

# STEP BY STEP:



## Living in Russia

2012



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Today, migration is a necessary and important precondition for the progressive and successful development of politics, economy and business. International cooperation in the sphere of migration leads to a correct understanding and regulation of contemporary global processes.

We have built quite stable and productive relations with the European Union. An example of this is the wide range of practical instruments that we currently apply. This includes a Russia-EU dialogue on migration issues both on readmission and visa-free travel.

Considering the high competition in attracting highly skilled foreign specialists, the Russian Federation uses its internal legislation to create conditions comfortable for investors and specialists engaged in labour activities in our country. Our objective is to enable people to do business successfully and without excessive bureaucratic barriers in our country.

Therefore, there are a range of preferences for highly skilled specialists and members of their families: they are not covered by share and quota restrictions for issuing entry invitations to the Russian Federation and for work permits. They also enjoy the same tax regime as residents of the Russian Federation – 13%.

We are trying to maintain the scheduled path for the gradual liberalisation of Russian migration legislation, which contains an element of trust in businesses as the competence and qualification of such foreign citizens are evaluated by the employers themselves. Any steps we take in this area we coordinate with business. A clear example of this is the cooperation between the Federal Migration Service and the Association of European Businesses, which is our longstanding partner concerning issues of efficiently creating a contemporary business reality.

A handwritten signature in blue ink, consisting of stylized, flowing letters that appear to be 'K. Romodanovsky'.

Konstantin O. Romodanovsky

Director, Federal Migration Service (FMS) Russia



We at the EU Delegation in Moscow are delighted, once more, to contribute to this useful companion to life and business in Russia. The AEB is an excellent partner for issues of practical and commercial importance to European companies and expats living in this exciting city.

The EU and the Russian economy remain highly interconnected: the EU is Russia's main trading partner, accounting for about half of Russia's overall trade. We are also the most important investor in Russia: about 75 percent of FDI stocks in Russia come from the EU Member States. Russia, in turn, is the EU's third trading partner, with energy and raw materials looming large in our strategically important relationship.

In 2011, we were all delighted that Russia's WTO accession negotiations could successfully be concluded. WTO membership – which will become effective after ratification in the course of 2012 - will drive growth and competition in Russia, attract foreign investment and help modernize the Russian economy. It is also good news for EU businesses: over time, Russia will develop an enhanced legal and institutional framework, with more predictability and stability for those having a stake in the large Russian market. The European Commission will follow implementation of Russia's WTO commitments carefully. And we will also continue to encourage Russia to go even further in our bilateral relationship, with an ambitious new EU-Russia Partnership Agreement that would deepen and strengthen our already wide-ranging ties.

For many years, cooperation between the EU Delegation in Moscow and the AEB has been very close, and frequent contacts take place on a wide range of issues. The AEB, alongside the European Commission and the EU Member States, is actively engaged in the EU Market Access Partnership – a close cooperation to reduce all kinds of barriers to business in Russia. Together, we have been focussing on issues of central importance for European companies active in Russia, such as visas and work permits, customs issues, import duties, technical barriers to trade, intellectual property rights and energy-related questions.

Doing business in Russia is certainly a challenge full of opportunities. Together with the AEB, the EU Delegation in Moscow would like to welcome you to Russia, and wish you all the best.

A handwritten signature in blue ink, consisting of stylized, flowing letters that appear to read 'F. Valenzuela'.

H.E. Fernando Valenzuela Marzo

Ambassador, European Union Delegation to Russia



It gives me great pleasure to welcome you all to yet another edition of the AEB Step by Step guide.

Hopefully, with less than 250 days to Russia's full fledged membership in the WTO, all bets regarding the country's gross domestic product (GDP), foreign direct investment (FDI) and other economic indicators, are off. The current prognosis is brimming with optimism, particularly, with regard to the future of foreign investment. For the European Union member states, the most important concessions offered by Russia include market access for foreign service sector companies and banks. The country's metallurgy and chemicals industries will no doubt only gain from the increased market access and protection from antidumping measures. Russia's other industries, likewise, only stand to gain from the upcoming restructurisation and increase in productivity, stemming from increased competition. WTO membership means a more predictable trade market in the country, access to goods at optimum prices, and the creation of an emerging infrastructure to support local industries.

Couple the current development on the international scene, with the country's recent decision to expand the list of foreign specialists who will not be subject to quotas in 2012, and the situation cannot help but look extremely promising.

The 3<sup>rd</sup> edition of the Step by Step guide takes a very close look at migration issues and specific issues related to moving to this country. The guide also takes a look at an upcoming and extremely promising Russian region – Yekaterinburg and highlights many areas that are of great interest to those already living in and thinking of relocating to Russia.

Welcome to Russia and enjoy this step by step tour!

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'F. Schauff'. The signature is stylized and written in a cursive-like font.

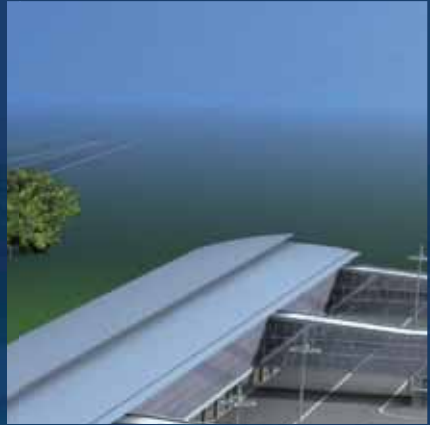
Dr. Frank Schauff

Chief Executive Officer

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# Living in Russia – an overview

## Russia – a step by step guide to relocating

### Introduction

This 3<sup>rd</sup> edition of the Step By Step Guide aims to simplify the transition period for newly arrived expatriates in Russia, as well as serve as an information guide to those who may be considering relocating to Russia, or who have already made Russia their new home.

In this edition, we have identified 5 themes to focus on.

**Immigration** to Russia has always been a hot topic, as the rules for work permits and visas were in constant flux. The recent introduction of special work permits for Highly Qualified Specialists has greatly eased the difficulties involved in attracting experienced expatriate talent to Russia, and we dedicate one section of the book to explaining the rules in this area.

The import and export of **Household Goods** has been a contentious area since the introduction of a tariff on these items in 2010. This and other topics concerning bringing goods in and out of Russia are covered in the '**Moving to Russia**' section.

The '**Living in Russia**' section of the guide covers the practical aspects of life in Russia, the 'dos and don'ts', popular residential areas in Moscow, international schools, expatriate business and social organisations, and so on.

This year we have also looked at **Yekaterinburg** as an expatriate destination, and given an overview of life in this city.

Once again, Jeroen Ketting has written a series of witty and informative articles, reflecting his experience of **living in Russia as an expatriate** that are a must-read for all expats in Russia.



## Introduction to Russia

Russia is a land of extremes. Even after the disintegration of the Soviet Union in 1991, Russia remains by far the world's largest country, comprising of over 17 million square kilometers (Canada, by comparison is just under 10 million sq Km, the USA, excluding Alaska, 8 million sq Km) covering 9 time zones and with a population of around 140 million.

Moscow, the capital, is Europe's largest city with an estimated population of approximately 12 million and is the seat of government and by far the most significant economic centre, as well as being home to the greatest number of billionaires in the world.

For foreigners, Moscow can be an expensive place to live. The city features constantly among the world's most expensive cities for expatriates, in 2009 ranking third behind Tokyo and Osaka.

Russia has much to offer the relocating expatriate executive, not only in terms of rapid career progression and significant business opportunities, but in terms of the richness of its culture, as well as a strong heritage in every aspect of the arts and sciences, of which Russians are justifiably proud. On the other hand, Russia is still characterised by a seemingly all-encompassing bureaucracy. An awareness of both immigration formalities and the ways in which bureaucracy can affect business is essential in order to ensure a trouble free and enjoyable stay.

## Visas and Work Permits

### Overview

All visitors to the Russian Federation, including children, require a visa to gain entry to the country. Visas cannot be obtained on entry, so have to be procured in advance from a Russian consulate based overseas. Russian immigration and visa legislation changes frequently



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and these changes are both difficult to predict as well as to interpret, post factum.

A Business Visa is no longer an option for a foreigner wishing to live and work in Russia and may only be used to travel to Russia on short-term business visits. Someone wishing to live and work in Russia long-term must be in possession of a Work Visa and to obtain a Work Visa one first has to be granted a Work Permit.

To live and work in Russia, a foreign national requires the following documents:

- A valid passport (valid for at least 6 months beyond the expiry date of the visa)
- An appropriate visa (if from a country requiring a visa for entry to Russia)
- Immigration card (obtainable at point of entry into Russia)
- Immigration registration (to be completed within 3 working days of arrival)
- Work Permit (if the purpose of the visit is employment)

### Obtaining a Work Permit

In the last two years, the procedure for employing a foreign national in Russia has been greatly simplified, with the introduction of the Highly Qualified Specialist work permit. With the primary criteria being financial, the new system removes many of the strange off-putting demands that used to be made of employers and employees. This subject is dealt with in great detail later in this guide, so we will not dwell on it here.

### Commercial Visas

Commercial Visas to enter Russia can be divided into Business and Working Visas.

- **Business Visa** - required if you wish to enter Russia for business purposes:
  - Single entry, valid up to 3 months;
  - Double entry, valid up 3 months;
  - Multiple entry, valid for 1 year.



Cathedral of the Resurrection of Christ

- **Work Visa** – required if you wish to enter Russia for employment purposes:
  - Single entry, valid up to 3 months;
  - Double entry, valid up 3 months.

Three month Work Visas are prolonged in Russia for a period of up to 12 months, depending upon the length of validity of the applicant's Work Permit and can be extended for a further 12 months without having to leave Russia.

### Family Visas

Spouses and children of relocating expatriates can apply for visas in the same way as the executive. An 'Accompanying Spouse Visa' and/or 'Dependent's Visa' can be obtained at the same time as the expatriate applies for his/her own visa. Talk with your HR department to make certain that this process is carried out at the same time as your visa application.

# SHORT STORIES

## Russia, the land of contradictions

Russia transforms a man; man doesn't transform Russia. If there is one thing I learned, in almost two decades of living and working in Russia, it is that you have to learn to accept what comes your way in Russia. Accept the good with the bad and learn to play with the cards that you have been dealt. Foreigners who successfully thrive in Russia are those who enjoy living and working in Russia and who have a certain affinity for the country. Those who love Russia will find all the reasons why they love it and those who hate it will see all their reasons for hating it confirmed.

One of the keys to loving life in Russia is to understand what makes the country tick. However, in spite of my long history in this country, I am yet to meet the person, Russian or foreign, who can clearly explain the riddle, wrapped in a mystery, inside an enigma (as Churchill put it) that Russia is. One can approximate an understanding and try to dissect Russia along cultural, historic, political and economic lines, but the pieces of the puzzle one collects will never create a clear and indisputable image.

It was the famous Russian poet Fedor Tyutchev who wrote in 1886 – "Russia cannot be understood with the mind, nor can she be measured with the ordinary yardstick. There is in her a special stature: You can only believe in Russia." But if there is one thing that is unmistakably true, then it is the fact that no matter what you say or think about Russia, the opposite is always true as well.

In Russia, one is always wrong and always right and the key to successfully thriving in Russia is to know the exact right or the wrong way to act at any given moment. This may seem like an easy task at first, but in a country that is defined by contradictions, most foreigners, and many Russians as well, struggle to deal with the daily contradictory Russian reality.

Jeroen Ketting, Lighthouse



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### Supporting Documents

It is always wise to have originals and notarised versions of a wide range of documents with you when you arrive in Moscow. In general, the most important documents you will need are:

- Diplomas and Degree Certificates;
- Birth Certificate;
- International Medical Insurance;
- Travel Insurance;
- International Driving License;
- Letter from your bank.

If you are planning to work in Russia, you will need an apostiled version of your diploma or degree certificate (apostiled in your home country) in order to obtain a Work Permit.

Before traveling to Russia, it is highly advisable that you take out full medical and dental insurance for yourself and all family members that will cover all medical emergencies and evacuation, if necessary. Western medical treatment in Russia is very expensive, if you are not insured.

If you intend to drive whilst in Russia, you should bring an International Driving License with you. By law, persons staying in Russia for less than 180 days can drive with their home country passport, and a notarised translation. Individuals planning to stay more than 180 days are required to obtain a Russian driving license. If you already have a valid license from your home country, it is sufficient to take an exam on driving theory, consisting mainly of multiple choice questions. Do bear in mind, however, that the test is in Russian.

Although rules change frequently, in general the Road Traffic Police (DPS) will accept an international driving license or a notarised copy of your original license, if you are pulled over for one of their frequent document checks.

Your employer in Russia should set up a bank account for you, in order to pay your salary directly. In this case, you will receive a debit card,



Two wedding crowns in the church

and probably have access to internet banking. If you wish to open a bank account yourself, it is advisable to have a letter from your home bank, showing how long you have had an account, and that your account is in good standing.

Please note that it is a legal requirement for foreigners to carry with them at all times their passports, visas and registration documents in Russia.

### What to bring

Nowadays it's possible to find everything in Moscow that you would expect to be able to find in a large city anywhere in the world, ranging from clothes, electrical goods, furniture through to groceries and vehicles; although, do be aware that most goods are significantly more expensive to buy in Russia than they may be in your home country.

### Importing / Exporting Personal Effects

Customs procedures in Russia are extremely complex and you should not even think of attempting to import your own goods into Russia. It's far better to work with a reputable moving company who will be able to deal with all the bureaucracy involved in importing your goods on your behalf. You should use a company that provides a full door-to-door service and that has at least a representative office in Russia, which you and/or your company can contact

in order to track your shipments. Your moving company will inform you which documents they require and what duties are payable in order to effect the import of your goods. Care must also be taken when importing or exporting antiques to or from Russia – again your moving company should advise you on the details involved.

### Expatriate life in Moscow

Life in Russia is full of challenges! However, a little preparation both before your relocation and after arrival can be of immense benefit throughout the rest of your stay. Expatriates who make at least some effort to acclimatise to their new environment, whether by taking Russian language lessons, enjoying the wealth of culture the Russian capital has to offer, reading up on the country's rich history, developing an interest in its architecture or travelling to the Russian hinterland beyond Moscow will invariably lead a much fuller life while in Rus-

sia and take away with them any number of unique memories and experiences.

### Climate

Many foreigners associate Russia with long, cold winters and little else. Those who arrive in Russia in the summer months (June to August) are often pleasantly (and sometimes unpleasantly!) surprised by how hot the Russian summer can be. Spring and autumn tend to be brief periods of change between very low and very high temperatures.

Winters can indeed be cold and are always accompanied by snow. Rarely does the temperature in winter fall below -25 degrees centigrade (in Moscow at least) and the average January temperature is around -8 degrees.

Summers are short and hot. The average July temperature for Moscow is 18 degrees although heat waves with temperatures in the



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lower 30s are not uncommon from mid-May to mid-August.

### Clothing

For winter, it is best to have ‘removable layers’ of clothing as it may well be cold out on the street, but the interior of Russian buildings – both homes and offices – may be very warm verging on uncomfortably hot. A good, warm hat (made of fur or insulated man-made materials) is an essential piece of kit, as are scarves, gloves and good warm winter boots.

Summer wear needs to take into account both very warm, humid temperatures as well as frequent showers, which occur when the weather is thundery.

### Russian Language and Culture

Russian is not an easy language to learn and will require considerable time and effort to master completely. However, your time in Russia will be much more rewarding if you make some effort to learn the language and at least the basics about Russia’s cultural heritage. A working knowledge of the Cyrillic alphabet is most useful for reading place names and street signs and is easier to learn than one may imagine at first glance. Your company should be able to arrange Russian language lessons for you as well as a guide to Russian cultural peculiarities.

### Schools and Medical Services

#### Personal Safety

Moscow is no more dangerous or safe than any other large urban area of comparable size. Indeed many long-term expatriates often comment positively on how safe Moscow feels. This is not to say that crime is not a problem and every expatriate should try not to draw unnecessary attention to themselves and be aware of the possibility of petty crime, especially, in crowded areas and on public transport. Make a list of emergency telephone numbers –

your office, your embassy, Russian-speaking friends etc. and always keep these with you. You should also register yourself and your family members with your country’s embassy.

### External Links & Sources of Information

#### Associations

- AEB
- AHK
- BBC
- CCIFR
- RBCC

#### Others

- Banks
- Embassies
- Expat.ru
- Fun Stuff
- International Women’s Club
- Medical Centres
- Moving companies
- RedTape
- Schools
- Visa Agencies
- Language and Cross-Cultural

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#### David Gilmartin

David came to Russia as an expatriate in 1996. Originally working in Consumer Goods, David traveled extensively

throughout Russia, and was based in the regions for a number of years. David has worked in Relocations and Real Estate for the last 5 years. As owner and General Manager of Troika Relocations, David has gained an excellent insight into the Relocation Industry in Russia, and its current strengths and weaknesses. As an expat himself, David is ideally placed to advise expatriate executives and their families relocating to Moscow.



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## Russia in Perspective: get your Passport to Crossing the Cultural Borders

Failure is simply a few errors in judgment, repeated every day.  
Jim Rohn

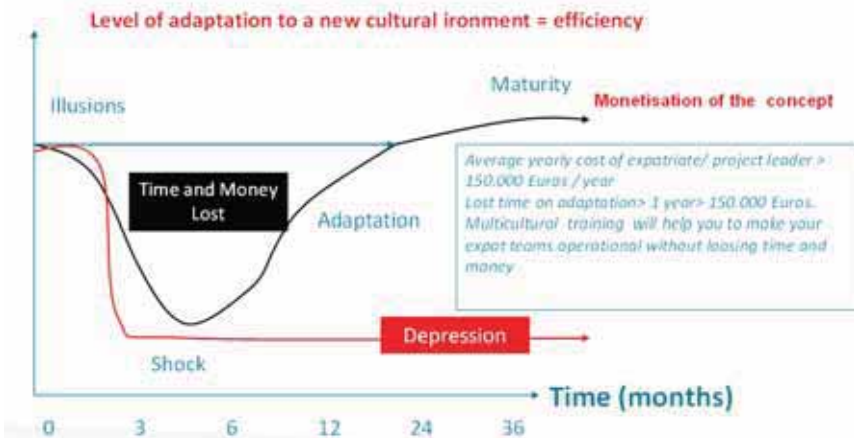
I decided to touch upon one of the factors that, according to international surveys and pools\* has a direct impact on the successful completion of any expatriate mission, be it in Russia or elsewhere in the world.

Unfortunately, so far, in Russia, this aspect has not been paid due attention and respect. This is probably why, quite regularly, we hear

in business environment in Russia and all over the world reports on costly failures due to cultural misunderstandings between expatriates and teams of different nations.

I shall try to explain my point by letting the figures speak for themselves. The scheme hereunder depicts a standard adaptation curve that every expatriate goes through, when in

### Get your expatriates operational immediately





**The biggest challenges for a successful integration and expatriation experience**

Challenges listed	Most mentioned challenges
Understanding the country's culture	75%
Maximizing social contact with the locals	65%
Learning the country's language or perfecting your skills in that language	58%
Avoiding prejudices	57%
Throwing yourself into your professional duties	56%
Touring the country	54%

a new cultural environment. To achieve and over achieve ones efficiency in the country of origin, one needs time (from 3 months to 1 year) to adjust to a new cultural framework.



Along the way, over 50% fail to adapt at all, others attain a stage of adaptation, leaving behind almost a year of poor professional performance.

Centuries of history have forged cultural features of every nation. Their power to influence people is underestimated.

It's of no wonder to everyone that in order to successfully complete your international assignment or project you absolutely need to:



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Situation	Reason Why	Outcome
You negotiate a big deal in a foreign country: merger, acquisition, contract...	You must understand how the other party thinks, negotiates and behaves.	Become aware of their cultural values. Use convincing arguments. Understand what stage of the negotiation you are at.
You manage a large project (a joint-venture for instance), with foreign partners.	You risk many misunderstandings, and consequently may fail, although you are of good faith.	Know, and therefore, respect your different cultures. Build a Team.
You have acquired a foreign Company.	For the stake-holders overseas (customers, employees, trade-unions, authorities...), you are a "Foreigner " anyway.	Understand what locals think and perceive about you. Deal with them. Become aware of the local pitfalls and opportunities.
You merge two companies from different countries.	The employees of one company are oblivious to the cultural differences of the employees in the other company, and vice versa. This leads to considerable problems in fruitful cooperation , even if everyone has only the best interests at heart.	Provide each side with the cultural leverage that will help them understand each other, work and make progress together.
You face a crisis situation abroad.	You are at risk of ruining your company's image, if you do not immediately react according to the cultural values of this country.	React accordingly, in time, delivering the right message.
You must restructure an operation abroad.	You can offend the local stakeholders and damage your business.	Show as soon as possible the correct behavior and deliver the right message.
You send abroad an Expatriate, a project-leader or an area manager.	He alone does not have the knowledge to deal with his local speaking-partners. He will « learn by mistakes », lose his time and your money before he becomes 100 % productive.	Increase the speed of his/her efficiency and productivity by avoiding a culture shock.



Fountain in Petrodvorets, Peterhof, St. Petersburg

- become aware of the local values;
- understand the corresponding social and professional behaviors;
- adapt to them positively.

Easier said than done, especially, when at the starting stage of your new assignment you are head over hills in millions of tasks related to business projects' handovers in your country of origin, arranging all relocation protocol, searching for a new cozy nest in Russia and for those with families with kids, tackling school issues. This is not to mention the visa and immigration red tape. In this multitask living mode, one should ideally read books about the history of Russia, visit art museums, learn the language, observe how children are educated, all as a prerequisite to a successful cultural "border crossing".

Some sociologists tried to categorise cultures using certain matrix criteria.

Americans, for instance, were described as "individualistic", while Russians, as "collectivists". In reality, those who worked with Americans know they are "ready to give and

do their best" when they work in teams, while Russians can also emphasise on individual performance (Stakhanovism!)

Practical real life examples confirm that culture is a complex "whole in itself", resulting from centuries of history and it may not be oversimplified through matrix categorisation. And proper cultural integration, believe it or not, requires a good deal of concentration, deep historical knowledge, expertise with the local people and a structured approach. Therefore, our ultimate advise would be to turn to professionals who will help you optimise your adaptation processes, and consequently, your company's return on investment.

In the following scenarios it is definitely relevant and even advisable to turn for professional tailor-made cross-cultural support to play safe and efficient in a new cultural framework.

Welcome to Russia without cultural borders!



**Kateryna Bezyuk**

Kafia has over 10 years of experience in sales and marketing in multicultural business environments of multinational corporations.

Kafia has worked for Interdean since 2009, when she first joined the team in Kiev, Ukraine.

In 2011, Kafia was made head of business development of Interdean Moscow. Kafia has a deep understanding of the business specifics and an in depth knowledge of the high, customer service standards.

In 2011, Interdean united with Santa Fe. This union created one of the biggest international moving and relocation groups, with worldwide coverage and expertise. In combination with hard-work and dedication, Interdean services have the ultimate keys to achieving great customer satisfaction in Russia.



## Learning Russian

Is Russian difficult? Some people, who never had the time to properly study it, naturally tend to think so. Many Russians are quick to support this view, although given the fact that they never had to learn it as a foreign language, what would they know? Statistically speaking, Russian is classified as a level 3 language in terms of learning difficulty for native English speakers (on a scale from 1 to 5). That makes it more difficult for them to learn than, say, Italian or Spanish, but substantially easier than Arabic, Japanese or Chinese. It's worth remembering that millions of people in the former Soviet Bloc could communicate in Russian. This included non-Slavic countries like Germany, Kazakhstan, Mongolia, and even Cuba. In addition, there are large numbers of minorities and immigrants in Russia who can do it (Tatars, Georgians, Armenians, Tajiks, and so on). You may think people are quick to learn English, but it's easy to forget they are exposed to it very often on TV and radio. Even being exposed to the kind of English heard in Schwarzenegger films helps. But how often did you hear Russian before you came here?

To make you more comfortable as a beginner, let us list some relatively easy things about the language:

Word order in Russian is not particularly important. In German, English, French, or Dutch, a mistake in word order is likely to raise an eyebrow at the very least.

The Russian language does not use articles. Ever tried to explain to a Russian student when the words 'the' and 'a' should be used in English? It's really not that simple.

The Russian alphabet has 33 symbols and no variations. It is probably the easiest non-Latin alphabet to learn. Learning to read Arabic or Korean will take you much longer.

Russian is a largely phonetic language, meaning that the pronunciation of a word can be predicted from its spelling, and vice versa. This is not the case in English. Once you consider the difference in writing and pronunciation of words like 'comfortable', 'Leicester Square', and 'know-how', the relative straightforwardness of spelling in Russian will appear very welcome.

So, once you have learned the alphabet, you are immediately able to learn Russian words, simply by reading them: **restorán, ekonomícheski, kófe, gaz, telefón, nómer, ófis, taksí, prodúkt, perestróyka...** There, you have just learnt 10 Russian words in 10 seconds!

Learning the alphabet was the easiest part though, next come the rules! You will need a slow and arduous introduction to grammar in order to get your head around Russian verb forms and cases. Expecting quick results can lead to a lot of people giving up too soon. Until you master some basic grammar and vocabulary, there may be moments of confusion and self-doubt. It takes several months rather than days or weeks. And then suddenly, to your great surprise, you will feel as though a huge leap forward has been made! So try not to be too much of a perfectionist early on. After all, reaching the fluency of a native Russian speaker is very difficult indeed.

Let's go through some randomly chosen words you should know. Some things cannot be fully explained by a dictionary.

**Na zdoróvye** (cheers, **prosit, santé**). This is mistake number one that foreigners in Russia make when proposing a toast. Only 'Russians' in Hollywood films say that. While it may be cor-

rect in Polish ('na zdrowie'), it is NOT in Russian. You can drink **za uspékh** (to success), **za drúzhu** (to friendship), **za znakómstvo** (to our meeting), **za prekrásnykh dam** (to the beautiful ladies), or basically to anything which refers to what you were speaking about. Russians are good at making toasts that take a couple of minutes so don't try to compete. If you really want to mention health, say '**Búdem zdoróvy**' (let us be healthy). Also remember the expression **na pososhók**, which corresponds to 'one for the road'.

**Brat** (brother) or **sestrá** (sister) have a much wider meaning than their equivalent words in Western Europe. Russians often call their second or third cousin 'sister' or 'brother'. One can only speculate as to why this is the case, but one theory is that family ties are traditionally stronger in Russia, and individual family units are usually quite small.

**Nash** means 'ours'. In the Russian mindset, there is a strong sense of how differently



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things are done in Russia compared to the outside world. If they call you **nash** (one of ours), you are pretty well integrated. In the same context, **evroremónt** (European style renovation) in your flat is considered to be a more serious job than a mere (Russian) **remont**.

**Skvoznyák:** draught. What some of us view as fresh air is viewed by many Russians as a potentially fatal attack on even the strongest person's health. You will hear the same remarks in your office about the **konditsionér** (air conditioning).

**Davléniye** (pressure), a strange headache a lot of people on this side of the planet suffer. It is sometimes brought about by 'magnetic storms'.

**Korótkiy den** is literally 'a short (working) day', say, until 3–4 pm. This can be every Friday for some, the day before one of the many public holidays for others, and the day of somebody's birthday for almost everybody.

**Málenkaya pyátnitsa** (little Friday) is actually Wednesday. In the evening, you are allowed to be in a little bit of a weekend mood.

A **dácha** is the name given to a house in the country, which Russians flee to as soon as real spring kicks in (May). Once there, they enjoy growing their own vegetables and herbs (like dill, **ukróp**), ending the day with a well-deserved **shashlúk** – the very tasty Russian version of a barbeque. Don't look for spicy (**óstry**) sausages on the grill, as this kind of food is not very popu-

lar in Russia. Even the waiter in your local Indian restaurant will make a distinction between **ostry** and 'foreigner spicy'. Many dachas have their own **bánya**, a distinctly Russian place to unwind. It is something between a Finnish sauna and a Turkish bath, but better than both.

Russians like diminutives. Once you become closer friends, no matter what age you are, Alexander becomes **Sásha**, Vladimir **Volódyá**, Maria **Másha**, and Evgeniya **Zhenya**. After a while they will probably change your own name to something funny and rather cute-sounding, usually ending in **-chik**.

In spite of the country's huge size, Russia has relatively few regional accents and dialects left, compared with Germanic languages, where changes can be detected every 15 miles or so. It seems Standard Russian has supplanted regional dialects. You should know, however, that they do have **mat**: foul language. While every language has it to some degree, the frequent use, content and creativity of the Russian version is unique. The editor kindly asked not to provide any examples here, but once you start living here, ask your best Russian friend for a brief introduction so that you at least have a clue what your taxi driver is yelling about after standing 2 hours in a traffic jam (**próbká**). Having said that, it's best to keep your knowledge of Russian obscenities to yourself; there is no point in risking potentially lasting diplomatic or physical damage.



### Johan Verbeeck

Johan first arrived to Russia in 1987 as a student. Returning frequently, he finally settled in Moscow in 2002. Johan com-

bined his previous business experiences in various fields with his love for languages when he opened the Russian branch of ElaN Languages (Belgium) in 2008. Building a network of top translators and trainers in the language and communication field, he is regularly invited to organize cross cultural seminars and presentations on Russia specific issues.



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# Current Immigration Procedures in Russia

## Russian Employment Law Issues

It comes as a surprise to many people that non-Russian nationals working in Russia even for a short period of time cannot escape the clutches of Russian employment law rules. Foreign nationals employed in Russia should be treated in the same manner as Russian employees: they must not only adhere to the Russian employment law requirements, but also enjoy the same legal protection and guarantees as their Russian colleagues. These rules apply equally to foreign nationals employed by a Russian company, to those working in a Russia branch or representative office of a foreign firm, and to those classed as Highly Qualified Foreign Specialists.

### Hiring

In most cases, Russian employment law prioritises form over substance, offering little room

for maneuver. In addition to following migration formalities in good time (such as obtaining the relevant work permits and work visa), the employer must, when hiring, follow numerous formalities from the Russian Labour Code.

For example, aside from signing the employment agreement, the Order on Hiring and the employee's Labour Book should be completed (the latter documents his working history). The employment agreement must be in Russian, as must all other HR-related documents. Bilingual versions can be used.

### Employment terms

The employment agreement may not contravene the minimum requirements guaranteed to an employee by the Labour Code, for example:



- The normal working week for employees with standard working conditions is 40 hours;
- Minimum annual vacation is 28 calendar days (in addition to 12 Russian public holidays);
- All unused vacation is carried over and accrues over the years;
- The probation period normally may not exceed 3 months;
- Overtime is to be paid at 1.5 times the hourly rate for 2 hours and twice the hourly rate after that;
- Certain classes of employees, such as women with infant children, trade union members, etc. enjoy additional legal protection.

Interestingly, non-compete clauses are not enforceable in Russia and employees are free to work for more than one employer (a rare exception is the CEO (General Director) of a Russian company). One employment is viewed as primary, and all others are considered secondary, meaning that moonlighting is allowed

(provided it is done outside the working hours allocated to one's primary source of employment).

### Remuneration

As a general rule, foreign national employees must be paid in Russian rubles. The Labour Code also requires salaries to be paid at least every 15 to 16 days (twice a month). When paying salaries, employers must withhold personal income tax at a rate of 13% if the foreign national employee qualifies as a Russian tax resident or as a Highly Qualified Specialist. In other cases, the rate is 30%.

Salaries cannot be lower than the statutory minimum, but this is currently set at a level that will hardly break the bank: generally, it is 150 US dollars (USD) per month, but is higher in some regions (for example, USD 350 in Moscow and USD 250 in St. Petersburg).

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### The AEB “One Window Approach” application procedure

1. A company intending to legalise an expatriate employee shall notify the AEB by forwarding the person's details – name, profile, address, bank details, type of document and employee's name on the company's letterhead, in English and Russian.
2. The company shall pay to the AEB an administrative charge for each expatriate employee of the company and each family member of this expatriate employee, in accordance with an invoice issued by the AEB.
3. The company shall provide the AEB visa coordinator with a complete set of documents. The list of documents and the format in which they should be completed can be found in the applicable regulatory legal acts that govern the order for applying to the FMS. The package of documents and all subsequent documents, if any, shall be delivered to the AEB visa coordinator by an employee duly authorised by the proper power of attorney, issued by the company. The AEB visa coordinator shall officially accept these documents.
4. In addition to the package of documents, the company shall provide the AEB visa coordinator with a duly executed power of attorney, authorising him/her to represent the company at the FMS.
5. Once the package of documents has been approved, the AEB visa coordinator shall submit the package of documents to the FMS and notify the company thereof.
6. If the FMS requests for any additional information, the AEB visa coordinator will notify the company. The company then has to provide the AEB visa coordinator with this information in time.
7. Once the package of documents has been processed at the FMS, the AEB visa coordinator shall notify the company, receive the respective documents from the FMS and hand them over to the company's authorised officer, at the AEB office.

For more information please contact Elena Kuznetsova, Coordinator, AEB Migration committee at [Elena.Kuznetsova@aebrus.ru](mailto:Elena.Kuznetsova@aebrus.ru) or Alexandra Sazonova, AEB Visa Manager, [AlexandraSazonova@aebrus.ru](mailto:AlexandraSazonova@aebrus.ru).



### Change of employment terms

Any terms of an employment agreement can be changed at any time if both the employer and employee agree to sign an addendum. An employer can also change the terms unilaterally, but under a specific procedure, including among other things, a two months' notice to the employee, and an offer of suitable vacancies. If the employee does not agree to the proposed change, his employment can then be terminated: this will be accompanied by a two weeks' severance package only.

A transfer to another job, within the same group of companies and even within the same company should be carefully documented. Moreover, new migration documents should be obtained first.

### Termination

Just as with Russian national employees, foreign national employees can be dismissed only on specific grounds listed in the Labour Code. Terminations by notice are not permitted. Some termination grounds involve specific procedures, timing and documentation. The most “popular” grounds are the following:

- Employee's voluntary resignation (2 weeks' written notice);
- Expiry of the term of the employment contract (3 days' notice, no severance pay);

- Redundancy (usually requires 2 months' notice plus an approximately 2 to 3 months' severance pay);
- Termination due to repeated breach of employment duties by employee (requires a specific disciplinary procedure, but no notice or severance payments);
- Termination by mutual consent of both parties (a very popular ground because it requires neither notice, nor severance payments, although both are applied in practice).

As with hiring, the correct documentation is a must when firing an employee. For example, before the employment ends, the employer should issue the Order on Termination, which the employee should countersign; complete the Labour Book and return it to the employee, pay all outstanding amounts to the employee, including compensation for all unused vacations, and complete several other standard procedures.

### Legal protection

Foreign national employees have the same legal protection as Russian employees, allowing them to file complaints to the Labour Inspectorate and the State Prosecutor's Office, as well as a lawsuit with a Russian court of general jurisdiction. Importantly, a dispute, especially in a sensitive case, can be resolved through mediation (with a mediator acting as a neutral third party).

### Structuring employment

If a foreign employee is to hold more than one job within a single company, and especially, if he will work in Russia for more than one company, each job should be formalised separately and requires separate migration permissions. For example, the Head of a foreign company's representative office may also be the General Director of his employer's Russian subsidiary.

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These count as two different employment relationships, so separate migration permissions, separate employment contracts and separate remuneration are required for each job.

Sometimes, a foreign employee working in Russia will keep a foot in both camps, simultaneously retaining his employment in his home country to, for example, maintain his social security benefits. Russian law allows this, but there could be tax and other legal risks, so care should be taken when structuring such arrangements.

### Company officers

A foreign employee appointed as the CEO of a Russian company or as the Head of a branch or representative office of a foreign firm in Russia cannot act merely on the basis of the relevant corporate resolution or a power of attorney. He is viewed as an employee of the local entity in question and the employment relationship must be formalised in line with the Russian

employment law, before the employee commences his duties.

### Secondment

Secondments are also a closed book in the Russian employment law. Instead, a direct employment agreement has to be concluded with the recipient entity. As a result, this Russian entity acts as the direct employer, obtaining the necessary migration permissions and visas, paying the salary and benefits directly to the employee, paying the appropriate payroll taxes and so on.



#### Julia Borozdna

Julia Borozdna is the Head of the Employment and Migration Law Practice at Pepliaev Group. Julia has over 12 years'

experience of providing legal support to clients (primarily multinational companies) on the full range of legal and legal compliance issues that may impact their business from the perspective of employment, migration, data protection and corporate law. She offers solutions that enable clients to protect their business interests and reduce their risks. Julia has an extensive track record of successfully settling labour disputes and employment litigation.

Julia is recognized as one of the leading experts in employment law in Russia according to major independent international legal guidebooks, including The European Legal 500 Guide, European Legal Experts Guide and Who's Who Legal. Julia is an accredited member of the Association of European Businesses and throughout 2011 she has been a member of the Association's working group devoted to creating a legal basis (currently lacking in Russian law) for leased personnel and secondments. Julia Borozdna is a regular speaker at high-profile conferences and is the author of numerous articles and publications on employment, migration, personal data, protecting trade secrets, and related legal issues.

# SHORT STORIES

## The two headed eagle (East versus West)

Russia's national emblem is the two headed eagle; one head looks to the West, the other - East. The two headed eagle was adopted by Tsar Ivan III (the Great) in 1472. The two heads, each looking in a different direction, first symbolised the fact that with the fall of the Eastern Byzantine Empire, Russia saw itself as its natural successor, the Third Rome, but also saw itself as the equal of the Western Holy Roman empire. Now, more than six centuries later the two headed eagle is still a fitting emblem for Russia as the country is still perched between the West and East and looks in both directions to explain its identity. On the one hand Russia is, without doubt, part of Europe. Just look at the arts, architecture, cuisine and general popular culture, which are all firmly rooted in the European tradition. But on the other hand, there is a great part of Russian identity that is foreign to the European mindset. "We Russians", Dostoyevsky wrote in 1876, "have two motherlands: our Rus, and Europe." Or as others have said: "If in Asia you feel Russian and in Europe you feel Asian, then that means you are Russian." This double nature of the Russian identity makes it unique, controversial and unpredictable.

There are those who love this complexity of Russian nature; who love the fact that life in Russia is like crossing through a never ending labyrinth. Others berate Russia for being a deeply schizophrenic country. What is true for most people, however, Russians and foreigners alike, is that their mindset about Russia is characterized by an attraction - repulsion complex. For some people, this daily process of attraction and repulsion is exhausting: but for others, it only fans the flame of passion they have for Russia. It is like in amorous relationships - in some relationships, moments of passion are exchanged with pots and pans being thrown around the kitchen, while in other relationships, there is a continuum of peace and quiet, the pots and pans are only used for cooking but neither is there passionate love. Once used to the passionate ups and downs though, it is difficult to go back to the more calm relationship. That is why many foreigners, after having spent some time in Russia, tend to stay, come back or long for Russia nostalgically for the rest of their lives.

In order to thrive in Russia, you need to be like the two headed eagle, always on the lookout in all directions for what is happening around you, as Russia is in a continuous state of flux. You need to understand that you can take nothing for granted in Russia and that you always need to be ready for



The gold arms of russia against the blue sky

the unexpected. There is one certainty, which is that change is always one hundred percent guaranteed. The one constant factor in Russia is that always that will happen what you least expect and that every day will bring new surprises. There is never a dull moment and fortune in Russia can change overnight. One of the best ways to understand Russia eventually, and to learn how to deal with the daily Russian reality is to be aware of and accept the fact that Russia is a country of extremes and contradictions. The next set of short stories are but a few examples of the many contradictions that you are bound to encounter during your stay in Russia.

Jeroen Ketting, Lighthouse



Modern skyscrapers at night, Moscow-city

## The most recent changes to Russia's migration legislation:

### **Residence permits for highly skilled specialists – procedure, advantages and disadvantages**

As you may know on July 1st 2010, several amendments to the Russian migration legislation took effect. According to these amendments, a new category of foreign national, known as highly skilled specialist was created.

Among the many advantages for this category of foreign nationals is the possibility to obtain a residence permit according to a simplified procedure.

A residence permit for highly skilled specialists and their family members, including spouses, children, children's spouses, parents, parents' spouses, grandparents and grandchildren is issued according to the validity of the highly skilled specialist's work permit, which is 3 years.

It takes three months to obtain a residence permit. The latter is strictly tied to the work permit. This means that if a foreign national terminates an employment contract with his employer, the residence permit will be cancelled as well.

After receiving a residence permit, a foreign national enjoys all the rights given to Russian citizens, except the right to vote.

Thus, after receiving a residence permit the highly skilled specialist and his family are not subject to visa and registration formalities when entering and leaving the Russian Federation (RF), can work in the RF without a work permit, study in Russian educational institutions, stay in the RF without leaving, throughout the period of validity of the residence permit.

Obtaining a residence permit is extremely useful for those highly skilled specialists who work in several legal entities. It allows them also work in other companies with a residence permit, without having to obtain a work permit.

The only restriction for a foreign national with a residence permit is the requirement that he or she stays in the RF for no less than 180 days a year.

A residence permit should be confirmed after a year from the moment of issue. The confirmation can be carried out by submitting a notification on the confirmation of the foreign

national's residence to the local DFMS office, according to the place of registration.

List of documents required for a residence permit:

1. Employment contract;
2. Copy and original copy of the highly skilled specialist's work permit;
3. Colour, mat photograph 3x4;
4. Application form – 2 copies;
5. State duty 2000 rubles;
6. Passport translation certified by a notary;
7. Copy of the migration card;
8. Copy of the current visa;
9. Copy of the registration tear-off slip.

After receiving a residence permit a foreign national has to register it, within 7 working days from the moment of issue.

The registration is carried out by submitting documents to the local DFMS office, in accordance with the foreign national's place of residence.

If a foreign national owns real estate, he or she has to present the following:

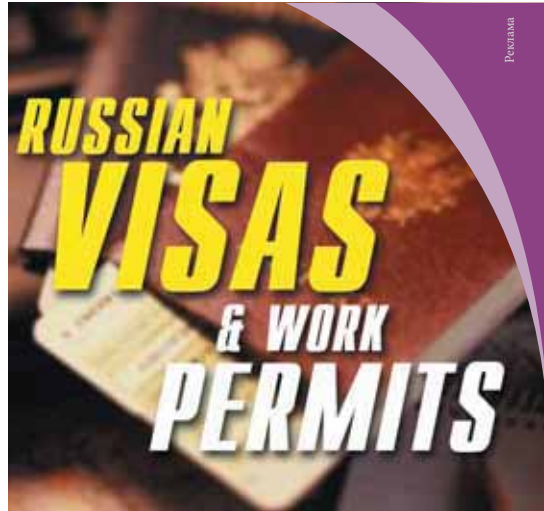
- Passport;
- Residence permit;
- Property certificate.

If a foreign national does not own real estate, he or she has to present:

- Passport;
- Residence permit;
- Property certificate (certified by a notary);
- Approval from the owner and all people registered at the address of the real estate (certified by a notary);
- Extract from the house register;
- Copy of his or her financial personal account.

The DFMS officials may require additional documents.

After the residence permit has been stamped, a foreign national is only required to register if he spends more than seven working days in another constituent entity of the Russian Federation.



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If a foreign national does not own real estate or the owner of the property, where he resides is not willing to provide official consent to this fact, he is obliged to undergo the registration procedure for a residence permit within seven working days (carried out like the ordinary registration procedure). On departure and entry, this procedure should be repeated.

Therefore, after receiving a residence permit a foreign national can:

- Enjoy all the rights given to Russian citizens, except the right to vote;
- Enter and leave Russia without being subject to visa and registration formalities;
- Work in the RF without a work permit;
- Study in Russian educational institutions;
- Stay in the RF without leaving throughout the period of validity of the residence permit.

After receiving a residence permit a foreign national is obliged to:

- Register the residence permit within 7 working days;
- Be in the RF for no less than 180 days a year;
- Annually confirm his residence in the RF;
- Cancel the residence permit in the event of cancellation of the highly skilled specialist's work permit.

The residence permit can be extended on submission of an application letter (no specific form required), the employment contract and the new work permit.

### Work permits for family members of the highly skilled specialist

One more innovation in the migration legislation also concerns family members of the highly skilled specialist.

Amendments were introduced by Federal law No 42-FZ dated March 20<sup>th</sup> 2011, which enable highly skilled specialists to obtain work permits for foreign nationals who are members of their family. These are spouse, children (as well as adopted), children's spouses, parents (as well as adoptive), parents' spouses, grandparents and grandchildren.

At the moment, it takes approximately one month to obtain a work permit. The work permit is valid for the same duration as the highly skilled specialist's work permit. The permit gives a family member the right to work for the company on behalf of which documents will be submitted. This means that the family member only has to find an employer. Subsequently, the permit is issued according





to the simplified procedure, outside the quota and without the permission to employ foreign nationals for the company.

The visa obtained by a highly skilled specialist's accompanying family member allows this person to obtain a work permit in the RF. Thus, the whole set of documents is submitted directly for a personal work permit.

The list of documents required is as follows:

1. DFMS application – 2 copies;
2. Personal application – 2 copies;
3. Letter of guarantee – 1 copy;
4. Power of attorney – 2 copies.
5. State duty 2000 rubles;
6. 1 photograph;
7. Copy of the spouse's work permit, verified by the company's stamp, with a note that the copy is correct;
8. Copy of the marriage certificate (verified by a notary);
9. A notarised translation of the individual's passport (front page);
10. A notarised translation of the individual's education degree, with an apostile;
11. A medical certificate issued under the established procedure;
12. A copy of the non-obligatory medical insurance policy, with a note that the copy is correct.

### Registration

Amendments were introduced to 109-FZ by Federal law No 42-FZ dated March 25<sup>th</sup> 2011:

- The previous registration procedure was reinstated.  
Thus, after the given law took effect, the place of registration of a foreign national can be a legal entity and the address of residence can be indicated as the factual company address;
- Highly skilled specialists who have real estate in Russia have the right to act as the hosting party for their family members;

- The period of registration has been increased from 3 to 7 days (the possibility for a highly skilled specialist to stay in the RF for up to 90 days without registering is still valid);
- Foreign nationals not registered according to the place of registration are not responsible for violation of the registration procedure, except in cases when the corresponding foreign national is obliged to notify the place of his registration in accordance with the current Federal law. This means that if a foreign national violates the registration rules, the hosting party will bear all responsibility (person or legal entity).

Also, the RF border police and Federal Migration Service (FMS) have a system that enables them check the number of days a foreign national spends in Russia. The information about border crossings is communicated to the Russian FMS, which in turn allows officials of both services define the number of days spent in the country.

This information is especially relevant to those foreign nationals with multiple business visas residing in the Russian Federation. In this case, if the foreign national does not observe periods of stay in the RF prescribed by law (for example, a foreign national spends more than 90 days out of 180 on a multiple business visa), this can result in the infliction of penalty sanctions.



#### Alexey Filipenkov

Alexey Filipenkov is a partner and one of the founders of Visa-Delight. He has more than ten years experience in the field of

migration legislation.

Visa-Delight specialises in the provision of services to foreign companies in all matters related to the legalisation of foreign labor, as well as practical issues in the application of migration law. Alexey has also been the Deputy Chairman of the AEB Migration Committee since its foundation.

# SHORT STORIES

## Strength and weakness

The famous Chancellor of the German Empire Otto von Bismarck put it rightly, when he said that "Russia is never as strong, nor as weak as she appears". This statement applies to the country and everything that is in it. For example, Tsar Alexander II, also called Alexander the Liberator, abolished serfdom in 1861 and introduced wide ranging liberal reforms of economic, judicial, constitutional and administrative nature. Logic dictates he should have been a hero of the people.

Practice showed however that in 1881, this "Reformer Tsar" who took the interest of the people to heart was killed by a bomb of the "People's Will" party. In the early twentieth century economic growth in Russia stood at 6%, the country industrialised rapidly and foreign investment was on the increase. During the first decade of the twentieth century no one could have predicted that the 1917 October revolution would put an end to the economy's development in this direction for the next seventy years. After the fall of the Soviet Union the Russian people and the Western world got their hopes up as 1987 Glasnost was followed by the dissolution of the Soviet Union in 1991. There was confidence that large scale privatisations and market and trade liberalisation would herald a bright new future. However, in 1992, during the Gaidar reforms, Russians were faced with an inflation of over 2,500 percent and lost practically all of their savings in a matter of weeks. This was followed by a brief famine. Until 1998 GDP dropped with over fifty percent. Nobody saw it coming in 1991. And when the rouble crisis of August 1998 took most businesses and financial institutions by surprise and most foreigners packed their bags to go home, Russia only needed but a few months to start a decade of the strongest economic growth in its entire history. The crisis of 2008, again, caught most people off-guard. But once more, half a year later, the Russian economy rebounded with surprising strength. Russia's oil wealth has a lot to do with the rise and fall her economy. Pessimists say that when



Interior of St Isaac's cathedral

Russia's oil runs out, so will Russia's fortunes. For a while, this may be true, but von Bismarck's wisdom may be proven right again, when the world turns to Russia for its unfrozen fresh surface water reserves. The lake Baikal alone, contains twenty percent of the world's fresh water reserves. With retail prices for one litre of bottled water now already exceeding retail prices for one litre of gasoline it is not at all imaginary that Russia will rise in the coming decades as a water power like it is an oil power at the moment. Russia is like the Rocky Balboa of the world stage. Even though bloodied and down on his knees, he always rises again to deliver a debilitating punch and the sequels to this scenario are endless.

Jeroen Ketting, Lighthouse



Drawbridge in St. Petersburg at night



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Panorama of Moscow-city, complex of skyscrapers

### Foreign highly qualified specialists in Russia

A Highly Qualified Specialist (HQS) work permit allows a foreign national to stay and work in Russia for up to three years. The new procedure was introduced in June 2010. Since then, it has been widely and successfully used by most foreign nationals operating in Russia. It is truly a revolutionary break-through within the bureaucratic immigration procedures in Russia.

According to the Russian Law, a Highly Qualified Specialist is a foreign national compliant with the two following conditions: the employee is officially on Russian payroll and his or her annual income exceeds 2,000,000 RUR ( $\approx$  \$72,000 USD or €50,000 per year).

In comparison to other work permits, a HQS work permit has a number of advantages:

- It is valid for up to 3 years;
- A HQS work visa is issued for 3 years at once. No visa extension is required;
- The entire process takes fifteen business days (versus the four month standard period of work permit acquisition);
- No quota required;
- No corporate work permit required;
- No medical tests required;

- Upon arrival in Russia, no registration is required for up to 90 days. The same rule applies to HQS family members;
- A 13% income tax versus the 30% one in the case of a standard work permit;
- Eligibility to apply for a Russian residence permit (for employee & family members);



Ice sculptures works in Yekaterinburg

Stage	Steps to be taken	Time period for completion
1	Application for a private work permit & issuance of invitation for a work visa.	15 business days
2	Application for a multiple-entry work visa for 3 years.	5 business days
3	Collection of private work permit in person.	15 minutes
4	Tax & Migration registrations.	1 business day
5	Quarterly notification to relevant Tax authorities of payroll compliance.	1 business day

- A HQS work permit, issued for several regions in Russia (versus the standard work permit, which is valid only for one region only);
- A smooth and quick renewal process upon expiry of work permit: fourteen business days and fewer documents required.

However, there are several requirements that a HQS must meet in order to avoid any difficulties during their stay and operation in Russia.

### Imposed HQS requirements

- A HQS must have a standard work contract drafted in accordance with the Russian labour law. The salary of the said individual must also be in rubles;
- A HQS must be registered with the Tax Service not more than 30 days after the HQS work permit is issued;
- A HQS must personally collect the work permit at the migration office.

## RELOCATION SERVICES

Preview trip: Orientation Program  
 Home finding Package  
 Settling In Assistance  
 Spousal Program  
 Tenancy Management  
 Temporary Accommodation Search  
 Schooling Assistance  
 Departure Package

## IMMIGRATION SERVICES

Employment Permission and Work Permit  
 Visa support : Work and business visa  
 Registration with local authorities  
 Family member immigration support  
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 Representation at state authorities and process tracking  
 Permission to time residing (if applicable)  
 Residence permit (if applicable)  
 Citizenship of Russian Federation (if applicable)



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 MOVE HOUSE



Ice sculptures works in Yekaterinburg

- The employer must notify the Federal Migration Service on all salary payments and tax deductions on a quarterly basis;
- The employer must provide the HQS employee with medical insurance in Russia.

Here is a step by step description of what a foreign national should do to get a work permit and ensure that his or her stay in Russia is both

pleasant and productive. These steps reflect the entire procedure and indicate the time frames for the implementation of each stage.

Thus, this 5 stage procedure takes about 3 weeks, which is enough time to allow any HQS comfortably address all issues related to living and working in Russia.



### **Irina Yakimenko**

Executive Director, Immigration & Relocation Services  
Head of Intermark Relocation  
Irina joined Intermark in 2006.

In this role, Irina ensures the provision of professional relocation and immigration services and efficiency of expatriate management. Irina also manages Intermark Relocation's expansion into Russia and strives for constant diversification and evolution of the company's services. Born in Moscow, multi-lingual and having been an expatriate herself, Irina knows what an expatriate goes through and what it's like to live in Moscow and move to Russia.



### **Maria Obodovskaya**

Maria Obodovskaya, Senior Immigration Adviser. Maria joined Intermark in 2008. In this role, Maria ensures the

provision of professional immigration services. Having graduated from the State Law Academy of Moscow, Maria started her career in field of Immigration Legislation during the difficult moment in immigration policy in Russia and knows what foreign employees go through to move to Russia. Strong knowledge and practical skills in immigration field help Maria move foreign employees smoothly and without stress.



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## Taxation issues

### Taxation of foreign private individuals in Russia: Income Tax – Issues to consider

This is a brief overview of general, important taxation issues to consider when engaging in working activities within the Russian Federation.

One of the key aspects of the taxation regime in Russia is the tax residency of an individual. An individual who is a Russian tax resident is taxed on his worldwide income whereas non-residents are taxed on the income derived from a Russian source (such as dividends and interest payments, insurance payments, income from the use of intellectual property (IP) rights, remuneration for the work done or services provided, etc.).

To be considered a Russian tax resident, an individual has to factually spend at least 183 days during 12 consecutive months of the calendar year in Russia (including the day of

departure and, as recently introduced, the day of arrival). This period must not be interrupted for any reason, including short-term absence from the country (less than 6 months), for reasons such as medical treatment or education. Furthermore, the recent legislation developments prescribe, as of July 1<sup>st</sup>, 2010, that highly-qualified foreign employees and workers, hired as private individuals on the grounds of a patent are entitled to obtain certain privileges in the sphere of tax payments, regardless of their residency. In order to qualify for the highly-qualified employee category, a foreign citizen must possess the relevant work experience, skills or achievements in a particular sphere and his or her remuneration package must not be less than 2 million rubles (approximately 3,900 euro) per month.





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a phrase, but  
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The income tax in Russia covers the following types of income: salary (including bonuses and allowances), self-employment income, dividends, interests and capital gains. Tax residents and highly-qualified employees pay a personal income tax of 13% as opposed to non-residents, whose income is subject to the 30% taxation rate. The income in form of dividends is taxed differently: residents pay 9% and non-residents 15%.

Tax residents are also entitled to various tax deductions:

1. **Standard:** for all residents whose income does not exceed 40,000 rubles per month, disabled people and former military personnel in particular situations, etc.
2. **Social:** for residents engaged in charity, studying, offering medical assistance etc.
3. **Property:** this includes all sales, construction or purchases carried out within the real estate sector in Russia.
4. **Professional:** this applies to individual entrepreneurs, authors, etc.

Russian organisations, individual entrepreneurs, representative offices of international organizations, notary's or attorney's offices, all commonly referred to as the "tax agents", automatically subtract the income tax from each employee's salary and transfer these sums to the budget.

Three copies of the declaration of one's tax on personal income (3 NDFL) must be submitted to the tax authority no later than April 30<sup>th</sup> of the year following the tax period. Individuals registered as individual entrepreneurs, notaries and attorneys must fill in and submit to the tax authority the preliminary tax declaration of the pre-estimated income for the upcoming tax period. Therefore, if during the calendar year, a foreign individual discontinues all working activities in Russia and leaves the Russian Federation, he must submit the aforementioned tax declaration, which reflects the factual income received in Russia, no later than

one month before leaving the Russian Federation. The deadlines for payments of preliminary taxes are July 15<sup>th</sup> (for January – June), October 15<sup>th</sup> (for July – September), January 15<sup>th</sup> (for October – December of the previous year), and for the final tax July 15<sup>th</sup> (for the previous year). Currently, there are 77 Treaties on Avoidance of Double Taxation in force between Russia and other states: [http://www.consultant.ru/document/cons\\_doc\\_LAW\\_63276/](http://www.consultant.ru/document/cons_doc_LAW_63276/).

Having submitted proof of residency in a country that Russia has signed a double taxation relief treaty with, alongside a proof of payment of a foreign tax, a foreign private individual can apply (depending on the provisions of a treaty at stake) either for a tax exemption or tax credit (whereby the credit cannot be higher than the amount of tax to be paid in Russia on this income).

### Conclusion

The proper taxation of one's income in Russia is very possible once the following information has been obtained:

- the status of an individual;
- applicable tax rate depending on the type of income; possible applicable tax deductions;
- necessity and deadlines for submitting declarations and deadlines for payment of tax,
- the provisions under the applicable Treaty on Avoidance of Double Taxation.



#### **Anna Zeitlinger Dipl. jur.**

Anna Zeitlinger is the Department Head for Russia and CIS at Lansky, Ganzger & Partner.

Acting as a principal lawyer and a project manager, she handles, together with other attorneys of the firm, numerous corporate transactions, including mergers and acquisitions in Russia, CIS and the EU, representing Russian clients seeking access to the international markets, as well as support in structuring and implementing investments in Russia.

# SHORT STORIES

## Wealth versus poverty

In the big Russian cities and especially in the centre of Moscow you will get the impression you have arrived in a millionaire's playground. You will see more expensive cars in one hour than you will see in Europe in one week. In the shopping areas you will see more luxury per square meter than you will see in London or Paris and nobody raises an eyebrow when they pay ten dollars for a cappuccino. After the United States and China, Russia, with one hundred and one billionaires, has more billionaires than any other country in the world. If you look at this figure on a per capita basis, then Russia takes the number one spot, with more billionaires per capita than any other country in the world. However, when we look at Russia's 375,000 millionaires on a per capita basis, then Russia does not even rank among the top fifteen countries in the world. The picture gets even bleaker, when considering the Moscow's Higher School of Economics assertion that sixty percent of the population in Russia has the same real income it had twenty years ago, when the Soviet Union collapsed, and some are even poorer. Poverty in Russia is determined as the share of people with a per capita income lower than the minimum subsistence level equal to about 150 Euros. According to official statistics, about fifteen percent of the population or over twenty one million Russians were officially classified as poor. In reality, this percentage is closer to thirty percent, or over forty million people. When you leave the city centre in Moscow or venture even further out into the countryside, then this poverty is apparent everywhere you look.

In Russia, one percent of the population is estimated to own about eighty percent of all assets; whereas, the top one percent of the world's population owns only forty percent of all assets. There is an enormous difference in Russia between the 10 percent wealthiest and the 10 percent poorest people of the population. This difference, or the poverty gap, is about seventeen times. In Western European countries, the poverty gap is on the average, five fold. Only fifteen percent of Russians consider themselves middle class and small and medium enterprises only account for about fifteen percent of the Russian GDP. In Europe, both percentages are closer to seventy or eighty.

It is safe to say that one of the most obvious contradictions in Russia concerns its boundless wealth on one hand, and its abject poverty on the other hand. Common logic dictates that such poverty gap or income inequality creates social unrest, but not in Russia.

A popular anecdote in Russia goes as follows: A fairy godmother approaches a poor Russian peasant and promises him anything he desires, with only one condition: that his neighbour gets twice as much of it. The peasant thinks for a long time, and then finally says: "All right. Blind me in one eye". This anecdote shows Russia's particular relation with wealth, money and material possessions. Whereas, the culture of the West has a greed nature Russia has an envy culture. When it comes to reducing income inequality, many Russians would prefer that the wealthy become poorer rather than becoming wealthier themselves. There is no real bourgeois attitude in Russia - no middle class, with typical materialistic values and conventional attitudes, as can be found everywhere else in Europe. When Russians think about wealth and business they think in terms of all-or-nothing. For a city, where your shoes get dirty faster than anywhere else, Moscow has conspicuously few shoe shining places. Likewise, you will find few small shop owners, Laundromats, or street vendors offering their goods; although, Russia would be an ideal place for such small entrepreneurship. Centuries of agrarian culture and the subsequent Soviet culture considered that wealth could not be the result of a noble working process. A daily, routine and meticulous focus on money and enlarging one's wealth is actually still seen as something that sooner shows the smallness than the largeness of one's soul. Wealth shouldn't be the result of a daily struggle; it should be the result of one big deal, one stroke of luck or genius. There is almost more respect in Russia for the lucky gambler than there is for the hardworking merchant or tradesman. Money in Russia is incompatible with the idea of the Russian soul. The Russian soul is embodied by a tendency to look at life from a philosophical and religious perspective, to have a strong faith in providence and a personal identity characterised by depth, strength and compassion. To be small about money doesn't fit into that concept and as another popular saying goes: the American dream is to earn a million, whereas, the Russian dream is to spend a million.

Many foreigners who are familiar with Russia's income and social inequality situation often wonder when there will be a 'Russian Spring' similar to the 'Arab spring'. Nobody knows, but what is clear, without a doubt, is that any form of social upheaval in Russia will not be intent on making the masses richer, but on stripping the rich of their wealth. Hence, those who live in houses surrounded by six meter high fences, fear most of all.



A sculpture passengers with things and bags, Yekaterinburg

## Moving to Russia

### The first step of integration

Moving to another country is often fraught with stress, language barriers and certain differences in cultural attitudes, legislative rules and everyday life in different countries. It is well known that a person's efficiency largely depends on the comfort of everyday life, home comfort and wellbeing of family members. Taking care of hearth and home will not distract an employee from work, if children are placed in a proper school and wife has a good job; if an experienced physician looks after the family members' health, and the family is aware of the medical institutions to turn to; if he/she does not have to look for a high-quality restaurant or a supermarket at the end of a working day.

An expatriate may certainly find out all of that by himself/herself through trial and error method. But it is a long and occasionally risky

way. The alternative would be the selection of a qualified agency, which will accompany a foreign employee and support him/her during the first weeks in a new country, anticipating needs and solving problems so that he/she could enjoy his/her new home.

"Nobody takes care of the man, who makes no demands" – these words of the famous Russian writer Nikolay Chernishevsky describe a client's wishes in the high-budget rental market best of all.

People have become more sophisticated and demanding not only to the rented apartments, but also to the lifestyle, where comfort and safety are of the highest importance. Of course, expatriates no longer see Russia as a wild country with barbarian customs, on the contrary, it is, first of all, the most promising field for business and self-development for

# RENT APARTMENTS >





Grand cascade fountains at Peterhof palace St. Petersburg

them. Still, a new country, a new accommodation, a foreign language and mentality is stress for anyone.

Large real estate agencies are currently ready to provide expats with a wide range of services, such as orientation tour, accommodation search, legal support, post-contract service, settlement of housing and utility issues, assistance in selection of service staff. In other words, everything that makes the moving and staying in a new country more comfortable.

An orientation tour is of great importance in the integration process that helps an expatriate to adapt to a new environment even before searching for an apartment.

A clear differentiation shall be made between the concepts orientation tour at the very beginning of work – before the search for an apartment and excursion around the district, where the rented apartment is located.

An orientation tour is represented by an informal introductory tour around the city. It is not a tourist sightseeing trip around the capital, but a preliminary tour aiming to explore the main areas of Moscow, elaborated with due consideration of potential territorial preferences and the client's available time.

The program may be expanded or reduced depending on a client's requirements, but on average it takes a day or two. The key components of the program combine the examination of the main districts of the city, acquaintance

with infrastructure: visiting schools, medical centers, sports clubs, beauty parlours, supermarkets, retail centers and other places and institutions, which specialise in the provision of services to expatriates.

The purpose of an excursion around the district is to familiarise an expatriate with the infrastructure of the area, where the apartment has already been chosen. A more detailed route around the places in the closest vicinity of the selected apartment is planned here: the nearest metro stations, supermarkets, restaurants, cafes, dry-cleaners, sports centers, etc.

If an expat shows a special interest in Russia's history, the agency may expand the excursion around the district and include a sightseeing tour in it!

Summing up the aforesaid, it should be noted that the complexity of a relocation program is frequently a guarantee of an expatriate's successful and comfortable moving, adaptation and living in Russia. First of all, it helps an expat to get an experience in a new country, and, secondly, offers him different resources for the individual obtaining of information.



### Victoria Opolskaya

Victoria Opolskaya is the head of the residential property rental department at Blackwood Company. Blackwood Company

has been successfully operating in the elite residential rental market since 1991. Victoria Opolskaya describes the working process – "Rich experience and deep knowledge of the market make it possible not only to solve complex tasks promptly and successfully, but also to anticipate our client's needs. Professionalism and creativity are the basis of our work. We find new ideas and approaches, where majority see only trite solutions. Therefore, we are always ready to extend a package of services and find the best solution for you".



## Moving valuable objects, artwork, souvenirs and gifts: regulations and requirements

### Exhibitions and international transportation of works of art

One of the tendencies of modern cultural cooperation is the expansion of the fine arts exhibition practice between museums and galleries of different countries all over the world. Russia as an active participant in the global economy is also involved in the international turnover of art and cultural objects. Russia has always been a symbol of culture, with a large number of famous museums, galleries, theatres and the greatest collections of national and foreign works of art. About 150-170 Russian exhibitions take place in 30-50 countries every year.

Cultural valuables are not just an object of exhibitions, they can also be a purpose for international trade. The main commercial firms that sell cultural valuables and antiques include auction houses. They are located in highly industrialised countries and have branches in the biggest cities such as London, Paris, New-York, Moscow, Sidney, Geneva etc. You can estimate the scale of auction houses trade, if only Sotheby's offers 180,000 pieces of arts every year. The private galleries, antique salons and auctions were opened in Russia as the nation's

economy continued developing and the people's interest in culture grew. Most of them are located in Moscow and Saint-Petersburg.

Owners of works of arts, artists, sculptures or antique collectors also can move their objects from and to Russia and the number of exported and imported artwork is increasing.

### Moving valuable objects, artwork, souvenirs and gifts obtained in Russia

The basic legislative act of the Russian Federation in the sphere of fine arts moving currently in force is the law "On the Export and Import of Cultural Valuables", №4804-1 of April 15<sup>th</sup> 1993.

One may think that only government institutions, museums and galleries should follow this law. Yet, private persons may also face problems when transporting items to and from the country. In Russia, one will find many interesting souvenirs and foreigners very often buy these and other gifts for their relatives and acquaintances abroad. As a rule, these are paintings, drawings, sculptures, icons, weapons, fabrics, coins, stamps, medals, furniture, books, musical instruments, articles of tradi-

tional national craft and many other objects that remind one of the time spent in Russia. And if you do not want your impression of Russia somewhat marred by possible difficulties with the customs authorities when trying to exit the country with these expensive and unique gifts and souvenirs, you should have the following information at hand:

### Types of valuable objects

According to the Russian Federation Law, "On the Export and Import of Cultural Valuables" dated 15 April 1993, cultural valuables include the following items:

- Historical valuables associated with, but not limited to, historical events in the life of the nation, society and state development, history of science and technics, life and activities of outstanding personalities (state, politics and public figures, thinkers, scholars, literature or arts figures);
- Items and their fragments obtained from archeological excavations;
- Arts valuables including fully handwork paintings and drawings, original works of sculpture, original artistic compositions and designs, cult items with artistic finish (icons etc.), engravings, prints, lithographies, works of decorative and applied arts, and works of traditional folk arts;
- Elements or fragments of architectural, historical or arts monuments, and works of monument art;
- Old age folios and publications presenting certain interest (either historical, artistic, scientific or literary);
- Rare manuscripts and document relics;
- Archives (including photography, phonography, cinematography and video);
- Unique or rare musical instruments;
- Postage stamps or other philatelic materials;
- Old age coins, orders, medals, stamps and other numismatic items;
- Rare flora/fauna collections and specimens, items presenting interest for such science branches as mineralogy, anatomy and paleontology;
- Other movable items, including copies representing historical, artistic, scientific or other cultural value, historical and cultural monuments preserved by the state.

### Cultural valuables can be divided into two categories:

1. Those that can not be taken out of Russia. These include:

- Movable items presenting historical, artistic, scientific or other cultural value and qualified according to the applicable law as high-value items of cultural heritage of the Russian Federation nations, irrespective of the time of creation;
- Movable items, irrespective of the time of creation, protected by the State and included in Protection Lists and Registers according to the procedure established under the law of the Russian Federation;
- Cultural valuables in continuous storage at national and municipal museums, archives, libraries, and other national cultural valuable depositories in the Russian Federation. Subject to decision of competent federal authorities, this rule may also be applied to other museums, archives and libraries;
- Cultural valuables created over 100 years ago, unless otherwise stipulated by law.

2. Those one can take along, after receiving special permission.

### An official certificate

Before being taken out of Russia (temporarily or otherwise), all objects that may fall under any of the afore mentioned categories should undergo a paid examination and receive an expert report, which permits or prohibits their transportation from the Russian Federation. The Federal Service for Preservation of Cultural Valuables (Rosokhrankultura), which is the government body that controls the move-



ment of cultural valuables to and from Russia provides the expert report.

The standard package of documents required for a permit to export (temporarily or otherwise) valuable objects, gifts or souvenirs obtained in Russia consists of:

- A written request from the owner;
- The list of items for export;
- 3 colored photographs of each item;
- A document confirming ownership (if available);
- Documents confirming the individual cost of the items (if available);
- The owner's identification document (ID).

On basis of the expert report Rosokhrankultura issues the following documents for objects that can be exported from the Russian Federation:

- A certificate for cultural valuables;
- A reference for objects of cultural purpose which confirms that the items are not cul-

tural valuables and can be removed from Russia. Objects created less than 50 years ago, life objects and souvenirs irrespective of the time of their creation, can be recognised as objects of cultural purpose and removed without any difficulties.

According to the Russian Federation Tax Code, a person who has a certificate for cultural valuables export must pay an export duty of 10% of the cost of the exportable objects, which were created over 50 years ago and 5% of the cost for objects created less than 50 years ago. If the owner has the temporary export certificate, the export duty makes up 0.01 % of the insurance value of the temporarily exported objects. The creators of such objects are completely exempted from any duties, while state and municipal museums, archives, libraries and warehouses with cultural valuables are exempted from the temporary export duty. If an author leaves Russia, temporarily or for good, he/she has the right to leave



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along with any number of his or her works. The rules for transporting cultural valuables apply to diplomats as well: personal luggage and diplomatic cargoes may also be checked by customs.

### Temporary export

Cultural valuables can be moved to another country temporarily for:

- an exhibition;
- restoration works;
- theatrical, artistic or research purposes;
- a concert;
- private use.

The temporary export of cultural valuables means an obligation to return the works of art, within the stipulated term. As it was mentioned earlier, in order to organise temporary relocation, both private persons and legal entities should receive permission from Rosokhrankultura. They should also provide the following documents:

- an agreement with the receiving party on the purposes and terms of the temporary export;
- documented, confirmed guarantees from the receiving party on the safety and return of the cultural values;
- consent of the executive authorities to export these items;
- other relevant documents.

The legal entity should do customs formalities and dispatch its cultural valuables from special exhibition terminals in Moscow. Currently, there are only two companies – customs brokers are operating with exhibition cargoes in Moscow.

### Import of cultural valuables

The physical person is exempted from import duty and taxes if the objects imported are declared and registered as goods for personal use. If a legal entity or a private entrepreneur imports a cultural valuable, they must pay a



value added tax (VAT) of 18% of the items value, because it will be used for enterprise activity. But private entrepreneurs as well as private persons are exempted of duties if they fill a declaration form and receive special registration. Registering cultural valuables gives one the opportunity to leave Russia with earlier imported cultural valuables created over 100 years ago.

Cultural valuables brought in temporarily for purposes such as exhibitions in a museum, should be registered and removed within the stipulated time. All these valuables are under control and security of the Russian Federation.

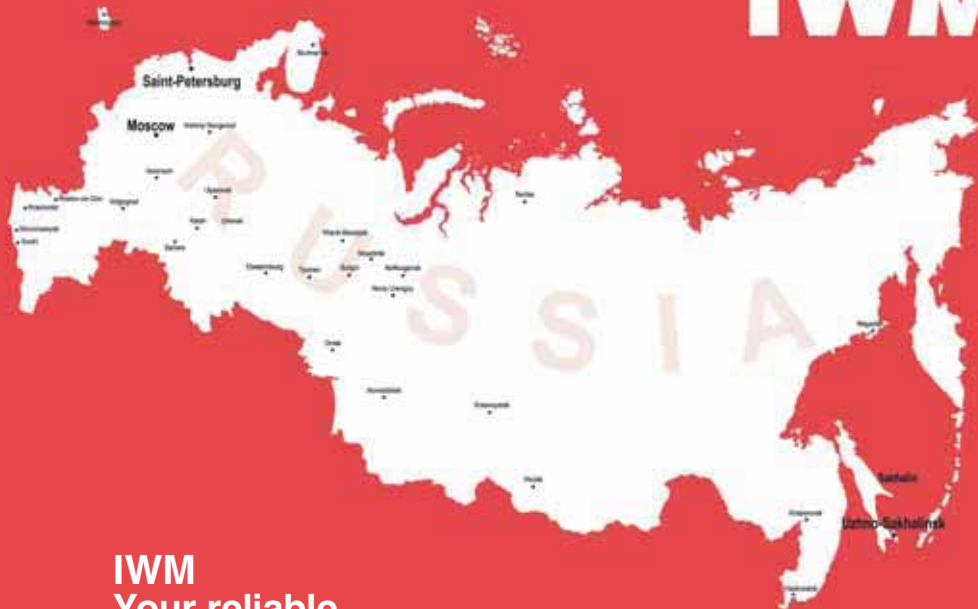
Before exportation or importation of works of art one should consult in advance, with fine arts moving experts about the documents needed and customs procedures in place.

### Fine arts moving

Despite the large number of museums, galleries, private art dealers and auction houses in Russia, moving works of art is a rather new direction in the moving business in our country. Currently, there are only a few companies on the market that can execute professional transportation of very fragile and expensive items.

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# SHORT STORIES

## Women in Russia – between chivalry and condescension

When I first came to Russia I thought that my manners were good enough for getting through life in this country. But when I sat down in my car to give a female Russian friend a lift and almost drove off, while the lady in question was still standing outside, next to the door on the passenger's side, waiting for me to open it, I understood that my manners when I saw that the lady in question was still standing outside the car, next to the door on the passenger side of the car, waiting for me to open the door. A week later, when back in Holland, I decided to put my newfound manners into practice and walked to the passenger door of the car to help a Dutch female colleague into the car. The Dutch girl's conclusion, however, was that I wanted her to drive and she walked to the other side of the car and sat down behind the steering wheel, while I stood like a fool next to the open passenger door. After that it didn't take me long to understand that etiquette between women and men in Russia differs from that in Europe. After I had learned to open all doors for any lady, help any female acquaintance with her coat and say the third toast in a lady's honour, while standing up and downing the glass of vodka bottoms up, I came to assume that women were put on a pedestal in Russia. To a certain extent this is true, especially, when you watch men give women flowers on the 8th of March and their birthdays and help them with their heavy bags, for example, when it comes to fitting hand luggage into overhead compartments in a plane.

But when I had one of my first business meetings, over sixteen years ago with a western business woman, at the negotiation table, I quickly understood that my assumption was wrong. Walking into the room the first awkward moment was when the Russian business men readily shook my hand, but did not make any attempt to shake hers. The second awkward moment was when, in spite of the fact that the business woman in question far outranked me in experience and position, the Russian continued to address and treat me as the main figure in this negotiation process. In spite of the chivalry that Russian men display, they do not take women in the business arena as serious as they take men.

Of course there are successful women in Russia, but their acceptance by men is not a given. When I advise foreign business women who are about to do business in Russia, I tell them to make their position, mandate and authority clear from the very beginning. If a foreign woman is leading a delegation that engages in negotiations with a group of Russian business people, then everyone in that foreign delegation should be aware that the female senior manager is positioned and presented as such. Once the authority of the female executive is established and when she has shown that she actually knows what she is talking about, then Russian men will accept her without a problem.

The emancipation of women in Russia still remains a long journey. A Russian woman can work, but she must also take care of the family; whereas, for men, it is enough to just work. And in the opinion of Russian men and women alike, irrespective of her success in business, if she is close to thirty and still unmarried and without kids, then there is obviously something wrong with her.

Strangely enough, in my experience, women are actually the cornerstone of the Russian society; whereas, in the West, it is the family. Women take care of everything, the household, the kids and their husbands. In addition to that, Russia has one of the highest percentage of women with a university degree in the world. Russian women often have stronger personalities than Russian men: most of my colleagues are women and they work harder, are more loyal and are more conscientious than men. During the four day working week that the working mothers in my company have, they get more work done than most other employees in five days. But in spite of their qualities, women get paid substantially less than men and occupy relatively few top positions in business and politics.

Russian women bear part of the blame for that un-emancipated treatment: they willingly partake in this particular social contract between men and women, which goes - "you open the door for me and I will know my place at work and in politics". This social pact will still last for some years, but with the post-Soviet generation of women, born in the nineties and soon to reach adulthood and independence, a silent revolution may take place that will unsettle the comfortable and lazy place that Russian men have had up to now. Who knows, maybe the Russian spring that some people expect will be caused by Russian women claiming their rightful place within the Russian society. **Jeroen Ketting, Lighthouse**

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A company that works in this sphere should be very experienced, it should specialise in packing, shipping and storage of fine arts, it should also have a trained professional crew, equipped with special packing materials and crating. The company must also be aware of the national and international customs legislation and be able to prepare all fine arts for shipping domestically, overseas or storing in a warehouse. As a rule, all these companies render the full package for moving fine arts, including:

- The use of professional packing materials;
- Assistance in the completion of all import and export customs formalities;
- A report given by a cultural items expert;
- The permission from the Ministry of Culture;
- Storage;
- Transportation under special conditions;
- Delivery;
- Installation;
- Removal of debris;
- Insurance.

They usually have a large number of reliable agents around the world who specialise in handling and shipping works of art, artifacts and antiquities for museums, galleries and dealers, corporate and private collectors and premier auction houses.

Professional movers pay much attention to packing materials. They have different types of special papers, bubbles stretch, cartons, foam rubber, polyfoam, special tapes etc. The packing material used and mode of transportation depends on the art object. In most cases, a wooden crate is needed for paintings or statues. Professional moving companies have their own workshop for this. Occasionally, in the course of being transported, valuables may be damaged during the transfer process in an airport or a sea port. Hence, the need for a crate, to provide maximum protection. Right packing should correspond to the strict international rules for the removal of works of art.

In the process of moving fine arts, even the minor details are important. To organise safe transportation, a moving company should take into account all peculiarities and dimensions of the cargo, its resistance to vibration and state, conditions at the original and destination addresses, presence of a cargo elevator or stairs, admeasurements of an exhibition hall or an apartment. To ensure a stress free moving process, one should inform his/her moving company about the specifics of the dispatch and start paper work, in advance.

Transportation of works of art is a very specific and risky activity, due to the high value of the cargo and its fragility. This is why it is very important to find a trustworthy partner, who is able to take care of your valuable cargo.

Entrust the transportation of your values to a reliable company and be sure that they are in safe hands.



### **Anastasiya Ryabova**

Anastasiya Ryabova is an Account Manager for IWM, a worldwide moving and relocation company. IWM is well

known in moving and relocation industries as a high quality service provider with a very wide range of services such as worldwide moving, worldwide relocation, office and apartment moves, door-to-door services in Russian regions, storage, fine arts shipping, pets moving etc. Anastasiya joined IWM in 2009. Currently, she is responsible for the business direction of fine arts and antique shipping. Anastasiya has an MBA degree of International Business specialisation, speaks fluent English and successfully addresses intercultural differences issues in working with international clients and partners. Her hobbies include art, architecture and culture, attending exhibitions, museums and theaters in Russia and abroad. In her free time she likes play piano.



## Travelling with pets: Regulations, requirements and tips from pet lovers

Pets – they are our family members – aren't they? How we can move somewhere without them? Whether it's a long vacation or relocation to a new city or country – we want them to join us. We need them close to us because they are a very important part of our life. Once you decide to take them with you, you want to make their journey as comfortable as possible, because it will most probably be a stressful experience for them.

In this article we are going to share our experience and knowledge about transporting pets, not as a moving company, but as fellow pet lovers.

When moving to or from Russia, with pets, you need to take the following steps to make sure they have a safe and comfortable journey:

### 1. Find out what transportation conditions your airline of choice offers for pets:

If possible, you should travel on the same flight as your pet. Therefore, when booking your ticket, inform your travel agent or airline that you will be traveling with a pet or pets. When travelling, you can take the pet with you onboard or ship it as accompanied lug-

gage. Each airline has its weight limit for pets. For example, the weight limit for pets on Lufthansa and Aeroflot flights is 8.0 kg, for Alitalia the limit is 10.0 kg, for Swiss air the limit is 7.0 kgs, and for Air France it's 5.0 kgs.

If the weight of your pet, including its container, exceeds the set limit, your pet will be traveling on the same plane, but in the accompanied luggage section.

### 2. Be prepared for the cost of transportation:

Traveling with your pet also comes at a price. Luggage or not, you will have to pay a certain fee for taking your pet along with you on a flight.

Once again, the cost of transportation differs from one airline to another; however, the average is between EURO 70.00 – 400.00. The charge depends on the size and weight of your pet, including the weight of the container and the airline approved tariff for the transportation of live animals.

### 3. Have the proper documentation

Documents, required to bring pets into Russia:

- A microchip: For cats/dogs microchips are not yet mandatory in Russia. However, most other countries require that pets entering their territory be fitted with a microchip, in view of the fact that they might have to travel through another country before entering Russia. This fact should also be borne in mind when leaving Russia. Thus, your pet should be fitted with an ISO Standard microchip in your country of origin. ISO Standard microchips are now also available in Moscow.
- The pet's international passport or international veterinary certificate, issued by the country of origin, which confirms that your pet is clinically healthy and vaccinated against rabies. The health certificate should be issued no more than ten to three days before your pet's arrival in the Russian Federation.
- Vaccination against rabies should be done within the last twelve months and preferably at least one month prior to arrival in Russia.

Documents, required for export out of Russia:

- Veterinary certificate, issued by Government veterinary control point, not more than 3 days before travelling (form #1). This certificate will be exchanged for an international veterinary certificate during customs formalities at the airport.
- In some cases you may be asked to get a permit from the Russian Kynological Association to export of your pet. This permit rules your pet out of the special national pedigree category in Russia.
- Your pet should have an ID – a microchip or tattoo.
- If you are going to sell your pet (Oh, Jesus!) – your pet should have a special certificate, which confirms that it was clinically checked and was healthy 24 hours prior to the flight.



Church of Saviour on the Blood St Petersburg

If your pet is going to travel from Russia into such countries as the UK, Ireland, Malta or Sweden, you should also be prepared for the fact that your pet will need to pass a blood test and spend 6 months in a quarantine zone in any of the aforementioned countries.

#### 4. Have the right container

Transporting your pets is a stressful experience for both pets and owners. You must have the right container, which should include it being the right size for your pet. Otherwise, you may run into a situation where the airline may refuse to take your pet. The following requirements must be met:

- The container must be large enough for the pet to stand up, turn around and lie down in a natural manner.
- The container must be strong enough to protect your pet during transportation. It must be sufficiently ventilated.
- The door must be well locked to avoid any mishaps during handling and transport.



- Your pets' nose and paws should not be able to fit through any ventilation openings or the door mesh.
- The container must have a water pot and a food container accessible from the outside.

### Good to know

1. Each Moscow international airport has a veterinary control point, where a veterinarian will check your pets' documents and certificates and examine your pet. If the documents meet the required standards and your pet is healthy – an international veterinary certificate with the stamp “vypusk rezhen”, which means “approved for export” will be issued in exchange for the domestic version.
2. It's very important to remember that a passenger can travel with no more than two pets. Therefore, if you have more than two pets, you may need to ask a family member to travel with you. A good alternative is to ask a professional Pet Travel Agent to make the proper travel arrangements for the unaccompanied pets.
3. A Pet Travel Agent is simply a must if your pets will be travelling unaccompanied. Such agents will not only take care of all bookings, documentation, veterinary requirements and travel containers, they can also arrange for your pets to be collected from your home and delivered to their final destination – which we presume is your new abode.
4. In our experience, most pets travel very well by air. However, given the fact that airports are naturally noisy and filled with unusual smells, such as aircraft fumes., we strongly advise that you give your pets anti-stress medication at least 3 days prior to travelling. Make sure you consult with veterinarian prior to administering the medication.
5. Guide Dogs or Assistance Dogs can only travel in the aircraft cabin. Learn more about

special regulations and requirements for travelling with Guide/Assistance dogs, not only when it comes to travelling across your country's borders, but factoring in other countries' requirements, particularly, the country you are headed for. Additional certification or documentation may be needed for such cases.

Transportation of birds, fish and other animals are handled in full compliance with the International Air Transport Association (IATA) Live Animal Regulations (LAR) and the Convention on International Trade in Endangered Species (CITES) – visit [www.iata.org/animals](http://www.iata.org/animals) for more information

On a final note, wish you and your pets a safe and comfortable journey!



**Victoria Chub,**

Commercial Director, IWM

Victoria Chub started to work in International Moving Industry in 1996.

During 15 years of work for the Industry, she carried different projects, such as bookings of international moves of diplomatic goods, logistics project in Jebel Ali Free Zone (UAE), co-ordination of all bookings and moves of personal effects of US Embassy Military Section going to ex Yugoslavia region from different countries, building agents network within Russian regions and creating strong business relations with leading international moving Companies worldwide.

For the last 5 years Victoria's main focus is IWM business development through creating new service solutions, closest work with IWM sales and operational teams for further improvement of quality of services, based on high level of international standards (FAIM) and building new strategic partnership with leading international moving companies worldwide.



# Living in Russia

## Moscow and Saint Petersburg

### 1. The City: step by step

Living in Moscow could be fabulous, interesting and unforgettable: a city of contrasts and fascinating history offers its habitants and guests a variety of adventures.

Moscow is the capital of the largest European country and is situated in the heart of what is known as European Russia. Consequently, this capital city, being the epicenter of life for people of different nations and parts of the world, takes the best from “West” and “East”.

St. Petersburg is home to many of today’s powerful leaders, who left their home city to take charge of the country’s affairs in Moscow. Top management of large multinationals on the other hand, seem to be doing the exact opposite – migrating to the country’s Northern capital.

In this chapter, you will discover Moscow and Saint-Petersburg: step by step. Have a good trip!

### Where to live and how much does it cost

#### Moscow

Most people who come to Moscow or St. Petersburg on a long-term employment contract are faced with the problem of finding a proper residence. You can opt to stay downtown and enjoy the entertainment, shopping and night life; this is a common choice for single persons or couples without children. Families that come to Moscow with children would rather opt to stay in Moscow’s outskirts, the so-called cottage settlements, in order to provide safer ecological conditions for the children, sacrificing a considerable amount of time on travelling to and from work.

# SHORT STORIES

## Beauty and ugliness

The most common contradiction foreign visitors to Russia seem to notice is the fact that Russian women are very beautiful and Russian men are “very not”. They ask me how it can be that somehow, the female gene pool in Russia considerably outperforms the global female gene pool; whereas, the male Russian gene pool got stuck somewhere in the times of Ivan the Terrible. Having had the stroke of luck to arrive in Russia as a man, and not being a movie star myself, I never gave this issue much thought or analysis. I do have to admit, however, that probably it is better to be an expat man than an expat woman in Russia, not just because there are about ten million more women than men in this country.

The stark contrast between beauty and ugliness in Russia does not stop between the sexes though. In Russia, great beauty is to be found, but adjust your gaze one degree and great ugliness can be counted upon to be there as well. Russian nature is one of the most beautiful to be found in the world. If you ever find yourself around Lake Baikal, in the white water rivers of Altay or in the Sayan mountains, you may think you are in heaven. But make a business trip to, for example, Dzerzhinsk (you would not want to go there for any reason other than business) and you are closer to hell. Dzerzhinsk is habitually competing with Norilsk for a spot on the ten most polluted cities in the world list. Rife with hundreds of chemical pollutants resulting from the Soviet chemical weapons program, you have a good chance of running into sarin gas, hydrogen cyanide, sulphur mustard and so on. If you take the Guinness Book of World Records off your shelf you will find that Dzerzhinsk actually holds the record for the most chemically polluted city in the world. Now while I am writing this article I am actually becoming slightly worried as I have made several business trips to Dzerzhinsk in the past, especially, given that I am forty years of age now and from my research, I just learned that the life expectancy of men in that town is forty two. So by that statistic I would have about two more AEB Step by step guides to contribute to but not many more. The contrast between beauty and ugliness is a constant occurrence in your daily life as well. For example, most of the nice views in Moscow are not 360 degree or even 180 degree views. Usually, you have to focus on a beautiful scenery and not look in another direction lest you ruin it with a view of some dilapidated building, fence or road. Go to the Novodevichiy Monastery and when taking a photograph, you will see that you have to make an effort to avoid including an old fuming truck or some abandoned road works. Go to a nice lake just out of town in the summertime and you will not be able to miss the plastic bottles and other remnants of last night's shashlik.

On the one hand, the fact that beauty in Russia always seems to be accompanied by ugliness may be somewhat disconcerting and at times tiring. But on the other hand, it has taught me that a hazed view should be adopted when looking at life. If you make the picture fuzzy enough and imagine the rest, then life becomes quite agreeable, especially, when flying back to Moscow from Dzerzhinsk.

It also taught me to really appreciate every manifestation of beauty, even when it is surrounded by dirt. Therefore, now, when I do my run along the Moskva river embankment, from the Red October Factory, to Gorky Park, through Neskuchniy Sad and on to the Sparrow Hills, I feel like the luckiest man alive. No polished beauty of a runs through New York Central Park for me. I prefer to have the ravishing with the rough. After all, pearls grow in dirty oysters.

**Jeroen Ketting, Lighthouse**

## Types of buildings

Types of Buildings	De luxe	Luxe	Business	Econom
1	2	3	4	5
Location	<p><b>M:</b> Downtown, inside the Garden Ring or prestigious areas in immediate proximity. Locations like: Ostozhenka, Prechistenka, Arbat, Zamoskvorechye, Plyuschikha, etc.</p> <p><b>St. P.:</b> Downtown, inside the Golden Triangle, Admiralteystvo, the Tavrichesky Garden area.</p>	<p><b>M:</b> The central district, the Western, South-Western and North-Western districts.</p> <p><b>St. P.:</b> The Petrogradsky Side, the Krukov Channel district, the Vasileostrovsky district.</p>	Any except ecologically problematic districts	Any
Architecture	<p><b>M:</b> Unique modern architecture, unique shape, very limited number of potential residents (large apartments – over 100 sq.m. in size).</p> <p><b>St. P.:</b> Old residential mansions, fully refurbished and redesigned, with a historical facade, a front building and modern developments at the back.</p>	<p><b>M:</b> Unique modern architecture, unique shape. Old residential mansions fully refurbished and redesigned, often with penthouses.</p> <p><b>St. P.:</b> Old residential buildings partly refurbished. Stalin-type and ‘Soviet Era’ buildings.</p>	<p><b>M:</b> Modern architecture, effective planning dedicated to a large number of residents. Stalin-type and ‘Soviet Era’ buildings.</p> <p><b>St. P.:</b> Old residential buildings, Stalin-type and ‘Soviet Era’ buildings.</p>	Any
Development company	Has a serious reputation and authority on the elite real estate (RE) market.	Has a good reputation and successful track-record on the RE market.	Has experience on the RE market, not necessarily in the residential segment.	Any
Interior decoration	Top level, expensive lighting, natural finishing materials. Created by prominent international specialists.	Good quality light lighting, finishing combines natural and artificial materials. Created by international or Russian specialists.	Not very expensive materials. Practical. Created by owners.	Simple. Cheap.
Number of apartments	Less than 50	Less than 100	Any	Any
Technique	Advanced ventilation and air-conditioning systems, independent systems of power supply, systems of water filtration, advanced telecom options, smart-house systems.	Modern systems of ventilation and air-conditioning, quality telecom connections.	Ventilation	Simple

	1	2	3	4	5
Parking		Underground parking, minimum 2 slots for apartment, often on-site car-wash	Underground or surface. 1 slot for apartment	Surface guarded parking facilities in the area – big advantage!	No
Territory, Security		Fenced territory under professional surveillance. Inner yard with professional landscape works, children’s playground.	Fenced territory under video surveillance, children playground.	Video surveillance. The territory might be partly fenced.	Not fenced. Inter-com in the entrance
Extra services		24-hour technical support, reception, delivery service, professional cleaning, gardener, children’s playroom with nannies. Fitness facilities, swimming-pool, sauna.	24-hour technical support, territory maintenance.	No	No
Average price (per month)		<b>M:</b> 8,000–35,000 Euro	<b>M:</b> 4,000–20,000 Euro	<b>M:</b> 2,000–5,000 Euro	<b>M:</b> Any (min 800 Euro)
		<b>St. P.:</b> 4,000–12,000 Euro	<b>St. P.:</b> 2,000–9,000 Euro	<b>St. P.:</b> 1,200–3,500 Euro	<b>St. P.:</b> Any

M – Moscow  
St. P – St. Petersburg

**St. Petersburg**

The situation in Saint Petersburg is a little bit different: there are no special “expat zones” and the new comers prefer to live in the center. The biggest issue in St. Petersburg is a shortage in quality rental property in the city centre. This is because the number of residential development projects in the city center is very limited.

The table below contains the general information on Russia’s residential market. For more information, all interested persons should take the so-called “look-and-see tour”, available from any proper real estate company, so as to understand what is offered on the market. Rest assured, whatever your choice, both Moscow and St. Petersburg are fascinating. Spending time in any of these cities would definitely become one of the most exciting experiences!

**Moscow vs. St. Petersburg: Capital Rivalry**

Russia’s two leading cities have always run head to head, competing for political, economic, cultural and scientific superiority. While the real estate markets in Moscow and St. Petersburg develop in the same macroeconomic environment, there remain a number of differences between them.

The first and the most important feature - rental rates are significantly higher in Moscow than in St. Petersburg. In Moscow prices are more sensitive to market change and the economic situation. For example, if the exchange rate increases, rental rates will increase. The rent rates also vary from season to season; at the end of summer, for example, rental rates increase. In St. Petersburg, the situation is less drastic; rental rates increase gradually and freeze on a certain level for longer periods.

The other important differences in the rental markets of the two capitals are:

- When it comes to the number of good apartments and new buildings available, one can not but notice that St. Petersburg lags considerably behind Moscow on this. Most of the good apartments that are available in St. Petersburg are in old buildings which more often than not have communications, heating, and other technical issues.
- The level of service also differs significantly. Many large real estate companies and smaller agencies have representative offices in St. Petersburg. However, staff numbers are considerably smaller, with many still opting to have their head offices in Moscow.
- Agencies in St. Petersburg are much more serious about property management service than in Moscow. In St. Petersburg, the average price for that varies from 3% to 5% of one's monthly rental rate. In Moscow, it could reach 10%.
- Short term rent is more popular in St. Petersburg because it is considered by many to be the cultural capital and it is more accessible to foreigners than Moscow. This is also one of the main reasons why many of the landlords in St. Petersburg are expats. It is

important to notice that real estate prices in St. Petersburg is not as high as in Moscow.

### Useful links

#### Real estate companies operating in Moscow and St. Petersburg:

- [www.mayfair.su](http://www.mayfair.su)
- [www.intermarksavills.ru](http://www.intermarksavills.ru)
- [www.blackwood.ru](http://www.blackwood.ru)

## 2. Living in Moscow and Saint Petersburg: other useful facts

### a. For those with children (“deti”)

There are over 1800 high schools and 110 colleges in Moscow. There are also over 200 institutions offering higher education in Moscow, including 60 state universities and the leading Russian University – the Lomonosov Moscow State University, which was founded in 1755.

### 1. Schools (“shkoli”)

Moscow and Saint Petersburg have a number of international schools that are popular with the expat community. These include the Anglo-American and British International Schools. All offer English speaking classes, with

#### Rental Rates Following the Results for the third quarter of 2011 (Moscow):

Number of rooms	Minimum (\$)	Maximum (\$)
1	1800	4500
2	2000	7500
3	4000	13 000
4	6500	23 000
5 and more	10000	27 000

#### Rental Rates Following the Results for the third quarter of 2011 (St. Petersburg):

Number of rooms	Minimum (\$)	Maximum (\$)
1	1200	3500
2	1500	4000
3	2200	6 000
4	3000	9 000
5 and more	4200	12000

academic qualifications recognised worldwide. All schools are fee-paying. The fees depend on the grade level, period of enrolment and whether or not your child requires any additional support programmes. In general, it varies between 3,000 and 7,000 Euros per month. The admission procedures for all schools are quite complex and consist of several steps (application form, test, interview etc); therefore, it's best to get started well in advance.

### Useful links

- English International School of Moscow: [www.englishedmoscow.com](http://www.englishedmoscow.com)
- Anglo American School of Moscow (AAS): [www.aas.ru](http://www.aas.ru)
- British International School of Moscow (BISM): [www.bismoscow.com](http://www.bismoscow.com)
- International School of Moscow: [www.internationalschool.ru](http://www.internationalschool.ru)
- German School: [schulwebs1.dasan.de/ds\\_moskau](http://schulwebs1.dasan.de/ds_moskau)
- Nordic School: <http://www.nordicschool.ru>
- French Lycee: [www.lfm.ru](http://www.lfm.ru)
- The English Nursery School: [englishnursery.ru](http://englishnursery.ru)
- Little Angels International Kindergarten: [www.littleangels.ru](http://www.littleangels.ru)
- Magic World Kindergarten: [www.mgworld.ru/eng](http://www.mgworld.ru/eng)
- International school of Saint Petersburg: [www.interschool.ru](http://www.interschool.ru)
- L'école française André Malraux de Saint Pétersbourg: [www.efsp.org](http://www.efsp.org)

## 2. Children's entertainment

There are several options for keeping your children entertained in Moscow and St. Petersburg. These include ice rinks, horse riding, dance and theater classes, roller skate parks and various sport schools.

### Useful links

- Children in Moscow: [www.childreninmoscow.ru](http://www.childreninmoscow.ru)

- Wiki List of Parks & Gardens: [en.wikipedia.org/wiki/Parks\\_and\\_gardens\\_in\\_Moscow](http://en.wikipedia.org/wiki/Parks_and_gardens_in_Moscow)
- All Russian Exhibition Center (AREC): [www.vvcentre.ru/eng/recreation/entertainment](http://www.vvcentre.ru/eng/recreation/entertainment)
- Moscow Zoo: [www.zoo.ru/moscow/defengl.htm](http://www.zoo.ru/moscow/defengl.htm)
- Fantasy Park: [www.fpark.ru](http://www.fpark.ru)
- Sand Project: [www.sandproject.ru](http://www.sandproject.ru)
- Moscow Botanical Gardens: [www.moscow.info/parks/botanical-gardens](http://www.moscow.info/parks/botanical-gardens)
- Beaches and Pools in Moscow: [www.expat.ru/s\\_beaches\\_and\\_pools.php](http://www.expat.ru/s_beaches_and_pools.php)
- St. Petersburg Zoo: <http://www.spbzoo.ru/section/?id=94>
- Ice Palace in St. Petersburg: [http://www.travelpetersburg.com/entertainment/32\\_ice\\_palace.html](http://www.travelpetersburg.com/entertainment/32_ice_palace.html)

## a. Health (“zdorovie”)

### 1. Medical centers (“Polycliniki”/“Gospitolya”)

The Russian health care system has seen major improvements in the recent years, both in technologies and pharmaceuticals. Moscow and St. Petersburg host a number of Western medical clinics that can look after all of your family's health needs. The clinics are spread out over the city; therefore, regardless of your location, there is sure to be medical provision in the vicinity.

### Useful links

- Emergency Number Moscow: 03
- International SOS (The Moscow Clinic, 24 hour service to its clients): [www.internationalsos.com/en](http://www.internationalsos.com/en)
- American Medical Centers (24 hours service): [www.amcenter.ru/en](http://www.amcenter.ru/en)
- European Medical Center (French, British and American experts): [www.emcmos.ru/en](http://www.emcmos.ru/en)
- American Clinic: [americanclinic.ru/eng](http://americanclinic.ru/eng)
- US Dental Care (Canadian, American and Russian specialists. Open 7 days a week): [www.usdentalcare.com](http://www.usdentalcare.com)

# SHORT STORIES

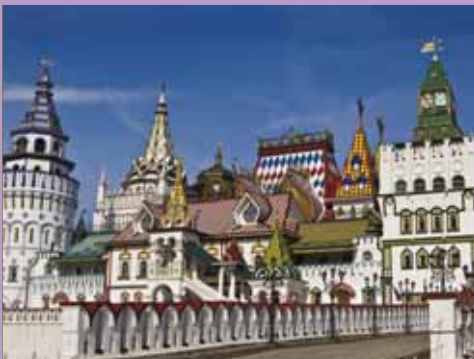
## Us and them

If a Russian tells you that you are “nash chelovek” or “svoi chelovek, meaning “our kind of person”, then this is one of the greatest compliments you can get as a foreigner in Russia. It means that because of what you said or did you are included into a close and literally exclusive group of people. It is not by coincidence that the Kremlin’s main youth organisation is called “Nashiy” or “Ours”.

Russian society, politics, the economy, but also the daily private lives of people are structured and organised according to the borders between what is “svoi” (ours) and “chuzhoi” (alien). For Russians the distinction between us and them is just as real as the distinction between “good” and “bad” or “alive” and “dead”.

The “us” may relate to those with whom one has blood or family ties, it may relate to those who belong to one of the ethnic groups inside Russia, it may relate to religion and it definitely relates to nationality. Within the group defined as “us” Russians are concerned about each other, take care of each other and show unconditional loyalty and friendship. Everything that falls within the “them-category” however, is alien and should be treated with suspicion and distrust.

The division between us and them is a symptom of Russia’s clan culture. This clan culture has its most recent roots in the Soviet period, when having informal connections was crucial to people for their advancement and survival. In the roaring nineties the clan culture expanded from individual people to businesses and to the economy at large. The nineties had a very unstable and dangerous business environment and entrepreneurs looked at the people close to them to deal with this particular environment. The clan culture in Russia, up to this day, provides solutions to the problems and difficulties people encounter in business and in their private lives. The solutions that are found within the clan are based not upon the codified laws and regulations of the country, but on the unwritten informal rules by which the clan functions. This means that in Russia, in addition to the formal legislation you also always have to take the informal rules into account. The informal rules are more important than the formal ones. It often surprised me that Russian business people I knew would break every written law they could get away with, when functioning in the public domain, but at the same time live and do business according to strict ethical standards and values, when it concerned their close friends, relatives and business partners.



Moscow Vernisage Izmaylovo Izmaylovskiy Exhibition

This clan psychology, on the other hand, also causes a certain apathy when it concerns problems in the society at large. As people are mainly concerned with the problems and interests of a certain circle, be it family, friends or business partners, they have less attention for the problems that go beyond the interests of a specific group and affect the country as a whole. Although they often complain about it, Russians will not take to the streets to rally for the environment, improved education or better healthcare. But they will proudly wear a red sports jacket or baseball





Catherine's palace in Tsarskoye selo

cap with “Rossia” written on it, when going on holiday abroad.

Russians are ready to accept that you need to belong and conform to a system or to a group, if you want to achieve something. This is the direct opposite of the western belief that the individual should have the same chances and opportunities as the group. When Russians took to the streets after the elections in 2011 it was not to change the system or the leadership of the country. It was simply to express their indignation about the way

the results of the elections came about; which in itself is worrying enough as Russian history has shown that it is indignation that drives the masses to revolt.

Comprehending the “us and them” psychology is one of the key instruments to understanding Russia. For the unfriendly sales lady in the supermarket, you are part of “them”. Your Russian negotiation partner protects the interests of his business and of his clan and has no direct eye on your interests, and will therefore, not seek a win-win solution with you immediately. Or if it is win-win for him, then it means he hopes to win twice. In geo-politics, Russia will in most cases follow a zero-sum or a “win-lose” strategy. To politicians, Russia occupies a special position on the world stage and its interests will always be defended vehemently against the foreign enemy.

But help the sales lady in your neighbourhood shop to get rid of a drunken troublemaker and she will be your ally forever and tell you which fish is fresh and which one isn't. Prove to your Russian business partner that you are in the same boat and that you will do your bit to stay the common course and he will see you as a part of his inner group and reward you in your joint business projects. Show the politician that you understand what Russia needs and that you are ready to invest in the relationship and you will get a preferential treatment. As a foreigner you have to understand and respect the fact that you are part of “them” from a Russian point of view. The biggest mistake you can make is assume that you are part of the Russian “us”. Once you get that difference, then the “us and them” can work against you or in your favour and it all depends on you.

There are still many other contradictions that I could write about as no matter what qualification you apply to Russia, the opposite will always be true as well. For many foreigners, and for me as well, these contradictions and contrasts are actually one of the great attractions in Russia. It makes life in Russia rich, colourful and immensely valuable.

At least, I hope that by reading the descriptions about the various contradictions in this guide you will come one step closer to becoming a person about whom the Russians would say: “Vot..., nash chelovek!”.



### Jeroen Ketting

Jeroen is Founder and Managing Director of Lighthouse.

He has been living in Russia for over 15 years giving him fluency in the Russian language and a thorough understanding of the Russian business culture. Jeroen has founded and operated numerous businesses in Russia and has assisted in the establishment of more than 20 Western-Russian business ventures. Jeroen's extensive experience in the Russian market is backed by a strong track record in strategic business advisory. He is an expert negotiator and mediator in the Russian-Western context and is a regular speaker at international events and seminars related to Russia. He frequently contributes to Russia related international publications.

- American Dental Center:  
www.americandental.ru/index.html
- The American Russian Dental Center (the clinic is Moscow's only Russian affiliate of the American Dental Clinic): ardc.ru/eindex.html
- Information about pharmacies in Moscow:  
www.mosaptec.ru
- Internet – pharmacy: www.pastera.ru
- Pharmacy 36,6: www.366.ru
- Rigla: www.rigla.ru
- Old Lekar: www.oldlekar.ru
- American Clinic – + 7 (812) 140 2090
- British-American Clinic – + 7 (812) 327 6030
- Euromed Clinic – + 7 (812) 327 0301
- International Clinic – + 7 (812) 320 3870
- MedPalace – + 7 (812) 272 5291
- International medical center “Medem”  
+7 (812) 336 3333
- International medical center “Union clinic”  
+7 (812) 329 6767

### b. Shopping

- Cheap (\*)
- Middle class (\*\*/\*\*\*\*)
- Expensive (\*\*\*\*/\*\*\*\*\*)

Shopping in Moscow and Saint-Petersburg could be done day and night and you can find anything you want.

**Groceries:** There are a number shopping opportunities ranging from small convenience stores located close to apartment blocks and

### Medical centers in Saint-Petersburg:

St. Petersburg emergency telephone numbers that need to be noted are:

- Ambulance – 03 and 278 0055
- 24 hour pharmacy – 311 2077

The following are the telephone numbers of St. Petersburg clinics, with English speaking staff:

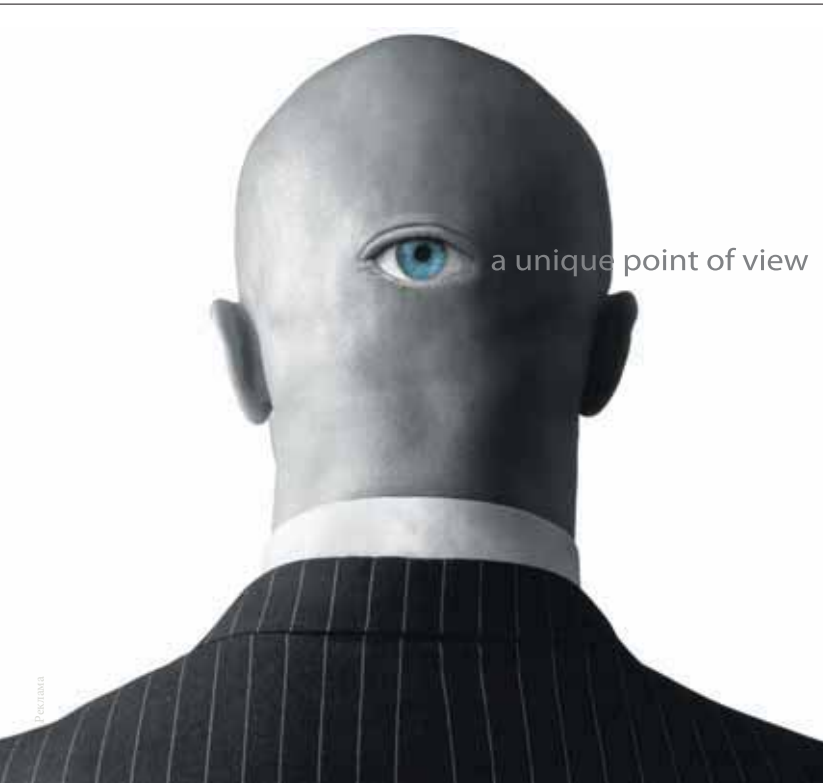
### 1. Supermarkets

NAME	RATING	WEBSITE
Azbuka vkusa	*****	www.azbukavkusa.ru
Stockmann	*****	www.stockmann.ru
Seventh continent	****	www.7cont.ru/eng
Perekrestok	***	www.perekrestok.ru/
Auchan	**	www.auchan.ru/en
Paterson	**	www.paterson.ru
Lenta	**	www.lenta.com/
OK	**	www.okmarket.ru/
Kopeika	*	www.kopeyka.ru
Piaterochka	*	www.e5.ru

### 2. Shopping Centers

NAME	CITY	RATING	WEBSITE
Auchan	M., St. P.	The hypermarket	www.auchan.ru/en
GUM	M.	A huge shopping mall located right on the Red Square	www.gum.ru/en
TSUM	M.	Continuing the age-old traditions, TSUM today – is the first and only department store of the country, offering the highest quality products	www.tsum.ru

Stockmann	M., St. P.	The hypermarket	<a href="http://www.stockmann.ru/portal/en">www.stockmann.ru/portal/en</a>
Mega Mall	M., St. P.	Mega Mall is one of the largest shopping malls in Europe and includes a huge Auchan hypermarket, skating rink, cinema, food court and hundreds of Russian and Western retail outlets including Zara, Mango, and Mexx	<a href="http://www.eng.megamall.ru/main.wbp">www.eng.megamall.ru/main.wbp</a>
IKEA	M., St. P.	As everywhere in the world	<a href="http://www.ikea.com/ru">www.ikea.com/ru</a>
Crocus City Mall	M.	Mega Mall is one of the largest shopping malls in Moscow where you can find all luxury brands.	<a href="http://www.crocus-city.ru/eng">www.crocus-city.ru/eng</a>
Gostiniy Dvor	St. P.	Gostiniy Dvor is considered one of the largest and oldest shopping centers in Saint Petersburg.	<a href="http://bgd.ru">bgd.ru</a>
Passage	St. P.	The first customers entered Saint Petersburg Passage in 1848. At that time this shopping center was practically the only one in Russia.	<a href="http://passage.spb.ru">passage.spb.ru</a>
Vladimirsky Passage	St. P.	Vladimirsky Passage is one of a few shopping centres in the centre of Saint Petersburg.	<a href="http://vpassage.ru">vpassage.ru</a>



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MAYFAIR  
PROPERTIES

Metro stations to huge shopping centers found everywhere, including the city outskirts. For those who like to shop in supermarkets, there is a variety of different chains, offering a wide range of products, including some that are popular within the expatriate community, in particular. Farmers markets, where fresh food can be purchased also exist.

**Clothing and accessories:** These can also be purchased everywhere, with the options ranging from everyday affordable to designer and haute couture. The most expensive outlets such as Chanel and Hermes are located on the Tretjakov passage and Stoleshnikov Lane; while the less expensive clothing lines, such as H&M, Zara etc. can be found in many Moscow shopping centers.

### c. Pets

Russian veterinary medicine offers quality service. It is not hard to find the same quality of service you experience in your native country. Moscow has a number of veterinary services to choose from; although, not all vets may speak English.

#### Useful Links

- Move-One Relocations: Pet Transport: [www.moveonerelo.com/pets/](http://www.moveonerelo.com/pets/)
- Moscow Animals: [www.moscowanimals.org/](http://www.moscowanimals.org/)
- English Speaking Vets: [www.moscowanimals.org/advice/vet.html](http://www.moscowanimals.org/advice/vet.html)
- Saint-Petersburg Vet: <http://zoohelp.ru/>

### 3. Time out

Russians are very friendly and hospitable people. Also, there are many expats already living and working in Moscow and Saint Petersburg, who will be happy to welcome a newcomer and offer any advice being sought.

#### Useful Links

- The Moscow Guide: [guides.moscowtimes.ru](http://guides.moscowtimes.ru)
- Moscow Life: [www.moscow-life.com](http://www.moscow-life.com)

- Expat Blogs: [www.expat-blog.com](http://www.expat-blog.com)
- Ways to Russia: [www.waytorussia.net](http://www.waytorussia.net)
- International Clubs & Associations
- The International Women's Club of Moscow: [www.iwcmoscow.ru](http://www.iwcmoscow.ru)
- British Women's Club of Moscow: [www.bwcmoscow.co.uk](http://www.bwcmoscow.co.uk)
- American Women's Organization of Moscow: [www.awomoscow.org](http://www.awomoscow.org)
- Damas Latinas: [www.geocities.com/dlatinass/club.html](http://www.geocities.com/dlatinass/club.html)
- Moskva Accueil (French Women's Club): [www.site-moskva-accueil.org](http://www.site-moskva-accueil.org)
- Swedish Women's Educational Association (SWEA): [www.swea.org](http://www.swea.org)

### a. Art

#### Useful links

- Information about museums: <http://www.museum.ru/>
- Information about theaters: <http://www.theatre.ru/emain.html>

#### Useful links

- Information about parks: <http://bestguide.ru/>

### b. Cinema

#### Useful links

- Information about Moscow cinemas: <http://www.kinoafisha.msk.ru/>
- Information about Saint-Petersburg cinemas: <http://www.kinoafisha.spb.ru/>

### c. Restaurants

- Cheap (\*)
- Middle class (\*\*/\*\*\*)
- Expensive (\*\*\*\*/\*\*\*\*\*)

#### Useful links

#### Information about restaurants in Moscow:

- <http://www.afisha.ru>
- <http://resto.ru/>

**Restaurants In Moscow:**

NAME OF CAFÉ/RESTAURANT	RATING	COMMENTS
McDonald's	*	As everywhere in the world
Elki-palki	*	Russian
Mu-mu	*	Russian
Korchma Taras Bulba	**	Ukrainian
Yakitoria	**	Japanese. Chinese
Il patio	**	Italian
Fish house Filimonoff & Yankel	***	Fish
Steak House Goodman	***	American
Friday's	***	Mexican
Vogue Cafe	****	European
Chez Geraldin	****	French
Oblomov	****	Russian. European
Bellagio Giardino	****	Italian
Café Pushkin	*****	Russian
Nedalny Vostok	*****	Chinese. Japanese
Cantinetta Antinori	*****	Italian
Turandot	*****	Russian. Japanese. Chinese

**Restaurants In St. Petersburg:**

NAME OF CAFÉ/RESTAURANT	RATING	COMMENTS
McDonald's	*	As everywhere in the world
Dali art cafe	***	Russian. European
Cabinet-Portrait	****	Russian.
Brasserie de Metropole	***	Russian. French. Dutch. Flomand.
Francesco	***	Italian
Europe	*****	Russian. European
Dvoryanskoe Sobranie	***	Russian. European
Chopsticks	***	Chinese.
Rossi	***	Italian
Panoramic restaurant Flying Dutchman	***	Italian. Russian. Japanese.
Poisson	***	Italian. Russian. Japanese.
Park Juzeppe	*****	Italian
Ludovic	****	French- Italian
Tiffany's Cafe	****	Italian
Marcelli's	***	
Da Vinchi	***	Italian. Russian.

- <http://www.restoran.ru/>

### Information about restaurants in Saint-Petersburg:

- <http://www.afisha.ru>
- <http://www.travelpetersburg.com/restaurants/>
- <http://www.restoran.ru/>
- <http://spb.resto.ru/>

### d. Night life

Today both cities house many of the worlds largest nightclubs. Many establishments operate as restaurants and cafes during the day, transforming clubs at night. The major and most popular nightlife areas are around the center of the city.

### Information about night life in Saint Petersburg:

- <http://www.mapsofworld.com/cities/russia/saint-petersburg/nightlife.html>
- <http://www.travelpetersburg.com/entertainment/nightsout/>

### Information about night life in Moscow:

- [www.inyoupocket.ru](http://www.inyoupocket.ru)
- <http://www.clubmap.ru/tag/msk/>

## 4. DOs and DON'Ts

### Airoport

- **Do not** change money at the airport.
- **Do not** use the services of taxi drivers that jump on you when you enter the airport.
- **Do** engage the services of an official taxi.

### City

- **Do** prepare cash for buying the tickets in public transport (metro, bus etc) – you can not pay with a credit card.
- **Do not** keep your ticket in metro after you passing the entrance – there is no inside control.

- **Do not** try to buy strong alcohol (over 15% w/v) after 22.00 – it is forbidden.
- **Do** your shopping any time you want – in Moscow almost all supermarkets are open 7 days a week and some of them 24 hrs.
- **Do not** be afraid to smile and say “hello” to people. Although relatively new, the culture of well-wishing is rapidly developing.
- **Do not** hail a car – better call a taxi. It will be safer, especially, if you not an “experienced” expat in Moscow. You can not pay with a credit card, even in major taxi companies.
- **Do not** be afraid to ask if you are lost – Russian people love to be of help.
- **Do** wait for a few seconds after the green light lights up to cross the street – the traffic is very unpredictable.
- **Do** always have your documents with you – it could be asked anywhere and at any point in time.

### Entertainment

- **Do not** engage in a drinking contest with a Russian – there may be sad consequences to your health.
- **Do** smoke in restaurants – it is allowed.

Welcome to Russia: enjoy Moscow and Saint-Petersburg!



#### Marina Markarova

Managing partner – General Director of the consulting real estate company MAYFAIR Properties. Founded in 2006.

MAYFAIR Properties is set up to provide the highest quality residential and relocation advisory services. MAYFAIR Properties is also offering services in the fields of elite residential, land properties and commercial real estate. Our Residential Department offers a wide range of relocation and residential services to assist your company. Our aim is to provide the best and most exclusive services for clients with employees looking to work in Russia or move to live in Moscow.



## Choosing a place to live in Moscow

One of the major issues facing expatriates coming to Moscow is the price of rental properties. After Tokyo, Moscow is considered to be the most expensive city to live in. The cost of accommodation is one of the principal reasons why this is so.

Your options may be limited in terms of your budget, but principally, one has several options:

- **The city centre:** this is an apartments only option. It allows one to be close to museums, theaters, bars, restaurants, shops and all the infrastructure Moscow has to offer.
- **Further outside the city:** some choose to live in a residential compound (e.g. Pokrovsky Hills, Rosinka and some others – see details further on), where one is more likely to find a house and green spaces for the children to run around.
- **The middle ground:** a lot of expatriates also opt for a combination between these two options – to live in an apartment, but in one of the areas close to international schools and parks (such as Sokol, Krylatskoe or Leninsky prospect).

If you are single or a family with no kids, then your definite choice is an apartment in

the city centre or in the area close to your office. If you are a family, then you can choose any of the three options depending on the age of your kids, location of the school you choose, your budget and the lifestyle you are used to.

The areas described here are those preferred by expatriates in Moscow. They are quite clearly defined:

- The centre of Moscow – inside the Garden Ring. This includes Arbat-Kropotkinskaya, Patriarchy Ponds, Tverskaya, Tsvetnoy boulevard, Chisty Ponds, Zamoskvorechie;
- Around the centre to the south and west. This covers Frunzenskaya, Krasnopresnenskaya; and
- The entire western part of the city, from the south to the north. This includes Leninsky prospect, Kutuzovsky prospect, Krylatskoye area, Leningradsky prospect areas.

The eastern part of the city (Kashirskoe and Varshavskoe highway, Novogireevo, Izmaylovo, Yaroslavskoe highway are, in general, not popular with the expatriates and very few of them choose to live there, mainly because most of the buildings there are Soviet panel buildings, with small apartments.

## Popular residential areas in central Moscow

### Arbat-Kropotkinskaya

#### One should consider this area if:

- You are looking for a downtown location in close proximity to everything Moscow has to offer;
- You are a family, with kids and looking for a quiet place downtown (sidestreets).

The Arbat-Kropotkinskaya area lies west of the Kremlin and is one of the most popular residential areas of Moscow.

The Old Arbat is the true symbol of the old Moscow. It is part street theatre and part art market, with plenty of tourist-oriented souvenir shops, where you can buy anything from fur hats to matrioshka dolls. Despite being often crowded, the street is very charming, with lots of noteworthy buildings and sculptures, as well as numerous cafes and bars (including the infamous Hard Rock Café and Starbucks).

The New Arbat is now the main artery heading westwards out of Moscow and is lined with an array of shops and restaurants.

The area between the Old Arbat and Prechistenka takes us back to the unique world of quiet lanes, where each house is still steeped in the atmosphere of old Moscow. It is one of the best areas to consider if you are moving to Moscow, with a family and want to be downtown – the lanes are very quiet and there is a number of playgrounds, for example, the Starokonushenny lane, Maly Vlas'evsky or Spasopeskovsky. This area also has an international kindergarten - Petit Cref for kids aged 2 to 7, with a reasonable commute to the International School of Moscow (ISM).

There is a good selection of pre-revolutionary, Stalin and ministerial buildings – as well as probably the largest number of modern buildings, with underground parking in the centre.

At the same time, this area is one of the most vibrant and has everything Moscow can offer (restaurants, shops, and clubs) – to feel the buzz of the city life, choose the Stary and Novy Arbat streets.

The area between the Prechistenskaya embankment and Ostozhenka stands a bit apart from the rest of the area and is known as the Golden Mile – for its most expensive residential properties in buildings of modern design. Suffice to say that 70 per cent of Moscow's most expensive apartments for rent or sale (according to a rating of the most expensive properties) are located in this area.

## Most popular residential buildings of the area

- **Malaya Molchanovka 8 - the 'Lion House'**: it is opposite the Belgian Embassy, a pre-revolutionary building completely reconstructed behind the original façade and roof.
- **Romanov lane no. 5**: loved by expatriates for its closed yard, proximity to Old Arbat and for its huge apartments by Moscow standards, up to 350m<sup>2</sup>.
- **Grubber House (Novy Arbat 29)**: one of the first modern buildings in Moscow, located next to the UK embassy. It is a gated territory.
- **Opera House on Ostozhenka 25**: this is a modern building that got its name by housing the school of the famous opera singer Galina Vishnevskaya. Other facilities include a fitness centre called "Doctor Loder". It is a gated territory and underground parking.
- **Fillipovsky 8**: one of the first and most popular modern buildings in the area.

"I enjoy living here because it is very central and I can happily walk around the neighborhood and the centre of Moscow. It is also near to the metro; hence, I can get to other parts of Moscow with ease. I speak enough basic Russian to confidently navigate around the metro system and being forced to speak Russian on a daily basis helps me improve my



language skills. We live in a relatively affluent area of the city, so I feel safe on the streets (as safe as any other large city)."

Claire Ansell, (children 10 and 12)

## Patriarshy Ponds

### One should consider this area:

- If you want to be in a premium and fashionable location;
- As a possible option for families with kids.

Patriarshy Ponds is a relatively small residential area to the west of the Kremlin – located between the Arbat-Kropotkinskaya and Tverskaya areas. It is one of the most elite neighborhoods in Moscow – and when it comes to rentals, one of the most expensive. It is a brand in itself – many expats coming to Moscow want to live in “Patriarshy Ponds” even without knowing much about the area – because they have been told it is “the place to be”.

Though the area has only one big supermarket – Aliye Parusa on Bolshaya Bronnaya street – it has lots of cafes and restaurants.

Bear in mind that this area has a very limited number of modern buildings – so if underground parking and a premium class entrance are your priorities, the apartment search will be not easy.

### Most popular residential buildings of the area

Ministerial buildings on Spiridonovka street and Malaya Bronnaya street.

- **Treprudny 11/13:** a large pre-revolutionary house close to the Pond. It has its own courtyard.
- **B.Kozikhinsky 14:** it is one of the few, new buildings in the area.

“It’s ideal for both younger children and teenagers. Many families with children live in Patriarshy Ponds and gather in the playgrounds. There are many restaurants and cafes

around here, as well as the zoo. I live in a pre-revolutionary building with four children (2, 11, 15 and 17)”. Claire de Bruin

## Tverskaya-Kremlin

### One should consider this area if:

- You are looking for a downtown location in close proximity to everything Moscow has to offer;
- You are a family, with kids and looking for a quiet place downtown (side streets).

The Tverskaya street is Moscow’s main street: it is a wide central avenue bustling with life. This area is characterised by large buildings that house various shops, clubs, cafes, and restaurants. The Tverskaya street is Moscow’s 5<sup>th</sup> Avenue. During the big national holidays, no traffic is allowed on the Tverskaya and the street turns into a major party venue.

Still, if you are looking for a quiet place to live, do not discard it as an option. The area has a number of side streets, well protected by other buildings from the hum and noise of Tverskaya (see the above list of the most popular residential side streets). Easy commute to major international schools located in the North accounts for the fact that quite a lot of expat families with kids live here.

There are two parks – the Hermitage Garden, which is a centre of cultural life, housing many concerts and exhibitions in summertime, and Miusky park, near Belorusskaya metro station, which is a popular place for families with kids.

The Tverskaya area has its own pedestrian streets – the Kamergersky and Stoleshnikov lanes, which compete with Sary Arbat in the number of cafes and restaurants of all types (Including Café des Artists and Starbucks). Stoleshnikov is also the street, where luxury boutiques like Chanel and Hermes are located.

### Most popular residential buildings of the area

- Imposing Stalin-type buildings on **Tverskaya 4 and 9**
- **Tverskaya 28**: this is a modern building next to Marriot Grande, sometimes referred to as “the Marriot Building”.
- **Lesnaya 6**: this is a modern building, with security and underground parking, located right next to Belorusskaya metro station.
- **Petrovsky blv 5**: it is a complex consisting of several pre-revolutionary buildings, and currently, with its own yard.
- **Strastnoy 10**: this is one of the most popular modern buildings in the area: facilities include underground parking and Dr Loder fitness centre.

“We are a British-Chilean family, with two children aged 8 and 6. This is our second time in Moscow and on both occasions we have decided to live in the centre of the City. We like to be able to walk to most places and if not, we use the metro, which is a great way to get around without having to sit in traffic jams. We have everything at our doorstep, especially, the “Produkti” (grocers) and the kiosks that sell fresh fruit and vegetables, and fresh flowers too. We are walking distance from the European Medical Centre (EMC), which is very handy if the traffic is bad, and based on our experience, we only have good things to say about it. You will find most neighborhoods or streets have access to a playground for children. They do vary by location, but it is clear that they are improving the equipment. Our children go to school outside the city centre. We take 15-20 minutes by car to get there - we are a 10 minute stroll from the Kremlin, so we are very central! The disadvantage of this is that heading back into town during the morning rush hour will make the car journey last 45-50 mins. There are days where it will be the exception, for better or worse! Moscow is a great city! It does take a while for it to grow on you, especially the people, but once it does it's very difficult to let go of it!

Alex May, (children 8 and 6)

### Chistye Prudy/Lubyanka/Kitay Gorod

- **International schools and kindergartens:** French secondary school

#### One should consider this area if:

- You are planning to place you children in the French secondary school and would like to live in the part of the centre with a historical atmosphere.

Surrounded by elegant buildings, this is a great place for walks: busy streets, neighbor tranquil lanes and courtyards, with traditional architecture. Many embassies are based here and it is close to the French school.

This residential area is relatively small. Most of the residential buildings in the area are pre-revolutionary, with high ceilings and interesting architecture. Often, the entrance is renovated and well presented. There are a number of new houses, but not a lot, mainly on Daev pereulok and Mashkova street.

“I have lived here in Chisty Prudy for over 12 years and I wouldn't live anywhere else in Moscow! Yes, there is the congestion of traffic, pollution and the prices of apartments are not cheap, even with the limited square meters or the entrances not being in such great repair! However, to live here you have a little patch of nature with the pond, where there is somehow more light and air and where the ducks fly in for splash landings and lots of doves love to circle about! You are in walking distance to just about anything interesting... be that restaurants, cinemas, galleries, theatres, night clubs, coffee shops, banks, boutiques, grocery stores, karate and yoga classes and even fish (we have the Moscow Aquarium in the basement of House 14! In the summer, the park offers art on display, live music, fire works and the occasional toy boat on the pond (one of our son's). In the winter the pond turns onto a big playground for sledding, ice skating and more fireworks! An ideal place for a family - we are

near schools for our children, who attend Russian schools. There are many places to eat and it is a nice green area for walking. There are also sports clubs, which are very near.”

Lynne Udalov (Children 9, 7 and 5)

### Most popular residential buildings

- **Dom Rossii (House of Russia):** Located at Sretensky boulevard 6, this is a pre-revolutionary house, with an amazingly ornate façade, admired by the famous Le Corbusier.
- **Solyanka 1/2:** this is one of the largest pre-revolutionary houses in Moscow.
- **Bolshoy Nikolovorobiinsky:** a rental residential development managed by the government of Moscow.
- **Armyansky 7:** this is a pre-revolutionary building, with well preserved architectural details.
- **Lyalin 19:** a modern building with underground parking and security.

### Zamoskvorechie

- **International schools and kindergartens:** French primary school and English play-school, easy commute to German school.

#### One should consider this area if:

- You are planning to send your children to the French primary school and would like to live in the part of the centre with a historical atmosphere.

This area has a distinct Moscow feel and the world’s famous Tretyakovsky gallery, with its lovely pedestrian street is also located here.

This area has fewer residential buildings than other main central areas. This and the fact that it houses the French primary school, creates high demand in the area, especially, for large (3 bedrooms and more) apartments. The housing options that do come on the market are mostly pre-revolutionary buildings, with

few Stalin type buildings and modern developments.

### Most popular residential buildings

- **Serafimovicha 2:** this is often called by expats the “Mercedes sign” building, because of the sign on the roof of the building. The Russian unofficial name is “Dom na Naberezhnoy”. Originally, its residents were the most famous people of the time – communist party leaders, actors, artists. There are several books and movies which describe the fate of the house and its residents.
- **Bolshaya Yakimanka 2 “Kopernik”:** a modern building next to the President Hotel.
- **Onegin Malaya Polyanka 2:** this is the most elite building of the area, and it houses a fitness centre and the Italian consulate.
- **Serpuhovskiy 7:** this is a new building with many apartments of different sizes and price levels. If you are looking at living in Zamoskvorechie, pay attention to this house, which is good value for money.
- **Bolshaya Yakimanka 26:** this is a ministerial building, with a closed yard and a concierge located at each entrance. It used to be called the “House of Toys” as for many years it housed the biggest toy store in Moscow. Though it is no longer the case, the name endures.

### Frunzenskaya

#### One should consider this area if:

- You are a family with kids looking for a quiet green residential area close to the centre;
- You are a jogging fan;
- You love parks and long walks.

This area stretches along the Moscow River and offers many green areas. You are unlikely to find an area more green or calm in the whole of Moscow. It is a great area to consider for families and the housing options include mostly Stalin type buildings, with a few pre-revolutionary houses and new developments,

as well. Take the uniqueness of this area and throw in the fact that the apartments here are three bedrooms and over, and you get an area that is in high demand.

The famous Gorky Park, with lots of entertainment facilities for children lies across the river and the beautiful Novodevichy convent (surrounded by a park) and the Luzhniki Olympic sports complex are all nearby, as well as the not large but cozy Park Devichiego Polya. Another great asset of the area is the Mandelstam Park (officially renamed Usadba Trubetskikh, but the poet's name endures). It is a wonderfully developed and family friendly area that is beautifully kept, with a good sized lake, full of flowers in summer and with skating and sledding facilities in the winter.

### Most popular residential buildings

- **Monumental Stalin** – type houses on Frunzenskaya embankment (naberezhnaya)
- **Komsomolsky 32**: also known as **Kamelot**, this is a large modern house, with fitness centre and an “Azbuka Vkusa” supermarket on side.
- **Luzhniki house**: this is a newly built house managed by the Luzhniki stadium management and offering quality furnished apartments for rent. It also has underground parking and proximity to the Luzhniki facilities as additional advantages.
- **Obolensky 9**: this is a modern house next to the Mandelstam park.
- **3<sup>rd</sup> Frunzenskaya 19**: La Defence  
“Our apartment in Frunzenskaya was the second we viewed. And I fell in love with it the moment we walked through the door. Beautiful parquet floors & chandeliers, yet unpretentious and functional, as you would expect of a Soviet built block, with its small wood effect kitchen and nearly fully functional shower cabinet and Jacuzzi. I could see how I would be able to walk straight out of the building onto the cycle/blading path along the embankment, and quickly take the children into the Gorky



Park after school, across the covered bridge. Since then, we have seen Frunzenskaya come even more to life with the development of the Cinema complex above the metro, Starbucks, TGI Fridays, etc. and the availability of family friendly parks, including those servicing the soviet blocks around them. Le Pain Quotidien is just close to the Park Kultury metro, for fresh croissants and bread. I now have a regular group of girls to go out with, who also live along the red line of the metro”.

Lucy Kenyon (children 10 and 9)

### Krasnopresnenskaya / Barrikadnaya

#### One should consider this area if:

- You are a family with children who want to stay in a quiet and green area in the centre;
- You are looking for a less expensive apartment in the centre;
- You are a jogging fan.

This region is currently undergoing a major transition, particularly, with regard to the development of the “City project” - Moscow's financial district. Upon completion of this ambitious scheme, the area's primary advantage will be it's proximity to the enormous number of offices that occupy the buildings. Here you

will find the Moscow Zoo, The White House and the American Embassy. There are many restaurants, bars, cafes, shops and clubs nearby.

The “Krasnaya Presnya” stadium right next to metro Krasnopresnenskaya offers a rare opportunity to those who like jogging (free of charge). There is also a football field and a beach volley-ball playground you can rent on an hourly basis.

This area is another good solution for families and for those who want to be close to the centre, but in a quiet area, with some greenery around. There is a Detsky Presnensky park and a nice park around the Krasnopresnensky ponds. Housing options vary from Stalin type buildings and earlier 90s brick buildings on Zoologicheskaya street to new developments with underground parking.

### Most popular residential buildings of the area:

- **Kudrinskaya 1:** Here you will find the impressive Stalin Empire skyscraper, one of the “Seven Sisters”.

The “Seven Sisters” is the English name given to the seven Moscow skyscrapers designed in the Stalinist style. The Muscovites call them Stalinskie Vysocki, (translated as – “Stalin’s high-rises”). They were built from 1947 to 1953 and are an intricate combination of the Russian Baroque and Gothic styles, and the technology used in building American skyscrapers.

The “Seven Sisters” are: Hotel Ukraina, Kotelnicheskaya Embankment apartments, the Kudrinskaya Square building, the Hotel Hilton Leningradskaya, the Ministry of Foreign Affairs, the main building of the Moscow State University and the Red Gates administrative building.

- **Krasnopresnenskaya nab 1:** this is a Stalin type building, with excellent views on the embankment.

### Buildings on the Zoologicheskaya street

- **Shmidtovsky per 16:** a modern house with underground parking.
- **The Agalarov house** on Klimashkina 1.

## Popular residential areas outside of the city centre

### Leningradsky Prospect area

#### International schools and kindergartens:

- Anglo-American School (AAS) – for kids aged 4 to 18;
- British-International School (BIS) – for kids aged 1, 1,5, 2, 7 and 14;
- American International School (AIS) – for kids of all ages.
- This area is also within reasonable commute to the international School of Moscow (ISM) which is for kids aged 1-13.

#### One should consider this area if:

- You have kids in one of the international schools located in the area;
- Your office is in the Tverskaya-Belorussskaya area and you would like to have more options to choose from.

Leningradsky Prospect is one of the main and busiest city avenues, which continues from the Tverskaya street up north towards the Sheremetyevo international airport.

Now, Leningradsky Prospect area is home to the Anglo-American School with neighboring Pokrovsky Hills and Chaika compounds, as well as the historical housing settlement called Poselok Hudozhnikov (Compound of Artists) and three British International school campuses. This area has also become one of the business centres of Moscow, housing the Metropolis business centre and several business centres in Khimki (an area to the North of Moscow). Due to these factors, the prices of apartments in this area are close to the prices of central apartments, and sometimes,

even exceed them, especially, if such apartments are located right next to schools. Most apartment options in the area are located in Stalin type buildings and there are quite a lot of modern residential developments, with underground parking and great infrastructure in this area. Apartments in these complexes can be a very good option for those with kids looking for comfortable living conditions. They are also of high standard and often, the more affordable alternative to compounds.

### Most popular residential buildings

- **Pokrovskoe Glebovo (6, 8) and Pokrovsky Bereg (Beregovaya 4):** these is a closed apartment building to the AAS. It provides for underground parking and has a fenced territory.
- **Alisa:** located along Ivankovskoe highway 5, this is the second closest option for those who want to send their kids to the AAS. In addition to underground parking and a fenced territory, the Alisa also houses the ELSE fitness club and a restaurant on the ground floor.
- **Triumph Palace:** located at Chapaevsky per 3., this is a huge skyscraper built in the style of the “Seven Sisters” skyscrapers. It is officially recognised as the highest residential building in Europe. With a secure and fenced territory, with several playgrounds, underground parking and the fitness centre – World class.
- **Alye Parusa:** this is a complex of several high-rise buildings on the bank of the Moscow river. Here, you’ll find a kids playground, fitness centre, restaurant, and yacht-club. Right next to it is the Schuka shopping mall, with supermarket, numerous shops and restaurants.
- **Sokolinoe Gnezdo:** located at Leningrasky prospect 76 (bld 1-4), this is a complex of four high-rise buildings on Leningradsky prospect right next to the Sokol metro sta-

tion. Underground parking and security are provided.

- **Grand Park:** a large complex of several modern buildings its address includes Grizodubovoy 4, Hodynsky bulvar and Berezovoy Roschi proezd 4,6,8,10. It is a well developed infrastructure that practically excludes the need for you to leave the complex.

“I have been living in the Allee Parusa complex near Schukinskaya Metro for 5 years. We chose it because we have three active young children – but not sufficient budget to afford a house. The complex is situated on the river, so the apartments feel light and spacious, with big views. We had moved from the English countryside and I, therefore, did not want to be living in the centre. We have lots of outside space here and I did not want to be getting in a car to drive my then very small children to a park. On the complex is a large field, which fits two football pitches surrounded by an athletics track that the children roller blade around; there is a large ‘pirate’ ship climbing frame, swings and lots of paths to bike around. Our apartment connects to the gym; swimming pool and tennis court. So in the mid winter, the children can walk inside from one end of the complex to the other to get to the facilities. There is a Russian children’s nursery next to the complex, where my youngest goes – and a Russian school, which my daughter now attends. My eldest son attends ISM and the school bus picks him up from our building. Allee Parusa is situated between Pokrovsky Hills and Serebryany Bor – which means we can play a part in these communities too. The metro is a 7 minutes walk from our apartment, so my husband is able to get into the centre to his office”.

Catherine Staples, (children 9, 7, 5)

### Kuntsevo/Krylatskoe area

- **International schools and kindergartens:** ISM (ages 1-13), reasonable commute to AAS, BIS 1, 2, 7.

**One should consider this area if:**

- Your kids go to ISM;
- You are looking for a green, ecological area.

The Kuntsevo/Krylatkoe area lies further from the city centre and is an excellent location for families with children, especially, since the opening of the International School of Moscow.

Among other attractions of the area are the Krylatsky Golf club, Olimpiysky velotrek, Serebryanny Bor recreational park and Vita Sport Fitness centre. This area is considered to be one of the best in Moscow in terms of ecology.

**Most popular residential buildings**

- **Ostrov Fantasiy** (Fantasy Island) – Ostrovnoy proezd
- **Dolina Grez** (Dreams Valley) – Krylatskaya 45
- **Mozhayskoe highway, 2**

The area has several compounds – Serebryanny Bor, Sosnovka, Myakinino and Troitse-Lykovo. It is adjacent to the Rublevskoe highway area, which is prestigious among the Russian elite.

**Leninsky Prospect****International Schools/Kindergartens:**

- BIS campus for kids aged 3 and 4;
- Italian school;
- Japanese schools;
- English Playschool;
- Little Angel's Kindergarten;
- German school;
- It is also a reasonable commute to the French Lycee (primary).

**One should consider this area if:**

- Your kids go to one of the schools mentioned above;
- You are looking for an ecological area with good infrastructure.

Leninsky prospect is a prestigious residential area popular with expats. The southern

campus of the British International School and several large national schools are located here, as well as several international kindergartens. Housing options vary from Stalin type buildings to new developments.

**Most popular residential buildings**

- **Sozvezdie Kapital:** located at Shabolovka 10, 23, this is a cluster of modern buildings, with underground parking close to the city centre. It is a good option if your kids go to the French Lycee on Spasnalivskosky.
- **New Olympic Village:** this is a group of buildings at Udaltsova street 42-56 that were originally built for the First Youth Olympics in 1999. They share extensive amenities: a swimming pool, health club, tennis courts, and several stores.
- **Kvartal na Leninskom (Quarter on Leninsky):** located at Leninsky prospect 96, 106 and 126, this group of 11 to 18 storey high-rises has professional security and underground parking.
- **Shuvalovsky** – Michurinsky 5-7 Modern development with underground parking and security consisting of seven buildings, built in the style of Stalin architecture of Moscow State University building.

**Marina Semenova**

Marina Semenova is the Head of Tenant Representation department at Intermark, company specializing in provision of relocation services to expatriates and major international companies. Marina has started her career in hospitality industry and joined Intermark in 2003 as a relocation consultant. Marina's extensive experience and commitment to providing clients the highest level of customer service allows Intermark to remain the market leader in relocation services.



## Temporary Accommodation in Moscow

Serviced accommodation is the ideal solution for anyone relocating to Moscow, business travellers and tourists looking for a more spacious and affordable alternative to hotels.

Serviced accommodation in Moscow can be split into three pricing segments;

- Hostels (economy level)
- Serviced Apartments (mid-range)
- Apart'hotels (expensive)

### Hostels

Ideal for students and budget travellers, there are a number of western-style hostels that have opened in central Moscow over the last five years. They offer traditional dormitory-style accommodation (i.e. bunk-beds), as well as separate rooms for 2-4 people. Rates are relatively competitive. In line with the economy level status, "functionality" best describes the level of fixtures and fittings. Hostels may not be a long-term option for living in Moscow, but they are an economical solution for those on a tight budget - and a quick way to make friends with the other 50 guests in the place

- JGodzillas ([www.godzillashostel.com](http://www.godzillashostel.com));
- New Arbat ([www.hostelnewarbat.ru](http://www.hostelnewarbat.ru));
- Oasis hostel ([www.oasishostel.ru](http://www.oasishostel.ru));
- Moscow Home hostel ([www.moshostel.ru](http://www.moshostel.ru));
- Napoleon Hostel ([www.napoleonhostel.com](http://www.napoleonhostel.com)).

### Serviced Apartments (SAs)

Serviced Apartments are popular with assignees and their families, who usually rent them for the first month of an assignment, whilst the assignee undertakes a house search. Serviced apartments have a number of advantages; good for families with small children who need to use a kitchen; more spacious, convenient and affordable than city-centre hotels; hassle free introduction to living and working in Moscow. Most of the apartments are located in central Moscow and close to the central business districts at Moscow City, Paveletskaya, Smolenskaya, Belorusskaya. One unique feature of Moscow's SAs is that they are usually individual properties located in normal residential buildings (in London and other major capitals, all the apartments in a block are likely to be serviced apartments). This allows you a fascinating insight into Russian life through daily interaction with the neighbours.

A standard serviced apartment is a 1- or 2-bedroom apartment, with good western-style renovation and fitted out with all mod-cons. Internet, satellite-TV and local phone calls are all free, and apartments should have a welcome pack (complimentary tea, coffee) and maps of Moscow. There are a number of western companies who provide this service and maintain a portfolio of properties for rent.



Some companies also provide 24/7 help-line support. For large families or business groups, there are also 4- and 5-room apartments, with baby cots and baby tables as optional extras. Serviced apartment providers include Four Squares ([www.foursquares.com](http://www.foursquares.com)), Flat Link ([www.flatlink.ru](http://www.flatlink.ru)), Moscow Suites ([www.moscowsuites.ru](http://www.moscowsuites.ru)), Like Home ([www.kakdoma.ru](http://www.kakdoma.ru)).

### Apart'hotels

There are a few Apart'hotels in Moscow, but the market is very under-supplied, and those now in operation cater to the premium segment. Serviced accommodation here comprises of 1- to 4-room apartments in a VIP-style environment. Benefits include 24-hour concierge service and a premium level of interior design and fit-out. The price may be beyond the budget of most expats and businessmen, but this is a niche market that provides a high level of service.

Apart'hotels include Mamaison ([www.mamaison.com](http://www.mamaison.com)) and Ukraine hotel ([www.ukraina-hotel.ru](http://www.ukraina-hotel.ru)).



#### Michael Bartley

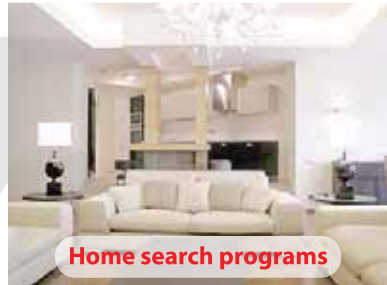
Michael is Partner and General Director at Four Squares Relocations. A British national who speaks fluent Russian, Michael first came to Russia in 1994, and has worked in Russia, Ukraine and Kazakhstan. With over 15 years experience in the region, Michael provides invaluable insight into the Russian market from a relocation perspective. Four Squares is a leading Relocation provider in Russia, offering in-house Immigration Services, Serviced Apartments, House Rentals and Settling-in Services. Four Squares employs a team of Expats and Russian nationals, to ensure the ideal mix of professionalism, quality of service and local expertise.

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Yekaterinburg

# Living in Russia: Yekaterinburg

## Yekaterinburg – The Heart of the Ural

Embodying the image of the new Russia, Yekaterinburg is one of the largest and the most dynamic cities in the country. It is an administrative capital of the Sverdlovsk Region and the Ural Federal District and an important centre for industry, transport, finance, science and culture.

### Geography and climate

Yekaterinburg is situated 1,667 km (1,036 miles) east of Moscow, on the eastern slope of the Ural Mountains along the Iset River. The city is surrounded by forests, mainly taiga, and small lakes.

Winter lasts for about 5 months – from November to the middle of April and the average temperature is about minus 20 degrees Celsius (but rarely less than minus 25 degrees). By the end of November, snow covers the city.

Summer in the Ural is rather short and lasts an average of 3–4 months with an average temperature of 23–27 degrees Celsius. Due to the city's location in the heart of the Eurasian continent, east of the Ural Mountains, individual natural and climatic characteristics, the weather is rather unstable from year to year.

### Economy and transport

Historically, the region specialising industries are: machinery, metal processing and ferrous and non-ferrous metallurgy.

Yekaterinburg is considered the leading educational and scientific center of the Ural: the Ural Branch of the Russian Academy of Sciences (UB RAS) and numerous scientific research institutes and establishments situate here.

Yekaterinburg also serves as an important railway junction on the Trans-Siberian Railway,



- The Ural State University after Gorky (USU);
- The Ural State Technical University (UPI);
- The Russian State Vocational Training University;
- The Ural State Pedagogical University;
- The Ural State College after Polzunov;
- The Ural State Conservatoire after Mussorgsky;
- The Ural State Architectural Academy;
- The Ural State Law Academy and others.

### Useful links

with lines radiating to all parts of the Ural and the rest of Russia. It is served by two airports – the international airport Koltsovo and a smaller airport in Aramil.

Yekaterinburg public transit network includes a Metro (subway) line, trolleybuses, trams, buses and mini-buses. The Yekaterinburg Metro was recorded in the Guinness book of records as the shortest metro in the world. Constructed in the typical Soviet design, all the stations have a unique style and are decorated with Ural stones. The first three metro stations in Yekaterinburg were opened in April 1991. The Metro is served by one depot, Kalinovskoye, with 56 cars providing public transit. On the average, approximately 42.8 million people pass through the metro annually.

- The German Language center:  
[www.slz-eburg.ru](http://www.slz-eburg.ru)
- The American information center:  
<http://ac-ekb.info>
- The QSI International School of Yekaterinburg:  
[www.uscgyekat.ur.ru](http://www.uscgyekat.ur.ru)
- The London School, Yekaterinburg:  
[www.London-school.ru](http://www.London-school.ru)
- The School of English:  
[www.schoolofenglish.ru](http://www.schoolofenglish.ru)
- Learning Russian for foreigners:  
[www.russian-plus.com/](http://www.russian-plus.com/)

### Living in Yekaterinburg: “must to know” facts

With its 16 state-owned universities and educational academies, as well as a number of private higher education institutions. Yekaterinburg boasts a highly educated and skilled population.

### Health (“zdorovie”)

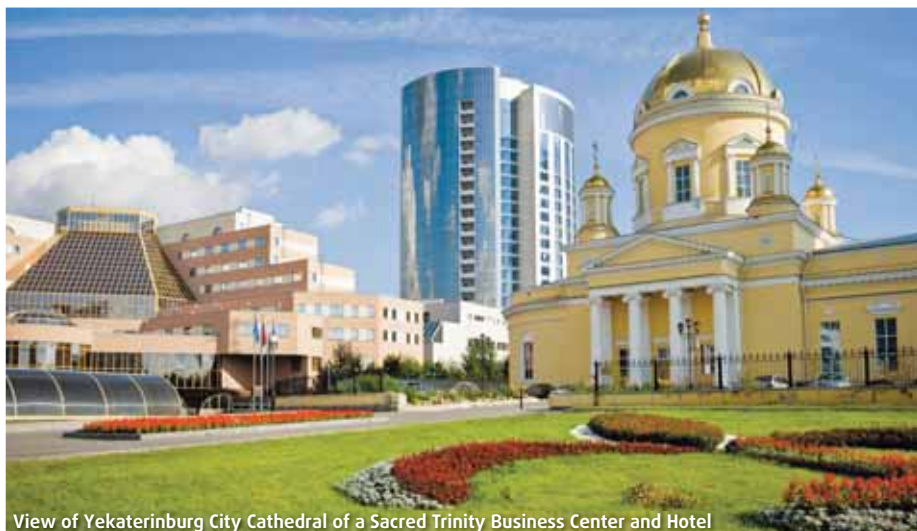
#### Medical care

Most foreigners are entitled to free emergency care in Russian hospitals, and some countries have reciprocal agreements, with Russia, for free healthcare for their citizens.

### Schools (“shkoli”)

The system of education in Yekaterinburg includes more than 300 kindergartens, 233 state schools, 11 private schools, 38 state colleges, 2 private colleges, 16 state universities, institutes and academies and 13 private institutes. State Universities are the following:





View of Yekaterinburg City Cathedral of a Sacred Trinity Business Center and Hotel

Foreign students are advised by the Russian authorities to take out medical insurance in the Russian Federation, which includes all medical aid and services, except chronic diseases and orthodontics. State scholarship students receive a significant premium reduction.

Emergency services are rendered to foreigners free of charge and without delay. Planned medical assistance should be paid.

Emergency treatment is rendered by the therapeutic-prophylactic institutions of the state and municipal system of public health, as well as the health workers or persons obliged by law or a special rule to render first aid, in the cases of instant danger to a foreign student's life or urgent medical intervention (consequences of accidents, traumas, poisonings). After a foreign citizen is out of the mentioned state he/she can be provided the planned assistance.

The planned medical aid is rendered to the foreign citizens in accordance with the contract for the paid medical service and / or obligatory medical insurance.

Thus, a foreign citizen can pay from his own means for the medical advice, laboratory and

instrumental diagnostics, staying in hospital, etc., but the most convenient and much more economical form of access to the paid medical assistance is to obtain a voluntary medical insurance policy. The insured gets a complete outpatient and hospital medical aid, without extra charges.

Also, take into consideration the fact that Russian medical professionals sometimes have little experience dealing with Western medical insurance companies and may demand cash for their services. You should consult your insurance carrier to be certain that your coverage is valid in Russia and that you will be reimbursed for out-of-pocket expenses.

Doctors in Yekaterinburg municipal hospitals usually speak poor English, but they are well trained. There are also a number of private clinics in Yekaterinburg, and many of them have English-speaking staff and even their own ambulances.

Travelers with disabilities and in wheelchairs are likely to encounter some difficulties, because most places in Yekaterinburg have no wheelchair access, except some in the downtown area.

**Useful links**

The emergency and ambulance phone number is 03 – “Skoraya pomosh” (free call from any public phone).

If you call from your cell phone, add “0” or “9” (depending on your provider) before dialing (e.g. 0-03).

**Private Medical Centers**

- CityMed: [www.mc-citymed.ru](http://www.mc-citymed.ru)
- Harmony Clinic (Garmoniya): [www.garmonia-mc.ru](http://www.garmonia-mc.ru)
- Doctor Plus: [www.doc-plus.ru](http://www.doc-plus.ru)
- Professorskaya Plus: [www.mcprof.ru](http://www.mcprof.ru)

**Shopping**

**Groceries:** There is a wide range of shopping opportunities, ranging from small local stores located close to apartment blocks and Metro stations to huge shopping centers found everywhere, including the city outskirts.

**Clothing and accessories:** A wide range of choice – from casual and popular love-brands to vintage and fashion designers.

**Supermarkets**

Name	Rating	Website
Kirovskiy	*****	<a href="http://www.kirmarket.ru">www.kirmarket.ru</a>
Monetka	*****	<a href="http://www.monetka.ru">www.monetka.ru</a>
Megamart	****	<a href="http://www.megamart.ru">www.megamart.ru</a>
Elisey	***	<a href="http://www.elisey-mag.ru">www.elisey-mag.ru</a>

**A Little Extra**

**Alley of Artists – This is a local crafts area in the Alley of Artists.** It is an open-air exhibition and sale of local crafts, some of which are unique even for Russia.

**What to buy:** Original art works of local painters, handwork made of wood and Ural stones (malachite, jasper, lazurite, etc.), things made of Russian bast, other souvenirs.

You can also have your portrait painted (gouache or coal) in just 15-20 minutes!

**What to pay:** The prices are very low and depend on an item, but don't forget that it's not a shop, so bargaining is very much allowed!

**Pets**

Yekaterinburg veterinary medicine offers quality service, but not all the clinics have English-speaking staff.

**Useful Links**

- Aybolit clinic: [www.aybolit96.ru](http://www.aybolit96.ru)
- Pet services: [www.zoovet-ural.ru](http://www.zoovet-ural.ru)
- Veterinary clinic: [www.klinika.vetdoctor.ru](http://www.klinika.vetdoctor.ru)

**Time out**

The Ural capital meets you with a wide range of restaurants, cafes, bars and night clubs. There you can find dishes, taken from the most diverse culinary creations of various classical and modern ethnic cuisines, delivered both in traditional and untraditional presentations.

**Useful Links**

- Restaurant “СССР”(USSR): [www.cccp-r.ru](http://www.cccp-r.ru).
- Restaurant "Urals pelmeni": [www.rest-up.ru](http://www.rest-up.ru)
- Beer Restaurant "Hans": [www.gans-ekb.ru](http://www.gans-ekb.ru)



Union House Sevastianov's Palace Yekaterinburg

- Family pizza house "Moretti":  
[www.moretti-restaurant.ru](http://www.moretti-restaurant.ru)
- English Pub "Rosy Jane": [www.rosyjane.ru](http://www.rosyjane.ru)
- Restaurant "Dacha"

### International Clubs & Associations:

Ural-Scottish Society: [www.ur-sc.ru](http://www.ur-sc.ru)

### Art

#### Useful links:

- Information about night clubs:  
[www.ekaterinburg.tv/nightclubs.htm](http://www.ekaterinburg.tv/nightclubs.htm)
- Information about theaters:  
[www.ekaterinburg.tv/theatres.htm](http://www.ekaterinburg.tv/theatres.htm)
- Information about sights:  
[www.ekaterinburg.com/sightseeing](http://www.ekaterinburg.com/sightseeing)

### DOs and DON'Ts

#### Airport:

- Do not change money at the airport.
- Do engage the services of an official taxi.

#### City:

- Do prepare cash for buying the tickets in public transport (metro, bus etc) – you cannot pay with a credit card.
- Do not keep your ticket in metro after you passing the entrance – there is no inside control.
- Do not try to buy alcohol after 22.00 – it is forbidden.
- Do your shopping any time you want – in Yekaterinburg a lot of supermarkets are open 7\7 and some of them 24\24
- Do not hail a car – better call a taxi. It will be safer, especially, if you not an "experienced" expat in Russia. You cannot pay with a credit card, even in major taxi companies.
- Do not be afraid to ask if you are lost – it will be a pleasure for people to help you.
- Do wait for a few seconds after the green light lets you pass the street – the traffic is very unpredictable.



- Do always have your documents with you – it could be asked anywhere and at any point in time.

#### Entertainment:

- Do smoke in restaurants – it is still not forbidden.  
Welcome to the Ural: enjoy Yekaterinburg!



#### Inna Kuznetsova

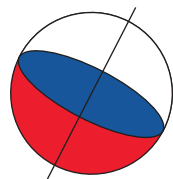
Inna Kuznetsova, Head of Coleman Services office, Yekaterinburg

Graduated in 1996 the faculty of economics in Ural Polytechnic Institute named after S. Kirov (now it is the Ural State Technical University), gained business skills in "International Institute of Management and Market".

Since 1996 to 2005 worked in international companies in distributor departments. For this period rose through the ranks from sales person to sales department director.

Her career in Coleman Services started in 2006 as a project manager in the Ural region. In the 2007 she headed the separate office in Yekaterinburg. For more than 5 years Inna managed to create an effective team driven for results. Among the main objectives: annual plan performance, business growth, maintaining reputation of the company with high standards.

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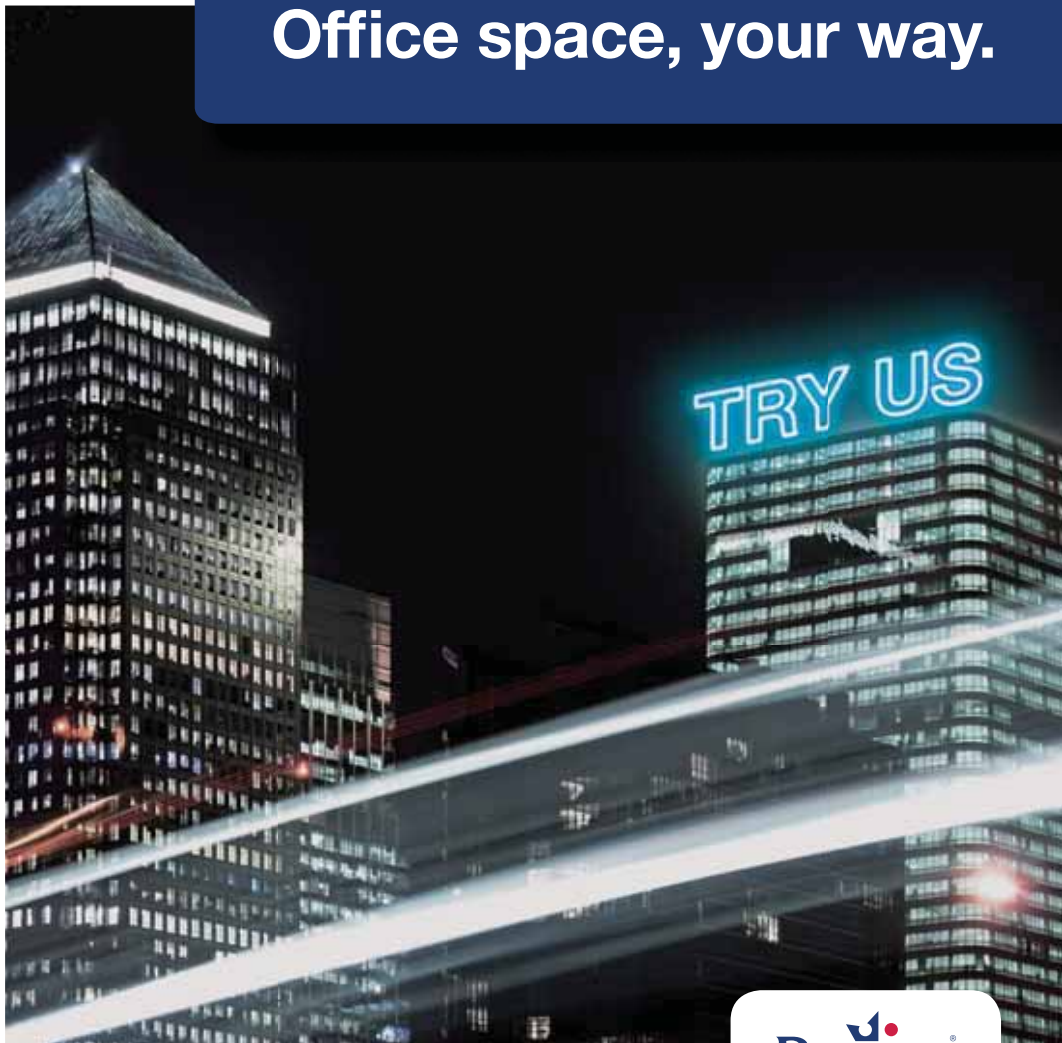
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