

Creative Consultants: Delivering Innovative Solutions in a Hurry



Cartus consultants are a reliable resource for relocating employees, no matter the circumstance. Moving internationally can be a logistical nightmare, especially in today's current climate. With a Cartus consultant helping you every step of the way, the move is much easier—even when plans drastically change at a moment's notice.

REUNITING EMPLOYEES WITH VALUABLES

Our consultants' number one priority for relocating employees is their safety and enabling them to return home to their families. When the COVID-19 pandemic first began, a Canadian executive was working in the United States while her family remained in Canada. As the issue was developing rapidly, she made the decision to return home quickly, leaving personal items behind with the intention of returning after the crisis was over. As weeks passed, it became clear that she wouldn't be able to return for an extended time.

As her single point of accountability, her Cartus consultant, arranged for her remaining possessions to be packed, the apartment cleaned, and the exit paperwork completed on her behalf. Finally, the consultant arranged for her personal items to be shipped to her family home in Canada, reducing unnecessary stress during this uncertain time.

Delivering to your employees—anytime, anywhere.

Our flexibility and ability to seamlessly coordinate in a hurry stems from our experience of offering move management services for more than 40 years. We handle approximately 60,000 shipments annually, **making us one of the world's leading third-party move managers.**

Using our patented eProcurement tool for international moves, we conduct a competitive bidding process among our top-performing network suppliers to achieve the best rates. Our supplier management and industry expertise make us uniquely qualified to provide objective oversight and cost reduction for you and your relocating employees, as well as overcome unexpected challenges.

FINDING SHELTER DURING THE STORM

Our consultants seamlessly coordinate all aspects of the relocation experience, drawing on Cartus' expertise and resources, enabling us to assist families' moves with little or no notice—something we had to do very recently for a family who needed to immediately return home as a result of the COVID-19 pandemic.

Early in April, a Cartus consultant received a call from an employee who had originally planned to move back to the United States from Australia during the summer. However, this employee had aging parents living in a pandemic hot zone in the United States and needed to repatriate immediately so he could care for them. The employee was getting on the last flight out of Australia with his family...and their dog. Even under normal circumstances, taking an animal across international borders can be challenging.

The consultant knew that the employee's company needed to be made aware of the circumstances and approve the move before the family left the country. With time of the essence, the consultant immediately contacted the company to obtain authorization for the unexpected move.

The employee left on a Tuesday evening and landed in the United States Thursday morning. Meanwhile, and working against a 16-hour time difference with Australia, the consultant confirmed accommodation and arranged for an early move-in so that the family could start their quarantine. Even with time constraints, the consultant was able to identify a home that met both the employee's and company's budget, providing immediate sanctuary for the family and their canine companion.

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Housing your employees—anytime, anywhere.

Cartus can assist your relocating employees in finding accommodation throughout the world, regardless of the location and length of stay—even at a moment’s notice. With locations in more than 90 countries and over 1,700 cities worldwide, our network of temporary housing partners can ensure that your relocating employees will always have a roof over their head.

RELOCATING UNDER RESTRICTIONS

Our consultants are committed to compliance with applicable laws, regulations, and agreements. We keep up-to-date on changing legislation and regulations through our relationships with industry organizations, educational forums, publications, and more. ***This industry knowledge enables our consultants to act quickly when legislations change.***

Recently, we were asked to assist a relocating employee with her move to the Netherlands. She was due to arrive when all of the restrictions were put in place, and her flight was incidentally cancelled twice. The Cartus DSP team in the Netherlands (field consultant and office consultant) did their utmost to make her feel calm and guided her through the process. They arranged daily phone calls to discuss the current status and the latest news and updates, ensuring a seamless process during this pandemic.

With the restrictions on face-to-face meetings, our teams took advantage of technology innovations. When she arrived, the Cartus team helped her with the opening of a bank account and local registration through virtual collaboration. She is currently happy in her property and enjoying the Amsterdam sun on her daily runs.

Delivering destination services to your employees—anytime, anywhere.

Our ability to deliver destination services, even when strict restrictions are in place, is made possible through our 14 offices on four continents and our Cartus Global Network suppliers. Our consultants manage these suppliers, ensuring your employees receive constant guidance, whether they are meeting in person or not.

Suppliers are selected and managed through an ISO 9001:2015-certified process, and they are trained continuously to ensure service quality and consistency while being managed according to our single-point-of-accountability concept. This approach results in the most comprehensive array of services available, which are customizable to suit your needs and to meet any non-standard requirements, making a smooth relocation possible under any circumstance.

WORKING TO SUPPORT YOU

Cartus will continue to monitor the COVID-19 crisis as it evolves, sharing information and best practices to support your mobility program. In the meantime, if you have any questions or want to find out more, please reach out to your Cartus representative or email cartussolutions@cartus.com.

You can find additional insights and resources on our COVID-19 Content Hub at www.cartus.com/coronavirus.

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