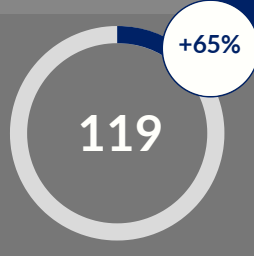


COVID-19: Client Survey UPDATED

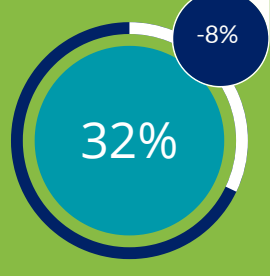
Effective April 7, 2020 (Week 4)



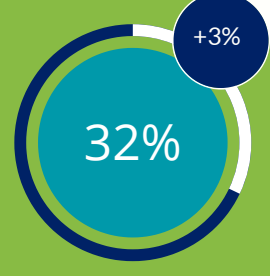
119 SIRVA Account Managers were surveyed regarding the impacts of COVID-19 on mobility, and the actions their clients are taking during this unprecedented event. The results are shown below.

● = % change from prior survey

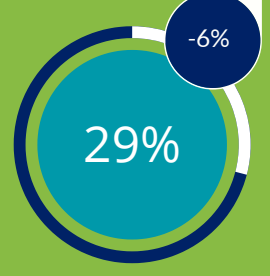
1 How are new relocations managed?



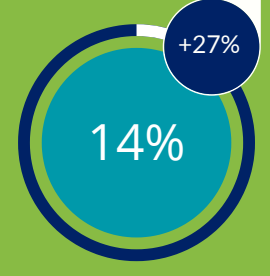
On Hold for Highly Impacted Locations



New Authorizations on Hold

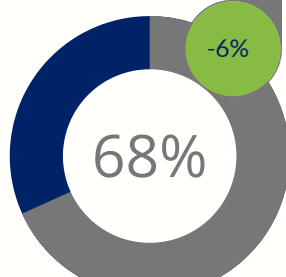


Re-Assessing When Relocation is Approved

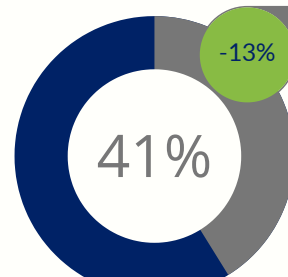


Business as Usual

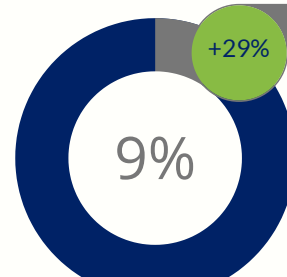
2 How are in-process relocations managed?



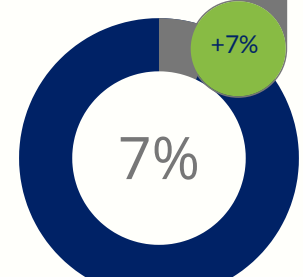
Case-by-Case Basis



Postponing Relocations to Impacted Locations

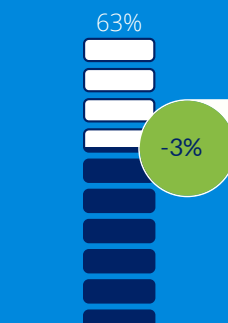


Re-Assessing When Relocation is Approved



Business as Usual

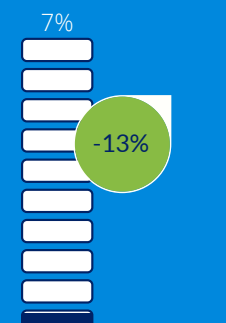
3 How are volumes impacted?



Slow Down in the Process

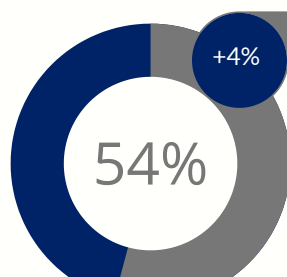


All Relocations Have Been Suspended

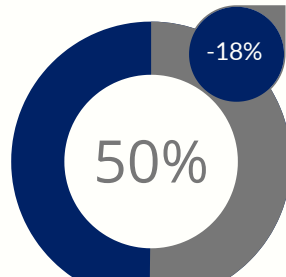


No Impact - Business as Usual

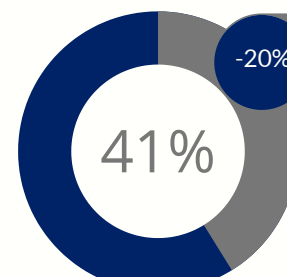
4 What measures are being taken to safeguard employee well-being?



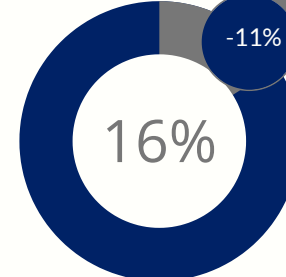
Ban on all Travel



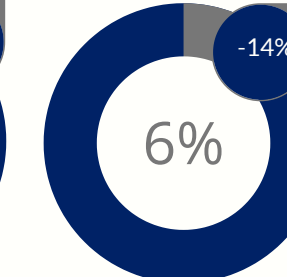
Reducing/Restricting Travel TO Impacted Locations



Reducing/Restricting Travel FROM Impacted Locations

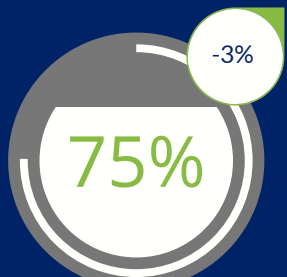


Temporarily Relocating Employees Back to Their Home/Departure Location or Other Location

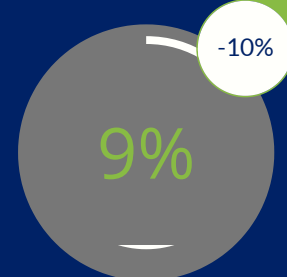


Permanently Relocating Employees Back to Their Home/Departure Location or Other Location

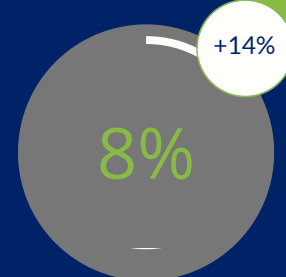
5 What benefits have been suspended for employees in holding zones?



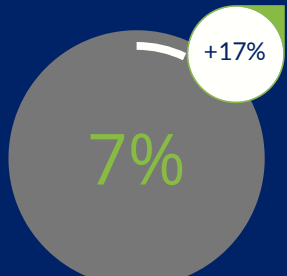
Not Applicable



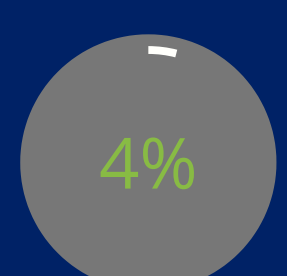
Host Housing Allowance



Cost of Living Allowance



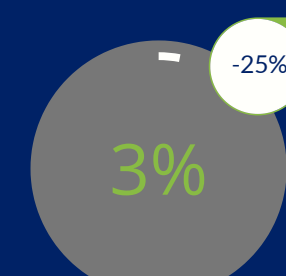
Per Diem



Home Leave

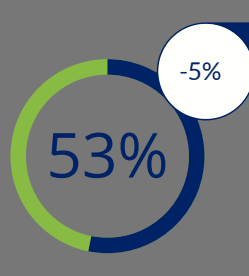


Hardship/Location Allowance

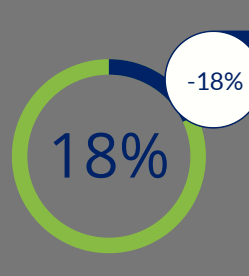


Host Transportation Allowance

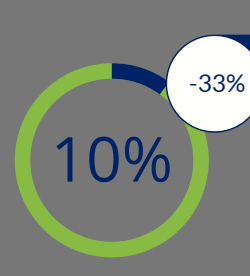
6 What additional support is provided for in-process relocations?



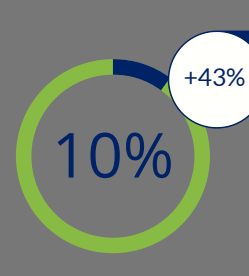
Temporary Housing



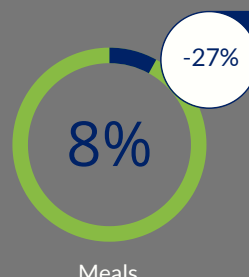
Incidentals



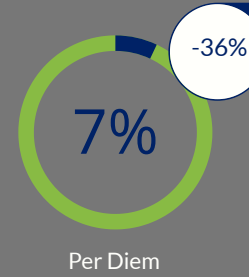
Rental Car or Transportation



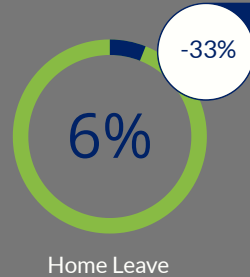
Excess Baggage



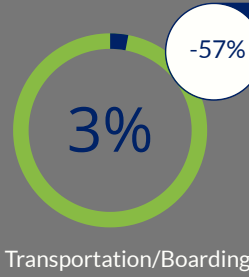
Meals



Per Diem

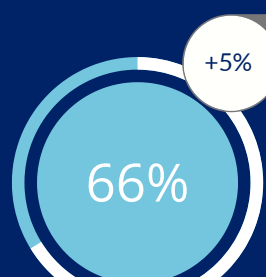


Home Leave

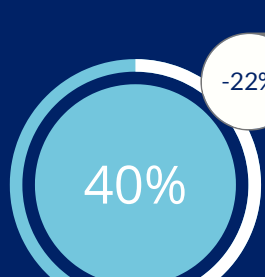


Pet Transportation/Boarding

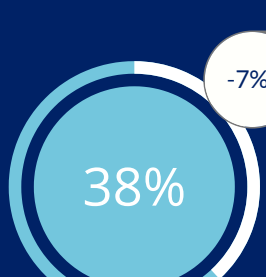
7 What are top stakeholder concerns?



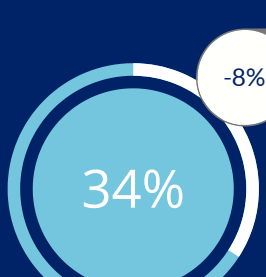
Stress on Employee/Family



Corporate Duty of Care



Containment of Runaway Costs



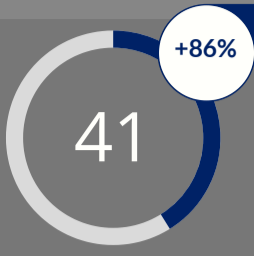
Duplicate Costs

COVID-19: Client Survey

UPDATED

US Domestic

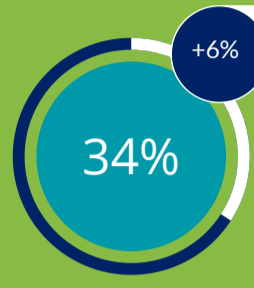
Effective April 7, 2020 (Week 4)



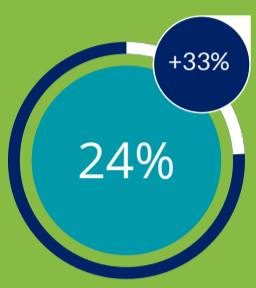
41 SIRVA Account Managers were surveyed regarding the impacts of COVID-19 on *US Domestic* mobility, and the actions their clients are taking during this unprecedented event. The results are shown below.

● = % change from prior survey

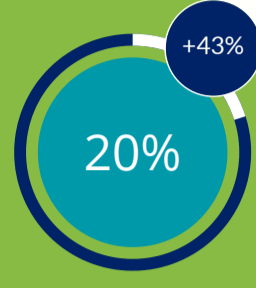
1 How are new relocations managed?



New Authorizations on Hold



Business as Usual

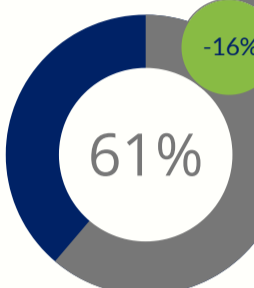


Re-Assessing When Relocation is Approved

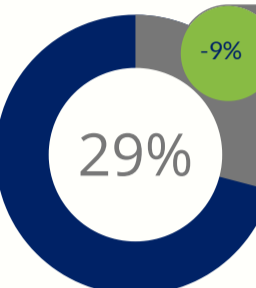


On Hold for Highly Impacted Locations

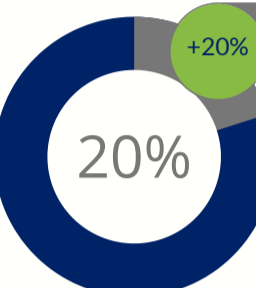
2 How are in-process relocations managed?



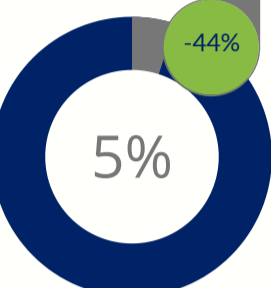
Case-by-Case Basis



Postponing Relocations to Impacted Locations



Business as Usual



Re-Assessing When Relocation is Approved

3 How are volumes impacted?



Slow Down in the Process

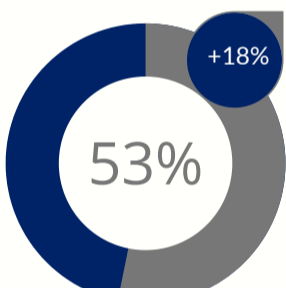


All Relocations Have Been Suspended

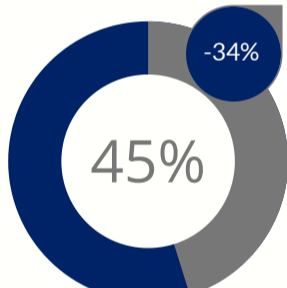


No Impact - Business as Usual

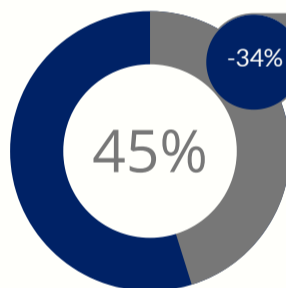
4 What measures are being taken to safeguard employee well-being?



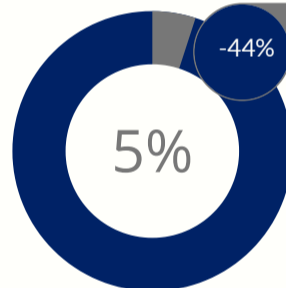
Ban on all Travel



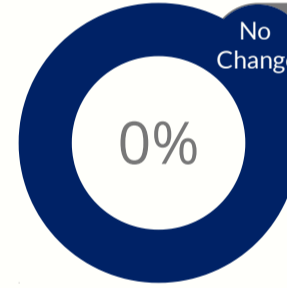
Reducing/Restricting Travel TO Impacted Locations



Reducing/Restricting Travel FROM Impacted Locations



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

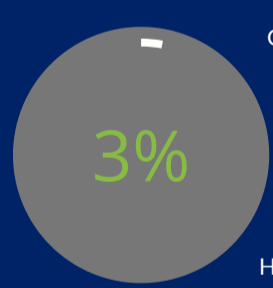


Permanently Relocating Employees Back to Their Home/Departure Location or Other Location

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



Not Applicable



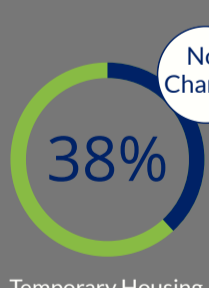
Cost of Living Allowance +3%

Per Diem -4%

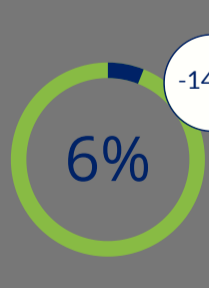
Host Transportation Allowance -4%

Hardship/Location Allowance -4%

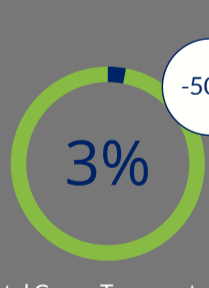
6 What additional support is provided for in-process relocations?



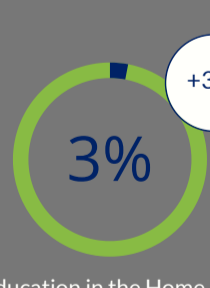
Temporary Housing



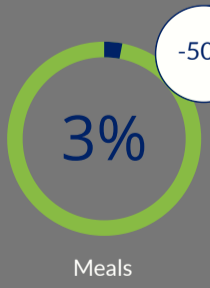
Incidentals



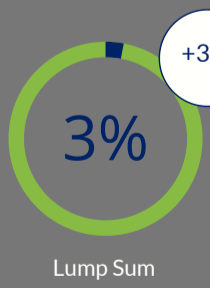
Rental Car or Transportation



Education in the Home or Parking Location



Meals



Lump Sum

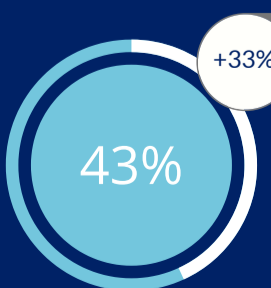


Excess Baggage

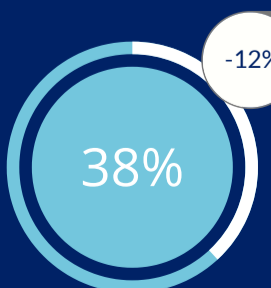
7 What are top stakeholder concerns?



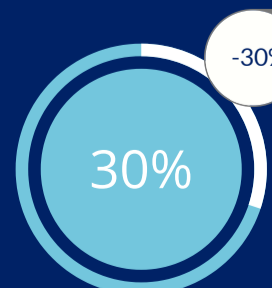
Stress on Employee/Family



Corporate Duty of Care



Containment of Runaway Costs



Duplicate Costs

COVID-19: Client Survey

UPDATED

International Cross-Border

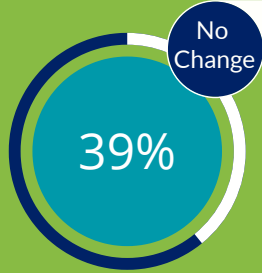
Effective April 7, 2020 (Week 4)



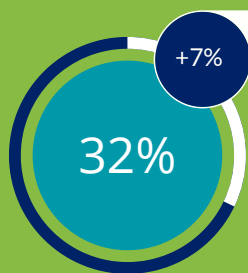
71 SIRVA Account Managers were surveyed regarding the impacts of COVID-19 on *International Cross-Border* mobility, and the actions their clients are taking during this unprecedented event. The results are shown below.

● = % change from prior survey

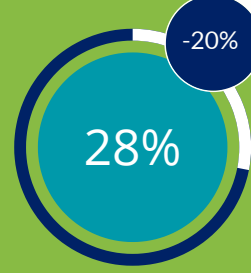
1 How are new relocations managed?



On Hold for Highly Impacted Locations



New Authorizations on Hold

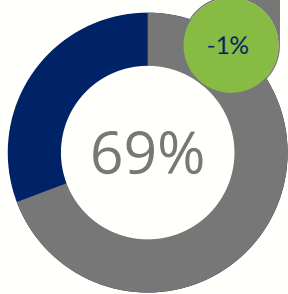


Re-Assessing When Relocation is Approved

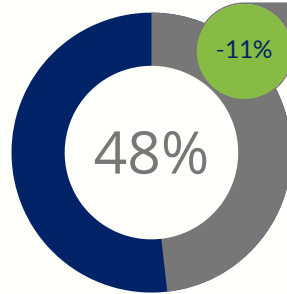


Business as Usual

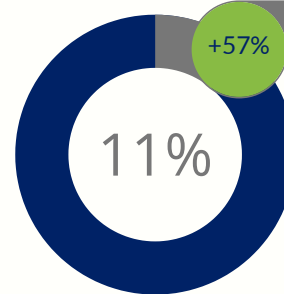
2 How are in-process relocations managed?



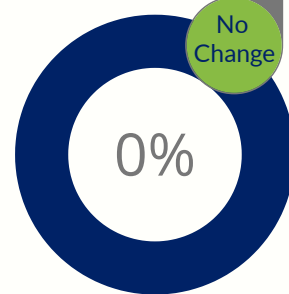
Case-by-Case Basis



Postponing Relocations to Impacted Locations

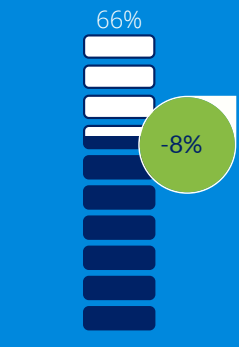


Re-Assessing When Relocation is Approved



Business as Usual

3 How are volumes impacted?



Slow Down in the Process

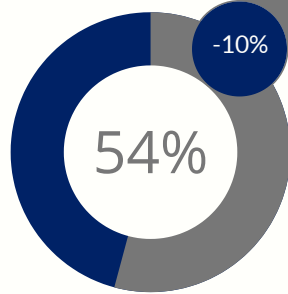


All Relocations Have Been Suspended

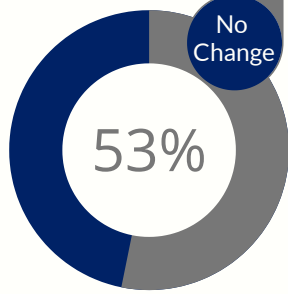


No Impact - Business as Usual

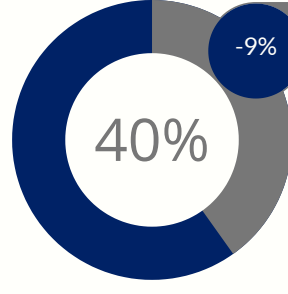
4 What measures are being taken to safeguard employee well-being?



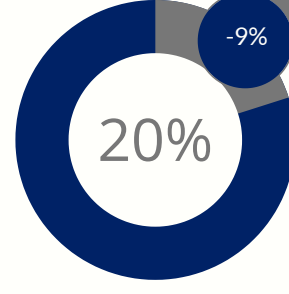
Reducing/Restricting Travel TO Impacted Locations



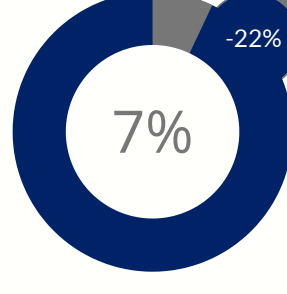
Ban on all Travel



Reducing/Restricting Travel FROM Impacted Locations

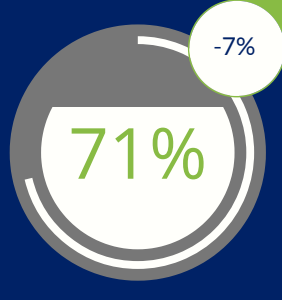


Temporarily Relocating Employees Back to Their Home/Departure Location or Other Location

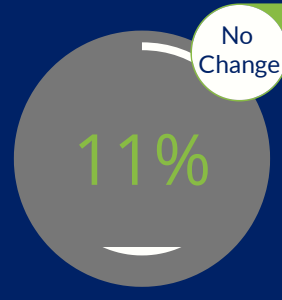


Permanently Relocating Employees Back to Their Home/Departure Location or Other Location

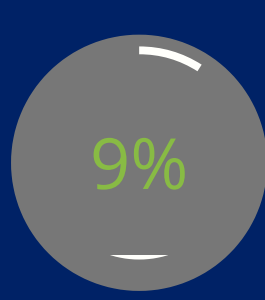
5 What benefits have been suspended for employees in holding zones?



Not Applicable

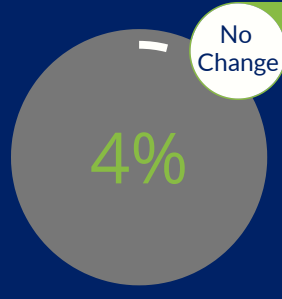


Host Housing Allowance

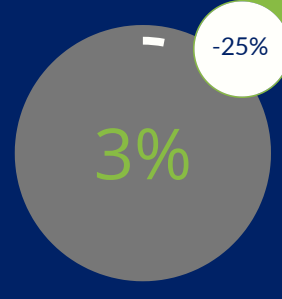


Cost of Living Allowance +125%

Per Diem +125%

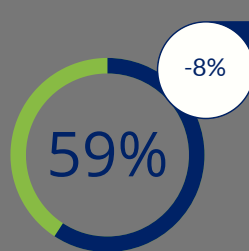


Home Leave

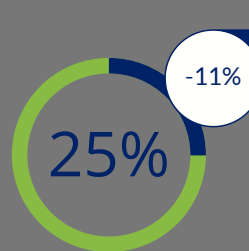


Hardship/Location Allowance

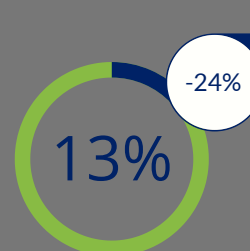
6 What additional support is provided for in-process relocations?



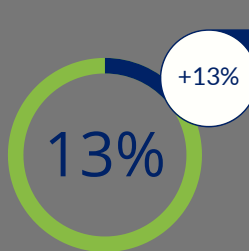
Temporary Housing



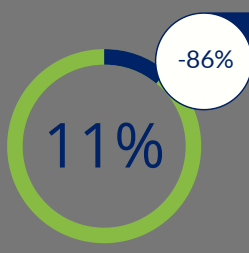
Incidentals



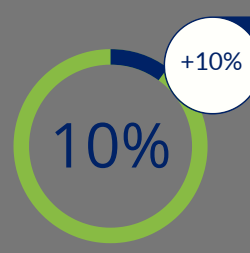
Rental Car or Transportation



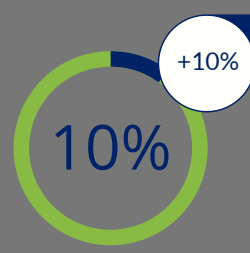
Excess Baggage



Per Diem

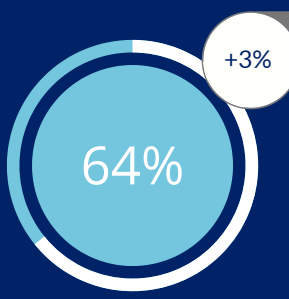


Meals

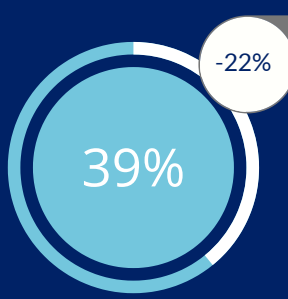


Home Leave

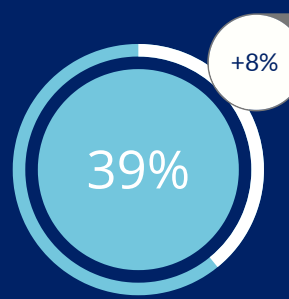
7 What are top stakeholder concerns?



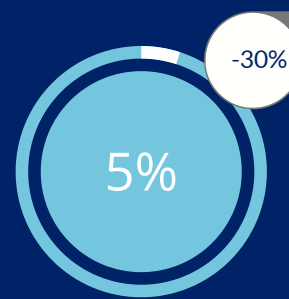
Stress on Employee/Family



Corporate Duty of Care



Duplicate Costs



Cost Containment