



K2



Household
Goods Service

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

k2corporatemobility.com & k2bespoke.com

Household goods services

At K2, we know that when considering the practical move elements of relocating your employees you will be looking for a service provider that can guarantee an efficient, distractionfree service as well as one that provides value for money.

A key differentiator of our move management service lies in our independence from the transportation industry. Through our independence, we have the freedom of the market and can take an impartial, agile, solution-orientated approach facilitated via our approved global network of service partners (GAPP). We promote value, service experience and accountability which drives excellent service results.

We pride ourselves on our attention to detail and unwavering focus on service quality, focusing on a frictionless assignee experience where they know that we are handling the shipment of their personal belongings with the utmost care and consideration.

What we cover

We provided end to end service, including:

- Scheduling
- Preparation for shipment
- Packing and loading
- Transportation (including pets and vehicles etc)
- Procurement of customs documentation for both export and import
- Customs clearance
- Unloading and unpacking

- Storage in transit and long term
- K2 Clear insurance cover

Aligned with assignment start dates and relocation arrangements our K2 relocation managers provide our international move management service.

Key elements of the K2 process

Survey

Within 24 hours of receiving an initiation, your assignee will be contacted to arrange a pre-move survey at their property and discuss your shipping policy and allowance(s), timeframes, customs documentation, packing restrictions and the K2 Clear insurance policy and process.

Arranged at a convenient time with the assignee, the pre-move survey will take place to ascertain the technical information needed for a successful, timely move. This will be done either virtually or as a physical survey with a K2 representative.

Based on the information provided, your K2 relocation manager will record volumes, recommended shipment methods, crating dimensions, building access requirements and any other factors which may impact on price onto the K2 case management system, Ascent. Our experienced surveyors will guide your family through the process, explain packing requirements, and ensure sentimental items receive

the same care as high-value items.

Quotes and bid summary

K2 will procure the most effective solution from our GAPP network of service partners. We prefer working with smaller service partners where we can truly collaborate which allows the flexibility to adapt quickly to meet the specific needs of our clients.

This approach means that we can assemble an expert team of service partners for each move (origin agent to pack, freight agent and destination agent to customs clear and deliver). Your K2 relocation manager then serves as the project manager, providing your assignee with a single point of accountability, to co-ordinate all activities seamlessly.

We can submit comparative rates from within our network as per your policy and provide a bid summary for your HR/global mobility team to review and approve (unless pre-approved budgets are in place). The quotations will include all costs known at the time of survey as well as parking permits needed at the property, crating and specialist access equipment.

Once authorised, K2 will proceed with services, instructing the selected partner and, within 24 hours, contacting the assignee to confirm detail of the move schedule. Your K2 relocation manager will co-ordinate all documentation and inform the family of the process timeline, including vessel name and sailing time.

Packing

To demonstrate our accountability, wherever possible, the same surveyor will oversee the packing process to ensure that

all the requirements outlined by the survey are addressed and that the family do not have to repeat themselves. This level of quality control is uncommon due to the costs associated with having an on-site presence. However, wherever we can, we believe it is vital to our ability to take full accountability and provide guarantees to our clients for these critical moments in the relocation.

On the day of the packing and delivery, your K2 relocation manager will remain in contact with the assignee or their representative, providing updates such as expected arrival time of the crew. They will also check in during the day to ensure the assignee is happy with the progress and work undertaken. Throughout the move of goods, a K2 relocation manager will provide timely updates and next steps to the assignee and the HR/global mobility team both during and post-delivery.





because it's personal

United Kingdom, Global HQ

Connaught House, 255 High Street, GU1 3BS

Emails us uk@k2corporatemobility.com

Phone +44 (0)1483 572550

United Kingdom, London

Suite 702, 51 Lime Street,

London, EC3M 7DQ

Emails us uk@k2corporatemobility.com

Phone +44 (0)1483 572550

Americas, Houston

10375 Richmond Avenue, Houston, TX 77042

Emails us usa@k2corporatemobility.com

Phone +1 281 769 1655

Americas, Miami

1688 Meridian Ave, Miami Beach, Miami, FL 33139

Emails us usa@k2corporatemobility.com

Phone +1 281 769 1655

Americas, Pittsburgh

7 Parkway Center Suite 811 Pittsburgh, PA 15220

Emails us usa@k2corporatemobility.com

Phone +1 281 769 1655

Brazil, São Paulo

R. Henri Dunant, 873, Conjs. 1602-1605 – Chácara

Santo Antônio, São Paulo, Brasil, SP, 04709-111

Emails us brazil@k2corporatemobility.com

Phone +55 11 2657 7558

South Africa, Cape Town

407-408 Pebble Beach, Somerset Links Business

Park, Somerset, West 7130, Western Cape

Emails us za@k2corporatemobility.com

Phone +27 (0)21 852 1031

South Africa, Johannesburg

173 Oxford Street, Rosebank, 2196

Emails us za@k2corporatemobility.com

Phone +27 (0)21 852 1031

France, Paris

1 Cour du Havre, 75008, Paris

Emails us fr@k2corporatemobility.com

Phone +33 (0)1 87 40 57 41

Sweden, Malmö

Davidshallsgatan, 20 211 45

Emails us sweden@k2corporatemobility.com

Phone +46 (0)101 511 850

Singapore

36 Robinson Road, #16-01 City House, 068877

Emails us singapore@k2corporatemobility.com

Phone +65 6415 6850

Middle East, Dubai

Fortune Tower, Cluster C, Jumeirah

Lakes Tower, PO Box 338403

Emails us ae@k2corporatemobility.com

Phone +971 (0)4 272 8819

Australia, Sydney

Suite 7.04, St Martins Tower,

31 Market Street, Sydney, NSW 2000

Emails us australia@k2corporatemobility.com

Phone +61 2 9261 8216

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