



## ABOUT US



Established in 1981, REA specializes in providing career transition and global mobility support services worldwide. As a WBE certified business and leading innovator in the development and delivery of cost-effective programs to support families and individuals in transition, REA was the first to create services customized to support relocating spouses/partners. REA's client base is comprised of large and small businesses representing many industries including IBM, UPS, Raytheon, Eaton, Novartis, General Motors, Hess, PMI, Southern Company and UBS, as well as government/military agencies like the US Department of State.

REA's global headquarters is in Basking Ridge, New Jersey, USA, with regional affiliates' headquarters in the UK, Switzerland, Singapore, Hong Kong, Australia, Brazil and Africa. Currently, REA has on-the-ground representation in 54 countries on 6 continents. Since 1995, REA has maintained a customer satisfaction rating of 98% - 99%.

## OUR CORE COMPETENCIES

REA specializes in providing:

- **Global Mobility Support Services** (*Spouse/Partner Career Relocation Assistance and Family Acclimation Support; Career and Transition Services for Expatriates/Repatriates and Families*)
- **Global Career Transition/Outplacement Services**
- **Executive Coaching**
- **Talent Management Solutions** (*Onboarding, Formal Mentoring Programs*)



## COACH QUALIFICATIONS

REA's coaches have extensive education and experience in career consulting, coaching, organizational development and human resources; approximately 80% have advanced degrees. All coaches are trained to address the unique family pressures, anxieties and transition issues associated outplacement and with relocation - like dealing with children's adjustments, managing life changes, adapting to different countries and cultures and coping with parental aging and illness.

REA requires that all coaches remain well connected in their communities, and stay current with trends in the local economy and job market. REA's international coaches are former expatriates who have firsthand experience both living and working abroad, so that they can easily empathize and identify with the challenges of global transitions. More than 70% of the coaches are bilingual or multi-lingual.

## SERVICE DELIVERY

In addition to our experience, highly qualified coaches and unique business model, the following features further distinguish REA's programs from those of other Career and Transition Assistance providers:

**Customized Delivery:** A local personal coach delivers individualized support and customized services to meet the specific needs of the individual – in our opinion, “*one size does not fit all*”. Our one-on-one approach to coaching is further enhanced by the fact that we have the lowest coach/participant ratio in the industry – 40:1. For client companies, REA offers flexible program options to match corporate objectives and then consistently and seamlessly delivers what was promised anywhere in the world.

**State-Of-The-Art Technology:** REA uses state-of-the-art technology to provide customized programs, training and information that keep Coaches and clients on the cutting edge. We have developed a proprietary on-line career/resource center which is available 24/7 from anywhere in the world. The center's features combine to offer a wealth of resources for individuals in transition and integrated, interactive job search tools to help job seekers stay on track and cover more ground in less time. This user-friendly web-based technology is currently available in 14 languages and is globally localized to work within the various countries. Our Global Partners share the same technology platform with us to ensure consistency of services worldwide. In addition, REA uses other forms of technology such as web-conferencing and net-meetings to facilitate group training and to provide networking opportunities for clients around the world.

**Flexible Service Periods:** Because of our commitment to client satisfaction, REA has some programs that offer on-going coaching and services to the relocating spouse/partner until satisfactory employment is found or career objectives and/or transition goals are met. REA Coaches work with families before, during and after the relocation, to ensure that the spouses/partners have on-going support throughout their transition.

# GLOBAL ALLIANCES

REA works together with established world leaders in career transition services and human resource solutions to provide exemplary products and services around the world. These global partners deliver REA's programs, and are managed by REA. Our programs and services were designed with our global partners to ensure that they meet the needs of individuals and relocated families in each country and culture. REA provides a contact in each region to assuage clients' concerns with a US-based provider, to offer a local presence, and to eliminate any time zone or cultural challenges.



## WORLDWIDE COACH NETWORK

Through its decentralized network of coaches and global partners, REA has a broad global reach. While we can provide tele-coaching services anywhere in the world, we have on-the-ground coaches in countries where our clients have significant volume. In these locations, we can provide both face-to-face and tele-coaching services. Our locations are fluid and subject to change as we can expand or contract our business model to meet client's needs.

- Argentina
- Australia
- Austria
- Belgium
- Brazil
- Canada
- Chile
- China
- Czech Republic
- Denmark
- Finland
- France
- Germany
- Ghana
- Hong Kong
- Hungary
- India
- Indonesia
- Ireland
- Italy
- Japan
- Kenya
- Kuwait
- Luxembourg
- Malaysia
- Mexico
- Mongolia
- Morocco
- Netherlands
- New Zealand
- Panama
- Philippines
- Poland
- Portugal
- Romania
- Russia
- Saudi Arabia
- Senegal
- Singapore
- South Africa
- South Korea
- Spain
- Sri Lanka
- Sweden
- Switzerland
- Taiwan
- Thailand
- Turkey
- United Arab Emirates
- United States
- United Kingdom
- Uruguay
- Venezuela
- Vietnam

## US LOCATIONS

While our expertise is available in every state, REA is on the ground in the following locations:

- Alabama
- Arizona
- California
- Colorado
- Connecticut
- Florida
- Georgia
- Illinois
- Indiana
- Iowa
- Kansas
- Kentucky
- Louisiana
- Maryland
- Massachusetts
- Michigan
- Minnesota
- Missouri
- Nebraska
- Nevada
- New Jersey
- New York
- North Carolina
- Oklahoma
- Ohio
- Oregon
- Pennsylvania
- Rhode Island
- South Carolina
- Tennessee
- Texas
- Utah
- Vermont
- Virginia
- Washington
- Washington, DC
- Wisconsin

# The REA Difference

## What distinguishes REA from its competitors?



**EXPERIENCE AND TRACK RECORD:** REA introduced the concept of spousal assistance and has been the industry leader in the development of programs and services designed specifically to support relocated spouses/families since 1981. We were also the first to deliver virtual career transition services using personalized tele-counseling through local coaches supported with state-of-the-art technology. This powerful combination created cost-effective, high-quality spousal/partner assistance and career transition programs. It also earned us a reputation for excellence in our industry and a consistent client satisfaction rating of 98-99% for more than a decade.

**WORLDWIDE PRESENCE AND UNIQUE BUSINESS MODEL:** With our world headquarters in New Jersey, USA, and regional affiliates headquartered in the UK, Switzerland, Singapore, Hong Kong, Australia, Africa and Brazil, REA's global presence is unsurpassed in the industry. Working with carefully selected global partners who deliver REA's programs in EMEA and APAC, we currently have coaches in 54 countries and more than 220 locations, with representation on six continents. REA's unique business model offers centralized control and support through its New Jersey world headquarters and regional headquarter offices on each continent, while providing consistent yet personalized services delivered locally via our professional coaches located around the globe.

**PROFESSIONAL COACHES:** One of our greatest assets is our highly educated, culturally diverse, multi-lingual team of professional coaches, familiar with local markets and industries, employer networks, professional and community organizations, as well as local social and work cultures. They are an invaluable resource to relocating families and job seekers in providing networking opportunities in the local marketplace and coaching on how to assimilate into the new environment. Well-versed in managing change and transition, these coaches provide the personalized emotional support and job-search coaching that is a key factor in our consistently high service satisfaction rating.

**CUSTOMIZED PROGRAMS AND SERVICES:** A local coach delivers individualized support and customized services designed to meet the specific needs of the participant – in our opinion, “one size does not fit all”. Our one-on-one approach to coaching is further enhanced by the fact that we have the lowest consultant/participant ratio in the industry – 40:1. For client companies, REA offers flexible program options to match corporate objectives and then consistently and seamlessly delivers what was promised anywhere in the world.

**SERVICE DELIVERY:** Because of our commitment to client satisfaction, REA provides on-going coaching support to the spouse/partner until the career/transition objectives are met. REA Coaches work with families **before, during, and after the relocation** and are **available at the convenience of the spouse/partner**.

**STATE-OF-THE-ART TECHNOLOGY:** REA uses state-of-the-art technology to provide customized programs, training and information that keep coaches and clients on the cutting edge. We have developed a proprietary, 24/7 on-line career/resource center whose features combine to offer a wealth of resources for relocating families and interactive job search tools to help job seekers stay on track and cover more ground in less time. This user-friendly, web-based technology is currently available in 14 languages.

**VALUE-ADDED SERVICES:** To ensure a smooth transition, REA provides value-added services such as **web-conferences** and **networking meetings** to help spouses/partners meet others in their host country and make connections in their new community. Additionally, REA Coaches can conduct **job search workshops** in areas where 10 or more spouses within close proximity are active in the job search, providing another opportunity for networking and meeting others in similar circumstances. There are **no additional charges** for these value-added services.

**COMMITMENT TO EXCELLENCE:** Service satisfaction is our #1 goal. In fact, we guarantee it! During the last decade, our reputation for quality has resulted in tremendous growth. Today, as we continue to enhance our programs/services in response to the changing needs of our clients, we can offer quality customized programs and proven results at affordable prices, making our services the best value in the Spouse/Partner Assistance and Career Transition markets.