

**MOVES consulting - We love to relocate Expats!  
100 % know how for a 100% smooth landing**

Dear Reader!

Thank you very much for downloading our 7-steps-manual.



When it comes to an assignment, employers as well as expatriates face an enormous effort.

Our clients are international companies in Germany and Austria, who send their employees worldwide or recruit skilled workers from abroad. We provide our clients the knowledge of all the ins and outs that are needed for their expats, and guide them through the whole process.

The relocation consultant's state of the art knowledge about local immigration laws, local administration and the real estate market eases the relocation process of your Assignees.

One of our consultants will support and accompany your expats and their family in finding the right home, school and kindergarten. They will take care of everything your expat needs, to be able to settle into the new location with ease and joy.

Our products:

- ✓ Visa, Work and Residence Permit
- ✓ Homesearch
- ✓ Administration duties
- ✓ Schooling and kindergarten
- ✓ Utilities, TV and Internet
- ✓ Moving – Transport

Using our unique modular system, we will give you a fixed price, based on your individual needs. No hidden charges, no additional fees!

Call us +43/1/ 956 59 19 and ask for an individual offer.

**Yours sincerely**

*Kornelia Epping*

## 7 HINTS HOW TO AVOID THE FAILURE OF AN INTERNATIONAL ASSIGNMENT

### HINT No 1 - THE TIME FACTOR

Inadequate organizational structure

In most cases, planning, organising and operating a move within your local city will take you several days. Moving within the country could potentiate this to a couple of weeks. Therefore, how long will it take to assign an expat internationally?

Question: Do you have the time and knowledge to manage all of this in addition to your everyday job duties and to perform all the planning and the implementation itself?

### HINT No 2 THE ENTRY PERMIT

Incomplete documents or documents which have not been translated, certified, or where the certification is not recognized in the destined country - what to do?

You receive the information that an employee of your foreign branch will be sent to your company.

Besides the task to apply for the expat's exemption from the social security in the targeted country and to gain tax-related information in order to establish the assignment-contract, the new employee may need a lot of information and support. In most cases, this is what the expat requests from their HR department. In this case from you.

Question: Do you know where and which applications must be submitted for residence and work permit?

Whether at home or in the destined country? Do you know which documents need to be supplied?

Question: Will the Expat bring their family? If so, will they take care of the appropriate steps by themselves or will you have to do it? And if the expats wants to take care of it themselves – does this make sense? As they will not be available in the company for that time!

***The key to success is to define individual processes and to coordinate them properly.***

### **HINT No 3 ORIENTATION TOUR**

Lack of background knowledge on infrastructure, public transport system, purchasing power, crime, health care and education

There is a difference between being a tourist in Vienna and walking through Kärntner Strasse or having a shopping trip in San Francisco, going to Fisherman's wharf. In everyday life you will face more important things.

Question: How will your Expat know which school will be the best for his/her kids, how to find out more about the local medical care system. Who will tell them, which district is the most liveable and safest for their family in order to go shopping, out in the evening or just for dinner to a restaurant?

According to our experience it is not at all sufficient for an international expat to know the local city map and to be able to read the street plates. The expat also needs background information to feel safe and secure in this place, especially if they have to decide whether they will bring their family for the next 2 to 5 years.

***Attention! This is one of the key moments when an expat and their partner consider to waive the assignment as they ask themselves if they really want to grasp the chance of a possible career step.***

### **HINT No 4 LOCAL HOME SEARCH**

Lack of information about local rent prices, structure and level of realtor fees and local living or equipment standards.

How often does an expat call their HR manager in order to get information on how to find a proper apartment? How many questions can an expat have about rent statistics, apartments available at present, where to find, how to find...???

In most cases HR managers provide a brief file with information on all this. A [www.find-your-home.com](http://www.find-your-home.com) address and in some cases you accidentally have one or two objects offered by business partners.

But how to arrange an appointment with the landlord in case your expat doesn't speak the local language? What if you do not have the time to join them?!

On top of that, the uncertainty of local rental law, fees and charges.

For example in Austria there is a 10 % VAT on each rent. Most expats do not know this and will start discussing it with the broker, the landlord and you.

Question: What would you do if your expat faces you with a detailed list of how their future home should be and what features it should have? What if this apartment is not available at present and the rent for such an apartment would exceed the budget?

At this stage, the expat often expresses the 2. time that he puts his assignment into question.

***Depending on the level of position the expenses for this assignment have been risen to an unforeseen amount already. (tax advisor, travel costs, lawyer fees...)***

## **HINT No 5 FACING THE MOVE**

Selection of the transport company, insurance coverage, professional handling of the furniture, customs clearance, transportation routes.

During his/her life, an expat collected numerous memories and precious pieces from many different countries - compiled with love and joy.

By selecting the "best bidder" at the cheapest forwarder, important or immaterial goods may get damaged due to improper handling. These will be compensated only on a low monetary level due to an insufficient extent of insurance.

The settlement of such claims also causes additional effort and trouble.

***Relocation agencies have a lot of experience in organizing and coordinating the best transportation agency. We take care of the highest quality of staff with a good price.***

## **HINT No 6 LACK OF LANGUAGE**

Lack of language and cultural shock.

Although your corporate language might be English, and most of your employees speak English very well – in each country the local language is also the official language at the authorities. This can cause inconvenience for the expat if there is no one joining them to the public office. Not to forget cultural and historical differences. In Germany or Austria we call

our country father's country (Vaterland). In Russia it is called Mother Russia. What also counts is work ethic, punctuality, awareness hierarchy...

When your expats arrive, they will also want to start to making new friends and meeting people.

Question: How do you support your expat in order to integrate him/her in the workplace and their new social environment?

***A cross-culture seminar prior to an assignment will prepare your expat optimally for the new cultural and social challenges they will face in the near future. The Intercultural Coaching is especially recommended to alleviate the anticipated culture shock for the travelling family.***

#### **HINT No 7 RETURNING BACK HOME...**

Planning your career steps in time, bring your increased competence into the group, friendships revival, facing a culture shock again

During his/her career as an expat, they live in various countries and may be faraway from home for 4-6- or even more years.

Question: How will you help your expat when they return home? Although the expat returns back home, they face the same challenge of integration into a new environment as when they moved to the new country.

Do you believe this does not require any preparation?

During their stay abroad there have been several changes in hierarchy and personnel in the company. In most cases there are no plans for a career step after his or her return.

Too low demands in their job, no tasks for the expat, the company is not interested in the expat's newly acquired skills and knowledge. No perspective for his/her next career step. This very often leads to doubts about their place in the team.

According to a study by the University of Applied Sciences Vienna (research project Expatriation - research aspect: "expectations of expats" - study duration: November 2008 - April 2009), these are the major reasons for an Expat to leave the company not later than 6 months after his/her return.

In addition, in most cases the family also has difficulties with reintegration. Having lived for many years and dealt with foreign social behaviour would have also changed their own behaving and it takes longer than expected until one has adjusted to the native behaviour. In the public infrastructure of the old home town many things have changed; responsibilities in public systems, new public laws and regulations and you had no idea of that.

*The Friends have evolved over the years without you...*



For more information please call

+49/(0)541-670 65 96 or +43/1/ 956 59 19

and ask for an individual offer

**Yours sincerely**

*Kornelia Epping*