

2020

# PROFILE



Gateway to Denmark

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RELOCATION SERVICES



## What we do

### Relocation Services

- Contact
- Pre-arrival preparations
- Permits and Registrations
- Home Search
- Settling-in Services
- Spouse Career Program
- Individual Services
- Departure

In Gateway to Denmark you get a partner who covers all disciplines when you move employees from one country to another.

Gateway to Denmark has extensive expertise in International Relocation and Mobility, years of solid expertise in Human Resources and Recruitment and comprehensive Legal knowledge and experience.

We handle all the traditional and basic but still very important disciplines within Relocation such as housing, immigration permits and registrations, school and daycare, banking and insurance etc.

### Human Resources

- Recruitment
- Employment contracts
- Salary & Benefits
- Career Counseling
- Outplacement
- HR policies
- Employee & Manager coaching
- Staff administration
- Payroll
- Workplace

We also focus on that often follows a well-educated spouse or partner who does not immediately have a new job in Denmark. Therefore we have developed a comprehensive Spouse Career Program, which successfully assists and supports spouses in finding a new job.

Gateway to Denmark helps foreign companies over the first hurdle when they decide to establish a new company or branch in Denmark. We arrange for registrations and permits and manage the company on a daily basis until the company's own employees are ready and able to take over.

This way, the company get up and going much faster and safer, because it eliminates the possibility of errors and mistakes due to lack of knowledge of local regulations and language.

### Legal

- Immigration law
- Law on leaseholds
- Acquisitions of real property
- Permits and Registrations
- Contracts
- Employment law
- Debt collection

The rules on immigration matters are complex and constantly changing. We deal with this area every day, and are constantly updated.

We have a growing number of inquiries on refusals of applications for residence and work permit, permanent residence, citizenship and family reunification. We may appeal such decision to the relevant authorities on behalf of our clients, if we find that the decision is based on a wrong basis or a misinterpretation of the rules and that it is highly likely that we can win the case.

On the following pages we have compiled an overview of our expertise and services and about who we are. For 20 years we have helped international companies and expats from around the world make it much easier to be mobile.

## 5 good reasons

### 1 Cost, labour, time

If expatriation is to be handled professionally and efficiently the companies must realize that it is a time consuming task for the human resources department and quite different from handling domestic employment cases. Hence a current staff in charge of relocations is necessary which implies a certain volume of expatriates.

### 2 Stronger image of your company as a global employer

With a global workforce the possibilities to attract the best employees in the world are increasing. Human resources policies are becoming a very strategic tool because it is becoming increasingly clear that you cannot attract and keep the best employees with money alone. As the company is often the key to Denmark, dissatisfaction with staying in Denmark is often due to failure in the way the company has handled the expatriation.

### 3 Faster adoption - faster effort at work

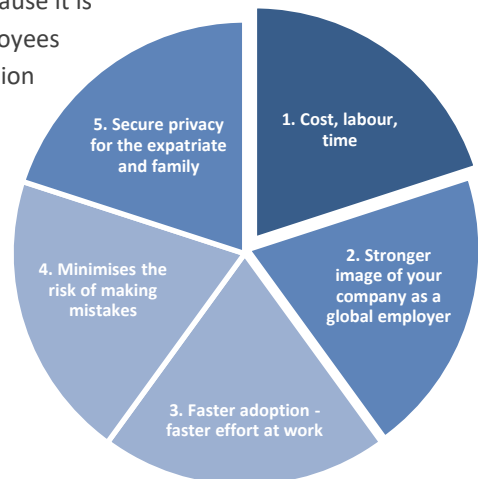
The list of practical needs to be taken care of in the initial phase of expatriation is long. The larger the family, the more things to worry about. This can occupy the mind of the expatriate for a long time and distract his concentration from the work he is here to do. Both the employee and the spouse are very dependent on all the help they get.

### 4 Minimises the risk of making mistakes

Some companies have few expatriates. Consequently, the frequency of doing the necessary work is very low and the risk of making mistakes larger, as the company has no routine.

### 5 Secure privacy for the expatriate and family

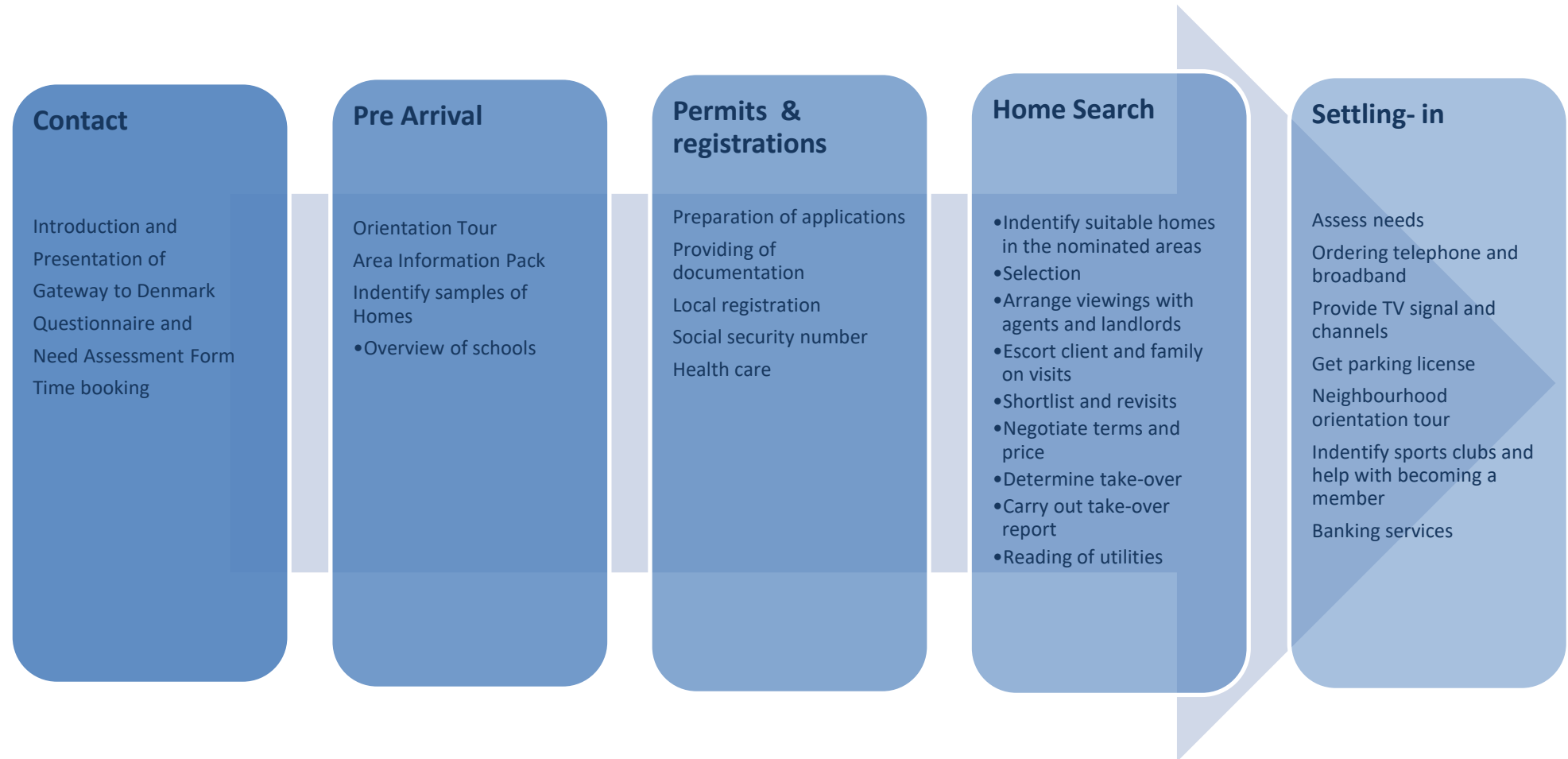
In hiring a relocation agent the company ensures some privacy for the family. Some issues are easier discussed with a more neutral party than the human resources manager at the work place.



# Relocation Services



Tasks related to relocation services performed by external consultant when relocating employees to Denmark:



# Relocation Services



## School/Day care

Identify international schools/day care facilities  
Inform about the Danish public school system  
Need assessment  
Make appointments  
Escort family to visits  
Help with the enrolment applications

## Spouse career Program

Modules:  
Intro to working culture in Denmark  
Terms of employment - rules and obligations  
CV and application  
Evaluation Set up a branch/establish a subsidiary  
Secretarial assistance  
Price Differential/Cost of Living Comparisons  
Removal Management  
Furnishing  
Redecoration and repairs  
Family Support/Social Programme

## Individual services

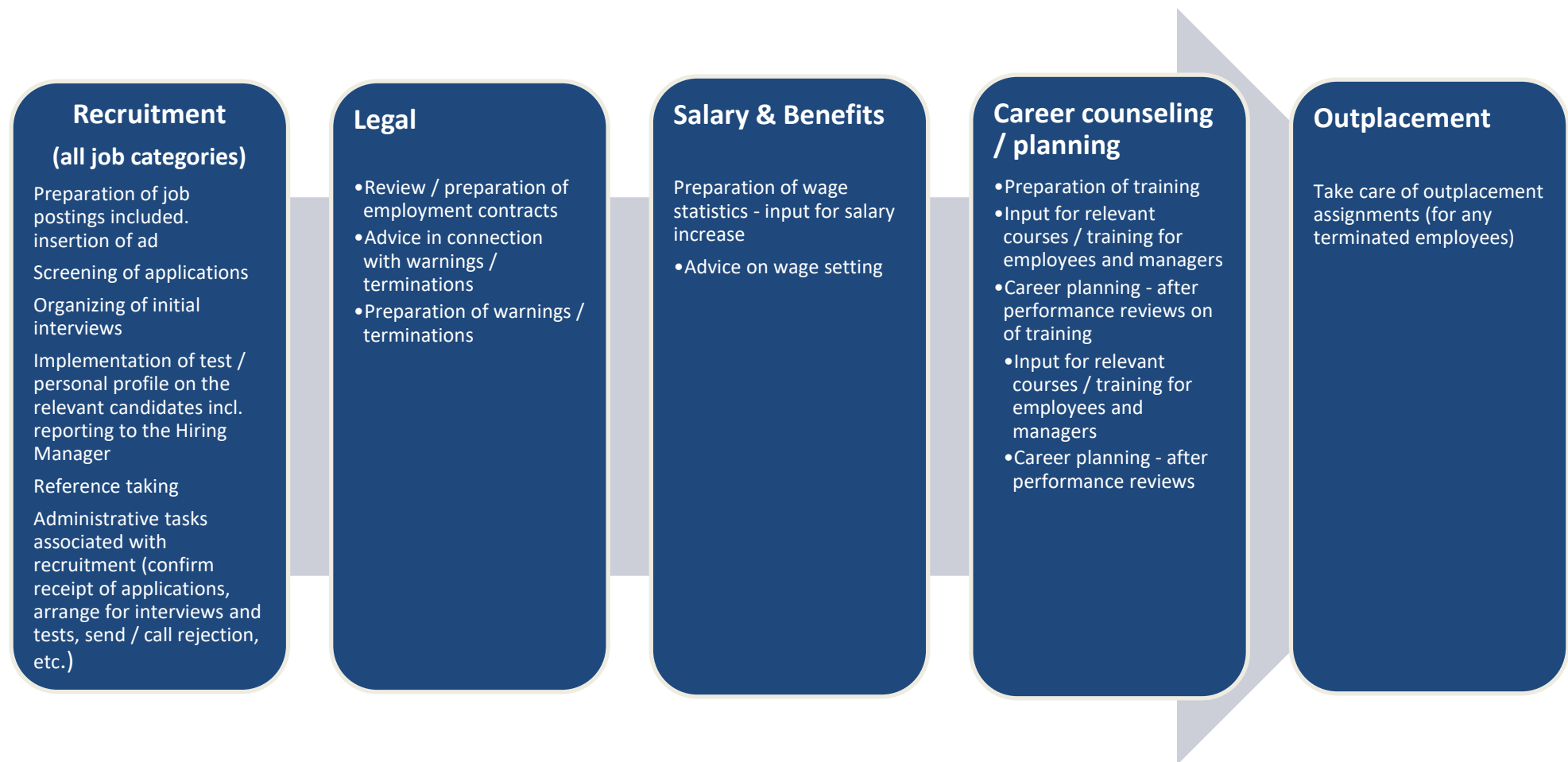
Set up a branch/establish a subsidiary  
Secretarial assistance  
Price Differential/Cost of Living Comparisons  
Removal Management  
Furnishing  
Redecoration and repairs  
Family Support/Social Programme  
  
Education Consultation  
Conversions of driver's license  
  
Car import/leasing

## Departure

- Termination of rental contract - contractual notice and legal procedure
- Carry out examination of accommodation and prepare move-out report
- Organizing re-decoration and get cost estimates
- Obtaining quotations from moving companies
- Finalizing paperwork with the landlord and settlement of deposit
- Reading of metres for electricity/gas/water and settle accounts
- Termination of subscriptions
- tions on telephone, cable TV/Internet etc.

# Human Resources

Administrative and operational-oriented HR tasks undertaken by an external consultant - either as a single task or on continuing basis of services:



## HR policies etc.

Participate in the development of existing and new HR policies

- Maintenance of employee handbook, forms, etc.

## Employee and manager coaching/support

- Advise employees and managers in relevant HR issues

## Staff Administration

- Take care of personnel administration

## Payroll

- Creation of employees in the payroll system - external supplier
- Reporting of salary, bonus, pension, benefits, etc.
- Reporting holiday
  - Payment of holiday pay, ATP, AER, AUD, maternity fund, etc.
- Reimbursement of illness, etc.

## Workplace

Preparation of statutory assessment

## What are the advantages?

Relocation of employees is often associated with a lot of bureaucracy, legal and practical challenges that require knowledge of applicable laws.

You can benefit from using Gateway to Denmark's competences to do the job, because we



- at any time are updated on all rules and procedures
- have 20 years of experience and routine
- is proactive in relation to all parties involved in the relocation process
- ensure that the employee will be disturbed and away from work as little as possible

This saves first and foremost and quite generally time for the company, and means that employees quickly get settled and can start to deliver at work, because he / she feels safe and welcomed, and not least it eliminates the risk of delays due to errors.

### The skills you get is a partner with



- Legal education and skills
- Membership of The Immigration Services' Business Forum
- Personal contact person with The Immigration Service
- Membership of the industry group that works actively politically in relation to bureaucracy, legislation and authorities
- Subject to ethical guidelines for the activity

### How important is a proper Relocation Service?

Studies have shown that 87% of all foreigners who come here to work or study considers it important that they get help with all practical matters: Oxford Research 2010, The Expat Study

Ultimately, Relocation Services can be a competitive tool in search of attracting the best talents on the international job market to the company.

## Gateway to Denmark makes a difference

### Permits and registrations

We are members of The Danish Agency for International Recruitment and Integration's (SIRI) Business Forum. This means that we are constantly being updated on new regulations and changes in procedures. At the same time it



allows us to propose SIRI improvements and changes in the system, which can contribute to a faster and smoother processing.

We have a contact person with SIRI, which means a lot to get files safely, quickly and easily through the system and many issues can be resolved in this manner at once - both in general and in concrete cases.

We also have ongoing dialogue with the State administration and the City of Copenhagen on case management. Moreover, we can now book an appointment if we want both residence permits and Cpr. numbers in one take. All to save time. We also have a contact person at a senior level in Copenhagen Citizen Service.

### **Housing**

There are many pitfalls for foreigners in the housing market when they must act and find a suitable dwelling themselves. First, they know nothing of the residential areas, and nothing about their rights and, last but not least, they do not understand Danish.

All these factors can be eliminated by leaving it to Gateway to Denmark to find the home and review the lease before the contract is concluded. In addition to reviewing legal contracts, we negotiate price and terms, review the lease before and after ensuring that conditions are registered and meters are read etc.

### **Banking and insurance**

We have a longstanding relationship with banks in Denmark without in any way being bound by this relationship, which enable us to book meetings to establish a new bank account etc. wherever in Denmark it is. This way we waste no time, and it is more personal and confidential to discuss your financial affairs when you can sit comfortably without a lot of people around and talk to a banker.

Here we also discuss the need for insurance (contents, accident, car etc.) And our clients are always informed that they can get more offers if they wish and are otherwise free to choose.

### **Transport and shopping, etc.**

There is hardly a foreign family or individual who does not at some point come home with yogurt instead of milk or vice versa.

Depending on the package of services visiting to supermarket, the post office and a train station is included and we review the most important circumstances when shopping, sending letters and packages, find your way around in the transport zone system in relation to price and cards and more.





### Special needs for families with children

Whether a family has children on arrival or has a family expansion on the way and will give birth while they are in Denmark, there is particular need for help with all the practicalities.

#### Birth

We have prepared a guidebook for women who are going to give birth while in Denmark. The earlier in the relocation process a birth takes place in Denmark, the greater the need is to ensure that both the expectant mother and father understand the process and know their rights.

#### Schools and day care centers

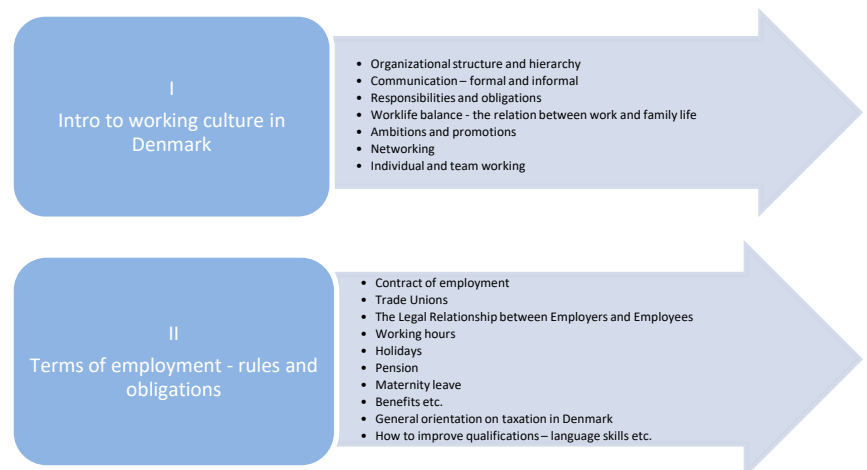
We know all the international schools and they know Gateway to Denmark. We are constantly updated on how the international schools evolve and what their current capacity is at different levels (grades), and we are invited to meetings with the schools twice a year on average. Like schools daycare institutions are both municipal and private international nurseries and kindergartens. Some international schools also offer kindergarten, while others will not admit until children are age of 5 years.

#### Jobs for the accompanying spouse

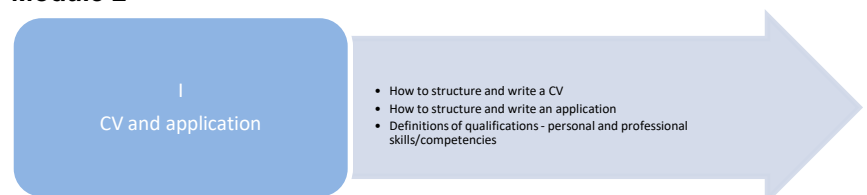
One of the most important factors to keep key employees in their job here is that their families also feel at home in Denmark.

Gateway to Denmark has successfully developed an effective **Spouse Career Program** for spouses seeking jobs in Denmark.

### Module 1



### Module 2



### Module 3...

## Who is Gateway to Denmark

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Gateway to Denmark is a leader in the market of global relocation services for professionals. We are the only Relocation Company in Denmark managing global relocations from A-Z and with in-house legal and HR expertise.

Gateway to Denmark was established in 1998. We are located in Copenhagen, the Capital of Denmark, but we cover all of Denmark.

Henrik Lindhardt, the Founder and General Manager of Gateway to Denmark, worked for a number of years as corporate lawyer and personal assistant to the executive management with international companies.

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### Human Resources

Our partner has more than 20 years experience within Recruitment, Search and Selection, Outplacement and Outsourcing of HR services. She is a former HR Manager and Mercuri Urval Management Consultant.

This way we cover all aspects of Relocation Services, Human Resources, Employment Law, Spouse Support, Retention and Recruitment, etc.

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### Partners

Gateway to Denmark has for a number of years been a PrimeStar Partner of Primacy Relocation.

Primacy was acquired by Cartus and the Primacy name retired as of January 1, 2011, but Gateway to Denmark continues to be a service provider for Cartus. Cartus is the industry leader in global mobility and workforce development support to organizations worldwide.

Gateway to Denmark is a Full Member of the European Relocation Association

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### GATEWAY TO DENMARK

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# Client references

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*Gateway to Denmark has carried out relocation programs for the following companies and organizations:*

A.P. MØLLER, MAERSK  
ABB ENERTECH  
ABBOTT LABORATORIES A/S  
ACADIA PHARMACEUTICALS A/S  
ADC DENMARK  
AMERADA HESS  
AUDITDATA A/S  
BASF A/S  
BASF HEALTH & NUTRITION A/S  
BIOIMAGE A/S  
BK-MEDICAL A/S  
BRISTOL-MYERS SQUIBB  
BRITISH AMERICAN TOBACO  
BRØNDBY IF  
CARLSBERG A/S  
CIRQUE du SOLEIL  
CITROËN DANMARK  
COMPAQ DANMARK A/S  
COPENHAGEN INTERNATIONAL SCHOOL  
COPENHAGEN UNIVERSITY  
DAIFUKU EUROPE Ltd.  
DANISH TECHNICAL UNIVERSITY, DTU  
DANMARKS NATIONALBANK  
DE BEERS MARINE  
DECATHLON DANMARK  
DELL COMPUTER A/S  
DET NORSKE VERITAS (DNV)  
ECCO SKO A/S  
EKSPRESBANK  
ELI LILLY  
END2END  
EWJ TEKNIK A/S  
FERROSAN A/S  
FORTITECH EUROPE  
FRACTURECODE CORPORATION  
GEMPLUS CARD INTERNATIONAL

GN-RESOUND AS  
H. LUNDBECK A/S  
HILTON COPENHAGEN AIRPORT  
INTEL  
ISS MANAGEMENT A/S  
IXOS SOFTWARE NORDIC A/S  
JOHNSON CONTROLS INC.  
KOMMUNERNES SENTRALFORBUND, NORWAY  
KRÆFTENS BEKÆMPELSE  
KUWAIT PETROLEUM (DANMARK) A/S  
LEGO GROUP  
LIFE CYCLE PHARMA A/S  
LM GLASFIBER A/S  
MARIDAN A/S  
MATTEL NOTHERN EUROPE A/S  
MERCEDES-BENZ DANMARK A/S  
MIGWAY A/S  
NAVISION A/S  
NCH EUROPE INC.  
NEUROSEARCH A/S  
ORGANON AS  
PERNOD RICHARD DANMARK  
POLYPEPTIDE LABORATORIES A/S  
RAMBØLL GRUPPEN A/S  
RWE TRANSPORTNETZ GAS GMBH  
SAS RADISSON HOTELS  
SDI MEDIA  
SIEMENS WIND POWER  
SKANSKA TELECOM NETWORKS  
SOFTWARE INNOVATION ASA  
SUN MICROSYSTEMS A/S  
THE ROYAL DANISH BALLET  
UL INTERNATIONAL DEMCO A/S  
UNITED CONVEYOR CORPORATION  
VELUX A/S  
WIDEX A/S