

WHY SUSTAINABLE EMPLOYABILITY MATTERS:

>> Interview with Chief People Officer
Chris de Jong <<

GLOBAL MOBILITY MADE EASY

>> A breeze for Global Mobility
and HR managers <<

TENANCY MANAGEMENT

>> Bye manual operations,
hello app <<

10 YEARS IN AFRICA

>> CEO Kim Becker comments
on challenges and developments <<



MGZN

>> Hello 2023! We are starting our year with the third edition of the Voerman MGZN <<

JANUARY IS THE MONTH WHEN MOST OF US RE-THINK OUR HOLIDAY EXCESSES AND START TO PLAN A HEALTHIER LIFESTYLE. AT VOERMAN A HEALTHY BODY AND MIND IS NOT JUST FOR JANUARY BUT SOMETHING WE ENCOURAGE THROUGHOUT THE YEAR—WE EVEN USE INSIGHTS FROM OLYMPIC ATHLETES. YOU CAN READ ABOUT IT IN THE ARTICLE "A HEALTHY, SUSTAINABLE BEHAVIORAL CHANGE."

Our industry has faced some challenges over the last few years and even though we may not have reached the other side yet, we at Voerman have so much to achieve and to look forward to in 2023. One of the most exciting things is the opening of our new fully sustainable HQ in The Hague. We will continue our efforts to implement the use of technology with the Move4U platform and Brisa application, and will also support our partners with the use of technology within the move management processes.

As a global company we celebrate Chinese New Year with our Asia-Pacific colleagues. Sophia Cheng from Asian Mobility Services has shared the recipe for her favorite dish, and we hope that you will be tempted to try it.

Enjoy reading our third edition of the Voerman MGZN! We wish you all a very happy and successful 2023. <<

Wiebe van Bockel - CCO, Voerman Group
Pauline Collins - Partner Relations Manager, Voerman Group





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VOERMAN GROUP

» I expect we will have our first hydrogen trucks within ten years «

Sander Droog



FIVE QUESTIONS FOR PROJECT MANAGER SANDER DROOG

Towards a sustainable organization





VOERMAN GROUP WILL OPEN THE DOORS OF ITS NEW HEADQUARTERS AND WAREHOUSE IN NOOTDORP IN THE FIRST QUARTER OF 2023. SANDER DROOG IS SUPERVISING THE CONSTRUCTION OF AND RELOCATION TO THE SUSTAINABLE BUILDING.

>> 1. Why a new building?

“Voerman Group continues to grow. To provide space for the different entities within Voerman, we wanted to move to a building that is future-proof - one that will be adequate for our growth and, above all else, is sustainable. The new location will have one hundred workstations, and working close to each other will facilitate collaboration.”

>> 2. How sustainable is the new building?

“The new building is carbon neutral, thanks in part to the large number of solar panels on the roof. We will also be using a heat pump combined with air conditioning units, and there are charging stations for electric cars. The building is completely gas-free. It is well insulated, with an R-value of between 4.5 and 6. We also opted for sustainable solutions when furnishing the offices. For example, much of the existing furniture will move with us, and we will also be using refurbished furnishings.”

>> 3. Why is sustainability so important to Voerman Group?


“Sustainability is a top priority for Voerman Group. For example, this year we launched ecologIT, a platform that allows us to report CO₂ emissions for relocations via a digital dashboard. The emissions are then offset in forestry projects. Moreover, our operations are almost entirely paperless, which is possible because we invest in convenient technology.”

>> 4. Which rung of the sustainable ladder has Voerman Group reached?

“While construction of the new building is ongoing, it is a good moment to review all aspects of corporate social responsibility. Creating a more sustainable world involves the entire chain. That’s why Voerman Group is taking big steps in this area. But while I am proud of what we have already achieved, I am also willing to admit we are not there yet. When it comes to sustainability, we are out of the starting blocks and our sustainable journey has begun. As we progress, it is also important to look ahead - to the possibilities of hydrogen and electric trucks, for example.”

>> 5. What sustainable challenges will Voerman Group face in the coming years?

“In the area of waste, we definitely have room to improve. To this end, we will soon start a project aimed at reducing our waste and carefully separating what remains as a residual stream. Using resources wisely is crucial. We therefore intend to raise awareness among our employees. This concerns things like turning off the lights when one leaves an office or meeting room, coming to work by bike or public transport instead of by car, or using a ceramic cup rather than plastic ones. As far as I am concerned, sustainability cannot be high enough on the agenda!” <<



» Healthy eating, enough sleep and, above all, exercise «

A healthy, sustainable behavioral change

VOERMAN IS VERY ACTIVE WHEN IT COMES TO EMPLOYEE WELLBEING. FOR YEARS, THE COMPANY HAS BEEN AT THE FOREFRONT WITH INITIATIVES THAT CONTRIBUTE TO ACHIEVING A HEALTHY LIFESTYLE AND WORK-LIFE BALANCE. THIS YEAR, VOERMAN PARTNERED WITH THE PIM MULIER INSTITUTE TO LAUNCH AN INNOVATIVE PROGRAM THAT APPLIES INSIGHTS FROM TOP-LEVEL SPORT TO THE BUSINESS WORLD. WE TALKED ABOUT THIS WITH CHRIS DE JONG, CHIEF PEOPLE OFFICER AT VOERMAN.



Chris explains, "As a company, we are working on the sustainable employability of our people. We aim to ensure that everyone feels comfortable and fit so they can make the most of their talents and career at Voerman." The focus areas differ between older and younger employees. What applies equally for everyone are the cornerstones of a healthy lifestyle: healthy eating, enough sleep and, above all, exercise. Chris continues, "Of course, we all have some idea of what it means to live a healthy lifestyle, but doing it is another thing. For employees who are interested, we conduct 'health checks' on a fairly regular basis. This involves a physical check-up and recommendations for

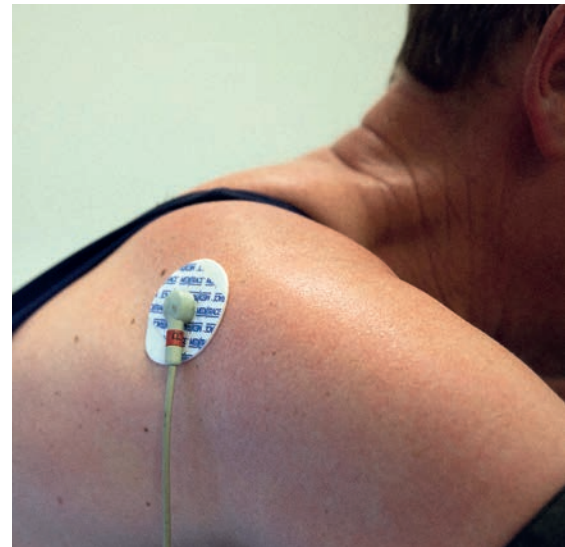
living a healthier lifestyle. While that may be a good start, the Mulier Institute came to us with a suggestion that put things in perspective: 'We can do these health checks, but the outcome is pretty much known from the start. We would much rather put together a program in which we work with you to initiate lasting behavioral changes.' That aligned well with our vision, so we ran a pilot program with an initial group of 18 employees."

Live the lifestyle!

The program revolves around inspiration, information, and experience. Based on their work with top-level athletes, the Mulier Institute

applies the insights gained to other areas, including business. Participants take part in the program for almost a year. They attend inspiration sessions on nutrition, sleep, and exercise, track their performance via a smartwatch for several months, and participate in a 24-hour workshop at the institute. Chris continues, "Practicing and gaining experience are important elements of

more stimuli to process, yet no one has learned how to deal with this properly yet. This potentially leads to problems such as stress, emotional exhaustion, insecurity, and feelings of futility. With the Pim Mulier program, we are doing something about this. We are looking at the lessons learned from our Olympic handball team, for example, many members of which pursue university



the program. The 24-hour workshop is meant to be inspirational, but most importantly, you get to taste healthy cuisine, work out and, above all, live the lifestyle. That is really the only way to effectively initiate sustainable behavioral change. Information is soon forgotten, but you take experiences with you for the rest of your life. An individual plan of action is drawn up with each participant - what exactly will you do, and when?" The pilot was such a success for the first cohort that a new group will start next year.

Achieving more together

Does the employee population face a challenge when it comes to achieving a healthy work-life balance? Chris says, "A trigger to start the program was the trends we see among the 24 to 35-year-olds in our society: the Millennials. They appear to be having a particularly tough time of things. Among Millennials, there are many who struggle with issues like finding fulfilling work, always being 'on', and having a busy social life during the weekends. Research shows that compared with the generation before them they have over five times

studies at the same time. But don't get me wrong, a focus on Millennials is not the only starting point. The program is equally suitable for the older employee. In fact, we very much welcome a mix because this also helps build bridges between these groups of employees. They get to know each other better, learn to understand one another, and are therefore able to achieve more together. That is also sustainable change!"

Connection

Chris concludes, "We are a family business and prefer to look at things from a long-term perspective. As an employer we also seek connection, and we see each employee as an individual who contributes in some way. We try to listen carefully to our people, to help them ultimately be a fit and happy member of the team who feels right at home, enjoys contributing to the group effort, feels connected to the organization, and is passionate about their work." <<

Want to know more? Visit:
www.pimmulier.nl/dynamisch-werken

Please note that the Pim Mulier website is only available in Dutch.



BRISA: A SMART TOOL FOR A SMOOTH
POSTED WORKER PROCESS

Global mobility made easy

A COMPLEX AND TIME-CONSUMING PROCESS. ORGANIZATIONS THAT REGULARLY SEND EMPLOYEES ABROAD FOR TEMPORARY WORK ASSIGNMENTS ARE ALREADY FAMILIAR WITH THE POSTED WORKER DIRECTIVE. IT INVOLVES A LOT OF RED TAPE: THE RULES ARE DIFFERENT IN EACH EU COUNTRY AND, WHAT IS WORSE, THEY ARE CONSTANTLY CHANGING. THANKFULLY, THERE IS NOW BRISA.

» Brisa is
a necessary
tool for any
international
organization «

Brisa is the first and only tool, worldwide, that makes it easy for Global Mobility and Human Resources managers to deploy employees abroad (to EU and non-EU countries), in full compliance, for brief or extended periods. Moreover, organizations save tremendously on costs associated with the legal and administrative processing of the statutorily mandated procedures.

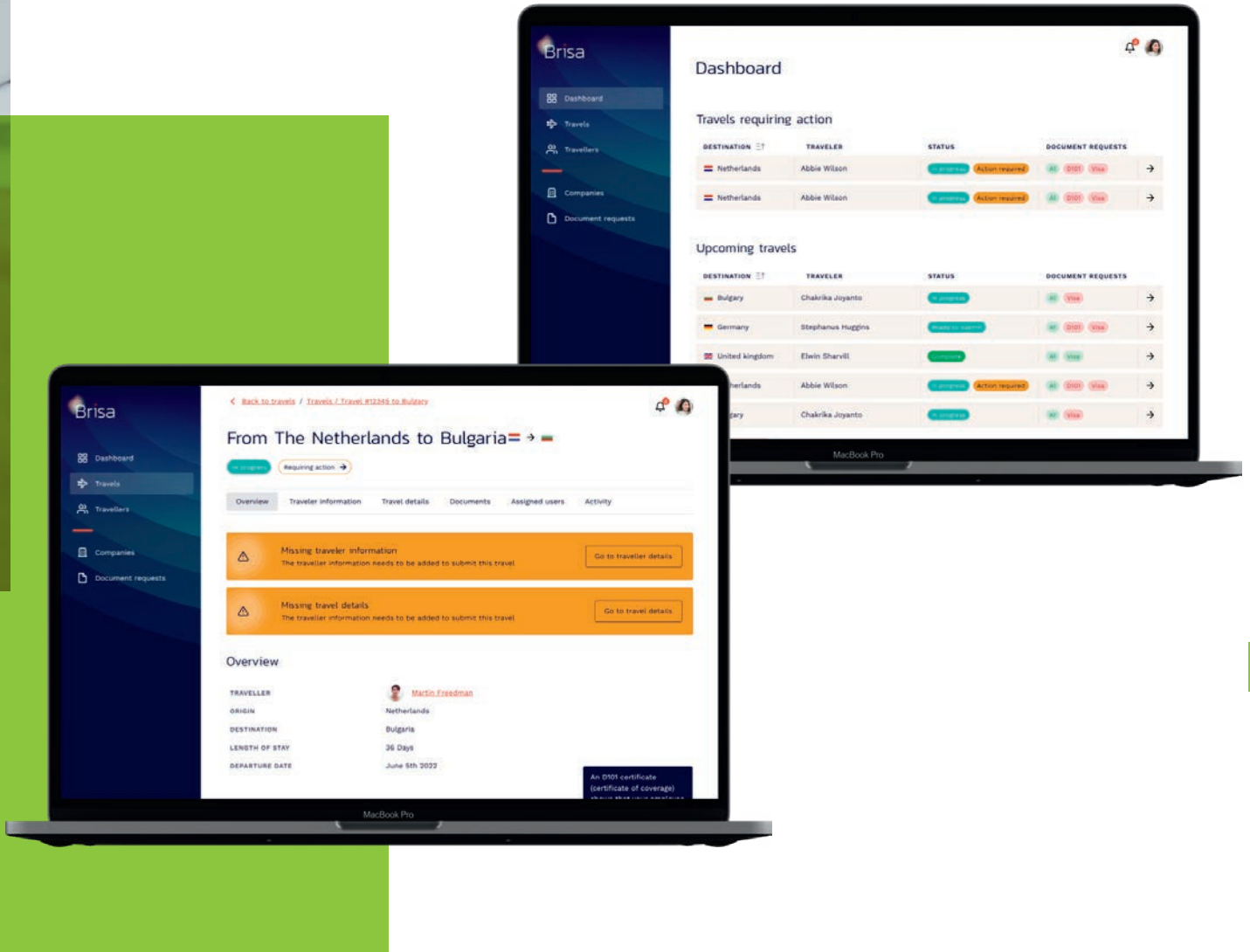
What Brisa provides

Sandra Goudswaard, account manager at Voerman, says, "All clients I speak with are familiar with and confronted by this challenge. When I tell them about Brisa, their ears are immediately

perked. This is a necessary tool for any internationally operating organization!" "I completely agree," says Koen van Lierop of Get Hooked and co-developer of Brisa. "Even within the EU, the rules concerning the Posted Worker Directive are different in each member state. For instance, in one country you must report from the first day and in another only for at least a week's work. The required data also varies enormously. In Greece, for example, you have to register your parents' names, which is data not naturally found in the company's HR system. Brisa contains all this knowledge, and the tool helps you through the process, step by step."



At ease with compliant traveling



How it works

With Brisas, you can easily see what documentation you need to arrange for the international work trip for a particular employee. A notification in accordance with the Posted Worker Directive, the appropriate insurance (Certificate of Coverage), and any additional documentation, such as a visa in the case of placement outside the EU. After the assessment, you can then submit the applications directly via the system. This can be done by the GM or HR manager themselves or, if desired, employees can also be given access to their own Brisas portal, to encourage self-empowerment within

the organization. An additional advantage of Brisas is that the system stores all the necessary employee data (in full compliance with the GDPR), making follow-up trips even easier to orchestrate. Brisas is continuously updated, so it always functions in accordance with the latest regulations.

Up to date

Sandra says, "Establishing a correct, compliant process for meeting the requirements of the Posted Worker Directive is important. During the pandemic there was less international travel, and enforcement of the duty of notification was less strict. We see that

changing now." Koen adds, "With Brisas, you quickly and efficiently arrange what is needed for your employee to start working abroad and, more importantly, with Brisas you can be sure you have done everything by the book." <<

Excited to know more?

Visit www.brisatravel.com and request a demo.

Brisa is a product of In-house Mobility GmbH and UNLSH Mobility B.V.



MOVE4U

The smart paperless move for the moving industry

DIGITIZATION IS RAPIDLY EVOLVING IN NEARLY EVERY KIND OF BUSINESS ON THE PLANET. YET, THE MOVING INDUSTRY STILL USES A LOT OF PAPER. MOVE4U OFFERS MOVERS (DOMESTIC AND INTERNATIONAL) A DIGITAL PLATFORM FOR A COMPLETELY PAPERLESS MOVING PROCESS. THIS BRINGS GREAT BENEFITS IN TERMS OF EFFICIENCY, COST-EFFECTIVITY, AND ERROR REDUCTION. GET TO KNOW MOVE4U.

Joggie Taute, CEO Move4U: "The platform was originally built for the Voerman group, but Robert Voerman had a vision this technology could service all kinds of parties in the moving industry. Currently, there are a 100+ clients all over the globe that use Move4U to their satisfaction. One of our apps has been awarded 'best in class' in the industry by an independent IT Consultancy agency from the US."

What can Move4U do?

Move4U is a state-of-the-art moving software solution designed to automate

the tasks of moving businesses of all sizes. This offers smart and highly intuitive apps for every step in the process of moving. Example: moving projects are easily identified and quoted with LeadForm, inventories are smoothly and accurately captured with SurveyForm, SurveyApp, SurveyPro or SurveyVideo, and inventories are transferred to packers via CrewPro in just a click. Even the hassle concerning missing or damaged items is diminished. ClaimApp digitizes the claim process for your clients and gives your



Biggest benefits of a paperless process?

- Productivity increase > Capture inventory fast and easily
- Inventory accuracy > Use of standard and personalized lists
- Error reductions > No more illegible handwritten notes
- Use data effectively > Create various lists and documents from one data source
- Accessibility > Data is available anytime and anywhere
- Secure > All data is securely stored: GDPR compliant
- Collaborate > Work seamlessly on projects with colleagues and external parties
- Open > Integrate with numerous systems via APIs
- Cost-effective > Need we say more?

team insights into all moving claims. On top of all this is the MoveDashboard that helps users keep track of all data and processes.

User experience

Pauline Collins, Partner Relations Manager at Voerman: “Our work in the moving industry is highly administrative, so we are always looking at ways to add efficiencies to our processes. Move4U certainly does that. Using a paperless process has huge advantages. It is more sustainable, but it can also easily be stored, shared, and transformed into all kinds of necessary documentation. This is produced in different languages for extra clarity and ease of use in international moves, reducing errors from sloppy and sometimes even illegible handwritten notes. And yet, while working with partners all over the globe, we notice that the moving industry is pretty traditional. It is used to pen and paper. Moreover, the movers—the crews that actually do the inventory surveys—are an aging workforce.

We need to educate our workforce in adopting these apps and systems. This can only be done with technology that is easy to understand, works fluently, and truly brings time savings.”

Virtual survey

Next to happy existing users, Move4U certainly took off during Covid. Its app SurveyVideo, where customers can do a virtual inventory survey, proved to be a groundbreaker for the use of technology. Pauline: “With the virtual survey we don’t have to commit resources to the survey—our clients can do this themselves and the app helps them to easily identify and select items. During the pandemic this was an absolute game changer. People started using it and embracing it. It gained a lot of attention in the industry.”

Interplay

Move4U wanted to create a system that brings the industry forward. The platform and apps form a comprehensive toolset for the moving industry. Joggie: “We are currently accredited with ISO 9001 for quality

management, and ISO 27001 for data security and information management. This has advantages in terms of quality, compliance with regulations such as GDPR, and standardization. ISO 17451-1 compliancy ensures Move4U exchanges data within the industry. Moreover, Move4U is not a rigid platform. We are open to integrating with all kinds of move management software through the use of application programming interfaces (APIs).” <<

Check out all features



move4u.com/features

Want to know more?
Check: www.move4u.com

INTERVIEW KIM BECKER

10 years in Africa

AFRICA MOBILITY SERVICES (AMS) IS A NETWORK OF MOBILITY COMPANIES WITHIN AFRICA FOR MOVING, RELOCATION, AND LOGISTICS NEEDS. CEO KIM BECKER LOOKS BACK AT THE PAST DECADE AND COMMENTS ON CURRENT DEVELOPMENTS.

» Our added value is individual attention for every customer «

From start-up to self-sufficient company

When Kim joined the company in 2016, they had one office with a warehouse in Luanda, the capital of Angola. There is a shared-service division in Johannesburg and Cape Town in South Africa. AMS was able to expand their business to the Republic of Congo in Pointe Noire and Brazzaville, Southern Africa; AMS has alliance partners in 22 other countries in Africa. "I would say the business has evolved exponentially over the last ten years!" says Kim. Another milestone Kim mentions is achieving the ISO 9001 quality certificate and the ISO 45001 OHS certificate. "We will keep improving and expanding and look forward to the years to come."

AMS & added value

AMS was able to expand based on their core values: responsiveness, quality, integrity, and effective communication. "Because we are a small organization, we can pay close and individual attention to our partners' and clients' needs. This is a team effort."

The pandemic

For AMS, the COVID pandemic led to a busy period. "We work for many energy companies in Angola and Congo. As a result of the pandemic, many engineers and staff that worked on the oil wells or the offices, left the country, because of the lack of health support standards are lower in these countries, compared to Europe and the USA." Furthermore, AMS also provides logistic services to an organization that supplies the United States Agency for International Development (USAID) work in Southern and West Africa, e.g., distributing pharmaceuticals, HIV and COVID medication.

Challenges in Africa

Although this is not limited to Africa, the biggest challenge is getting commitment from shipping lines to meet deadlines and to restrict delays. When you ship to or out of a country in Africa, each country has different requirements regarding customs and tax regulations. "With 56 countries in Africa, it can be quite daunting. We ask our local partners to wait for our green light, to ensure that all the necessary documentation is received, before the shipment can be dispatched."

Sustainability

In conjunction with a local partner in Angola, a warehouse was designed and built for the moving and logistics in Angola. Sustainable features provided are solar energy and water, and packaging materials are recycled. AMS also focuses on training their employees. "Our people are our most important asset. That is why we want to work with organizations that share our sustainability ethos and our social value system." AMS supports the Hockey Dreams Foundation that sustains the development of communities in African countries. AMS sponsors hockey coaches and hockey teams in Zambia, Uganda, and Malawi. "For our 10-year anniversary, we have developed the Right to Write initiative, where we collect pens for schools in rural areas. This helps poor children to go to school and get an education; education creates employment, employment generates cash for the community and village where they live, which contributes to the sustainability of the country!" «

Sophia shares her favorite food



SOPHIA CHENG, COO FOR ASIAN MOBILITY SERVICES, IS A REAL FOODIE. BORN IN SOUTHEAST CHINA AND HAVING LIVED IN THAILAND AND SINGAPORE, SHE KNOWS HER WAY AROUND ASIAN CUISINES. PICKING A FAVORITE DISH AMONG ALL THE GOODNESS WAS A REAL CHALLENGE, SO SOPHIA CHOSE ONE THAT'S VERY TASTY, EASY TO PREPARE, AND REFLECTS HER CURRENT HOME IN SINGAPORE, WHICH IS BIG ON FISH. ENJOY!

Serves one

Braised King Prawns

- Shrimps 6-8
- Cilantro leaves
- Scallion
- Garlic
- Ginger
- Dried red chili pepper (optional)
- Oil

Brown Sauce

- Rice wine (2 tbsp.)
- Soy sauce (2 tbsp.)
- Oyster sauce (1 tbsp.)
- Tomato ketchup (2 tbsp.)
- Ground white pepper (0.5 tsp.)
- Water (3 tbsp.)

White Sauce

(This is optional - it helps to thicken the sauce)

- Corn powder or potato starch (1 tsp.)
- Water (5 tsp.)



Preparation (8 - 10 minutes)

1. Heat the oil in the pan.
2. Fry the shrimps on one side, together with the garlic and the ginger.
3. Turn the shrimps over and add the dried chili pepper.
4. When both sides are fried, use the spatula to gently press down the heads of the shrimps. This will release the brown juices from the shrimp's head, which will give the sauce a nice, punchy shrimp flavor.
5. Add all ingredients for the brown sauce and boil for 1 or 2 minutes.
6. Add the ingredients for the white sauce (if you prefer a thicker sauce).
7. When the shrimps and sauce are almost ready, add the scallion and cilantro and cook for a couple of seconds.
8. Ready to eat - **enjoy!**



IN MEMORIAM

Steve Lewis

IT WAS WITH GREAT SADNESS AND DISBELIEF THAT WE WERE INFORMED ON AUGUST 30, 2022, THAT OUR DEAR COLLEAGUE, BUSINESS PARTNER, AND FRIEND STEVE LEWIS HAD PASSED AWAY. STEVE WAS 56 YEARS OLD.

Steve joined the Voerman Group in 2015 after a long career in the international moving industry, working for some of the leading global companies. Throughout his career at Voerman he managed strategic clients, trained the team, and mentored young talent. He set up the Voerman presence in Asia with Asian Mobility Services and was working to grow the talent in the area as well.

From Welsh rugby to playing darts

Steve was a big fan of sports and games. He was a fanatical rugby player and made a lot of rugby trips throughout Asia; he was a member and coach of the Malaysian Rugby Association. Steve also was part of bringing darts to Hong Kong and Asia. He was chairman of the Professional Darts Corporation in Hong Kong and played alongside legends such as Raymond van Barneveld and Phil Taylor.

The best storyteller in the world

Thinking of Steve, we remember him best with the stories he shared. Those stories were legendary, and he could share them with passion to any audience. We will continue sharing these stories, and are thinking about creating a book so these stories will be preserved for eternity. The relocation industry is a storytelling industry and Steve was an absolute icon in it.

Steve's impact on the moving industry

The industry has lost someone who was larger than life. Steve contributed in so many ways. For the industry associations FIDI and IAM he was involved in training, setting up industry

standards, chairing several committees, and moderating and presenting at conferences and many other functions. At Harmony Relocation Network and UniGroup, he was part of the supervisory board. As a leading trainer in the industry, he was a highly respected mentor of talent in the industry worldwide. He stayed connected and made an impact throughout the careers of many, anywhere in the world.

Celebrating Steve's life

Over the past months, Voerman Group has hosted several events to celebrate Steve's life and the impact he had on other people and the moving business. In October, we celebrated the life of Steve at the Principality Stadium in Cardiff, Wales. During the IAM conference in Atlanta, we hosted a celebration on November 2. A lot of emotions were shared and many stories told.

Thinking back with great memories of Steve, we will remember how committed he was to the industry, his sense of humor, his warm personality, and the way he could tell stories. His loss leaves a tremendous void, and he would want us live life in the spirit that he lived it.

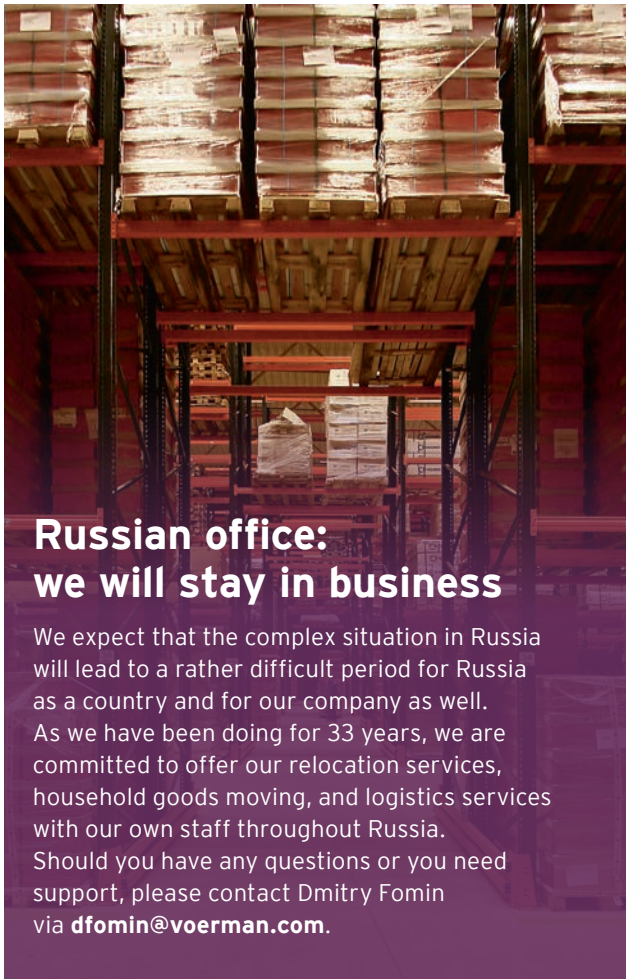




UPDATES

THE VOERMAN GROUP

WE ARE HAPPY TO SHARE SOME UPDATES WITH YOU FROM OUR GROUP OF COMPANIES AROUND THE GLOBE. THERE ARE A LOT OF EXCITING THINGS HAPPENING. WE ARE FOCUSED ON MOVING THE COMPANY FORWARD AND INCREASING OUR GLOBAL IMPACT.



Russian office: we will stay in business

We expect that the complex situation in Russia will lead to a rather difficult period for Russia as a country and for our company as well. As we have been doing for 33 years, we are committed to offer our relocation services, household goods moving, and logistics services with our own staff throughout Russia. Should you have any questions or you need support, please contact Dmitry Fomin via dfomin@voerman.com.



Consolidated transportation is sustainable and cost effective

In 2022, the focus of our household goods companies and the logistics services shifted toward consolidated transportation. Driven by the sky-rocking freight pricing for truck, sea, and air transportation, Voerman Group created dedicated consolidation to high-volume locations globally. For this year, we are intensifying this effort and starting to apply technology as well. With the big drive for a sustainable relocation or transportation, we see the need only growing as well as the decrease of average volumes of shipping.

New branding for ULSI

ULSI, Voerman Group's logistics arm, has grown rapidly over the last five years. With increasing focus throughout the Group, we were able to let interior design, retail logistics, and hospitality services grow significantly throughout Europe. ULSI celebrated their tenth anniversary this year, which was a great opportunity to reposition the brand and to create new branding. With a new identity, a new brand, a whole new website, and a whole new communications funnel, we are ready to serve our customers!

Please visit www.ulsi.nl.



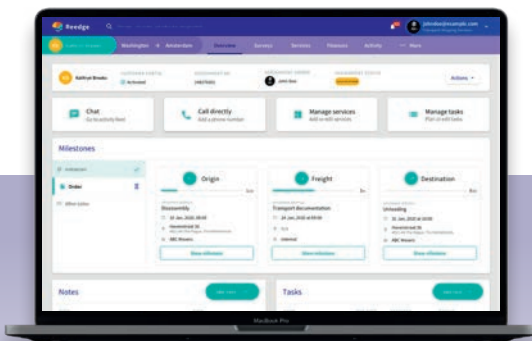


Asian Mobility Services welcomes new colleagues

This year we welcomed new colleagues in China and Malaysia to support our Singapore-based APAC service team. Maude Meng joined in Shanghai and Kamaladevi Thygarajah, Sandhya Menon, and Kristy Joseph joined in Kuala Lumpur. They bring a lot of experience to the team, which is led by Sophia Cheng. Our customer support team is growing to fulfill the needs of our customers in the region and to have time-zone coverage. These are important steps to build a solid foundation after starting in 2019, and to move toward a support center and regional center of expertise. AMS China is fully operational for mobility service including immigration, DSP, and moving services.



relocation insurance moving logistics



Implementation of Reedge, new mobility technology

Throughout Voerman Group, we are adopting Reedge moving company software. Since the start of this year, we have been working on this new system for most of the existing clients on move management. We also launched a whole new warehouse management module, as well as dedicated consolidation technology. Later this year, destination services and immigration services will follow. Larger move management contracts will be onboarded throughout 2023. In the next edition, we will share more information about Reedge. **Curious? You could visit www.reedgeapp.com.**



Voerman Foundation improves the lives of children

Voerman Foundation is an important part of our company. The goal of the foundation is to create meaningful and sustainable communities in the countries where we are active. We do that by taking care of people, the planet, and our direct surroundings. We support social projects and charities by donating our time and attention. We are also conscious about our use of resources, including the cars we drive and the packing material we use. Children have our special attention in 2023. They are the future and hold the key to prosperity in the long term. We raise money and donate time to fund projects and improve the lives of children.



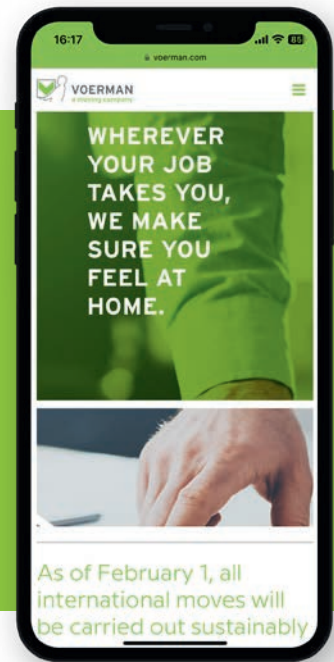
Tenancy Management by Voerman



App control

Throughout most of the relocation industry, the process of tenancy management is still done manually, which inspired us to create a more efficient tool for our clients. What we have created is a “check-in and check-out” app, which enables our consultants and clients to track the availability of their rental property in real time. This goes for check-in, continued stay, and during check-out and is convenient, fast, and hassle-free.

TENANCY MANAGEMENT PROVIDES VALUE FOR COMPANIES AS WELL AS FOR THE INDIVIDUAL EXPAT OR SHORT-STAY INTERNATIONAL ASSIGNEE. COMPANIES DO NOT NEED TO SPEND THEIR PRECIOUS TIME ON RENTAL PAYMENTS, FLUCTUATING UTILITY BILLS, DAY-TO-DAY REPAIRS, AND KEEPING TRACK OF LEASE EXTENSION DATES. EXPATS HAVE EVERYTHING ARRANGED FOR A WORRY-FREE AND SMOOTH START. SHALINI VOERMAN EXPLAINS THE VALUE OF TENANCY MANAGEMENT.



Companies that station employees from–or to–foreign countries for a stay from months to years, know this: accommodation comes with hassle! Who takes care of the rental contract? The utilities? Local taxes or procedures? And, more important: how to find a proper and affordable accommodation in a market of shortage? Shalini: “We can take over the burden of accommodating international staff. We provide tenancy management services in different levels that bring value to all parties. Expats for instance, mostly have tough first months on the financial side. They have just arrived in a new country, do not have a bank account yet, and face direct payment of the first months’ rent, plus sometimes several months’ rent as a deposit. In some cases, employers want to take over this first financial obstacle, which we can execute for clients. We call this expense management. However, tenancy management stretches beyond this.”

Full service

Tenancy management involves every process around the renting of accommodation: rental contract with a building owner, rental payments, utility contracts and payments, inventory report on check-in and check-out, furnishing, cleaning, tracking of occupancy rates, and all administration required. Shalini: “We have clients that rent up to 20 accommodations for international short-stay employees (typically six months to a year). We can take over all administration and communication for them, and can run everything from the rental contract to key management, and everything in between. We help our clients to keep track with comprehensive monthly status reports.”

The main advantages of tenancy management

- » Cost savings in comparison with expensive hotels and short-stay rentals
- » Administration reduction
- » Optimum return on rotation of occupants
- » Possibility of optimizing occupancy with business travelers
- » No worries on the occupancy and availability in the current housing shortage for short-term leases
- » Safe and happy moving for the employees

It starts with the tenant

Voerman understands that excellent tenancy management is executed from the perspective of the tenant. Shalini: “We want to provide a service that is hassle-free for the tenant, so they have time to get used to their new location and are able to focus on their job at hand. That’s why we also provide a 24/7 helpdesk. They can just call us when the heating system breaks, or when they lock themselves out, or when they have to comply with local requirements such as city hall taxes. We will coordinate the necessary measures.”

Market shortage

Companies stationing employees in the Netherlands (as well as several other EU countries) face a housing market with enormous shortages. This drives up rental prices and makes real estate owners hesitant in allowing short-stay renters in their properties. Shalini: “In order to find accommodation that is affordable and suits your needs, knowing your way around the local housing market helps a lot. We have the knowledge and the network to provide international clients with properly matching accommodations. In all, our tenancy management approach is unique in the way we can tune it to the needs and wants of our clients.” <<

Want to know more? Feel free to contact Shalini Voerman via svoerman@eurohome-relocation.com.



VOERMAN GROUP



**>> Wherever
your job takes you,
we make sure
you feel at home. <<**



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