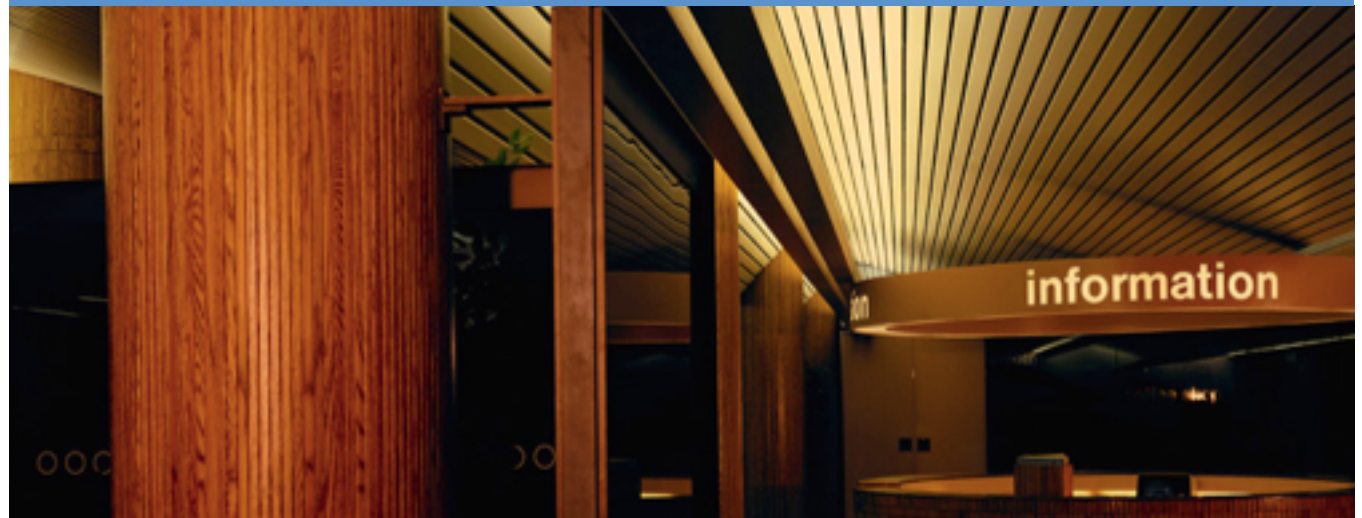


# Guide to the EuRA Global Quality Seal

January 2024





# Introduction

The EuRA Global Quality Seal+ (EGQS+) was introduced in 2008 to enable all EuRA members offering mobility and related services to demonstrate their dedication to quality and professionalism. Since its launch, over 120 offices of EuRA members have been accredited under the scheme across 38 countries.

This revolutionary program focuses on process management across all areas of a EuRA member company's sphere of operation, from service delivery, to internal management.

The idea behind the program was to demonstrate and enhance quality within the mobility industry and as more and more members have undertaken the process, so they demonstrate across the globe how they lead mobility service delivery.

Each year we gather together a focus group of EGQS holders along with representatives from Global Management Companies and corporate

clients to ensure the ongoing relevance of the program. This means that the audits reflect the most contemporary needs of clients as well as ensuring qualified EuRA members are compliant with new legislation and codes of conduct.

EuRA makes no profit from the EGQS+. It is part of a portfolio of benefits available to members of the association, which itself is a not for profit organization. The fees we charge for administering the EGQS+ are ring fenced to fund the annual review meeting. The EGQS+ audit can be linked to an ISO 9001 audit, which reduces the costs when taken together.

The response from members undergoing certification has been overwhelmingly positive and we are proud to have a 98.5% recertification rate among members. Recertification takes place every two years for EGQS+ holders and every three years for combined EGQS+ and ISO 9001 holders.

"Having the EGQS has helped Copenhagen Relocations mature as a company. We've always been committed to quality but having the EGQS has made that commitment more tangible. Looking back, it's one of the best investments the company has made and we are proud to be the only DSP in Denmark to hold this prestigious certification."  
*Michele Bramstoft Managing Director  
Copenhagen Relocation*



## Starting the Process & Training

The first step to achieving the EGQS+ is to contact the EuRA Office and register with us to receive your copy of the EuRA Quality Standard.

The Quality Standard is the document that underpins the EGQS+ and sets out the requirements for certification. It also acts as a guideline document for building your Quality Manual.

We can also give you advice, guidance and put you in touch with your fellow members who have been through the process. You can also join our peer to peer sharing group on LinkedIn.

Once you have registered and received your EGQS+ Quality Standard, you then get back in touch with us when you are ready to schedule your remote audit. We partner with independent auditors across the world who are trained in the EGQS+ Standard and who understand the mobility industry and its suppliers. Call us on [+44 \(0\) 1379 640883](tel:+44201379640883) or email Maree Turner, our EGQS+ Operations Lead - [maree@eura-relocation.com](mailto:maree@eura-relocation.com)

We run open training programs throughout the year, providing an in-depth analysis of the audit process, designed to ensure success in achieving the EGQS+. These training days are MIM+

accredited. We also have a full Introduction to the EGQS+ module available for free on the EuRA Academy platform. We also run update sessions online and in person at EuRA events. When you register with Maree she will send you links to the online platform training which is a full guide on how to build your Quality Manual prior to audit.

Members may also choose to have an In-House training session with our Strategic Consultant for Quality Standards Martina Scharwey. These sessions provide an opportunity for every member of staff to participate in achieving both the EGQS, and excellence in service delivery. The cost will be €1400 per day and will be delivered remotely.

Depending on the scale of your business the audit itself is in two parts; the document review by the auditor and the remote audit itself. Members can choose to have an on site in person audit, and the additional costs will be worked out directly between the EuRA Member and the auditor.

An optional pre-assessment by the auditor is also available. This half day pre-audit will ensure that every aspect of the EuRA Global Quality Seal standards can be met prior to the audit day itself. This pre-assessment will be carried out by the same person who will carry out your audit.

## The Quality Standard

The EuRA Quality Standard is the document that sets out all of the requirements to successfully achieve the EuRA Global Quality Seal+ Certification.

The standard is divided into 6 main sections;

1. Mission, Quality Policy, Objectives and KPI's
2. Management Responsibility and Leadership
3. Organisation and Planning
4. Services
5. Client/Customer Satisfaction and Complaint Management
6. Documentation



Within each section are the minimum requirements for certification under the EuRA Global Quality Seal. Included in the EuRA Quality Standard are requirements for policies

that will shape and define the way a company operates, both in terms of process management and in terms of successful and high quality

service delivery. Policies required for certification include:

1. Business Continuity Plan
2. Anti Corruption Policy
3. Corporate Social Responsibility Policy
4. Environmental Sustainability Management Policy
5. Health and Safety Policy
6. Data Integrity & Security Policy
7. DEI Policy

The EuRA Quality Standard is more rigorous than ISO 9001 and has been designed to truly reflect the complexity of the mobility management.







## Audit Costs

The costs of your remote audit are based on company turnover and work like this;

Under €200,000 the document analysis by the auditor will take half a day and the actual remote audit between you and the auditor will take three quarters of a day. The fee will be €1250.

Between €201,000 and €500,00 the document analysis by the auditor will take three quarters of a day and the actual remote audit between you and the auditor will take a full day. The fee will be €1900.

Over €500,000 the document analysis by the auditor will take a full day and the actual remote

audit between you and the auditor will also take a full day. The fee will be €2500.

Companies re-certify every two years and the costs for the re-certification audits work like this;

Under €200,000 the document analysis by the auditor will take a quarter of a day and the actual remote audit between you and the auditor will take half a day. The fee will be €850.

Between €201,000 and €500,00 the document analysis by the auditor will take half a day and the actual remote audit between you and the auditor will take three quarters of a day. The fee will be €1300.

Over €500,000 the document analysis by the auditor will take three quarters of a day and the

actual remote audit between you and the auditor will also take three quarters of a day. The fee will be €1750.

We also have pricing for EGQS+ and ISO 9001 audits to be undertaken jointly. Alternatively if you already hold ISO 9001 and would like to also get the EGQS+ certification, additional audit costs start from just €500. Contact us for details.

If you have multiple sites you would like to get certified, we also have a pricing matrix for this service. Contact Maree Turner for details, [maree@eura-relocation.com](mailto:maree@eura-relocation.com)

***EuRA makes no profit whatsoever from this program and the €300 fee for the EuRA Quality Standard is ring fenced to support the work we do on the Seal throughout the year.***



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