

About Paragon

Paragon Relocation has successfully delivered global mobility consulting services for the past 20 years. Our goal is to provide counsel and assistance to the transferring employee and family before, during and after the move to ensure a high level of employee and client satisfaction. Our fundamental belief is that our clients are all different, and that each of their employees should be treated as an individual. We modify our programs and services to fit your needs - not ours. We add value by providing services, technology and expertise beyond the price of our services. Paragon is a member of the Worldwide Employee Relocation Council, European Relocation Association and the Association of Relocation Professionals.

To learn more about Paragon's worldwide relocation services, please contact:

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Global Destination Services



City to City
Country to Country
Continent to Continent

As global markets make the world smaller and increase competition, deploying your workforce effectively around the world becomes increasingly important. International assignments are often complex and they create a new set of challenges - for the employer, the employee and the employee's family. Paragon Relocation can help your employees and their families to adapt more quickly to the assignment location by delivering tailored, innovative destination services programs. Employees who are well prepared and properly supported through the relocation process report increased job satisfaction and employers see more successful assignments.

Departure Services

Ensuring that departure activities run as smoothly as the home finding/settling-in process is critical to minimize employee stress and to ensure the employee leaves on time in accordance with local regulations, and without incurring additional unnecessary costs to the company. Paragon can assist in the following areas:

- ▷ Lease cancellation.
- ▷ Ensure employee adheres to and understands responsibilities pertaining to lease end.
- ▷ Coordinate cleaning/redecoration, as required.
- ▷ Property check-out inventory report.
- ▷ Negotiate dilapidations and return of deposits.
- ▷ De-registration with local authorities, where applicable.
- ▷ Utility shut off and advice on final bill settlement.
- ▷ Mail forwarding.
- ▷ Assistance with cancellation of school registrations.



Worldwide Coverage and Experience

Your relocation program should not be limited by geographic or cultural boundaries. We provide local expertise in more than 150 countries, backed by the full resources of a worldwide relocation company. Paragon's team members are multilingual, culturally sensitive and often have experience of living and working in a variety of countries. Our team members are carefully selected for their practical experience, superb communication skills and proactive approach. This ensures that your program and your employees will be supported anywhere in the world by knowledgeable, caring professionals.

Destination Services

Paragon offers all the necessary components to successfully support your employee's transition. We manage all aspects of the transition into and out of the host location – from Visa and Immigration to settling-in services. Our key focus is to help your employee settle into the new location as quickly as possible, so that they can focus on work. Assistance may be provided as an all inclusive service or as specific service modules based on individual or company preference.

Additional Support

Paragon offers an array of Relocation Management Services that can be of benefit to the transferring employee and their family. These can be built into your program as a standard benefit, or added on an ad hoc basis.

A partial list includes:

- ▷ Policy counselling and development.
- ▷ Language training.
- ▷ Spousal support.
- ▷ Spousal career continuation programs.
- ▷ Coordination of household goods.
- ▷ Coordination of pet transportation.

Global Tracking and Reporting

When your employees are relocating around the world, you need 24/7 access to information pertinent to their relocation. Rather than manual spreadsheets, Paragon operates ReloTracker™, an online relocation tracking system that allows unsurpassed destination services case management. The most relevant and important information can be accessed directly through this secure site. The ReloTracker™ system captures all the components of home search, settling-in, departure and tenancy management services. It allows you to view status updates and generates real-reports – all in one place.

* ReloTracker is the trademark of Delta Trend

Concierge Services

As we continue to listen to our clients, we have recognized the need to provide additional services in conjunction with the relocation of your employees. The following is a sample of the services that we now offer to our corporate clients:

- ▷ Booking hotels.
- ▷ Renting cars.
- ▷ Airport transfers.
- ▷ Airport meet and greet.
- ▷ Coordination of repairs.

Visa and Immigration

It is vital that transferees and their families are fully compliant with local immigration and labor laws at all times. Our visa and immigration partners can advise on the best approach to get the transferee living and working in the destination quickly and legally. We coordinate full support in preparing the required documents, making the application and following through with relevant authorities.

- ▷ Entry visa
- ▷ Work Permit
- ▷ Residence Permit, where applicable
- ▷ Local Registration, where applicable



Cross Cultural Training

Every country has its own unique culture and it is essential for people going to live and work abroad to have insight into the local culture. Understanding different cultures and the unique aspects of the local society provides huge returns in terms of reduced relocation failure rates as well as increased effectiveness at work.

Property Management

While on assignment, it may make sense for the employee to keep their home. Paragon alleviates concerns by managing and maintaining the home country property including payment of related invoices.

- ▷ Coordination and scheduling for maintenance issues.
- ▷ Track lease end date, arrange lease renewal/extension.
- ▷ Ensure employee and client understand the lease terms.

Preview Trip

Identifying the best candidates for foreign assignment is a critical step in the relocation process. Ensuring that the employee and family have had the opportunity to assess whether the move is right for them can be crucial to ensure the long-term success of the assignment. Prospective transferees may be invited to visit the host location, combining business and some local orientation, before making an informed decision on taking the assignment. During this preview trip, Paragon will assist your employee with the following:

- ▷ Tour of area to cover housing standards, schooling, shopping, living areas, medical facilities and transportation information.
- ▷ Cultural information – practical aspects of living in the host location.
- ▷ Provide welcome pack – guide book, maps, community magazines and leaflets/information on leisure facilities.

Home Finding

Paragon has offices around the world to assist employees with locating housing in the assignment location. Housing will be based upon the standards and allowance guidelines established in your relocation policy. Your employees will work with local Paragon representatives who are familiar with the area's features and amenities and can match your employee with the neighborhood and home that best suit their needs. The program includes:

- ▷ Needs assessment with the employee prior to departure from the home location to understand requirements and concerns.
- ▷ Explanation of types of housing and areas to live, and counsel on the company's policy limits.
- ▷ Researching available housing, creating search itinerary and checking lease terms.
- ▷ Accompanied tour of available housing.
- ▷ Assistance with lease negotiations.
- ▷ Area orientation to cover schooling, shopping, residential neighborhoods, medical facilities and transportation information.

Tenancy Management

For the duration of the assignment, Paragon will assist with effectively managing the property and make ongoing payments and reimbursements to your employee or directly to their landlord, when and where feasible. Services include the coordination, scheduling and payments of:

- ▷ Security deposits.
- ▷ Rent.
- ▷ Lease renewals and maintenance.
- ▷ Utilities.
- ▷ Repairs and maintenance.



- ▷ Local information - practical aspects of living in host location.
- ▷ Provide welcome pack - guide book, maps, community magazines and leaflets/information on leisure facilities.
- ▷ Introducing networking opportunities - community resources, clubs and places of worship, etc.
- ▷ Information on schooling including admission requirements, availability, contact details, websites and fees.
- ▷ Property check-in and explanation of lease terms and tenant's responsibilities, including review of inventory and guidance for health and safety regulations.

Homesale Management

In cases where it is advantageous for your employee to sell the family residence prior to relocation or assignment, Paragon offers programs to help sell the home. We provide a planned approach to marketing the employee's home for the best price and quickest solution, managing the entire sale process. This allows the employee to concentrate on working and settling-in – not worrying about selling their home after they have moved to the new location. Services include:

- ▷ Realtor selection.
- ▷ Local market house price analysis.
- ▷ Marketing strategy.
- ▷ Maintenance of vacant property.
- ▷ Closing assistance.
- ▷ Expense management.

Settling-In Services

To assist employees and their families with adjusting to day-to-day living in the host country, which may be a challenging experience, Paragon provides programs designed to support the family while settling-in.

Services typically include:

- ▷ Assistance with utilities set-up including telephone, cable and Internet.
- ▷ Orientation tour of new neighborhood, shopping, medical facilities, transportation information and recreational activities etc.
- ▷ Settling-in assistance with neighborhood information.
- ▷ Community resources including a list of expatriate networks.
- ▷ Where applicable, we provide assistance with obtaining a social security number, taxpayer ID and registration with local authorities.
- ▷ Assistance with furniture rental/purchase.
- ▷ Assistance with vehicle lease/purchase and obtaining a driver's license.

Information Resource Service

Paragon's Information Resource Service provides ongoing telephone/e-mail support to your employees and their family by providing answers to questions which may arise while on assignment. Typically, the employee's initial focus is on finding a home and settling-in to their new job, Paragon's ongoing support means that the employee still has a resource to refer to beyond the initial rush of activities. For example, employees may be interested in learning more about sports facilities or social and networking opportunities. Likewise, the mechanics and workings of the central heating system may be more relevant in December than it was when they arrived in June. Purchased in 180-day bundles, this program has proven to provide peace of mind to the family while they are on assignment in the host location.