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Impacting the
Employee Experience
by Enhancing Support



Organizations continue to navigate post-pandemic workforce mobility challenges, looking for ways to improve the employee experience by enhancing support and flexibility.

Employee needs and expectations are changing, leading many companies to reassess and reshape their mobility support. Acknowledging that employee needs vary, offering different options or tailored approaches may also be seen as enhancing their experience.

A positive and consistent employee move experience is one way to attract and retain talent.

Following are some examples of enhanced support organizations have successfully implemented to improve the move experience of their employees.



EXECUTIVE VIP CONSULTANT

Having access to an Executive VIP (EVIP) consultant is recommended for senior executives and CEO-level moves. Employees are supported by a team of highly specialized senior consultants and executive relocation specialists who coordinate every aspect of the employee's move, freeing the executive to focus on business priorities. All communications with suppliers are funneled through the consultant, who only contacts the employee when their input is necessary.

DISCRETIONARY ALLOWANCE FOR CONSULTANT

A defined discretionary allowance streamlines the exception process and improves service delivery by allowing the consultant to make decisions and act quickly when employees have additional needs, including:

- **Household goods:** additional port charges, long carry fees, demurrage
- **Temporary living:** extra parking space, office package, grocery service upon arrival
- **Destination support:** extra day of destination service support, translator to accompany the employee



PRE-DECISION HOME SALE EVALUATION (US)

Provide property analysis prior to an employee accepting the position to ensure the employee is in a strong financial position to relocate.

DEPARTURE HOME STAGING SUPPORT

Staging support can be provided for homeowners putting their homes on the market. Support can be provided in several ways:

- **Marketing allowance** used to make the home more marketable, e.g., painting, cleaning or replacing carpets, landscaping
- **Repair allowance** used to address repairs deemed necessary as they impact the marketability of the house, e.g., appliance replacement, roof repair, tub resurfacing, hot water tank replacement, electrical repair
- **SMARTBOX access** allows the employee to temporarily store excess household goods that would impact the marketability of the property

ALLOWANCE IN LIEU OF SHIPMENT

Some employees would prefer to buy or rent furniture in the destination location rather than ship their own goods. A furniture allowance is an option offering the employee flexibility. This allowance is particularly attractive to early career employees who may not have accumulated larger amounts of household goods, or for destination locations where shipping is a challenge.

PET TRANSPORTATION

For many employees and their families, pets are family members, and the costs of shipping pets can be very high. For programs that do not provide pet transportation support, providing an allowance toward the shipment of pets is always appreciated by families. For programs that provide allowances, taking that support to the next level through a pet transportation agency is another way to impact the employee experience.

Destination Services



ADDITIONAL DESTINATION SERVICES SUPPORT (DSP)

There may be circumstances where the employee needs additional DSP support, including:

- Challenging housing markets
- Translator to accompany employee and spouse/partner while looking for properties
- Advocate/translator to be present when service or repair people arrive

DISTURBANCE ALLOWANCE

A disturbance allowance assists employees with incidental expenses that arise from changing residences, including:

- New curtains or window coverings
- New bedding sets
- Replacement of area rugs

TEMPORARY LIVING ENHANCEMENTS

Personalizing standard temporary living support can create a more positive employee experience, including:

- Welcome baskets
- Destination location themed items
- Reusable grocery bags
- Customized set up of food pantry for arrival
- General pantry set-up for arrival: paper towels, mop, garbage bags, toilet paper, detergent, dish washing soap, etc.

- Custom kitchenware
- Grocery service upon arrival
- Kids packages
- Pet packages
- Home office packages
- Sanitization services or basket of supplies

CLEANING AND SANITIZING SERVICES

As an enhancement, cleaning and sanitizing services can be provided at both the departure and destination locations.

- **Departure location:** Cleaning support at the departure location as the movers have finished packing goods can be a huge help for employees. Final packing days are typically stressful as the employee ties up loose ends, and it ensures the residence is in move-in condition for a new homeowner. It can also increase the chance of deposit return for renters.
- **Destination location:** Cleaning support at the destination location helps employees focus on the arrival of their household goods knowing that the residence is clean as they start to unpack. Sanitizing services have been a staple of support during the pandemic, and organizations have found this support to be so well received that many have now included it as part their standard arrival support.

DESTINATION QUICK START PROGRAM

A Quick Start Program provides customized unpacking support to help make the move-in process seamless and stress free for the employee and their family. This service typically concentrates on high priority boxes containing items that make the home and family functional immediately. Support may include:

- Partial support packages
- Full unpack and put away services for executives
- Kitchen or bedroom set ups



FAMILY SUPPORT

Many organizations have expanded their traditional spouse/partner support to include the employee's accompanying family, ensuring mobility support is provided in ways that are meaningful and inclusive to all groups. Family support provides resources to help acclimate to the destination and cover costs that enhance the relocation experience. Support can be provided for both intra-country and cross-border relocations or long-term assignments.

Enhanced family support provides resources that improve the relocation experience for the family.

Funds can be used at the family's discretion or for specific needs that can then be reimbursed from a list of approved expenses such as:

- Cultural training or language lessons when not provided, or supplemental training
- Research on the new community
- Fees for memberships or clubs
- Travel for a family member in the home location to assist with final move and settling-in
- Relocation-related childcare or pet care
- Support for lactation needs
- Adaptive services, materials, or residence modifications for disability support
- Flexible timelines to accommodate for disabilities, defined hardship situations, medical conditions, pregnancy, or ill family members
- Residence modifications or materials to support child and pet safety
- Assessments or tutoring for school age children
- Employment support for spouse/partner:
 - Resume design and production costs
 - Interview coaching or online subscriptions
 - Continuing education
 - Maintaining/establishing professional affiliations, memberships, credentials, licenses, and certification fees
 - Career development opportunities
 - Travel expenses for interviews

LOCAL NETWORKING FOR SPOUSES/PARTNERS

Provide additional destination support to connect spouses/partners with volunteer and social organizations. Connecting spouses/partners with organizations aligned with their interests in the departure location, or expanding their interests, can help newcomers have a smoother transition to the new location.

SPECIALIZED EDUCATION SUPPORT

There may be situations where the services of an education consultant will be needed to help find the right school, support the transition, or provide guidance for children with special needs or other challenges. This support can be critical for some families and support could cover areas such as:

- Assessment of old curriculum compared to new location
- Gifted and talented programs
- Recommendations based on the review of testing materials, evaluations, and diagnosis
- Boarding and private school counseling
- Gap year counseling
- Special education needs

Enhancing Your Mobility Program

Enhancing your mobility program should reflect best practices that support the changing needs of both your organization and your employees and their families. Providing a positive employee experience by enhancing mobility support and offering flexibility is one way to attract and retain your talent in a highly competitive market.

We offered just a few areas of enhanced support that can impact your relocating employees' experience. For more information, please contact SIRVA BGRS Global Advisory Services at globaladvisoryservices@sirva.com or reach out to your SIRVA BGRS account manager or sales representative.