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White Paper Expatriate Relocation

So you have decided that one of your employees will work abroad for your firm. Or you are the employee that is being sent abroad, to work for several years in a different country. And then what? Then a huge amount of work will await both the company and the person who will go abroad. House, car, visa, a new school for the kids, these are just some of the issues that need to be taken care of. It is also very likely that the employee will start working in a country with a different culture than his or her own. There are many more issues that will come up when someone is going to be an expatriate. Relocation is not easy and takes time, effort and money.

Relocation is not easy

From all relocations to another country approximately 30% return early, and in total 70% of all expatriates do not achieve all of the set goals and do not get maximum effect out of the relocation¹. There are several reasons why relocation either fails or leaves people dissatisfied:

- It can be that the person chosen to go abroad is not the right one for the job, this happens on many occasions. This can occur when at selection they're chosen mainly for technical qualifications. It is usually forgotten that that person will have to perform in a different location in a different culture.
- A common erroneous thought is that someone that can perform in another culture can perform in any culture. This does not make sense, because, for example, the culture in Germany is very different from that of Japan.
- When moving to a new location it usually comprises more than is considered beforehand, leading to insufficient pre-departure arrangements, leaving the expatriate to take care of many issues at the location itself.
- Relocation is more than just moving to a new house, it really changes someone's life. This can, of course, also offer new opportunities. However, one should not take relocation lightly.
- Usually a company wants a relocation done as cheaply as possible. Many companies let employees who live at the foreign location take care of the relocation. There are several reasons though why this is not a good idea:
 - The people at the location do not know the problems one can have as an expatriate.
 - If the people at the foreign location are expatriates themselves and will take care of the new expatriate, these people are taken off their main assignment for which they are there. Moreover, usually the process that they have gone through is repeated, the mistakes made before when they first arrived, are likely to occur again.
 - People at the foreign location usually see and understand the situation, they are, however, not trained to deal with it.

In short, solutions that are already existent are most likely not suitable for every situation; mistakes made before are usually repeated. This can lead to failure and most likely a higher price of relocation than is really necessary.

- It happens on many occasions that people cannot work optimally after returning to their home-country and then leave the company. This is not only an issue for the employee, but for the company as well. The employee takes knowledge that was learned at the foreign firm away from the company and money and time is lost that way.

How can these problems be avoided?

First of all, the process of relocation should start in the home country. It should also be viewed as a stepwise process and at any point in the process, adjustments can be made. Moreover, if a company with experience in relocation does the relocation for you, then people at the foreign location do not have to temporarily stop their main task, since experts take care of the whole relocations process. This is where we come into play: Solidbasics International. We take relocation very seriously and have employees experienced in being an expatriate and guiding expatriates through the process. Moreover, if we do not have in-house experience for something, we will find the best person for the job for you in our network. Due to the complete relocation package that Solidbasics International offers we can save your company, time, money and more importantly the expatriate will have a higher chance of succeeding abroad, adding more value to the company.

¹ www.atlasworldgroup.com
www.qmacglobalrelocation.com



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Who are we?

The content of our Relocation Program

Solidbasics International, in essence, allows private businesses, NGO's (Non-Governmental Organizations) and end-users to enhance the functionality, capacity and capability of corporate relocation. We will do this by shortening the time span of relocation, enhancing transparency and improving structure. This not only allows you to customize and extend the capabilities of the relocation and lowering risk, but also enables you to establish yourself faster and with more efficiency than would be possible otherwise. This gives you time and space for focusing on your goals (customers, products, etc.). In addition we enable the applications and services to be continually updated and adapted, generating opportunities and more personal usage of the services provided. Another advantage can be that employees who weren't considered suitable for relocation, but who had the technical qualifications, can now be sent out to a foreign location

We support a wide range of corporate Relocation Programs for every environment, including expatriate employee, group relocation and corporate sized Relocation Programs. We offer a range of imbedding possibilities for human resources, which enables you to use our services as an internal extension of your own environment. We focus on any data, service, product, content or application that comes with a complete relocation process.

We will deliver the infrastructure and processes required for a successful relocation by identifying and verifying changes, threats, opportunities, options and necessities. The Relocation Program is a secure way of identifying your needs and your wishes for the optimal result; providing security, by testing the program against a set of criteria and by ensuring that the relocation process does not deviate from what was agreed upon.

Our Relocation Program starts with the basic elements in a normal environment. These include for example finding a new home, a mode of transportation and a cell phone. It also includes more extensive services such as preparing you for a culture shock and the support of your family. If you would enter our Relocation Program you can expect help and advice with the implementation in which the following aspects are important:

Housing – We search for accommodation for you, take care of furnishing and other basic requirements, such as utilities, internet, telephone and cable or satellite.

Welcome and introduction – We provide an information package about where, how and why (e.g. where the nearest convenient store is). The package includes daily information and information for emergencies.

Personal requirements – There are three parts in this, necessities (basic requirements e.g. security and medical care), wanting (e.g. a household help) and wishes (e.g. a swimming pool in a tropical country).

Legal requirements – We take care of the paperwork, such as visas for work and residence. This can include other legal papers as well, such as a certificate for good behaviour.

Financial requirements – The financial security of any relocation is necessary to give you the feeling of security. We arrange that banking, taxes, benefits, insurance and pension are taken care of.

Spousal/family support – The spouse and family has a major influence on your relocation, therefore we find it important to support them. Families tend to easier connect with their new environment, children for example tend to be a conduit for interaction for their parents. We will organize education for the children, day-care and sports.

Transport – This includes personal transport (getting to and from work); this can be in the form of a car, bicycle and/or other form. Also public transport can be a valuable means of transportation and in some environments the fastest way of going places

The process of our Relocation Program

Solidbasics International has been created and implemented in consultation with third parties. In line with the requirements gathered during the consultation. The process involves:

- A single scheme for a the relocation process that eliminates fragmentation and adds structure and transparency;
- an easily accessible mechanism that is capable of supporting the entire relocation process;



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- generic means to promote high quality Relocation Programs, which all involved benefit from;
- and costs minimization of the entire Relocation Program.

In essence we offer a response to the expatriate market's requests for a fast, efficient and cost effective corporate Relocation Program; in order to settle in a new location and create a link between the new area and the home location. This link between your origin and personal understanding and acceptance of the new area, can either make or break success at the new location. We build trust and confidence by assisting you during the relocation process, by delivering a transparent high quality Relocation Program. You will encounter many difficulties when starting an unguided relocation. These difficulties range from dealing with cultural differences to finding a job for your spouse. This all can result in high costs and can undermine the confidence and success in the relocation process.

Our Relocation Program itself is an end-user scheme. They have little or no interest in complex issues, our Relocation Program helps you to relocate without having to worry about the underlying process and related problems.

Our Relocation Program follows these steps:

- Your Relocation Program will be unique and tailored to your needs.
- With you we create a wish-list that defines the goals and targets of the relocation process.
- The information, products and services needed by you will be separated in two categories: obtainable in "place of origin" and "area of relocation"
- If any part of the relocation cannot be handled by us in-house we will contract a third party, to obtain a quality service, since you are our client, so any discounts we get from this third party we will transfer these directly to you. We work for you and not them; we want to make the relocation as cheaply as possible for you.
- We then start the actual relocation process and will execute it according to the criteria that were set at the start.
- Any deviations from the plan that was set out at the start that occur during the relocation process can be detected and retraced, making it possible to detect the moment and reason for deviation.
- When in the end the Relocation Program has been completed we can look back on all the steps we've taken with you and evaluate the Relocation Program.

Benefits for you

An accessible professional Relocation Program - This follows the trend of internationalization of small, midsize and large companies against low costs and with speed.

Program cohesion - We unify end-user result and quality assurance activities by providing an understandable process that may be adopted and used by all parties.

Relocation Program quality and success - By building a network around the end-user, trust and confidence will improve the level of quality and success of the Relocation Program.

Simplified access to relocation - A simple process to assist the Relocation Program delivers access and interaction to the new location.

Relocation cost and failure reduction - Reduce time, costs on temporary facilities and loss of production time in order meet the requirements needed by the businesses and end-users.

Relocation is that easy!

We make it possible for you to adopt a baseline quality level for relocation, with reduced costs and increased choice. In this increasingly international world, a fast and low-cost Relocation Program has become increasingly necessary. There is a clear incentive for us to assist you with our knowledge and infrastructure, to maintain and improve your route, so you can become active in a new environment. We assist you in facing the two main challenges that one has to overcome when entering a new environment; firstly helping you adapt to the new workplace and secondly by helping you to build a new structure in which to function within your new environment. Our service will help you with this complex transition and we will help you set up a new life as an expatriate. We have set up our service in such a way that the integration process in the new area will be as



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quickly as possible to enhance your chance of succeeding and in this process you will save you time, effort and money by letting us do the work for you.