



SIRVA[®] Worldwide
Relocation & Moving

Impacts of COVID-19 on 2020 Internship Programs Global Best Practices and Benchmarking

In light of COVID-19, organizations have been required to review the objectives of their internship programs, assess their capability of hosting interns in today's environment, and determine the overall viability of their internship programs in the foreseeable future. This document will explore the challenges facing internship programs as a result of COVID-19 and will provide insights into how companies working with SIRVA have addressed their programs for 2020.

The data contained in this document is based on feedback from SIRVA clients representing the following industries:

- Chemical
- Construction
- Food & Beverage
- Healthcare/Medical
- Insurance
- Manufacturing
- Media
- Retail
- Technology

Internship Program Assessment

The impacts of COVID-19 have been significant, causing organizations to consider whether the continuance of their internship programs would be feasible in 2020 or beyond, in light of the challenges that COVID-19 presents to host these programs. In our client discussions, 44% of participants shared that they kept their internship program but have found it necessary to modify it in some way. Given current world conditions, organizations globally have had to weigh whether to cancel their programs or to modify them and, if so, to what extent. Decisions have taken several factors into consideration, including:

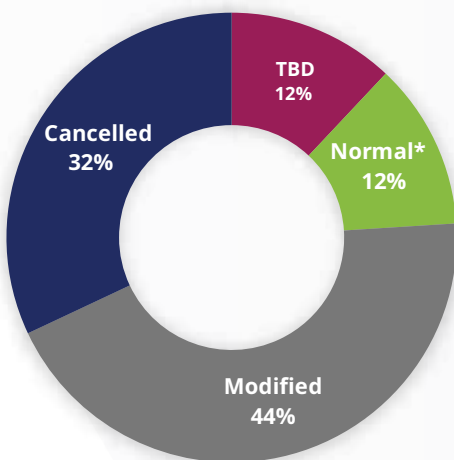
Ability to Travel

- Interns may not be able to travel to their host/destination locations due to travel restrictions at their home/origin or host/destination locations.
- Home/origin or host/destination quarantine requirements may be prohibitive.
- Interns may not be able to secure the necessary immigration paperwork.

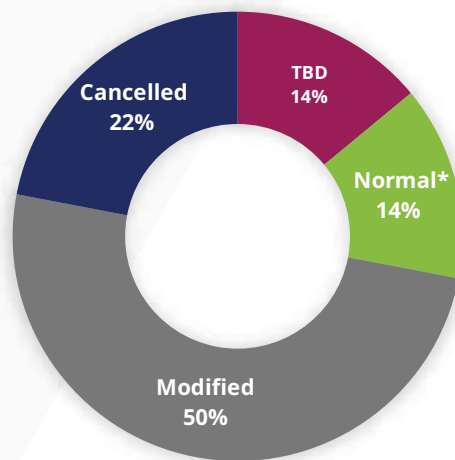
Host/Destination Facilities

- Physical offices/facilities at host/destination locations may still be closed due to local requirements to stay at home.
- The office layout may not meet social distancing requirements when interns are included.
- Global health organizations and local requirements may delay the re-opening of work facilities, impacting the length and effectiveness of the intern program.

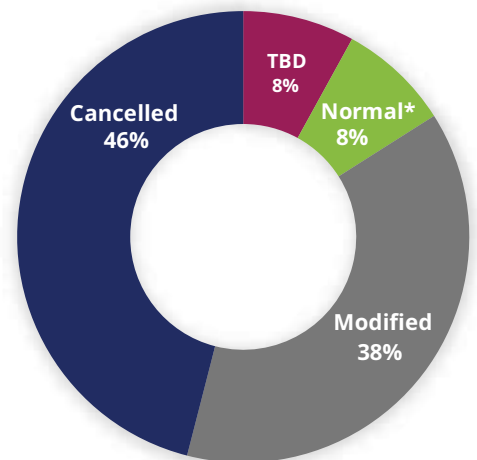
How companies are proceeding with their internship programs in response to COVID-19:



Consolidated Results
(all programs)



U.S. Programs Only



Non-U.S. Programs

**Retained with appropriate health and safety requirements*

Health and Safety

- Are any of the interns from an identified 'at-risk' group?
- Is the host/destination location in a high-risk area?
- Will the interns be able to find housing?
- Will the interns still want to participate in the program?
- Are the intern education objectives and "intern experience" still feasible in light of the required health and safety restrictions?

Business Objectives

- Where do internship program objectives rank in importance as compared to other organizational objectives?
- Does the business have the same objective today for the interns, as compared with pre-COVID-19 objectives?
- Can the interns be an effective resource for the business?
- Does the business still have the budget to support internship programs?

Feedback from our clients revealed that 32% of companies cancelled their internship programs; some organizations provided reimbursement for out-of-pocket expenses incurred by the intern for flights and housing cancellations .



Program Modifications

Of the companies that proceeded with their internship programs, a variety of modifications were instituted.

Virtual Programs

In instances where it is not logistically feasible to have interns travel to the host/destination location and work in a corporate facility, a virtual program is providing a way to engage interns while allowing them to remain in their home/origin locations. Some organizations (38%) chose to use virtual programs to provide the intern with insight into the organization and are finding that interns can, in fact, complete tasks virtually for their internship without having to be on-site.

In facilitating a virtual program, we found that our clients use best practices that include the:

- Use of virtual platforms, such as Zoom or Microsoft Teams

Provisions of:

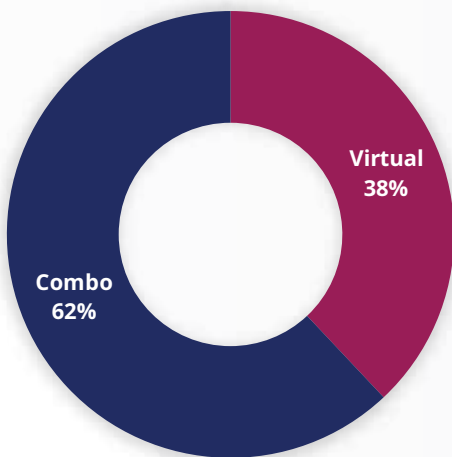
- Remote access to organization networks
- Hardware, such as laptops, routers, etc.
- Stipend/lump sums to purchase office equipment
- Reimbursement of rent in lieu of temporary housing expenses

Combination Programs

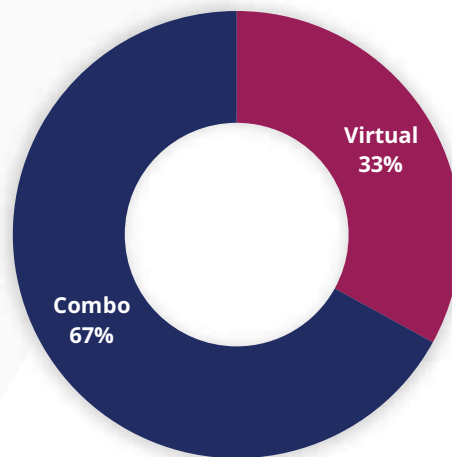
Respondents utilized a combined approach, providing both on-site and virtual experiences:

- Some organizations found they have the ability to support on-site programs in some locations, but not in others.
- Multiple programs found they could only provide a limited on-site experience, with the majority of the experience being completed virtually.

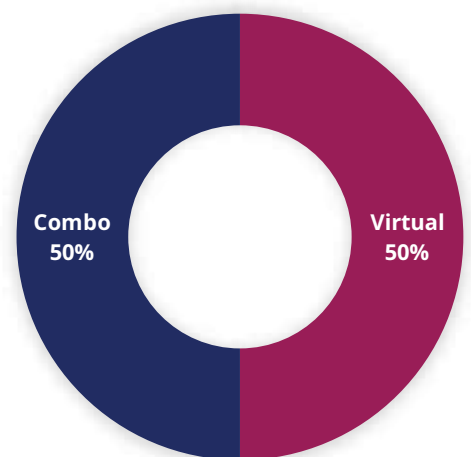
Of respondents that modified their internship programs, some utilized virtual programs and others utilized a combination of on-site and virtual programs:



Consolidated Results
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Length of Time

We found that clients had to assess the type of experience that could be achieved with a modified program, and some organizations opted to shorten the duration of their programs in order to accomplish the desired experience.

Whatever approach is taken, the key consideration is how to best modify your internship program to ensure the health and safety of the organization's interns while achieving what works best for the objectives for your program.



Contributors



Taryn Kramer
Vice President of Global Advisory Services, SIRVA

Taryn has over 20 years of experience in the global mobility space, including global mobility strategy and transformation consulting, international relocation program management/administration and expatriate tax preparation. Taryn has led projects to design/redesign and implement global mobility programs for multinational organizations across all industries.

Taryn holds a Bachelor of Science degree from Vanderbilt University and is GPHR and SHRM-SCP certified



Kathy Burrows
Director of Global Advisory Services, SIRVA

Kathy has over 22 years of experience in global relocation, real estate and account management. Kathy works with current and potential clients to ensure that their mobility programs are providing the support and governance necessary to align with defined organizational and talent objectives and priorities.

Kathy holds both the Certified Relocation Professional™ and Global Mobility Specialist™ designations from Worldwide ERC® and has been a two-time recipient of SIRVA's Leadership Award in Client Centric Performance.

About SIRVA, Inc.

SIRVA Worldwide Relocation and Moving is a global leader in moving and relocation services, offering solutions for mobility programs to companies of every size. With 75 owned locations and more than 1,000 franchised and agent locations in 177 countries, we offer unmatched global breadth supported by localized attention and innovative technology that strikes the right balance of self service and human support. From relocation of household goods to commercial moving and storage, our portfolio of Brands (SIRVA, Team Relocations, Allied, northAmerican, and SMARTBOX) provides the only integrated moving/relocation solution in the industry. By leveraging our global network, we deliver a superior experience that only a 'one-stop shop' can provide.

SIRVA WORLD HEADQUARTERS

One Parkview Plaza, Oakbrook Terrace, IL 60181

+1 800 341 5648

concierge@sirva.com

www.sirva.com

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