

Assessment EMA - Offer by Croatia - Zagreb		
Criterion/specific issue	Information provided in the Offer	Commission assessment
1) The assurance that the agency can be set up on site and take up its functions at the date of the United Kingdom's withdrawal from the Union <i>This criterion concerns in particular the availability of appropriate office premises in time for the Agency to be able to take up its functions at the new location at the withdrawal date. This should include the necessary logistics and sufficient space for offices, meeting rooms and off-site archiving, high-performing telecommunication and data storage networks as well as appropriate physical and IT security standards.</i>		
1.1 Necessary logistics and sufficient space (a total of 27,000 m ² of office space) for...	"The Sky Office building is a modern building with superb characteristics that meets and surpasses the requirements set for the location of a new seat of the European Medicines Agency [...] it will undergo further adjustments according the Agency's needs. The building meets all the conditions to satisfy the current needs of its operation, while its technical and spatial features even leave room for the further strengthening of the EMA's capacities in the future." It offers "an impressive business space with a total surface area of 32,000 m ² ." (p. 12)	The offer indicates the building <i>The Sky Office</i> (32,000 m ²).
1.1.1 ...offices, to host 890 members of staff. EMA has 18,500 m ² in offices and open-plan with capacity for 1,300 office work stations and adequate internal meeting rooms		The offer does not indicate space and layout for offices, work stations and internal meeting rooms.
1.1.2 ...meeting rooms, a total of 6,000 m ² . These meeting rooms should have internet 4G connection, audio and video conference facilities, broadcasting and recording equipment and a voting system per seat. EMA has:		The offer does not provide information on meeting rooms and conference facilities.
1.1.2.1 five rooms with 70-120 seats		The offer does not provide information on the meeting rooms of any sizes.
1.1.2.2 two rooms with 35 seats		The offer does not provide information on the meeting rooms of any sizes.
1.1.2.3 ten rooms with 4-24 seats		The offer does not provide information on the meeting rooms of any sizes.
1.1.3 ...one enclosed lounge of 500 m ² and another lounge for 50 persons, both lounges with desk/work stations and storage facilities		The offer does not provide information on any lounges.

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1.1.4 ...an auditorium for around 300 people		The offer does not provide information on an auditorium.
1.1.5 ...a 250 m ² reception area, with disability access as well as with adequate security structure in the vicinity		The offer does not provide information on a reception area.
1.1.6 ...archiving facilities:		
1.1.6.1 EMA's off-site archive is 600 m ² and 9m high	"In addition to the available on-site archive facilities at the location of the Sky Office, EMA will also be provided with an adequate off-site archive ." (p. 12)	The offer provides general information on the availability of off-site archive.
1.1.6.2 On site, EMA has an archive room of approx. 30 m ² as well as on-floor filing rooms on floors 1 and 5-10 of 5 m ² each	See 1.1.6.1	The offer provides general information on the availability of on-site archive.
1.2 Appropriate physical security standards		
1.2.1 Access control systems		The offer does not provide information on the availability of access control systems.
1.2.2 Closed Circuit Television (CCTV)		The offer does not provide information on the availability of Closed Circuit Television.
1.3 Appropriate IT systems and security standards		
1.3.1 Centralised Uninterruptible Power Supply		The offer does not provide information on the availability of Centralised Uninterruptible Power Supply.
1.3.2 WiFi throughout the premises		The offer does not provide information on the availability of WiFi.
1.3.3 Technical rooms, main and secondary equipment rooms, IT build and IT store rooms		The offer does not provide information on the availability of technical rooms.
1.3.4 A telecommunications network with high capacity digital network and with high-speed connectivity	Croatia offers "high Internet and 4G network coverage in Zagreb and throughout Croatia [...] availability of data centres [...] high level of information security" (p. 13)	The offer indicates the availability of a telecommunications network.
1.3.5 High-performing data storage networks		The offer does not provide information on the availability of data storage networks.
1.3.6 A main and a backup data centre for disaster recovery, both to be accessible from EMA premises via a fast high volume internet or fibre connection. Security and operational IT standards apply	Croatia offers "high Internet and 4G network coverage in Zagreb and throughout Croatia [...] availability of data centres [...] high level of information security" (p. 13)	The offer provides general information on the availability of data centres and high level of information security.

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1.4 Availability		The offer does not provide information on when the proposed building would be available.
1.5 Other	<p><i>"Main features of the building</i></p> <ul style="list-style-type: none"> - <i>an impressive business space with a total surface area of 32,000 m²</i> - <i>dominant position on the city's main road</i> - <i>flexible spatial layout</i> - <i>latest standards in energy efficiency</i> - <i>two 22-storey towers connected in the lobby and from the 2nd to the 14th floors</i> - <i>two vertical communication cores with 12 fast modern lifts and four staircases interconnecting all floors</i> - <i>horizontal communication on each floor organised around a central core</i> - <i>isolation from outside influences with effective protection against noise, heat, and direct sunlight ."</i> (p. 12) 	The offer provides additional information on the proposed premises as regards the location, layout, energy efficiency and isolation from outside influences.
GENERAL ASSESSMENT OF CRITERION 1		The offer indicates the proposed premises, <i>The Sky Office</i> (32,000 m ²), which, according to the offer, fulfil all EMA requirements, without providing details on most of the individual requirements or indicating when the premises would be available to EMA.
<p>2) The accessibility of the location</p> <p><i>This criterion concerns the availability, frequency and duration of flight connections from the capitals of all EU Member States to the airports close to the location, the availability, frequency and duration of public transportation connections from these airports to the location, as well as the quality and quantity of accommodation facilities. In particular, the criterion implies the capacity to allow for the continuation of the volume and intensity of current meeting activities of the Agency.</i></p>	<p><i>"The Sky Office building in Zagreb (at 9 Roberta F. Mihanovića Street) is positioned along Zagreb Avenue, only 15 minutes away from the heart of the city ."</i> (p. 11)</p>	
2.1 Flight connections from the capitals of all EU Member States to the airports close to the location		

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2.1.1 Availability	"Zagreb has daily connections with most seats of the Member States of the European Union and with all major metropolitan cities via "Franjo Tuđman" Airport. " (p. 23) "Along with Croatia Airlines, Zagreb is host to almost all major air carriers whose wide network of routes ensures effective and excellent connections between Zagreb and destinations within the European Union but also all over the world ." (p. 24)	The offer provides general information on the availability of flights between Zagreb and most EU capitals, without specifying availability of flights per EU capital.
2.1.2 Frequency	"For example, there are several flights each day between Zagreb and Brussels, as well as Frankfurt, Munich, and Vienna, which provide further connections with almost all destinations in Europe. Zagreb is also connected via direct and frequent daily flights with London, Paris, Amsterdam, Berlin, Lisbon, Rome, Stockholm, Zurich, Copenhagen, Bucharest, Moscow, Istanbul, etc ." (p. 24)	The offer provides general information on frequency of flights between Zagreb and some EU cities, without specifying the frequency of these flights.
2.1.3 Duration	The offer provides a chart which indicates that Zagreb is reachable from the capitals of all EU Member States from less than 1 to 3 hours. (p. 23)	The offer provides general information on the duration of flights between Zagreb and EU capitals being from less than 1 to 3 hours.
2.2 Public transportation connections from these airports to the location	"There is a commercial connection between the bus station and the airport... and a regular city bus line between Zagreb and the airport is currently being set up. Buses on the line drive every day at 30 minute intervals from 4:30 (7:00) to 20:00 (20:30). The schedule was fixed in line with the arrival times of regular airlines. It is also planned to set up connections with the airport via light rail or tram ." (p. 23)	
2.2.1 Availability	See 2.2.	The offer does not provide information on the availability of public transportation between the airport and the location.
2.2.2 Frequency		The offer does not provide information on the frequency of public transportation between the airport and the location.
2.2.3 Duration		The offer does not provide information on the duration of public transportation between the airport and the location.
2.3 Accommodation facilities	Croatia indicates the availability of 22 high-end and 32 mid-range hotels, with a capacity of 2,686 and 1,289 rooms respectively (p. 13)	
2.3.1 Quality	See 2.3	The offer indicates the quality of existing accommodation facilities, ranging from mid-range to high-end hotels.
2.3.2 Quantity (daily peak hotel capacity needed of 350 rooms)	See 2.3 "International experts participating in working meetings at the European Medicines Agency will find a wide range of accommodation that can satisfy the daily peak demand of the European Medicines Agency of 350 rooms ." (p. 13)	The offer indicates the availability of 2,585 high-end hotel rooms and 1,289 mid-range hotel rooms.

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2.4 Other	<i>"Recent full modernisation of the airport will enable Zagreb to soon become a regional air hub; it has also created conditions for a significant increase in the number of international lines and passengers, and an even better reception of passengers ."</i> (p. 23)	The offer provides additional information on the Zagreb airport as regards regional air connections.
GENERAL ASSESSMENT OF CRITERION 2		The offer provides general information on the availability of flights between Zagreb and most EU capitals, without indicating which are these capitals, the frequency or the duration of flights. The offer does not provide information on public transportation connections between the airport and the proposed location. The offer indicates the availability of 2,585 high-end hotel rooms and 1,289 mid-range hotel rooms.
3) The existence of adequate education facilities for the children of agency staff <i>This criterion concerns the availability of multi-lingual, European-oriented schooling that can meet the needs for education facilities for the children of the current staff as well as the capacity to meet also the future education needs.</i>		

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<p>3.1 Availability of multi-lingual, European-oriented schooling that can meet the needs for education facilities for the children of the current staff as well as the future education needs. As of September 2016, EMA's 890 members of staff have 648 children aged 0 to 18, of which...</p>	<p><i>"In this sense, Croatia offers: [...] compulsory learning of a second language from the first grade of primary school onwards; various opportunities for education in English bilingual gimnazija (academic secondary schools) and bilingual university faculties, as well as private universities and schools); numerous schools for learning Croatian as a second and foreign language for non-native speakers in Croatia (for example, Croaticum – Centre for Croatian as a Second and Foreign Language at the Faculty of Humanities and Social Sciences of the University of Zagreb) ;" (p. 7)</i></p> <p>The offer indicates the possibility to establish "a corporate kindergarten within the premises of the European Medicines Agency, which could offer international programmes; in cooperation with the City of Zagreb, introducing an international programme in additional primary schools in Zagreb; establishing a new school facility in conformity with the legislation governing primary and secondary education. " (p. 28)</p> <p><i>"a diverse range of public and private kindergartens, schools, and universities, international schools as well as national schools and universities that provide schooling/education in a foreign language; sufficient capacity and accessible prices in nurseries, kindergartens, schools, and universities ;" (p.26)</i></p> <p><i>"it is planned to increase the number of study programmes in foreign languages within the project of the European Social Fund. The academic year 2018/2019 or 2019/2020 will mark the beginning of implementation of study programmes to be funded through the European Social Fund." (p.29-30)</i></p>	
<p>3.1.1 ... 117 in nursery/day care; 96 in pre-school; 231 in primary school;</p>	<p>See 3.1</p> <p><i>"The City of Zagreb offers places for pre-schoolers (from three years to primary school age) [...] in kindergartens with full-day programmes in English, German, French, and Italian [...] At the moment, there is no international programme for children aged 0 to 3 [...]" (p. 26)</i></p> <p>The offer indicates availability of overall education in English for primary schools. (p. 26)</p>	<p>The offer provides general information on the existence of pre-school programmes in English, German, French and Italian and of English speaking primary schools, without providing details on the capacity of linguistic offer or on the availability of places. The offer does not provide information on kindergartens but indicates the possibility to establish a corporate kindergarten within the premises of the European Medicines Agency, which could offer international programmes, as well as to introduce an international programme in additional primary schools in Zagreb.</p>
<p>3.1.2 ... 149 in second level;</p>	<p>See 3.1</p> <p>The offer indicates availability of overall education in English for secondary schools. (p.26)</p>	<p>The offer provides general information on the existence of English bilingual schools and foreign-language schools, without providing details on the linguistic offer or on the availability of places, without providing details on the available places.</p>

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<p>3.1.3 ... 55 in third level/university</p>	<p>"In Croatia, there are 31 study programmes in foreign languages, mostly in English, including at undergraduate, graduate, and postgraduate levels. Some study programmes are conducted in cooperation with foreign universities." (p. 28)</p>	<p>The offer indicates the existence of 31 foreign-language study programmes of higher education in Croatia.</p>
<p>3.2 Other</p>	<p><i>"Students from the Member States of the European Union [...] can exercise their right to subsidies in tuition fees at public higher education institutions, subsidised accommodation in student halls of residence, subsidised meals in student restaurants, and to state scholarships [...] Students who have completed secondary education abroad do not have to pass the Croatian state graduation exam for access to higher education." (p. 29)</i></p> <p><i>"In terms of the children of the staff of the European Medicines Agency who are to proceed with higher education, the Ministry of Science and Education will propose to the Croatian Rectors' Conference facilitated access to higher education institutions in connection with the recognition of periods of study abroad." (p. 29)</i></p>	<p>The offer provides additional information on students' rights to higher education under Croatian law.</p> <p>The offer provides additional information on a service to be provided to EMA children wishing to enrol in Croatian higher education.</p>
<p>GENERAL ASSESSMENT OF CRITERION 3</p>		<p>The offer indicates the existence of pre-school programmes in [Croatian,] English, German, French and Italian and of English speaking primary schools, without providing details on the capacity of linguistic offer or on the availability of places. The offer does not provide information on kindergartens but indicates the possibility to establish a corporate kindergarten within the premises of the European Medicines Agency, which could offer international programmes, as well as to introduce an international programme in additional primary schools in Zagreb. The offer indicates the existence of English bilingual schools and foreign-language schools, without providing details on the (capacity of) the linguistic offer or on the availability of places.</p> <p>The offer indicates 31 foreign-language study programmes of higher education in Croatia, without specifying the availability of foreign language programmes, and the readiness of the Croatian authorities to assist children of EMA staff in accessing higher education.</p>

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4) Appropriate access to the labour market, social security and medical care for both children and spouses <i>This criterion concerns the capacity to meet the needs of the children and spouses of the current as well as of future staff for social security and medical care as well as the availability to offer job opportunities for these.</i>		
4.1 Capacity to meet the needs of the children and spouses of the current as well as of future staff as regards...		
4.1.1 ... social security		The offer does not provide information on access of children and spouses of EMA staff to social security.
4.1.2 ... medical care	<i>"The staff of the European Medicines Agency and their families will have access to Croatia's reliable health care system, which is characterised by</i> <ul style="list-style-type: none"> • <i>high-quality comprehensive care;</i> • <i>a wide spectrum of services with compulsory health insurance;</i> • <i>exceptionally competitive prices of health care services;</i> • <i>established e-services (e-records, e-prescriptions, e-appointments, etc.),</i> • <i>availability of a large number of public and private medical institutions and polyclinics ."</i> (p. 31) 	The offer indicates that children and spouses of EMA staff have access to medical care.
4.2 Job opportunities for children and spouses of current and future staff	<i>"Institutions from [the research and development sector and the scientific community in Croatia] also provide an opportunity for the employment of partners or family members of the staff of the European Medicines Agency ."</i> (p. 16)	The offer indicates that the Croatian research, development and science sectors provide an opportunity for employment.
4.3 Other	<i>"Croatia will offer institutional support to family members of EMA staff regarding employment and access to the Croatian labour market ."</i> (p. 31)	
GENERAL ASSESSMENT OF CRITERION 4		The offer does not provide information on access of children and spouses of EMA staff to social security. The offer indicates that children and spouses of EMA staff have access to medical care. The offer indicates that the Croatian research, development and science sectors provide an opportunity for employment.

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<p>5) Business continuity <i>This criterion is relevant given the critical nature of the services provided by the Agencies and the need therefore to ensure continued functionality at the existing high level. The criterion relates to the timeframe required to fulfil the four criteria above. It concerns amongst other things the ability to allow the Agencies to maintain and attract highly qualified staff from the relevant sectors, notably in case not all current staff should choose to relocate. Furthermore, it concerns the capacity to ensure a smooth transition to the new locations and hence to guarantee the business continuity of the Agencies which should remain operational during the transition.</i></p>		
<p>5.1 Timeframe required to fulfil the four criteria above</p>		<p>The offer does not provide information on the timeframe for ensuring business continuity.</p>
<p>5.2 Ability to allow EMA to maintain and attract highly qualified staff from the relevant sectors</p>	<p><i>"The ICT infrastructure, support, and highly skilled ICT staff are essential conditions to ensure continuity in the operation of the European Medicines Agency [...] Croatia offers: [...] the possibility of hiring highly skilled ICT workers." (p. 13)</i></p> <p><i>"The Croatian health care system and the system of veterinary protection recruit a large number of highly qualified experts who, thanks to their knowledge and professional qualifications, can be a potential source of new staff for the European Medicines Agency in the event of a shortage of human resources." (p. 20)</i></p> <p><i>"If there is a lack of experts, thanks to its experience and knowledge in the area, Croatia will set in motion appropriate mechanisms to support the European Medicines Agency in finding high-quality professional staff and thus secure the required number of experts." (p. 16)</i></p>	<p>The offer indicates Croatia's ICT and healthcare sector in connection to EMA's recruitment of new staff.</p> <p>The offer also indicates Croatia's intention to provide assistance to EMA as regards recruitments.</p> <p>The offer does not provide information on the ability for EMA to retain staff.</p>

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<p>5.3 Smooth transition to the new locations - EMA can remain operational during the transition</p>	<p><i>"Zagreb also has an excellent ICT infrastructure and logistics with the capacity to adequately support the implementation of the business processes of the European Medicines Agency. In addition to its strong ICT sector, Croatia also has a successful research and development sector, a prominent scientific community, a developed pharmaceutical industry, and a large number of experts in the field of biomedicine and health."</i> (p. 3)</p> <p><i>"Croatia will set up an operational office that will be available for non-stop communication with the European Medicines Agency. In cooperation with the European Medicines Agency, the Office will draw up a plan for business continuity and ensure its successful implementation."</i> (p. 14)</p>	<p>The offer provides general information on Croatia's ICT sector in connection to EMA's business processes and on Croatia's intention to set up an operational office to take contact with EMA on a business continuity plan.</p>
<p>5.4 Other</p>	<p><i>"the Croatian state will set up a service intended for providing support to the staff of the European Medicines Agency and its partners/families during the relocation, the so-called One-Stop Service. Assistance for staff and their families includes a wide spectrum of services and involves all institutions and procedures that the staff of the European Medicines Agency might need following their relocation to Croatia."</i> (p. 14)</p>	<p>The offer indicates Croatia's intention to offer support to EMA staff and their families during and following the relocation.</p>
<p>GENERAL ASSESSMENT OF CRITERION 5</p>		<p>The offer does not provide information on the timeframe for ensuring EMA business continuity. The offer provides general information on Croatia's ICT and healthcare sector in connection with EMA's recruitment of new staff and in relation to EMA's business processes. The offer does not provide specific information on the ability for EMA to retain staff.</p> <p>The offer does not provide specific information on how the agency would remain operational during the transition.</p> <p>The offer indicates Croatia's intention to offer support to EMA staff and their families during and following the relocation.</p>

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6) Geographical spread <i>This criterion relates to the agreed desirability of geographical spread of the agencies' seats, and to the objective set in December 2003 by the representatives of the Member States, meeting at Head of State or Government level and confirmed in 2008</i>	<i>"Currently, Croatia does not host the seat of institution of the European Union, although it is fully ready to embrace such a highly responsible task ." (p. 1)</i>	Croatia is not hosting any EU decentralised agency.
SPECIFIC ISSUES		
a) The Member State's plan for...		
... when would the relocation take place		The offer does not indicate when relocation would take place.
... how would the relocation take place?	See 5.3	The offer indicates Croatia's intention to set up an operational office which will draw up a plan for business continuity, but provides no details on how relocation would take place.
How would this plan ensure that the Agency remains operational?	See 5.3	The offer indicates Croatia's intention to set up an operational office which will draw up a plan for business continuity, but provides no details on how EMA would remain operational.
GENERAL ASSESSMENT OF SPECIFIC ISSUE a)		The offer does not provide specific information on when or how the relocation would take place. The offer indicates Croatia's intention to set up an operational office which will draw up a plan for EMA business continuity.
b) The premises that would be offered to be rented or put at the disposal of the Agency indicated in the offer, including temporary premises	See Section 1	The offer provides general information on a proposed building, the <i>Sky Office</i> .
How would these premises meet the specific needs of the Agency?	<i>"The Sky Office building is a modern building with superb characteristics that meets and surpasses the requirements set for the location of a new seat of the European Medicines Agency [...] it will undergo further adjustments according the Agency's needs. The building meets all the conditions to satisfy the current needs of its operation, while its technical and spatial features even leave room for the further strengthening of the EMA's capacities in the future." It offers "an impressive business space with a total surface area of 32,000 m²." (p. 12)</i>	The offer indicates that the proposed premises meet EMA requirements, without providing details on most of the individual requirements, and that they would undergo further adjustments according to EMA needs.

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GENERAL ASSESSMENT OF SPECIFIC ISSUE b)		The offer indicates a proposed building, the <i>Sky Office</i> , which, according to the offer, fulfils EMA requirements, without providing details on most of the individual requirements, and will undergo further adjustments according to the Agency's needs.
c) The financial terms for the Agency's use of these premises	[confidential]	The offer indicates [confidential]. No information is provided on the cost of fit-out or other charges.
Would the Member State pay the rent for a given period or indefinitely?		The offer does not provide information on Croatia paying the rent.
GENERAL ASSESSMENT OF SPECIFIC ISSUE c)		The offer indicates [confidential]. No information is provided on the cost of fit-out or other charges.
d) The terms concerning maintenance of the building		The offer does not provide information concerning the maintenance of the building.
The terms concerning upgrading the building or future extensions of the building		The offer does not provide information concerning upgrading and future extensions of the building.
GENERAL ASSESSMENT OF SPECIFIC ISSUE d)		The offer does not provide information concerning maintenance, upgrading and future extensions of the building.
e) Any special conditions offered with regard to all costs and dedicated infrastructures		The offer does not provide information on special conditions with regard to all costs and dedicated infrastructures.
f) Any benefits that would be granted to the Agency and/or its staff (in addition to those following from Protocol No 7 on the privileges and immunities of the European Union)	"The Croatian state is also prepared to provide certain special conditions for the European Medicines Agency and its staff within the Agreement on the Seat of the European Medicines Agency ." (p. 15)	The offer provides general information on Croatia's intention to provide additional benefits for EMA and its staff, without indicating their nature.
Member State's commitment to confirm the conditions offered in a headquarters agreement with EMA	"This offer was adopted by the Government of the Republic of Croatia. The conditions set will be further elaborated in a headquarters agreement, in case Zagreb is selected as a new headquarters for the EMA ." (p. 32)	The offer provides information about Croatia's intention to enter into a headquarters agreement.

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<i>OTHER POSSIBLY RELEVANT ISSUES MENTIONED IN THE OFFER</i>		
Quality of life	<p>"In terms of numerous amenities relating to the quality of life in Croatia and Zagreb, we should single out the high level of health care and education systems, the outstanding and diverse accommodation available for staff and their families, accessible public transport and good transport connections, and an extremely high level of security and openness towards other cultures, thanks to the unique position of Croatia and Zagreb at the crossroads of the Romanic, Germanic, and Slavic cultural spheres ." (p. 1-2)</p> <p>"Zagreb is a safe city" (p. 6)</p> <p>"Croatia is one of the least polluted EU Member States" (p. 9)</p>	
Cost efficiency in relocating to Croatia	<p>"Of all the EU Member States, Croatia's capital has the lowest cost of living, while Croatia in its entirety ranks eighth among the Member States as the most affordable place to live [...] It follows that, in Zagreb, the staff of the European Medicines Agency would cut their current cost of living by half." (p. 8)</p> <p>"In terms of the price for purchasing an apartment, Croatia ranks first among all Member States of the European Union with the lowest price of EUR 1,051 per m² (the average price for an apartment with a surface area of 120 m² in the centre of the capital) and also ranks first in terms of the lowest price of rent, i.e., EUR 592 monthly. Further, 50% of the total population believe that it is easy to find a good apartment at an acceptable price in their city, which places Croatia in second place among all Member States of the European Union." (p. 9)</p> <p>"Zagreb offers a high quality of life [at] a much lower cost of living than other Member States." (p. 2)</p>	
(Linguistic) Integration of international staff	<p>"In view of the growing economic openness and business connections with other European centres, experts from other countries are moving into Croatia in ever rising numbers." (p.6) "The growing presence of foreigners in Croatia promotes the openness of society, resulting in ever richer business, cultural, sporting, and culinary choices." (p. 6)</p> <p>"Croatia offers a multi-lingual environment." (p. 7)</p>	
Proximity to national medicines agency	<p>"On the basis of its professional knowledge and logistics, the Croatian Agency for Medicinal Products and Medical Devices can secure adequate support for the European Agency for Medicinal Products in the performance of its activities during and after the relocation process." (p. 20-21)</p>	