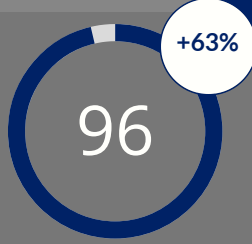


# COVID-19: Client Survey UPDATED

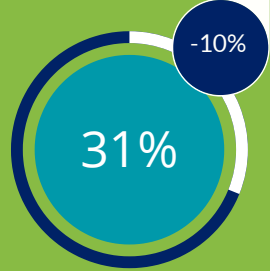
Effective March 24, 2020



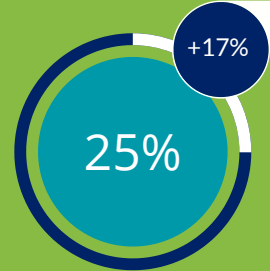
96 SIRVA Account Managers were surveyed regarding the impacts of COVID-19 on mobility, and the actions their clients are taking during this unprecedented event. The results are shown below.

● = % change from prior survey

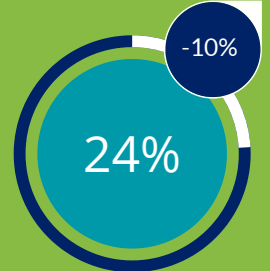
## 1 How are new relocations managed?



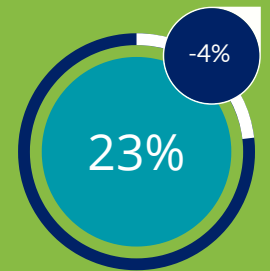
On Hold for Highly Impacted Locations



New Authorizations on Hold

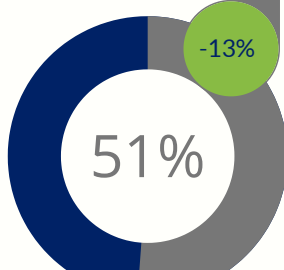


Re-Assessing When Relocation is Approved

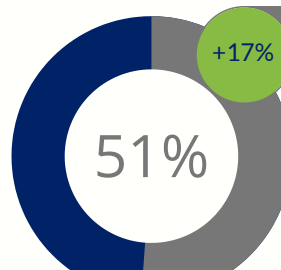


Business as Usual

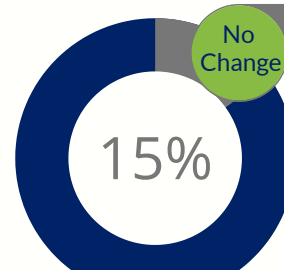
## 2 How are in-process relocations managed?



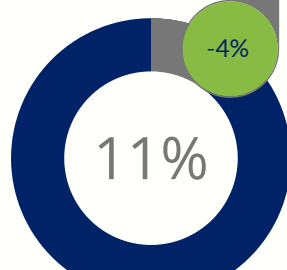
Case-by-Case Basis



Postponing Relocations to Impacted Locations

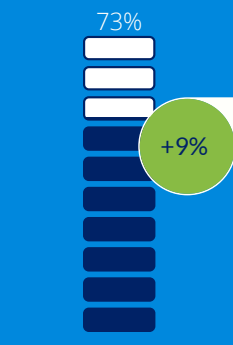


Re-Assessing When Relocation is Approved

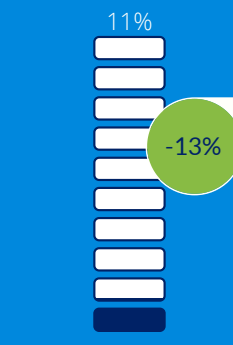


Business as Usual

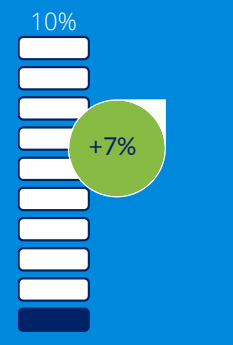
## 3 How are volumes impacted?



Slow Down in the Process

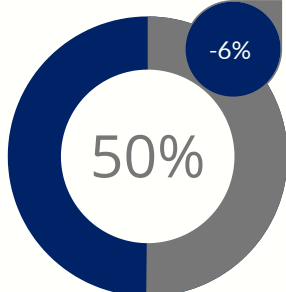


No Impact - Business as Usual

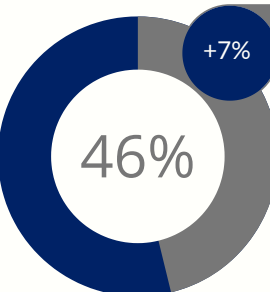


All Relocations Have Been Suspended

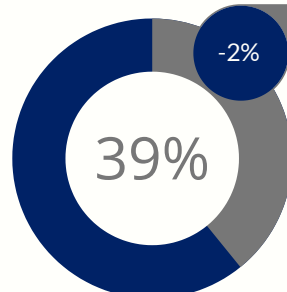
## 4 What measures are being taken to safeguard employee well-being?



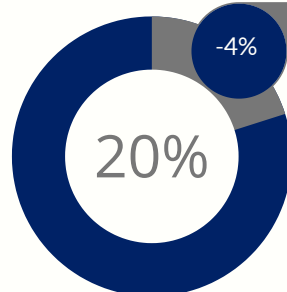
Reducing/Restricting Travel TO Impacted Locations



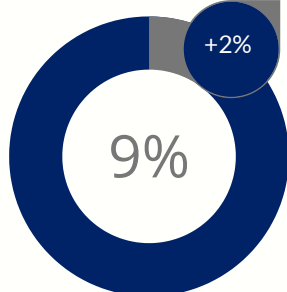
Reducing/Restricting Travel FROM Impacted Locations



Ban on all Travel

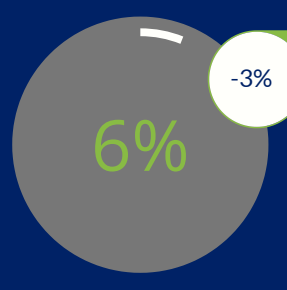


Temporarily Relocating Employees Back to Their Home/Departure Location or Other Location

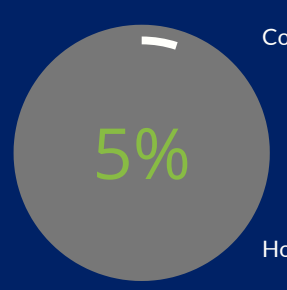


Permanently Relocating Employees Back to Their Home/Departure Location or Other Location

## 5 What benefits have been suspended for employees in holding zones?



Home Leave Trips



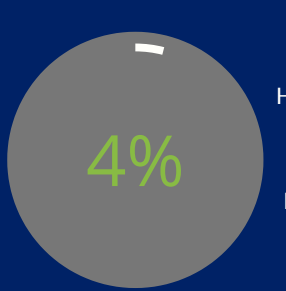
Cost of Living Allowance

Per Diem

N/A

Host Housing Allowance

-4%

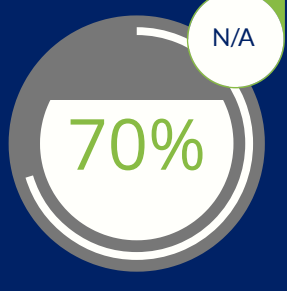


Host Transportation Allowance

No Change

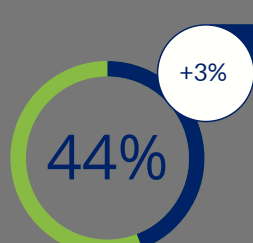
Hardship/Location Allowance

N/A

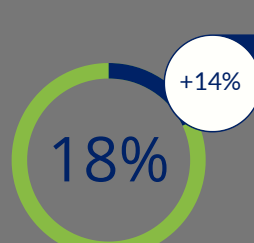


Not Applicable

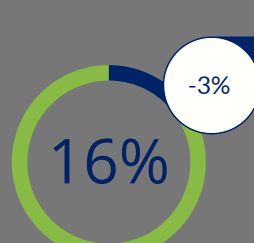
## 6 What additional support is provided for in-process relocations?



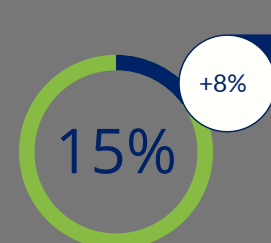
Temporary Housing



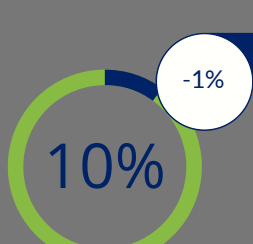
Excess Baggage



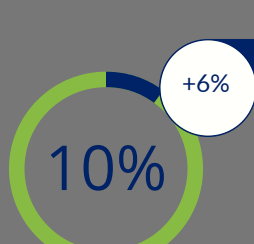
Rental Car or Transportation



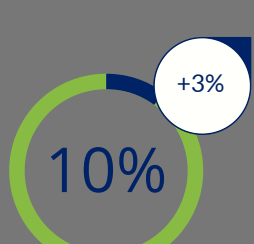
Incidentals



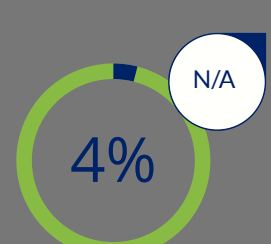
Meals



Per Diem

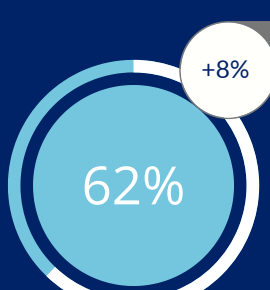


Home Leave

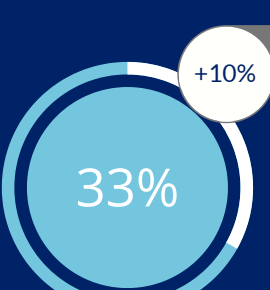


Pet Transportation/Boarding

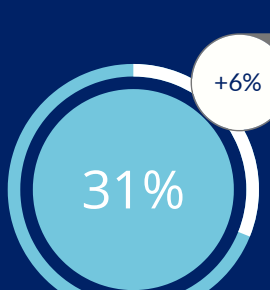
## 7 What are top stakeholder concerns?



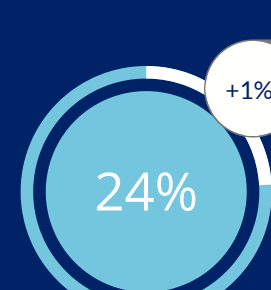
Stress on Employee/Family



Corporate Duty of Care



Employee Timeline for Evaluating Next Steps

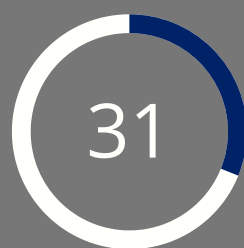


Duplicate Costs

# COVID-19: Client Survey

## US Domestic

Effective March 24, 2020



31 SIRVA Account Managers were surveyed regarding the impacts of COVID-19 on US Domestic mobility, and the actions their clients are taking during this unprecedented event. The results are shown below.

### 1 How are new relocations managed?



Business as Usual



Re-Assessing when Relocation is Approved

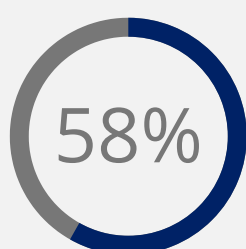


On Hold for Highly Impacted Locations

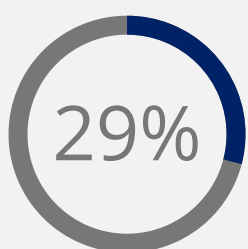


New Authorizations on Hold

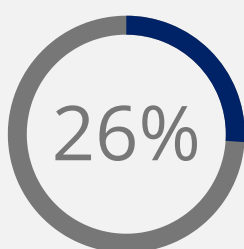
### 2 How are in-process relocations managed?



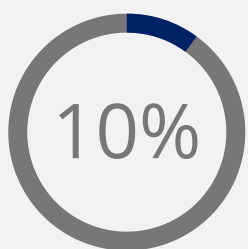
Case-by-Case Basis



Business as Usual



Postponing Relocations to Impacted Areas



Re-Assessing When Relocation is Approved

### 3 How are volumes impacted?



68%



Slow Down in the Process

23%



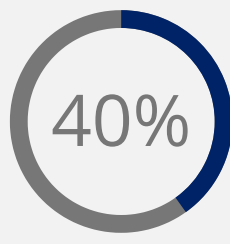
No Impact - Business as Usual

10%

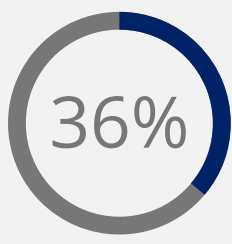


All Relocations Have Been Suspended

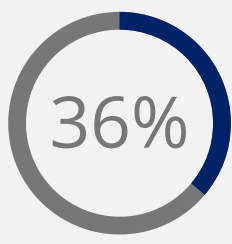
### 4 What measures are being taken to safeguard employee well-being?



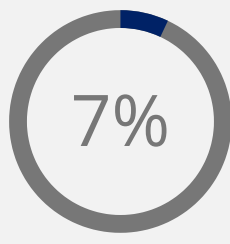
Reducing or Restricting Travel TO Impacted Locations



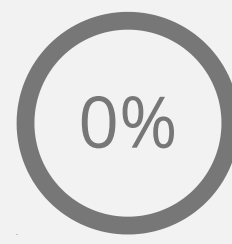
Reducing or Restricting Travel FROM Impacted Locations



Ban on all Travel



Temporarily Relocating Employee Back to the Home/Departure Location or Other Location



Permanently Relocating Employee Back to the Home/Departure Location or Other Location

### 5 What benefits have been suspended for employees in holding zones?

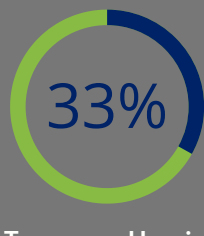


Per Diem

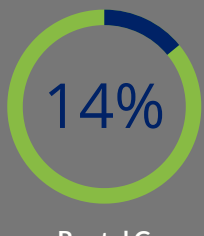


Not Applicable

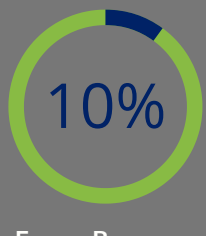
### 6 What additional support is provided for in-process relocations?



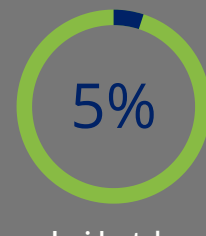
Temporary Housing



Rental Car

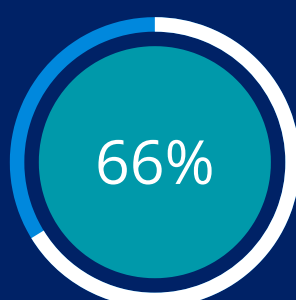


Excess Baggage



Incidentals

### 7 What are top stakeholder concerns?



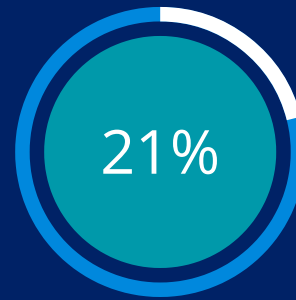
Stress on Employee/Family



Employee Timeline for Evaluating Next Steps



Corporate Duty of Care

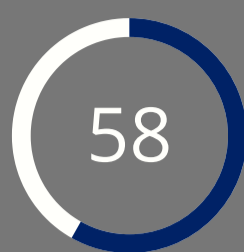


Duplicate Costs

# COVID-19: Client Survey

## International Cross-Border

Effective March 24, 2020



58 SIRVA Account Managers were surveyed regarding the impacts of COVID-19 on *International Cross-Border* mobility, and the actions their clients are taking during this unprecedented event. The results are shown below.

### 1 How are new relocations managed?



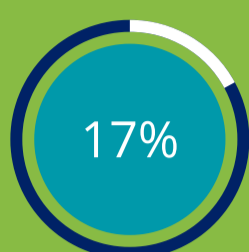
On Hold for Highly Impacted Locations



New Authorizations on Hold

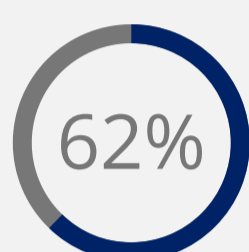


Re-Assessing When Relocation is Approved

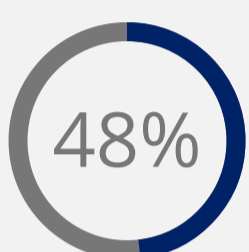


Business as Usual

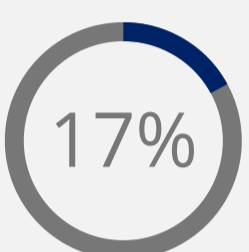
### 2 How are in-process relocations managed?



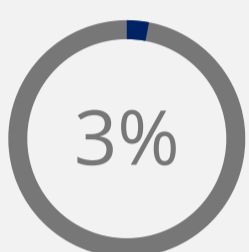
Postponing Relocations to Impacted Locations



Case-by-Case Basis



Re-Assessing When Relocation is Approved



Business as Usual

### 3 How are volumes impacted?



78%

Slow Down in the Process

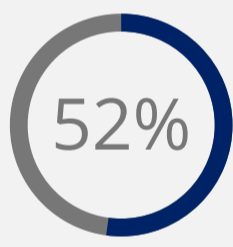
10%

All Relocations Have Been Suspended

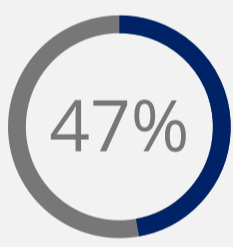
5%

No Impact - Business as Usual

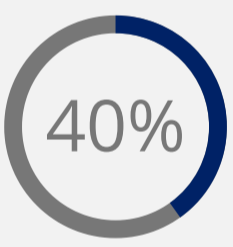
### 4 What measures are being taken to safeguard employee well-being?



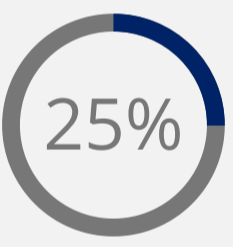
Reducing or Restricting Travel TO Impacted Locations



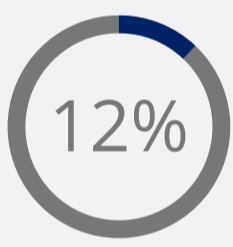
Reducing or Restricting Travel FROM Impacted Locations



Ban on all Travel



Temporarily Relocating Employee Back to the Home/Departure Location or Other Location



Permanently Relocating Employee Back to the Home/Departure Location or Other Location

### 5 What benefits have been suspended for employees in holding zones?



Home Leave Trips



Cost of Living Allowance



Host Housing Allowance



Per Diem

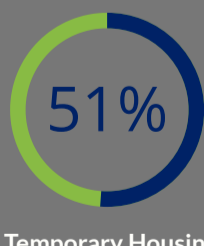


Not Applicable

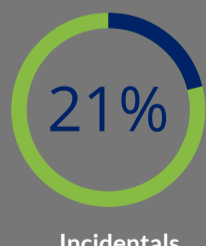
Host Transportation Allowance

Hardship/Location Allowance

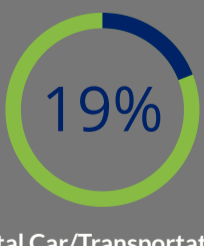
### 6 What additional support is provided for in-process relocations?



Temporary Housing

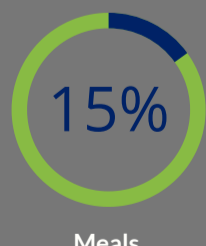


Incidentals



Rental Car/Transportation

Excess Baggage



Meals

Per Diem

Home Leave

### 7 What are top stakeholder concerns?



Stress on Employee/Family



Corporate Duty of Care



Employee Timeline for Evaluating Next Steps



Duplicate Costs