

## Destination Services and Move Management – change can be so positive



### Auris manages the details, to keep your transition as light as possible.

Auris Relocation works with companies, executives, employees and their families, as well as private individuals. We provide advice and support on relocation to Switzerland. Our comprehensive service is modular in structure. Customers choose the full package or combine selected elements, to suit their individual needs.

#### Human resources strategy and corporate policy consulting

Auris advises companies as they begin their project to move part or all of their structure to Switzerland. Cost management and comparisons, weighing potential economies against their potential impact are all wise investments. Defining where new hires will come from, as well as clear information on legal immigration context are added value Auris can bring from the onset. Strategic thinking on staffing requirements is valuable before, during and after implementation. Corporate policies have repeatedly been positively shaped by the information, guidance and examples provided by Auris Relocation.

#### Orientation

This program provides a first insight into Switzerland's remarkable quality of life. Programs are tailored to each transferee's profile by consultants who are experienced in the region. Orientation is helpful for people who are still deciding to relocate, for new arrivals with many questions, for getting a preliminary overview of the housing market, for an introduction to schooling – all so essential to expectation management.

Every transferee goes home with their customized collection of local information. In addition to selected printed matter, this includes Auris Relocation's signature "Welcome booklet", which provides helpful and up-to-date information about daily life in Switzerland.

#### Arrivals

Upon request, Auris Relocation will coordinate the arrival or departure of the transferee into or from Switzerland. Airports, hotels, train stations, we know the addresses!

#### Schooling and childcare advisory

For families with children, we understand the choice of suitable schools is of paramount importance. Identifying the best choice for each child is worth the time invested, and Auris Relocation takes every family's situation to heart.

Switzerland has a wide range of local, bilingual and international schools. An overview of the different educational models is a valuable start. Based on a preliminary analysis, Auris puts forward a number of options to the incoming family, with the pros and cons of each. Our consultants then assist in the school visits and registration. Equally possible are suitable pre-school, day care and other forms of childcare assistance.

We advise transferees to make a decision on schooling a top priority, to ensure placement and to better define the housing search.

#### Temporary accommodation

For short stays, or as a bridge prior to moving into a new home, Auris Relocation will provide practical help in finding temporary accommodation. Our regular contact with the providers of furnished flats and serviced apartments facilitates this greatly.

#### Furniture rental coordination

In some cases, Auris will advise that rental furniture is the best solution. Often urgent, we work with trusted partners to best serve the needs of the transferee in the required timeframe.

#### Home search

Consultants chosen for this important phase of relocation are local, sociable, knowledgeable and enthusiastic. We pride ourselves on listening carefully – where our name Auris originates – to what each person has in mind, not imposing as we move forward, but guiding. The intense proactive process begins by assessing the transferee's needs, explaining the local context, making a detailed program of

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visits, accompanied viewings, analysing the feedback, processing applications and pushing the candidate's application(s) until satisfaction is obtained. Once the property has been identified we continue!

Auris verifies the chosen rental agreement, assists with any negotiations, is present for check-in procedures, sets up utility connections and completes all moving-in formalities. As property specialists, we further provide briefings on legal stipulations, and clearly define the rights and duties of tenants and landlords.

Property in Switzerland has a unique context, surprising to those arriving in the area. An incredibly low vacancy rate makes things highly competitive. Happily, Auris Relocation has gained in-depth knowledge of the Swiss rental market through experience and motivation. Getting beyond what is accessible to the general public is a result of determined networking and information gathering.

### Property purchase

Clients who have decided to stay in Switzerland, or who have prior knowledge of the region may decide to purchase property. Auris Relocation is a valuable partner in this case, explaining local particularities and procedures. Auris does not accept commissions from sellers, thus maintaining exceptional and desirable neutrality.

Many procedures of a rental home search will be duplicated, yet differences exist for a purchase. Clarifying financing is a priority, and this is one of the first elements Auris will advise on. Also important are understanding the various actors in the buying process, listening to what is being communicated during the negotiations, choosing the appropriate service providers, representing the clients best interests in the legal steps.

### Settling-in

Settling-in brings essential closure to every home search assignment. This element helps new arrivals find their feet quickly, beginning with registration with the local authorities. Auris answers individual needs. We regularly offer advice on healthcare, insurance, banking, tax, driver's license exchange, language courses, sport and leisure facilities, local integration, international associations, cultural activities and local travel.

### Move management

Auris Relocation is well positioned as a non-emotional interface during the moving process. Independent from a removal company, we advise with welcome neutrality based on the criteria obtained from the transferee. Auris works with renowned local and international removal companies as needed to get the most competitive prices. We assist in the selection of the provider, then prepare and coordinate the entire move. This service is accessible to individuals, to companies, to groups both small and large.

### Helpline

Even after the move to Switzerland has been successfully completed, Auris Relocation consultants listen, answer questions, provide advice, assist with communication, and other challenges that may arise.

### Group moves

When companies or departments need to move at the same time, Auris furnishes the support and know-how to make this happen gracefully. Satisfied customers have remarked that our experienced management and planning allow each person to feel individually cared for, while reaching the goals targeted for the group.

### Cross-cultural and language training

Auris Relocation prepares individual or group presentations on Swiss culture, further encouraging understanding and integration into the local environment. In the same direction, we see strong benefits for newcomers to learn the local language, and are able to advise on the best solution for each person or company.

### Vehicles

Coordinating the leasing of a fleet of company vehicles is a service Auris sets up for corporate clients. Whether it is to rent, sell or purchase a car, Auris has developed a network of providers that we are happy to advise on.

### Job search advisory

Often only one partner has secured employment in Switzerland, and this is a concern for transferees. Auris supplies initial coaching on finding a job in Switzerland, advice on language lessons, sources for employment offers, preparation of the resume, interview etiquette and overview of the local job market.

### Corporate housing management

Auris Relocation offers a management service to companies that provide corporate housing to their employees. We represent the interests of companies vis-a-vis landlords, handling all administrative matters and changes of tenancy. As property specialists, we take charge of the management and monitoring of tenancy agreements, book cleaners, organize repairs, schedule damage appraisals, and deal with questions relating to insurance. Auris Relocation becomes the direct contact point for employees who are residents in corporate housing.

### Departure service

When the time comes to leave a property and perhaps to move abroad, Auris Relocation offers a comprehensive departure service. The list of services rendered includes: termination of the rental agreement, search for successor tenant, organizing final cleaning, and mandatory inspection of the rented property. Auris continues the service by organizing repairs and submitting insurance claims for damage, repayment of deposits, assistance with postal forwarding, termination of utilities and communication provider contracts, and by doing the departure formalities from the local commune.

The efficiency of every departure process is enhanced by the experience and good knowledge of Swiss property law which Auris has. In the eventual case of damage to property, Auris clearly represents the tenant's interest, seeks and obtains the just resolution of all claims.