



WORLDWIDE ERC®
WEBINARS

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The Pulse of Mobility



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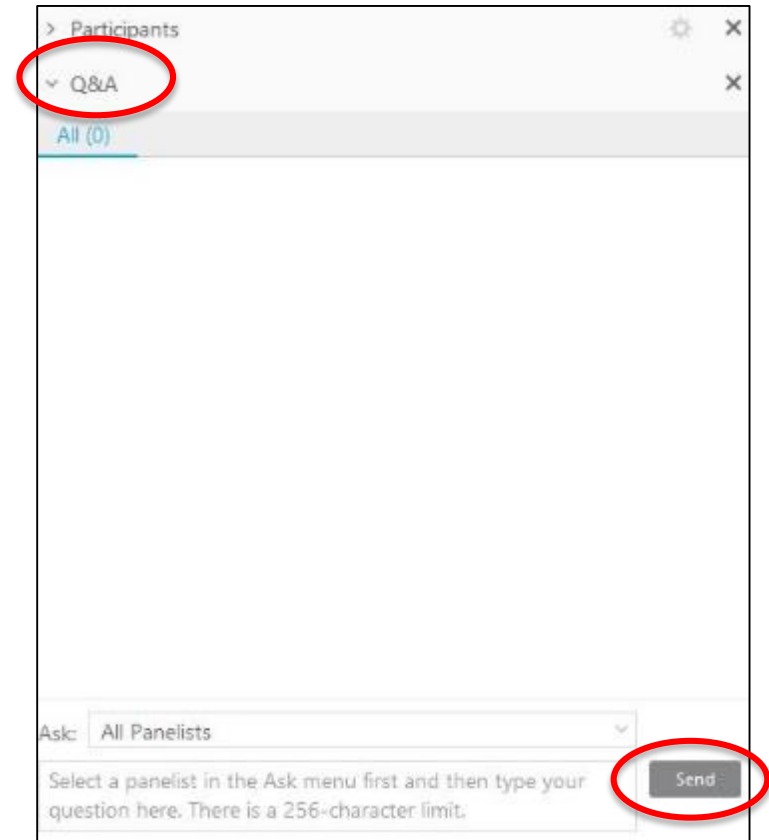
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Today's Presenter



Romaine Dillner, CRP
Senior Policy Consultant
Aires

What's It All About?



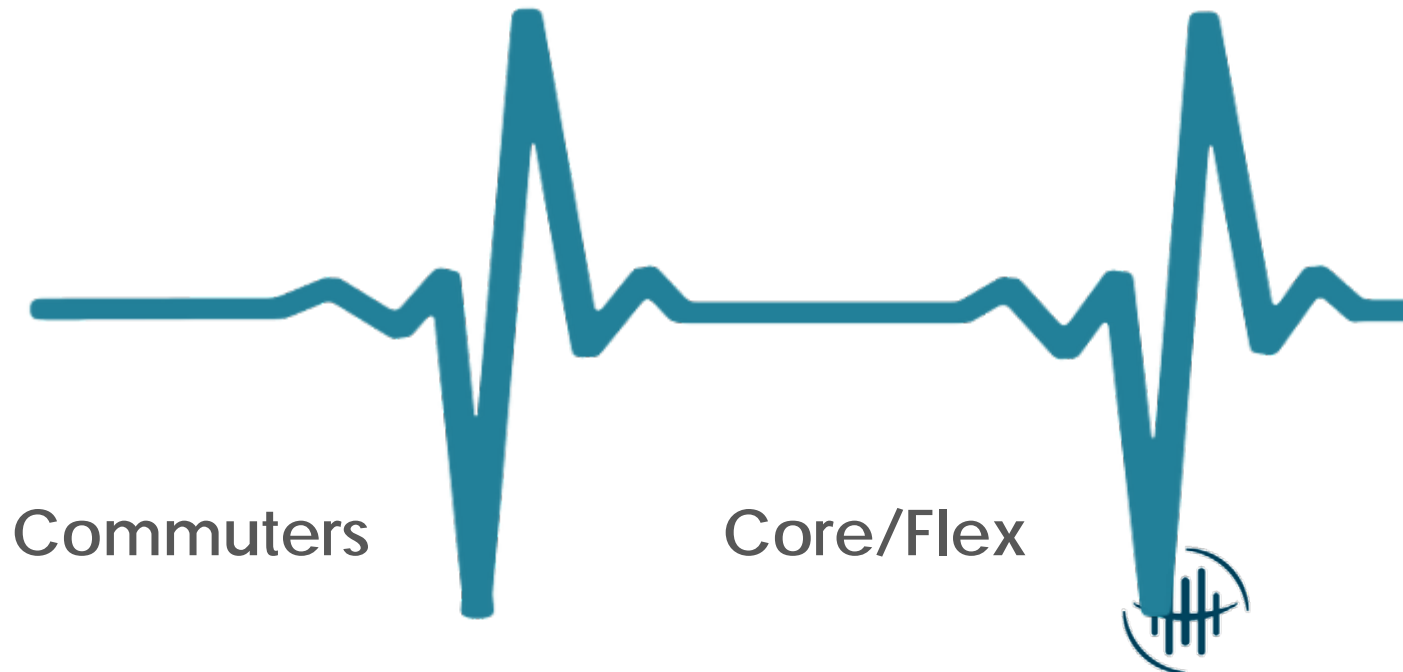
**CUSTOMER
EXPERIENCE**

Today's Presentation

CUSTOMER EXPERIENCE

Impact of TCJA

Interns





TAX CUTS & JOBS ACT



Increased Gross-Up Expenses



New Tax Laws

~ Just about everything is taxable

~ A few exceptions



~ Less need for relocation support

~ Managed services

~ Reimbursements



~ Lump sums make more sense



What We Know About Lump Sums

Quick & Easy

To pay
To budget
To report
To gross-up

Flexible

Can be spent
where and **when**
employee wants

Challenging

Right amount
Complex
Procurement
Quality
Planning
Logistics



\$1,000

\$5,000

\$10,000

\$20,000

\$50,000



Making Sense of Lump Sums

- Who receives the lump sum?
 - When will it be paid?
 - How will it be paid?



- What is to gain from paying the lump sum?
 - Why is the lump sum the best choice?
- Will the lump sum support our talent needs?



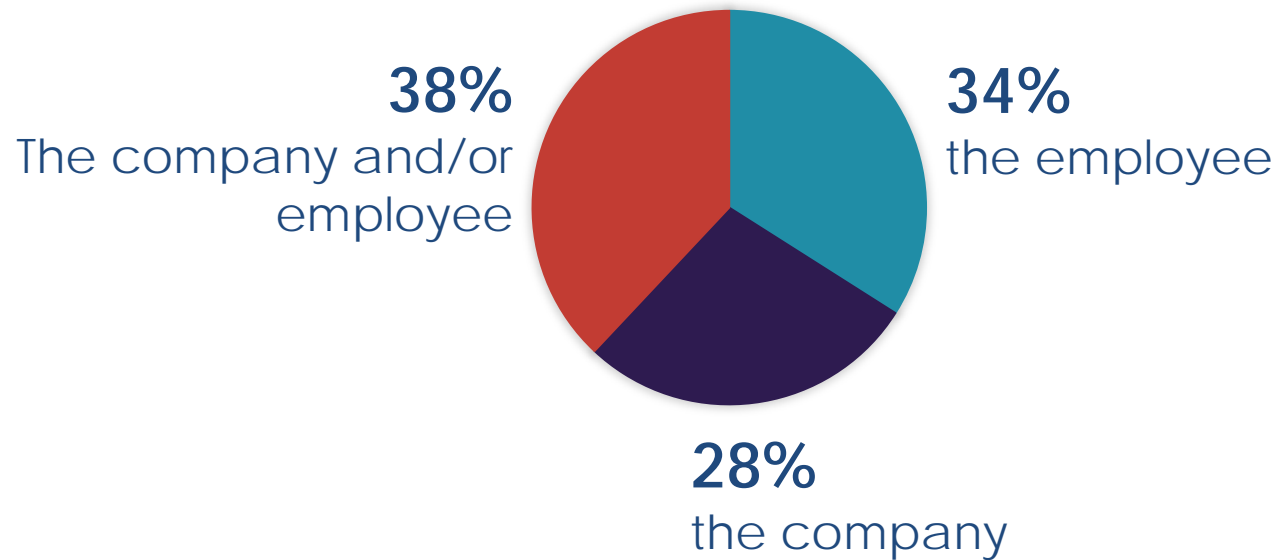
Lump Sums Are About the Customer Experience



Commuters



Who Most Often Initiates Commuting?



Commuters

Employee-initiated
commuting
engagements are...

3X

more likely to involve
executives, VPs, and senior
leaders than company-initiated
commuting engagements.

Employee-initiated
commuting
engagements are...

2X

more likely to be an alternative
to permanent relocation than
company-initiated commuting
engagements.

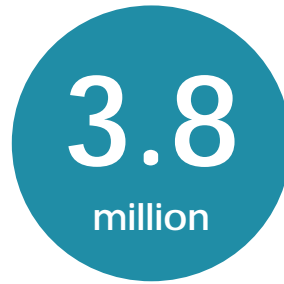


Decline in Americans Relocation for Work

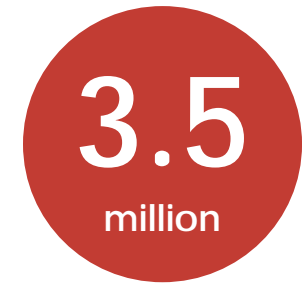
1999



2015



2017



Population is
+50 million today

Source: U.S. Census Bureau



Commuting Engagements

Definition of Commuter	Percentage
Living in work location Monday through Friday (or relative work days)	62%
Traveling to and from work location more than once per week	39%
Living in work location for weeks at a time	32%
Living in work location for months at a time	10%



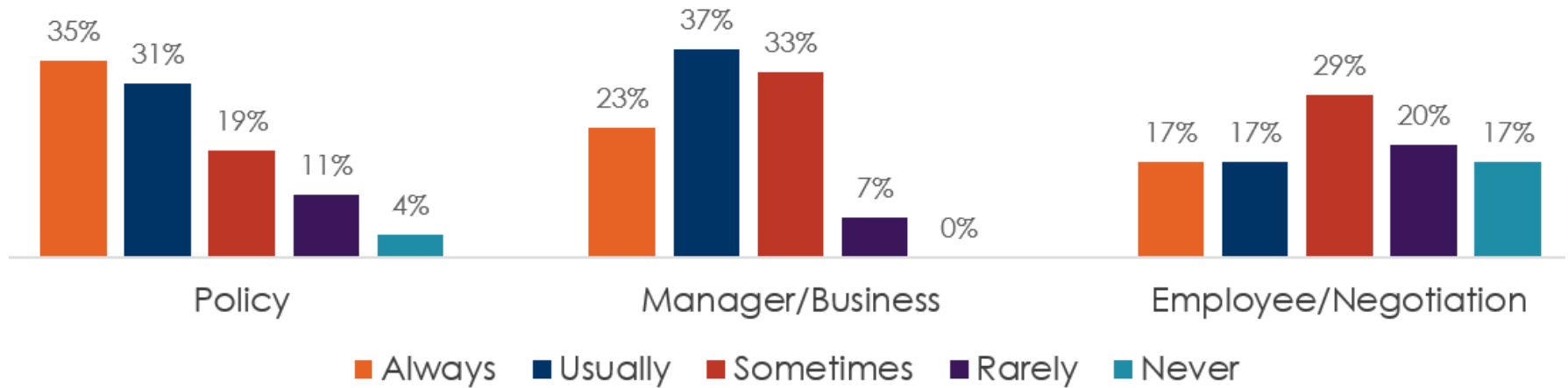
Commuting Engagements

Commuting Duration	Percentage
Indefinite	36%
Less than 12 months	29%
Indefinite	36%
More than 12 months	21%
No typical duration	25%
Unknown/Not tracked	10%



Commuter Benefits

How Commuter Benefits are Determined



Commuters

91%



Housing	Percentage
Furnished housing (all fees)	61%
Hotel	43%
Varies, no standard	30%
Unfurnished rental (all fees)	9%
Covered by Lump Sum	9%
No housing expense	9%
Other	8%



Commuters

87%



Transportation	Percentage
Varies	53%
Rental car	43%
Public transportation	13%
None	13%
Shipment of auto	9%
Fleet vehicle	9%
Covered by Lump Sum	4%



Making Sense of Commuters

- Who are your commuters?
- Why are they needed?
- Where are they needed?



- When will they be needed?
- What happens after?



Commuters Are About The Customer Experience



Interns



Cash Allowance/Lump Sum

75%

Intern Allowance Amount	Percentage
Less than \$500	4%
\$2,000 or less	13%
\$3,000	30%
\$4,000	4%
\$5,000	22%
More than \$5,000	9%
Varies/Undisclosed	18%



60% gross-up the allowance



80% provide interns with additional expenses beyond the allowance



65% that provide an allowance also pay for travel expenses to the internship location



Intern Housing



75%
cover housing
costs



2/3 cover all expenses
1/3 cover some expenses

When asked if interns share accommodations, respondents said:	Percentage
Always, interns typically share bedrooms	5%
Always, interns share apartment, but have their own bedroom	35%
Sometimes, we encourage interns to share	35%
Only if they choose to share	25%



Making Sense of Interns

- ~ Who are your Interns?
- ~ When are they needed?
- ~ Where are they needed?



- ~ What happens after the internship?



Interns are Becoming More About The Customer Experience



Core/Flex



Popularity of Core/Flex

Core Benefits

Basic Package
Standard
Nonnegotiable

Flexible Benefits

Additional
Discretionary
Situational



Core/Flex Programs

Domestic

30%

International
Temporary

10%

International
Permanent

40%



Common Core/Flex Benefits



Travel



Shipment



Temp Housing



Taxes



Immigration

Home Finding Trip
Lease Cancellation
Rental Assistance

Miscellaneous Allowance
Home Sale
Spouse/Partner Assistance

Destination Services
Home Purchase
Rental Car

Language Training

Cultural Training

Ongoing Expenses



BLURRED LINES

CORE FLEX

LOCAL PLUS

1 out of 3 companies interchange these terms



Making Sense of Core/Flex

- ~ What are the Core Benefits
- ~ What are the Flex Benefits



- ~ How is eligibility to be determined?
 - ~ What is to gain from Core/Flex?
- ~ Who has the ability to decide on benefits?
 - ~ Will Core/Flex fit within our culture?



Core/Flex Is All About the Customer Experience





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