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Guide to Moving & Relocation

London | Paris | Frankfurt | Geneva



This document is intended to give you not only an overview of the portfolio of services and support that Atlantic Corporate Relocation will be delighted to provide you with, but also an insight into how we can deliver and manage them.

Within the international moving industry, Atlantic Corporate Relocation has maintained a reputation for providing a professional and cutting edge range of services tailored to the precise requirements of our corporate clients, their employees, their transfers and each relocating family member. We are excited to be able to share with you a preview of how we gained and maintain this reputation.



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...a moving experience

Our history



Atlantic Worldwide Movers commenced trading in 1985 specialising as an Antique and Fine Art packing company. During these early years Atlantic Worldwide Movers became the preferred choice sub-contractor to several of the largest moving companies at that time. The care and attention to detail that was our trademark then, has continued to set the standard today.

As our reputation continued to grow during the 1990's we began to emerge as a leading provider of international moving services, in particular to corporate clients who required consistent high end levels of service.

Atlantic Worldwide Movers established itself within the corporate arena on a global scale, serviced through our own facilities throughout Europe and our strong relationships with partner agents worldwide.

Our services are designed to be flexible and take into consideration both the demands of HR as well as the demands of the transferring assignee and their family. They incorporate extremely high standards of packing as well as additional support services such as storage, handyman and maid services to ensure complete client satisfaction.

Due to continued growth in the corporate moving and relocation markets Atlantic Worldwide Movers set up an in house relocation department in 2005. In 2006, thanks to continued growth in the relocation sector AWM Relocation Ltd was founded.

Our continued success in providing relocation and moving services to our corporate clients led the senior management (of Atlantic Worldwide Movers) to rebrand the company to reflect the true nature and essence of the service that we provide and in 2007 Atlantic Worldwide Movers became **Atlantic Corporate Relocation**.

After sustainable growth, Atlantic Corporate Relocation is now recognised as one of the few companies who can genuinely not only provide moving but also relocation solutions across Europe via our offices in France, Switzerland and Germany.



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Moving services



Air/Sea/Road Freight

From anywhere to everywhere!

Full door-to-door service to and from any location globally. Including full export packing to the highest industry standards, custom made crates for valuable or delicate items, property access solutions, advice and support on customs or country specific documentation, delivery at a convenient time and date, full unpacking and redelivery services including setting up of all furniture and the removal of packing materials.



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Moving services



Storage

Full export packing of effects for either long term or short term storage at a specifically designed secure facility with full security features.



Fine Arts and Antiques Shipment

Full door-to-door service. Including full export packing, crating, advice and support on customs or country specific documentation, delivery and debris removal.



Specialist Male or Female Packing Crews

On all shipments into and out of the UK our client's are offered female packers to attend to any delicate or personal packing requirements.



Insurance

Available for all road, sea, air freight and storage solutions no matter the destination. This can be capped in-line with corporate policy. Fully FSA Accredited.



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Moving services

Atlantic's Express Airfreight Division (EAD)

Atlantic Corporate Relocation are the only company within the industry to dedicate a team to focus solely on airfreight shipments. With dedicated vehicles, expertise and materials EAD provides a speedy and efficient service. Proactive management of the Airfreight team ensures quick dispatch of the crew to ensure a rapid turnaround from packing to forwarding the airfreight. Documentation is monitored, tracked and completed – no fuss.

EAD have demonstrated their ability to provide improved customer service for our clients, we can ensure that your clients' needs and requirements will be met. With Atlantic our clients' possessions are of utmost importance. We like to think of ourselves as pioneers in the relocation business, EAD can provide a unique service for you and your clients.



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Moving services



Pre-move Consultancy

Detailed planning at this stage enables a stress-free move. We establish your needs and set expectations, build the assignee relationship and discuss moving schedule.



Pre-move Survey

We understand that every home is different – we are moving your family possessions, not just objects. We notify restricted/prohibited items and customs procedures for destination country. We detail the inventory for volume and packing criteria. We plan special packing requirements and schedule quotation timescale and criteria.



Plan Transport Services

We know that you need early notice of all packing and moving dates so we discuss all shipping methods, make arrangements to ship restricted items safely, schedule dates and times and make arrangements for specialist shipping methods.



Plan Customs Clearance

With our in-depth knowledge of international customs, we help you to cross all borders. We provide assistance and advice to fill in customs forms, give advice on permitted and prohibited goods to transport, advise on what to ship and what not to ship and manage customs clearance.



Arrange Insurance

Should an accident happen it's reassuring to know that you are in 'safe hands'. Atlantic Corporate Relocation are fully FSA accredited, have full replacement insurance and have door-to-door coverage. We have provision for storage insurance and have one of the lowest claim records in the industry. Claims are settled immediately with minimum fuss.



Packing Services

The care and attention that is taken to pack every item ensures safe transportation of your belongings. We supply male and female packers (as required), full export packing and carding as standard. All packing materials are supplied by Atlantic. Also we make crates to order to protect any item, no matter how large or small.



...a moving experience

Moving services



Loading and Storage

Secure, dry and heated storage facilities ensure your effects arrive in perfect condition. Atlantic can provide long and short-term storage worldwide. Our storage facilities are fire safe and offer 24-hour security and easy access.



Goods in Transit

By land, sea and air our specialist in-house transport team and international partners see your effects delivered door-to-door. Our dedicated move co-ordinators give real-time updates, on-line tracking while effects are in transit. We also have a dedicated express air cargo department.



Unpacking

Having delivered to the new home Atlantic carefully unpack and place belongings in rooms pre-specified by you. Special materials are used to protect floors, walls and other surfaces. All items are unpacked and placed where specified on flat surfaces. All packing materials are recycled. Our aim is to leave your house completely ready for you to move in.



Specialist Services

When anyone moves to a new home there's always a need for adjustments, therefore we provide the following on-site services and assistance: Handyman, maid service, pet transportation available (please refer to relocation services) and specialist lifting team. Additional relocation services available.



Handyman

All shipments into and out of the UK are offered the complimentary use of our handyman service. For all other locations a handyman can be provided at request.



Cleaning Services

On all shipments into and out of the UK our clients' are offered full property cleaning services. For all other locations a cleaner can be provided on request, this will incur additional costs. However you may find this to be money well spent, alleviating some of the moving stress.



Pet Transfer

Complete all travel arrangements and bookings for the pet on the most direct and cost effective flights, including all veterinary requirements, pick up and transport, documentation and quarantine should it be necessary.



...a moving experience

Relocation services



Immigration

We can assist you through the various work permit, visa and resident permit application processes.



Tax Compliance Issues

Coordination of tax compliance, including arrival and departure documents, tax returns and taxable benefits tracking.



Orientation Tours

Accompanied tours of properties, areas and schools introducing the assignee and family to their new home country.



Temporary Accommodation

Sourcing and securing the best temporary accommodation solution to meet both client policy and assignee needs.



Graduate Accommodation

Sourcing and securing the best accommodation solutions for the graduate workforce.



Home Search Programmes

Fully flexible programmes on offer, 1 day to unlimited time, including lease negotiations and full property set up.



School Assistance

Guidance provided to navigate families through the mine field of schooling options available to children of the international community. School tours, application process managed and settling in support provided.



...a moving experience

Relocation services



Settling in Services

Full property set up, including local amenities tour and local registrations.

Partner support – both occupation guidance and further education support for the spouse or partner of the assignee.



Language Training

Advise and support on the various options available as well as the coordination and tracking of any lessons.



Cross Cultural Training

Available both at the commencement of an assignment or at repatriation stage.

For single, families or group sessions – tailored specifically to each individual's circumstances, needs and experience.



Tenancy Management

Helpline support throughout a tenancy, payment of rents, utilities and local taxes, tracking of renewal dates and organising interim property checks.



Property Management

Managing the marketing of a home property to be let, managing estate agents, tenants, maintenance issues, renewals and departures.



Expense Management and Payroll Tracking/Tax Reporting. Departure Assistance

Serving notice in line with terms of the lease, conducting formal property check out, coordinating end of tenancy professional cleaning, closing down utilities and negotiating the return of any security deposit.



Welcome Pack

To be delivered at arrival or on 1st day of property tour.

Each pack will also contain information specific to the assignees "wish list"



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Relocation services



Chauffeur Airport Collection

This will also include all necessary child seats and assistance with bags to the hotel or apartment. All drivers will wait for the assignee and family to gain access to the property and will hold full emergency contact details for the apartment should there be any problems gaining access.



Helpline for First Month of Stay

Full settling in support is provided as standard and a telephone/email helpline for any additional concerns or issues during the first month of the stay.



Area Information

To be provided to all assignees on arrival to their property.



Additional Services

Professional cleaning
Handyman and maintenance services
Gardening and building services
Concierge, delivery and waiting services



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Account management



We are committed to developing long term working partnerships with our clients throughout the world and to do this we recognise the importance of dedicated team structures and relationship building. Each team provides a direct one-to-one account manager who acts as the single point of contact and management, who is in turn supported by a dedicated team of coordinators who act as the single point of contact for the transferee and their family throughout their relocation.

We aim to minimise the need for HR to be involved in relocations on a day-to-day basis by building a relationship on trust; that we will faithfully implement defined relocation policies. Underpinning all this is our focus on friendly one-to-one contact with your transferee.

Quality is not just a statement; providing excellence in all that we do is the foundation we are built on. The management of Atlantic Corporate Relocation is committed to developing and improving our quality management system. We continually monitor and improve all aspects of our services to enhance client satisfaction.

This involves:

- 1) Ensuring that our clients' needs and expectations are exceeded to achieve total client satisfaction. This is monitored and recorded through a questionnaire process and tracked on our web based database.
- 2) A commitment throughout the organisation of exceeding the needs of our clients as well as meeting all relevant statutory and regulatory requirements. We achieve this by not only recruiting the best possible people but by also ensuring that their development is continuously monitored and appraised.
- 3) The introduction of Service Level Agreements and Key Performance Indicators we are able to publicise exactly what level of support our clients' should expect from us and duly record and monitor that we are achieving these levels.
- 4) An established Quality Management Policy which is subject to regular review and updates. We are also fully ISO 9001 compliant.



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IT capabilities



Atlantic Corporate Relocation places a large emphasis on continually improving our processes and streamlining our IT capabilities therefore allowing us to reduce costs for our clients and reduce the administration required when relocating your transferees.

Information Technology has become an integral part of our lives. IT tools have become essential in ensuring accuracy of communication, reporting and workflow processes. Atlantic Corporate Relocation has therefore adopted advanced IT strategies putting us at the forefront of technology within our industry.

Relocation Information Internet Site

Relocating transferees may be anxious about relocating to a new country and an unknown culture and custom. Our mission is to alleviate this anxiety as much as possible and we believe information and knowledge management becomes crucial. A secure password protected internet site completely customised for our clients can be created filled with information and tools.

The following are just a few examples of its capabilities:

- Extensive local area information and guides
- Explanation of the relocation process, step by step
- Housing information – advise and tips
- School search based on individual criteria
- Search of local area services and facilities
- Contact form with HR/Relocation Consultant
- Policy information



Case Management System

Each relocating transferee and their families are unique with differing needs and circumstances. In order to manage each case faultlessly and for HR to be able to track each relocation on a timely basis, a Case Management System is available on a secure internet site. The instruction forms are customised for the need of each client customer with password protected segmentation by Client Company ensuring privacy protection of sensitive transferee information. Below are some highlights:

- Paperless storage of transferee and family information with unique needs and requirements
- Smooth communication between the transferee and Atlantic Corporate Relocation
- Tracking of each step of the relocation process
- Reporting capabilities from stored information
- Customisation to fit the need of each client company



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Our office locations



Atlantic Corporate Relocation's Headquarters is based in a specifically designed secure facility in Surrey which is ideally situated for London and all major road links, providing the perfect base for controlling any international relocation.

Our London headquarters incorporates the complete range of modern warehousing and storage facilities, in addition to the most up to date surveillance systems. Our client service centre, logistics department, UK packing crews and corporate client managers are all based at this facility.

In addition to our London HQ we also have fully operational facilities in Paris, Geneva and Frankfurt to service our rapidly expanding portfolio of corporate clients based in Europe.

From any facility we can offer our clients a professionally tailored range of corporate moving and relocation services.



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