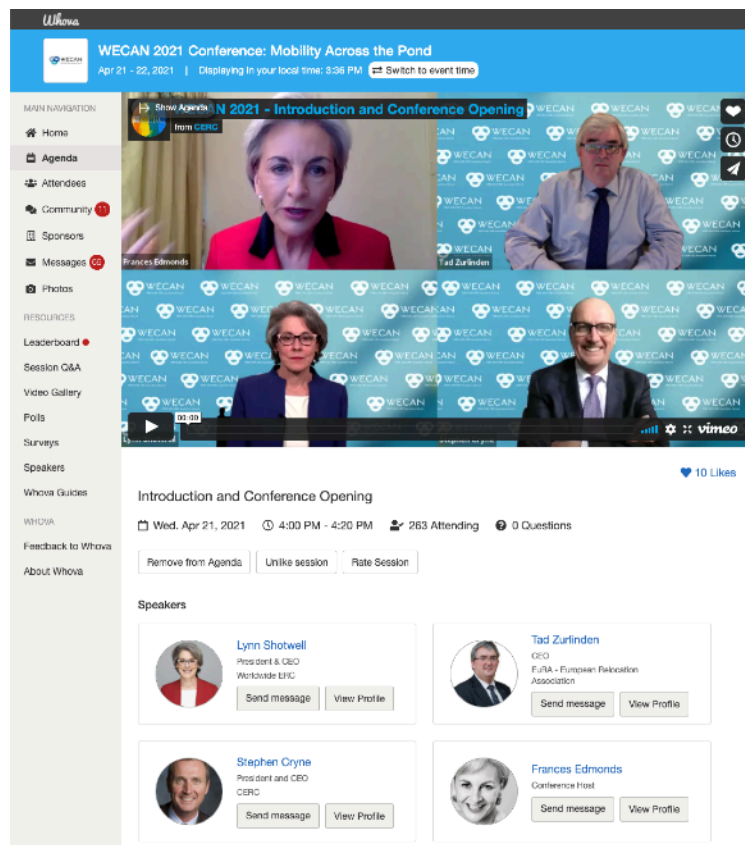
My opening comment was "as individual associations we can achieve a lot but as three global organisations 'we can' bring greater benefit to our members" and that was reflected in the content of the event.

Following Claude's interview and the subsequent Q & A the second session asked whether mobility was a pre-requisite of acquiring global savvy? The answer was that without intercultural skills and utilising more local talent businesses would face greater problems. Binwa Sethi comment that "Compassion, Curiosity and Courage" summed up what was necessary in a global assignee.

We opened the second day with a session on migration and mobility. The most fascinating outcome of this session was that the pandemic seems to have focused the minds of governments globally on the need for more open discussion on many different topics.

The final session looking at a new framework for migration and mobility, looked at the need for more co-operation globally on tax, social security and migration policy and finally looked at the issue of vaccination certification.

Overall the WECAN Summit was a tremendous success and I hope that we are able to repeat this for other regions of the world later in the year.



Relocation Connects with British Parliament

The Launch of the UK's First All Party Parliamentary Group for Relocation



Tad Zurlinden reports on a promising development in the UK, where he has led the launch of a Parliamentary Group in Westminster to represent professional relocation services to support the sector and the economy.

I've been involved in the relocation sector for many decades, and I've often wondered; should we be doing more to work with the politicians? Well, I decided that the answer was 'yes,' and I did something about it. So, after a process of engagement that started last year with the British Parliament in Westminster, we have succeeded in establishing the *All-Party Parliamentary Group for Relocation*. This is an officially recognised Group, that has formal status in Westminster.

The first meeting elected its Chair, Sir Robert Syms MP, and other Officers – all of them British Members of Parliament. It's the first time in the relocation sector's 40-year history that we've had a formally constituted All Party Group in the British Parliament. I see it as a huge step forward and I'm delighted we have such high calibre officers, particularly our new Chair, Sir Robert Syms, who made the Group's formation possible.

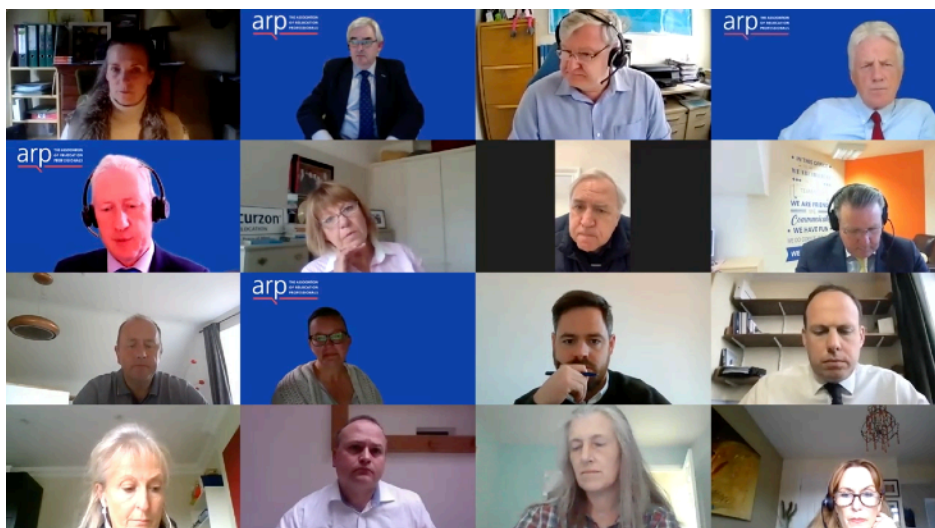
We already have a good idea of the key areas of work we need to cover. These include visa issues, the tax threshold for relocations which has remained unchanged for decades, some other policy areas and the ever-present challenge of Covid-19 restrictions that affect the whole of Europe and world. I'm determined to make sure we in the employee relocation sector plays our part in getting the economy moving, by getting employees moving again. The best way for us to do that is to work with politicians to see what we can do together to achieve this.

The Association of Relocation Professionals here in Britain is now getting on with the task of working with Government, and specifically I mean the Department for International Trade. The aim is to build our involvement into a natural alliance, that acts as a major force to assist global business restart the process of getting its

staff to where it needs them. There's so much to do and I know relocation is set to play a truly central role in how companies manage the people it must move. This All-Party Group is a vital component as we make this happen.

What we're doing – and learning – in the UK could help you do the same in your sphere of operation. Naturally, the UK team is happy to help by sharing what we've learned so far. Building our status at Government level is an exciting journey, and one the relocation sector can make throughout Europe by sharing best practice and building on it. I hope we in the UK can assist you in gaining the same kinds of relationships we're building in Westminster. If you want to talk about it, just give me a call!

Contact ARP on 01379 651671 and [on our website](#)



The EuRA E-Book!

Michèle Bramstoft

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! Below is an example of the kind of story we're looking for that really highlights what a solution focussed group we are - thanks to Marina Rych of ABEA in the Ukraine for sending this in.



During the quarantine, there were many memorable situations.

The unusual

period required unusual actions and solutions. Let us share with you a funny story that happened to an ABEA lawyer at the very beginning of isolation.

Mid-March 2020. We carefully warned all ABEA customers about the government's decision regarding self-isolation, mentioned all necessary requirements and informed about the closure of state institutions. In addition, to make a full picture, we notified which state offices continued their work and what could be done during the quarantine period. We also wrote letters individually to each client describing deadlines for their documents. If you want to use the quarantine time to extend your work permit and temporary residence permit, ABEA will be always at your disposal.

One of the CEOs of a large international company decided not to waste time after the quarantine. We discussed all the

pitfalls, prepared the documents, agreed on the dates – everything was according to the procedure. The day before the meeting, we reminded the client about the visit, what documents were needed to bring, and most importantly, about a new hygiene rule – wearing masks. All visitors must wear mask during the quarantine at any government office.

However, as it often happens, the client arrived, brought the documents and forgot the mask. ABEA specialists rarely get lost in such unexpected situations. Instead of sending the client to bring a mask and postponing the meeting, the lawyer quickly ran to the pharmacy to buy a new mask in order to apply on time. As quarantine had just begun, the hype concerning masks was incredible and there was not a single in drugstores. Let us kindly remind the policy of ABEA – we are not looking for excuses; we are looking for opportunities. The lawyer bought a bandage, asked for scissors at the pharmacy and sewed a mask right there. Not being a professional tailor, the lawyer sewed a mask, periodically trying on herself. Do

★ **EURA[®]E-Book**



**Tales From the
Front Line of
Relocation**

not forget, we could not lose time - the CEO of a leading international company was waiting on the street, and time for a visit to a government office was running out. A pleased lawyer leaves the pharmacy with a solution in the form of a handmade mask. The client gratefully tries it on and ... it is absolutely small!

There are different people, but we thank the higher power, that our client has a sense of humor, respect for lawyer's efforts and a great desire to apply for documents. Somehow, the client attached a small mask to the glasses in order to follow the hygiene rule – the mask covered a nose and mouth. The application took place!

Moreover, the CEO took some pictures, told his friends, colleagues a story of his application and was very pleased with the situation.

Thanks to a creative approach of the ABEA lawyer and the ability to see a way out, a small trouble ended up like a fun story to our piggy bank.

★ **EURA[®]E-Book**

Sophy King Joins the EuRA Team as Immigration Liaison

Over the past decade immigration and compliance has become a huge part of the world of mobility. EuRA has many members who have specialist immigration teams as well of course as our members who are specialist immigration consultancies. Over the past few years we have run an Immigration Symposium as part of the Conference and they have proved not just popular but invaluable resources as immigration policies have changed around the world.

In the post pandemic landscape the need for accurate and timely immigration support will be more relevant than ever for the globally mobile community.

As a result we are delighted to announce that Sophy King will be steering EuRA in the right direction to continue to provide support, education and connections to EuRA Members.

Sophy has worked in global immigration for around 20 years. She started out

working for global immigration firms as a consultant, then a manager, then a director. In 2011 she formed her own company, Peregrine Immigration Management Ltd, which specialised in immigration software and knowledge sharing.

Sophy sold Peregrine in 2015 to CIBT/Newland Chase, for whom she worked for the next five years, ending up as their SVP of Global Immigration. In this role, she was responsible for unifying immigration practices across a 26 country footprint, network partner management, global client engagement and, of course, immigration software.

Sophy is now independent again, owning and running Owl Immigration Ltd, which focuses on helping companies develop their immigration practices, including through advice and support with software innovation. Owl also hosts an online immigration community with active forum boards and member



webinars - the Owl Immigration Parliament.

"The EuRA conference has been a consistent and regular highlight for me for over a decade. I would never have been able to do half the things I've done without the connections, understanding and support I have received from the EuRA community. I am honoured to be able to try to give even a small part back. Thank you :)"

Sophy will be moderating a superb panel in the Spring Summit, "The Long Term Impact of Covid-19 on Global Migration Flows". The session will take place at 16:00 on Tuesday 18th May and is open to all members and delegates who are booked into the Seville 2022 Conference. If you haven't received your App login, please [contact us](#).

Feature: Book Review

HERE WE ARE

“The International Career Couple Handbook”

By Paul Vanderbroeck / Jannie Aasted Skov-Hansen



A unique and empowering perspective on the topic of international mobility and dual careers

A toolbox to map your future as an International Career Couple

Real examples of successful International Career Couples that will inspire both current and future couples

Practical advice for employers ready to attract, deploy and retain global talent

Order it in paperback for £ 17,99 or ebook now / From Springtime Books

<https://www.expatsbookshop.com/book/here-we-are/> <http://viewbook.at/HereWeAre>

EURA WILL BE RUNNING A LIVE BRIEFING WITH PAUL AND JANNIE ON 7th MAY

Learn how International Career Couples can be successful and sustainable in the long term.

Discover game-changing best practices, strategies and tools.

Understand what employers can do to dynamically support International Career Couples.

Here We Are - The International Career Couple Handbook offers powerful ways to guide internationally mobile talent. From a foundation of deeply caring for a global workforce, the authors share real-life insights into the challenges and opportunities for International Career Couples and the organisations deploying them globally. With in-depth research and substantial HR experience this book argues that the future of global careers requires a holistic strategic perspective on professionals living and working in international trajectories. Applying organisational methods and facilitating meaningful conversations are ways for ICCs to succeed and for organisations to retain them. This handbook is filled with practical tools for each ICC to construct their own map of the future.

About the authors



Dr Paul Vanderbroeck (Dutch / Swiss)

has a background of managing talent in multinational organisations. He is an Executive Coach, an accomplished researcher and sought-after speaker on gender balance and leadership development.



Jannie Aasted Skov-Hansen (Danish)

is a seasoned Human Resource professional, specialized in global people mobility and leadership development. She is Founder of a community and start-up consultancy, aimed at supporting ICCs in their global careers.

Both authors are themselves each a partner in an ICC as well as parents. Therefore they have first-hand experience of the challenges and opportunities that mark the life of an ICC. They met through a network connection, which underscores one of the book's main messages: Opportunities arise when you commit to pursuing a long-term vision and short-term goals on a global development path - while remaining open for unexpected turns. They firmly believe that a growth mindset and a supportive network are key for ICC success.

Feature:

"Relocation Africa: An SME in full support and practice of the #PAYIN30 campaign"

By Sisipho Ntsabo

It goes without saying that Covid-19 has had a negative impact on South Africa's economy. Due to the pandemic and the implemented Covid-19 lockdowns, many businesses found themselves indefinitely shutting down their business or filing for bankruptcies, others retrenching their employees and others opting for holiday payment terms offered by banks.

Recognising the denting economic impact that Covid-19 has had on small and medium businesses (SMEs) in South Africa, Business for SA (businessforSA.org) launched an initiative called #Payin30.

Recognising that SMEs and entrepreneurs are vital to South Africa's economic recovery strategy, the #Payin30 statement goes as follows,

"Corporate South Africa recognises that by paying their SME suppliers in 30 days, they can contribute to their survival and the preservation of jobs."

The campaign's key driving point is the recognition that access to working capital and cash flow is crucial for the growth and sustainability of SMEs. More so, this

campaign understands that SMEs are key job creators in South Africa with a high unemployment rate.

As an SME itself, Relocation Africa fully supports this initiative, calling on corporate companies to join and sign up for the initiative. Relocation Africa is no stranger to the impact of Covid-19 on its business. As a business dependent on open borders and

the mobility of corporate employees, the lockdown restrictions and closing of borders have had a negative impact on the economic viability of the business. Having been forced to make difficult decisions such as retrenching

employees and enforcing payment cuts, it understands the need for their business to pay their supply chain in or less than 30 days and in turn for corporates to pay SMEs in 30 days.

Director of Relocation Africa, Rene Stegmann says, "Relocation Africa has consultants and a supply network that is mostly SME's and private individuals, we have decided that for us to have a reliable supply chain we need to ensure that their cash flow is not a reason for them to go out



BusinessforSA: Payin30 initiative logo A

of business". She goes on to speak about the importance of understanding that most of Relocation Africa's supply network are breadwinners and job creators themselves, and the #Payin30 initiative creates not only a more reliable supply chain but also an enthusiastic one that knows that they are valued and prioritised by the company.

Well within reason, the campaign has been supported by large companies such as Naspers, SASOL, ABSA, Investec to name a few. An SME such as Relocation Africa supporting and practising this initiative is a display of ethical leadership and the recognition of social responsibility within the workforce. But the hard-hitting question to Relocation Africa is: As an SME itself, does Relocation Africa fear that such a commitment [of the #Payin30] would compromise the economic viability of themselves, especially during this economic crisis brought on by Covid-19? Stegmann confidently states, "We have one big risk, that is if our clients choose to pay us in anything other than 30 days, we are effectively risking our cash-flow, but we are addressing this with our clients and those who choose to #payin30 will be accoladed through the #payin30 campaign. We have converted 75% of our clients to commit to contractually paying us in 30 days and we have a couple more clients to negotiate with."

"We believe that by us, as an SME, taking a firm step on #pay30, this will have a ripple effect both down and up the supply chains. #Togetherwearebetter."

Relocation Africa can pride itself on being a leader and approaching this initiative with a

bottom-up approach. Understanding the implications of late payments and how it can affect the supply chain, in turn affecting their ability to provide a service they have seamlessly done for 28 years, much is at risk. Stegmann aptly states that the business understands they are not isolated in their existence and that every action has counteraction. Furthermore, as a Global Mobility provider of services to large multinational businesses, the business [Relocation Africa] upholds their business and reputation through ensuring their own SMEs and private individuals who rely on them can survive to deliver the services to them.

There is much to say about how initiatives like that of #Payin30 are exemplary in the action against the capitalistic, exploitative side of the business. Not only an act of ethical behaviour and leadership put an act of compassion for SMEs who are vital in the economic ecosystem. We can only hope that large companies and businesses follow suit and support the preservation of SMEs during these unprecedented times.

For information as to how Relocation Africa can help you with your Mobility, Immigration, Research, Remuneration, and Expat Tax needs, email info@relocationafrica.com, or call us on +27 21 763 4240.

Image sourced: <https://www.businessforsa.org/pay-in-30/> 19 March 2021| by Sisipho Ntsabo

ReloTalent launches upgraded version of its global mobility management software to address fundamental changes in service delivery

ReloTalent has announced the release of its upgraded provider software. The new version offers significant enhancements to reporting and analytics, as well as service delivery support features.

"Immigration, relocation and global mobility service delivery processes are evolving fast in light of the pandemic. It has been essential to address the new way of delivering services to relocating



employees. Our new all-in-one solution is the direct result of client feedback on the thousands of relocations managed via the ReloTalent platform since the start of the pandemic." said ReloTalent CEO Sebastien Deschamps.

New feature enhancements address the differing analytics and reporting needs, taking into account longer case management cycles with greater visibility. Immigration and also relocation processes are being affected by the rapidly changing cross border constraints, and are now tackled by more flexible workflow management features within this new version of the ReloTalent software.

To read more [click here](#)

Newland Chase Welcomes Manpreet Dhami-Magne as Managing Director, Immigration Services



Newland Chase is proud to welcome Manpreet Dhami-Magne to its team as Managing Director, Immigration Services.

In her new role, Manpreet will drive the development of innovative immigration products and services for clients in partnership with sales, client services and operations.

To read more [click here](#)



Newland Chase Welcomes Martin Russell as Service Delivery & Operations Director, Australia

Newland Chase is pleased to welcome Martin Russell as Service Delivery & Operations Director, Australia. In his new role, Martin will lead Newland Chase's service delivery teams in Australia, ensuring our clients continue to receive exceptional immigration program support.



To read more [click here](#)

Arpin International Group's GSA division honored with Sterling Lexicon Core Values – Covid Caring Award



Arpin International Group's GSA (General Services Administration) division is pleased to announce their acceptance of a newly instituted, highly-regarded award from Sterling Lexicon.

To read more [click here](#)

Arpin Moving, Inc. Honored by National Group

Arpin Moving, Inc., a West Warwick, Rhode Island-based moving and storage company and agent for Arpin Van Lines, announced that it recently earned the 2020 President's Club Award for its hard work and superior sales in a challenging environment. The company was also recognized with the Gold Award for outstanding hauling achievements.

To read more [click here](#)

Business Consultant, Stephen Crooks, President of SFC Global Consulting, LLC, Accepts an Expanded Role with Arpin Group

Arpin Group announced that effective January 1, 2021, Stephen Crooks will expand his commitment at Arpin Group to executive consultant, continuing a storied career that began at Arpin in 1992.

To read more [click here](#)







**PREVENTION
OF
SEXUAL
HARASSMENT
IN THE WORKPLACE**

Respect is one of our core values and our group is committed to ZERO tolerance towards sexual harassment.

In compliance with the Prevention, Prohibition and Redressal Act 2013, our group has formed an internal 14 member ICC committee representing all locations.

Interem will be represented by Ms. Lakshmi Hari. This is in line with our policy to provide a conducive work environment to promote diversity at work and provide employees with a trust worthy work place.

Employees will also undergo regular refresher awareness training across the group.

Complaints can be raised at
Feelsafe@interemrelocations.com.



www.interemrelocations.com

★ EURA[®]

BRIEFING
KNOWLEDGE
WORTH SHARING

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

[Book Now](#)

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

★ EURA[®]BRIEFING

New Member Focus:

“Apartool”

In today's interconnected world, companies have no barriers to internationally expand. Workers are increasingly exposed to the need to work temporarily in other places in the world. Here is where Apartool, your temporary accommodation solution for relocated workers and teams, comes into play. We have adapted and developed an all-in-one management platform, allowing companies and corporate travel agencies to seamlessly book ready-to-move-in apartments for stays from 1 month to 1 year, or longer, for their relocated employees.

“Stays outside a hotel have always been a challenge” explains *Marc Vilar, CEO of Apartool*. We know that



unexpected events happen every day and that is why at Apartool we adapt to them and offer flexibility to relocation agencies, since our main focus is our clients and the excellent customer service that we provide to them. We meet with the quality standards of serviced apartments and offer

modernised and fully equipped “Apartool Homes”, so that the relocated employee does not have to worry about

WiFi, deposits, water and gas consumption, nor the cleaning of the apartment. Corporate housing has

grown exponentially over the last few years, and this positive trend is continuously evolving. We are living in an era of globalization, yet distances between countries are getting smaller and

relocated executives and digital nomads are becoming more and more common. With 6 years of experience, Apartool has more than 8.500 accommodations and more than 450 clients worldwide. The world is changing at a high speed, and we are ready to embrace it!

www.apartool.com



New Member Focus: “People First Relocation”



We are very excited about becoming a full EuRA member and the opportunity to share and learn with our fellow members. Below is a brief introduction to our people and company. If you want to learn more about our company and South Korea or Taiwan offices, please feel free to contact us.

Our Story

What started as two experienced relocation professionals four and a half years ago is now a company of ten staff and three offices; Taipei, Taichung, and Seoul. Our business model is simple; we cater to RMCs and immigration firms who need our on-the-ground expertise in South Korea and Taiwan.

As our name suggests, we ensure a safe and respectful workplace where everyone is valued. Each team member also receives company stock which converts into profit-sharing annually. The result is a highly experienced, motivated, relocation consultancy striving to



provide our clients and their assignees with the best service and experience.

The People

Our consultants have an education and work background in hospitality. All are fluent in English, and many have been ex-pats themselves, living in Europe or North America. They are trained in DSP and visa services and are very comfortable assisting customers with backgrounds different from their own. Investing in people is essential to our success. All consultants are GMS certified, and half the team has passed immigration specialist exams with Taiwan National Immigration Agency. As a group, we attend intra-cultural training customized to improve

communication with our assignees.

We are also looking forward to becoming MIM Graduates in 2021!

What Sets Us Apart

At People First Relocation, all services are conducted in-house by full-time staff members. If there is a service we cannot perform ourselves, we will refer you to an approved supplier to work with directly. We do not believe in adding fees when we do not add any value. Our consultative approach has won us fans far and wide, allowing us to be their go-to relocation partner in South Korea and Taiwan.

www.peoplefirstrelo.com

New Member Focus: "Your Talent Agency"



Your Talent Agency is the go-to specialist for integrated services of international tech recruitment and relocation. The partner for limitless success finds rare professionals in the Netherlands and offers international talent the best job, a great relocation and seamless preboarding for Dutch clients. The agency, founded by two women in a man's world, is a figurehead for diversity and inclusion in the workplace. The unique combination of services proves successful and the company has grown over 300% in 2020 and increased

the team size from 4 to 17 employees. Your Talent Agency offers everything you desire from a relocation service provider such as our visa and immigration services, transition services, and destination services, assuring a soft landing. The mission of Your Talent Agency is to be based on the conviction that everybody deserves EPIC success. Your Talent Agency offers both the talent and the organization the right support even before the actual start. It begins with the search for the right (international) candidate, the relocation of the talent and the setting up of integration programs for the professionals. "A diverse team is a more successful team. We challenge clients to be curious and to think beyond national borders when looking for a new candidate," said Sacha Martina, CEO and co-founder of Your

Talent Agency. "Because only by making optimal use of the available talent worldwide, a company is able to scale up quickly. And it is up to us to show that this can be done without problems. " "We go a long way when it comes to onboarding our talents. A personal welcome at Schiphol, a "Welcome Home" card on the doormat or a cake on their first working day. It is the first impression that has the most impact and it must always be good," says Judith Roetgering, CFO and co-founder of Your Talent Agency. "We always strive for the best possible service and always put the people in question first. We make sure that they feel welcome and supported from the very first moment during one of the most exciting, but also the most beautiful experiences of their lives ".

For more information about our company and our services please visit: <https://yourtalent.agency/relocation/>



MIM BY THE NUMBERS

412

MIM Graduates

10,983

Enrollments

€500

**Savings for every
member who qualifies
to MIM+ and CAM**

162

MIM+ Graduates

34

**Courses in the EuRA
Academy**

€114,00

**Savings to members
during the free quiz
certification period**

81

**Coaching
Approaches to
Mobility Graduates**