



**K2**

# Destination Services

**This is everything you need to  
know about our human-centric  
global mobility services**

[k2corporatemobility.com](https://k2corporatemobility.com) & [k2bespoke.com](https://k2bespoke.com)

## Introduction

We're independent experts in global mobility, relocation services and consultancy.

**We provide bespoke, distraction-free impartial solutions for the full suite of services covering global relocations and assignments. From origin to destination, we have personalised support packages to cover short-term mobility needs, long-term international assignments, permanent transfers, group moves and domestic assignments.**

We work in partnership, as an extension of your HR department and in-house global mobility team, to manage the specific range of services you require to support the relocation of your employees worldwide. These can include immigration services, relocation management, move management, expense management, fully outsourced assignment management and strategic advisory services.

We ensure a high quality, tailored service on every assignment. With the support of our global offices in 12 worldwide locations in Europe, the Americas, Asia Pacific, the Middle East and Africa, we serve over 200 clients in 186 countries by managing services through our carefully selected and accredited Global Accredited Partner Programme.

We are committed to adhering to internationally recognised & statutorily compliant procedures and best practice and have worked to achieve important certification in the following areas: ISO 27001 (infosec management), ISO 9001 (quality management), ISO

14001 (environment management).

Thanks also to our independence and impartiality, we can drive cost efficiencies and increase service levels to your relocating employees and business. Because we don't hold any reciprocal agreements with partners we can minimise risks and costs by selecting multiple partners and choosing the most capable based on quality, service experience and value for money for the service required.

**Global reach.** Our rigorous partner selection and management through our Global Approved Partner Programme, provides us with an expansive network of the very best specialist providers. They range from shipping, freight and delivery agents to destination service providers such as home search, school search and orientation consultants, as well as travel, tax, immigration and visa experts – all of whom are fully licensed, accredited, vetted and managed to thorough and targeted service delivery standards and legal and regulatory compliance procedures.

We guarantee that all of our partners represent K2 as we maintain full accountability for their services. During any employee relocation, or when delivering destination services, a lead K2 consultant works closely in detail with the relevant partner to ensure successful delivery to our standards and expected outcomes.

**Relocation technology** Our global, cloud-based case management technology platform, Ascent, is our live and bespoke application designed in-house to our high specifications. Ascent enables clients, relocating employees and service partners to track assignment services worldwide and access updates on all aspects of each relocation through instant, accurate, unified global assignment data and reporting – 24 hours a day, seven days a week.

With built in configuration options, we can also tailor the system to your policies, track additional information and report in your language. Our mobile-friendly client dashboards also enable clients to initiate services directly online, ensuring a secure and efficient process for transferring data. Through the portal our clients can also run destination service cost estimates and analyse their global expatriate population through demographics.



# Destination services

All of our destination services can be offered as stand-alone services or selected to work together as packages. This ability to offer a combination of services gives us the agility and flexibility to create tailored solutions that accurately reflect your business and employee needs.

## Temporary accommodation

Our specialists work with your relocating employee to identify their needs and research the market to secure short-term serviced accommodation, in line with specified requirements and policy parameters.

We work with our vetted global network of corporate temporary housing providers to pre-select approved serviced apartments, manage the booking for you and provide your relocating employee with clear move-in instructions. The pre-selected accommodation is secured on terms which offer both security and flexibility, taking into consideration all other key aspects of your employee's move and your agreed approval process.

Once the chosen property is secured, our consultants undertake all communication with the service provider, insulating your relocating employee from the process and potential distraction, up to, and including co-ordination of the check-in. We can also provide clear and transparent control of costs and payments through our technology platform, Ascent.

## Home search – long-term rental

Our home search service is provided to source and secure suitable long-term accommodation for your relocating employees. We research the current housing rental market thoroughly based on any set company budgets and policy parameters, local contexts, and your employee's individual and family housing needs and preferences.

We work with reputable, trusted and vetted real estate agents via our Global Accredited Partner Programme, who can provide local and knowledgeable assistance to source suitable available properties and arrange viewings as soon as possible at your employee's convenience.

We can also provide tenancy and utilities management over the period of the assignment, reducing the administrative burden for your HR/global mobility team and relocating employee. We ensure repairs and maintenance activities are undertaken correctly and in a timely manner, lease dates are tracked, payments are made and all contractual commitments are in order.

We can consolidate all ongoing rental housing payments such as rental and utilities and track key dates, renewal options, manage repairs and maintenance and any potential contentions of contracts. We have local expertise and regularly benchmark our service providers costs to ensure the best market deals and contracts available.

We also work with dedicated furniture rental providers as part of our Global Accredited Partner Programme. They can help facilitate the furnishing of long-term accommodation whilst your relocating employee's goods arrive from shipment. This is often more suitable and flexible rather than using expensive temporary accommodation.

## School search

At K2, we understand parents are naturally concerned about obtaining good education and schooling for their children when relocating. We have designed a programme to assist relocating employees to ensure that the securing of school and pre-school places is handled professionally and with sensitivity.

A specialist consultant is assigned to work closely with your relocating employee to co-ordinate securing a school in line with their specific needs and requirements. Where possible, this will be co-ordinated with any orientation or home search tours, to best ensure all elements of the relocation are delivered at the applicable time, and help avoid the need for our employee and their family to undertake multiple time-consuming trips.

## Orientation services

Our orientation service is designed to provide information and guidance on daily life in the new location, with emphasis on one or more key areas to visit, seeing preferable or recommended neighbourhoods, example properties and local amenities.

The tour is compiled and conducted by a specialist, experienced local area consultant who tailors

each tour to the personal interests and concerns of the employee and family. The orientation is often scheduled to coincide with business trips and can be delivered as a stand-alone service, or together with a home search package.

A K2 consultant or member of our Global Accredited Partner Programme accompany your relocating on their orientation tour and provide relevant advice and support.

## Settling-in services

To help speed up the settling-in process for your relocating employee and their family, we have designed a service to support them with the small details of day-to-day life. Each programme is tailored to individual needs and are designed to ensure they are comfortable and in the right frame of mind in their new home and surroundings.

Our aim is to take away the distraction of trying to figure everything out on their own and enabling them to focus on enjoying their new location and role.

## Language and inter-cultural awareness

To help with successful integration, we have developed training packages to provide your relocating employees and their families with the necessary tools, information and knowledge to help them adapt to, enjoy and thrive in their new working environment. The aim is to ensure they can communicate effectively with their new colleagues, as well as in the new culture of the location they are moving to.

We can provide a variety of training styles from



individual or group face-to-face classroom training to online learning, or a blended approach. Courses can be carried out before the assignment commences, and as ongoing support in the host country to assist with transition and interaction with local employees.

#### **Partner/family transition support**

We have developed family transition services to help address the common concerns and can provide support to your relocating employees' spouses/partners from both a professional and social perspective- from assisting with local social

networking to career counselling to childcare assistance. Each programme is individually designed to fit their needs and requirements.

#### **Vacant property management**

We have developed a full property management programme designed to assure your employees that their property achieves its maximum rental value and is managed professionally while they are away on assignment. We can manage the payment and oversight of ongoing home property costs, ranging from maintenance to home insurance, letting agents and utilities. These costs can be

tracked in our technology platform, Ascent, for a full and clear spend picture.

#### **Departure services**

Our departure services support your end of assignment process by undertaking tenancy completion checks such as ensuring the terms of the lease are clear between all parties, that notice is served and an end date is agreed, that all rent is fully paid, that the property is left in a clean state and that exit inspections and inventory reports are accurate so that correct deposits are returned to employees.

We can also tailor our support services to cover items such as rental furniture collection, household service cancellations such as cleaning and gardening, utility and telephone cancellations, advice on the sale of cars and major appliances, advice on membership and subscription cancellations, assistance with closing bank accounts, schooling cancellation and deposit returns as appropriate. We can also work through the necessary repatriation arrangements in order to prepare for your relocating employee's return on onward assignment.



*because it's personal*

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