



**K2**



# Relocation 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)

# Relocation services

## Our solutions

Professionally and reliably delivered relocation services reduce the burden and distraction of navigating through the legal and personal complexities of relocation and the multitude of important decisions that need to be made.

We have a proven track record of providing high quality relocation services to corporate clients from a wide range of sectors. We support businesses and relocating employees through all aspects of their move, providing service packages for both short and long-term assignments, permanent transfers, group moves and domestic relocations.



### **K2 Relocate – for your talented employees**

Our service delivery approach is based on a home/host model whereby our offices work in partnership to deliver the services. Whether the relocating employee is in a home or a host location, they always have an assigned relocation manager who will be in constant contact. A host-based K2 account management consultant will also be allocated to oversee and act as a single point of accountability to each client for each relocation, providing direct management of the move and all of its elements.

We take great care in ensuring we are the right fit for our clients and seek to work in partnership, as an extension of your organisation and HR function, building on trust for the longer term. We make sure that contact at every step is meaningful, timely, and allows the relocation to move forward seamlessly with limited interruption and distraction for your HR/global mobility team and relocating employee. We quickly gain a deep understanding of your culture, policies and requirements so we are fully aligned with your objectives. We deliver clear, concise and accurate communication throughout the process. We work collaboratively to integrate fully with your resources and business needs which also helps ensure that any queries or challenges are handled in an appropriate, transparent manner and resolved quickly.

### **K2 Bespoke – for your VIPs**

We understand that you need to ensure your executives are able to settle and focus on their new

role in the host location swiftly and successfully. Our K2 Bespoke service focuses on minimising disruption by working closely with business leaders, their families and HR/global mobility departments to focus on anticipating and resolving issues before they occur through precision planning. The more preparation, the lesser the distraction to your executives' busy schedules, freeing up more time for them to focus what matters. We provide an extra emphasis on personal contact, with increased engagement between K2 and the relocating employee, or partner, as well as your global mobility team. We concentrate on providing a high quality, tailor-made and attentive service that fulfills the specific needs of each individual.

Service features include senior level ownership with 24hr support, face-to-face briefings and increased engagement, personal oversight and/or attendance at every critical step, full project management with clearly defined project plans, timelines and communication strategies, as well as full tracking and HR updates so you can inform internal stakeholders of the smooth transition.

## Move management

For every move we evaluate, select and manage the most appropriate service partners to match the exact requirements of each of our clients. As we are independent, we have the freedom of the market and are able to take an impartial, agile, solution-orientated approach.

Our model breaks down the logistics into each facet of the move (such as origin services, freight, clearance, haulage, destination services). Itemising the move in this manner allows greater control of

the process and increased cost efficiencies by going direct to source.

We provide three competitive quotes from our carefully selected partners for each relocation and provide a range of options on which to base your choice of service provider on – be it price, service differentiation, or what may best suit your relocating employee. This ensures you receive commercially competitive options while maintaining optimum service excellence for each move.

We are committed to providing reliable cost estimates and commit to a transparent fixed price policy for door-to-door services, including the cost for logistical services. Quite simply, the price that has been quoted will be the price charged.

From start to finish we also provide a single point of accountability for both you and your relocating employee. Our regional offices ensure that we have 100% coverage of all time zones, and local knowledge to support relocating employees. And, behind the scenes at all times, our GMS qualified specialists audit and monitor our partners selected via our Global Approved Partner Programme for optimum performance.

To ensure we provide the maximum in service excellence and peace of mind for both you and your relocating employees, our experienced, trained consultants will also walk your employees through documentation requirements, transit times, insurance, and any nuances of the departure or destination location.

Throughout the assignment, our client-focused teams will also continually assess your ongoing needs and expectations, and with the help of Ascent, our online assignment case management platform we ensure we fully understand, communicate and police your policy – tracking and reporting on all exceptions, savings and trends.

#### **Moving insurance**

We understand that the last thing a relocating employee wants to do before a move is to go through all of their possessions and itemise each

one, trying to find values for each in case of loss or damage. However, we also know that properly insuring your relocating employee's belongings is critical to a successful move process.

To help reduce the burden of this tedious task we have created a unique, fully comprehensive, door-to-door, all risks insurance package – K2 Clear Insurance. This product avoids time-consuming valued inventory lists which also run the risk of items being missed, and creating calculation errors. It simply requires items valued at over £1,000 to be listed. Everything else is insured on a cost per cubic metre basis, so your relocating employees don't have to itemise every last object that's being moved. This makes it quick and easy to set up. And, on the rare occasion something is lost or damaged en-route, we also ensure that claiming is simple and settlements are made quickly.

#### **Short-term assignment shipments**

Our short-term mobility shipment service offers a cost-effective alternative to excess baggage. These light-weight short transit, more environmentally sustainable, air shipments are ideal for relocating employees who are undertaking short-term assignments or being moved on a graduate or lean type of programme.

We also ensure our short-term mobility service scales to suit your needs. For instance, for group relocations, we can hold more cost and time-effective workshops in your offices where we can present and explain shipping policy and process, and customs documentation to your group of relocating employees.

We also know that relocating employees often require associated services alongside the shipment of their belongings. Considerations of storage needs

at either home or host location, packing, handyman and finishing services are often key to making a move feel a complete success. We offer services to fulfill these needs, appropriate to budget and policy expectations.

#### **Pet transportation**

For many, a family pet is an important member of the family unit and loved and adored by all. So when relocating it's important to take this in to consideration. We work with your relocating employee and our carefully selected caring pet experts through our Global Accredited Partner Programme. This ensures that their pet travels safely and comfortably door-to-door to anywhere in the world.





*because it's personal*

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