



WELCOME TO
BEYOND



BESPOKE



THE DEFINITION OF
B E Y O N D

Our story is one of courage and dedication.

Courage to take a service that people are happy with, then transform it into one that takes their breath away. And dedication to keep driving forward, dissolving all obstacles, and so upholding the new gold standard that we created.

We value transparency, credibility, trust, and service excellence in our relationships with our clients, partners, and employees. We believe that these are the foundations of successful and long-lasting partnerships that create value and deliver results. We offer a comprehensive range of global mobility services to support the relocation of film & music execs and their families across borders. Whether it is a short-term requirement, or a permanent move, we can handle every aspect of the relocation process, from immigration and compliance, to destination and home services, to full move management, and more.

We work as an extension of our clients' support team, providing them with a single point of contact and a dedicated Relocation Manager for each assignment. We tailor our services to the specific needs and objectives of each client, ensuring a high-quality, personalised, and consistent service on every requirement.

K2 Bespoke is the only global mobility service provider that is dedicated to film & music execs. If you're looking for a provider whose ethos and processes were developed to fulfil the unique needs of sports personalities, then K2 Bespoke is truly the only choice.

K2 Bespoke is part of the K2 Group, a collection of businesses which deliver global mobility services. This means that when a client partners with K2 Bespoke, they have the opportunity to access the wealth of knowledge and talent which make the K2 Group name synonymous with world-class service delivery.

THE STORY

UNTIL NOW

Look beyond world-class and you will find excelational, the birthplace of K2 Bespoke. Our model for growth is simple: if our clients have a new need, then we grow in order to fulfil it.

In the mid-2010s, a number of our clients began talking to us about the requirements of their business-critical population. Two key elements distinguish this population from all other employee groups: a lack of time and a complex set of requirements. K2 Relocate was already providing them with world-class support, but they required something that went beyond that. A level of

understanding, attention to detail, and proactivity that redefined global mobility as a completely unique experience. K2 Bespoke can support with every element of the relocation journey. This support is streamlined through a single point of contact who is both expert and experienced. There is no other relocation management company that offers this scope and style of service.

K2 Bespoke is one of the companies that form the K2 Group. Whilst each member company has a distinct identity and a unique service offering, all are united by a single, simple ethos: because it's personal.

OUR MODEL FOR
GROWTH IS SIMPLE:
IF OUR CLIENTS
HAVE A NEW NEED,
THEN WE GROW IN
ORDER TO FULFIL IT.



Nick Plummer, CEO & Founder, the K2 Group of Companies



BEYOND TEAM

When you make a connection with someone, you take the first step towards building a meaningful relationship with them.

We believe that our relationships are our most powerful asset. Through them, we develop the symbiotic understanding that enables us to move beyond the world-class standard in our service delivery.

Each one of our Bespokers can be found within our Human Library. They are treasure troves of knowledge, wisdom and experience, and they are waiting to connect.

www.k2bespoke.com/human-library





BEYOND

EXPERIENCED

Our Bepokers are the very epitome of experience. You can expect to be supported by somebody who knows exactly what they are doing.

Somebody whose years of experience has made them agile, primed to pivot swiftly, silently and gracefully. With an average of over ten years' spent within relevant industry roles, our Bepokers are the very epitome of experience.

Moves are managed by our dedicated Bepokers which comprises of the most experienced Relocation Managers in the industry, all with a wealth of experience of managing VIP relocations.

Our assigned team can travel to any location to discuss and deliver services in person and are available 24/7 to navigate time zones. Every activity is driven through a single point of accountability who serves as the overall project manager. We find this builds confidence in the service, minimises risk and drives an overall outstanding experience.

We would be very happy to introduce you to the K2 Bespoke team during a face to face meeting or presentation if you would like to understand more about how we differentiate service levels.

S W E D E N

F R A N C E

U A E

BEYOND
GLOBAL

K2 Bespoke has 14 offices located across 11 countries. Our network of partners spans over 180 countries worldwide.

This international presence is anchored by local expertise – our people have lived within the regions that they work for a long time, and so have a full, nuanced understanding of local culture. More than globally present, we are globally anchored.

We are able and willing to be physically present wherever you need us. Virtual support is practical, but in-person support is reassuring, dissolving the anxiety that surrounds high profile moves – for both client and assignee.

B R A Z I L

S O U T H A F R I C A

S I N G A P O R E

U K

U S A

A U S T R A L I A





BEYOND

SERVICE

**Keeping to the credits,
giving the stars centre stage.**

No two film or music professionals are the same. They may be working on the same film or be employed by the same music company; they may have the same family set-up, or even be relocating to the same area – perhaps down to the very same street. But on a personal level, they will be completely different from each other. It is in recognising and reacting to this that the unrivalled success of K2 Bespoke lies.

Within the worlds of film and music, time is always at a premium. The VIPs of these worlds feel the strain of this the most, their position and experience meaning

that they are constantly in demand. They do not have the time, the energy or the headspace to focus on relocating. And if their focus is pulled away from their role, then their performance will suffer.

For this reason, a film or music professional's relocation must be as swift, as streamlined, and as noiseless as possible. The Relocation Manager must be ten steps ahead at all times, anticipating issues and dissolving obstacles. They must ensure that support is available 24/7, so that if the client reaches out, they are never left waiting. And they must mould every aspect of their service delivery around the client, finding that perfect balance between keeping them aware and insulating them from distraction.

Best in Class Costing Model

After the survey, we assess needs and align costs with the best service partners. We provide a detailed cost summary to our client's Global Mobility contact, ensuring transparency and competitive options with no hidden surprises.

Fixed Price Policy

K2 Bespoke offers a clear fixed price for door-to-door services, ensuring the quoted price is what you pay. A study confirmed 100% of our invoices matched the original quotes. Our independent model dissects logistics into key components, enhancing control and cost efficiency by sourcing directly.

Temporary/Serviced Accommodation

The K2 Bespoke Relocation Manager will assess transferee needs, align the search with policy guidelines, and secure housing through our global network. We handle all communication & approvals, ensuring a seamless process for the transferee.

Service highlights include:

- Conduct needs analysis to determine requirements based on established budget and housing preferences.
- Research market to identify short-term serviced accommodation in line with employee needs/

criteria and your budget.

- Accommodation preview to ensure properties meet our client's standards and employee requirements prior to being presented as an option (where appropriate).
- Full descriptions and colour photographs sent via email with an appropriate recommendation.
- Manage the booking including preferred terms to offer both security and flexibility.
- Issue resolution and lease extension, if needed.
- Invoice processing and payment.

Household Goods Move Management Services

K2 Bespoke stands out with its industry independence, enabling agile, solution-focused relocations. We carefully select and manage service partners to meet client needs, enhancing value, accountability, and customer service. Our unique model optimises partner functions for efficient household goods transport, offering better control, flexibility, pricing, and transit times for an exceptional experience. We also conduct independent surveys for accurate estimates and policy alignment. Our extensive network of top-tier partners, managed by expert Relocation Managers, ensures smooth documentation, transit, and insurance processes.

Additional services include vehicle shipment, pet relocation, and storage solutions, with exceptional quality control for requested providers.

The K2 Bespoke Survey

We will arrange for a Bespoker to visit the home and carry out a detailed pre-move survey which will be the basis of our partner selection and costing analysis. Alternatively, as an additional option, transferees are given the option to utilise our virtual survey tool, Shyft, if this better fits with their busy schedule.

Home Finding – Long Term Rental Accommodation

Our home search service helps secure ideal long-term housing for your transferee. Our consultant reviews the housing market, contacts trusted agents, and arranges prompt viewings. Key steps include:

- Conducting a detailed needs assessment with the transferee/spouse.
- Evaluating the home finding consultant.
- Previewing properties and confirming itineraries.
- Providing accompanied viewings and area orientation.
- Negotiating leases and preparing documentation.
- Ensuring completion of agreed repairs before

move-in.

- Assisting with utility connections.

Settling-In Assistance

Our service streamlines the settling-in process for your relocating employees and their families, addressing everyday details. Tailored to individual needs, it includes assistance with medical and club registrations, property refurbishment follow-ups, local tours, and more. Highlights:

- Early assignment of a settling-in consultant for relationship building and post-move support.
- Comprehensive property welcome pack and secured walkthrough.
- Customised local area information based on family needs.
- Networking opportunities with our client community.
- Help with medical and government registrations.
- Support in opening bank accounts.
- Health club and membership options research.
- Regular progress updates to the mobility team.

School Search

We understand the importance of education for relocating families. We assign a dedicated consultant to help secure a school that meets your employee's specific needs. Our services include

a needs analysis, a shortlist of suitable schools, consideration of medical needs, school visits, application support, and integration with home search activities. We ensure a smooth transition to the new school and provide all necessary information for decision-making, including handling registration fees if needed.

Tenancy Management:

Our Relocation Manager will guide you through the Tenancy Management service, including utility setup, key date tracking, rental payment assistance, maintenance management, and regular updates to our clients.

Real Estate:

Relocating film and music executives often involves tight schedules, complex logistics and the need for complete discretion. We take the stress out of buying and selling property, ensuring your move is handled with efficiency, professionalism and care.

Our team offers personalised support throughout the property journey. For those selling a home, we manage everything from valuation and staging to marketing and negotiation, with a focus on achieving the best possible outcome within the required timeframe. For those purchasing, we

connect them with trusted agents, provide curated insights into suitable neighbourhoods, and offer guidance through every step of the transaction.

This seamless service allows executives and their families to transition smoothly, without disruption to demanding professional commitments. It also helps avoid unexpected costs, accelerates the moving process, and provides peace of mind throughout. With property matters expertly managed, you can stay focused on production, partnerships and the creative work that drives your industry forward.

Moving Insurance

Offering top-tier insurance for your transferee's move is essential for a smooth process and employee satisfaction. Our Clear Insurance simplifies inventory valuation, speeds up claims, and covers often-missed areas like pairs and sets.

Advantages of Clear Insurance include:

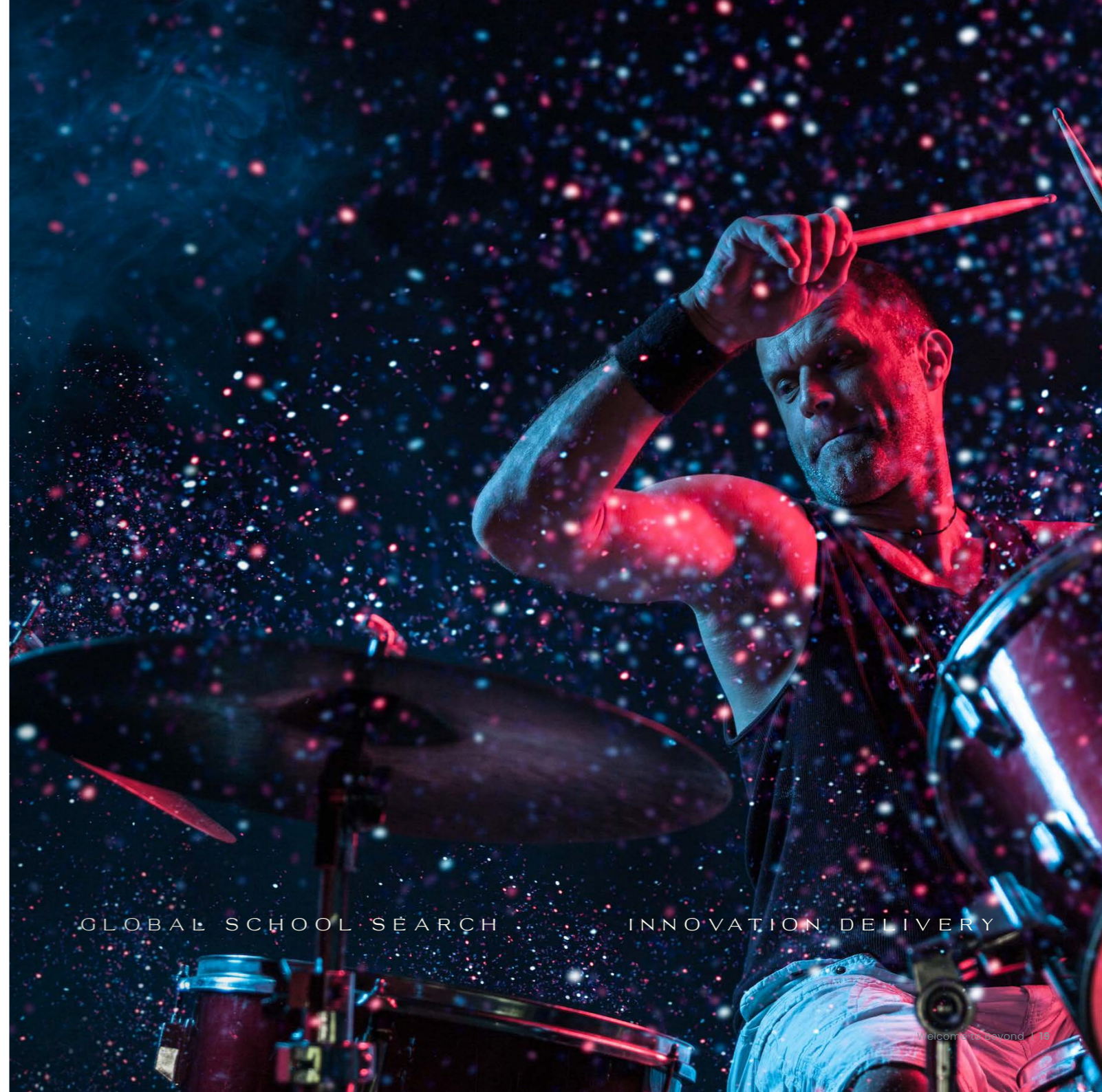
- 30 Day Claim Notice Period.
- 15 Business Day Settlement Period.
- \$0 Deductible.
- Full Replacement Value Coverage.
- Inclusive coverage for pairs and sets, mechanical and electrical derangement, and mold/mildew in transit.

SETTLING-IN ASSISTANCE

PET MOVES

GLOBAL SCHOOL SEARCH

INNOVATION DELIVERY



BEYOND WORDS

OUR PROMISE

We will provide Music & Film Executives with an exceptional relocation experience, one which they will truly struggle to fault.

We will provide a level of support defined by unyielding attention to detail allied with complete accountability. We will take what you believe is possible, and what your people believe is possible, and then redraw those horizons.

We will always listen

We will listen to feedback and consistently strive to find enhancements and solutions to the most unique of challenges. We put building trust, confidence and minimising risk at the forefront of each project and place a huge emphasis on an enhanced experience.

WELCOME TO BEYOND. WELCOME TO BESPOKE



BEYOND THIS

COMMERCIALS

Our fees reflect our team’s expertise and commitment to supporting your senior population.

We handle all aspects of the move. Costs are pre-approved for transparency and proactive cost management.

K2 does not take commissions or rebates, passing third-party costs directly to you, except for US Home Sale, where a portion of the broker fee is retained.

Engagement Considerations

Timing. K2 would be ready to provide services based on an initial engagement letter detailing basic agreed parameters (for any immediate requirement) but would engage in full Services Contractual Agreement, as required.

InfoSec. We work tirelessly to continually assess requirements to validate the safeguarding of your data.

Invoicing and Payments. Review and agree payment terms and methodology including both K2 management fees and direct costs, potentially including housing and education payments etc.

Bespoke Service Delivery Summary
Our Management Fee would include these services:

Move briefing	●
Project management	●
Reduced relocation manager case-load	●
On-site Bespoker presence at all key milestones	●
Completion of all documentation, where possible	●
Advanced global payments	●
Movement of household goods	●
Transportation & storage of household goods which may include air and sea shipment	●
Pet Transportation, if applicable	●
Destination services (as requested): <ul style="list-style-type: none">• Orientation• Home finding/ lease negotiation• Settling-in services• School search assistance	●
Tenancy management/ ongoing property support, if required	●
Temporary accommodation review/ selection of housing options	●
Language training	●
Spouse/ partner assistance	●
Specialised services as needed (personal security, car shipments, art etc)	●
US home sale support/ home purchase	●

BEYOND

SECURE

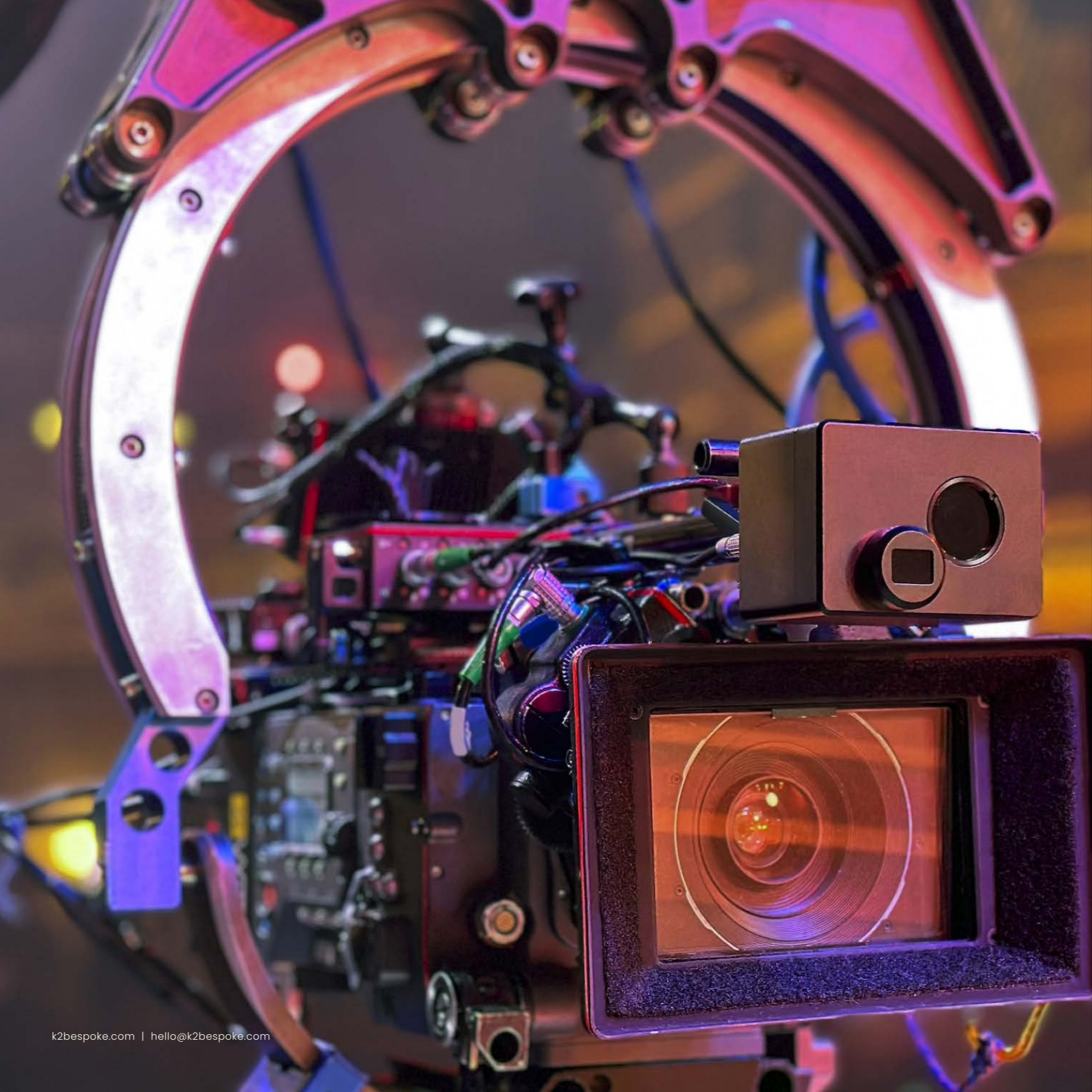
K2 Bespoke's security infrastructure is built upon three core principles: Educate, protect & test.

Educate. Most cyberattacks begin with an email containing malware or a phishing link through which an individual's credentials can be stolen. All Bespokers are regularly educated on how to spot a phishing or spear-phishing email.

Protect. To protect us against the more sophisticated forms of cyberattack, we use industry-standard antivirus software, next-generation firewalls, and operational back-up. This provides us with a secure environment in which to perform all operations, including storing and processing client data.

Test. K2 Bespoke's Technology team test the company's security infrastructure on a regular basis through phishing and penetration tests. This allows them to pinpoint any weaknesses and maintain currency of knowledge in relation to cyberthreats.





BEYOND

CERTIFIED

Dedication cannot be demanded, only inspired. Within a sea of stats and standards, there are two metrics that really matter: Net Promoter Score® and Great Place To Work®.

Great Place to Work®

Great Place To Work® is the global authority on workplace culture. To obtain the accreditation, a company must show that everyone who works for them has a consistently positive experience. They must prove that their leaders are caring and foster an environment in which everyone has a purpose, can contribute new ideas, and is able to access the resources that they need to thrive in their role.

At the start of 2025, we were re-certified globally as a Great Place To Work®:

- Our Trust Index score is 90%.
- Our Values score is 88%.
- Our Leadership Effectiveness score is 92%.



Net Promoter Score® of 80

Net Promoter Score® measures customers' loyalty by asking them how likely they are to recommend a brand to a colleague or a friend.

We hold an NPS® of 80, which is officially rated as world-class. For context, the NPS® scale runs from -100 to +100, with above 0 being rated as good, above 20 as favourable, above 50 as excellent, and above 80 as world-class.



BEYOND

THE REST

We are the only global mobility services provider that is dedicated to music & film executives.

If you're looking for a provider whose ethos and processes were developed to fulfil the unique needs of sport professionals, then K2 Bespoke is truly the only choice. K2 Bespoke is part of the K2 Group, a collection of businesses which deliver

global mobility services. This means that when a client partners with us, they have the opportunity to access the wealth of knowledge and talent which make the K2 Group name synonymous with world-class service delivery.

We are the only choice for VIP moves, we know that it's a bold statement, but it's one that we truly believe.

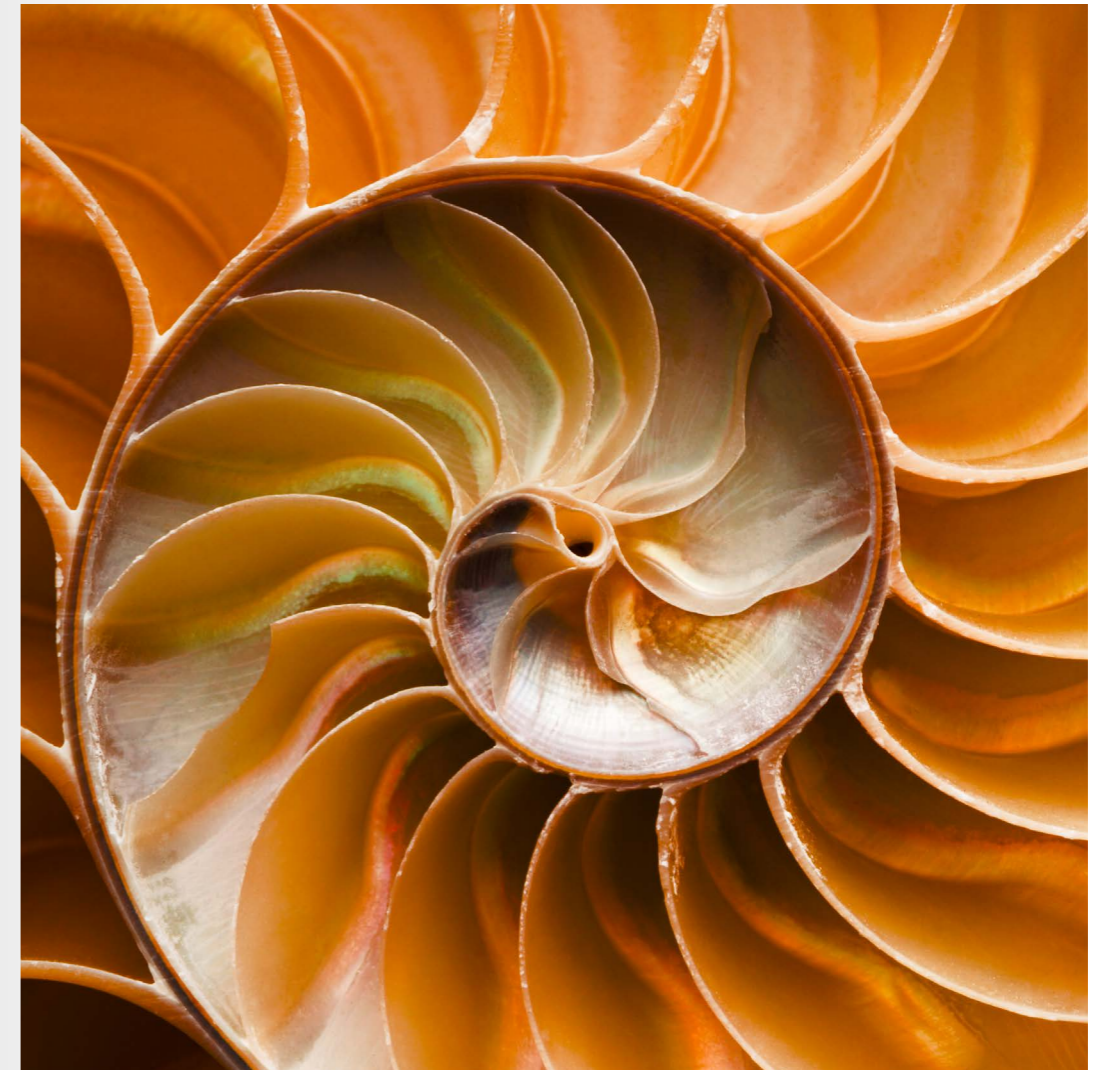
BEYOND

NUMBERS

We have a proven track record of delivering successful & seamless relocations for our clients.

We have an over 98% satisfaction rate across all clients. We have a global network of offices and partners in over 180 countries, enabling us to provide local expertise and support wherever you may need us. We have a diverse and talented team of professionals who are passionate about human centric global mobility and committed to delivering an exceptional, distraction-free relocation experience for our clients and their employees.

- We were founded in 2002
- The K2 Group has a global team of over 380
- Minimal staff turnover of just 4%
- 14 offices located around the globe
- Over 180 exceptional partners
- We've delivered over 90,000 VIP relocations
- The fastest 2-way API integration
- We have a world-class NPS® of 80
- We have lost zero clients due to service failure



BEYOND BUSINESS

OUR CHARITY

We're more than a mobility provider, we are supporting children's futures in our regions.

The K2 Foundation was set up in order to enable us, as a business, to support the local communities within the regions that we operate. The charitable initiatives that the Foundation funds focus on helping the children within those communities, children whose futures are bleak or uncertain.

Often, the support provided takes the form of education, as this gives children the chance to develop skill sets which can increase the number of

opportunities available to them as they grow up.

In 2025 we opened the doors to the school we built. Associação Semeando Amor, a charity in São Paulo, Brazil, supports local children who are growing up in the favelas. The charity runs a school which caters for children aged between two months and twelve years old. As a result of time passing and the school community growing, the school building is no longer fit for purpose. K2 Bespoke is rebuilding the school so that it can continue to provide a safe, educational space for local children.



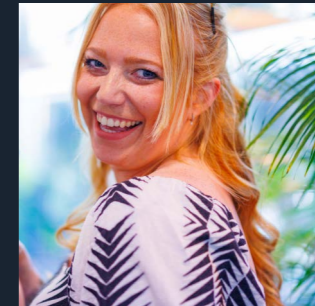
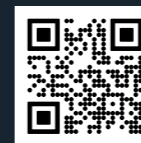
THE DEFINITION OF
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Whether you wish to build a business-critical programme from scratch, or simply evolve/extend an existing programme, our experienced specialists are here to help.



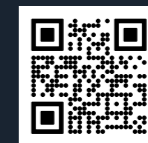
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because it's personal

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PROUDLY PART OF THE  GROUP