

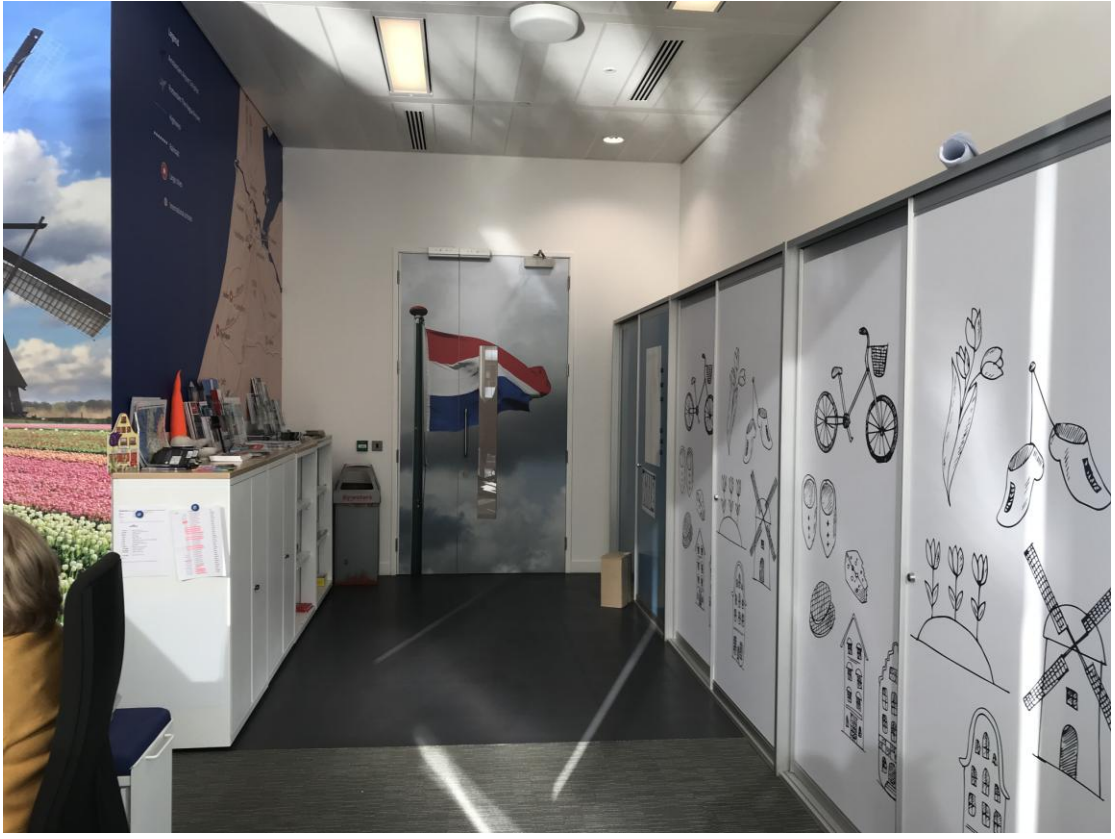


THE DUTCH PROMISE

"an all-encompassing and *personalized expatriation programme*. Providing support with finding *housing*, selecting and registering with *international schools*, choosing health insurance, supporting *employment opportunities* for partners and assisting with any other *administrative procedures* associated with relocating to another country".



NETHERLANDS HELPDESK



NETHERLANDS HELPDESK

- Opened 4 December 2017, in EMA's London office
- Provides information and support on living in the Netherlands
- Drop-ins, appointments, phone and email
- Available 5 days a week
- **Have fielded 400+ information requests so far**



PHASED RELOCATION

Phase 1:

- 4 December until mid-February 2018
- General information sessions
- Comprehensive schooling programme

Phase 2:

- Mid-February onwards
- Personalized, one-on-one relocation plan

Phase 3:

- Begins summer 2018
- Early movers to the Netherlands



PHASE 1: INFORMATIONAL

- Informative presentations every week
- Fielding general questions
- Appointments for staff with 'extraordinary circumstances'



PHASE 1: Information Sessions & Seminars

DECEMBER				
December 11	Entire day	School visit: Haarlem/Bergen	EMA HR	Region (NL)
December 12	Entire day	School visit: AICS/Almere/Den Haag	EMA HR	Region (NL)
December 13	09:00-12:00	General Information sessions for EMA staff	EMA staff	EMA London
December 14	16.00-18.00	General Information sessions for EMA staff	EMA staff	EMA London
December 15	12.00-14.00	General Information sessions for EMA staff	EMA staff	EMA London
December 18	12.00-14.00	General Information sessions for EMA staff	EMA staff	EMA London
December 19	9.30-11.00	General Information sessions for EMA staff	EMA staff	EMA London



PHASE 1: Information Sessions & Seminars

	JANUARY FEBRUARY			
9	Entire day	School visits	EMA HR	Region (NL)
10	Entire day	School visits	EMA HR	Region (NL)
11	Entire day	School visits	EMA HR/Staff Committee	Region (NL)
12	Entire day	School visits	EMA HR/Staff Committee	Region (NL)
15	15.00-17.00	General Information session for EMA staff	EMA staff	EMA London
19	10.00-12.00	Session on Education	EMA staff	EMA London
22	13:00-15:00	Session on Education	EMA staff	EMA London
	15.30-17.30	Session on Education	EMA staff	EMA London
23	10:00-12:00	Session on Education	EMA staff	EMA London
29	13.30-20.00	European Schools (with School Directors + teams)	EMA staff	EMA London
31	15:00-20:00	School Fair with 12 International Public Schools	EMA staff	EMA London
1	13.30-17.00	Sessions on Dutch School System	EMA Staff	EMA London
6	14:30-19:00	School Fair Private International Schools	EMA Staff	EMA London

REGIONAL FOCUS

Legend



Amsterdam Airport Schiphol



Rotterdam The Hague Airport

Highways

Railroad



Large cities



International schools



SCHOOLING:

- EMA currently has approx 550 school-aged children
- Over 25+ international schools in the region
- Numerous educational options
- Two EU schools (Bergen + The Hague) which are obliged to provide capacity for **all** children from an EU organisation
- Organized school fair, Schools Director visits, in-depth workshops



PHASE 2: 'ACTIVE' RELOCATION

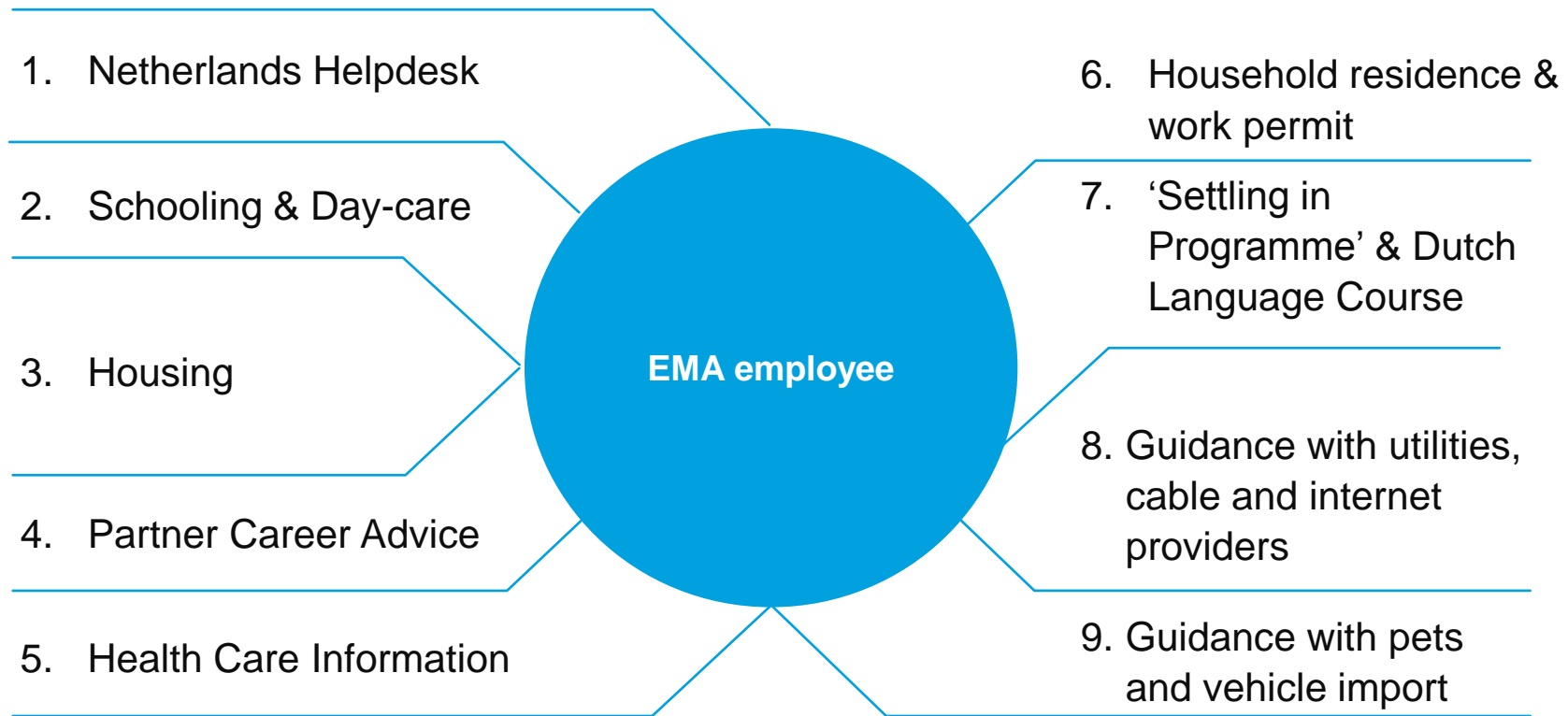
- Public tender for specialized relocation partner: Expat Help BV
- Personalized relocation program for *every* EMA staff member and their family
- Feb 19 – April 25: initial intake period for all EMA staff (*one-on-one sessions commence*)



What will the relocation programme include?



EMA Staff Relocation Plan



EMA Staff Relocation Plan

The NL Helpdesk will remain open throughout the EMA relocation process. Advise on school, daycares, tour appointments and registration.

Support and advise on all aspects of rental and/or purchase of property. Scheduled housing tours.

Coaching and support (4 one-on-one coaching sessions – and a career fair).

Finding and registering with doctors and dentists.

1. Netherlands Helpdesk

2. Schooling & Day-care

3. Housing

4. Partner Career Advice

5. Health Care Information

6. Administration & permits

7. 'Settling in Programme' & Dutch Language Course

8. Guidance with utilities, & providers

9. Additional support

EMA employee

Assist household with any residence and work permit issues.

Neighbourhood orientations, support with activities & clubs. Online Dutch Language course (Babbel).

Information and assistance with connections.

Ex: Support and advice with the import of pets and vehicles.

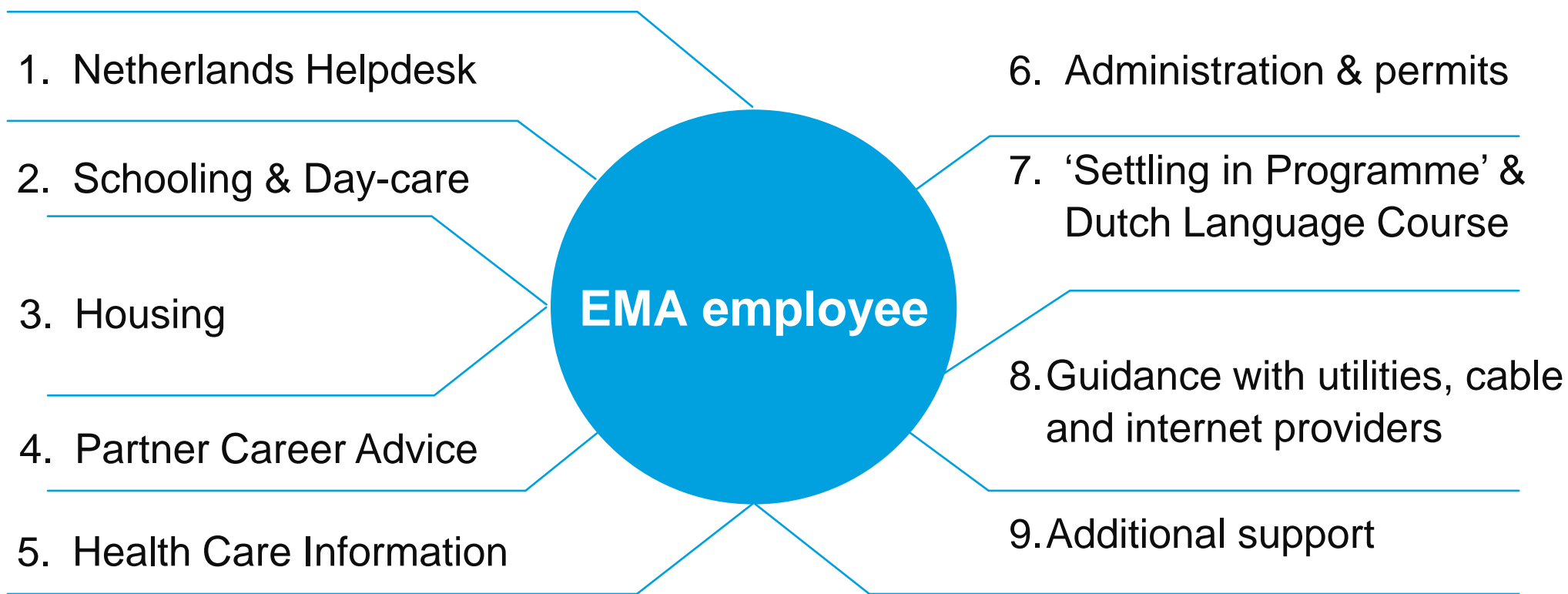


Additional support & activities

- Continuous development of EMA's ORP (intranet) site
- *Orange Thursdays*
- Career Fair
- Additional sessions:
 - University and continuing education
 - Daycare, after-school and preschool
 - Culture and 'life in the Netherlands'
 - Settling in
 - Official matters (Seat Agreement, Healthcare, etc.)



EMA Staff at center of our plan





the netherlands
helpdesk