

A photograph of two women in a modern office hallway, smiling and packing cardboard boxes. The woman on the left has dark curly hair and is wearing a pink short-sleeved blouse and a dark red skirt. The woman on the right has blonde wavy hair and is wearing a light blue sleeveless top and blue jeans. They are surrounded by several open cardboard boxes. A large, colorful geometric graphic, composed of several overlapping diamonds in shades of yellow, orange, red, purple, blue, and green, is overlaid on the center of the image. The background shows a bright, modern office interior with large windows and a high ceiling with recessed lighting.

# Move your business goods safely & on time

How do you organize a business relocation  
while maintaining business continuity?

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# Expat Moving Company

Expat Moving Company brings you budget business moving services at affordable rates. We pride ourselves on our transparent pricing, with no hidden fees! Our team is up-front and honest about your moving costs, so that you can stick to your relocation budget.

We have been an industry leader with providing affordable and efficient moving and transportation services from the first day we opened our doors. With a wealth of experience, we knew what it would take to establish the leading moving company in the Netherlands: a commitment to quality, unmatched by the competition.

With over 12 years of experience and over 5.000 businesses relocated, we have the wealth of knowledge needed to provide our clients with the best possible services at the lowest possible prices, which is why we have been dubbed "the best in the business." We have the skills and resources to make your business relocation fast, convenient and affordable, and to top it all off, we offer free quotations on our website so that you can stick to your relocation plan and budget.

Moving stress, it is something that everyone can imagine. Business relocations occur frequently.

It has been calculated that approximately 20,000-30,000 complete company relocations take place in the Netherlands every year. There is a lot that goes into making that run smoothly. A business move is essentially different from a private move, with 1001 things that need to be arranged. With thorough preparation, you can prevent a lot of unnecessary stress.

We understand better than anyone that as a facility manager you have other things on your mind. After all, the work continues. We have written this white paper to help you on your way. We name everything you need to think about when moving business. In addition, you will be presented with a concrete scenario for D-Day and we will also tell you how you can give the move a sustainable touch.

Everything to ensure that your company relocation goes as smoothly as possible!

*Expat Moving  
Company provides its  
clients with the **best  
possible services** at the  
lowest possible prices*

- *iamexpat.nl*

# The 6 success factors For a smooth move

A successful business relocation starts with thorough preparation. If you start it unprepared, you are almost certain that it will be one big chaos. And they will look at you as a facility manager for that. In this chapter, we list six factors that you need to pay particular attention to in the preparation phase and which, in our view, are essential to make your move into a party.

## **A thorough overall plan**

Take the time to draw up a sound overall plan, this is a must. It provides clarity to your employees and to your moving partners and prevents a lot of unnecessary stress. Do not forget to include detailed planning (before, during, and after the move), as well as a drawing of the new layout.

## **Separate attention for ICT**

“I’m afraid that our business will be down for a few days,” is a frequently heard comment from customers. Nowadays ICT plays a crucial role in almost everything, so every reason to pay separate attention to your ICT department. Bring your ICT partner and your moving partner into contact with each other so that they can optimally streamline their mutual activities. For example, by being the first to move the department where ICT is used the most and making it operational at a rapid pace at the new location. In this way, as little time as possible is lost and your employees can get back to work quickly.

## **A thoughtful plan for your surplus stuff**

It is often disappointing how many items are superfluous after a move. It's a real shame to just throw them away. Make clear in advance which items are involved and think about a possible destination. The figures show that more than 70% of the inventory in the Netherlands can be used again in a circular way, so why not do this? In this way, you as an organization contribute to a sustainable society. On page 16 you can read what you can do with your surplus inventory.

## **Streamlined internal communication**

Communication with your employees is just as important as communication with all kinds of external parties to ensure that the move goes to everyone's satisfaction. Make known in good time that the move is imminent and preferably form a project group consisting of at least representatives of personnel affairs, technical affairs, ICT, and publicity. For example, they can make an inventory of the wishes and needs of all employees (including management): what is allowed or what must be included? What facilities should be affected at the new location? By involving employees in the entire process - even in the preparation phase - you can be sure that you are not overlooking anything and they will hopefully look back on the move with a good feeling.

## **Link up**

As mentioned, a multitude of parties (both internal and external) are often involved in the practical implementation of the relocation. Make sure you connect these together at the earliest possible stage. As a facility manager, invent the wheel but benefit from the wealth of knowledge and experience they jointly offer. One plus one equals three!

## **The right moving partner**

Not every moving company is able to manage a business moving project in the right direction. This requires knowledge, experience and capacity. An involved project leader from the moving partner is essential. He or she thinks along with you, points out pitfalls, and knows how to approach a relocation project. He/she will also help you draw up a plan and communicate with all parties involved in the relocation. Use your moving partner as an extension of yourself, with this you realize an efficiency increase of 35%.

# D-Day script

The big day is coming... If you want everything to go smoothly on D-Day, a script is a must. Based on all our own experiences with business relocations, we have done our best to draw up a scenario that offers you guidance before, during and after the relocation. We have designed the scenario as a checklist with concrete tips that you can use to check whether you have thought of everything. Above all, take advantage of it!

## Internal preparation



- Make the intention to move known to, among others, the Supervisory Board, management, employees, works council and trade unions.
- Set a specific moving date.
- Make one person within your organization responsible for the entire course of events during the relocation period. You can also hire an external partner for this.
- Set up an internal project group 'Relocation', consisting of representatives from at least personnel affairs, technical affairs, ICT and publicity. Arrange insurance for the new location (including inventory, ICT, buildings, glass and goods insurance, as well as environmental insurance).
- Pass on the relocation date and the new name and address details to suppliers, customers and the Chamber of Commerce. The same applies to address and manuals in which your company is listed.
- Contact a project mover in good time. Provide them with clear information and, above all, let them participate in the entire process from as early a stage as possible.

#### HINT

**This is a good time to decide what to do with your physical archives: are you going to move them with you, store them externally and/or have them digitised?**

- Check how the old building should be delivered according to the contract
- If necessary, make a deal with the landlord and/or new tenant about takeovers. Be alert to asbestos aspects when removing floor coverings, as many things often have to be arranged for this.
- Check whether permits are required on and around the moving day, and apply for them in good time (or let the moving company arrange it).
- If necessary, take separate measures for the transport of art, or for the transport of the contents of safes, data safes and confidential documents. Perhaps there are also hazardous substances in the building that require special facilities?
- Find out what measures need to be taken to protect floors, walls and lifts during the move. With regard to the latter: check whether the load capacity of the lifts is high enough.
- Arrange safety during the move (in accordance with current health and safety legislation).
- Check whether the move can take place through the normal entrances and exits of the building. In any case, always discuss the logistics plan with the moving company, use their expertise for this.
- Provide a good, clearly marked loading and parking space for the removal vans at the old location.
- If necessary, arrange interim storage in good time.

#### HINT

**If you are moving, this is the perfect time to make the new housing more sustainable. See page 14 for all opportunities for a lower ecological footprint.**





## What do you have to arrange for your employees?

Inventory of the wishes and needs of all employees (including management), including IT facilities and design of the workplace.

Organizing meetings in which employees receive instructions on, for example, the way of packing, emptying desks and cupboards, etc.

The travel allowance for your staff.

Keys/keycards for the new location: The old keys/keycards must be confiscated.

## The new location



- Check whether the pavement of the municipality and your own pavement is ready on time.
- See which materials from the old location can be reused in the new location (see Chapter 4 for tips on reusing excess inventory)
- Which new materials should be purchased. NB! New furniture, project carpet, PVC, etc. must be ordered in time in connection with the delivery times.
- Check which energy facilities you need at the new location and have them installed by recognized installers. The same applies, of course, to all IT facilities (Wi-Fi, etc.).
- Clarify exactly how the workplaces should be set up. How many workplaces are needed at all, to what extent should there be an opportunity for meeting, how much storage space is desirable, etc.
- Determine which renovations may need to be carried out, have an architect or structural engineer put the plans on paper and hire a contractor.
- In case of renovation or new construction: first have the building cleaned thoroughly.
- Determine whether production will continue during the move or whether you will temporarily produce at two locations. Which departments and in what order will be moved? What really can't stand still?
- Make a layout plan for the new building: which departments have a lot of consultation with each other and therefore have to be close to each other?
- Replace or repair all locks in the new building and ensure a good security system.
- Make sure that all necessary connections (for coffee machines and copiers, among other things) are ready.
- As an extension of this: ensure tight cable management at the new location. Cords lying everywhere are not only annoying but also dangerous.
- Make agreements with a landscaping company to update the existing greenery in and around the building
- Provide a good, clearly marked loading and parking area for the removal vans.

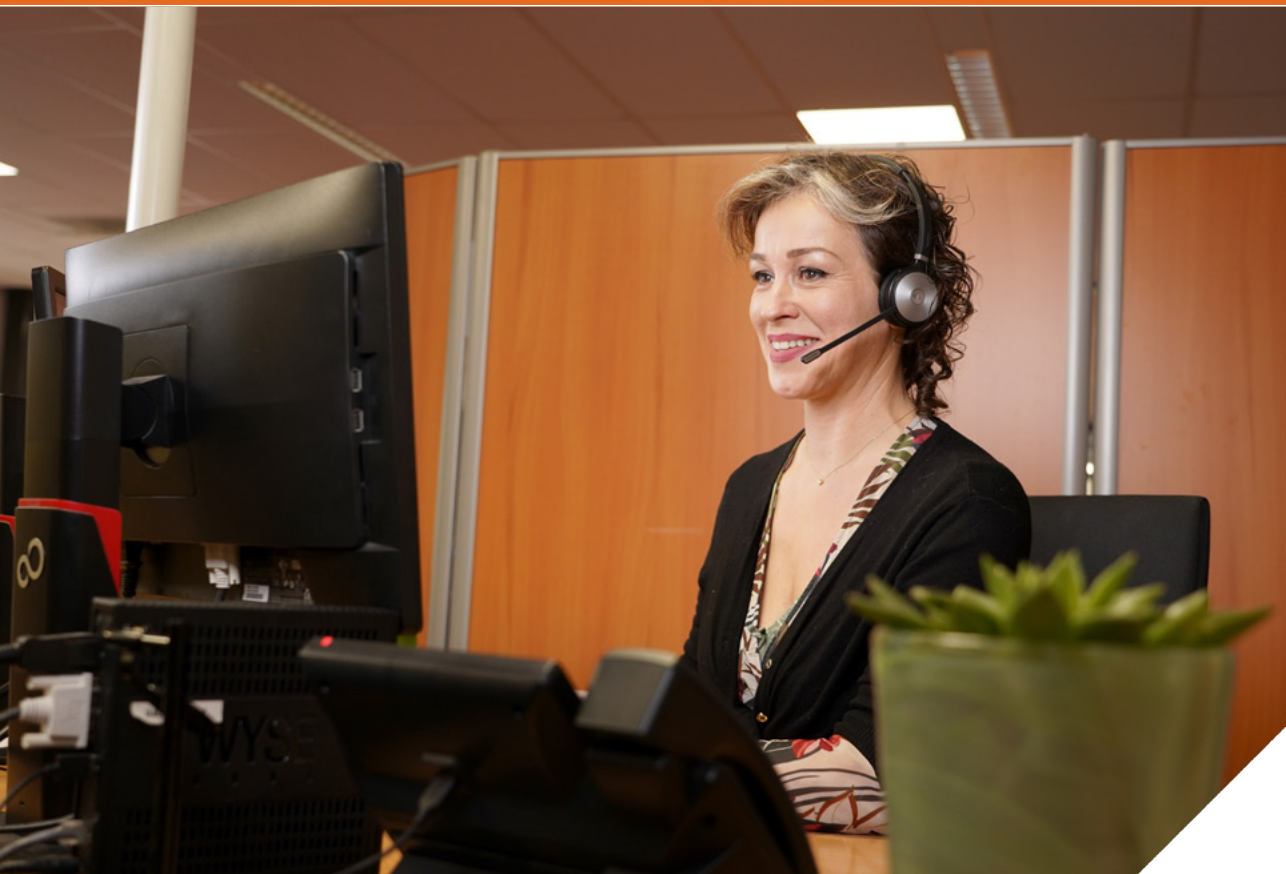
## The move



- Keep a list of important phone numbers for the old and new branches to hand. The person coordinating the move cannot possibly be in two places at once.
- Use one point of contact for the loading address, one for the unloading address, and one general point of contact.
- Ensure that important positions such as security, porter's lodge, and telephone exchanges are manned (possibly also at the old location).
- Ensure clear coding of all areas. This coding must also be applied to all materials to be moved so that the moving company knows exactly where everything should be.
- Form your team that performs hand and tension services on the spot. Think of technical service, security, lift technicians, etc. Please note that there is a clear division of tasks with the removal company: who does what?
- Take a critical look at which employees need to be present during the move and assign them a task. Employees without a job work from home or are given time off.
- Keep employees informed of the state of affairs (for example via Teams/ Intranet).
- To keep motivation high: make sure you eat and drink enough during the day.

### HINT

**Be aware of hidden costs. Exceeding the moving budget of no less than 50% are unfortunately no exception. See page 18 for an overview of all kinds of unforeseen costs.**



## After the move



- Have the whole building cleaned again.
- Place signs on the doors and routing signs in the building, and hang up posters, art, planning boards, etc.
- Make sure that the used removal materials (boxes, etc.) are handed in at a central point.
- Check (together with the mover) whether all work has been carried out correctly. Evaluate the move together and discuss any additional or less work in accordance with the agreements made.
- If necessary, ensure proper claims handling.

## Points to consider when choosing a moving partner

Choose a mover based on reputation, specialization, and experience with similar assignments.

Base your choice not only on the price but also on the facilities of the project mover and the available materials.

Pay attention to the general conditions under which the project mover works and check whether he is adequately insured.

Make clear agreements about the relocation budget: a fixed price and agreements about any additional/less work.

# Featured: The storage of goods

You would almost forget, but with many business relocations it is necessary to temporarily store furniture and/or archives elsewhere. It is often not possible to do this in one's own building because there is simply no room for it and/or because then the ongoing work will be hindered. Ask your moving partner whether he (like us) has an external storage space that you can use. Please note, because in our view it must meet a number of requirements

## 1. It must be equipped with a good air conditioning system.

Whether you store something for a shorter or longer period of time, moisture is disastrous. With an up-to-date climate system you ensure that there is an optimal indoor climate.

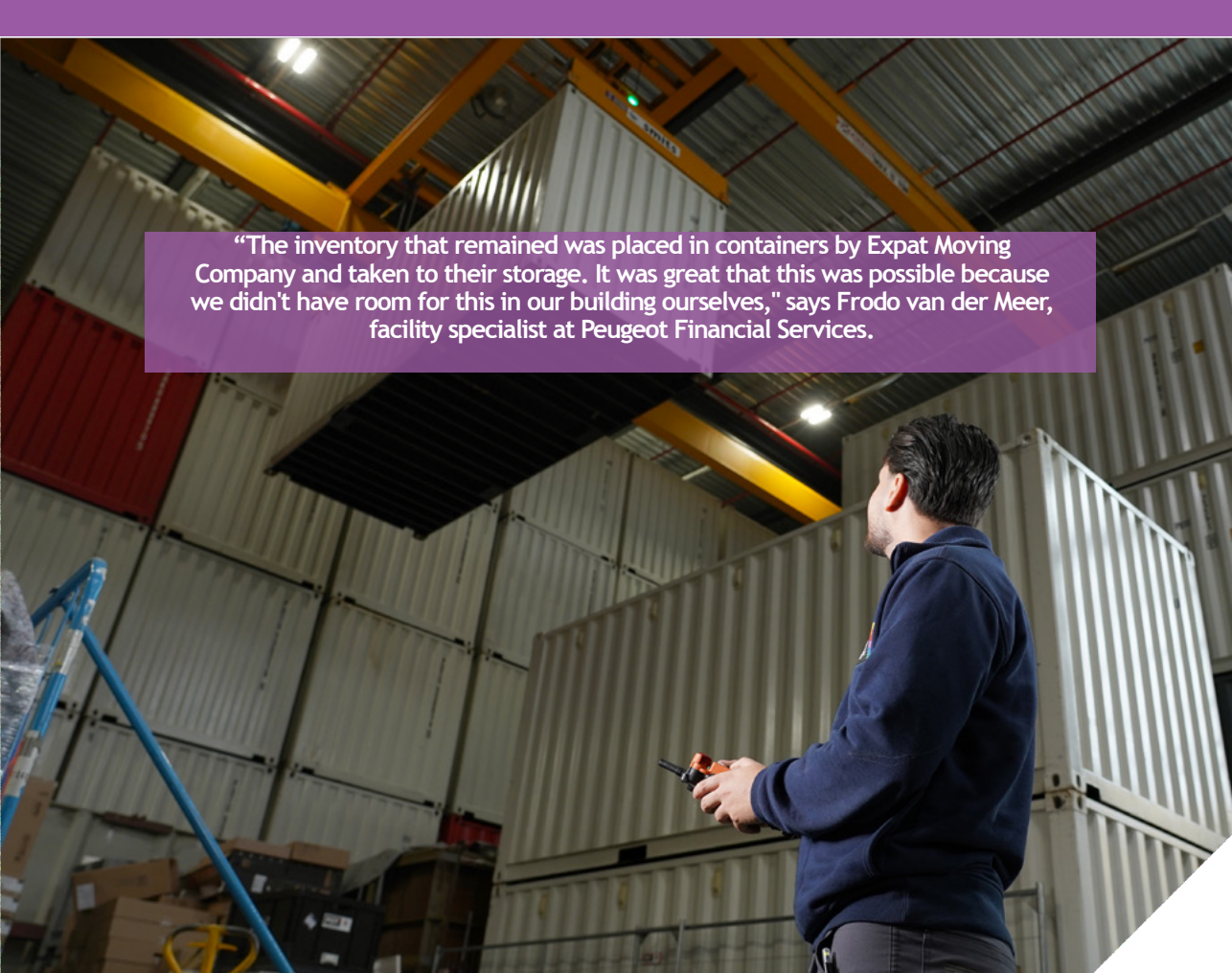
## 2. It must be well secured.

This is particularly important when, for example, papers containing sensitive personal data or valuable items have to be stored. You may not be able to make it 100% secure, but it should be nearly impossible for malicious parties to gain access to the storage space.

## 3. It should not be too far from your premises.

It is only time consuming and risky if your belongings have to be transported many kilometres first. If it is somewhat nearby, you can also always take a look or in the meantime pick up items that your employees need.



A man in a dark blue hoodie is standing in a warehouse, looking up at a large white shipping container being moved by a yellow overhead crane. He is holding a remote control. The warehouse is filled with many other white and red shipping containers stacked in rows. The ceiling is high with industrial lighting and structural beams.

“The inventory that remained was placed in containers by Expat Moving Company and taken to their storage. It was great that this was possible because we didn’t have room for this in our building ourselves,” says Frodo van der Meer, facility specialist at Peugeot Financial Services.

Expat Moving Company has its warehouses, located in The Hague, Amsterdam, Rotterdam, and Utrecht, which are equipped with the most modern techniques:

- Air-conditioned and highly secured storage area
- 15,000 pallets places in high-quality racking
- 300 storage containers in a fully automated terminal

Goods can be stored for shorter or longer periods and there is no limitation in size and/or weight. Whatever your request for help, we will come up with a smart, creative tailor-made solution.

# Opportunities for a lower ecological footprint

If you are moving, now is the perfect time to make your new housing as sustainable as possible. Of course, it depends on the extent to which there is room to adjust things (especially if you rent the property), but it pays to investigate what the options are anyway. We have listed the opportunities for you.





Switch to energy-efficient equipment  
Opt for LED lighting



Install energy-saving faucets



Optimize waste separation facilities



Maximize daylight incidence for an optimal indoor climate



Choose a cleaning company that works with sustainable products



Install solar panels on the roof



Place a rainwater collection system for a  
toilet flushing and possibly garden



Have a green roof installed



Install an environmentally friendly climate system

**HINT**

**This is the perfect time to think about how you will approach the delivery of the (facility) goods flows of your organization after the move. Make use of city logistics if this is one**

**option is available in your area. In this new, eco-friendly way of delivery, suppliers bring goods to a local city hub on the outskirts of the city. There the orders are bundled, after which they are brought to your desired location(s) with emission-free vehicles.**

# What contribution does Expat Moving Company itself make to a sustainable society?

As a family business, we take our responsibility and do what we can to make our contribution to a sustainable society

We work together with twenty-five market parties, from recycling companies to charities. In 70% of the approximately 1,200 removals we carry out every year, we succeed in processing the surplus furniture in a circular manner.

We consciously choose not to take on a project if a potential customer indicates that they do not want to think about circularity.

We also expect our suppliers to have at least the quality and environment certificates.

Our buildings are CO2 neutral and we also carry out our activities CO2 neutral.

We use electric trucks where possible.  
In 2025, our entire fleet will be 100% emission-free.

We are committed to the sustainable distribution of facility goods in the Netherlands.

# Be aware of hidden costs

Something that also requires separate attention: your moving budget. Unfortunately, it often happens that as a facility manager you agree a certain amount with the company that arranges your business relocation, after which the invoice is ultimately significantly higher than anticipated. Exceedances of no less than 50% of the original moving budget are no exception. These are largely due to all kinds of unforeseen costs.

## Material costs

This involves the use of all materials required for the move, such as the removal lift and roll containers. Check whether or not this is included in the price. If so, for what period before and after the move is the use free and from when exactly will you pay for this as a company?

## Additional work

Many moving companies unexpectedly charge extra work, but what exactly do you mean by that? In our view, all the extra work that you as a moving company have performed during the move and for which you have not agreed a price in advance, can be regarded as additional work. To prevent you as a facility manager from unexpectedly having to pay for it, it is wise to make clear agreements with your moving partner about how to deal with any additional work, preferably in black and white. For example, agree on a fixed price for every additional m<sup>2</sup> that is moved. This is objectively measurable, so you won't be faced with surprises later on. Also include an unforeseen item as standard, approximately 10% of the total budget.



## Insurance

An accident is just around the corner... especially during a mega operation such as a business move. And if something goes wrong, you have to be sure that this is covered by the insurance. So check the general terms and conditions that your moving partner uses and for what maximum amount per wagon load you are insured during the move. Does your inventory have a higher value? Then pass this on to your moving partner so that they can cover this under insurance.

Note that there is a difference between whether you pack yourself or whether the moving company does this. Not everything is just insured if you partially carry out work yourself during the move. So check carefully in advance how this is.

## Costs due to downtime

At first glance, you may not include them, but they can get out of hand: the costs that occur because your company cannot (fully) continue to run during the move. This can easily be overcome by

Mapping out which departments need to remain operational. Inform your moving partner in good time so that he can take this into account in the scenario and planning.

## Damage to the property

There is a chance that when moving items from one building to another, damage will occur to, for example, walls, floors and elevators. And the landlord or new buyer of your old property is not happy about that. Make sure that as few different parties as possible visit the floor during the move.

For example, agree with the suppliers of your furniture, photocopiers and plants that they will not move the goods themselves, but leave this to you.

moving partner. The same applies to companies that dispose of or collect furniture to give it a second life elsewhere.

## Permits

It saves a lot of time and costs if you determine what is logistically the best position for parking the removal van(s), both at the current and the new location. However, you may need a permit for this

apply to the municipality. Perhaps there are also certain window times when you may or may not enter an area? If this is not arranged on the moving days, it can cost you a lot of money because the move cannot (partly) go ahead as planned.

## ICT

In this post-corona era, it is extra important to think about: to what extent is your new location sufficiently equipped to accommodate the required ICT capacity?

be able to? The internet speed in particular is of crucial importance, since colleagues at home and in the office must be able to video call each other without interruptions. If you do not arrange this properly, this will incur costs. We are not only talking about direct costs such as those for the source supply and cabling, but also indirect costs such as dissatisfied and less efficient employees.

### High-quality, qualified employees

How do you choose the right moving company for your project removal? We are happy to help you make that choice. If you choose EMC, the work in your company or department will continue during the relocation project. Our qualified employees deliver high-quality work. With good preparation, a tight schedule, and an eye on The budget. In addition, they surprise you with smart solutions, making the project run faster and smarter.

### Quality at 1

You will notice that quality is our top priority, for example from our trained professionals. They continue to develop with professional training. Already 24 years we are a good employer for a long time. Because only with satisfied professionals can we deliver work of the highest quality. We work according to clear agreements and conditions. EMC has the quality marks Kwaliteitsverhuizer and PenA. We also have various quality management and organization certificates.

### Questions?

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