

A woman with curly hair is smiling and hugging a man from behind. The man is wearing a teal shirt and has keys on his belt. In the background, there are several cardboard boxes, some of which have the AGS logo on them. A large red graphic of a phoenix is on the right side of the image.

AGS

Relocation

Global Mobility Solutions

A Global Network

Delivering a seamless service experience around the world

As part of the AGS Group, AGS Relocation is present in 96 countries throughout the EMEA and APAC regions. With our global network and regional AGS service centres in London, Cape Town, Dubai and Hong Kong, we are able to support our clients worldwide, 24 hours a day.

REGIONAL SERVICE CENTRES

- ▶ LONDON (EUROPE)
- ▶ CAPE TOWN (AFRICA)
- ▶ DUBAI (MIDDLE EAST)
- ▶ HONG KONG (ASIA PACIFIC)

SUPPLIER MANAGEMENT CENTRE

- ▶ INDIANAPOLIS (AMERICAS)





Streamlining the relocation process

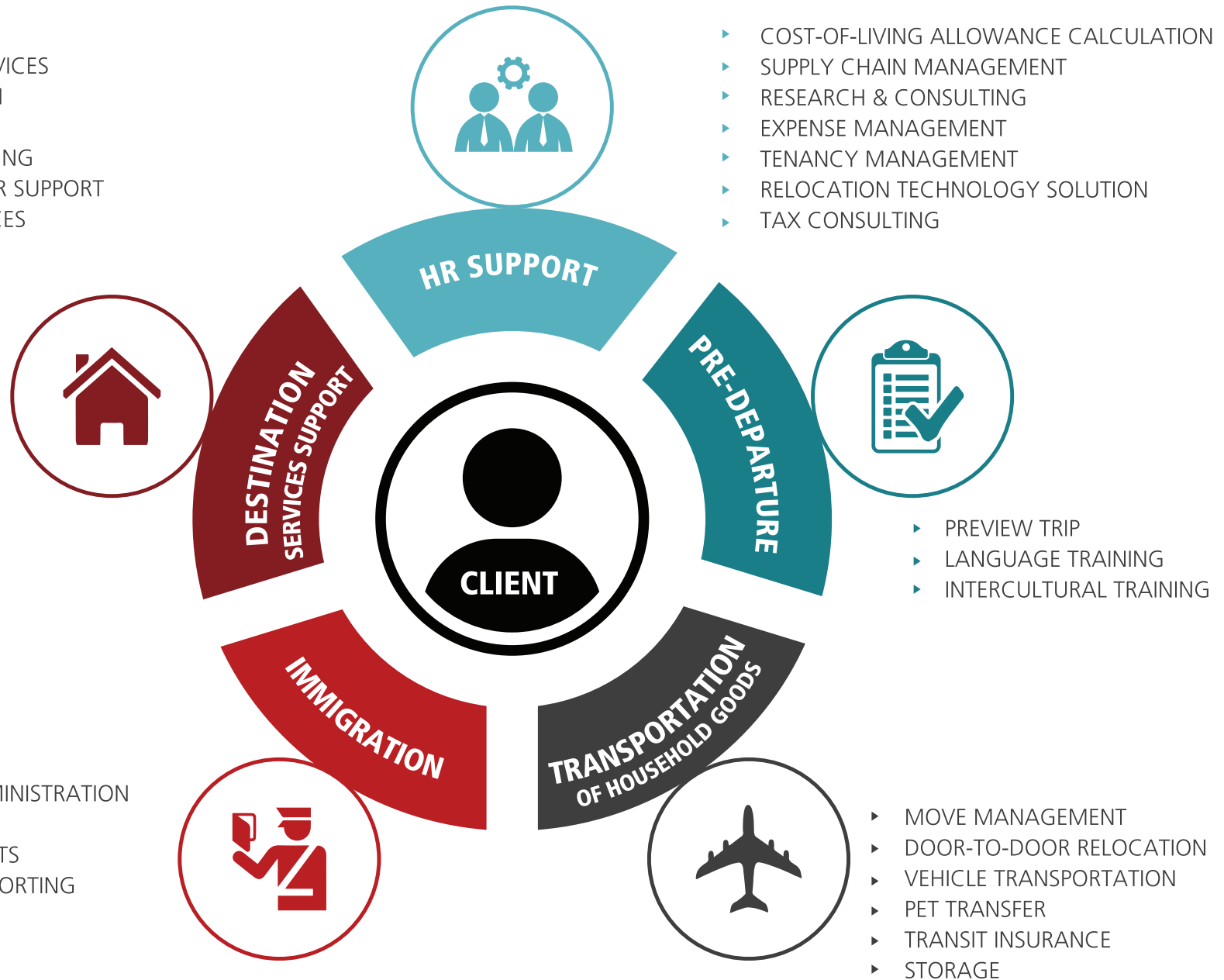
The AGS philosophy is simple: to design a service that revolves around the needs of the customer. AGS Relocation provides multinational organisations with premier relocation services, tailored to meet the individual needs of businesses and their international employees.

Tailored support to meet
the needs of companies of
all sizes



- ▶ REPATRIATION SERVICES
- ▶ AREA ORIENTATION
- ▶ SCHOOL SEARCH
- ▶ TEMPORARY HOUSING
- ▶ SPOUSAL / PARTNER SUPPORT
- ▶ SETTLING-IN SERVICES
- ▶ HELPLINE

- ▶ COST-OF-LIVING ALLOWANCE CALCULATION
- ▶ SUPPLY CHAIN MANAGEMENT
- ▶ RESEARCH & CONSULTING
- ▶ EXPENSE MANAGEMENT
- ▶ TENANCY MANAGEMENT
- ▶ RELOCATION TECHNOLOGY SOLUTION
- ▶ TAX CONSULTING



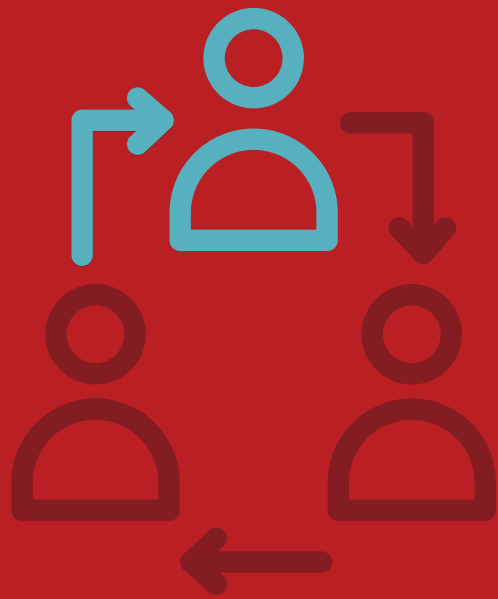
Why work with us?

Markets evolve, the needs of organisations change, and the way in which organisations manage their mobility programmes changes too. A key focus of mobility management in some businesses is compliance management and budgetary control, whilst in other companies, the spotlight is on talent management initiatives and enhancing employee engagement. The common goal for all organisations is for assignments to be successful. At AGS Relocation, we can support your company, your employees and their families to achieve this goal.

We listen to the needs of our clients to create tailored, flexible solutions. You can trust us to support you with the relocation of all your employees, from trainees to C-suite.

Our strategically located regional service centres allow us to actively coordinate every aspect of each assignee's relocation to a consistently high standard. Our quality processes are regularly audited in-house and ensure that we provide the best possible service to our clients.





AGS Relocation manages
all aspects
of the relocation process

Our approach

At AGS Relocation, we tailor our services to meet your needs. Our account management processes are designed to support the assignee at every step of their relocation, and to provide support to HR and global mobility teams to ensure that mobility policies and processes are followed. Our mobility manager acts as a single point of contact and coordination while our account manager provides support, advice and reporting to the HR and global mobility team.

All our programmes are designed to provide:

- ▶ Comprehensive choice of quality relocation services
- ▶ Proactive & professional service delivery
- ▶ Value for money
- ▶ Clear communication
- ▶ Concise reporting
- ▶ Innovative technology
- ▶ A genuine partnership



We relocate
85 000
families per year

We support over 350
multinational organisations
to relocate their employees
each year.



Technology to connect

Irise is AGS Relocation's own in-house mobility management software. Global mobility teams can initiate services, see the status of a move and access full programme reporting metrics in real-time. Assignees can view the details and status of their relocation services and receive automated updates. The system is secure and allows for tiered access.

We develop KPIs to monitor service levels in partnership with each of our clients. Our KPIs are quantifiable, linking milestones to a range of metrics, including response times, service delivery and management reporting.

General service KPIs cover multiple aspects of the relocation, including customer satisfaction, assignee contact, response times, reporting, invoicing and initiation touch points. Moving KPIs cover touch points, collection and delivery, invoicing and insurance claims. In addition to specified contact points, relocation KPIs cover specific service metrics, such as serving formal notice to a landlord when a lease needs to be cancelled, or making an expense payment within an agreed timeframe.

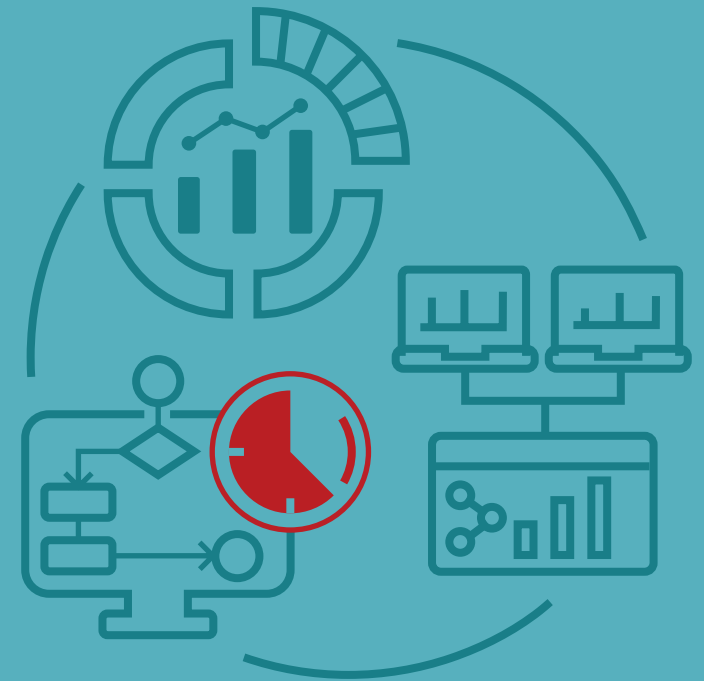




Transparent
**information
access**
for a smoother
relocation process

Reporting and management

tools at your fingertips





Data security

- ▶ IRISE data is stored on four ISO 270001-compliant servers
- ▶ Servers are located in the EU
- ▶ Servers are backed up continuously, reducing the risk of data loss to zero

Our security measures are implemented according to the ISO 27001 standard

- ▶ All mobile units are encrypted
- ▶ Backup procedures are secure
- ▶ Hard drives are destroyed when intended for waste, etc.
- ▶ Secure portal for the assignee and their HR department.

Caring through CSR initiatives

AGS operates ethically on all levels: as a supplier, a purchaser, an employer and as part of the wider global community. These values are shared by our parent company, the MOBILITAS Group. Annually the group reports on the actions it is taking support the Global Compact's Ten Principles, which cover the environment, labour, human rights and anti-corruption.

AGS is an active member of the UN Global Compact

The UN Global Compact is an international agreement, launched by the United Nations in 2000, to encourage companies to commit to sustainable development. The Compact has ten universally-accepted principles which focus on human rights, labour, environment and anti-corruption. Through its parent company the MOBILITAS Group, AGS Relocation has been a member of the Global Compact since 2009.





Enviromental Conservation

We recognise the role we play in managing our enviromental impact and communicating good enviromental practice to our staff and partners. For four decades we have developed and implemented initiatives to minimise our business's enviromental impact and promote enviromental awareness.



Human Rights

We recognise that the success of our business is embedded in the progress of society. Our support of international human rights and our investment in local communities is designed to contribute to the long-term success our company and the communities in which we operate.



Fair Labour Standards

With a focus on high quality and customer service, AGS fully recognises the importance of well-trained and highly motivated staff as making the critical difference to our customers.



Anti Corruption

AGS operates in multiple global locations and is committed to working against corruption. As part of this commitment, all our locations have signed the AGS Code of Conduct. In addition, we ask our suppliers to agree to a Supplier Code of Conduct.



AGS Relocation

Regional Service Centres

London | Dubai | Hong Kong | Cape Town

www.ags-relocation.com