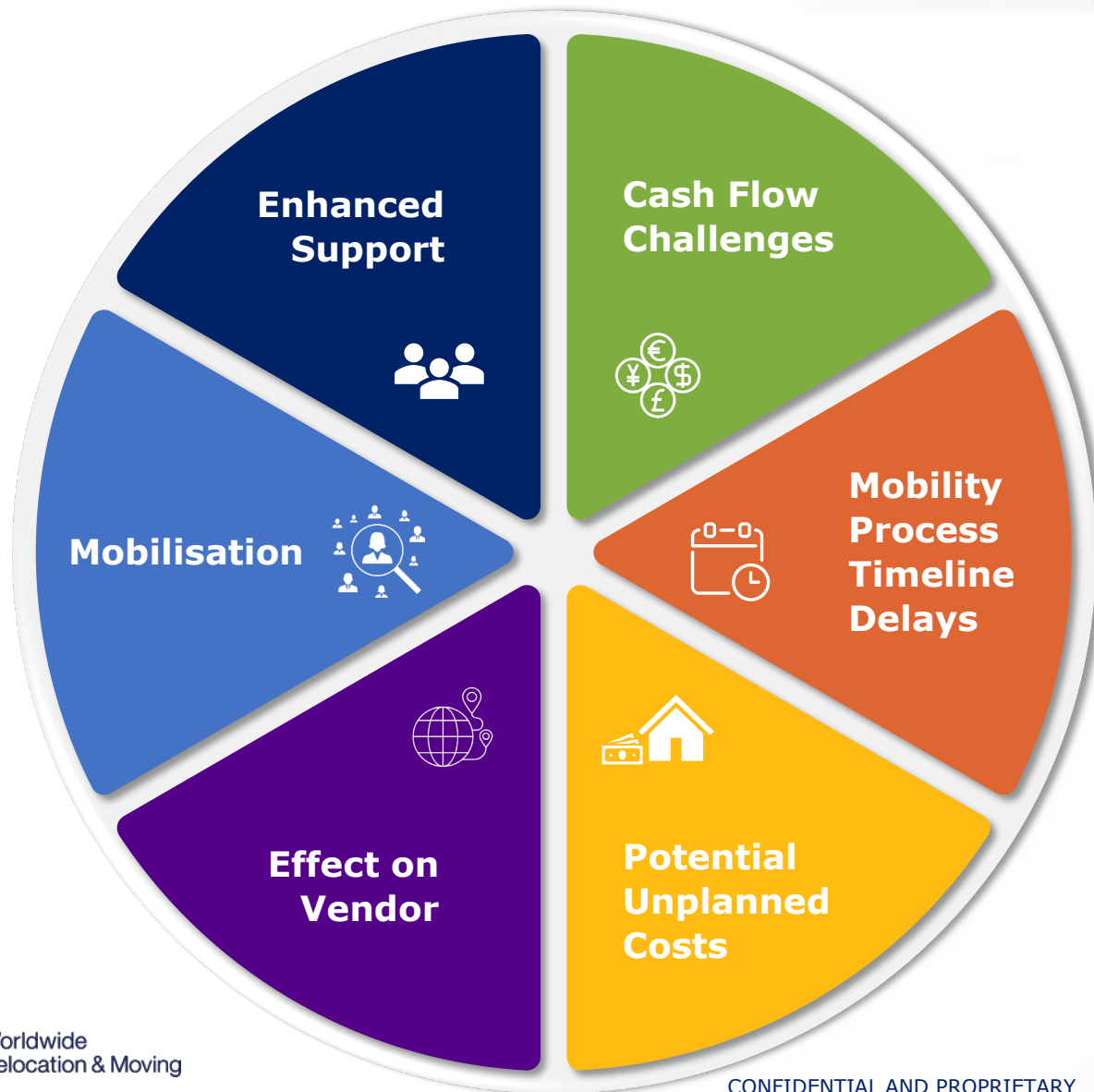


# Mobility & COVID-19

## Six Areas of Focus and Consideration



# Recommended Immediate Actions

## Things to Do:

- 1) Identify
- 2) Make Contact
- 3) Listen



- Identify your global population
  - Where are your mobile employees located?
  - Compare the locations of your mobile employees with current COVID-19 affected areas
- Proactively contact employees in affected locations to share status updates and suggested protocols
- Understand employee concerns and required response
  - Partner with your risk mitigation team (and other internal teams) to define and implement emergency protocol procedures (as appropriate)
  - Review mobility policies to understand emergency / evacuation protocols or repatriation options (as appropriate)
  - Partner with your mobility supplier network to identify support options to implement emergency / evacuation and repatriation protocols (as appropriate)

# Mobility Programme Focus Areas for Consideration

## COVID-19

### Enhanced Support



- Employees and families may require additional services (with associated expenses) in order to proceed with a planned relocation or to support an in-progress relocation

### Cash Flow Challenges



- Affected employees may have additional out-of-pocket expenses as a result of contingency plans implemented by an organisation; these may be difficult to manage
- Organisations will need to look at how to best support the employee

### Mobility Process Timeline Delays



- COVID-19 may have an effect on mobility timelines for affected locations
- It will be important to understand where delays could be encountered, how delays could affect workforce deployment and how these delays could affect costs based on each organisation's mobility population

# Mobility Programme Focus

## Areas for Consideration

### COVID-19

#### Potential Unplanned Costs



- Affected locations could see increased costs as a result of unplanned expenses like the following:
  - Duplicate Expenses / Surcharges
  - Supply and Demand
  - Timing Costs
  - Rental Furniture
  - Cell Phones
  - Education Costs
  - Temporary Housing Expenses
  - Rental Car
  - Extended Storage
  - Backlog

#### Effect on Vendor



- COVID-19 may have an effect on how SIRVA and vendors are able to provide services in affected locations
  - Travel Departments
  - Household Goods
  - Host Schools
  - Language Training / Cultural Training
  - Destination Services Providers ("DSPs")

#### Mobilisation



- Once the threat of COVID-19 eases for particular locations and organisations relax or remove mobility restrictions, organisations will be keen to quickly mobilise currently parked talent and get back to business as usual with new moves
- It will be key for organisations to communicate and strategise with SIRVA or vendors on how to expedite this process
- organisations may be ready to resume mobility activities, but affected locations and vendors may be slower to respond