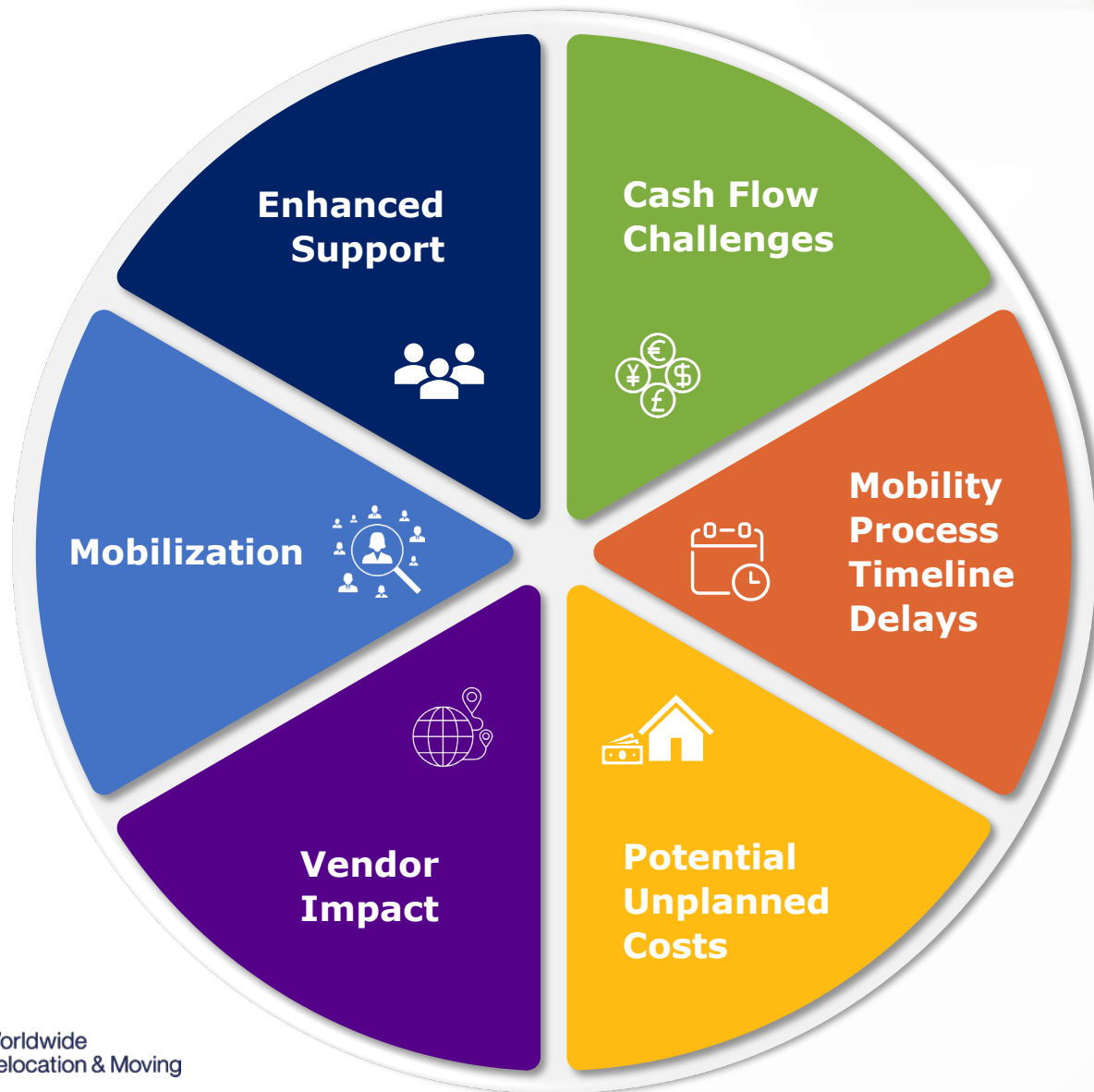


Mobility & COVID-19

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 impacted areas
- Proactively contact employees in impacted locations to share status updates and suggested protocols
- Understand employee concerns and required response
 - Partner with your risk mitigation (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 Program 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-process relocation
-

Cash Flow Challenges



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

Mobility Process Timeline Delays



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

Mobility Program Focus Areas for Consideration COVID-19

Potential Unplanned Costs



- Impacted 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

Vendor Impact



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

Mobilization



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