

FEBRUARY 2026

*A Community in
Motion:*

40 Years of the ARP

In this edition....

A Look Back at the ARP Conference

Conference Photos Released!

Patti's Second Gap Year: One Year Later

ARP Events Schedule for 2026

Relocate the Profit: Doing Better Together



RELOCATE THE PROFIT

doing better together

WHAT IS IT?

Relocate the Profit is a global initiative with two main goals

- To change the culture within our industry
- To change peoples lives



HOW DOES IT WORK?

Each member of Relocate the Profit donates £1, €1 or \$1 for every invoice they raise to the same charity.

WHY DOES IT WORK?

Each company donates through a central link that goes directly to the charity. Only the total raised is updated, no single company gets more credit than another, staying true to our values - DOING BETTER TOGETHER



HOW MANY MEMBERS DO WE HAVE?

60

Our members are from 16 different countries, from destination service providers, to immigration lawyers, to cultural trainers, and everything in between!

HOW CAN YOU JOIN?

Simply ask any member, with one simple form to complete you can join in just 5 minutes! Visit our website for more details!

WHAT CHARITY DOES THE MONEY GO TO?

Education is recognized as the best tool to beat poverty and create stronger and more equal communities.

Through their work as an education charity Mikuyu Tanzania have learnt to recognise the interdependency of education with nutrition, water, sanitation and hygiene and poverty

Their work has directly impacted over 30,000 people in Tanzania.



HOW MUCH MONEY HAVE WE RAISED SO FAR?

£37,000

WHAT HAS OUR MONEY PAID FOR?



Bunkbeds in schools, so the girls don't have to walk for 3hrs a day.

Stoves in schools, to give children access to hot food every day.

Business training for the families, to provide income to pay for the children's education

WWW.RELOCATETHEPROFIT.ORG

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A Message from Tad

In June 2026, the ARP will be 40, quite an achievement. The concept of an Association had been agreed the previous September and a group of us worked in the interim to prepare for the launch. We booked a room at a Swindon hotel for 80 people but in the event 104 people attended, and we were off to a flying start as the first Relocation Association outside of North America.

At the beginning I was a member offering Property Finding services in East Anglia, I was also on the original Board of the then 'Association of Relocation Agents', the name changing to ARP in February 2005.

In the early years progress was slow as it was the Board who did everything but all that changed in 1987. I had moved to Edinburgh to join another ARA member, but when it was decided to appoint an administrator of the ARA, I got the job. Within a short time, we were having regular meetings, and we started to offer Training Services and effectively invented the 'Fundamentals of Relocation' for those interested in joining our industry. There are still members today whose first experience of the ARP was a Fundamentals session. I will continue to share more on the origins of the ARP in the next Newsletter.

Since the last Newsletter a lot has happened, the ARP Conference was reborn, and the annual ARP Christmas Lunch took place. We also held our first face to face board meeting in over a year.

The meeting achieved a lot in a short time. Among other things, I reported on the current financial situation, which is better than it has been in a long time. We reviewed the ARP Strategy Document dating back to 2023 and were able to show that the ARP is making progress:

- there are increased membership benefits including the Move and Mingle Events which are creating a greater community spirit
- the number of members is increasing
- communication has improved (regular newsletters)
- we are achieving limited government recognition
- opening committees to non-Board members has been a complete success

We also discussed areas where we needed to support members further. We are looking to provide more guidance to members in terms of the 'red tape' mentioned in my last report and we are looking at better ways to engage with Letting and Estate Agents. We are also looking to try and respond better to general issues such as a positive response to all the doom and gloom relating to immigration.

The Conference was nothing short of a triumph. Roughly 90 people attended and we even had a waiting list. We started with a reception following a guided tour of Southampton on the Wednesday evening, generously sponsored by room2. room2 was also host to many of the conference attendees offering us a great room rate per night.

The conference day started with breakfast which led into a full programme lasting the whole day and included some panel discussion as well as a very interactive session lead by Ariosi. The sponsors were also given an opportunity to present themselves. The grand finale was the ARP Awards at the Gala Dinner in the evening.

We all donned our Black-Tie outfits and enjoyed an opening drinks reception followed by a three-course dinner. The Awards were presented between courses.

There were two awards of 'Excellence by Specialist Providers' and the winners were Please Connect Me and Roomservice by CORT.

The DSP of the year was Nimmersion from Sweden. This did raise a couple of comments, but, had we had more submissions we would have had a category for UK DSPs and another for Non UK DSPs. So please consider entering next year.

The final award was for an individual who had shown 'Industry Inspiration' and was presented to Jo Webb, who had inspired us all by her never ending energy and drive to lead the 'Communications & Events Committee'. It was Jo who pushed the committee to launch the Move & Mingle events, who led the Conference preparations and who ensured the ARP have a regular newsletter again. However, trying to present the lead organiser of an event with an award without her finding out turned out to be a battle of wills. Jo wanted the name on the PowerPoint for the evening and for obvious reasons I did not. Fortunately, I won because had I not Jo would have seen her name appear too early in the proceedings. As a result, I have

been banned from using the clicker during future PowerPoint presentations! It was all very amusing, but you had to be there!

The Conference also gave us the opportunity to support a local Charity, FairShare, which works with the homeless in the Southampton area. We ran a raffle with a number of prizes including a ticket for the ARP Conference in 2026, four apartment stays generously donated by Cheval Residence and the Staycity Group. There was also a Tottenham Hotspurs signed shirt donated by Oceanair and a case of prosecco donated by Clearview. With all these prizes on offer we raised a total of £900.

The Christmas Lunch was as good as ever and we welcomed around 70 members and guests. We were very happy to note that all bar one of the EuRA Board members attended and that there were no fewer than 5 former EuRA Presidents attending. The lunch went according to plan and then it was time for the annual Quiz arranged by Dom. It was more fiendish than ever, but attendees enjoyed the challenge and as far as we were able to tell, there was no cheating.

Tad Zurlinden

ARP Chief Executive Officer



A Message from Adrian

2025 was a game-changing year for the ARP and it was a joy to behold.

Back in December 2023 Board and Executive had a clear strategy – we know what we wanted and where we wanted to go, but we were hamstrung by tight finances and limited time. We started by raising our profile nationally and even internationally. We worked Lembit Opik as our 'lobbyist' and although we didn't get the political breakthrough we hoped, we nonetheless started to understand the machinations and mechanics of political influence and networking.

Hard work and even harder conversations by previous Board members got the ARP sponsorship across a surprising breadth of generous members and this welcome boost to finances started the ball rolling. Reversing the fortunes of an association is like trying to pull a truck down the road with your teeth. Once you have momentum it becomes a little easier, and the sponsorship and contributions, coupled with lobbying by Lembit and the ARP Board, started to pay off.

We now have a newly elected Board taking the ARP forward into its 40th year. The Board recently held a review of the previous strategy and decided our focus for the next couple of years. We kept it simple:

1. Get clear recognition for the Relocation industry across Government and the wider public, not just transitory MPs.
2. Increase income through events, sponsorship and new members to create a 'war chest', for investment into the professional reputation of the relocation industry and its differentiation from Estate or Letting Agents. In particular we want to be part of the national discussion on why the UK should be an attractive destination for talented people to live and work on assignment.
3. Improve member benefits in terms of networking, sharing best practice and utilising the economies of scale for additional membership value. In other words, keeping that sense of community and belonging in a very special industry.

Tactically, as was explained at the recent outstanding Conference in Southampton, the Board is going to:



- Continue the phenomenal work of the Events and Communications committee led by the incomparable Jo Webb of Ariosi. That's more events, across the UK, culminating in a Conference in Belfast in November and Christmas celebration lunch in December 2026
- Increase our Public Relations (PR) activity by engaging with a PR company to distribute ARP member responses to national and international affairs led by the laser-focussed Simon Scott of Altair Global. Simon is seeking members across the industry to act as spokespersons for their particular area of expertise to respond to newsworthy items. Participants get publicity alongside the ARP.

Every member I meet always has a lot to say about living and working in the UK, so let's share those thoughts via the media.

The other dedicated Board members consist of Zain Ali (Centuro Global), Anna Barker (R3location) and Oliver Beswick (Beswick Relocation); all of whom will be continuing their active and highly valued support.

The relocation industry is an extraordinary industry. We are project managers, agony aunts, part-time paralegals, HR enforcers of policy, multiple plate-spinners, data wizards, crystal-ball readers and ever-smiling optimists and yet we are relatively unknown by the wider public. With your help (and money 😊) over the next few years, your Association is going to change all that, so please support us and if you aren't a member then please join.

2026 will build upon the successes of 2025 and the previous 39 years. Your ARP will be front and centre of the community of relocation professionals in the U.K., seeking to represent you, your teams and your clients to Government and the global businesses.

On behalf of the Board, we wish you and your colleagues the very best of success in ARP's 40th Year.

We also sincerely thank Tad Zurlinden for creating the ARP and giving our industry a voice and community back in 1986. As the old catch phrase goes. "didn't he do well?" Thank you Tad.

Adrian Leach

ARP Chairman and CEO of HCR Limited

A Message from Jo

What a rollercoaster of a year 2025 was! From two Move & Mingle events and Northern Networking, to the ARP Conference and AML webinar, it was a busy, energising, and incredibly rewarding.

Everything we delivered last year has been guided by our Communications & Events strategy to Engage, Excite and Enchant our members, and I'm incredibly proud of what we've achieved together. The energy, creativity and commitment behind each event and communication has helped bring that strategy to life and has played a huge role in the continued revival of ARP.

None of this would have been possible without the dedication, ideas, and sheer enthusiasm of the Communications & Events Committee, alongside the continued support of our members, both old and new. Thank you for engaging with us, championing ARP, and being part of the journey. ARP has truly been revived, and it's been a privilege to be part of that transformation.

As we start 2026, we say goodbye to a few committee members - James Hooper, Kearon McCarthy, Jeremy Chandar, and Oliver Beswick. Thank you all for your time, passion, and invaluable contributions to ARP. You will be very much missed.

Looking ahead, we're excited to welcome new committee members - Kelly Bell and Alex Gonzalez.

And the momentum doesn't stop there. 2026 is already shaping up to be another cracking year, with plenty planned.

Jo Webb

Executive Board Member, ARP Communications & Events Committee Chair and Head of OrbiRelo



A Message from Simon

With the UK Government's latest budget, changes to rental law and continued headlines about immigration, as the ARP celebrates its 40 years leading our industry in the UK, there has rarely been a more important time for us to have a voice. Issues like these directly affect the relocation industry and the UK's ability to attract the talent that helps businesses compete globally. As the ARP, a community in motion, we know this is where we need to be - but building that presence takes time, and we are taking the steps to get there.

At the ARP Conference, many of you will remember our discussion about strengthening the PR Committee and our need for volunteers. I want to reiterate that joining the committee does not require a significant time commitment. It is more about being available and willing to engage when something relevant arises.

We are looking for committee members who can:

1. Identify opportunities where the ARP should comment on developments affecting our industry or our clients.
2. Serve as subject matter experts on one or more topics so we can call on you when commentary is needed.
3. Help create content—whether reactive or original—highlighting changes that have a positive or negative impact on the industry.

Any content you create for the ARP, whether in response to a news story or as a standalone piece, will be jointly credited to your organisation and the ARP.

We are also seeking a PR partner—not to write content, but to ensure that when we do have something to say, it reaches the widest possible audience. If you can recommend an individual or a company, we would be grateful.

If you would like to join the PR Committee or be added to our list of subject matter experts, please email Briony (enquiries@arp-relocation.com) with your name and area of expertise.

Thank you in advance for your support.



Simon Scott
Executive Board Member and PR Committee Chair

Welcome

to Our New Board Members

We are very pleased to announce that the following ARP Members will join Adrian Leach and Anna Barker on the ARP Executive Board:



Zain Ali
Centuro Global
Executive Board Member

Zain Ali is the CEO and Co-Founder of Centuro Global, an AI-driven business simplifying global immigration and cross border compliance.

A lawyer by background, Zain started his career at Bird & Bird qualifying as a solicitor there, and subsequently went on to work in-house at both the British Phonographic Industry and the Football Association (FA), before starting Centuro Global in 2019.

Today, Centuro supports corporates worldwide with immigration, tax, HR, and entity setup through its AI-powered platform. Under Zain's leadership, the company has grown rapidly, challenging more traditional immigration firms, with its modern technological solutions coupled with expert human advice.

As a Board Advisor to the Association of Relocation Professionals, Zain brings deep expertise in global mobility, compliance, and the future of work, with a passion for how AI, technology and innovation can shape the industry.

He has travelled extensively to over 60 countries around the world, having lived and worked in Buenos Aires and Beijing. And he is an avid Manchester United fan for his sins.



Oliver Beswick
Beswick Relocation Services
Executive Board Member
(Re-elected)

Having an extensive knowledge of relocation management and destination services spanning over 25 years, I founded Beswick Relocation Services in 2000 with the ethos to provide 'inclusive' relocation, one that values our employees, clients, their relocates and suppliers alike with an ethos to treat our partners and suppliers with respect and equality.

Experienced in management, policy review and group moves which I'm proud to include several successful high profile projects involving Cadbury/Kraft, Lafarge Tarmac, TalkTalk and AstraZeneca. I believe this will serve well to understand the real issues of day to day relocation.

I wish to reflect these values and promote a viable, healthy and strengthening industry. I believe this will maintain a strong, safe network of providers with whom we all depend. I hope to extend a platform to make the ARP more accessible throughout the country.

Whilst dynamics, markets and the way we deliver services changes, our ethos must not; at the heart of every relocation is a real person, with real feeling and real concerns.



Simon Scott
Altair Global Relocation Ltd
Executive Board Member

Simon joined Altair's London office in March 2018. He has responsibility for Altair's Destination Services business operating in Belgium, France, Ireland, Netherlands and UK as well as overseeing the finance function in Europe.

Simon has worked in a variety of industries as a management accountant before entering the global relocation industry 20 years ago. Since then he has held a myriad of roles in global mobility including managing global supply chain for a large relocation management company and a destination service business across 44 countries.

Simon holds a BA in Economics and Political Studies and is an Associate Chartered Management Accountant. A little known fact about Simon is that prior to university, in 1991, he spent 8 months travelling around the world including 6 days on the Trans-Siberian railway and a month in China.



Jo Webb
Ariosi Group Limited
Executive Board Member

Jo Webb is the Head of OrbiRelo and Chair of the recently formed Association of Relocation Professionals (ARP) Communications and Events Committee. With over eight years of senior leadership experience in the global mobility and corporate housing sectors, Jo is passionate about leveraging data, technology, and strategic partnerships to drive innovation.

Beyond her role at OrbiRelo, Jo is committed to helping the relocation and corporate housing industries evolve in a way that benefits everyone involved. She is particularly focused on finding smarter, more sustainable ways to deliver temporary accommodation solutions and on fostering stronger collaboration across the sector. By combining innovation with a genuine desire to do good for the industry, Jo aims to ensure that both relocation management companies and their clients experience meaningful improvements in service and support.



Anna Barker
R3Location
Executive Board Member

With more than 20 years' experience in the Industry, and specifically within the Destination Services market in London, Anna started her relocation career at Karen Deane in 1996 where she joined at grass-root level progressing quickly to Operations Director and member of the management team. Karen Deane Relocation was a pioneer within a young and developing industry and Anna's commercial experience and detailed operational knowledge was a key contributor in growing its client base over a decade. As part of the management team, Anna managed a successful transformational period for the company, leading the integration of Karen Deane, as an owner-managed business to a strategic division of Prudential Real Estate and Relocation Services Inc in 2001, when the business was renamed Pricoa Relocation to become Prudential's foothold for the EMEA marketplace. During that period, she steered what had become one of London's premier Destination Services company at its peak and successfully navigated the busiest, most challenging operational periods in the history of the company between 2005 and 2008.

Following a difficult economic period triggered by the demise of Lehman Brothers and the housing market crisis in the US, Anna and her current business partner Marco Previero identified a gap in the market and founded R3Location in 2011 with a view to building London's premier destination services company in the Capital, offering a new approach for organisations moving key executives into London and the South East of England. One of the only DSPs with offices in London, R3Location reputation has grown as the leading expert in the Capital, and key contributor of market intelligence relating to the destination services industry in the UK. The company has now been running for 5 years and counts amongst its clients several

FTSE 100 and Fortune 500 businesses and leading investment banks. R3Location is proud to have won the ARP's Best Destination Services Company of the Year for two years running in 2015 and 2016.



Adrian Leach
HCR Group
ARP Chairman

Adrian is the Owner and Managing Director of the HCR Group following an MBO in June 2015. He joined HCR Group in February 2007 and became the Business Development & Marketing Director in October 2009. HCR is a Global Management Company and UK direct delivery DSP with a specialist accommodation and property management division.

Adrian has had an exciting and varied career in Banking, Precision Engineering and Business Consultancy. He owned a successful Freight Forwarding and Logistics company he started up for Wincanton Europe, buying the company in 1996 and selling it in 1998. In 1999 he became the General Manager of Precision Engineering company during which time he expanded the forecast work from 7 days of orders to 12 months, which allowed for machine investment and expansion from 7 staff to 25. He went on to achieve a Masters Degree in Marketing, with Distinction, in 2004 from the University of Portsmouth aged 45.

Adrian set up the PLATO network for the Regional Development Agency, engaging with over 350 small-medium business owners working together in a non-compete and collaborative groups of 12 facilitated by 2 senior executives recruited from large multinational organisations across Southern England.

An enthusiastic golfer, Adrian has a high handicap because he is too busy to practise. His Welsh wife of 39 years tolerates his keen support of English Rugby and Cricket. He has two grown up children. Adrian believes that "in life everyone is a teacher" and he enjoys sharing his knowledge and passion for effective employee relocation.

Thank you to the previous board members for their service.



Louise Crichton



Mima Hillier



Simon Johnston



Debbie Ward

Welcome

to Our New Communications & Events Committee Members



Kelly Bell
**Senior Account
Manager**
TTHC Curzon Relocation

Kelly is a Senior Account Manager at TTHC Curzon Relocation and has been working in the relocation industry since 2018. Throughout her career, she has built a strong reputation for delivering exceptional client service, supporting assignees and corporate clients through every stage of the relocation journey. Her approach is guided by empathy, understanding, and attention to detail, ensuring each relocation is as smooth, seamless, and stress-free as possible. In recognition of her impact on the industry early in her career, Kelly was honoured with the ARP Newcomer of the Year Award.

Alongside her professional experience, Kelly holds diplomas in Media & Communications and Public Relations. She is particularly passionate about the development of ARP and is keen to play an active role in shaping the UK relocation industry's communications, events, and professional engagement. Kelly is motivated by contributing to the ongoing growth, visibility, and future success of the relocation sector.

Outside of work, Kelly enjoys travelling whenever possible and values spending time outdoors, exploring the countryside with her dog.



Alex Gonzalez
Director of Sales EMEA
Frasers Hospitality

Alex Gonzalez is the Director of Sales EMEA at Frasers Hospitality and a long-standing specialist in the serviced apartment and corporate accommodation sector. With nearly two decades of experience supporting Global Mobility, HR and corporate travel teams.

Having begun his career in hospitality with The Ascott Limited before holding senior commercial roles at SACO and Q Apartments, Alex has developed deep expertise across global corporate sales, long-stay strategy and relocation-focused housing solutions

At Frasers Hospitality, Alex leads the EMEA sales strategy, working closely with the regional and global teams to strengthen partnerships, drive commercial performance and elevate the serviced-apartment value proposition for clients.

In his role with the ARP, Alex brings a passion for raising industry standards, championing best practice and strengthening the connection between serviced apartments and the wider relocation community.

Originally from Spain and now a proud UK resident, Alex combines his international perspective with a genuine enthusiasm for hospitality, culture and people. Outside of work, he enjoys fitness and travelling, exploring new cities.

ARP Membership Perks

Don't forget your membership perks! The ARP Communications and Events Committee is delighted to share an expanded list of member perks designed to support your professional growth, streamline your operations, and enhance your expertise in the relocation industry.

ARP Business Helpline

ARP has partnered with Croner to provide members with access to their 24/7 business support helpline. This helpline is complimentary for all ARP members. It offers expert advice on: employment law & HR, health & safety, pay & benefits, commercial legal issues.

You'll need to log in to access contact details and your membership number. More details can be found [here](#).



Training from the industry specialists

Ariosi approach each new learning and development opportunity with open mindedness and curiosity which leads to the creation of positive and empowering experiences for each of their clients. Training will add value to your business, encouraging employee retention and continual improvement, lowering recruitment costs, and increasing loyalty through a customer centric culture.

ARP Members will receive 15% discount on public courses and access to discounts for bespoke training. For more details or to book on a course please contact Tracie Cromie on +44 (0)20 8168 8168 / traciecrombie@ariosi.com advising you are an ARP member.



Managing International Mobility (MIM) Programme

Equip your team with world-class expertise through ARP's MIM programme, designed around the ethos of "DNA." ARP members enjoy discounted modules at just €50 per module (a €150 discount). Learn more [here](#).



LonRes Subscription Discounts

Full, associate, and Affiliate members can access [LonRes](#) Live lettings Section at a reduced rate of £79 plus vat a month (down from £245/month).

*Terms and Conditions: All LonRes subscribers must be AML registered and are subject to ResCheck chargeable service. Minimum contract 1 year.



FCS Compliance

FCS Compliance (FCS) is a leading provider of Anti-Money Laundering (AML) compliance services for businesses covered by the Money Laundering Regulations (MLR) set out by government. Our services are used across the UK by leading organisations and industry associations that demand the very highest standards.

ARP Members receive: Firm-wide Policies & Procedures and Risk-Assessment Documents discounted from £1295 + VAT to £995 + VAT.



Halo Financial

Halo Financial is proud to be working closely with and supporting the ARP and its members. Halo is an award-winning Foreign Exchange Specialist who provides great exchange rates for international payments and money transfer services, for private and business clients.

With their expertise, experience and 24/7 access to FX market data, Halo Financial can secure the very best exchange rates for paying international invoices to partners and suppliers globally. Halo also provides money transfer services for your internationally moving clients, which provides a value add to your service offering and a new revenue stream for your business.

Client and partner relationships are at the heart of Halo Financial. Their friendly team will always be on-hand throughout the transfer process. Halo has been assisting both Business and private clients with their cross-border money transfers since 2004!

Contact Halo to find out how they can save you money, and add a revenue stream and value to your business.

Book a call by contacting
Geraldine.collett@halofinancial.com – mention ARP
when making contact.



Convera

Convera is one of the largest B2B cross-border payments companies in the world. Leveraging decades of industry expertise and technology-led payment solutions, we deliver smarter money movements to our customers— helping them capture more value with every transaction.

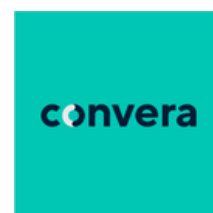
We have been supporting the global mobility industry for many years: facilitating payments for businesses managing payroll, relocation, accommodation, goods and services costs.

In volatile market conditions, we are helping businesses improve their cash flow and protect profit margins.

In partnership with the Association of Relocation Professionals, we are offering all members:

1. Free 'health check' to assess currency payments and hedging strategies
2. Daily market insights to help navigate international trade

If you would like to discuss your currency needs with a no obligation consultation, please contact Guy Raymond: guyray@convera.com



RentsmartAI

Built for relocation professionals, Rentsmart AI automates the home search process. By automatically generating high-quality property shortlists in minutes, that are tailored to your assignee's needs, you'll save hours or even days of manual searching whilst elevating the assignee experience.

Rentsmart is a smarter, faster way to manage traditional searches, while unlocking new revenue opportunities by supporting budget-conscious assignees who may not qualify for full support. It's also effective for managing longer, ongoing searches in a more cost-efficient way.

ARP members receive £20 discount per assignee.

Email hello@rentsmartai.com and mention ARP to get started.

If you would like to offer any discounts or special deals to ARP members, please let us know at events@arp-relocation.com.

ARP Conference & Awards Gala

Two days. One incredible industry event.



What a day. The ARP Conference & Awards 2025 brought our community together in a way we'll be talking about for a long time to come.

Thank you to every one who joined us, took part in the conversations, shared ideas, asked questions, and brought the buzz that made the 2025 ARP Conference such a success. Months of planning from the Communications & Events Committee all came to life thanks to you.

A huge thank you as well to our fantastic sponsors as without their support we wouldn't have been able to make the day as amazing as it was.

Thank you to our sponsors



Day 1

☀️ What a first day to remember!

The conference kicked off in style on Wednesday 19th November with our welcome day at room2 Southampton and what a way to start! A huge thank you to Lilian from Travelusion Tours, who led a fantastic walking tour of Southampton. From historic streets to hidden gems, the tour was a brilliant introduction to the city and well done to everyone who braved the chilly November air to join in.

The evening then turned up the warmth at the welcome party, with complimentary food, drinks, live music, saxophonist and plenty of networking. It was a great chance to catch up with old friends, meet new faces, and soak up that unique ARP energy. Thank you once again to our sponsors, room2, you certainly know how to throw a party!

And let's not forget the early risers on Thursday morning! Even though a bitter chill was still in the air, the sun shone brightly for those who took part in the 5k run, clean-up volunteering, and netwalking. Your energy and commitment set the perfect tone for the conference day ahead and it was a reminder that ARP delegates really do bring their A-game, no matter the weather!



Day 2

✦ The DiSC magic with Ariosi

The DiSC session with Ariosi was an instant favourite! We loved seeing everyone discover whether they were a D, I, S or C... and watching the room collectively realise that yes, these letters explain a lot about our daily interactions!

A massive congratulations again to the quiz champions: Table C1!

✦ Session Highlights

From innovation and technology to the evolving needs of assignees, our speakers and panellists truly delivered. The discussions were lively, the insights were sharp, and the engagement from all of you made the sessions genuinely valuable (and occasionally hilarious).

Our “Taking a Look at the Unexplored” interactive session was a completely new way of running a conference segment... and it worked beautifully. A huge thank you to Anna Barker, Rebecca Gonzaga, Simon Johnston, Dr Dylan Price, Simon Robins, Samantha Davidson and Anuranjini Agrawal for bravely stepping into the unknown and guiding such energising discussions across the room.

Next up, the lively debate on “Where Would You Spend Your Money?” brought compliance, AI and sustainability head-to-head. Gordon Kerr, Callum Hook and Lucinda Hindmarsh each made such compelling arguments that we suspect half the room changed their mind at least twice! A fantastic session that really made everyone rethink where 2026 budgets should actually go.

And finally, a huge thank you to our in-house mobility leaders Anuranjini Agrawal, Patrick H., and Jane O’Berg, who delivered a brilliantly insightful conversation on Innovation and Change in Global Mobility. Getting a real view of what corporate mobility teams are prioritising and how they’re preparing for 2026 was incredibly valuable.



The Gala Dinner & ARP Awards

Ah yes... the Gala Dinner. What a night! Filled with sparkle, celebration and, of course, the unbeatable hosting duo we never knew we needed: Tad & Kearon. It has now been formally confirmed that **Tad will NOT be in charge of the clicker next year**. For everyone's sake.

A huge congratulations to all of our shortlisted nominees and this year's winners:

🏆 Excellence in Specialist Providers

- Please Connect Me
- Roomservice by CORT

🏆 DSP of the Year

- Nimmersion

🏆 Industry Inspiration

- Jo Webb (the hardest award to keep secret - a true battle over a PowerPoint slide)

♥ Charity raffle – Thank you!

A huge thank you to everyone who took part in our charity raffle in support of FareShare Southern Central, an incredible organisation that redistributes surplus food to charities and community groups supporting people in need. We were delighted to be joined by Jackie and Maureen from the charity on the night, who shared more about the vital work they do across the region. Together, we raised **over £900**, so a massive thank you to all of you who donated so generously and congratulations to all our raffle winners! Your contributions will make a meaningful difference.

The celebrations carried on long into the night, helped along by an amazing performance from City Limits who kept the dance floor full until midnight.

📸 Photos are out!

Our photographer, Miles from Miles Gower Photography, really did an amazing job – check out his work by clicking the button below. If you ever need a photographer who can capture both professionalism and dance-floor energy... we highly recommend Miles: <https://milesgowerphotography.com/>

Thank you once again for making the conference such a fantastic experience. We can't wait to see you all again next year in Belfast – more details coming soon!

[View gallery](#)





ARP Events Schedule



Move & Mingle

Wednesday 11th February, London

Northern Networking

March/April - TBC

EuRA Conference - ARP Event

May, Malta

Move & Mingle

Thursday 18th June, London

Northern Networking

September, TBC

ARP Conference

11th - 13th November, Belfast

Christmas Lunch

Friday 4th December, London



If you have an idea or would like to volunteer for a webinar/podcast, please contact events@arp-relocation.com

Move & Mingle

Wednesday 11th February 2026

Tower Suites by Blue Orchid

Following the success of our Move & Mingle events in 2025, we're delighted to be bringing them back in 2026 and inviting suppliers from across the relocation and mobility sector to get involved.

Move & Mingle offers suppliers a unique opportunity to connect directly with RMC and DSP professionals in a structured, high-impact format that's designed to maximise meaningful conversations in a short space of time.

Event Details

-  Date: Wednesday 11th February
-  Time: 5:00 PM – 7:30 PM
-  Venue: Tower Suites by Blue Orchid
-  Address: 100 Minories, London, EC3N 1JY

Tickets:

- Free for ARP members
- £25 + VAT for non-members

How the event works:

- Each supplier has 3 minutes to introduce their business and services to each attending RMCs / DSPs - a minimum of 10 RMC / DSP partners will be attending
- A bell signals when it's time to move to the next table
- Each wave lasts 30 minutes, with 10-minute breaks in between

Between each wave, attendees are invited to relax and continue conversations in the networking room, where complimentary food and drinks will be available. During these breaks, there will also be a keynote speaker session in the workshop room, offering insights and discussion points relevant to the industry.

If you're looking to raise your profile, strengthen relationships, and connect with the right people in a genuinely engaging way, we'd love for you to join us.

Thank you to our event sponsors, Blue Orchid Hospitality



[Book your place](#)

Patti's Second Gap Year

One Year Later

In the first ARP newsletter of 2025, Patti McCarthy shared her experience of her 'second gap year'. One year on, she gives an update for ARP members.

My husband and I are in our mid-60's and have spent all of 2025 on the road, primarily doing a program called 'Workaway', which matches workers with hosts all over the world. Workers are typically aged 20-35 and provide 25 hours of labour per week in exchange for food, lodging and the opportunity to have a cultural exchange. At the end of this 'grown-up gap year', we have stayed in eight countries, had about 15 different 'bosses' and slept in about 75 different beds. If that sounds exhausting, I can tell you that it absolutely was, but it was a year with so many more highs than lows that it was worth every blister.

I said back in January 2025 that I always teach my clients there is no such thing as 'normal', there is only what is normal to us, and I was reminded of this all the time. For me, the highlight of the year (apart from delivering a lamb!) was living other people's lives for a while, seeing what hours they worked, what food they thought was delicious, what management style they thought motivating and what dinner-table conversation inclusive.

We mostly time in Morocco, Spain, Canada, Greece, France and Turkey and our usual pattern was to spend 2-3 weeks with a host, then have a week off in which to explore the country a bit more. We had deliberately chosen farms and smallholdings to work on, both to have a variety of tasks to do and to see the 'real' side of the country, but it turns out that people's profiles on Workaway are much like any other matching site and what is offered is not always what is provided! However, out of 11 Workaways, we are lucky that there is only one that truly stands out as awful in every sense and one other that 'could have done better', the rest were all very enjoyable in

most if not all aspects. The 'Worst in Show' goes to a Workaway near Valencia, where the French host was a mad inventor and a rabid conspiracy theorist. The accommodation was a breeze-block extension which was cold, damp and without any hot water (or sometimes any water at all). And having promised that his wife was an excellent cook, it turned out that she had advanced dementia and was no longer allowed in the kitchen. At mealtimes (meals cooked by me, in preference to Pierre's offering of packet soup) he ranted in garbled Spanish and French about one of his many conspiracy theories and by day he gave no instructions, other than to 'use our initiative' to tackle some of the many unfinished projects around the property. He always blamed the failure of these projects (repairing furniture, creating vegetable beds, damp-proofing a geodesic dome...) on the previous Workaway, was never happy with our efforts either and never said thank you. We only stayed our two weeks because we felt so sorry for his wife!

Our best accommodation, by contrast, was a beautiful 3 room apartment overlooking the Cote d'Azur and there were many happy and funny places in between – many were spare bedrooms in people's homes, others included a caravan and a tiny 'hobbit house' perched on a rock ledge. Mealtimes were usually a good time for interesting discussions about all sorts of things, as well as cultural experiences in themselves. Perhaps it was due to staying with mostly country people that we often found topics to be limited to what mattered to them, with not many questions asked about our lives and a tendency to talk at us, rather than with us. On the plus side, by being happy to listen instead of talk, we were able to learn so much from our hosts, discussing everything from questions about Islam to the stagnant state of the Spanish property market and how the 'American' cowboy culture actually originated in Spain. In Canada, we talked a lot about First Nations people,

about the frontier mentality which epitomises Canada for me and the many people's close encounters with terrifying wildlife. (Fyi, the mantra for dealing with a bear attack is If it's black, fight back! If it's brown, lie down! If it's white, say Goodnight! We were fortunate to see lots of bears, but the only injuries sustained were because of my spraying myself with bear spray, which was truly a horrific experience).

Gun ownership was often a topic (one of our hosts was proud to have given his nephew his first gun for his seventh birthday) as was of course most Canadians' loathing of President Trump. A poster reading 'Canada's not for sale, you stupid orange turd' was among our favourite pieces of popular culture.

Most hosts have been delightful, and all have provided an interesting lesson in international management styles. Some wanted to work alongside us and others explained the jobs they wanted doing, then left us to get on with it. Some were real clock watchers and counted the hours to the minute, while others trusted us to fulfil our side of the bargain. Some did all the cooking, some welcomed the introduction of Toad in the Hole to their repertoire 😊 As always, communication was critical and the hosts that we liked the best were the ones who took the time to explain what they wanted doing, then left us to get on with it. However, people from more hierarchical cultures might have struggled with this hands-off approach and preferred the hosts who literally worked alongside us and supervised every move. As in business, there is no one-size-fits-all; we barely lasted two weeks with the ghastly conspiracy theorist, but the Workaway before us (a self-professed loner and introvert) stayed for a year! It isn't always the case that someone's management style is 'wrong', it's just not right for everyone.

And what did we actually do, you might be wondering? Well, it certainly was a year of doing something completely different ... we taught English,

spoke a lot of French and Spanish, poo-picked, chain sawed, demolished a caravan, zoomed around on quad bikes, repaired bee-hives, milked a cow, collected and sorted eggs, made baked goods for sale in the farmers market, weeded, planted, drove a tractor, cleared loads of ivy and brambles, rode horses, built wood piles and had bonfires, took care of new chicks, took a horse to be serviced, trimmed sheep's hooves, bottle fed lambs and banded the tails and testes of tiny lambs, chopped and stacked wood, groomed llamas, drove huge trucks I could barely climb into, took alpacas and dogs for walks, picked and preserved fruit and – the highlight for me – actually delivered a lamb.

In our time off we hiked and biked for hours on end, rode camels in the Sahara, went to a rodeo in Canada, visited Medieval villages in France and Spain, slept in a log cabin, went to a ball (in borrowed clothes!), visited amazing museums and art galleries, went on a cruise to Alaska, saw moose, bears, chipmunks and marmots, learned a lot about a lot and even managed to keep doing some work – often with our computers stacked up on saucepans and always with the background blurred!

Ours has not been the typical relocation experience, but in many ways, it has been like multiple relocations crammed into one year. I feel like whatever difficulty someone is facing, I will have been through something like it and far from coming back to earth with a bump, I'm excited to be getting back to work and helping other expats to have a great experience too.

Patti McCarthy

Patti@culturalchemistry.co.uk

Patti calls herself a 'cultural translator' and since 2008, has worked with both expatriates and international teams to increase cultural understanding and improve performance.



Conscious Relocation:

Elevating the Human Side of Global Mobility

Relocation is often described in terms of logistics: visas, housing, shipping, and school placements. Yet for families and employees, it is far more than a checklist. It is a life transition that touches identity, belonging, and confidence. At Citrus Relocation, we call this approach Conscious Relocation, a philosophy that places people, not just processes, at the heart of every move.

Why Conscious Relocation Matters

Mindful Planning

Every assignment is unique. Conscious Relocation recognises both the practical and emotional needs of each move. By anticipating challenges and tailoring solutions, relocation becomes a personalised journey that builds confidence and reduces disruption. The aim is to have a satisfactory move and one where the move that was envisaged by the assignee or relocater is replicated in reality.

Deloitte emphasises: “The role of global talent mobility teams is evolving rapidly, and they must adopt a boundaryless HR mindset to keep up.” Deloitte Global Talent Mobility Survey

Family-Centred Support

Relocation affects the whole household. School placements, spousal support, and continuity of routines are critical to the well-being of the people moving and the organisations they work for.

PwC highlights: “It is time for a reimagined employee experience, one that puts people at the center.” PwC Employee Experience

Supporting families accelerates settling-in and strengthens loyalty.

Cultural Awareness

Moving is more than a change of address; it's about

belonging. Conscious Relocation promotes authentic integration through local orientation and knowledge, respect for diversity, and intercultural differences to maintain this at a high level for each move.

EuRA states: “The EuRA Global Quality Seal Plus specifies the processes and KPI's that reflect the very highest standards in relocation services.” EuRA Global Quality Seal

Sustainable Choices

Relocation can be resource-intensive. Conscious Relocation encourages responsible housing, greener shipping, and sustainable lifestyle guidance.

KPMG's benchmarking report confirms: “Organisations are moving beyond compliance and cost management to focus on efficiency, strategic alignment, and exceptional employee experiences.” KPMG Global Mobility Benchmarking Report

Expert Guidance

Navigating visas, housing markets, and school admissions requires trusted expertise. Conscious Relocation places professional guidance at the centre, simplifying complexity and offering reassurance.

Global Mobility Solutions note: “Global mobility is no longer just about moving employees from one location to another—it's about enabling people to thrive wherever business takes them.” GMS – Future of Employee Relocation

Industry Perspectives

The Association of Relocation Professionals (ARP) has long championed excellence and compliance across the UK relocation sector. Reinforcing that relocation is not only about efficiency but about safeguarding wellbeing and professional standards (ARP).

EAPM's latest survey reports: "Almost half of employees (49%) are open to relocation — a small but meaningful +3 point increase since the last study. However, the same percentage say nothing would convince them to move, no matter the incentive. The difference? Support systems and flexibility." EAPM Global Employee Mobility in 2025

Building an Industry, Not Just a Service

Relocation is often seen through a financial lens of costs, allowances, and budgets. But the reality is that relocation companies, consultants, and HR leaders are building an industry of trust, care, and expertise.

- For Clients: Conscious Relocation ensures individuals and families feel supported, valued, and confident.
- For Consultants: It elevates the role of relocation professionals beyond logistics, positioning them as trusted advisors.
- For HR Leaders: Conscious Relocation demonstrates that mobility programmes safeguard wellbeing, productivity, and retention.

By embracing Conscious Relocation, the industry moves from transactional support to transformational impact.

Client Voices

Our clients consistently highlight the difference that Conscious Relocation makes:

- (Denmark → London): "We had a great introduction to the whole process and prompt and professional support during the physical move and after... guided us to a fantastic apartment we now live in. Our biggest recommendations for the full team."
- (New England → UK): "Jean supported us from the beginning to the end and beyond. When things felt chaotic, Jean would jump in and support in every way she could... Jean was there consistently for us, and she has become a deeply admired person by our family. We could not have done it without her and the team at Citrus."
- (Relocation to London): "10/10. It has been an absolute pleasure working with Citrus... You can really tell they personally care about their clients and work hard to provide the smoothest experience possible."
- Another client relocating from Denmark to London emphasised the professionalism and reassurance provided during the property search and settling-in support.

Conclusion

As ARP members, we have an opportunity to redefine success in relocation. It is not only about moving people efficiently, but about helping them thrive in their new chapter. Conscious Relocation offers a framework that blends operational excellence with empathy, ensuring that every assignment is both seamless and sustainable.

By embracing this ethos, we build more than successful moves; we build an industry that serves clients, empowers consultants, and supports HR leaders in delivering mobility programmes that truly matter.

Brian Myrie

Director, Citrus Relocation
Brian@citrusrelocation.com



Global Talent & Your Relocation Strategy

In today's highly competitive, skills-short global economy, it remains true: talent is your greatest asset. Ongoing success is determined by your talent strategy; attracting, recruiting and maintaining that talent is vital. For businesses aiming for innovation, diversity, and market expansion - competing for talent on a local only level is a recipe for limited success.

Growth and success will favour those who look for talent on a global scale; actively supporting the recruitment and transition of global skills. This isn't just a slogan or tagline, it goes beyond logistics and needs a global mobility strategy with a dedicated relocation program that looks beyond the workplace, salary and tax challenges. It needs cultural considerations, acclimatisation, education and many other aspects that mean people settle and thrive, meaning your global strategy is another reason why the top global talent want to work for you over your competitors.

Technology is advancing at a level rarely experienced. The introduction of AI, quantum computing and other changes are impacting skills and markets at a global level. The spread of these skills means that localised recruitment strategies can miss out on the top talent

- International recruitment unlocks access to specific expertise - be it in AI, biotech, advanced engineering or other sectors, these skills are simply not on your doorstep.
- Global teams bring diverse perspectives, problem-solving, and broader cultural knowledge. Research consistently shows that diverse teams are more innovative, leading to better decision making and higher output.

- We know that the world is shrinking. Trade and travel are easier now than ever before. With the rapid increase in social media sales and global reach, employees with local knowledge in your target markets can accelerate business expansion and better serve a global customer base.

Actively recruiting global talent is a key to success. As mentioned, the recruitment process in isolation is not the solution but a strategically designed relocation package elevates your attractiveness from face value to a differentiated package and attraction strategy.

Differentiating yourselves with a well-considered relocation package will be a clear signal of intent to top talent. These are the people who are not moving for a job, but a career and future opportunities. To these people, your relocation package is a way of confirming if you as a business put your money where your mouth is and if you really are a genuine global player. This will differentiate you, but also help you retain your best people who are always in high demand.

What does a competitive package look like? Simply put, it goes beyond flights and shipping. It means education and family support, spousal employment, temporary and permanent accommodation, logistics, local knowledge, visas, tax planning, cultural understanding and pre-departure support with banking commonly overlooked.

Candidates experience of their new market from the moment they land is important, but smoothing the emotional challenges and anticipation in the build up is also vital to make the transition as easy as possible. For someone relocating, having the comfort that everything is ready and waiting for you lifts a burden off their shoulders. It means that your top talent is ready to get stuck in as soon as they arrive without worry or stress handcuffing their impact.

The relocation journey starts well before arrival in a new market. From the moment the job offer is accepted the planning begins and relocation support is needed. Having someone on hand to support at that first moment is a clear signal of your intent to support the move and is often overlooked. It's the pre-departure support that is the defining impact of a global mobility program that makes the candidate feel valued, another saying that continues to be true: first impressions matter.

Now you may say that I would say this, but I firmly believe that the single most impactful piece of pre-departure financial support is facilitating pre-departure bank account opening.

You can picture it already. You land in a new country, jet-lagged, and need a coffee as you leave the airport as you get into a waiting car or taxi. You need to pay for these as you head to your temporary accommodation which you need to pay for, then need food, and maybe some furnishings. You need to eat out those first few days, before you then sign a lease, and receive your first salary. If you have children with you at this point, they want sweets, new toys, food, days out exploring their new home. They all need paying for.

But to do this without a local bank account is not easy and it can get expensive with fees and charges or is higher risk with large amounts of cash. You might have to settle for unfavourable exchange rates and need to navigate paperwork for a local bank account when you don't yet have the right documents.

By contrast, an employer who facilitates the opening of a local bank account before that new recruit sets off has tangible value.

- Settling into a new country, in the hope that this becomes home is difficult. Making those first few days feel like home is key. Paying for anything and everything like you were used to back home no longer needs to be the rarity but should be the norm.
- Having funds ready and waiting, a means to send, spend and receive funds to and from your home market or from your employer removes panic and stress.

Having a local bank account, that understands global needs, has a global proposition and can support in both home and destination countries, or with offshore services elevates your financial capabilities beyond transactional banking. It supports wealth management, savings, and global transfers. The impact this has on your financial stability, ability to purchase property and apply for credit is a significant benefit.

For those of you in recruitment or global mobility worlds, this is a quick win. Partnering with a global bank like HSBC is gives you that simple outsourcing partner who can take one significant item off the long list of tasks that need addressing before stress levels build and the to do list becomes unmanageable.

The impact this then has on your new recruit is one of positivity, they become an advocate even before they arrive. They know that when they move to their future roles, the support is already in place and they are ready to hit the ground running.

Global talent strategies are not a cost, but an investment and your partners are available to support that experience, with HSBC here to support the pre-departure bank account needs.

Ian Robinson

HSBC UK International Desk Strategy and Proposition Lead

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How Did You Get Into That Then?

After explaining what Global Mobility is when asked what I do for a living the next question is usually "How did you get into that then?"

There are also usually comments about how glamorous my job is – "absolutely" I think as I crawl around avoiding spiders the size of my hand while looking for an electricity meter, but leaving that aside how DID I get into the wonderful and crazy world of Relocation?

After University (Politics at York if anyone is interested) I found that despite expectations nobody was queuing up to offer me a job, so while I figured it all out I took some Telesales work to keep me going. Surprisingly not only did I enjoy it, but I was REALLY GOOD at it and being paid to talk to people seemed to be what I was born to do.

There followed over 15 years of Corporate Sales, Management and Training for some household names with the usual international conferences etc and I thrived and loved it – or did I?

So I took a step back and thought about where I wanted to take my career but other than Sales I had never done anything else. Then, one day I saw an article about Relocation Services in a magazine. My first thought was "is that a thing"? followed by "that's what I want to do".

I had excellent Customer Service Skills, Problem Solving is at the heart of any Sales Process and I had worked with people from all over the world. The rest I could just learn – easy. Salespeople are not generally known for their lack of confidence in case you hadn't heard!

I tracked down the author and convinced his organisation to give me a chance, possibly due to my awesome Sales Skills or more likely the fact that they had just won a big contract in Leeds and had nobody to cover it.

Ten years later here I am, a Relocation Consultant covering most of Northern England and never been happier. I helped over 50 families and individuals last year alone and am looking forward to a busy 2026. I am also starting to offer Coaching and Mentoring for people new to Relocation Services. Looks like I was right, my skills WERE transferable despite a learning curve so steep it was vertical.

Do I miss my former Career though? Absolutely not – despite the spiders, the occasional unrealistically low budget and the fact that I have to explain my job to everyone I meet. "Yes it's a bit like what that well known property hunting duo do but without the great wardrobe, fame and money"

Katy Reiter

Relocate North

www.relocate-north.uk



Relocate the Profit: Doing Better Together

In an industry built on supporting people through life-changing moves, many of us are already driven by purpose. Relocate the Profit was created to harness that shared mindset and turn everyday business activity into collective social impact, without changing how we work or who we serve.

Relocate the Profit is a global, not-for-profit initiative founded by Ben Jones, Miriam van Kempen and Hannah Zentgraf within the relocation industry, with two simple but powerful goals: to change the culture of our industry, and to change people's lives. The idea is straightforward, instead of one company making a one-off donation, we come together as an industry and give consistently, transparently, and collectively.

How it works

Each member commits to donating a small amount £1, €1 or \$1 for every invoice they raise. Donations are made through a central link that goes directly to the chosen charity. No individual company is singled out or ranked; only the total amount raised is shared. This keeps the focus where it belongs, on collaboration rather than competition, and on impact rather than recognition.

This model means that giving becomes part of our everyday operations, not an afterthought. It also ensures that participation is accessible to businesses of all sizes, from independent consultants to global service providers.

Our impact so far

Since launching, Relocate the Profit has grown to over 60 members across 16 countries, representing destination service providers, immigration professionals, cultural trainers, and many other parts of the mobility ecosystem.

Together, members have now raised over £36,000, with 100% of funds going to our chosen charity partner, Mikuyu Tanzania www.mikuyutanzania.org. Their work focuses on getting children, specifically girls into education as a long-term solution to poverty, recognising the close links between education, nutrition, sanitation, hygiene, and economic stability.

Thanks to collective donations, funds have contributed to:

- bunk beds in schools, reducing long and unsafe daily journeys for children
- school stoves, providing reliable access to hot meals
- business training for families, enabling sustainable income to support children's education

Why it matters

Relocate the Profit is about more than fundraising. It's about setting a shared standard for how our industry shows up in the world. By giving together, we demonstrate that purpose and professionalism can go hand in hand, and that meaningful impact doesn't require complex CSR programmes or large budgets.

How to get involved

Joining Relocate the Profit is simple and takes just minutes. Any relocation or mobility-related business can become a member and immediately be part of a growing global movement that believes we can do better - together.

If you'd like to learn more or explore becoming a member, visit www.relocatetheprofit.org or speak to any existing member to find out why they chose to join.

Ben Jones

ben@simplylondonrelocation.com

Legal Update for ARP Members

Here are three recent court cases which could be relevant to your relocation business ... or which may just amuse you!

- Rats ate my tax receipts!
- The insider threat to your data
- Cole Palmer v Chateau Palmer

Rats Ate My Tax Receipts!

"The dog ate my homework" has been the classic excuse trotted out by generations of schoolchildren. But it's never been a defence used in court in a tax fraud case ... until now!

Moses Mukuna was employed as a bus driver by the UK bus group, Arriva. In his Tax Returns, over several years, Mukuna claimed expenses totalling £61,200 for a variety of items which he asserted were essential for his work and his health. Unfortunately (according to Mukuna), his receipts for these items had been stored in the loft of his house ... where they had been eaten during a recent rodent infestation!

When HMRC decided to investigate the claims, they were distinctly unimpressed and not only disallowed the expenses but also added a penalty of £10,900 for submitting deliberately inaccurate tax returns. Mukuna demanded his day in court, but all to no avail. The court took the view that the onus is squarely on the taxpayer to produce receipts for expenses. No excuses allowed!

One other intriguing element to this case is that much of Mukuna's claim was for masks, viral gels and other personal protection equipment purchased up to twelve months before the world became aware of the Covid-19 virus. This could have been incredible foresight, but the court was dismissive.

Game, set and match to HMRC ... and a reminder to

us all to look after our business tax receipts!

The insider threat to your data

A British Gas employee faces imprisonment after selling the personal data of customers to a marketing company for £45,000. The employee had legitimate access to customer data as part of his job of verifying customer information. He saw an opportunity to make some money on the side and his crime only came to light when his employer started receiving customer complaints about "cold calls".

While the incident is an embarrassment for British Gas, it seems unlikely that they will be prosecuted, under the GDPR, for this data breach. They were quick to report the incident and had strong data security systems in place. More generally, an employer is unlikely to be held legally responsible for the completely rogue actions of an employee.

This case is a reminder that even the best security technology may not stop an insider with legitimate access. The employee was entitled to access this personal data and was able to transfer large amounts of data without being noticed right away.

The main takeaway from this case is that managing insider risk needs to be built into privacy programmes from the ground up. No matter how good your external defences are, they are unlikely to stop a trusted employee from abusing their access should they decide to do so.



Cole Palmer v Chateau Palmer

Our business names are important and the law provides us with protection against any third party who tries to use our name or who may confuse the public by adopting a similar name.

That is the context for a fascinating legal battle between Cole Palmer, a 23-year-old English international footballer, and Château Palmer, a 220-year-old wine estate near Bordeaux. Apparently a bottle of Chateau Palmer can set you back £750!

Mr Palmer ran into legal problems when he tried to register the name “Cold Palmer” (a reference to his unique goal celebration!) for a wide range of branded products including wine. Chateau Palmer successfully objected to the use of the brand name Cold Palmer for a wine, leaving the footballer to limit his new branding to a range of less controversial products, including snacks, mobile phone covers, toys, Christmas crackers and teddy bears. This essentially means nobody can use Palmer’s “Cold” nickname for these categories of products without his permission.

This trend was pioneered in the world of football by Eric Cantona, the legendary French footballer who, in 1997, registered the chant “Ooh, ahh Cantona” as a trademark.

I’m not aware of any similar disputes currently taking place in the world of relocation, but if you are planning to launch a new relocation business, please choose your business name wisely!

If you need advice on these or any other legal issues affecting your business, please feel free to contact me at gordonkerr@gklegal.co.uk.

Gordon Kerr

Legal Adviser to ARP

gordonkerr@gklegal.co.uk

Global Travel Impact Calendar

2026



A strategic guide to key travel dates in major markets worldwide

Planning relocations, business travel or your own busy calendar just got easier. [SilverDoor's](#) Global Travel Impact Calendar 2026 highlights key dates across major global markets that are likely to impact availability, pricing, and demand - from public holidays and major events to peak travel periods.

Designed as a practical planning tool, the calendar helps relocation professionals anticipate disruption, manage client expectations, and make smarter, more strategic decisions well in advance. A valuable resource for anyone involved in mobility, travel, or accommodation planning in 2026.

SilverDoor is a global serviced apartment booking agent, offering access to a portfolio of over one million apartments worldwide. This enables them to source high-quality serviced accommodation quickly and intelligently, wherever it is needed. While quality is at the heart of their offering, it is SilverDoor's personalised service that has established them as one of the world's most trusted serviced apartment experts.

[View Calendar](#)

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Ashley Winston
Palmdale Car Finders





*Engage.
Excite.
Enchant.*