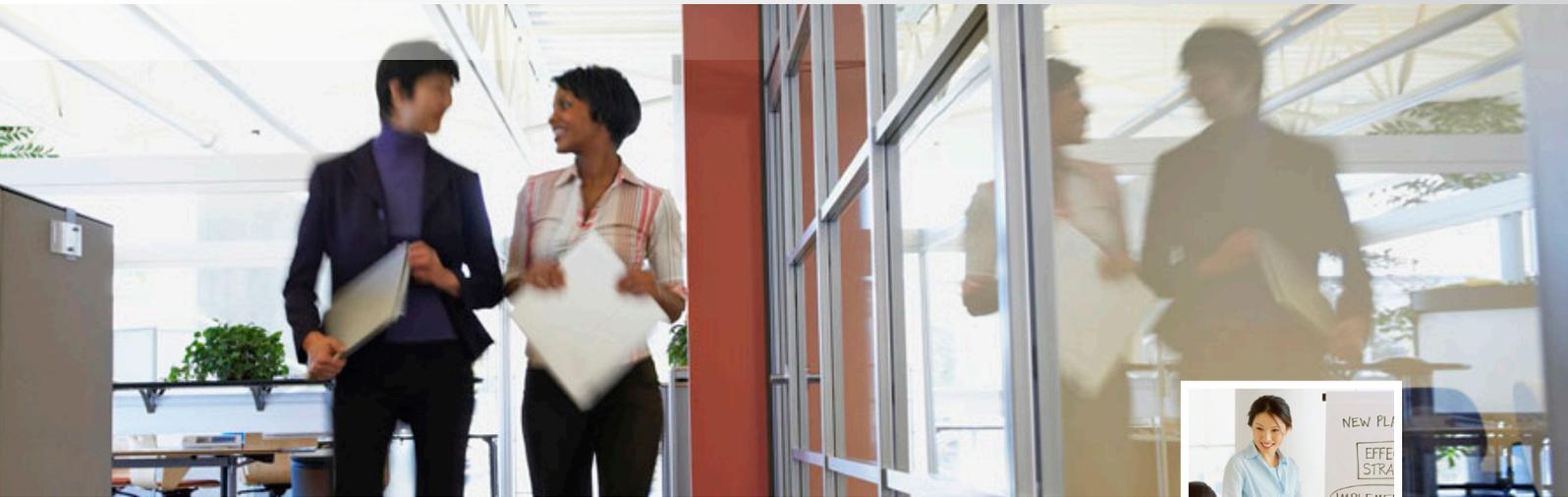


trusted guidance

– for every move you make.®

# successful partnerships in relocation



## RESPONDING TO YOUR RELOCATION CHALLENGES.

Partnerships are developed through mutual trust and respect.

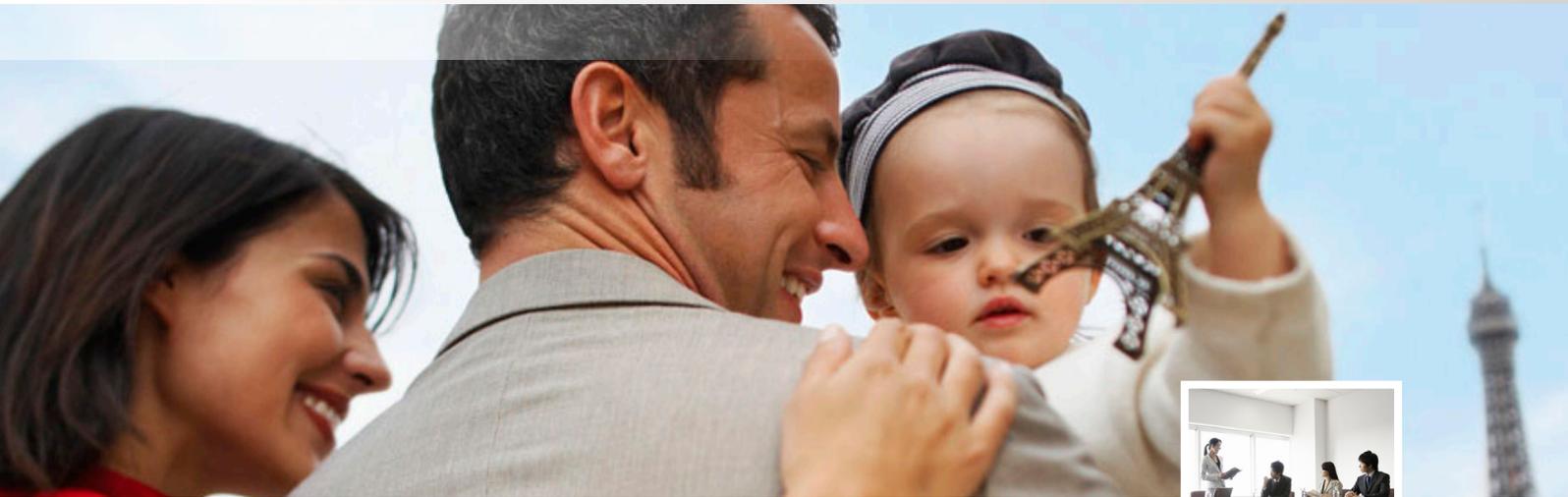
Cartus recognizes the value of a successful partnership, guiding relationships through important areas of distinction to make your program run smoothly: taking care of your people, eliminating surprises, simplifying your job; bringing optimal efficiency.

Delivering a truly comprehensive range of relocation services is also paramount to building a strong partnership that will stand the test of time. As a result, Cartus provides thoughtful and practical solutions to our clients, offers creative solutions to today's relocation challenges, and provides high-touch service through the most experienced team in the industry.

We offer trusted guidance – for every move you make.

- Expansive global footprint that allows us to provide services into and out of more than 185 countries.
- More than 60 years in relocation (1955).
- Client base:
  - Serve nearly than half of the Fortune 100.
  - More than 60 percent of our clients move 5-25 employees annually, and are served by dedicated, specialized teams.
- Serve corporate, government, and membership organizations.
- More than 2,800 employees worldwide.
- Manage nearly 168,000 customers annually.
- Corporate citizenship and sustainability efforts — charity-based initiatives include: United Way, Make-A-Wish, Community Health Charities, Danbury Schools and Business Collaborative (DSABC), Red Cross, Singapore Cancer Society, Save the Children, Junior Achievement, March of Dimes, Race for the Cure, Oxfam, and Cancer Research UK.
  - In 2015, we documented our commitment to the United Nations Global Compact with our [2015 Global Citizenship report](#).

# the **benefits** of a global leader



## TAKING CARE OF YOUR PEOPLE.

Outsourcing your relocation program allows you and your employees to focus on your main business while taking advantage of Cartus' global experience, investment in technology, and relationships with the best networks in the world. With Cartus, you will have a choice to fully outsource your program or choose only what you need from our menu of services.

- Transferring employees receive personalized assistance through a single point of accountability, minimizing stress and enabling them to remain productive during a move.
- Offering a relocation program as a benefit can also make your company more attractive to new-hire candidates and, therefore, more competitive in the recruiting process.
- A relocation program can offer significant tax advantages, and we provide expertise in policy development and the capability to stay current on tax, legal, and compliance issues.
- Outsourcing non-core competencies will allow you to focus on other issues, eliminating the administrative burden of managing the relocation process.
- There's no need to build internal systems or add overhead, freeing up resources to attend to your core business.
- You can achieve cost savings from a variety of sources, including more efficient home marketing and sales, better supplier pricing, policy recommendations, and more.
- We can scale programs up and down with optimal efficiency, responding quickly to your organizational needs without unpredictable costs.

# wherever, whenever you need us



## ELIMINATING SURPRISES.

Taking care of your people is a top priority at Cartus. As a trusted partner, we will guide your transferees through each step of the relocation process, providing personal attention and practical advice for a successful move. Available across the globe and around the clock, our experts become an extension of your team.

- Delivery choices: we offer a broad continuum of service delivery options to meet your needs, using a centralized model or local, on-the-ground delivery, in multiple regions.
- Best practices: consultative support and process improvement are delivered through the sharing of best ideas/practices gained by serving the world's leading organizations.
- Product enhancement: expansive product offerings are tailored to suit the needs of individual clients.
- In-house delivery of destination services: Cartus staff delivers destination services in numerous locations within the Americas, EMEA, and APAC regions.
- Global delivery of intercultural and language programs: Cartus staff conducts nearly 9,500 intercultural and language programs annually in more than 80 countries.

## GLOBAL LOCATIONS

### Americas

Danbury (Worldwide HQ)  
Chicago  
Dallas  
Minneapolis  
Montreal  
Omaha  
Sacramento  
São Paulo

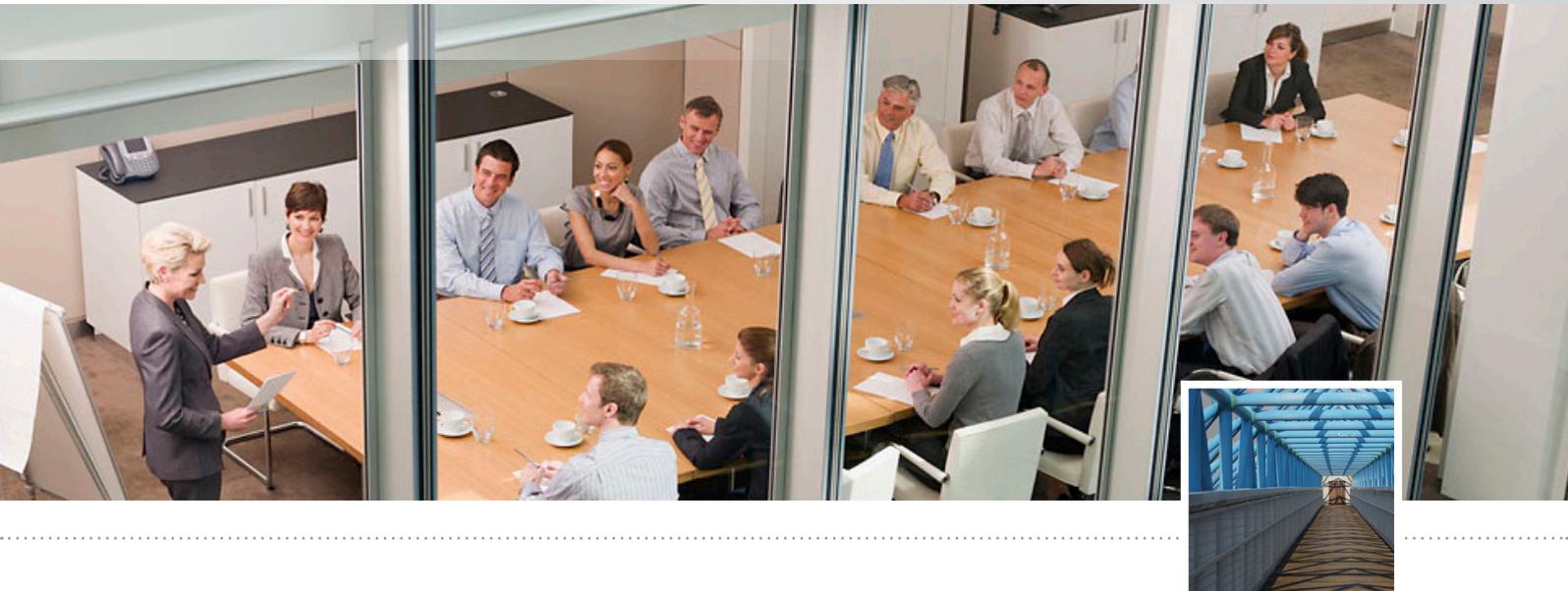
### EMEA

Swindon (Regional HQ)  
Amsterdam  
Geneva  
London  
Munich  
Paris

### Asia Pacific

Singapore (Regional HQ)  
Beijing  
Hong Kong  
Shanghai

# more options more value



## PROVIDING VALUE.

Our supplier networks include industry-leading companies that adhere to the highest standards, ensuring your needs (and those of your transferees) are met every step of the way. These best-in-class providers range from home finding and home sale to spousal assistance, household goods shipments, and temporary housing.

- Cartus Broker Network in the United States and Relocation Agent Network in the UK
- Destination services providers around the world
- Worldwide network of language and intercultural trainers

Cartus delivers more value for your relocation expenditures. We leverage our volume to control supplier costs, and we drive quality with metrics-driven performance management and eProcurement systems.

## BRINGING OPTIMAL EFFICIENCY THROUGH TECHNOLOGY.

Time is money, and accurate information streamlines the efforts of our clients in managing their programs and overall investments. To maximize your efficiency, we provide:

- A comprehensive website, CartusOnline®, providing user-friendly relocation information for relocation managers and transferees.
  - Relocation managers can track the status of employee moves, view and approve exceptions, run reports, view company statistics, and more.
  - Assignees can review their move status, submit and track the status of expense reports, view a “to-do list,” view destination information, and access additional tips and tools.
- A robust suite of reports spanning all aspects of mobility programs is accessible online 24/7.
- Cartus’ app, CartusMobile®, integrates communication, consolidates information and enhances service delivery for clients and customers.
- Unique eProcurement tools driving the efficiency and quality of our suppliers and help to lower direct costs.

# products and services

## INTRA-COUNTRY SERVICES

*(for Domestic Moves in the U.S., UK, and Canada)*

Policy Counseling  
Expense Administration/Management  
Cost Projection/Estimates and Budgeting Services  
Marketing Assistance & Closing Services  
Home Sale Assistance  
Moving/Removals Services  
Temporary Housing  
Rental Assistance/Tenancy Management  
Home Finding Assistance  
Executive VIP Services  
Career Transition/Partner Employment Services  
Educational Counseling & Placement  
Destination Services  
Group Move Management  
Consulting Solutions  
Buyer Value Option Program (U.S. only)  
Mortgage Assistance (U.S. only)  
Property Management (U.S. and Canada)  
Lump Sum Support (U.S. and Canada)  
Housing Cost Differentials (UK only)

## INTERNATIONAL SERVICES

Policy Counseling  
Expense Administration/Management  
Expatriate Compensation Services  
Pre-Assignment Counseling & Assignment Cost Projections  
Ongoing Assignment Support  
Immigration Services  
Marketing Assistance & Closing Services  
Host Country Services:

- Pre-Decision Orientation Program
- Host Country Support Packages
- Home Finding Assistance
- Settling In
- Tenancy Management
- Departure Program

Property Management  
Temporary Housing  
International Freight Forwarding  
International Educational Counseling & Placement  
International Employee Assistance Program  
Career Transition/Partner Employment Services  
International AutoSource  
Insurance Services  
Consulting Solutions  
Group Move Management  
Intercultural Training & Language Solutions

# cartus. trusted guidance – for every move you make.

Cartus guides our clients through thousands of unique and complex programs. Ideally equipped to lead you, Cartus is ready to help—whatever, whenever, wherever your program is moving.

To Learn More:  
email [trustedguidance@cartus.com](mailto:trustedguidance@cartus.com)  
or visit [www.cartus.com](http://www.cartus.com)



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