



SANTA FE
GROUP

Investor Meeting on MRS

1 June 2011

Today's programme



Niels Henrik Jensen – President & CEO, EAC Group



Introduction

Niels Henrik Jensen, President & CEO, EAC Group



Brief industry overview

Lars Lykke Iversen, CEO, Santa Fe Group



Industry perspectives – market trends and potential

Peggy Smith, CEO, Worldwide ERC

Santa Fe Group – a business overview

Lars Lykke Iversen, CEO, Santa Fe Group



Santa Fe Moving & Relocation – Asia & Middle East

Patrick White, Senior Group Director, Santa Fe Group



WridgWays - Australia

Des Stickland, CEO, WridgWays



Interdean – Europe and Central Asia

Dale Collins, CEO, Interdean

Closing remarks & lunch

Niels Henrik Jensen, President & CEO, EAC Group





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Introduction

Niels Henrik Jensen, President & CEO, EAC Group

EAC Group Overview



Niels Henrik Jensen – President & CEO, EAC Group

EAC Group strategic priorities

- ❑ Create maximum shareholder value
- ❑ Transform two remaining profitable businesses into independent companies
- ❑ Expand market leadership in each business



EAC Group Overview



Niels Henrik Jensen – President & CEO, EAC Group

Strategic execution – past 10 months

- Acquisition of WridgWays, Australia
 - Integration in progress, sales synergies already apparent
- Agreement to acquire Inderdean
 - Completion expected by end of July 2011
- Continued organic expansion of activities
 - New offices in existing markets
 - Geographical expansion of records management
 - Expansion of service offerings and customer/partner relationships
- Dedicated pursuit of strategic roadmap



EAC Group Overview

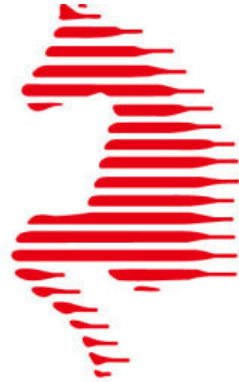


Niels Henrik Jensen – President & CEO, EAC Group

Outlook and financial targets

- ❑ Revised outlook at H1 upon completion of Interdean
- ❑ Santa Fe Group key figures and ratios to be affected by Interdean integration
- ❑ Aim to improve visibility through future segment reporting
- ❑ Commitment to ongoing communications of strategic goals and achievements





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Brief industry overview

Lars Lykke Iversen, CEO, Santa Fe Group

Santa Fe Group Introduction



Lars Lykke Iversen - CEO, Santa Fe Group

Industry Overview

<ul style="list-style-type: none"> ❑ Independent family-owned moving & storage companies provide services through agent networks. Relocation is primarily domestic. ❑ Corporations manage & coordinate moving/relocation internally. 	1960-1980
<ul style="list-style-type: none"> ❑ Real estate companies expand services to cater to the full relocation value chain. ❑ Corporations begin to reduce/eliminate internal coordination centers (outsource). 	Late 1980's – 1990's
<ul style="list-style-type: none"> ❑ Consolidation of brands/networks within the moving industry. ❑ Relocation companies expand internationally to meet client needs/requirements. 	Late 1990's
<ul style="list-style-type: none"> ❑ Corporations continue to outsource responsibility and seek single supplier solutions. 	2000 to date

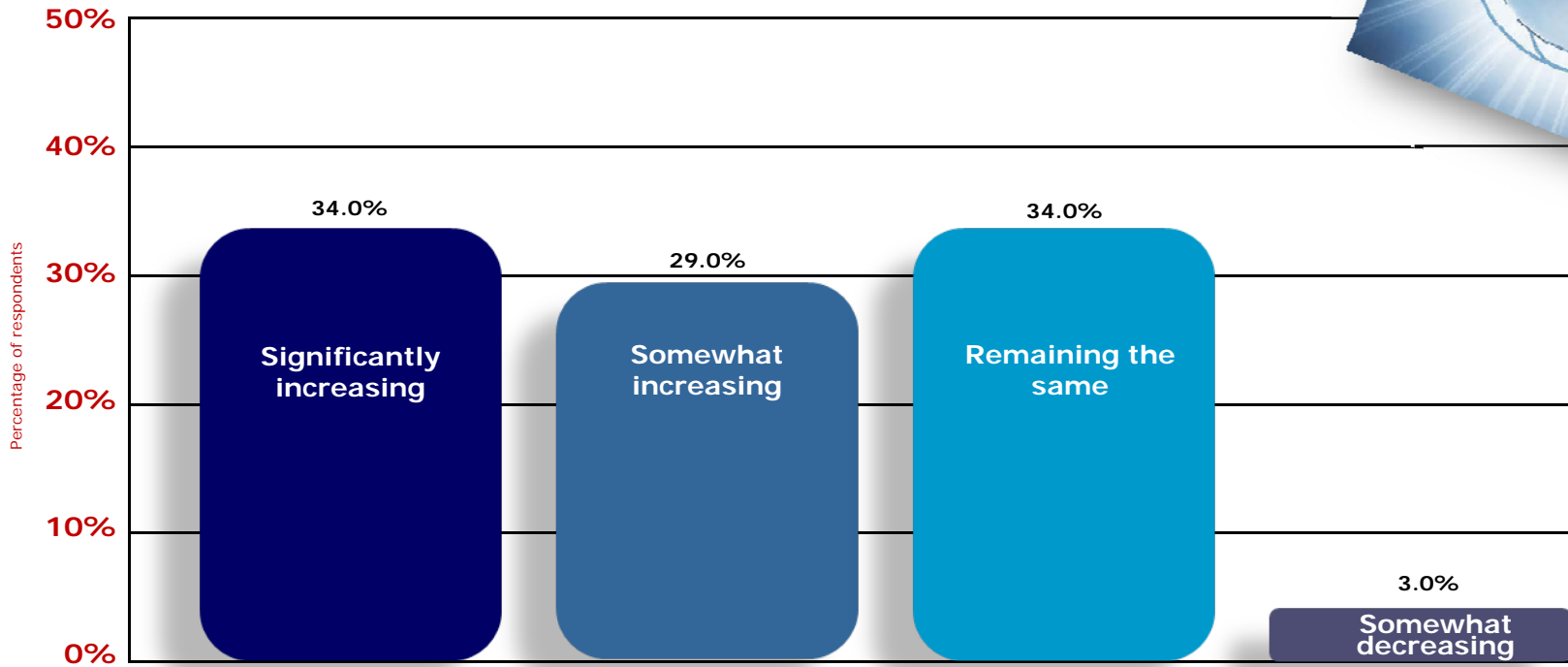




Peggy Smith, SCRP, SGMS
Worldwide ERC[®] Chief Executive Officer

Global Leadership Development

Worldwide ERC® Benchmarking

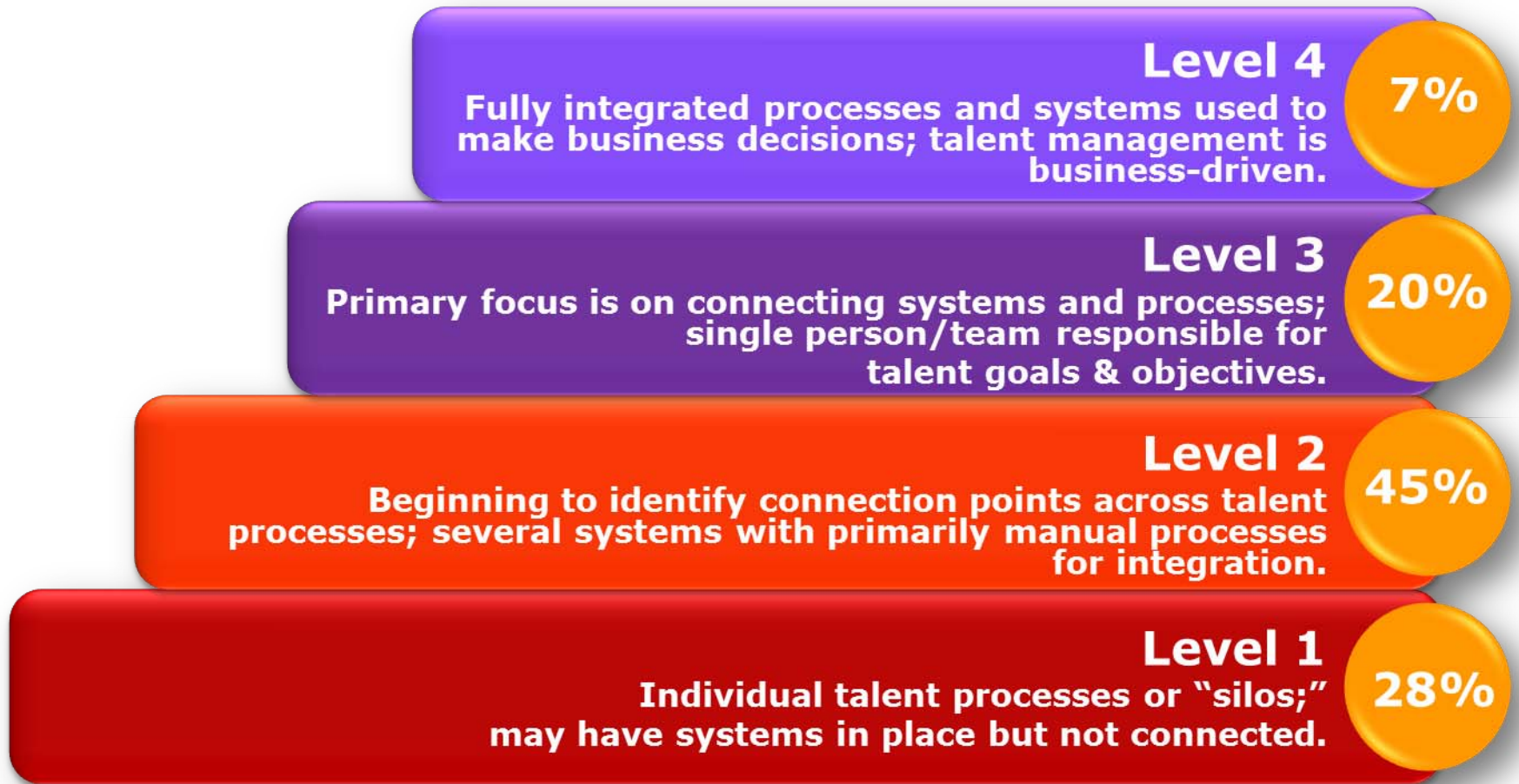


Global Talent Management and Global Mobility Share the Same Cycle

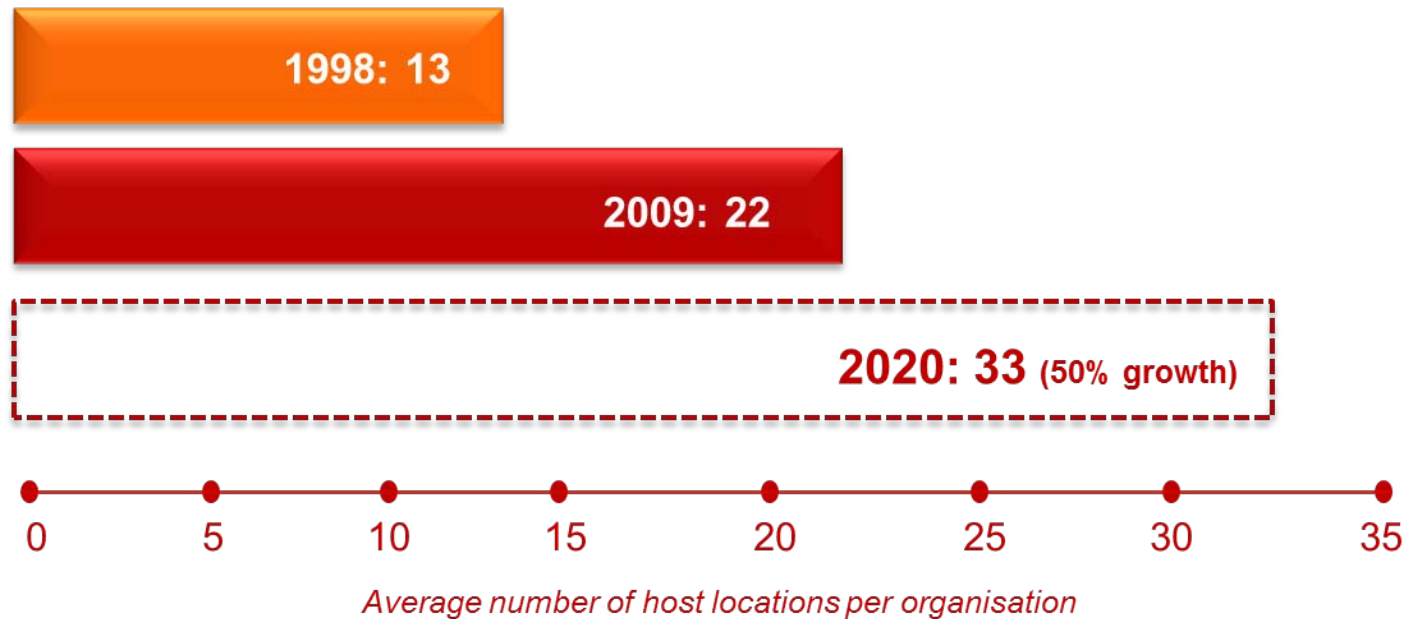


Source: "Getting Strategic with Your Talent: Assessment Tools for Selection & Development"
Worldwide ERC® Global Workforce Symposium

Talent Management Maturity Model



Companies Are Hosting Assignments in More Locations



Increasing Mobile Population

200:
average number of assignees

25% growth

50% growth

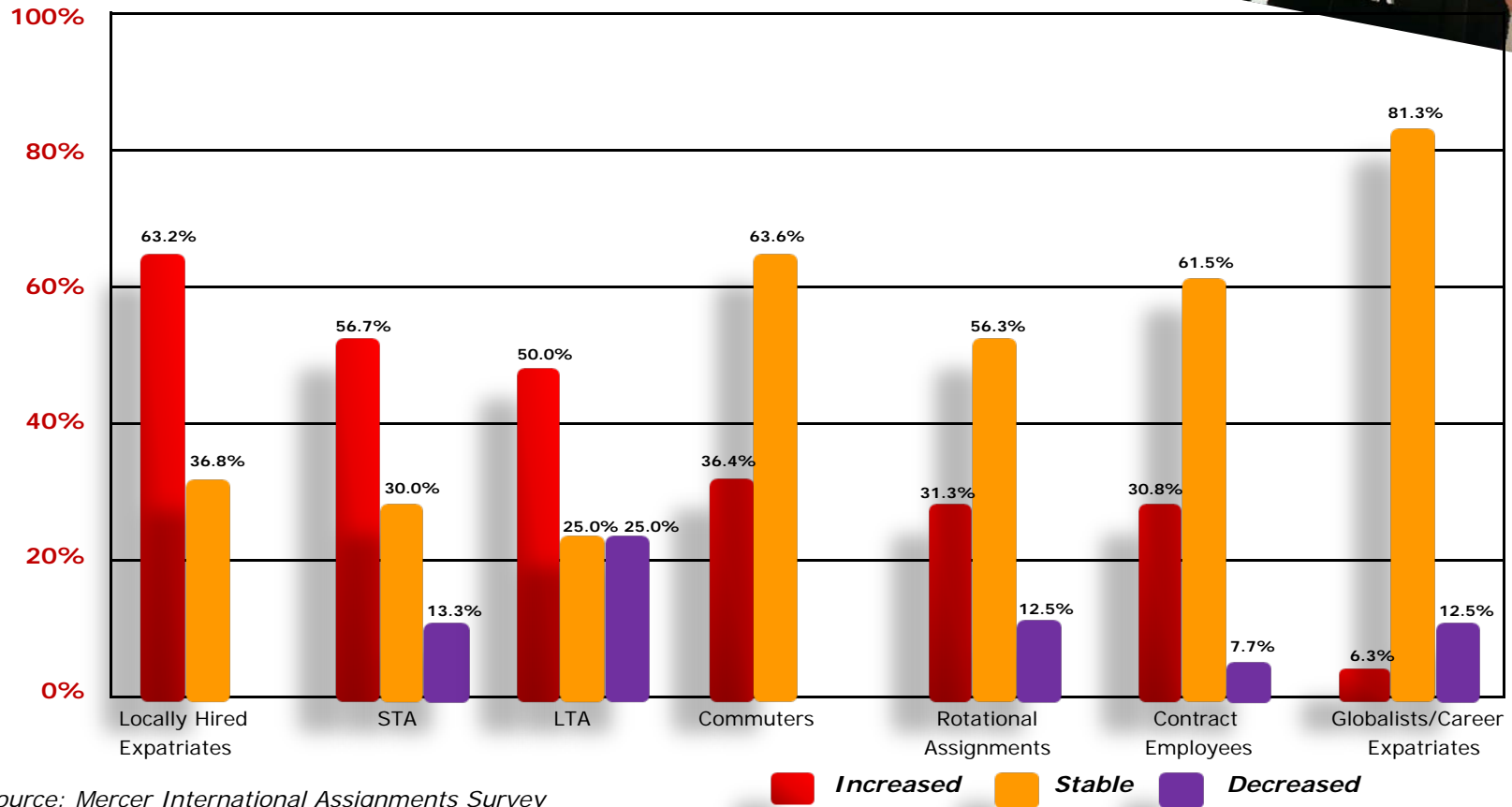
“Mobility strategies will become more sophisticated and complex as organizations meet growing deployment demands.”



● 1998 ● 2009 ○ 2020 projection

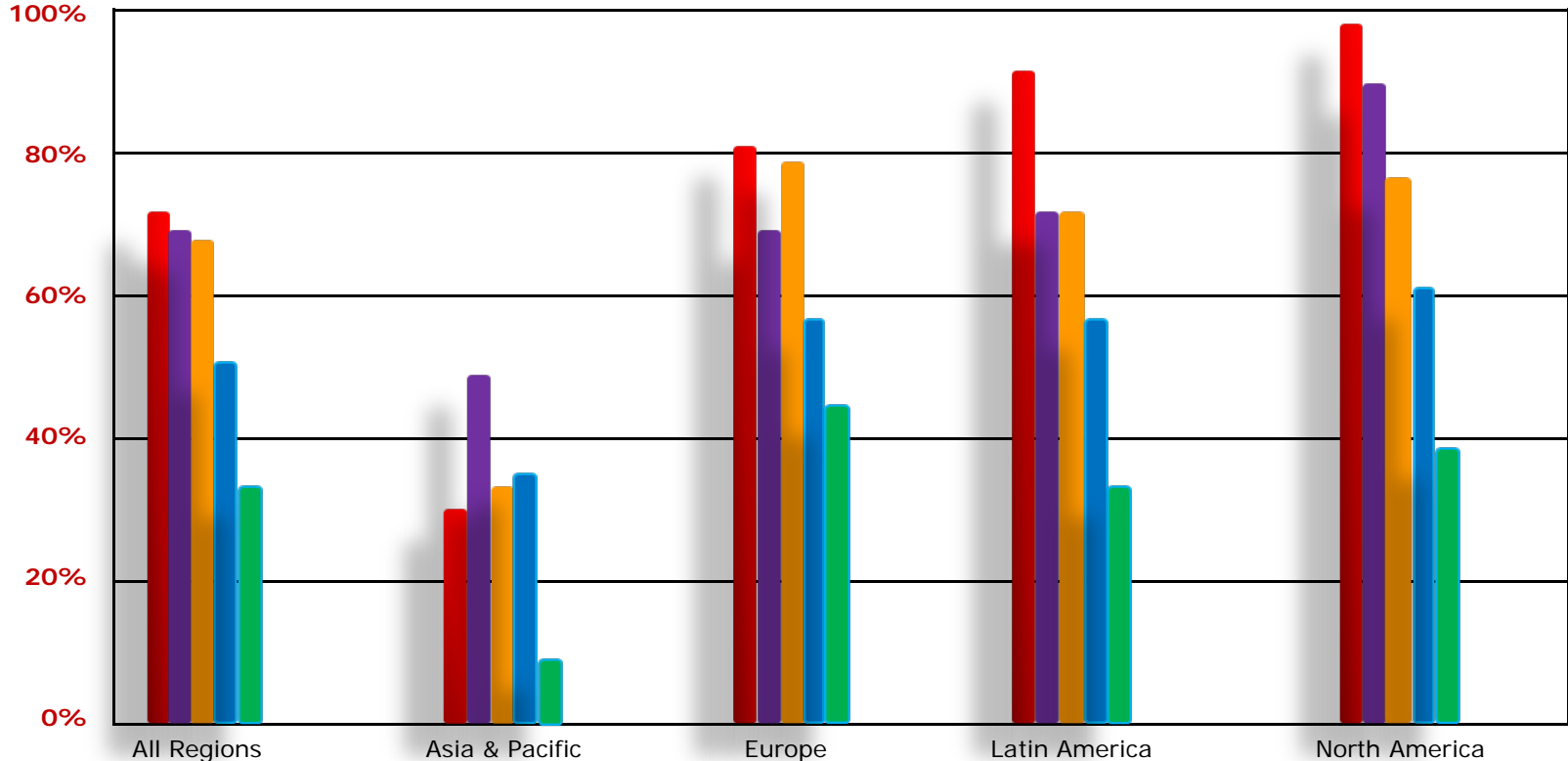
Changing number of international assignees by assignment type

Over prior two years, all regions



Source: Mercer International Assignments Survey

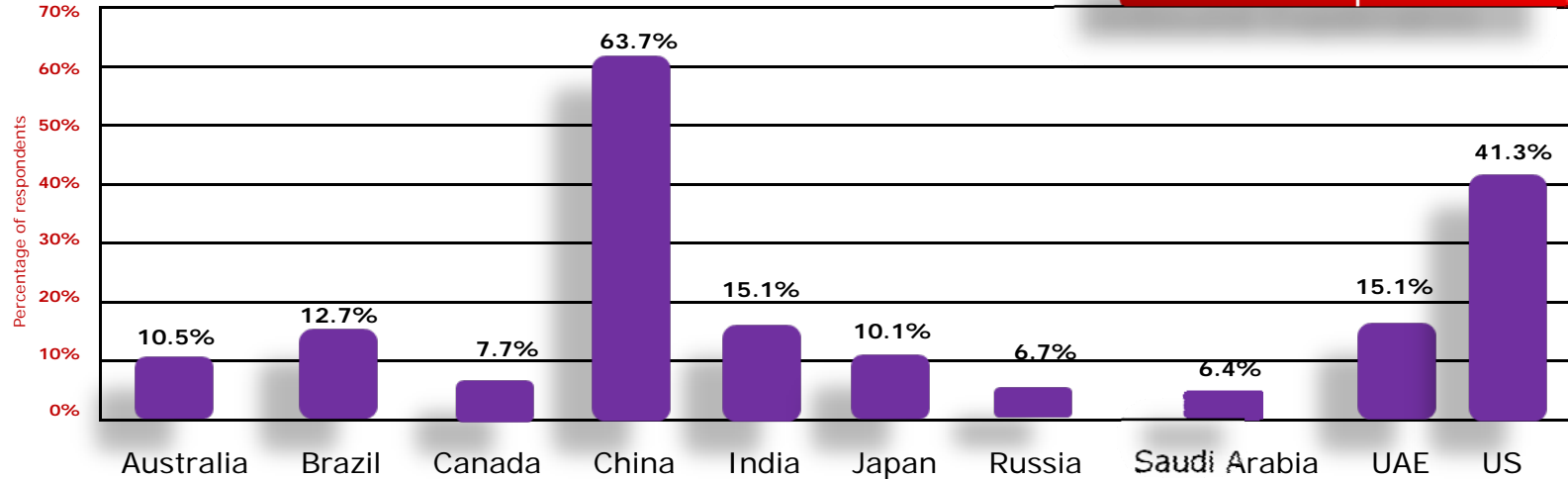
Currently Outsourced Areas of Mobility Programs



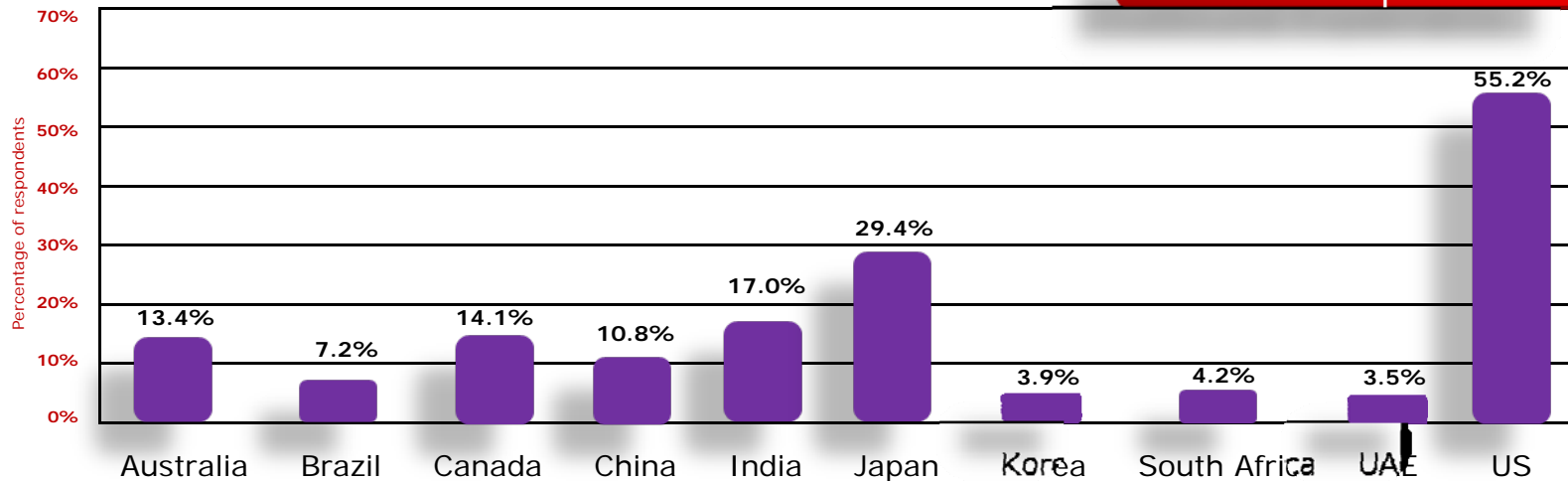
■ Tax preparation/compliance ■ Moving arrangements ■ Househunting/destination svcs. ■ Immigration/visas ■ Spouse support

Locations with the highest use of expatriates

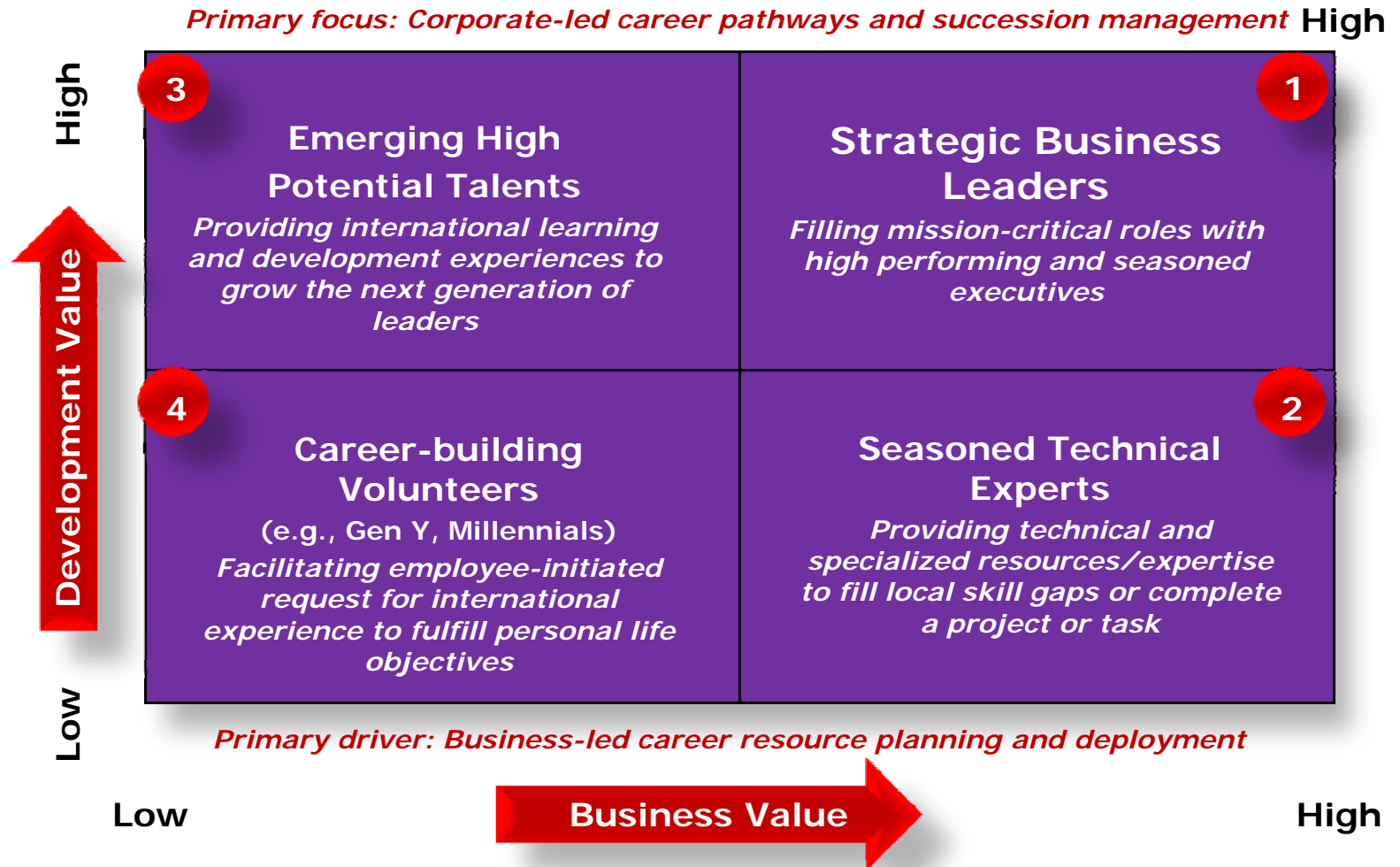
Inbound Expatriates



Outbound Expatriates



Talent Mobility Segmentation



Customization is King.



Compliance

Global HR Client Needs Include...

- ❑ Tax
- ❑ Employment law
- ❑ Immigration
- ❑ Transparency



Key Takeaways



- ❑ Increase in mobility activity
- ❑ Increase in complexity
- ❑ Increase in compliance demands
- ❑ Shift in sourcing methodology





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THE WORKFORCE MOBILITY ASSOCIATION

Q&A



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Santa Fe Group – a business overview

Lars Lykke Iversen, CEO, Santa Fe Group

Santa Fe Group Introduction



Lars Lykke Iversen - CEO, Santa Fe Group

Santa Fe History

- ❑ 1980 – Established in Hong Kong
- ❑ 1985 – Expanded to China, Singapore
- ❑ 1988 – EAC acquires Santa Fe
- ❑ 1994 – Opened Thailand office
- ❑ 2000 – Global Silverhawk acquisition
- ❑ 2006 – Opened in South Korea
- ❑ 2007 – HR2B Vietnam acquisition, opened office in Taiwan
- ❑ 2008 – India acquisitions (Ikan, IR Moving)
- ❑ 2010 – WridgWays, Australia
- ❑ 2011 – Interdean, Western & Eastern Europe, Russia, Central Asia






Santa Fe Group Introduction



Lars Lykke Iversen - CEO, Santa Fe Group

Group Comparison

	 INTERDEAN RELOCATION SERVICES	 WRIDGWAYS RELOCATION SERVICES	 SANTA FE RELOCATION SERVICES
Established	1959	1892	1980
Offices	48	30	42
Team members	1,200	450	1,500
Revenue*	USD 191m	USD 109m	USD 113m
EBITDA*	USD 9m	USD 9m	USD 12m
Memberships	FIDI, OMNI, EuRA, Worldwide ERC	FIDI, OMNI, EuRA, Worldwide ERC	FIDI, OMNI, EuRA, Worldwide ERC
Accreditations	ISO 9001, 14001, 27001, OHSAS 18001, FAIM	ISO 9001, 14001, 27001, FAIM, AS- NZ 4801	ISO 9001, 14001, 27001, FAIM
Other			UN Global Compact

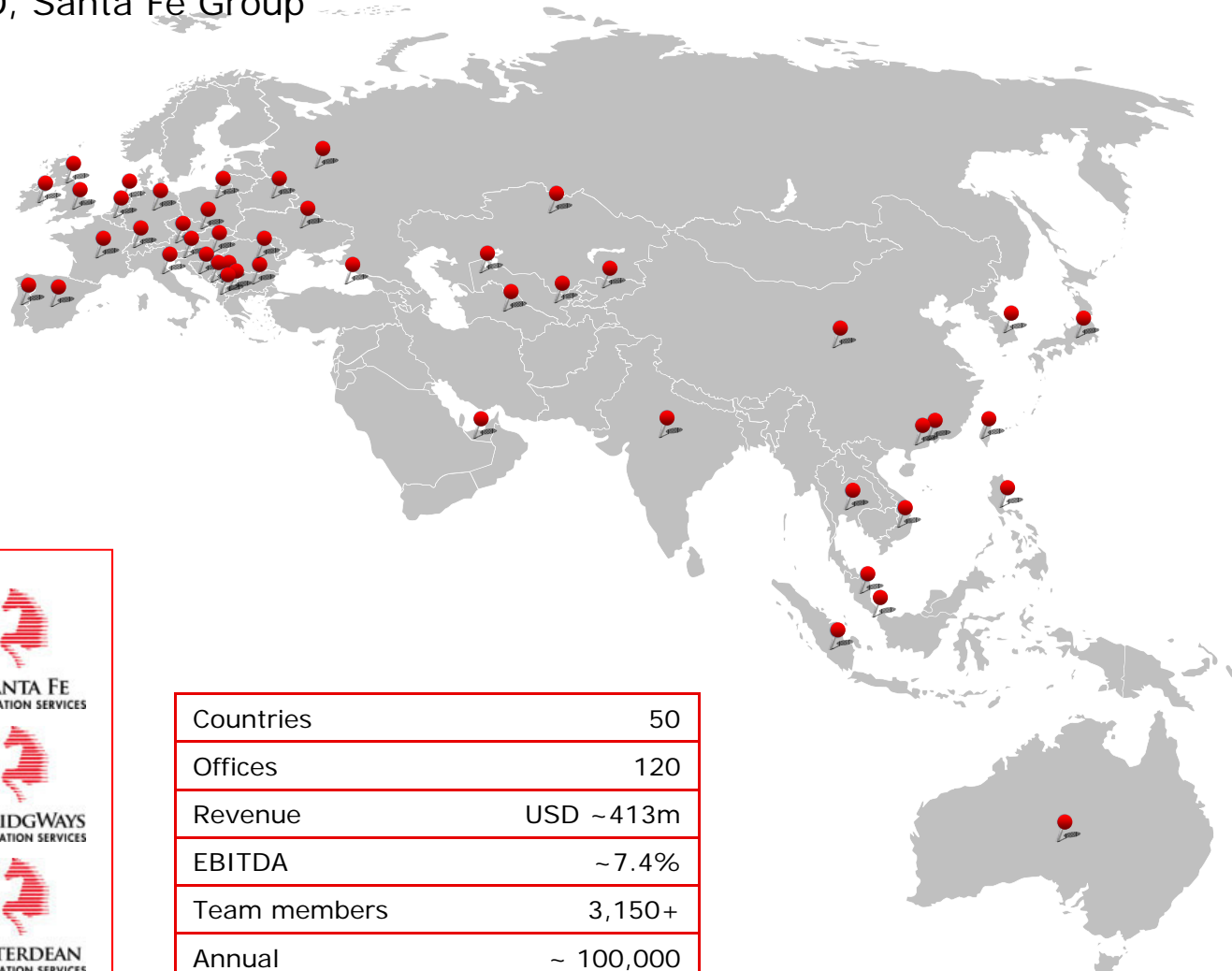


* Interdean financials are for 2010, Wridgways are for 2009/10, and Santa Fe are for 2010.

Santa Fe Group Introduction



Lars Lykke Iversen - CEO, Santa Fe Group



**Introducing
the new
force in
relocation.
3 Continents
1 solution.**



Countries	50
Offices	120
Revenue	USD ~413m
EBITDA	~7.4%
Team members	3,150+
Annual relocations	~ 100,000

Santa Fe Group Introduction



Lars Lykke Iversen - CEO, Santa Fe Group

Business Model

- ❑ Customer centric innovation philosophy
- ❑ Direct control of service delivery
- ❑ Direct control of customer relationships to achieve higher margins and control our own destiny
- ❑ Quality, efficiency, people and safety
- ❑ State of the art technology
- ❑ Highly aggressive business development
- ❑ We make it easy

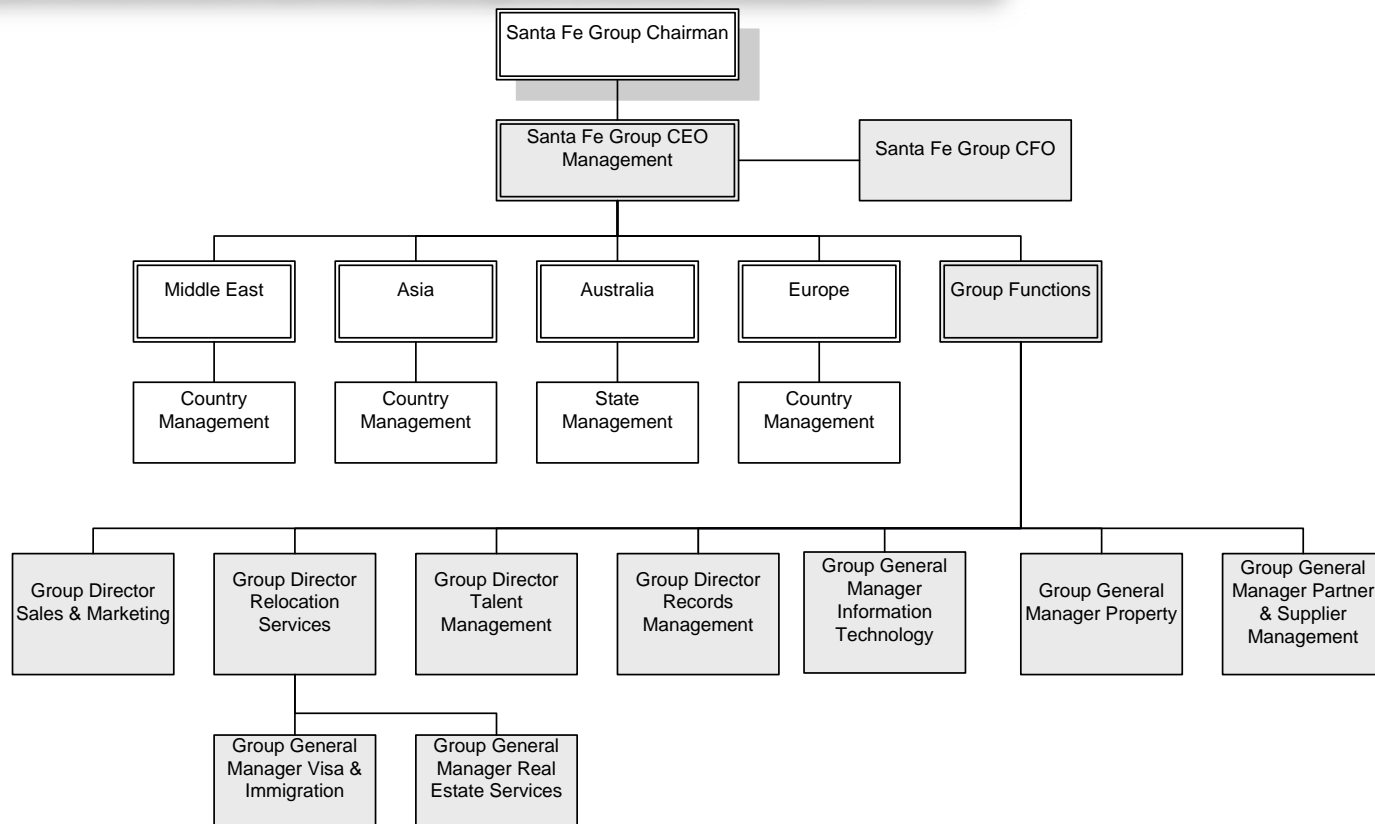


Santa Fe Group Introduction



Lars Lykke Iversen - CEO, Santa Fe Group

Organization & Management Team



Santa Fe Group Introduction



Lars Lykke Iversen - CEO, Santa Fe Group

Our strengths

Customer Service

- Provide worldclass customer service
- Identify new product opportunities through Customer Centric Innovation

Products / Services

- Moving Services
- Relocation Services
- Records Management Services

Brand

- Santa Fe name & red horse logo
- Quality, Efficiency, People, and Safety

Geographic Coverage – 3 Continents

- Single source solution – One Company, One Commitment
- Corporate Governance
- Geographic expansion within the Middle East, Pakistan, Bangladesh, Sri Lanka

People

- Attract, develop and retain the best people in the industry
- Integrity, honesty
- Flexibility & transparency

Quality & Standards

- Commitment to quality
- ISO 9001 (quality)
- ISO 14001 (environment)
- ISO 27001 (data security)
- AS/NZS 4801:2001 (health & safety)
- FAIMISO
- OHSAS 18001:2007
- Corporate Social Responsibility – UN Global Compact

Competencies

Technology

- State of the art
- Common platform

Partnerships

- Global network management
- Relationship management
- Worldwide ERC, OMNI, FIDI, EURA



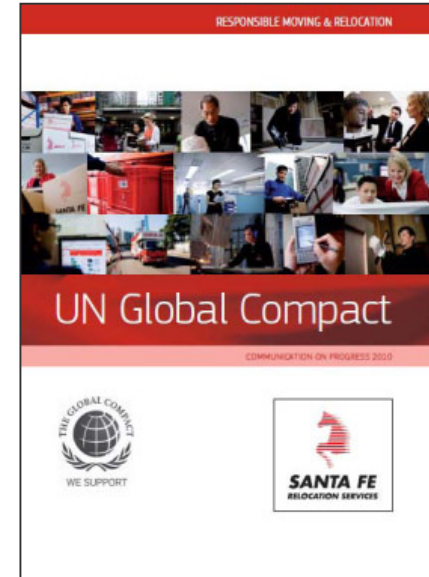
Santa Fe Group Introduction



Lars Lykke Iversen - CEO, Santa Fe Group

Corporate Social Responsibility

- ❑ 2010 UN Global Compact Report
- ❑ Continuous improvement:
 - Occupational health and safety
 - Employee training
 - Employee turnover
 - Reducing emissions and resource consumption
- ❑ New initiatives:
 - Tree planting program in Indonesia
 - Education support in India for employee children



Santa Fe Group Introduction



Lars Lykke Iversen - CEO, Santa Fe Group

Quality

We lead our industry in terms of quality:

- ISO 9001 – Quality procedures
- ISO 14001 – Environmental program
- ISO 27001 – Information and data security
- FAIM – Highest quality standard in the moving industry
- AS/NZS 4801 – Occupational Health & Safety



Santa Fe Group Introduction



Lars Lykke Iversen - CEO, Santa Fe Group

Branding

Logo →



Name →

Service →

SANTA FE
RELOCATION SERVICES

Mission → *We make it easy*

- ❑ Red horse logo is consistent in all businesses
- ❑ WridgWays and Interdean names retained
- ❑ Consistent use of fonts for company name and service
- ❑ All companies to use
- ❑ Implement mission across all businesses



Santa Fe Group Introduction



Lars Lykke Iversen - CEO, Santa Fe Group

Core Service Segments

Relocation Services

Look-see Trip, Orientation & Settling-in, Local Registration, Driver's License, Cultural Training, Language Training, Temporary Housing, School Search

Visa & Immigration

Visa processing, Work Permits, Tracking & Renewal Services, Industry Updates, Compliance

Real Estate / Home Search

Home Search, Lease Negotiation, Check-In/Out Support, Deposit Recovery, Tenancy Management

Moving Services

International, Domestic and Local Moving, Storage, Insurance, Pet and Private Car, Motorcycles, etc.

Records Management

Carton/Document storage, Magnetic Media (tapes), file folder management



Santa Fe Group Introduction



Lars Lykke Iversen - CEO, Santa Fe Group

Customer Segments (Moving & Relocation)

- ❑ Corporations
- ❑ Relocation Management Companies (RMC's)
- ❑ Law Firms (immigration)
- ❑ Moving Companies (agents)
- ❑ Government Departments (i.e. U.S. State Department, Embassies, Consulates)
- ❑ Direct Consumers (i.e. private individuals)



Santa Fe Group Introduction



Lars Lykke Iversen - CEO, Santa Fe Group

Customer Segments (Records Management)

- Corporate Clientele
 - Multinational Corporations
 - Law Firms
 - Accounting Firms
 - Insurance Companies
 - Hospitals
 - Banking and Financial organizations



Santa Fe Group Introduction



Lars Lykke Iversen - CEO, Santa Fe Group

Moving & Relocation (Trends)

Corporate Clientele

- ❑ Focused on reducing cost/total spend
- ❑ Reduced administrative/operational expense
 - Single-supplier or regional provider relationships preferred
- ❑ Quality is assumed (it's a given)
- ❑ Procurement drives decision making, HR influences
- ❑ "Compliance" is growing in importance
- ❑ Declining relocation policy benefits
 - Fewer traditional expat benefit programs
 - Increased localization, permanent transfers, short term assignments
- ❑ Increase in lump sum/cash allowance
- ❑ Loyalty is disappearing, increased churn rate



Santa Fe Group Introduction



Lars Lykke Iversen - CEO, Santa Fe Group

Moving & Relocation (Trends)

Direct Consumer

- ❑ Increased global talent mobility
- ❑ Our geographic coverage enables Santa Fe to service this customer group
- ❑ Focused on cost efficient and reliable services



Santa Fe Group Introduction



Lars Lykke Iversen - CEO, Santa Fe Group

Moving & Relocation (Trends)

Relocation Management Companies (RMC's)

- ❑ Focused on international vs. U.S. domestic relocation
- ❑ Increased geographic expansion to meet client demand (global footprint/solution)
- ❑ Need to demonstrate cost savings to clients = squeeze downstream providers
- ❑ Increasing demand on service providers (outsourcing the administrative burden)



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Lars Lykke Iversen - CEO, Santa Fe Group

Records Management (Trends)

Corporations

- ❑ Increase in regional requests
- ❑ Desire to reduce number of suppliers (save time and money)
- ❑ Attain service consistency (procedures)
- ❑ Compliance (internal & external)
- ❑ Clear accountability



Santa Fe Group Introduction



Lars Lykke Iversen - CEO, Santa Fe Group

Combined Group Synergies

- ❑ Resource shift - focus on our own business vs. managing partner relationships
- ❑ Business development - more effective, efficient and direct control of client relationship
- ❑ Improved efficiency – eliminate redundancy in move/relo management & account management
- ❑ Simplification - Clarity within the organization of who we work with, how we work, etc.
- ❑ Customer satisfaction – customer centric, single provider, clear message
- ❑ Technology efficiency – single system, improved visibility, reduction in data entry
- ❑ Administration – time and resource saving
- ❑ Consumer business – improved perception of service/quality, one company door-to-door
- ❑ Quality – improved operational and customer service quality
- ❑ Marketing – time and resource savings



Santa Fe Group Introduction



Lars Lykke Iversen - CEO, Santa Fe Group

Core Objectives

- Business Growth
 - Increase activity/volume of services provided
 - Increase control of higher margin direct corporate client relationships (e.g. Europe)
 - Reduce dependency on lower margin trade/industry partners
 - Growth of market share in the direct consumer market
 - Leverage increased size and volume to attract greater business from US based relocation and moving organizations
- Improved Efficiency
 - IT Integration – single system offers resource and cost savings potential
 - Leverage increased size and volume to improve margins and reduce cost
- Long Term Sustainability



Santa Fe Group Introduction



Lars Lykke Iversen - CEO, Santa Fe Group

Business Growth Strategy

- Increase control of higher margin direct corporate client relationships
 - Focus on European based multinationals – European presence required
 - Aggressive coordinated business development efforts
 - Meeting customer needs/requirements with a single-source solution
 - Ability to speak with the ultimate decision maker(s)
 - Leverage our vast resource capabilities (size, technology, quality systems/procedures, portfolio of services)

Result = Reduced competitive landscape. We are better positioned to attract corporate customers than competing organizations.

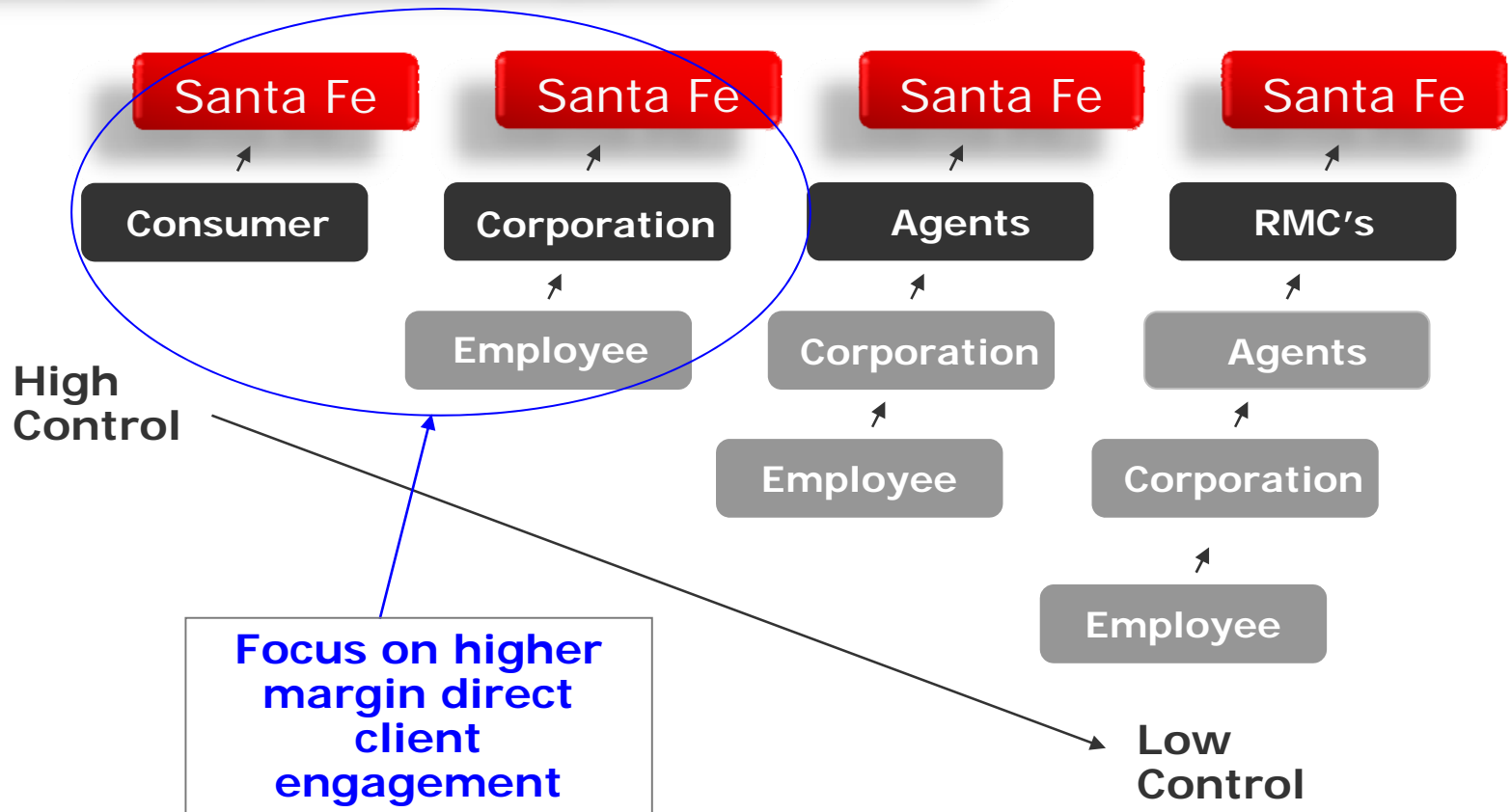


Santa Fe Group Introduction



Lars Lykke Iversen - CEO, Santa Fe Group

Business Growth Strategy



Santa Fe Group Introduction



Lars Lykke Iversen - CEO, Santa Fe Group

Business Growth Strategy

- Growth of direct consumer market
 - Introduction of new products and services to the consumer
 - Shared container services in high volume routes – lower cost to the consumer, higher margins for Santa Fe
 - Domestic moving services in emerging markets (China, India)
 - Development of web based tools to offer more assistance while reducing service delivery costs
 - Ability to order and transact services online
 - Geographic expansion provides additional markets from which to grow the consumer business

Result = Increased number of services delivered, increased revenue and profitability. Broadens our base of business.



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Lars Lykke Iversen - CEO, Santa Fe Group

Business Growth Strategy

- Increased support from US based relocation and moving organizations
 - Leverage increased Santa Fe Group business to attract a greater share of the US agent based business to/from our regions
 - Leverage network size advantage reducing the number of suppliers required to manage
 - Compliance across our network meeting corporate customer requirements
 - Our competitors are in a weakened position to attract business from US providers
 - Take advantage of Santa Fe's single system technology
 - Overall market share of moving and relocation services will grow

Result = Increased share of the US and local market.



Santa Fe Group Introduction



Lars Lykke Iversen - CEO, Santa Fe Group

Improved Efficiency

- IT Integration
 - Utilization of a single system across the organization
 - Staff time savings
 - Reduce data entry
 - Reduce time spent generating reporting
 - Fewer errors
 - Consistency
 - Faster to make system changes & upgrades
 - Leverage our larger size and existing contracts to reduce IT unit costs

Result = Time and resource savings, improved performance.



Santa Fe Group Introduction



Lars Lykke Iversen - CEO, Santa Fe Group

Improved Efficiency

- Leverage increased size and volume to improve margins and reduce cost
 - Account management teams will be streamlined (eliminate redundancy)
 - Leverage our business volume to achieve lower costs from suppliers
 - Take advantage of volume to increase shared container services

Result = Increased contribution margin.



Santa Fe Group Introduction



Lars Lykke Iversen - CEO, Santa Fe Group

Long Term Sustainability

- ❑ Geographic expansion critical to competitiveness
- ❑ Ability to control our destiny
- ❑ Reduced individual market or regional risk
- ❑ Significant upside opportunity to develop direct client relationships

Result = Industry leading company.



Santa Fe Group Introduction



Lars Lykke Iversen - CEO, Santa Fe Group

Market Potential

- ❑ Expanding our network enables Santa Fe to participate in opportunities where previously we were excluded
- ❑ We have effectively reduced the field of competitors
- ❑ Smaller or regional competitors become less relevant (especially for clients seeking multi-regional providers)
- ❑ Leverage single ownership structure relative to franchise or marketing network structures
- ❑ Single system state of the art technology advantage across our network
- ❑ Depth of talent and local market knowledge is a real competitive edge
- ❑ Expansion of service portfolio to include Relocation Consulting Services
- ❑ Future geographic expansion opportunities





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Q&A



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Santa Fe Moving & Relocation – Asia & Middle East

Patrick White, Senior Group Director, Santa Fe Group

Santa Fe – Moving & Relocation



Patrick White – Senior Group Director, Santa Fe Group

Services

Moving Services

- Domestic
- International
- Move Management
- Storage
- Insurance

Relocation Services

- Visa & Immigration
- Real Estate / Home Search
- Destination Service Provider (DSP)
- Tenancy Management
- Expense Management

Office Relocations

Records Management

- Off-site carton/magnetic media storage
- File Folder Management

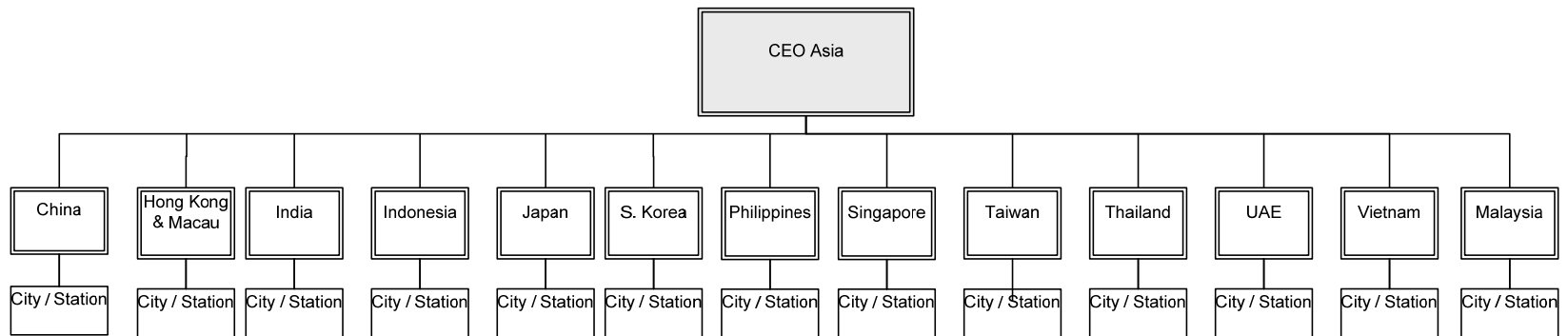


Santa Fe Group Introduction



Patrick White – Senior Group Director, Santa Fe Group

Organization Chart



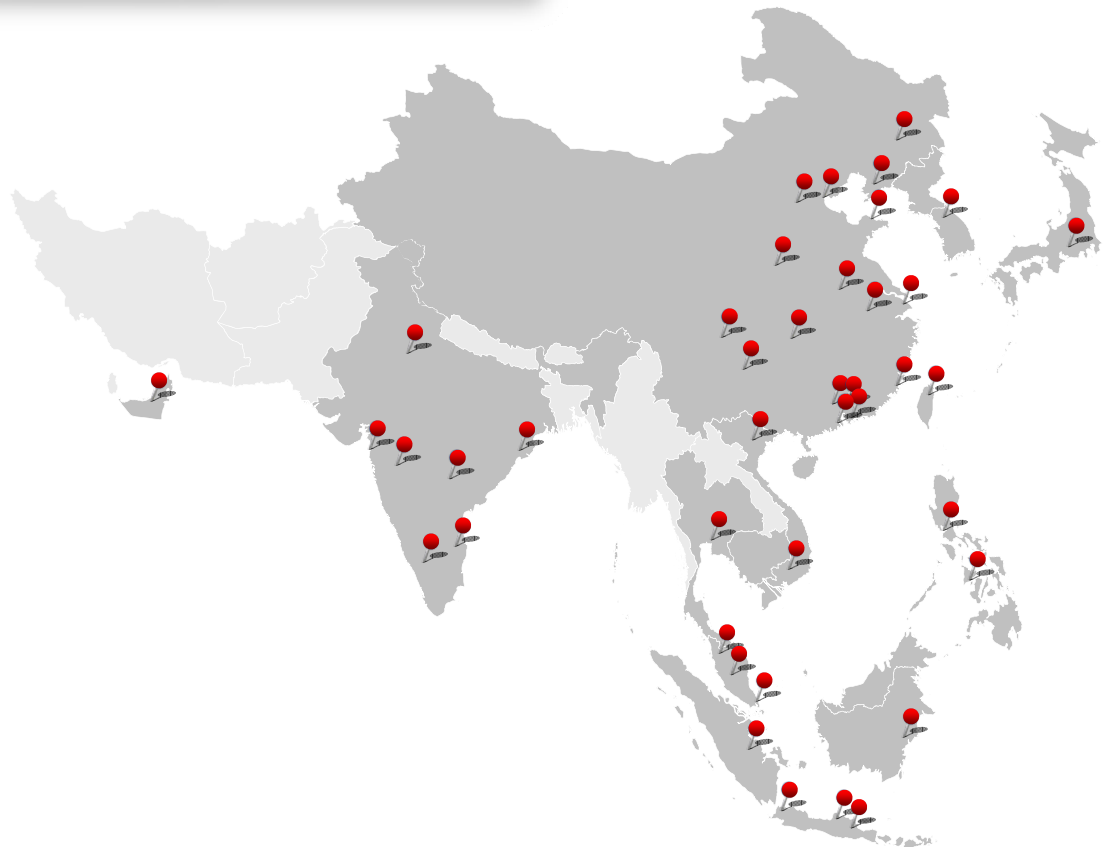
Santa Fe – Moving & Relocation



Patrick White – Senior Group Director, Santa Fe Group

Asian / Middle East Network

- ❑ China (14)
- ❑ Hong Kong
- ❑ India (7)
- ❑ Indonesia (5)
- ❑ Japan
- ❑ Macau
- ❑ Malaysia (2)
- ❑ Philippines (2)
- ❑ Singapore
- ❑ South Korea
- ❑ Taiwan
- ❑ Thailand
- ❑ Vietnam (2)
- ❑ UAE (2)



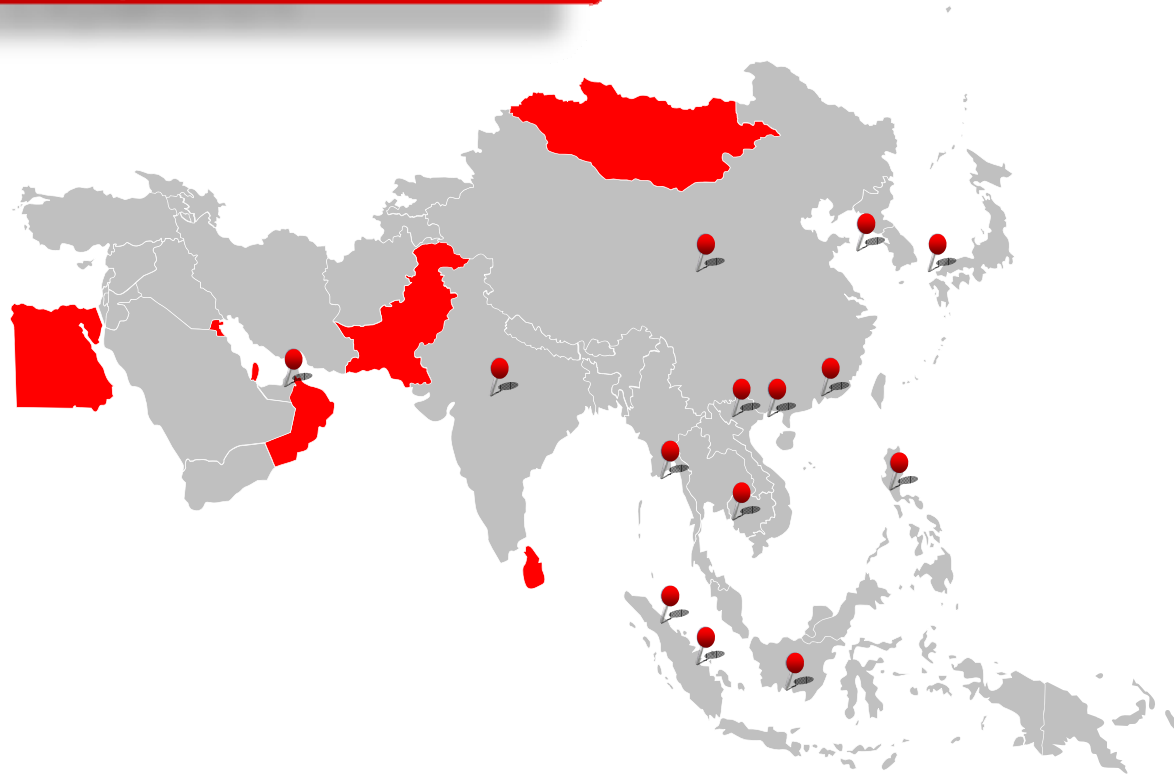
Santa Fe – Moving & Relocation



Patrick White – Senior Group Director, Santa Fe Group

Asian / Middle East Expansion

- ❑ Mongolia
- ❑ Middle East
 - Oman
 - Egypt
 - Kuwait
 - Qatar
 - Saudi Arabia
- ❑ Bangladesh
- ❑ Pakistan
- ❑ Sri Lanka



Santa Fe – Moving & Relocation



Patrick White – Senior Group Director, Santa Fe Group

Quality Systems

- ISO 9001 – Quality procedures
- ISO 14001 – Environmental program
- ISO 27001 – Information and data security
- FAIM – Highest quality standard in the moving industry
- CSR – UN Global Compact



Santa Fe – Moving & Relocation



Patrick White – Senior Group Director, Santa Fe Group

Market Drivers

- ❑ European and North American based corporate clients are a key customer segment
- ❑ Corporate customers looking to reduce the number of service providers (trend toward regional, multi-regional or global relationships)
- ❑ Cost reduction by corporations
- ❑ Reduced points of contact for the relocating transferee = improved service levels
- ❑ Broad service offering
- ❑ Compliance with local laws and customs
- ❑ Increase in intra-Asia relocation activity



Santa Fe – Records Management



Patrick White – Senior Group Director, Santa Fe Group

Services

- Consultancy
- Project Management
- Offsite records management of:
 - Cartons
 - File, folders, documents
 - Magnetic media tape management
 - Document imaging
- Provision of archival materials
- Collection and retrieval services
- Secure confidential destruction
- Web accessibility
 - Service ordering
 - Information
- 24 hour emergency support



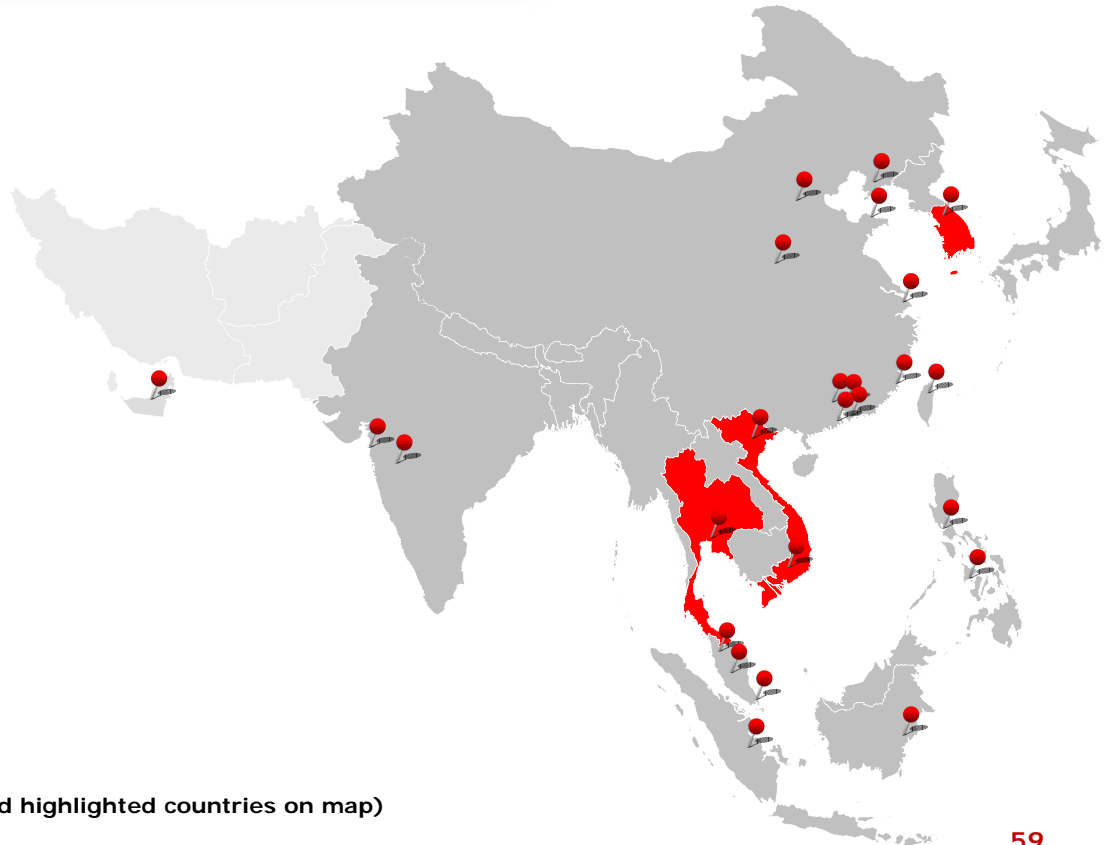
Santa Fe – Records Management



Patrick White – Senior Group Director, Santa Fe Group

Records Management Network

- ❑ China (7)
- ❑ Hong Kong
- ❑ *India (2)
- ❑ Indonesia
- ❑ Macau
- ❑ Malaysia (2)
- ❑ Philippines (2)
- ❑ Singapore
- ❑ *South Korea
- ❑ *Taiwan
- ❑ *Vietnam



*Planned expansion in 2011 (see red highlighted countries on map)



Santa Fe – Records Management



Patrick White – Senior Group Director, Santa Fe Group

Quality Systems

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Santa Fe – Records Management



Patrick White – Senior Group Director, Santa Fe Group

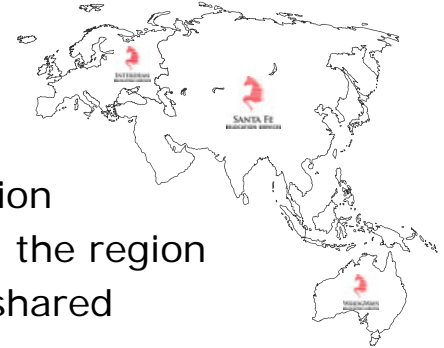
Market Drivers (Trends)

- ❑ New entrants to the market (e.g. North American competitors)
- ❑ Regional capabilities - increase in regional service requests
- ❑ Service considered a commodity
- ❑ Importance of state of the art technology
- ❑ Warehousing
 - Cost
 - Quality
 - Location
- ❑ Service capability beyond carton storage (e.g. consultancy, file folder management, imaging, etc.)



Patrick White – Senior Group Director, Santa Fe Group

Unique Synergies - Asia

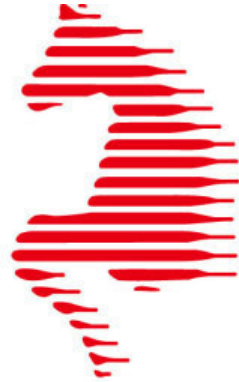


- ❑ Brand – Well known and respected name in the Asia region
- ❑ Team members – Largest and most experienced team in the region
- ❑ Simplification – Ability to leverage volume and develop shared container business
- ❑ One Company Solution – Increased customer conversion by offering a one company end-to-end solution
- ❑ Technology efficiency – single system, improved visibility, reduction in data entry
- ❑ Comprehensive services – We offer clients the most comprehensive service offering
- ❑ Consumer business – improved perception of service/quality, one company door-to-door
- ❑ Quality – we lead the industry in quality programs
- ❑ Resources – we have greater resources than competing firms



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Q&A



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WridgWays – Australia

Des Stickland, CEO, Wridgways

Des Stickland – CEO, WridgWays

Services

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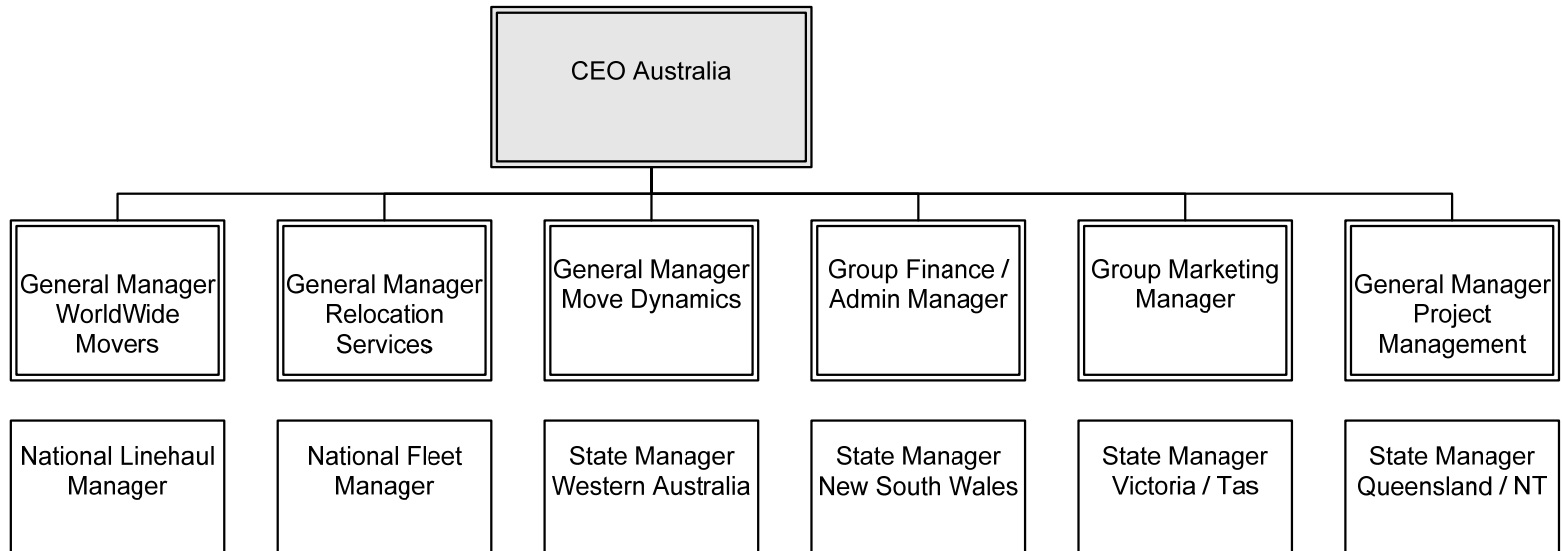
Project Management

Relocation Brokerage

Office Relocations



Organization Chart

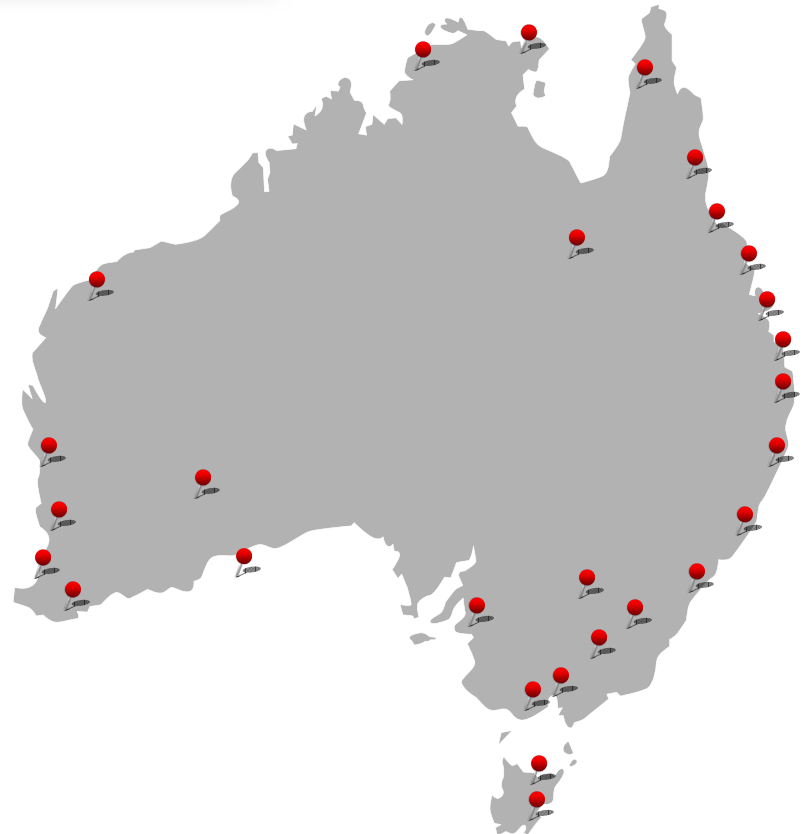


WridgWays

Des Stickland – CEO, WridgWays

Australia Network

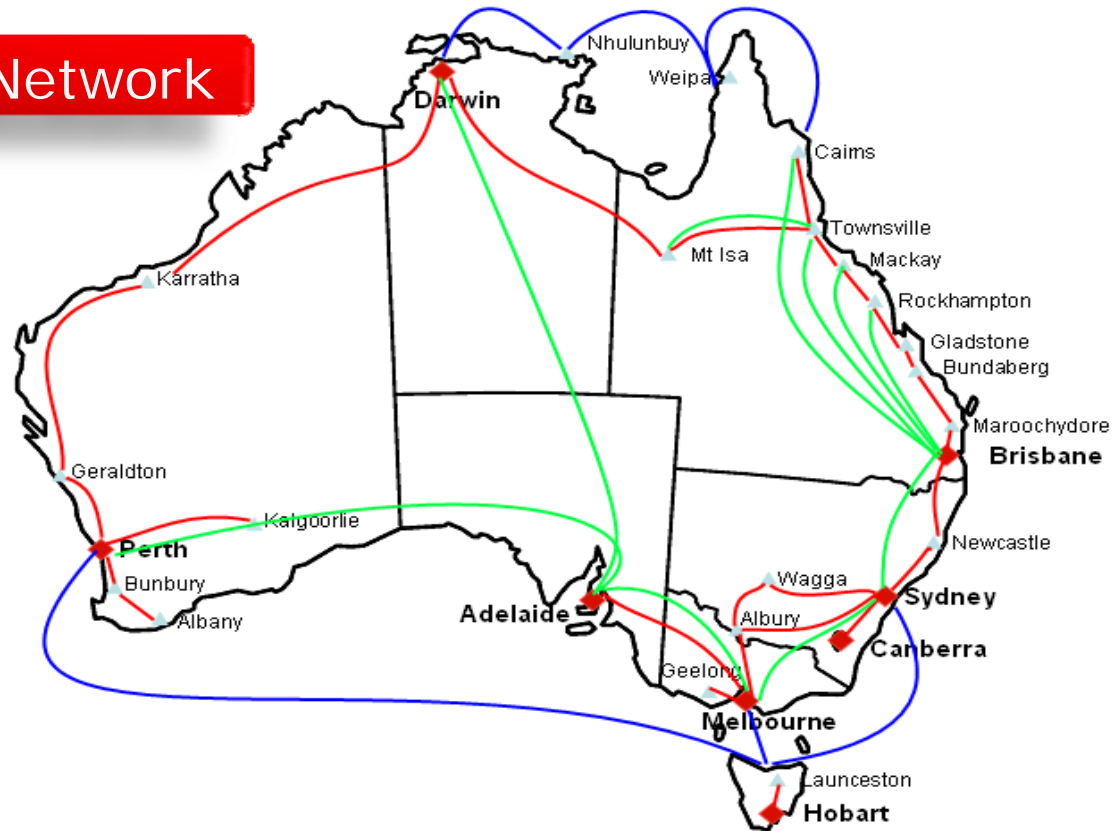
- Albany
- Albury
- Adelaide
- Bunbury
- Brisbane
- Bundaberg
- Cairns
- Canberra
- Darwin
- Geraldton
- Geelong
- Gladstone
- Hobart
- Kalgoorlie
- Karratha
- Launceston
- Mackay
- Melbourne (2)
- Mount Isa
- Newcastle
- Nhulunbuy
- Perth
- Rockhampton
- Sunshine Coast
- Sydney
- Townsville
- Wagga Wagga
- Weipa



WridgWays

Des Stickland – CEO, WridgWays

Distribution Network



RAIL



ROAD



SEA

Des Stickland – CEO, WridgWays

Quality & Governance Systems

- ISO 9001 - Quality procedures
- ISO 14001 - Environmental program
- ISO 27001 - Information and data security
- FAIM - Highest quality standard in the moving industry
- AS/NZS 4801 - Occupational health & safety
- CRIMTRAC - Access to National and State Police records
- *UNGC - UN Global Compact



* Currently finalizing accreditation process

Market Drivers

Two-speed economy - Mining/Energy & The Rest

- ❑ Economy dominated by mining / energy sector which is consuming human capital and skills. Downstream suppliers to this sector reaping benefits.
- ❑ The rest of the Australian economy is struggling with falling housing prices and consumer spending. This section of the economy has been, and remains, in lock down mode. Inflation will rise and cost of living increases in the community, particularly fuel, food and electricity are escalating at double digit rates.
Unemployment rate 4.4%
Inflation 3.3%
Reserve Bank Cash Rate 4.75%

WridgWays



Des Stickland – CEO, WridgWays

Unique Synergies

- ❑ WridgWays has the most comprehensive suite of service products in the Australian relocation market.
- ❑ WridgWays is the most profitable relocation company in Australia with EBIT double that of its nearest competitor
- ❑ WridgWays quality, communications and service delivery drives ongoing repeat consumer business. Approximately 38% of private consumer customers move with WridgWays as a result of personal recommendation or had used our services previously.
- ❑ WridgWays has by far the most experienced management team in the Australian relocation industry



WridgWays

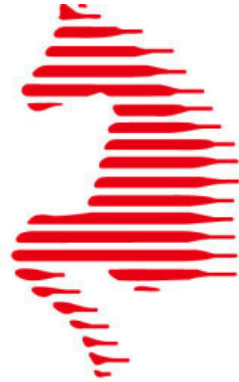


Des Stickland – CEO, WridgWays

Operational Synergies

- ❑ WridgWays brings extensive large scale domestic IT, marketing and operations experience to the group enabling potential duplication in countries such as China and India.
- ❑ WridgWays experience and activities over many years in the private consumer relocation sector adds opportunities for significant growth and operational efficiencies in Asian markets.
- ❑ Purchasing synergies on a group basis in the range of packaging materials and consumable products.
- ❑ Critical mass in operational scale provides the group with potential to negotiate benefits in ocean and air freight rates which will reduce costs and increase operating margins.





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Interdean

– Europe and Central Asia

Dale Collins, CEO, Interdean

Dale Collins – CEO, Interdean

Moving & Storage Services

Moving Services

- Domestic
- European Cross Border
- International & Third Country Move Management
- Storage
- Insurance

Records Management

- In certain locations



Dale Collins – CEO, Interdean

Assignment & Relocation Services

Assignment Services

- Payroll & Reporting
- Compensation Tracking
- Tax Preparation and Reporting
- Candidate Selection and Evaluation
- Policy Consulting
- Assignment Authorisation and Initiation
- Documentation Tracking
- Balance Sheet/Cost Estimates/COLA

Relocation Services

- Home Sale/Purchase
- Expense Management
- Tenancy Management
- Visa & Immigration
- Destination Service Provider (DSP)

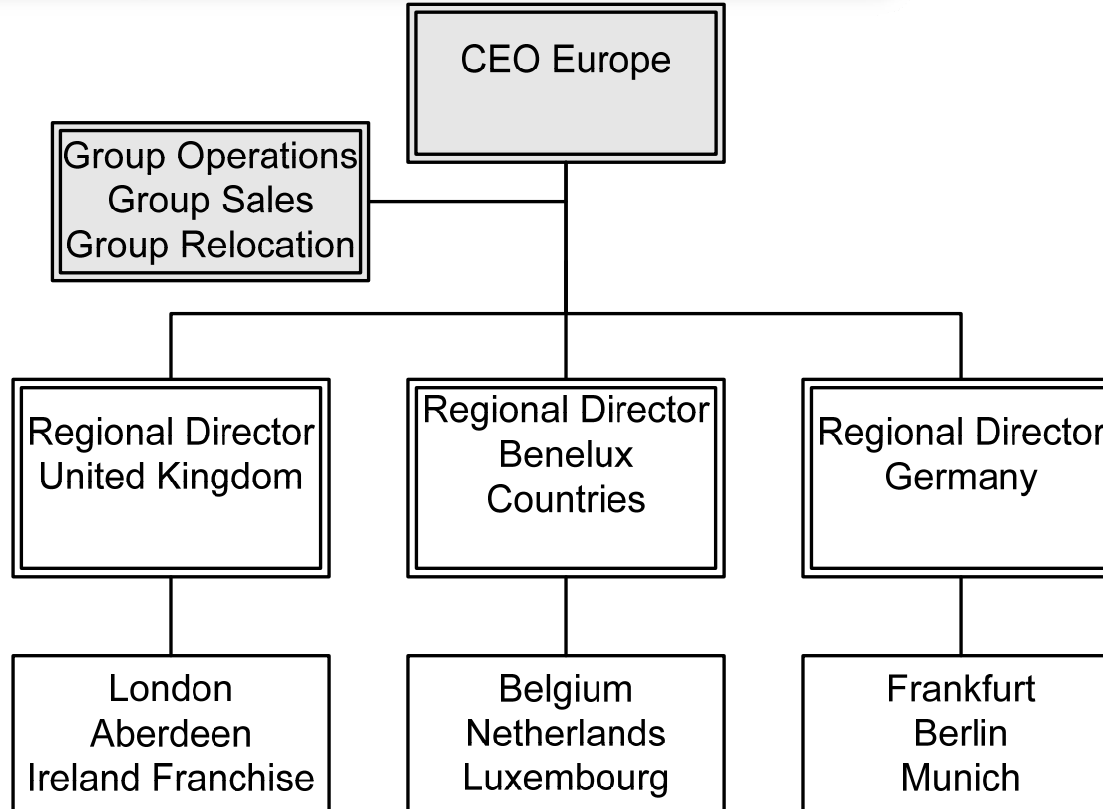


Interdean



Dale Collins – CEO, Interdean

Organization Chart

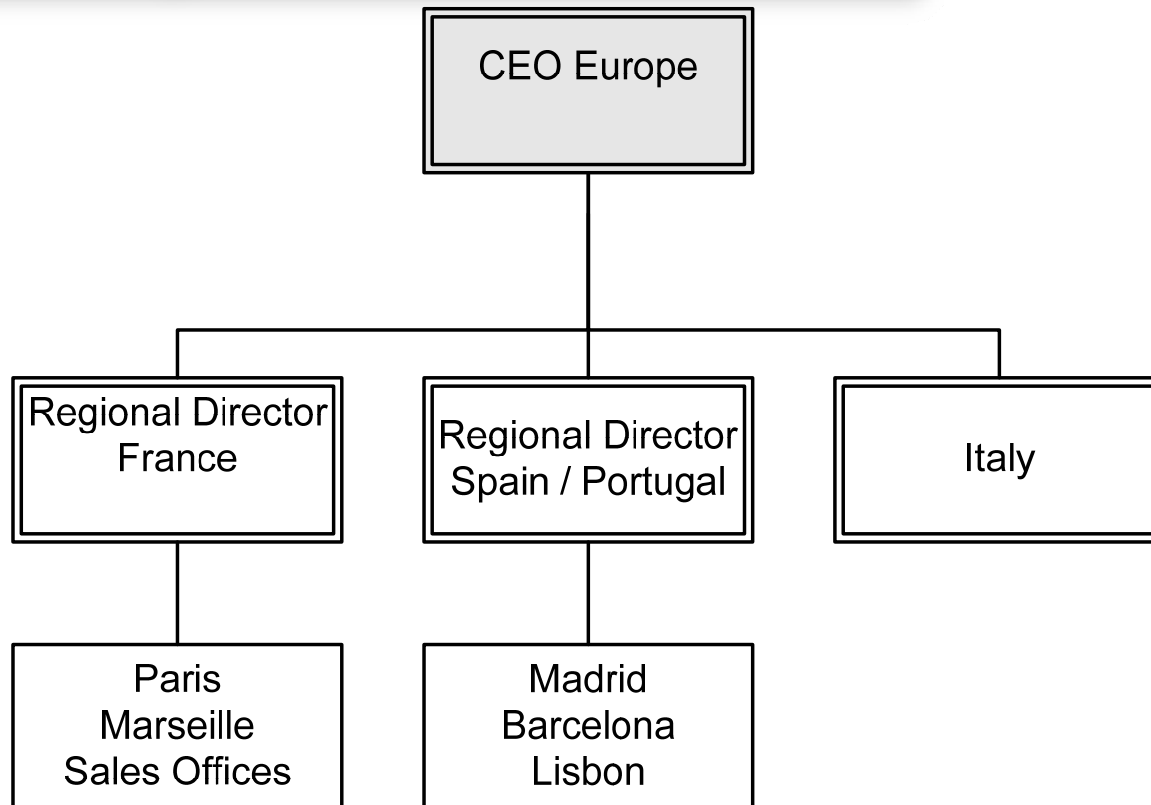


Interdean



Dale Collins – CEO, Interdean

Organization Chart

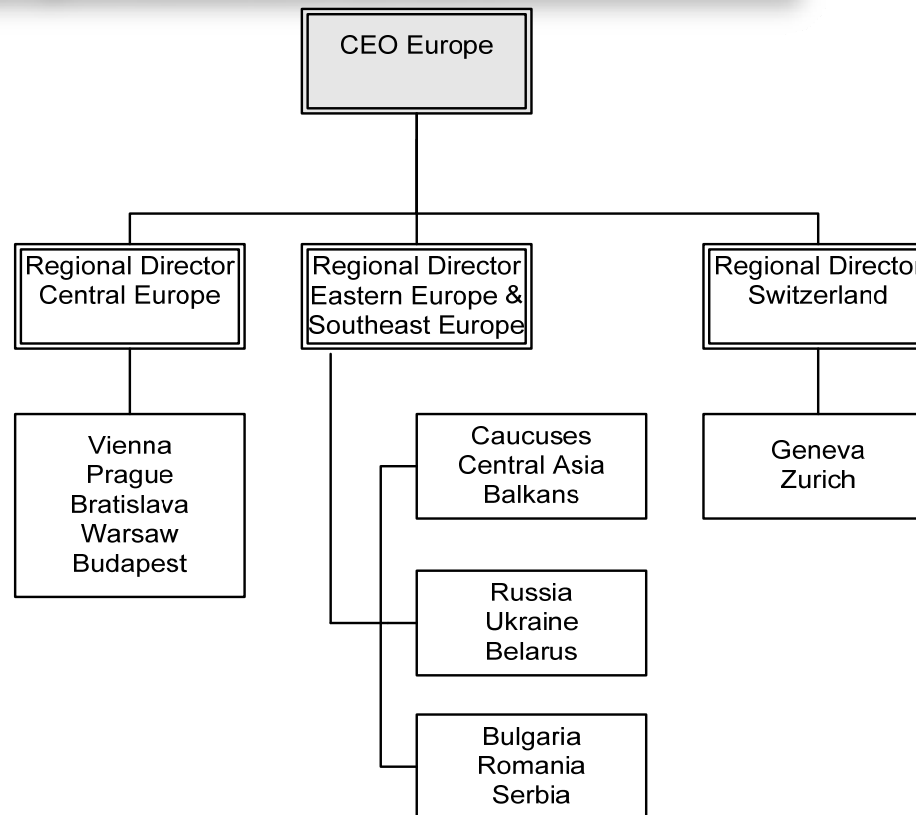


Interdean



Dale Collins – CEO, Interdean

Organization Chart



Interdean



Dale Collins – CEO, Interdean

Europe, Russia, Central Asia Network



- Albania
- Armenia
- Austria
- Azerbaijan
- Belarus
- Belgium
- Bosnia & Herzegovina
- Bulgaria
- Croatia
- Czech Republic
- France
- Georgia
- Germany
- Hungary
- Ireland
- Italy
- Kazakhstan
- Kosovo
- Kyrgyzstan
- Luxembourg
- Macedonia
- Moldova
- The Netherlands
- Poland
- Portugal
- Romania
- Russia
- Serbia
- Slovakia
- Spain
- Switzerland
- Turkmenistan
- Ukraine
- United Kingdom
- Uzbekistan



Dale Collins – CEO, Interdean

Quality Systems

- ❑ ISO 9001 – Quality procedures
- ❑ ISO 14001 – Environmental program
- ❑ ISO 27001 – Information and data security
- ❑ FAIM – Highest quality standard in the moving industry
- ❑ ISO 18001 – OHSAS Health & Safety



Dale Collins – CEO, Interdean

Cross Border Dynamics

- Cross Border Traffic
 - Hauling Capacity
 - Central Dispatch/Truck Browser
 - Power Lane Traffic Patterns
 - Brussels Hub
 - Europe Direct
 - Russia Direct
- Competitive Forces
 - Internal Cooperation
 - Ireland Haulage
 - Third Party haulage
 - Alfa Fleet



Dale Collins – CEO, Interdean

Market Drivers

- ❑ European clients driving market growth - global view for services
- ❑ North American clients establishing EMEA hubs
- ❑ European “domestic” transfers increasing as job shift within the EU evolves
- ❑ Total cost management and cost elimination
- ❑ Key Issues
 - ❑ Technology – Reporting and Interaction
 - ❑ Compliance across multiple levels
 - ❑ Talent Management

Dale Collins – CEO, Interdean

Market Drivers

- ❑ Mobility as a key element of the new era global executive
- ❑ “Fast track” global programs rising among European and American corporations
- ❑ Accountability across multiple services and less intermediation and simplified service mechanisms
- ❑ Consolidation of services and vendor reduction initiatives to reduce management time

Interdean



Dale Collins – CEO, Interdean

Operational Synergies

- ❑ Continued growth of direct controlled corporate client relationships
- ❑ Develop direct consumer business to broaden business base
- ❑ Continued focus on positioning Assignment Management Services
- ❑ Improved internal communication and intelligence on target clients
- ❑ Utilize group resources to expand service offering:
 - ❑ Records Management
 - ❑ Office/Commercial Moving
- ❑ IT efficiency gains through a single software solution
- ❑ Coordinated purchasing and leverage of buying power
- ❑ Power lane freight opportunities





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Closing remarks

Niels Henrik Jensen, President & CEO, EAC Group

Closing remarks



Niels Henrik Jensen – President & CEO, EAC Group

Santa Fe Group going forward

- ❑ Attractive business opportunities through effective integration of new activities
- ❑ Continued growth potential in globalising markets
- ❑ Experienced operational management and proven governance systems
- ❑ Strong strategic foundation to explore potential



Santa Fe Group



We make it easy.





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**SANTA FE
RELOCATION SERVICES**



**WRIDGWAYS
RELOCATION SERVICES**



**INTERDEAN
RELOCATION SERVICES**