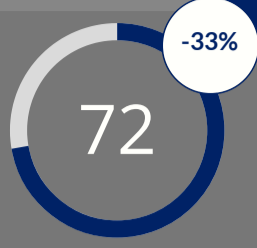


COVID-19: Client Survey UPDATED

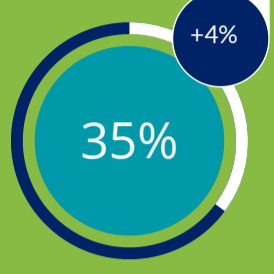
Effective 31 March 2020 (Week 3)



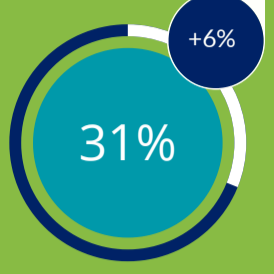
72 SIRVA Account Managers were surveyed regarding the impacts of COVID-19 on mobility, and the actions their clients are taking during this unprecedented event. The results are shown below.

● = % change from prior survey

1 How are new relocations managed?



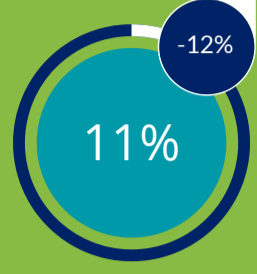
On Hold for Highly Impacted Locations



New Authorisations on Hold

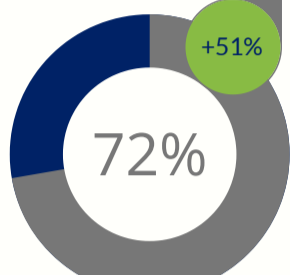


Reassessing When Relocation is Approved

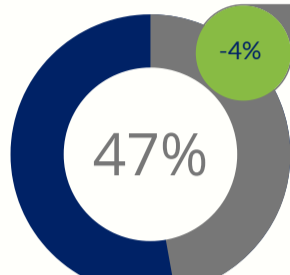


Business as Usual

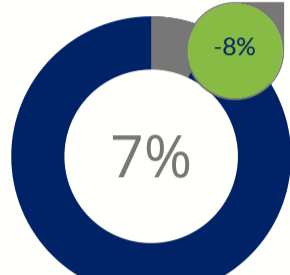
2 How are in-process relocations managed?



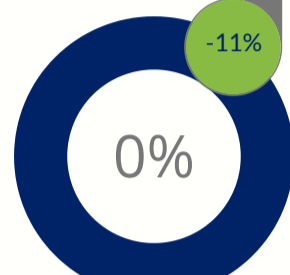
Case-by-Case Basis



Postponing Relocations to Impacted Locations

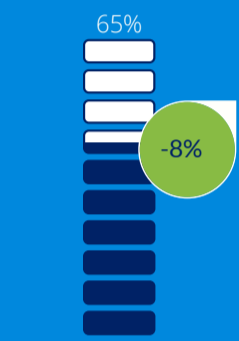


Reassessing When Relocation is Approved

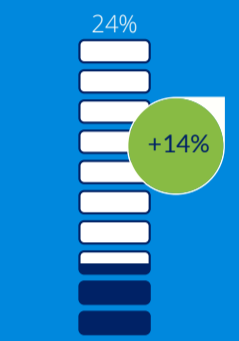


Business as Usual

3 How are volumes impacted?



Slow Down in the Process

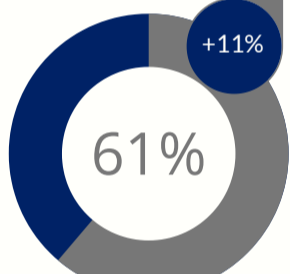


All Relocations Have Been Suspended

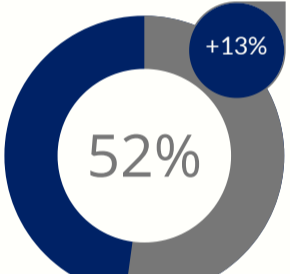


No Impact - Business as Usual

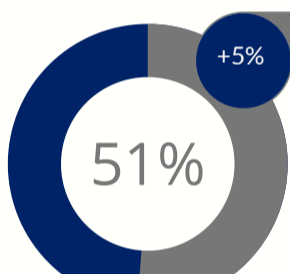
4 What measures are being taken to safeguard employee well-being?



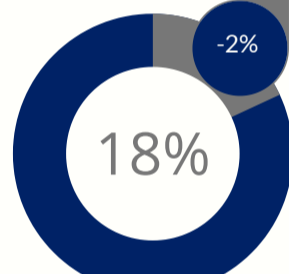
Reducing/Restricting Travel TO Impacted Locations



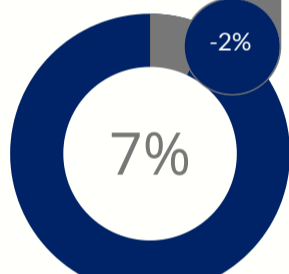
Ban on all Travel



Reducing/Restricting Travel FROM Impacted Locations

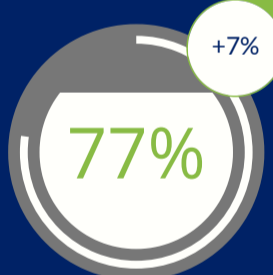


Temporarily Relocating Employees Back to Their Home/Departure Location or Other Location



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

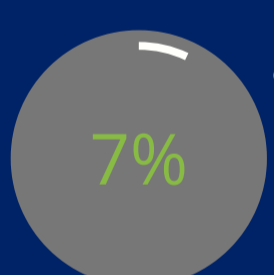
5 What benefits have been suspended for employees in holding zones?



Not Applicable



Host Housing Allowance



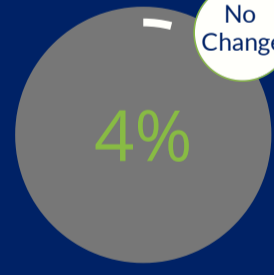
Cost of Living Allowance

Hardship/Location Allowance



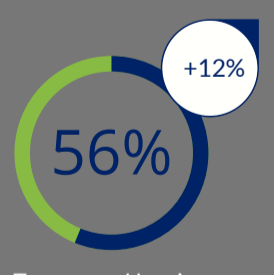
Per Diem

Home Leave

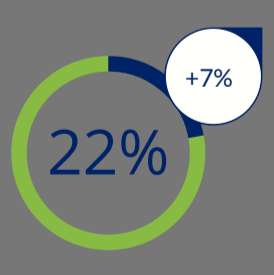


Host Transportation Allowance

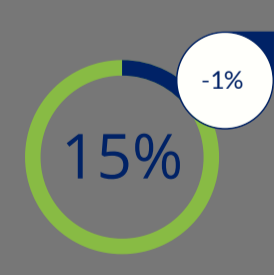
6 What additional support is provided for in-process relocations?



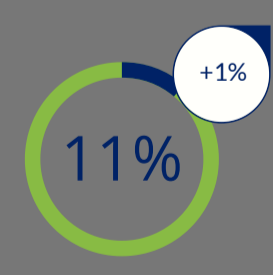
Temporary Housing



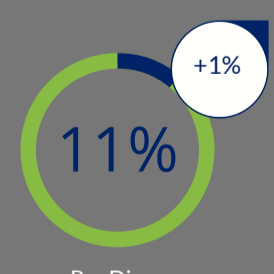
Incidentals



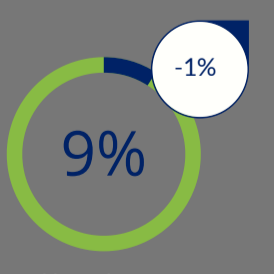
Hire Car or Transportation



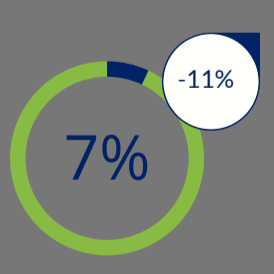
Meals



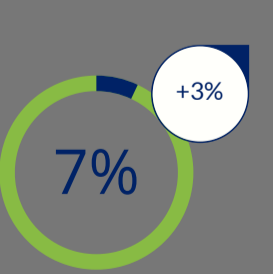
Per Diem



Home Leave

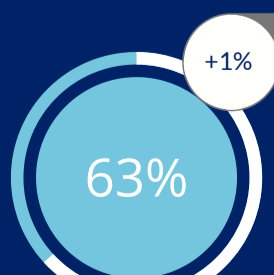


Excess Baggage

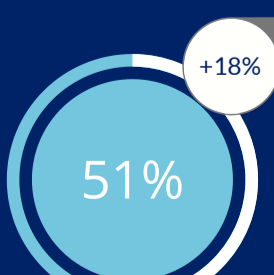


Pet Transportation/Boarding

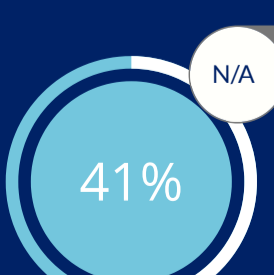
7 What are top stakeholder concerns?



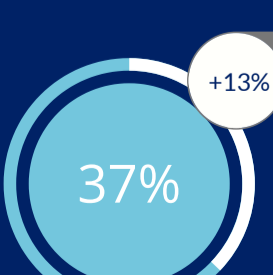
Stress on Employee/Family



Corporate Duty of Care



Containment of Runaway Costs

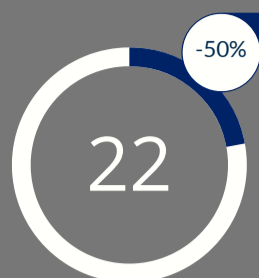


Duplicate Costs

COVID-19: Client Survey

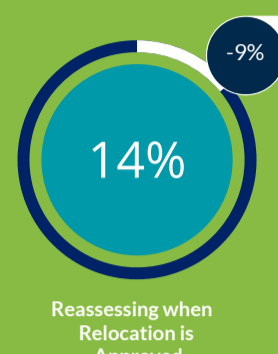
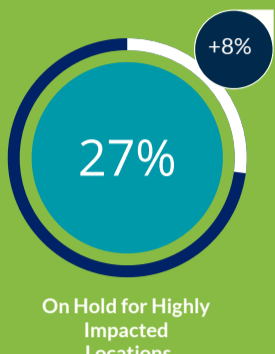
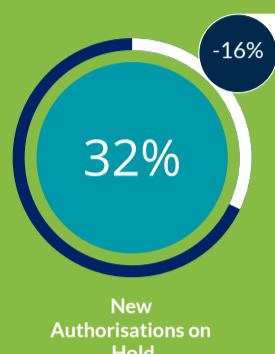
US Domestic

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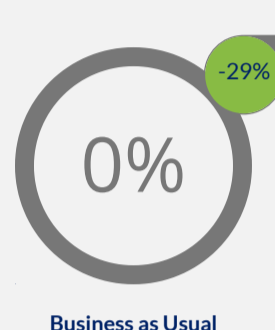
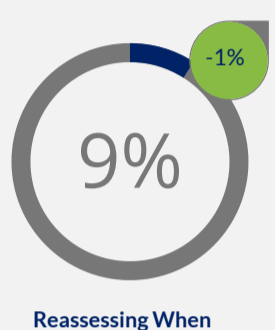
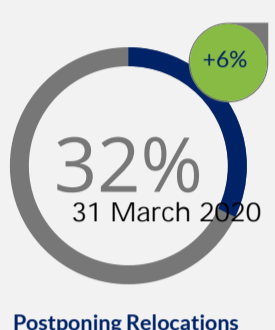
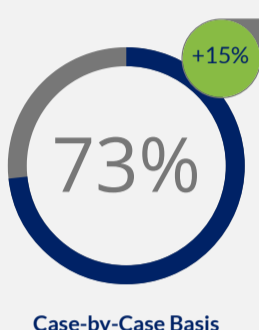


22 SIRVA Account Managers were surveyed regarding the impacts of COVID-19 on US Domestic mobility, and the actions their clients are taking during this unprecedented event. The results are shown below.

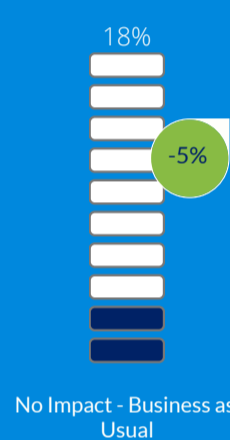
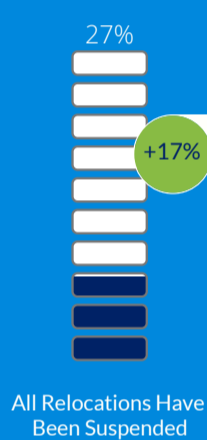
1 How are new relocations managed?



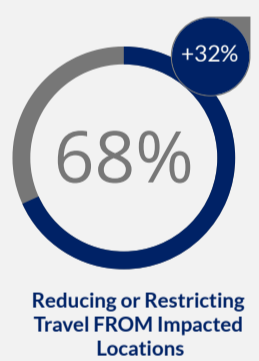
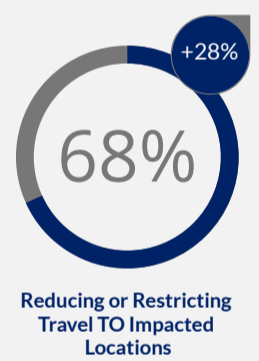
2 How are in-process relocations managed?



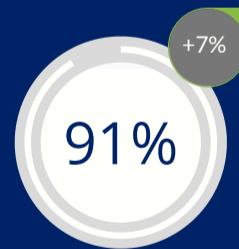
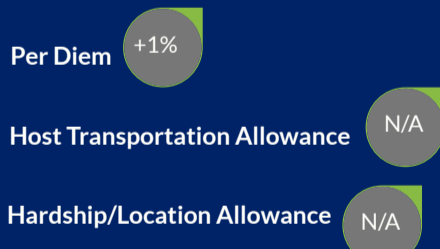
3 How are volumes impacted?



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

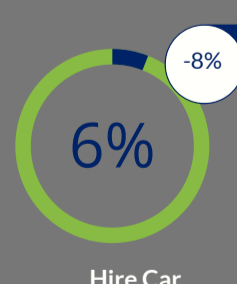
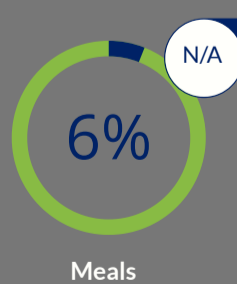
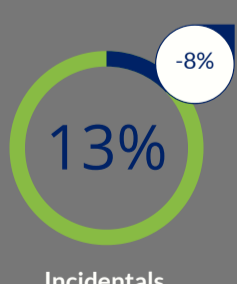
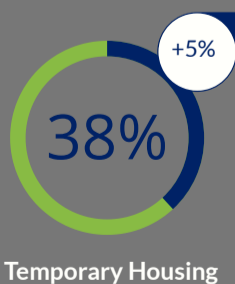


5 What benefits have been suspended for employees in holding zones?

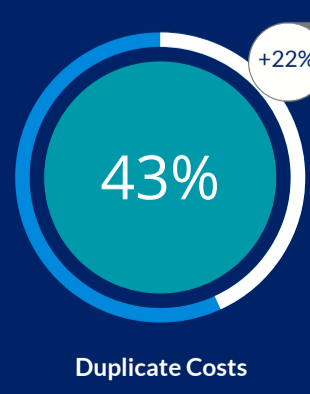
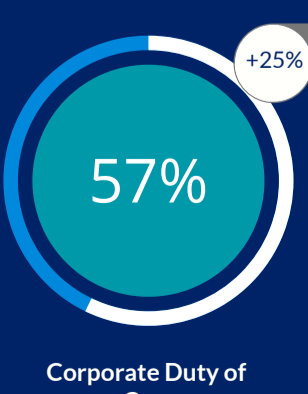
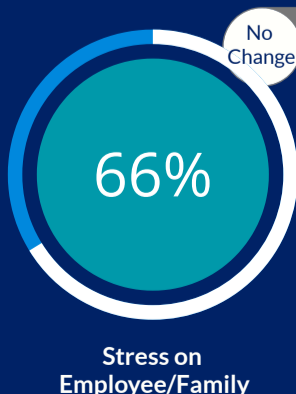


Not Applicable

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



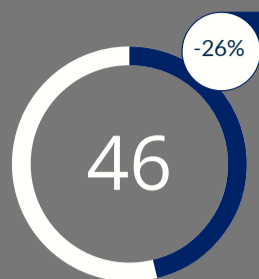
7 What are top stakeholder concerns?



COVID-19: Client Survey

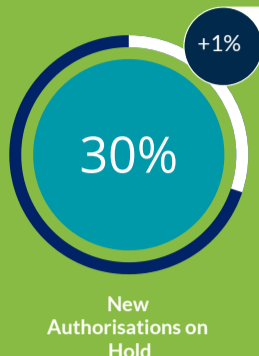
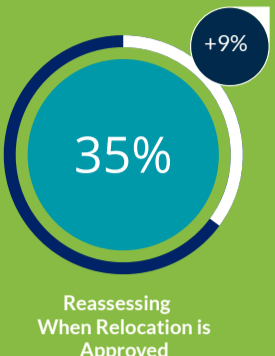
International Cross-Border

Effective 31 March 2020 (Week 3)

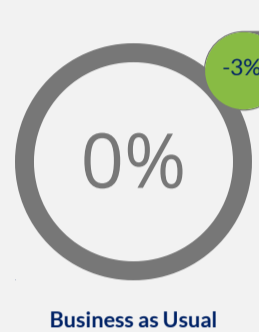
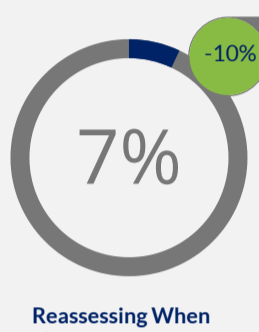
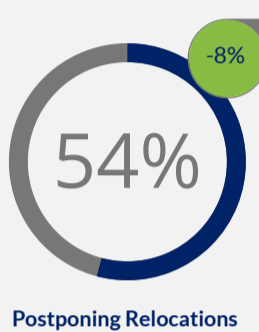
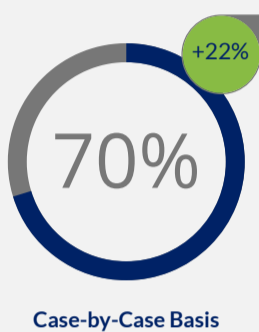


46 SIRVA Account Managers were surveyed regarding the impacts of COVID-19 on *International Cross-Border* mobility, and the actions their clients are taking during this unprecedented event. The results are shown below.

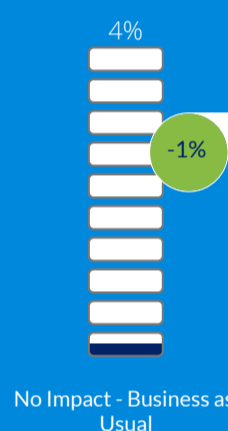
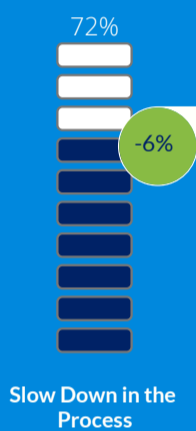
1 How are new relocations managed?



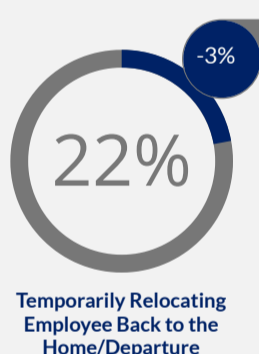
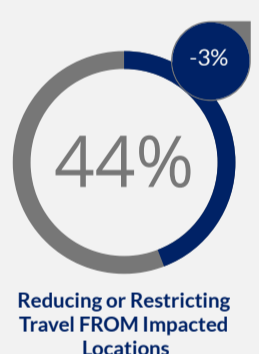
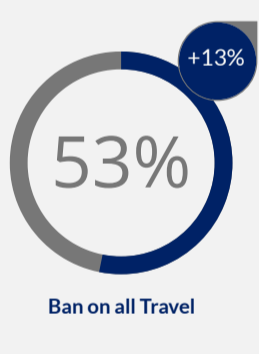
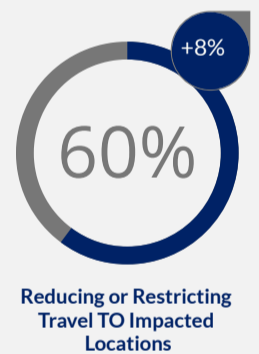
2 How are in-process relocations managed?



3 How are volumes impacted?



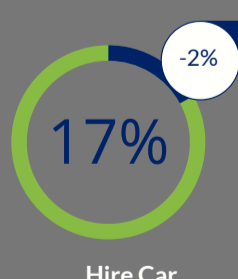
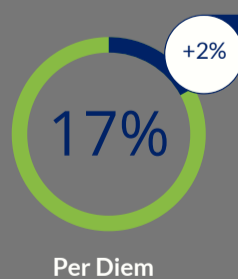
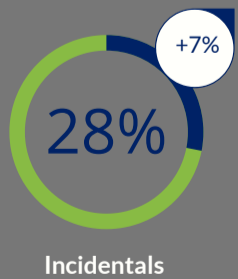
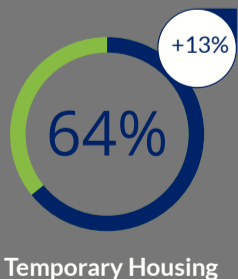
4 What measures are being taken to safeguard employee well-being?



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



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



7 What are top stakeholder concerns?

