



# WORLDWIDE ERC® WEBINARS

Tuesday, October 3<sup>rd</sup> at 2pm EDT

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**WORLDWIDE ERC®**  
WEBINARS

# **The Changing Faces of Domestic and Global Mobility Practices**

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# Welcome and Webinar Instructions

## Technical difficulties?

- Dial 866.779.3239, or e-mail questions to [support@webex.com](mailto:support@webex.com)

## To submit a question...

1. Click on the Q&A tab in the lower right-hand portion of your screen
2. Type your question into the dialog box at the bottom of the screen
3. Click the Send button

## To return to meeting room window:

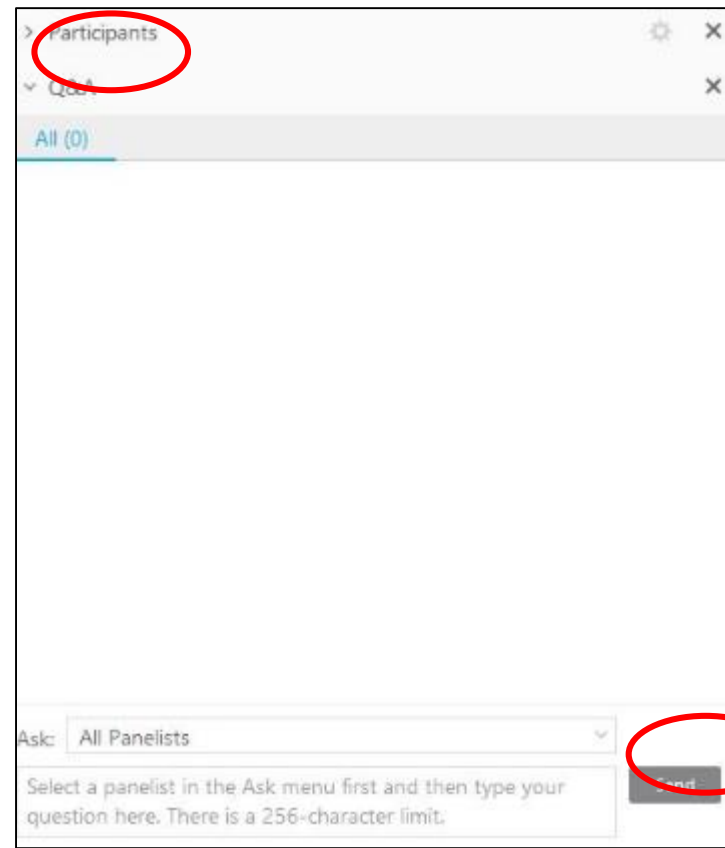
- If you are in full screen mode, you may return to the meeting room window by clicking the View Meeting Room button located at the bottom left corner of your screen.



# Q&A Instructions

- Submit questions through Q&A dialogue box
- Box is located in lower right corner of screen
- Do not use the Chat Box
- Be specific
- You may submit your question at any time

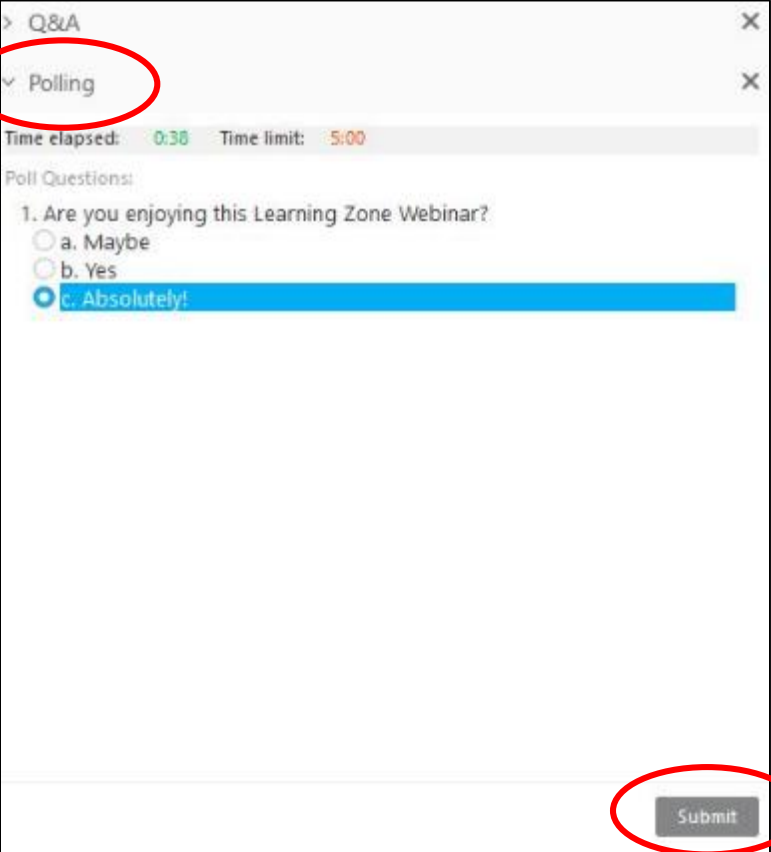
Q&A Dialogue Box:



# Polling Instructions

- The Polling Box appears below Q&A Box
- Question will appear on slide and in the Poll Box
- Submit answer quickly
- Results will display in the same location

Polling Box:



The screenshot shows a web interface with a 'Q&A' section and a 'Polling' section below it. The 'Polling' section is highlighted with a red circle. It displays a poll question: '1. Are you enjoying this Learning Zone Webinar?' with three radio button options: 'a. Maybe', 'b. Yes', and 'c. Absolutely!'. The 'c. Absolutely!' option is selected and highlighted with a blue bar. Below the poll, there is a 'Submit' button, also highlighted with a red circle. The interface includes a timer showing 'Time elapsed: 0:38' and 'Time limit: 5:00'.



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# Today's Presenters



**Taryn Kramer**

Vice President, Global Consulting  
SIRVA Worldwide Relocation & Moving



**Jill McDonald**

Vice President, Consulting Services  
SIRVA Worldwide Relocation & Moving





# Agenda

- Mobility Landscape
- Relocation Program Approaches
- Additional Relocation Policy Types
- Additional Relocation Services

# Mobility Landscape



# Mobility Landscape

**Alignment with Growth  
and Talent Priorities**

**Risk Detection and  
Management**

**Demographic &  
Geographical Shifts**

**Policy Support  
Delivery**

**Technology/Data  
Analytics**

Mobility continues to be a critical focus to **enable business growth and talent development strategies.**

The development and implementation of a mobility program (domestic and global) that provides flexibility to the business while facilitating “smart” deployment is key for a successful partnership between mobility program administrators and users, and presents options to overcome business and talent challenges.



# Mobility Landscape

Alignment with Growth  
and Talent Priorities

Risk Detection and  
Management

Assignment Demographic  
and Geographical Shifts

Policy Support Delivery  
(Flexibility and Cost)

Technology/Data  
Analytics

The continued rise of alternate mobility types (e.g., short term assignments, extended business travel) paired with increased focus on compliance (tax, immigration) and the need for governments to generate additional revenue **creates a need for robust policies and procedures to identify, track and monitor mobility populations (domestic and global).**

The uncertain geopolitical landscape adds to the complexity of the issue, and companies are recognizing a need to proactively develop remediation strategies with service providers.



# Mobility Landscape

Alignment with Growth  
and Talent Priorities

Risk Detection and  
Management

Assignment Demographic  
and Geographical Shifts

Policy Support Delivery  
(Flexibility and Cost)

Technology/Data  
Analytics

Traditional assignment types remain on the decline, and **companies are expanding their program suite to accommodate alternative assignment/relocation types** such as extended business travelers, commuters and virtual assignments.

Policies and processes are being developed to support these alternate assignment types. Companies are importing and exporting talent from new locations, and a “one size fits all” approach is being replaced with targeted policies that acknowledge the differences in home and host destinations for each program type.



# Mobility Landscape

Alignment with Growth  
and Talent Priorities

Risk Detection and  
Management

Assignment Demographic  
and Geographical Shifts

**Policy Support Delivery  
(Flexibility and Cost)**

Technology/Data  
Analytics

Mobility programs remain dedicated to the **identification and implementation of policies and programs that adapt to the evergreen needs of the business and employees.**

We are seeing an increase in interest for Core/Flex programs (domestic and global), as well as menu-driven programs that allow for complete package customization based on individual employee and/or business need.



# Mobility Landscape

Alignment with Growth  
and Talent Priorities

Risk Detection and  
Management

Assignment Demographic  
and Geographical Shifts

Policy Support Delivery  
(Flexibility and Cost)

Technology/Data  
Analytics

Companies and service providers continue to make significant **investments into employee-facing and program enabling technologies.**

Organizations are recognizing the increased value that data analytics can provide to a program, not only with regard to management reporting, but in relation to predictive modeling to gain proactive insight to resource needs, talent and demographic shifts and relocation success factors.





# Relocation Program Approaches





# Program Approaches

Traditional (tiers and/or move types)

Flexible (Segmentation, Core/Flex, Fixed/Flex)

Lump Sum Allowance



# Flex Pros and Cons

- Meets both company and employee needs by using flexibility as a key factor in creation and as relocation progresses
- Controls relocation costs
- Reduces exceptions and “no” factor
- Engages employees in cost of relocation
- Attracts mobile talent



# Typical flexible benefits

## International

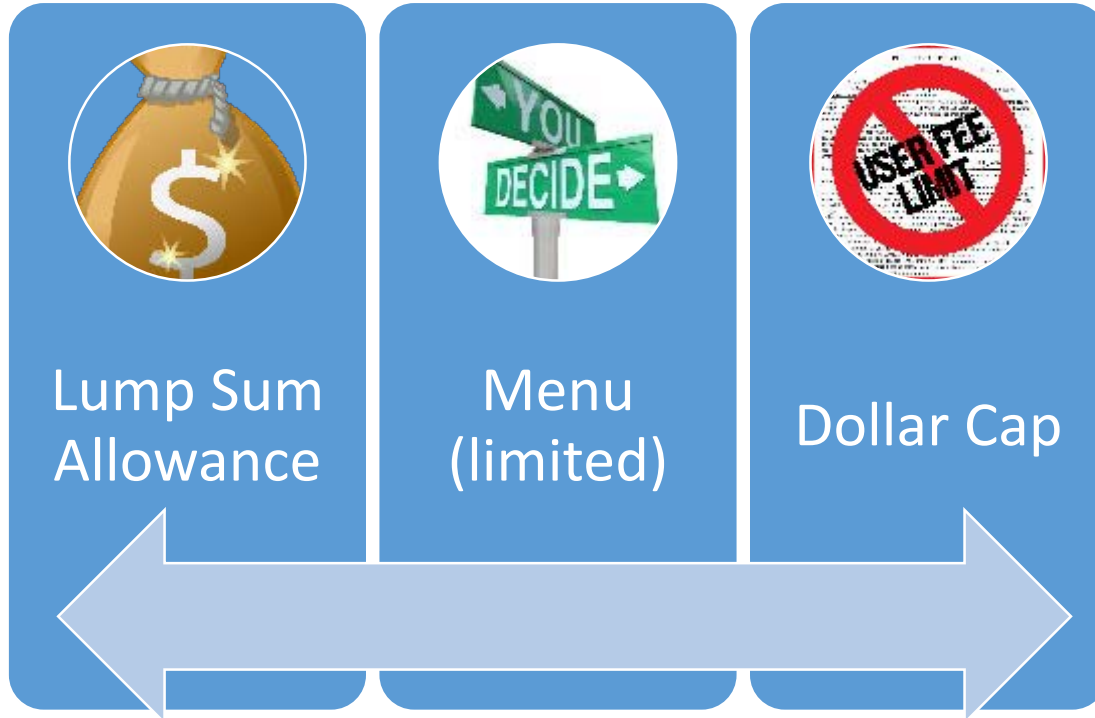
- Home finding support
- Settling in support
- Tenancy management
- Housing contributions/full comp.
- Compensation & benefits – allowances, benefits, premiums
- Household goods shipments
- Visa and immigration for family
- Language training
- Cultural training
- Education/school search support
- School fees contributions/full comp.
- Exceptional areas of compensation such as spouse's working visa, home country housing disposal, etc.

## US Domestic

- Home finding trip
- Temporary housing
- Duplicate housing
- General home inspection
- Spouse/Partner re-employment
- Tax preparation fees
- Renter expenses
- Pet transport
- Additional expenses or services not provided in Core/Fixed



# Control flexible spend



Lump Sum  
Allowance

Menu  
(limited)

Dollar Cap

Choose 1 method



# Polling Question #1

- Does your company offer a lump sum ONLY policy?
  - a) Yes
  - b) No



# Lump Sum Allowance

- Cover all relocation costs
- Cover majority of costs
- Cover a limited number of benefits
  - Home finding trip
  - Temporary housing
  - Some companies provide employee a choice of reimbursement or a lump sum



# Polling Question #2

- How do you calculate the lump sum?
  - a) Fixed amount
  - b) Percentage of base salary
  - c) Formula based on family size and/or origin/destination locations
  - d) None of the above
  - e) I do not know



# Alternate Relocation Policy Types

## International

- Extended Business Travelers
- Short Term
- Commuter
- Rotators

## United States

- Temporary domestic assignments
  - Short-term (<1 year)
  - Long-term (>1 year)
- Rotations
- Commuter





# Polling Question #3

- Do you have a written commuter policy for international moves?
  - a) Yes
  - b) No



# Polling Question #4

- Do you have a written commuter policy for US domestic moves?
  - a) Yes
  - b) No



# Additional Services or Benefits



# Executive VIPs

## International

- One RC for single point of contact (communication with EVIP and vendors)
- Extended off-hours availability
- Manage exceptions to approved client cap
- VIP status report and/or may personally meet with the EVIP
- Costs vary depending upon type of policy and support needed

## United States

- One RC for single point of contact (communication with EVIP and vendors)
- Extended off-hours availability
- Manage exceptions to approved client cap
- May personally meet with the EVIP
- Costs vary depending upon homeowner or renter and support needed



# Family Assistance

- Increase in availability due to influx of Core/Flex programs
- Greatly assists two-income families
- Best practice to cap service
- Work permits/visas
- Tax Equalization



# Tax Services

## International

- Tax consultation pre-move
- Tax preparation assistance after the move

## United States

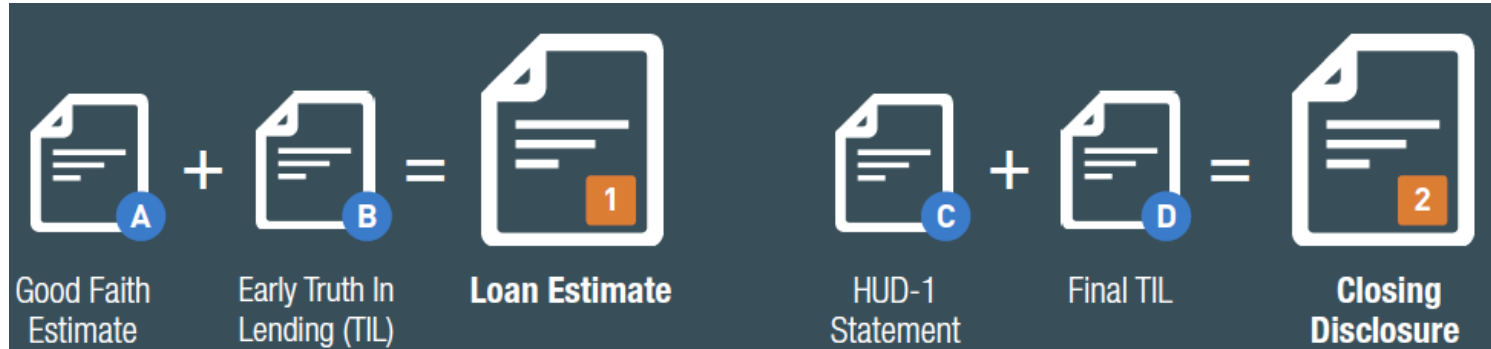
- Rarely provided before or after the move (US has one the most complex tax requirements)

### The costs of relocation may affect:

1. Taxes charged in other states and/or countries
2. Stock options
3. Deduction phase-outs
4. Personal income
5. Foreign tax credits



# New Home Purchase Closing Costs in the U.S.



- RESPA: Real Estate Settlement Procedures Act (applies to transactions involving federally related mortgage loans)
- Discount points are now called points (not common to cover this cost)
- Loan origination fee is now a charge by the lender to service the mortgage (not common to cover this cost; many preferred lenders do not charge this fee)



# Polling Question #5

- Do you offer home sale support for international permanent relocations?
  - a) Yes, for all types
  - b) Yes, but only for certain individuals
  - c) No
  - d) I do not know





# Questions & Answers

Q  
and  
A

Q  
and  
A



# Thank you for attending!

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