





Our Immigration division has two arms the first being an established South African Immigration Division and our newer Africa Immigration Division.

The latter being able to provide Services in limited countries around Africa but our service reach and reliability are growing. Our immigration division supports Student, Visitors and Business Visas, Work Permits, Permanent Residence, Entry Clearances, Cartes de Sejour, Alien Registration Cards, Exit Visas for the Continent of Africa.

We facilitate complimentary services such as police certificates, medical examinations, educational documents, authentication of documents, passport renewals, un/abridged birth, divorce and marriage certificates, translations, notorisation etc.

Our locations for immigration are **South Africa** and **the rest of Africa** (Countries outside South Africa). There are three phases of the Immigration Process for Africa.

### **Planning**

- Understanding the needs based on the client and individual/family
- Outline of process
- Quotation and authorisation
- Procurement of documents
- Apolstille, authentications, translation and /or notorisation of documents

### **Management**

- Tracking of passport, visa, work permit etc
- Renewals management
- Recommendations for residency permits

### **Support**

- Preparation of Application Forms
- Completion of Supporting Documents
- Outline of process and timing
- Submission of applications or detail submission guidance
- Follow up with relevant authorities and feedback
- Collection, record keeping for tracking purposes
- Return of passport and original documents



Our Research Division has been providing Compensation and Benefit data for 15 years across Africa.

The data is used for businesses requiring data relating to policy or remuneration structuring. The aim is to get real time data on the ground in Africa to enable a business to make informed decisions regarding assignee transfers for budgeting purposes.

**Research services include:**

**Cost of Living Analysis**

We provide either a detailed or a basic shopping basket comparison between a home and host country, for projecting the cost of living in the host country. We provide this data from the continent of Africa.

**Housing Surveys**

The housing market in African countries can change on a monthly basis, and we custom research detailed surveys for all countries in Africa with our network on the ground. This data provides clients with information relating to housing tax, lease periods, inclusions and exclusions which may be applicable to leases in a particular African Country, rental amounts, potential pitfalls, desirable areas and can be customized with any specific requirements for your company.

**Education Surveys**

Education is a fundamental concern for expatriates moving to a new location, and we have, and can run specific updates on, schooling surveys in most African locations. If your requirements are American International, French International or Cambridge Syllabus, we can supply you with relevant reliable information including locations of schools and proximity to desirable housing areas.

**Vehicle Surveys**

Transport in Africa can be challenging and public transport especially. We provide Car pricing data, as well as servicing information. We also provide public transport information in most African destinations and will run specific research should your company require it.



Relocation Africa provides mobility assistance across Africa to assist new arrivals and their families and help them to overcome any concerns, frustrations or problems.

**To ensure the success of the mobility programs offered Relocation Africa provides:**

- A full complement of African services and country-specific programs that answers the needs of your relocating employees
- Business location advisory services
- Professional consulting services to ensure maximum savings to the client
- Technology to keep your managers informed with real-time data, on-demand reporting, and issue resolution information
- A personally-assigned relocation consultant to each employee around the clock
- A personally-assigned relocation professional to each client

We are ***striving to embrace the unknown*** and paving the way for an enjoyable relocation experience.

**Family assistance**

Relocating has been identified in third position on the Life Stress Scale, so supporting and facilitating assignees during relocation assignments has proved to be a vital and most welcomed service. Our Mobility Division provides Family Assistance and Transition Support Program which minimizes stress and ensures the general wellbeing of the family. This results in a successful and beneficial relocation for the employee and ultimately for the employer as well.

**Preparation prior to travel**

The assignee will complete a needs analysis questionnaire and, based on this, our team will prepare an itinerary for the pending visit and research areas that have been highlighted in the Needs Analysis to ensure our services offers a full experience for the assignee and family. The completed itinerary will be forwarded to the assignee prior to their

departure from their home country. The itinerary will include all criteria specified in the needs analysis questionnaire and provide a level of flexibility for the assignee and family to request some changes.

**Orientation / preview trip**

A Relocation Africa consultant will accompany the assignee on a personalised preview trip. The focus is to familiarise them with the work environment, local living conditions, visit suitable residential neighbourhoods, schools (if required), civic amenities, etc. This provides a comprehensive overview of the cultural and socio-economic climate of the city and country into which they will be relocating. The trip will include viewing houses and/or apartments and schools which match the criteria specified in the needs analysis questionnaire.

## Property services

The services range from Temporary Accommodation, Short Term Accommodation, as well as long term property searches. The search can extend to include the purchase of property however, the fees and services differ from the regular long term property search. The services aim to ensure that the search is done in accordance with the Needs Analysis and areas viewed to suit these specified needs. The property services includes the introduction of domestic help, landscaping and garden services, pool and property maintenance, home security, property and tenancy management services. It can also include interim accommodation solutions such as hotels, B & B's or self-catering facilities.

## Educational requirements

Our mobility division provides introductions to appropriate primary, secondary and tertiary educational institutions. This is focused to meet the needs of the assignee and the family as stipulated in the needs analysis questionnaire. The consultant will advise the assignee of the relevant paperwork and documentation required (e.g.: immunizations, certificate of residency etc.). And ensure that the children have all the required uniforms and stationary for starting at their new school.

## Move management

To facilitate our corporate clients our team will co-ordinate with international movers (ideally FIDI approved members) for the movement of their assignees household goods. The benefit for offering this is that the corporate receives one vendor and cost benefits as we are able to negotiate the moves with the best providers available. Our team also has experience in the moving industry and is able to assist in driving costs down for the corporate client. Once a moving specialist has been selected by the assignee to move their household goods, vehicles, pets etc. The Mobility Team continues to manage the move thereafter and thus the time spent on the relocation process does not impinge on corporate time.

## Settling in Services

This program is designed to acclimatise assignees with the local area and to familiarise them with local facilities such as shopping centres, sports centres, medical facilities, police stations, libraries and various local authorities. This service provides assistance with the registration for local services. Our consultants offer extremely useful tips on mundane things and small day-to-day issues (e.g.: traveling times and traffic bottlenecks, alternate routes in peak hour traffic, safe and unsafe areas after certain hours, who to approach and not to approach for help or directions, precautions taken when using an ATM, etc.). The service extends to physically opening bank accounts, registering for utility services etc.

## Departure package

Our mobility team will advise the assignee on the relevant documentation required by the local authorities on departure from the host country. The consultant will negotiate the return of deposits with regards to their rental property. Through the use of a property inventory they will assist the assignee to avoid any potential legal claims over the condition of that property. Other services include and utility disconnections.

## Repatriation management

Most repatriates have a corporate relocation policy which needs to be followed from the time of departure through to the repatriation in the home country. Relocation Africa's consultants are able to provide a comprehensive explanation and interpretation of the policy, and to assist the assignee with the best implementation thereof.

## Repatriation transition support

Reverse culture shock can be more difficult to manage than the challenges of adapting to a new country. There are many professional programs available developed to assist with the reintegration from host to home country. The three major areas of adjustment are personal, professional and organizational. These programs are designed to offer additional support to ease the transition back into the home culture. Please refer to our Division on Training for more information.

## TRAINING

- Assignee/ Cultural Training
- Language Training

The assignee-training program is explicitly designed to support the needs of global organisations that use strategic expatriate movement to achieve their goals. The success of an organisation's future relies on its ability to manage change in staff and culture. The complexities of a global organisation's culture are often unspoken. Therefore, organisations that seek to understand the multi-layered, diverse leadership of their teams are changing the future.

Organisations today, are realizing the effect the emotional intelligence of their leaders has on team productivity. Cross-cultural communication dynamics between home and host countries are the focus of this short-term program targeted at expatriates and their leadership teams. Each day of customized training explores a different way of looking at how to leverage diversity and develop effective team dynamics. This one or two -day program is targeted at assignee and ideally includes the involvement of their teams.

Afterwards, assignees in emerging and global organisations can begin to design and plan their self, team and organisational strategies to complement the political and cultural complexities they face. For both expatriate and organisation, the expatriate training program specifically addresses the needs of global leadership development. Equipping participants with communication strategies, managing diversity tools and awareness of their responsibility to lead communities, this program is supplemented by growth options depending on the needs and requirements of any one individual or team.

### **The strategic goals of these programs combined are:**

- To provide a thorough introduction to the communication strategies involved in optimising a culturally diverse environment
- To enable participants to, cognitively and effectively, increase their ability to recognise, understand and appreciate diversity in the workplace and leadership community
- To enhance expatriates' and their teams' cooperative conflict management skills

### **Managing Ecoshock Training Program**

The Managing Ecoshock Program is a learning tool for assignees in how to understand the dynamics of living abroad. It highlights the psychological realities of

culture shock and the international assignment cycle, providing resources and recommendations for ensuring a successful assignment.

### **At the end of the program participants will:**

- Understand the different phases of the international assignment cycle
- Understand how to identify the causes and symptoms of culture shock during an expatriate assignment
- Have an opportunity to assess and reflect on their own level of culture shock susceptibility
- Have an understanding of how to successfully plan to combat culture shock



## International Payroll

Since 2000 we have been running payroll solutions across 10 African countries. Our locally developed payroll administration system, XPatroll, generates a funds request in a single company currency, irrespective of the currencies the individual payrolls may be in.

Individual payroll information is imported into our administration system, which then produces funds requests, payment schedules and reports to ensure that the payroll is administered and transacted on correctly with full audit and compliance fulfilled. A trust account is created for each client and full compliance is adhered to with the strictest of governance. We ensure that all payments are made to employees and all contributions paid along with submission of schedules and mandated schedules and reporting supplied to all role players.

Our Remuneration department will work with Tax Specialists, whether they are your in-house tax advisors or outsourced firms, to ensure all tax calculations are compliant and applied to the payroll.

With over 14 years experience dealing with payments into Africa, we are able to ensure that any issues, if not avoided, will be resolved quickly. Ensuring salary payments are made effectively is where our experience helps us.

## International Payments

When transferring payments or benefits to staff on assignment it can become an administrative burden, with our team we are able to effectively administer and make payments swiftly to suppliers as required. These payments may include tax payments, housing rentals, security deposits or any payments required to be made into Africa for anything relating to HR or mobility for your employees.

As we have experience in dealing with banking institutions in Africa, we are best positioned to recommend the most efficient banks within Africa to fulfill these services and to follow up and ensure funds are received timeously. We have a payment tool to administer these payments and provide transparent reporting on all payments made. Full audits and reconciliations are provided.