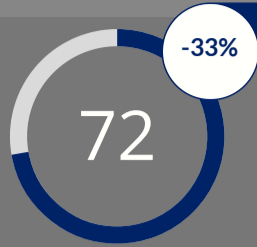


# COVID-19: Client Survey UPDATED

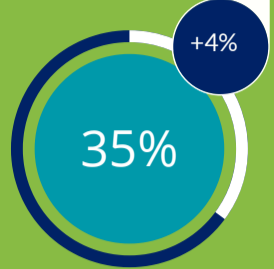
Effective March 31, 2020 (Week 3)



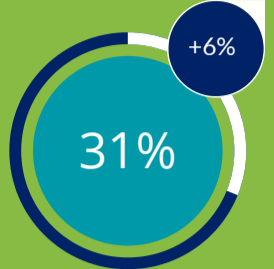
72 SIRVA Account Managers were surveyed regarding the impacts of COVID-19 on mobility, and the actions their clients are taking during this unprecedented event. The results are shown below.

● = % change from prior survey

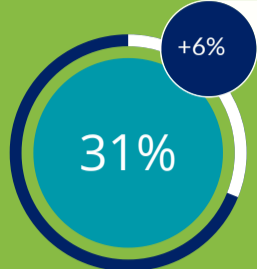
## 1 How are new relocations managed?



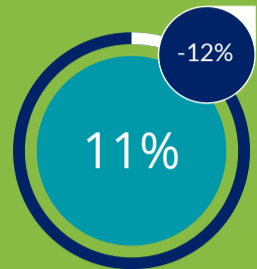
On Hold for Highly Impacted Locations



New Authorizations on Hold

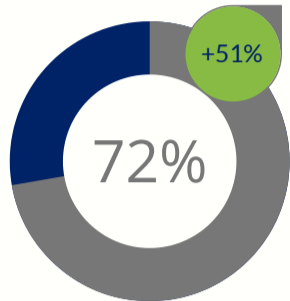


Re-Assessing When Relocation is Approved

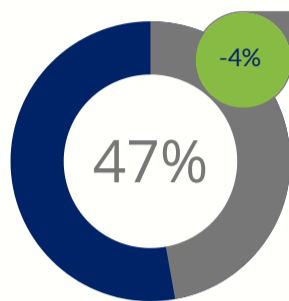


Business as Usual

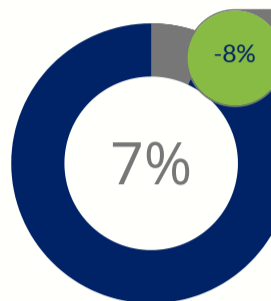
## 2 How are in-process relocations managed?



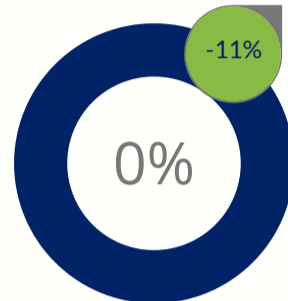
Case-by-Case Basis



Postponing Relocations to Impacted Locations

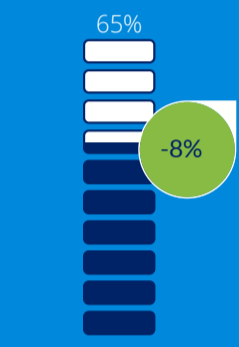


Re-Assessing When Relocation is Approved

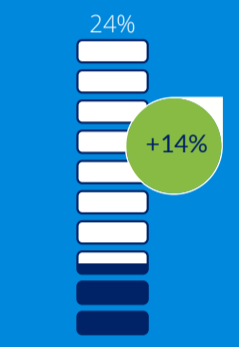


Business as Usual

## 3 How are volumes impacted?



Slow Down in the Process

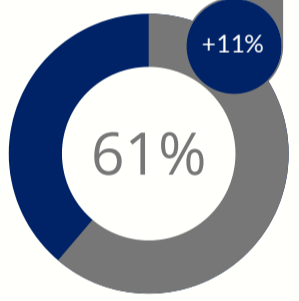


All Relocations Have Been Suspended

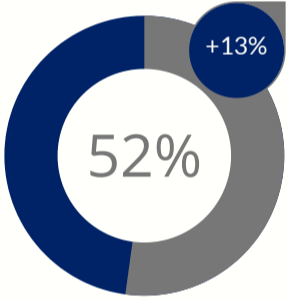


No Impact - Business as Usual

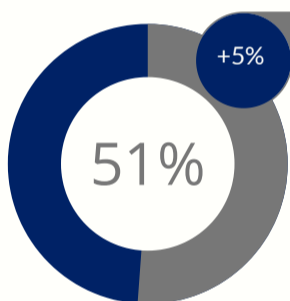
## 4 What measures are being taken to safeguard employee well-being?



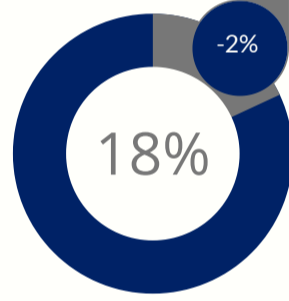
Reducing/Restricting Travel TO Impacted Locations



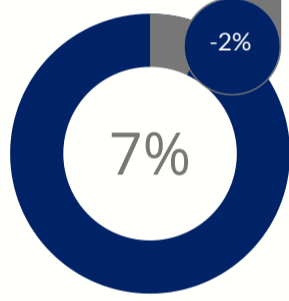
Ban on all Travel



Reducing/Restricting Travel FROM Impacted Locations

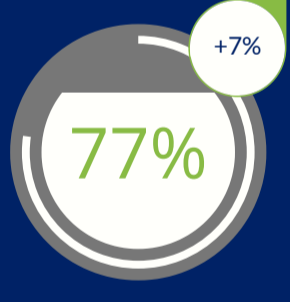


Temporarily Relocating Employees Back to Their Home/Departure Location or Other Location

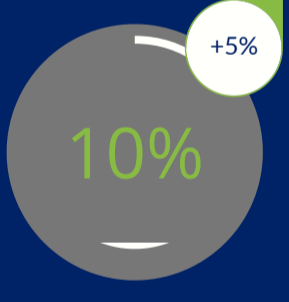


Permanently Relocating Employees Back to Their Home/Departure Location or Other Location

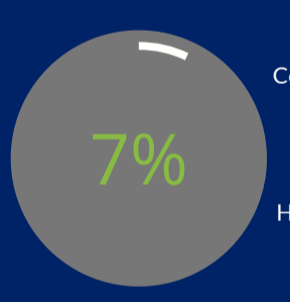
## 5 What benefits have been suspended for employees in holding zones?



Not Applicable

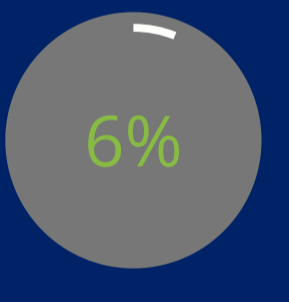


Host Housing Allowance



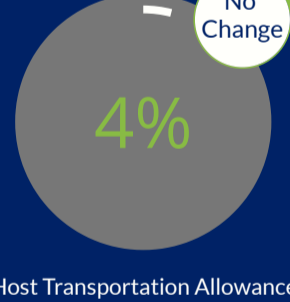
Cost of Living Allowance

Hardship/Location Allowance +3%



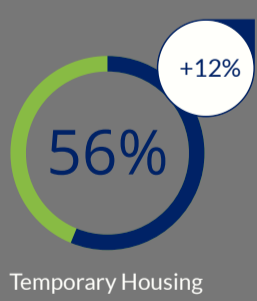
Per Diem

Home Leave No Change

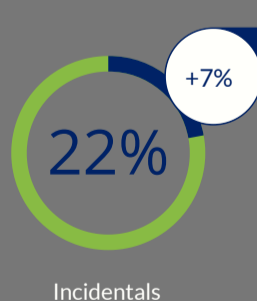


Host Transportation Allowance

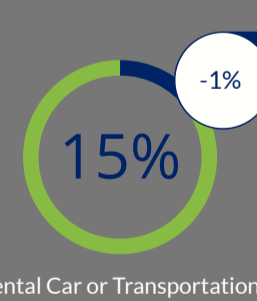
## 6 What additional support is provided for in-process relocations?



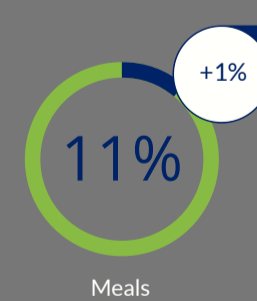
Temporary Housing



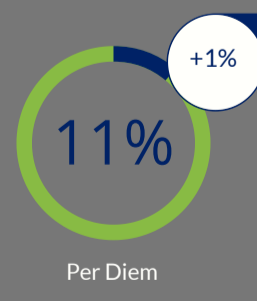
Incidentals



Rental Car or Transportation



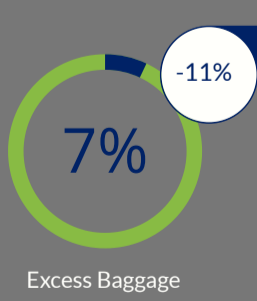
Meals



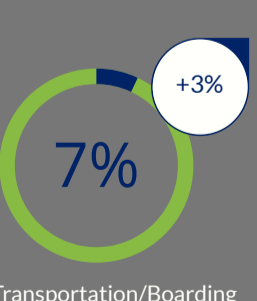
Per Diem



Home Leave

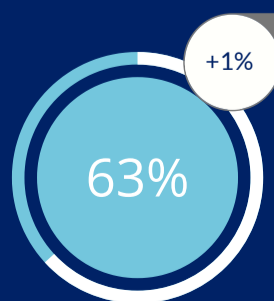


Excess Baggage

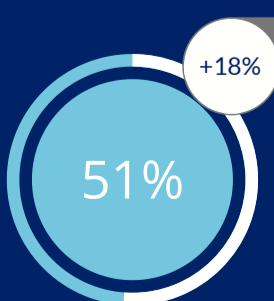


Pet Transportation/Boarding

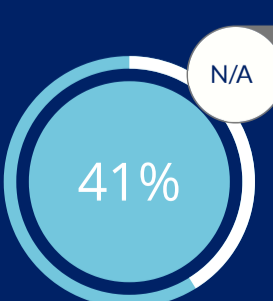
## 7 What are top stakeholder concerns?



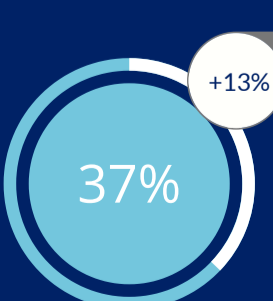
Stress on Employee/Family



Corporate Duty of Care



Containment of Runaway Costs

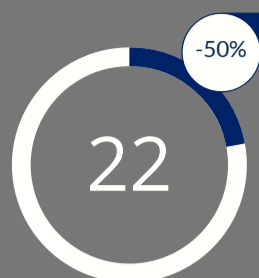


Duplicate Costs

# COVID-19: Client Survey

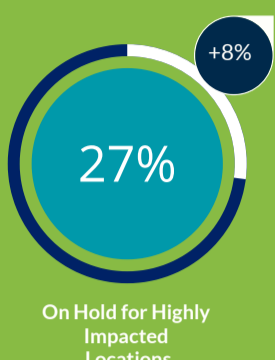
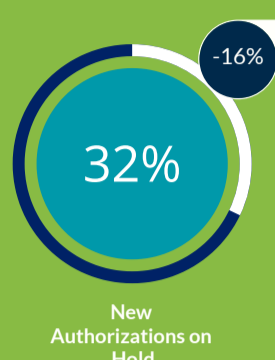
## US Domestic

Effective March 31, 2020 (Week 3)

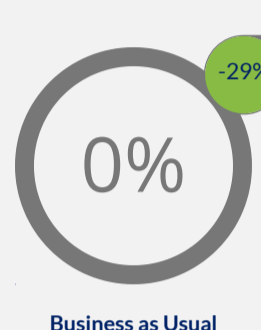
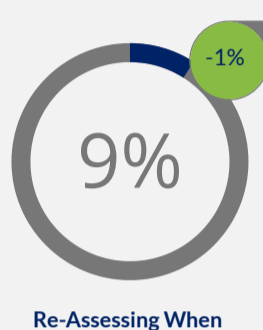
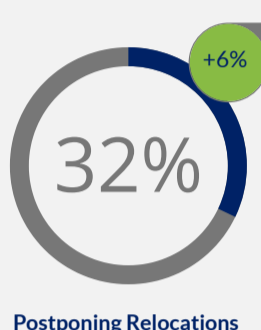
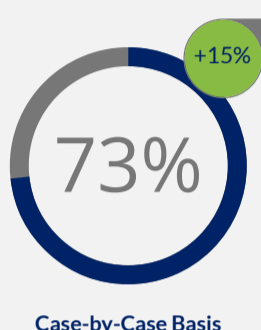


22 SIRVA Account Managers were surveyed regarding the impacts of COVID-19 on US Domestic mobility, and the actions their clients are taking during this unprecedented event. The results are shown below.

### 1 How are new relocations managed?



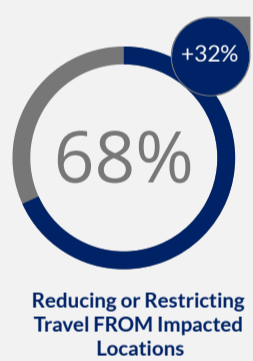
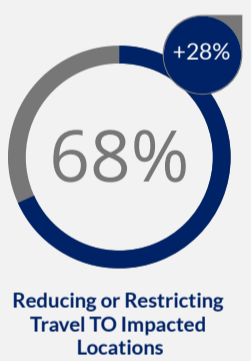
### 2 How are in-process relocations managed?



### 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?

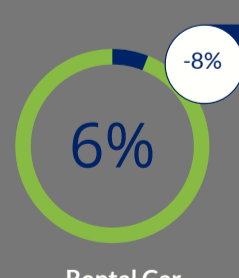
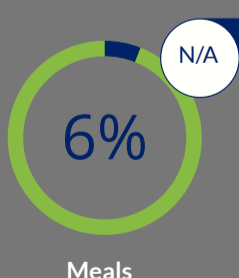
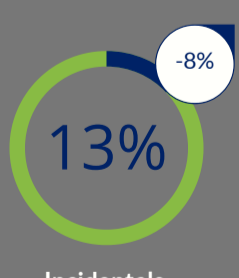
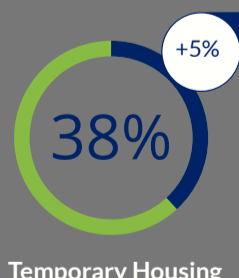


- Per Diem +1%
- Host Transportation Allowance N/A
- Hardship/Location Allowance N/A

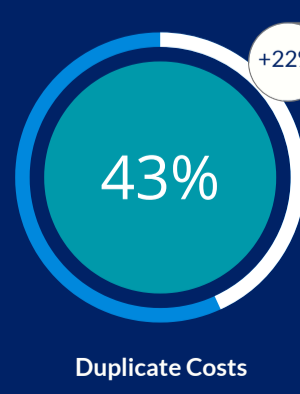
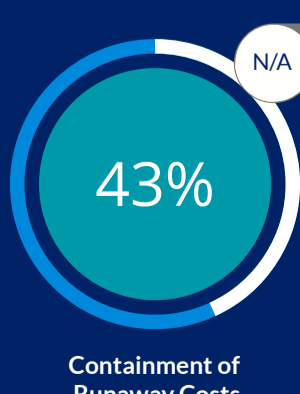
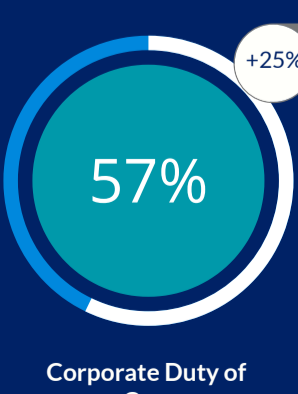
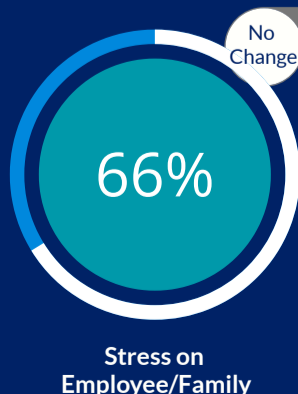


Not Applicable

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

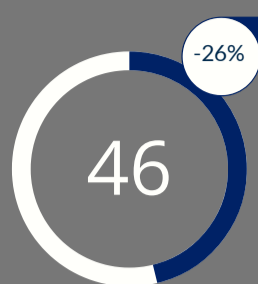


### 7 What are top stakeholder concerns?



# COVID-19: Client Survey International Cross-Border

Effective March 31, 2020 (Week 3)

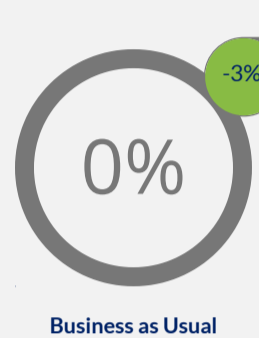
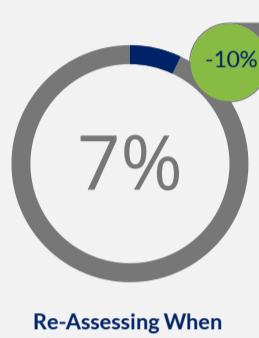
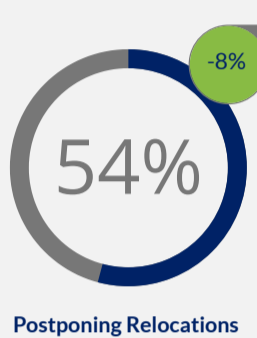
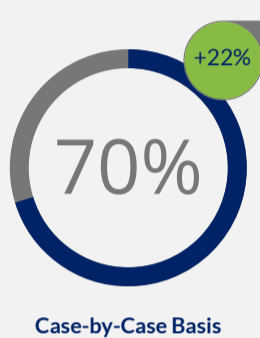


46 SIRVA Account Managers were surveyed regarding the impacts of COVID-19 on *International Cross-Border* mobility, and the actions their clients are taking during this unprecedented event. The results are shown below.

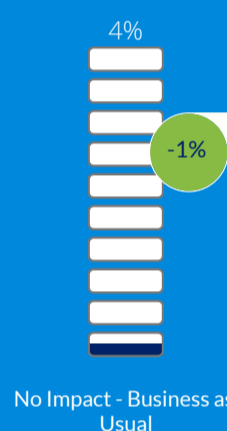
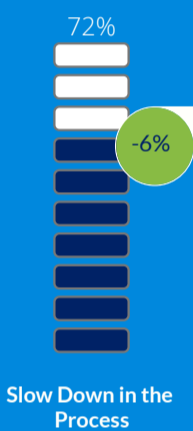
## 1 How are new relocations managed?



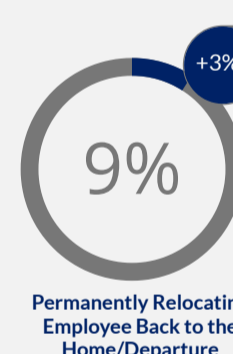
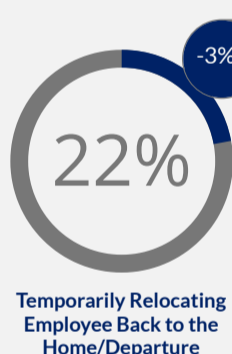
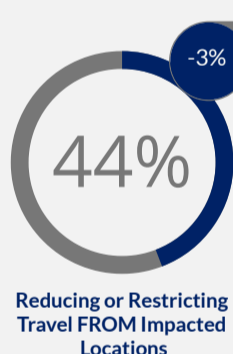
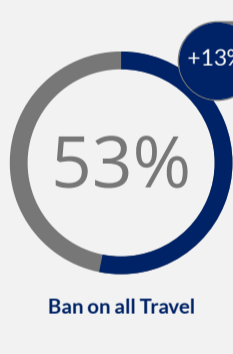
## 2 How are in-process relocations managed?



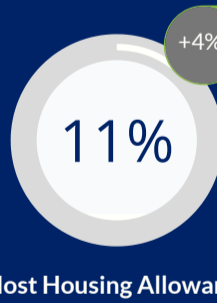
## 3 How are volumes impacted?



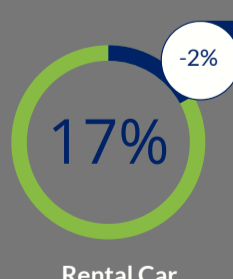
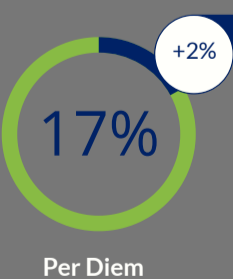
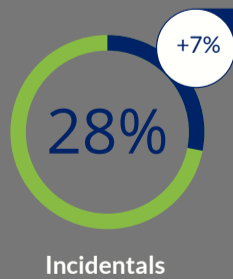
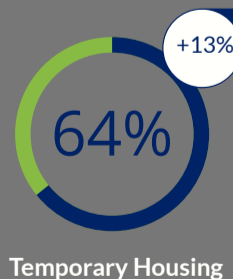
## 4 What measures are being taken to safeguard employee well-being?



## 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?

