



WORLDWIDE ERC® WEBINARS

Thursday, May 25th at 11am EST

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SIRVA® Worldwide
Relocation & Moving



WORLDWIDE ERC®
WEBINARS

Beyond the Plateau – Adding Efficiencies and Refreshments to Your Mobility Program

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Technical difficulties?

- Dial 866.779.3239, or e-mail questions to support@webex.com

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- Call in using the phone number listed under the “Event Info” tab in the upper left-hand corner.

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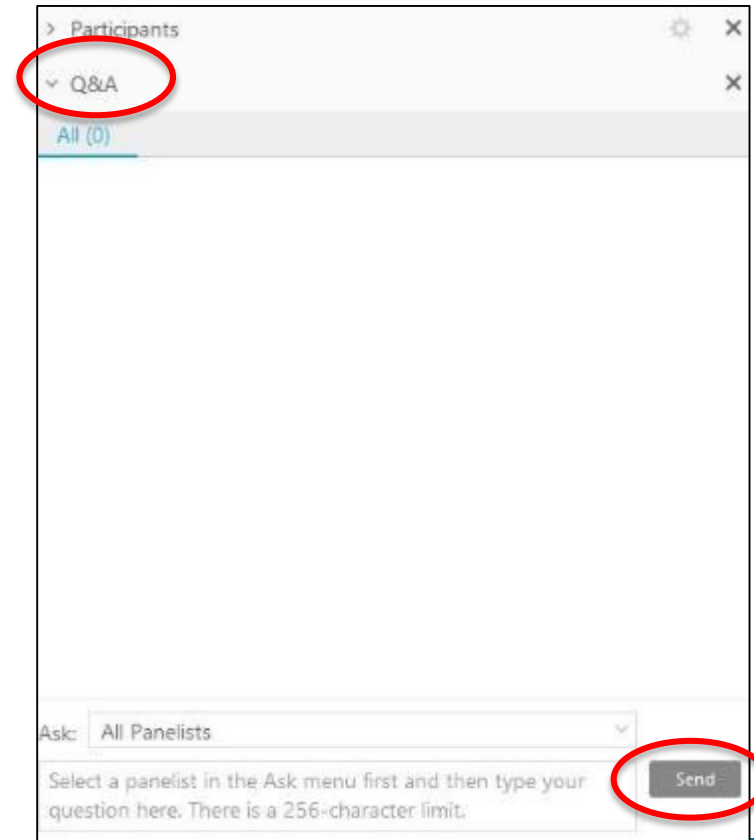
- If you are in full screen mode, you may return to the meeting room window by clicking the View Meeting Room button located at the bottom left corner of your screen.



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

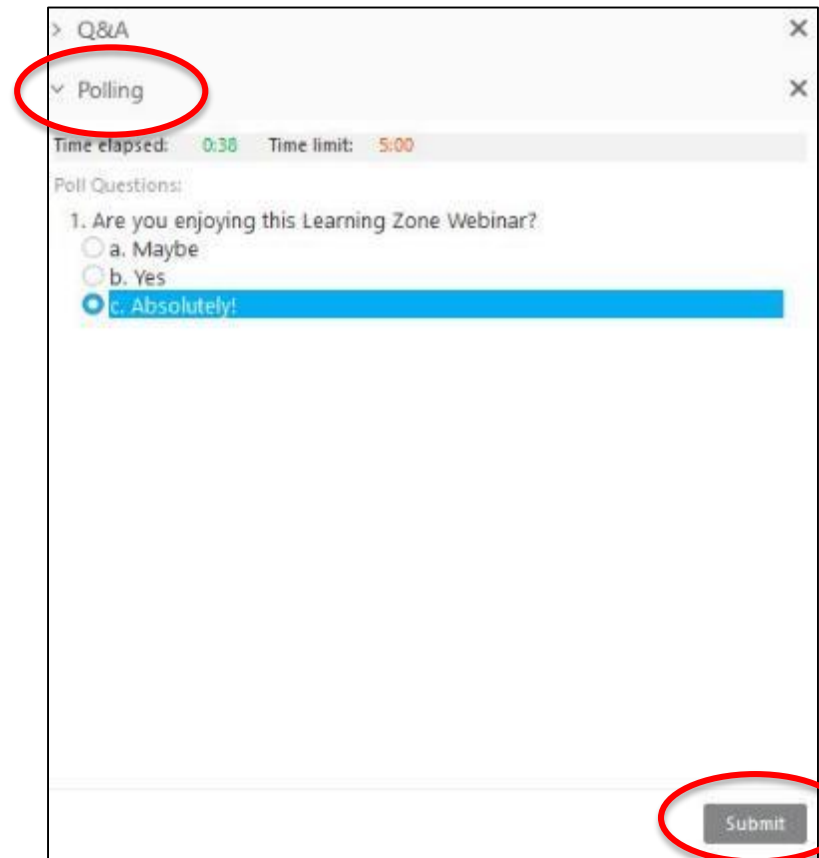
Q&A Dialogue Box:



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 'Polling Box' window. The window has a title bar with '> Q&A' and a close button. Below the title bar, there is a dropdown menu with 'Polling' selected and circled in red. Underneath, there is a progress bar showing 'Time elapsed: 0:38' and 'Time limit: 5:00'. The main content area is titled 'Poll Questions:' and contains a single question: '1. Are you enjoying this Learning Zone Webinar?'. There are three radio button options: 'a. Maybe', 'b. Yes', and 'c. Absolutely!'. The 'c. Absolutely!' option is selected and highlighted with a blue bar. At the bottom right of the window, there is a 'Submit' button, which is also circled in red.



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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

- Program Cost –
What Gives?
- Cost Saving and
Containment
- Customer and
Employee Experience

Program Cost

What are the program elements that contribute to costs?



Mobility policies can vary greatly from one company to the next, and should consider not only the move type, but also the culture of the organization. Available policies should address the following:

- **Move Type:** This categorization will identify the move type that the individual falls into (e.g., US Domestic, Long Term). Some companies use a segmentation approach to differentiate moves; others use a tiered approach
- **Provisions:** The nature, level and delivery method of support provided under each policy type



Program Cost

What are the program elements that contribute to costs?



Service Delivery Models are comprised of the people, processes, technology and vendors that support the operationalization of the mobility program. All service delivery models will include the following:

- **Organizational Structure:** How the mobility function aligns within the organization
- **Geographical Structure:** Where the mobility function is physically located
- **Scope of Services:** The activities that the mobility function is responsible for (roles and responsibilities)



Program Cost

What are the program elements that contribute to costs?



Payroll and Tax are significant contributors to the overall cost of a mobility program. It is critical for companies to “get it right” from a compliance perspective (reporting, withholding, filing), employee experience perspective and a cost perspective.



Cost Saving and Containment

Strategies to Implement



Policy

- Segmentation Approach (Global)
- Tiered Approach (Domestic)
- Provision Caps
- Localization
- Employee Contributions
- HHG Reduction Programs
- Exception Management
- Core/Flex
- Lump Sum



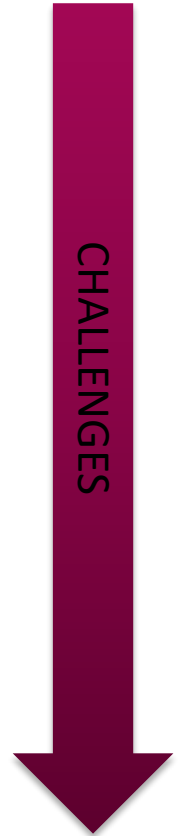
Policy Deep Dive

Lump Sums



- Ease of administration
- Employee flexibility
- Predictable cost
- Cost containment

- Employee experience
- Exception requests
- Service quality risks
- Tax implications
- Clarity of process/needs



Polling Question #1

- What percentage of your total mobility population has an approved policy exception?
 - a) Under 10%
 - b) 10%-25%
 - c) 26%-50%
 - d) Over 50%



Cost Saving and Containment

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Service Delivery Model

- Vendor Management
- Technology
- Process
- Cost Awareness/Reporting
- Scope of services review



Service Delivery Model Deep Dive

Insource vs. Outsource

Scope
of
Services

Planning

- Staffing (need identification)
- Candidate selection
- Assignment planning
- Cost projections
- Employment contracts and agreements
- Initial relocation discussion

Initiation

- Benefits/payroll setup
- Certification of coverage
- Cross-cultural training
- Language training
- Pre-relocation visit
- Destination services
- HHG Shipment
- Home sale

On-Assignment/Transfer

- Employee support
- Payroll processing
- Expense reimbursement
- Cost recharging
- Remuneration updates
- Compensation accumulation and reporting
- Tax return preparation

Program Management

- Policy controls
- Vendor management
- Data management and reporting



Service Delivery Model Deep Dive

Insource vs. Outsource

	In House	Outsource
OPPORTUNITIES	<ul style="list-style-type: none"> • Business Partnering • Customer/Employee Experience • Strategic Alignment 	<ul style="list-style-type: none"> • Knowledge and expertise • Global reach • Innovation • Third-party efficiencies (buying power) • Technology • Process efficiencies • Scalability • Strategic vs. operational focus • Cost reduction • Consistency
CHALLENGES	<ul style="list-style-type: none"> • Scalability • Administrative burden • Knowledge updates • Economies of scale • Innovation 	<ul style="list-style-type: none"> • Cultural alignment • Cost prohibitive • Customer/Employee satisfaction



Polling Question #2

- What technology do you use to support your program?
 - a) MS product (Excel, Word)
 - b) Relocation-specific technology
 - c) Both
 - d) None
 - e) I don't know



Cost Saving and Containment

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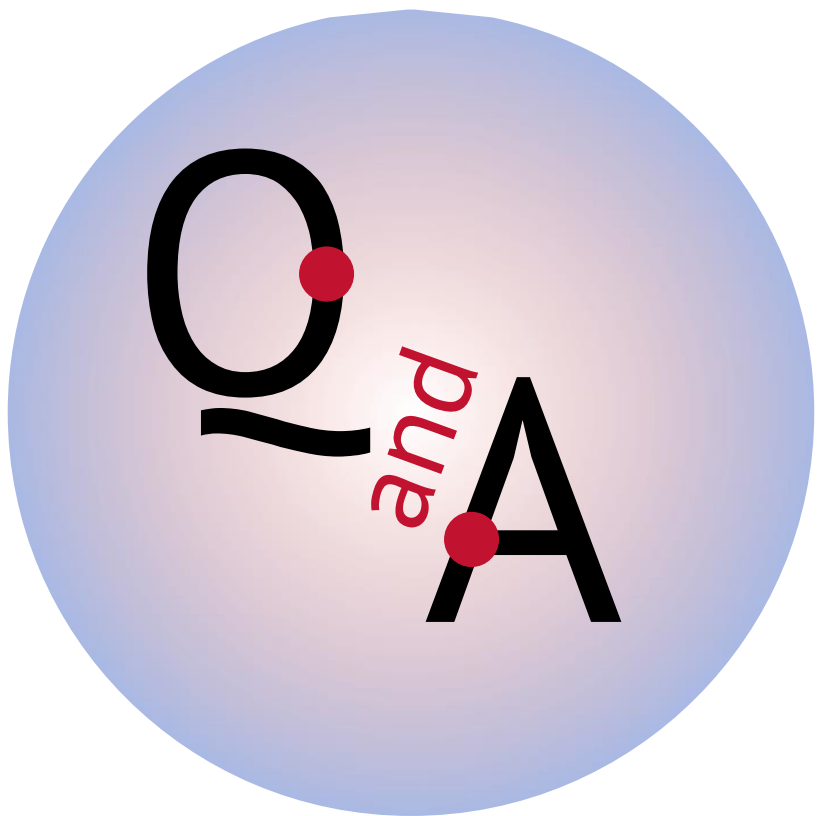


Payroll and Tax

- Tax Planning
- Payroll Delivery
- Compensation Collection
- Year End Reporting



Questions & Answers



Thank you for attending!

Visit the Worldwide ERC® web site at www.worldwideERC.org, or contact Worldwide ERC® for more information on these topics. 703.842.3400

