



AGS Global Solutions

Company Presentation

2026



AGS GROUP KEY FIGURES

1974

50 + years of experience in international mobility



Global network of **148 locations** in **101 countries**



2 400 + highly qualified employees



40 000+ families relocated each year



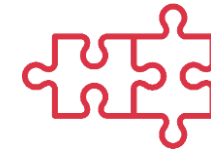
Serving over **500 corporate clients** globally



A worldwide network of **350 partners**



Accreditations Internationally recognised



Tailor-made solutions to meet customer needs

THREE BUSINESSES, ONE SOLID GROUP



How diversification secures AGS' financial resilience

While AGS Group's core activity remains International Mobility Services, we have made substantial investments in our Records Management business over the past decade, enhancing our capabilities and positioning ourselves as a leader in secure handling of records and data. Our digitisation expertise was expanded into the Heritage division which offers digitisation and conservation services ensuring that valuable historical and cultural materials are preserved for future generations.



Mobility



Records
Management



Heritage

**Amid an ever-changing economic landscape,
our diversification strategy stands as a
fundamental pillar of financial resilience and
long-term sustainability.**



AGS GLOBAL PRESENCE



2,400
Permanent
Employees



5 Hubs
Erlangen, Cape
Town, Dubai,
Shanghai, Delhi



148 branches in
101 countries



**North American Supply
Chain Management Hub**
Indianapolis



50+ Years of
experience in
International
Mobility



40 000+
families
relocated/year



350+
worldwide
partners



AGS  ● AGS locations
● AGS partners



REMOVAL SERVICES

- /// **Global door-to-door moving solutions** for corporate assignees, or any relocating individuals,
- /// **Removal services for households, offices, and industrial facilities** — efficient, secure, and tailored to your needs.
- /// **Professional packing services and custom crating solutions**
- /// **End-to-end management of multimodal transport** (air, sea, and land)
- /// Handling of all **import/export customs formalities**
- /// **Secure short- and long-term storage** in our warehouses
- /// **Tailor-made solutions for specific needs:** diplomats, NGOs, military personnel, etc.



6 STAGES TO ENSURE A FLAWLESS RELOCATION



FIRST CONTACT

Immediate contact upon receipt of your request

Discuss most important requirements of the move

Answer to all your questions

Organisation of a pre-move site visit



PRE-MOVE SURVEY

On-site visit to assess the moving conditions

Detailed presentation of the company and the services offered.

Accurate estimation of the volume to be moved

Tailored logistics planning adapted to your specific needs



MOVING DAY

Careful packing of all items according to mode of transport

Packing list indicating number of boxes and their content

Handled with care by professionals.



MOVE LOGISTICS

Transport to be arranged by air, sea or road

Handling of customs formalities for imports and exports



DELIVERY

Unloading

Unpacking based on the service (standard or full delivery service)

Furniture reassembly

Sorting and removal of waste



STORAGE

Short- or long- term storage solutions

PACKING MATERIALS



Compliance with FAIM and ISO 9001 standards



Specialised packaging for different objects



Eco-friendly packing materials, free of harmful chemicals



Custom made wooden crates made from renewable, sustainable forests

Superior quality packing materials specially developed for ags to minimise damage



Worldwide movers
You deserve the best.

www.agsmovers

OUR FLEET

- Our fleet consists of modern vehicles equipped with the latest technologies and designed to minimise their environmental impact.
- All our drivers are experienced and versatile: they handle driving, moving operations, and coordination as team leaders.
- 100% of our fleet drivers are trained in eco-driving to reduce their environmental footprint and optimise fuel consumption.
- Our vehicles are selected based on the operating environment (urban), the volume to be transported, and the distance to be covered. We prioritise optimal use to ensure efficient resource management.
- Our fleet is monitored rigorously and in full compliance with regulatory requirements, thanks to a dedicated dashboard for periodic inspections. This system enables precise tracking of maintenance records, technical inspections, insurance policies, and all documents required to maintain vehicle compliance.



STORAGE SERVICES



Advanced security with alarms systems and surveillance cameras



Ventilation and dehumidifying systems



Fire safety with detectors, ejection outlets, and escape doors



Pallets are secured with metal clips

Secure and flexible solutions for short or long-term storage of personal effects at origin and destination



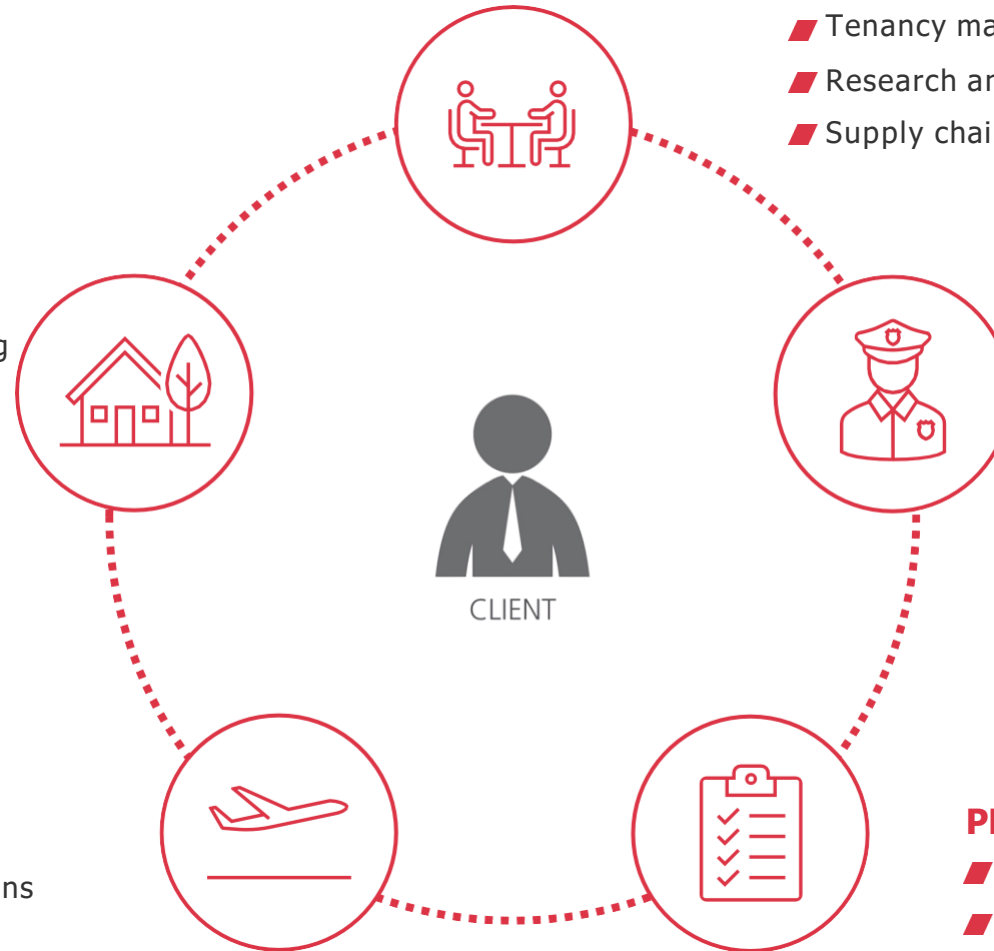
RELOCATION SERVICES

- Home finding
- School search
- Settling in services
- Area orientation
- Temporary housing
- Language and intercultural training
- Spousal support
- Departure assistance

DESTINATION SUPPORT

- Move management
- Transit insurance
- Pet transfer
- Car transfer
- Door-to-door relocations
- Storage

TRANSPORTATION



HR SUPPORT

- Process and technology services
- Tenancy management
- Research and consulting
- Supply chain management

IMMIGRATION

- Management reporting
- Immigration administration
- Compliance audits
- Full tracking

PRE-DEPARTURE

- Preview trip
- Intercultural training
- Language training

RELOCATION SERVICES



Visa and Immigration

- Visa and work permit processing
- Liaising with authorities
- Tracking renewals
- Document legalisations
- Compliance audits



Global Moving and Storage

- Home survey and planning
- Customs documentation assistance
- Packing and transport
- Customs clearance and delivery
- Shipment insurance and claims handling



Area Orientation

- Welcome kit
- Custom area tour and itinerary
- Sample property visits (2-3)
- City, neighbourhood, and amenities overview

RELOCATION SERVICES



Temporary Accommodation

- Source temporary housing per employee criteria/company policy
- Book accommodation, including serviced apartments
- Customisable service (visit or booking only)



Home Search

- Research local markets and pre-screen properties
- Accompanied inspections and application support
- Coordinate lease, payments, and property preparation
- Arrange utility connections



School Search

- Review family's requirements
- Search, present, and shortlist suitable schools
- Assist with documentation, fees, and booking visits

RELOCATION SERVICES



Settling-In Services

- Bank account and embassy registration
- Medical facility registration
- Shopping and transport guidance
- Insurance and furniture rental (if needed)
- Hobbies, sports, and entertainment introductions



Tenancy Management

- Lease negotiation, renewal, and deposit payments
- Utility setup and bill management
- Inventory checks and dilapidation control
- Lease renewal notices and deposit recovery



Spousal Support

- Needs analysis and social/expatriate introductions
- Local orientation and volunteer network links
- CV support, job market guidance, and interview prep

RELOCATION SERVICES



Language and Intercultural Training

Language training setup
Intercultural training for adults and children
Individual, group, or family sessions
Face-to-face and virtual options



Expense Management

Employee expense reimbursement
Relocation and assignment cost tracking
Expense coding for tax and payroll
Total cost and year-end tax reporting



Departure Assistance

Lease termination and inventory check-out
Contract cancellations (insurance, utilities, telecom)
Bank account closure and mail transfer
Deposit refund arrangements

THE GLOBAL MOBILITY COMPANY

AGS Global Solutions Netherlands is one of the partners of the Global Mobility (GMC). The GMC is an alliance of several companies with different disciplines in the field of Global Mobility. Our goal is to share our knowledge via Global Mobility events and knowledge sessions.

We offer the following services via one stop shop:

- ▀ Tax support Insurances HR support
- ▀ Relocation services
- ▀ Industry benchmarking and mobility surveys International labour law



**GLOBAL
MOBILITY
COMPANY**



Tax Services: 30% Ruling

- AGS will liaise with the employee and the client to organise the necessary documents to obtain the 30% tax rule
- Lodging of the 30% procedure with the Tax Authorities in The Netherlands
- Due to special agreement with Tax Authorities the result will be available within one working week
- The letter from Dutch Tax Authorities follows later, but the 30% ruling can be already applied to the salary

Procedure

- The client contact sends us the initiation form
- Initiation comes with a copy of the employee's passport
- AGS Relocation Manager picks up contact with employee and explains how to fill in the questionnaire
- Employee fills in the questionnaire and gathers all necessary documents
- Employee goes to HR to ask for company signature on questionnaire
- AGS receives questionnaire and documentation, checks if complete
- Application is filed with Tax Authorities
- The Tax Authorities will grant the 30% Ruling after 5 working days
- AGS will send the permission to the client, who can set up the salary administration.

TECHNOLOGY

AGS



- IRISE is the online management tool specially developed by AGS
- Adaptation to customer needs: full flexibility and individual requirements
- Real-time immigration and relocation tracking and transparency - 365/7/24
- Reporting and budget control per individual assignments, service line and regional or business units
- Maximum transparency for Global Mobility teams & assignees: online via laptop, PC, tablet or App
- User-friendly applications and dedicated individual access

**SECURE, PERSONALISED INTERFACE
ALLOWS FOR 24/7 MONITORING OF ALL
OPERATIONS**



- IRISE software is based on four computer servers (spread in 2 different ISO 27001, Tier III+ data centres)
- Servers based in the EU
- Servers backed up continuously, reducing the risk of data loss to zero
- Strengthening of our security standards led by ISO 27001 standard implementation:
 - ✓ Encryption of all our mobile units
 - ✓ Strengthening of our backup procedures
 - ✓ Destruction of hard drives when intended for waste
- AGS is compliant with the EU General Data Protection Regulations that came into effect in May 2018.



QUALITY MANAGEMENT

- Committed to providing consistent quality service throughout our locations worldwide.
- AGS branches operate in full compliance with the Group's ISO 9001 standard.
- 33 AGS branches have been awarded FAIM accreditation by FIDI, the most stringent certification programme for removal companies.
- AGS Group awarded the FIDI Gold Award in 2024 in recognition for driving and promoting industry knowledge amongst our employees.



QUALITY MANAGEMENT



Quality control of subcontractors

- Strict supply chain processes
- Transparency through a single point of contact with AGS
- Clear performance indicators and ongoing monitoring and improvement



Internal quality measures

- Service delivery based on KPIs
- Customer quality survey for HR/Relocation and employees
- Quality assurance managed by a group manager



External Audit

- Certified relocation partners - FIDI (FAIM), ISO 9001, etc.
- Relocation partners who are members of international certified networks - EuRA and ERC

The AGS Group was the first removal company to join the UN Global Compact, and we are committed to supporting the Ten Principles of the UN Global Compact under 4 categories:

- ▀ Fair labour standards
- ▀ Human rights
- ▀ Environmental conservation
- ▀ Anti-corruption



AGS has established a dedicated ESG department, responsible for managing our Environmental, Social and Governance performance. We have prioritised taking actions towards the following Sustainable Development Goals:

- ▀ SDG 8: Decent Work and Economic Growth
- ▀ SDG 10: Reduced Inequalities
- ▀ SDG 12: Responsible Consumption and Production
- ▀ SDG 13: Climate Action



SUSTAINABILITY



Optimising transport routes



Opting for low - and zero-emission transport



Digital communication and virtual assessments



Minimising and reusing packing materials



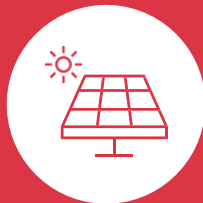
Recycling both operational & office waste



Recycling of client's goods



Using sustainable packaging materials



Installing solar panels



Promoting on-site biodiversity projects

OUR SOCIAL COMMITMENT



WHY CHOOSE AGS?

Global Presence, Local Know-how

Wherever you move from and wherever you move to, AGS is where you need us to be.

Why organisations choose AGS

Designing customised solutions to meet your needs.

Service Excellence

Providing service backed by ISO and FIDI FAIM accreditation

Innovation and Technology

AGS has created bespoke technology to support both Clients and Assignees

Our experience

50 years of clients trusting us with their global mobility

Reducing Vendor Management

AGS offers clients the opportunity to reduce vendor management by outsourcing their requirements to one company

