

Santa Fe Destination Services

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CONCIERGE SERVICES

Airport Transfer

Arrangement of transfer for the relocating employee (and family if applicable) from the airport to their final destination.

Flight booking

The service includes:

- + Screening of available / active flights
- + Flight booking - through Travel Agencies
- + Coordination of payments

Flight compliance documents are not validated – but accepted based on the declaration of the Assignee.

Car Rental

Assistance with rental car booking

The service includes:

- + Needs assessment
- + Rental Car booking - through Agencies
- + Coordination of payments

COVID Support Service

Santa Fe has been providing COVID support services since the beginning of the pandemic in order to help expats to go through the arrival & quarantine process more easily, relieve their anxiety and provide them with peace of mind under the difficult travelling circumstances. We are supporting assignees with navigating and provision of the most recent regulations in place for travelling in and out to a country.

The service includes:

Support & coordination of any of the following Covid-19 Test:

- + Standard PCR and Lateral Flow Antigen Testing
- + Test to Release Services
- + Fit to Fly Services
- + Concierge (at home) PCR and Lateral Flow Testing
- + Corporate Covid Testing Services

The availability of the services depending on the locations or may vary according to the local legislation.

Welcome Food Basket / Quarantine Basket

The service includes:

- + Coordination and delivery of Groceries Basket to the arrival apartment.
Content customized locally including local groceries, face masks, hand sanitizer, basic toiletries. (Basket + delivery fee re-charged at cost, typically between 180 - 300 EUR, depending on the location)

TEMPORARY HOUSING

Whether it is a short-term relocation or a long-term assignment, our temporary housing service provides high quality, flexible and cost-effective accommodation for short-term stays, including accommodating assignees and any accompanying family members prior to moving into permanent housing.

Santa Fe offers a range of temporary housing options to suit any short-term living requirement, including serviced apartments and short-term lets. Our relocation professionals help to source and secure the best available temporary living at the most cost-effective price.

Options available:

Short Term Rent

Sourcing and viewing (accompanied or virtual) of 2-3 property options based on the requested parameters (budget, length of stay, location, etc.)

The service includes:

- + Needs Assessment
- + Temporary accommodation research and shortlist of 2-3 options – based on budget and location requirements
- + Accompanied or Virtual viewing
- + Coordination of initial payments
- + Lease negotiation & document coordination (if applicable)
- + The accommodation is secured through negotiating the best possible rates on behalf of the relocating employee / company.
- + If required, Check-in service available in our flex services offering
- + Clerk fee re-charged at cost where applicable

Temporary Accommodation Booking

Santa Fe will assist through our global partner network to access high-quality corporate housing options at competitive rates.

The service includes:

- + Needs Assessment
- + Temporary accommodation research and shortlist of 2-3 options
- + Booking of the selected serviced accommodation
- + Coordination of initial payment

ORIENTATION PROGRAMMES

Pre-Assignment Tour

The Pre-assignment tour is a useful element of any mobility programme. It is a personal tour introducing assignees and their families to their new location. It can help sell the new location to a potential assignee, select the right area for home and school searches, and help during the settling-in stage.

The service includes:

- + Needs Assessment
- + Destination / Location overview
- + Guided tour of the location: living areas / local area tour with traffic & commuting information, public transport, shopping options, markets, doctors, dentists, etc.; school areas, with overview of schooling options (if applicable)
- + Pick up and drop off in the hotel
- + Security briefing

- + Sample property options (1-2) in the selected area (within the parameters set for the Home Search)
- + Location Guide provided in electronic format

Orientation

The Orientation service is designed to deliver a useful insight, a comprehensive overview of the location, the neighborhoods, with focus on office commuting, school locations and lifestyle expectations in general. It includes an accompanied tour guided by a professional area specialist, adapted to suit the interests of the assignee and accompanying family members. The Orientation considers everything assignees need to know for living and working in their new location.

The service includes:

- + Needs Assessment
- + Destination / Location overview
- + Guided tour of the location: living areas / local area tour with traffic & commuting information, public transport, shopping options, markets, doctors, dentists, etc.; school areas, with overview of schooling options (if applicable)
- + Pick up and drop off in the hotel or TA
- + Security briefing
- + Sample property options (1-2) in the selected area (within the parameters set for the Home Search)
- + Location Guide provided in electronic format

HOUSING SERVICES

Home Search

Santa Fe's home finding programme is designed to assist assignees in selecting and securing the best possible rental property, to achieve the best value within budget and policy and ensure the long-term success of a relocation.

The program is an end-to-end assistance including market screening, research, property viewings, lease assistance and check in.

The programme includes:

- + Needs Assessment – with focus on the housing allowance / budget, lifestyle, property preferences, office commute, location of schooling, local transportation, airports where appropriate, leisure requirements, security, provision for pets if applicable, etc.
- + Destination / Location briefing with housing market overview
- + Property market screening in the selected area(s) based on the requirements
- + Property shortlist & viewing itinerary
- + Accompanied Home Search Tour – up to 6-8 property viewings per program day - depending on the location
- + Lease negotiation & contract summary
- + Lease signing & assistance with the initial payments
- + Property Check-in
- + Clerk fee re-charged at cost where applicable
- + Basic utilities

Broadband connections and non-mandatory utility contract transfers are available in our flex-service offering

Home Utilities & Broadband Package – Arrival

Setting up broadband connections and transferring utility contracts (if applicable): TV, Internet, gas, electricity, water, garbage collection

Lease Negotiation / Renewal

Assistance with negotiating the best possible lease-, renewal- and cancellation terms for the Assignee.

The service includes:

- + General lease terms overview and market practices: who is responsible for what during a tenancy
- + Ensuring any additional items included - such as furniture requests, requests for maintenance or property fixes, etc.
- + Coordination of the contract signing & providing a short summary of the Lease terms
- + Follow up on completion of requested items - if any

Property Check-In

The Check In service is a comprehensive assistance with taking over a property on the commencement of a tenancy.

The service includes:

- + Inventory list from the Landlord / Property Manager (furnished properties only)
- + Coordination of the Check In
- + Status check call with the landlord on the property condition before moving in
- + Accompanied / or virtually assisted walkthrough
- + Arranging professional Property Inventory Clerk if required (location specific, re-charged at cost)
- + Preparation of Check-In Report
- + Condition described and documented with Photos
- + Inventory check, damage, cleaning, any missing items documented
- + Utility meter readings
- + Handover of keys

Furniture Rental

Assistance with temporary or long-term furniture solutions.

The service includes:

- + Needs Assessment
- + Organizing on-time delivery and installation of the requested furniture
- + Coordination of initial payment

Tenancy Management

Managing multiple tenancies as part of a relocation programme is overwhelming for many internal global mobility teams. For your assignee, dealing with the landlord, handymen, ongoing inspections, renewals is an unwelcome and time consuming distraction too. Santa Fe's tenancy management service reduces the impact on both you and your assignees. Santa Fe provides full support throughout the period of the tenancy, assisting with lease negotiations, dilapidations, ensuring the property is well maintained and the security deposit is recovered at the end of the tenancy.

The service includes:

- + Management of repairs - informing the Landlord or Property Manager, coordination of the repairs
- + Tracking of key dates & arranging the contract renewals / re-negotiations
- + Coordination of (not payment on behalf) ongoing rental payments to ensure that payment dates are met

- + Property inspections and reports
- + Ongoing reporting

“Expense Management Lite” service for arranging the ongoing payments is available in our flex service offerings

Expense Management Lite

Prefunded expense handling and reporting.

The service includes:

- + Setting up and processing ongoing rental-, utility-, school fee payments
- + Managing the prefunding settlements
- + Reporting

SETTLING IN SERVICES

Santa Fe’s settling-in services help your assignee through the vital first months of arriving in a new location and ensuring that your assignee is focused on their new role and their accompanying family members are comfortable in their new surroundings. Santa Fe provides a comprehensive and flexible menu of services that can be tailored to meet your assignee’s requirements. We support banking services, neighbourhood orientations, registering with local authorities, social security or mandatory healthcare system, obtaining a National-, Tax- or Fiscal ID, assist with auto purchases/leases, car registrations, driving licences, car- and property insurance services.

Settling In

Santa Fe’s Settling In service is a combination of a Virtual Settling in session and services provided on the field.

The service includes:

- + Comprehensive and interactive online session with a Destination Consultant
 - General location briefing
 - Information on Local Registration requirements
 - Information on Transport, Driving License exchange requirements, Car Registration requirements, Parking Permits, etc,
 - Information and best practice on setting up your utility bills, TV & Internet, mobile phone setup, and broadcast taxes
 - Health care briefing and information on medical facilities
 - Insurance briefing – car- and property insurances
 - Information on transport, shopping, restaurants, leisure activities, cultural life, traditions, holidays, etc.
- + Bank account opening (accompanied or unaccompanied, - depending on the location)
- + Residence Registration for the Assignee (1 person - not including Immigration compliance)
- + Digital Location Guide

Further services available in our flex-services offering

Local Neighborhood Orientation

An accompanied mini-orientation tour (up to 4 hours) in the Assignee’s neighborhood area.

The service includes:

- + Needs assessment
- + Location briefing: overview of public transport, shopping, medical, leisure options.
- + Accompanied tour in the neighborhood area

Bank Account Opening

Providing an overview of available banking options at the destination location and assistance with setting up a bank account based on the Assignee priorities. For privacy consideration the service is unaccompanied by default with remote assistance of a destination consultant. Where local language difficulties would require, we do provide the service as accompanied.

We focus on the following criteria:

- + Assignee preference
- + Online banking platform
- + Foreign language banking options (English)
- + Appointment booking availability
- + Expat bank account offerings
- + Requirements / conditions
- + Fees
- + Feedback from our assignees

Local Stay Registration

Registration compliance with the competent city/ district authorities when moving into a temporary or permanent home and establishing a non-commercial living address.

The service includes:

- + Information on the address registration requirements
- + Coordination of documents
- + Booking appointments for the registration (where possible)
- + Accompanying the assignee where needed based on local language concern

Dependent registrations offered for a reduced fee.

EU Registration

This service is to support citizens of the EU, EEA or Switzerland establishing their residence in another EU member state. The EU Residence Registration Certificate (EGT Card) in many countries is the first step towards compliance and triggers further required registrations.

The service includes:

- + Information on the registration requirements
- + Coordination of documents
- + Booking appointments for the registration (where possible)
- + Accompanying the assignee where needed based on local language concern

Dependent registrations offered for a reduced fee.

Tax- or Fiscal Registration

Arrangements of Tax- or Fiscal Registrations required for individuals or legal personnel to work or carry on business and gain income (compliance - NO TAX advice)

The service includes:

- + Information on the registration requirements
- + Coordination of documents
- + Booking appointments for the registration (where possible)
- + Accompanying the assignee where needed based on local language concern

Dependent registrations offered for a reduced fee.

Health Care/ Social Security/ National Insurance Registrations

Almost every major country has a publicly funded healthcare system which entitles the citizens and workers to receive government-funded healthcare services to a certain extent and on certain conditions. At the same time, a contribution is mandatory to be paid. We provide support with the initial mandatory registrations – where possible. (NO Tax/Pension advice being provided.)

The service includes:

- + Information on the registration requirements
- + Coordination of documents
- + Booking appointments for the registration (where possible)
- + Accompanying the assignee where needed based on local language concern

Dependent registrations offered for a reduced fee.

Driving License services

The local compliance on driving with an existing driving license may vary depending on the location and issuing country of that license. In most cases the license needs to be exchanged, nationalized, or re-issued by the destination country after official license exams re-taken. We support the assignees with advising throughout the process, exchanging the license on behalf of them where possible, or, providing with booking appointments with driving schools and authorities. The service is unaccompanied by default, unless required by location.

The service includes:

- + Information on the compliance and requirements
- + Coordination of documents
- + Booking appointments for the registration (where possible)
- + Accompanying the assignee where needed based on local language concern

Dependent registrations offered for a reduced fee.

Vehicle Registration

Assistance & guidance with registering a vehicle in the destination country. Obtaining local license plates, setting up taxes and insurances.

The service includes:

- + Information on the registration requirements
- + Documents' coordination and preparation
- + Booking appointments where possible
- + Coordination of customs- and local tax payments (not paying on behalf)
- + MOT test, COC coordination – if required
- + Obtaining local license plates
- + Assistance with insurances & road taxes

Parking Permit

In most of the cities worldwide parking restrictions are put in place in the living areas to ascertain a sufficient capacity for local vehicles to park on the streets. Local vehicles must display a valid parking permit or decal, which needs to be obtained from the local Parking /Transportation Services offices.

We provide assistance with obtaining residential parking permit for the registered living address of a car owner.

The service includes:

- + Documents' coordination and preparation
- + Booking appointments & providing guidance / or
- + Obtaining the Parking Permit on behalf of the assignee where possible

EDUCATION AND CAREER SUPPORT

School Search

If your assignee has children, the choice of education options is critical to all family decisions and will influence the whole family's perception of their new location. Getting the schooling right expedites the relocation process and positively impacts your assignee's performance in the workplace. Santa Fe provides a professional school search programme which considers existing and future education plans - in consistency with your company's schooling policy. Santa Fe also supports specialist education requirements. The program is designed by age, curriculum and needs, and provides assistance up to secondary education. We carry out needs analysis, provide information on vacancies and school fees, set up school admissions, help with the enrolment process.

The service includes:

- + Needs Assessment
- + Overview of education options (nursery, primary or secondary education, special needs)
- + Advice on securing school place
- + Information on vacancies, school fees
- + Research and selection
- + Scheduling admission appointments (up to 2-3 visits per programme day)
- + Accompanied School Visits (where possible)
- + Assistance with registration and administration

Cultural & Language Training Programmes

Providing the necessary cultural and language training as part of an international relocation support will substantially help your relocating employee to communicate and integrate effectively in their new location.

Santa Fe Relocation designs and provides flexible cultural and language training programmes which are based on a professional assessment of the individual's needs.

The service includes:

- + Needs Assessment
- + Connecting the Assignee with the competent training company or trainer
- + Coordination of payments of the training fee, course materials, travel costs (if applicable)

Language Training

Our Language Training programmes help the assignees and their families communicate and feel at home in their new environment. The service is configured to the needs of each learner, from the initial needs assessment through to course design, learning content, trainer selection and scheduling. We offer a flexible learning platform, choices

from face-to-face, virtual, blended, or self-paced e-Learning solutions. Our Trainers work closely with the assignees to determine their learning goals, providing learning content and personal course development to meet their business and social needs.

The trainings are available in various formats – as individual, family or group trainings.

The service includes:

- + Needs Assessment
- + Assistance with setting up the Language Training
- + Connecting the Assignee with the sufficient training company or trainer
- + Coordination of the training fee payments (not payment on behalf)

The training fees and course materials, travel fees, etc. are expected to be covered directly by the Assignee or the company.

Cultural Training

Santa Fe's Cultural Training Programs help assignees and their families to build their international competence -to overcome culture shock and to become more culturally effective in their work and everyday life in a new country.

Santa Fe's coordination service includes the following:

- + Needs Assessment
- + Assistance with setting up the Cultural Training
- + Connecting the Assignee with the sufficient training company or trainer
- + Coordination of the training fee payments

The Cultural Training Programme may include, but not be limited to topics:

- + Living in the New Country:
 - Country & local culture:
 - Overview: history, geography, politics & economy
 - Society (Communities, culture, religion)
 - Value systems & Social etiquette - Do's and Don'ts
 - "Expatriation shock"
- + Working in the new country:
 - Local business habits
 - Management, leadership styles, teamwork
- + Any other information deemed relevant to the location

The training fees and course materials, travel fees, etc. are expected to be covered directly by the Assignee or the company

Spousal Support

The support provided to the relocating partner can make the difference between a successful or failed assignment. Santa Fe Spousal Support service - depending on the location and requirements of the individual - can focus on career development, career counselling or career relocation, voluntary work, networking, or further education opportunities or trainings such as cultural- or local language training.

Santa Fe's coordination service includes:

- + Needs Assessment
- + Connecting the Spouse with a professional coach or trainer
- + Coordination of the training fee payments (not payment on behalf)

The Spousal Support programme may include, but not be limited to topics:

- + Career assessment
- + CV development
- + Exploration of career alternatives and training
- + Introduction to host location recruitment-, interviewing-, and hiring practices
- + Information on salary ranges, statutory and competitive benefits if applicable
- + Labour market research, including referrals to jobs and the local job market
- + Referrals to professional groups and associations
- + Access to online Career Centre
- + Proactive follow up and career coaching
- + Setting up cultural- or language training

The training fees and course materials, travel fees, etc. are expected to be covered directly by the Assignee or the company

DEPARTURE SERVICES

Departure Programme

Santa Fe Departure Programme provides comprehensive assistance with with the necessary arrangements and ending the ongoing local services and registrations and ensuring a compliant repatriation or consecutive assignment path.

The service includes:

- + Departure Briefing - a virtual session (video call) with the assignee to discuss what needs to be done prior to departing the country
 - Pre-check out information - who is responsible for the repairs, cleaning, etc.
 - Information on the local de-registration requirements - address, vehicles, social benefits, etc.
 - Information on the utility, mobile phone and broadband contracts termination
 - Information on bank account closures
 - Information on insurance closures
 - Information exchange on other services e. g. packing and storing of household goods, furniture rental, temporary accommodation, etc.
- + Closing of the rental contract, coordination of recovery of deposit
- + Reporting any damages and coordination of repairs and claims (location specific what is possible)
- + Arrangement of professional cleaning (recharged at cost)
- + Property Check-Out (clerk fee recharged at cost if applicable)
- + Coordination of Deposit recovery (request for the deposit return - in the Lease Closing Letter or check Out Report. Providing bank account details and deadline for the returning)
- + Cancelling utility & broadband contracts - where applicable
- + Assistance with closing of bank account
- + Assistance with closing of liability insurance
- + Setting up postal forwarding

Service availability depends on the locations.

Local De-registration

De-registration compliance for the Assignee when leaving the country or their living address. Depending on the location it might be done by different authorities - by the local Townhall, Municipality office or Police, - etc.

The service includes:

- + Information on the de-registration requirements
- + Coordination of documents

- + Booking appointments (where applicable)
- + Accompanying the assignee where applicable and based on local language concern

Lease Cancellation

The service includes:

- + Assistance with the formal announcement to the landlord of cancelling a Lease Agreement
- + Assistance with understanding of early termination conditions - if applicable
- + Requesting Check-Out walkthrough
- + Requesting deposit return and providing current bank account details

Pre-Check-Out Inspection

A proactive assistance with returning a property at the end of a tenancy.

The service includes:

- + Provide guidance on condition property should be in before final check-out (repairs, cleaning...)
- + Accompanied pre-move-out walkthrough
- + Damages, any missing items documented
- + Advise on the necessary repairs, or restoration required before returning the property
- + Support with organizing quotes from repairmen

If required, the full coordination of the repairs with the repairmen can be requested and charged additionally on an hourly fee basis.

Property Check-Out

The Check-Out service is a comprehensive assistance with returning a property at the end of a tenancy.

The service includes:

- + Provide guidance on condition property should be in before final check-out (repairs, cleaning...)
- + Coordination of the final Check Out
- + Accompanied / or virtually assisted walkthrough
- + Arranging professional Property Inventory Clerk if required (location-specific, re-charged at cost)
- + Preparation of Check Out Report
- + Condition described and documented with Photos
- + Inventory check, damage, cleaning, any missing items documented
- + Utility meter readings
- + Handover of keys
- + Coordination of Deposit recovery (request for the deposit return - in the Lease Closing Letter or check Out Report. Providing bank account details and deadline for the returning)

Vehicle De-registration

De-registering a vehicle in the departure location.

The service includes:

- + Document coordination and preparation
- + Assistance with cancelling car insurance & return of overpayment (if applicable)
- + Returning the local license plates
- + Coordination of temporary license plates (if applicable)