

BENCHMARK STUDY

Mobility + Culture

Data-Driven Insights on Global Mobility & Corporate Culture

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About WHR Global

Founded in 1994, WHR Global ("WHR") is a trusted leader in the global mobility industry, relocating employees to over 100 countries annually.

WHR's average client has 35,000 employees worldwide, ranging from entry-level lump sum new hire relocation programs to complex multi-year assignments for VIPs and executives.

With a 99% client retention rate and a 2025 Net Promoter Score (NPS®) of +88, WHR remains dedicated to:

Advancing Lives Forward® &

Making the Complex Simple®







Executive Summary



Heather HessDirector of Global Operations



Download Our 2024 Benchmark Report In today's globalized business landscape, employee mobility plays a crucial role in the success of organizations across various industries. As companies strive to attract and retain top talent, understanding the trends and best practices in relocation becomes paramount.

To shed light on this dynamic field, we present the WHR Global 2025 Relocation Benchmark Report, a comprehensive analysis of industry-wide insights and data gathered from a diverse range of respondents spanning **29 industries** and **averaging 389 relocations/assignments per year.** Here are some key findings:

· <u>41%</u> of respondents anticipate their relocation volume to be slightly or much higher this year, while <u>11%</u> foresee slightly lower or much lower volume (<u>47%</u> expect about the same).

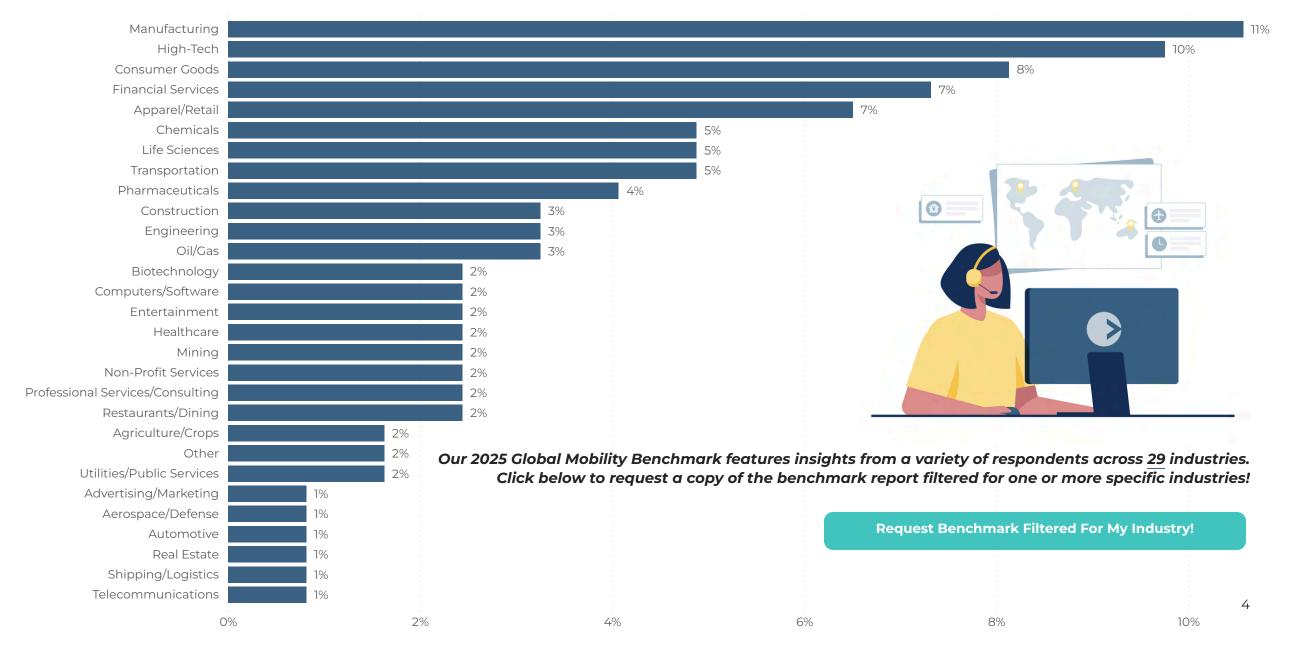
Organizations have $\underline{\mathbf{6}}$ relocation policies on average, with the most common policy type being **Long-term assignment (LTA)**.

- · 79% of respondents stated their organization does not offer a "cash out" or "cash-in-lieu" for any benefits.
- <u>59%</u> of respondents state that International Permanent Transfers (IPTs) are trending up, relative to <u>38%</u> of respondents reporting "Same/No Change," and <u>3%</u> of respondents reporting IPTs trending down.
- <u>64%</u> of global mobility programs are facing pressure internally to reduce costs, with strategies like requiring cost estimates for each relocation and monitoring budget-to-actual spend being commonly employed.

Overall, I hope you will find that this Relocation Benchmark Report offers valuable insights into the evolving landscape of global mobility, with thoughts from our management team on each component. This will give you the knowledge and recommendations necessary to develop relocation programs that can align with your business objectives, attract and retain top talent, and ensure a smooth and successful relocation experience for your employees.



Respondents by Industry



Program Info

Compared to 2024 what is your anticipated volume for this year?

Avg. Annual Relocations & Assignments

389

Minimum

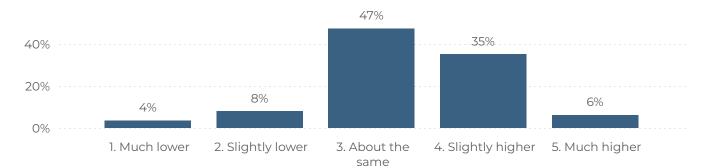
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Median

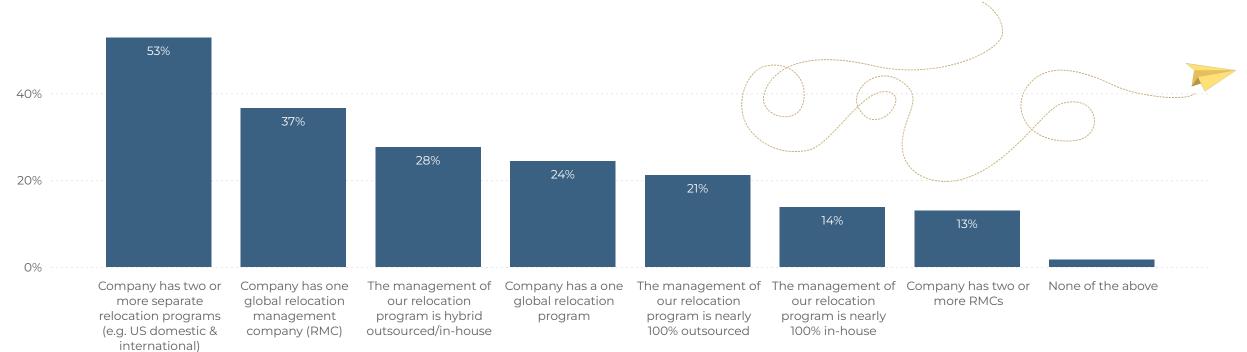
100

Maximum

6,000



Which statement(s) below best describe your company's relocation program?







In your own words, what factors are influencing your mobility volume in 2025?



Growth & Expansion: The most frequently cited factor. Companies anticipate increased mobility due to business growth, expansion into new markets, and opening new office locations globally.

Financial Performance: Many respondents linked mobility volume directly to company financial health. Strong performance enables more relocations, while cost-saving pressures may limit them.

Organizational Restructuring: Restructuring efforts, including mergers, acquisitions, and internal reorganizations, are expected to drive mobility needs, especially to align talent with new business structures.

Talent Development & Career Progression: Mobility is seen as a tool for developing talent, especially early-career employees, and filling critical roles. Programs like rotational assignments and leadership development are key drivers.

Remote & Hybrid Work Models: The shift toward or away from remote/hybrid work is influencing mobility. Some companies are reducing virtual work and encouraging in-office collaboration, which may increase relocations.

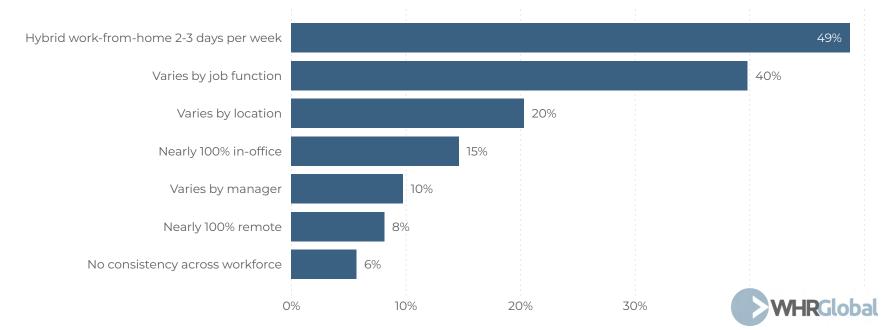


Read Global Mobility Value Proposition

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Read Work Environment SWOT Analysis

Which statements below best describe your workforce?





Sean ThrunStrategic Initiatives Manager



Should my mobility program be managed in-house, fully outsourced, or a hybrid approach?

At WHR, we recommend a hybrid model, allowing mobility leaders to take advantage of the RMC's **volume discounts**, **innovative technology**, **free resources**, and **benchmark data**. Meanwhile, RMCs would still have the **internal champions they need** to make the relocation program a success.

Here are several key questions your organization can use to get pointed in the right direction:

100% In-House Programs:

- · Are you missing out on key technology platforms, free resources, and industry benchmarks that are typically provided by RMCs for free?
- · Are you burdened with the administrative day-to-day issues -- so much so that it affects your ability to work on broader strategic goals?
- · What are the opportunity costs associated with managing all contracts and vendor relationships in-house?
- · Does your relocation volume necessitate the number of staff you have on your mobility team?

100% Outsourced Programs:

- · Do you feel you've lost day-to-day control over your mobility program, or want closer communication with each relocating employee?
- · Does your current RMC have conflicts of interest with your preferred providers?
- · Would your organization be able to achieve its objectives more quickly if you added an internal subject matter expert?
- · How does your RMC total cost of ownership compare with bringing on additional headcount internally?

Is my mobility program large enough for two relocation management companies (RMCs)?

Generally speaking, unless your RMC can't deliver services to your key locations (i.e., they only provide U.S. domestic relocation services while 10% or more of your relocation volume is international), we don't recommend splitting relocation programs between two RMCs, unless your organization has at least 500 relocations and assignments annually.



Top 15 Global Mobility Objectives for Your Company

√ %	Company
54%	Aligning mobility strategies with broader business objectives
44%	Policy and program benchmarking
42%	Achieving cost savings
40%	Achieving a consistent transferee/assignee experience
40%	Extended business traveler tracking and compliance
38%	Connecting with Talent Management or HR Business Partners to align on the business' talent needs
38%	Development / attraction / retention of talent
34%	Communicating our global mobility strategy to all stakeholders
26%	Global standardization and policy compliance
24%	Improved technology integrations
24%	International remote work tax compliance
24%	Tracking budget-to-actual
20%	Becoming more adaptable to business requirements
18%	International remote work immigration compliance
18%	Leveraging Al

Top 15 Global Mobility Objectives for You Individually

~ %	Individual
52%	Aligning mobility strategies with broader business objectives
42%	Policy and program benchmarking
38%	Communicating our global mobility strategy to all stakeholders
36%	Achieving a consistent transferee/assignee experience
34%	Global standardization and policy compliance
32%	Achieving cost savings
30%	Connecting with Talent Management or HR Business Partners to align on the business' talent needs
30%	Extended business traveler tracking and compliance
24%	Becoming more adaptable to business requirements
24%	Tracking budget-to-actual
22%	Leveraging Al
20%	Development/ attraction/ and retention of talent
20%	Improved technology integrations
18%	International remote work tax compliance
16%	International remote work immigration compliance



After surveying hundreds of global mobility professionals across 29 industries, it's clear that most mobility experts see their objectives in parallel to their broader company goals:

- (a) "Aligning mobility strategies with broader business objectives";
- (b) "Policy and program benchmarking"; and
- (c) achieve a consistent transferee/assignee experience.

What we found most interesting were the areas of divergence. The most significant differences we found were:

- (a) "Development/attraction/retention of talent": +18% identified as company, but not an individual objective;
- (b) "Extended business traveler tracking and compliance": +10% identified as company, but not an individual objective; &
- (c) "Achieving cost savings:" +10% identified as company, but not an individual objective.

The objective with the most significant margin in favor of being an individual objective was "Global standardization and policy compliance" at +8%.



Policies & Benefits Offered



Ben KocejaClient Services Manager



Our benchmark aimed to identify the critical factors that drive successful partnerships between organizations and their Relocation Management Companies (RMCs). Respondents emphasized key priorities in these relationships, including effective communication, mutual trust, exceptional customer service, and adaptability.

Communication stood out as a fundamental pillar, with respondents highlighting the value of transparent, prompt, and candid interactions. They stressed the necessity for RMCs to handle all relocation aspects seamlessly while delivering a personalized, high-touch experience to support employees. Trust emerged equally as critical, closely linked to the expectation of superior customer service and a proactive adaptability to meet clients' evolving needs.

Additionally, respondents stressed the importance of RMCs having a thorough understanding of their company's policies and employee needs. Core competencies and operational excellence were considered essential, along with key qualities such as transparency, innovation, and collaboration. Flexibility, along with the capacity to serve as trusted advisors and subject matter experts, also emerged as critical attributes.

In conclusion, this question has illuminated the multifaceted expectations that organizations harbor regarding their relationships with their RMCs. Effective communication, underpinned by honesty and timeliness, is foundational, along with trust and a commitment to providing exceptional customer service. RMCs must demonstrate competence, operational excellence, and a proactive approach to problem-solving. Flexibility, collaboration, and a deep understanding of client needs are imperative for RMCs to serve as valuable extensions of global mobility programs.



New to Relo?

Policies & Benefits Defined!



Relocation policies and benefits are the foundational framework that helps guide the structure, delivery, and consistency of an organization's mobility program. These policies define what services and support employees are entitled to when relocating for work, either domestically or internationally. They typically vary based on employee level, assignment type (permanent move, long-term assignment, short-term assignments, or business travel), and geographic scope. Benefits outlined in these policies may include household goods shipments, temporary housing, home sale and/or purchase assistance (most common in the U.S.), departure and destination services, and travel allowances.

For example, a senior executive U.S.-outbound on an international permanent transfer (IPT) might receive a comprehensive package that includes immigration, home sale marketing assistance, direct reimbursement (DR) of normal and customary closing costs (~8-10% of the home sale value), a household goods shipment, travel reimbursement, temporary housing assistance while home finding in the destination, and tax assistance (~40%). In contrast, an entry-level new hire may receive only a lump-sum payment to manage their relocation independently.

Relocation Management Companies (RMCs) play a key role in developing and maintaining compliant, competitive, and cost-effective policies aligned with industry benchmarks and business goals. Clear, well-communicated policies ensure consistency, employee satisfaction, and streamlined program administration.



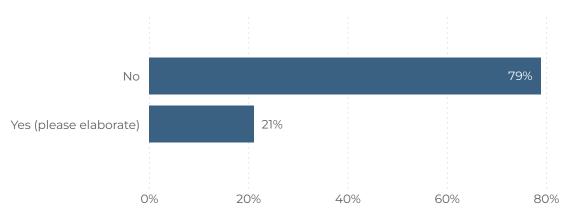
How many relocation policies does your company have?

Average Median

6.0

Minimum Maximum

Do you offer a "cash out" or "cash-in-lieu" for any benefits?



Cash-in-Lieu Commentary

Only a select portion of organizations offer cash-in-lieu options for relocation benefits, typically on a case-by-case basis. Common substitutions include household goods (HHG) shipment, temporary housing, and home leave.

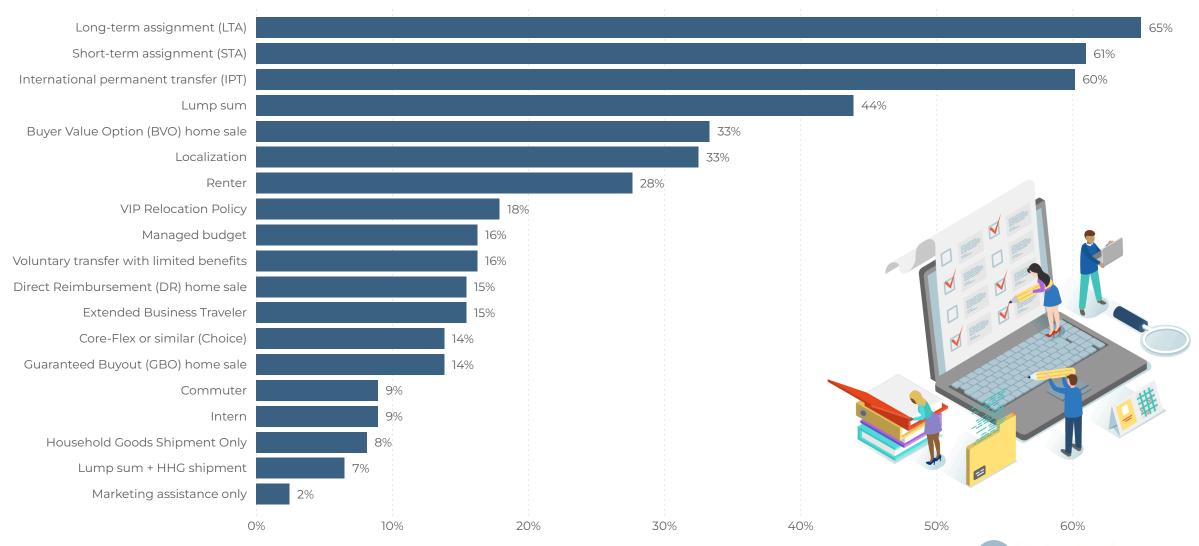
Other examples include a furniture allowance instead of HHG shipment, or cash in lieu of home sale assistance for executives establishing a second residence. Sometimes these flexible options can help employees tailor their relocation experience in lieu of traditional RMC support.

Note: Cash substitutions are rarely permitted for international moves and are generally used for unique situations.

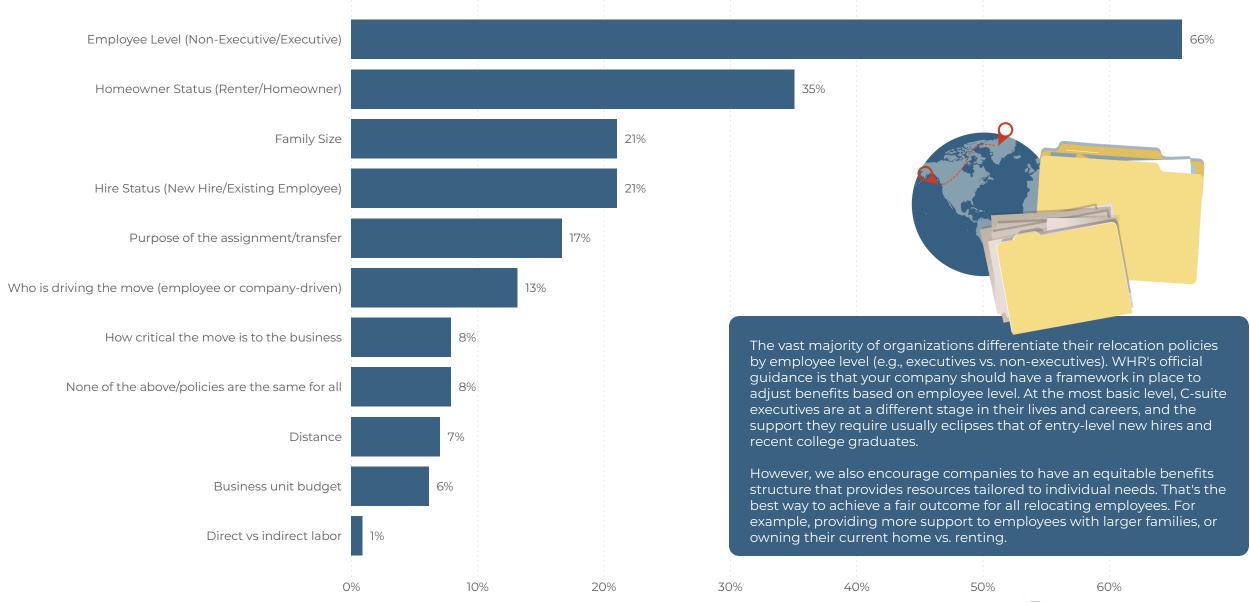
WHR Global's Recommendation: cash-in-lieu should be used very sparingly. Instead, we encourage a core-flex structure, with the employer capturing unused funds as cost savings.

Relocation Policy Types

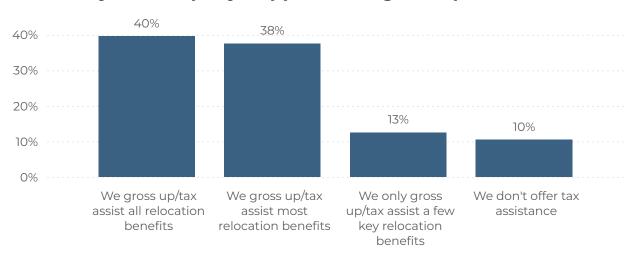
What relocation policy types does your organization have?



How are the policy tiers differentiated?



What is your company's approach to gross up/tax assistance?





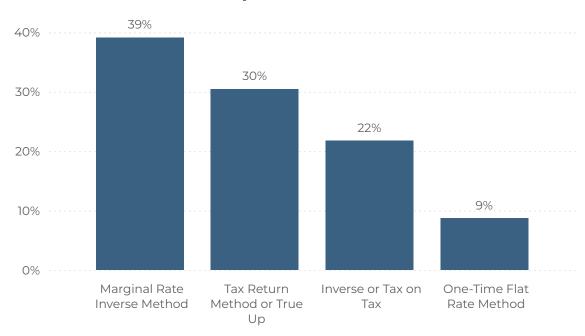
WHR Global's Recommendation:

When in doubt, tax assist! The last thing you want for an executive-level transfer or entry-level new hire is a surprise tax payment at the end of their relocation journey.

At a minimum, most RMCs will perform tax assistance calculations inhouse for North American transfers (i.e., U.S. domestic, Canadian domestic, and in-between), and often at a discount relative to the Big Four accounting firms. On a global scale, complex international tax rules come into play, which is typically when RMCs provide payroll reporting to tax firms, including summaries of relocation reimbursements, allowance payments, and benefits-in-kind.

If you are preparing cost estimates internally, and without a dedicated tool, we recommend estimating tax assistance at **40-45%** to be safe.

What is the specific method utilized?





New to Relo?

Lump Sums Defined!

Lump sums refer to a one-time payment made to a relocating employee. Lump sum payments are often tax assisted by the employer and meant to cover a range of relocation expenses at once instead of reimbursing individual line item expenses (e.g., travel, hotels and/or temporary housing, household goods shipments, and more).

Most often, lump sums are paid to the employee in the departure/home location (i.e., before they relocate). It's critical to pay the employee in the departure/home location because they will incur many expenses from the outset of their relocation and without the lump sum payment, it could be a significant financial burden for the employee which negatively impacts their experience.

As such, the relocating employee usually is not onboarded to payroll in the destination location at the time of the lump sum payment, and this is generally the case whether they are an existing employee transfer or a new hire. Whether it's a North America-domestic relocation or international lump sum, many organizations leverage their RMC to make the lump sum payment in the home/departure location because it's quicker (and less of an administrative burden) than trying to get the relocating employee set up on the destination/host payroll. Plus, the RMC will still make sure the lump sum payment is charged to the destination cost center/business unit, and reported correctly for payroll purposes.



What is the average size of your lump sum? All amounts below are in USD.

Average

\$14,608

Minimum

\$1,500

Median

\$10,000

Maximum

\$100,000



Lump Sum



Amelia JeronimoAssistant Client Services Manager

Lump sums are commonly viewed as a cost-saving measure for organizations. This approach involves providing employees with a predetermined cash allowance to manage their relocation independently. However, there are challenges associated with lump sum relocations:

Lump Sums Offer Limited Support: With a lump sum, employees may experience limited support from the Relocation Management Company (RMC). While they can leverage a network of supplier partners, they often find themselves navigating the relocation process alone.

Employees May Experience Financial Pitfalls: Employees receiving lump sums may struggle with understanding the true cost of relocation. This can lead to uneven spending, opting for the cheapest quotes without considering the overall experience, and even attempting to save cash rather than facilitating a smooth transition.

Employees Risk Using Rogue Movers: Choosing the cheapest mover online can result in unforeseen issues. From untrained crews to unexpected additional charges, the lack of pre-move surveys can lead to complications, including goods being held hostage on the truck – a situation that is both inconvenient and illegal.



How much does WHR Global recommend for lump sum relocations throughout North America?

All figures below are pre-tax assistance/gross-up.

LUMP SUM MATRIX (USD)	FAMILY SIZE (INCLUDING EMPLOYEE)					
Distance (i.e., up to X miles)	1	2	3	4	5	6+
500	\$10,600	\$13,000	\$15,075	\$16,775	\$17,975	\$19,542
1,000	\$17,000	\$21,900	\$25,799	\$28,625	\$31,575	\$34,575
1,500	\$18,425	\$23,450	\$27,550	\$30,675	\$34,050	\$37,225
2,000	\$19,150	\$24,440	\$29,125	\$32,475	\$36,275	\$39,875
AVERAGE	\$16,294	\$20,698	\$24,387	\$27,138	\$29,969	\$32,804

To request an Excel copy of this lump sum matrix, or to view the underlying calculations behind the matrix, please send an email to sales@whrg.com

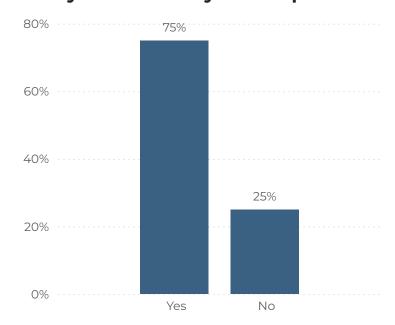


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What is your company's intent behind offering a lump sum program?

- **Flexibility**: Lump sums are used to give employees—especially early career, campus hires, or those with simpler moves—more flexibility to use funds where most needed.
- · **Cost Management**: It's seen as a cost-saving measure, particularly for external/new hires at junior levels, and helps with overall budget control.
- **Ease of Administration**: Lump sums are intended to simplify the relocation process from an administrative perspective.
- **Limited Use**: Some companies view them as a last resort or offer them only for specific scenarios (e.g., US domestic moves, junior-level roles, or rotational programs).
- **Employee Experience**: While intended to balance cost and ease, there are mixed views on whether lump sums offer the best employee experience.

Do you tax assist your lump sums?

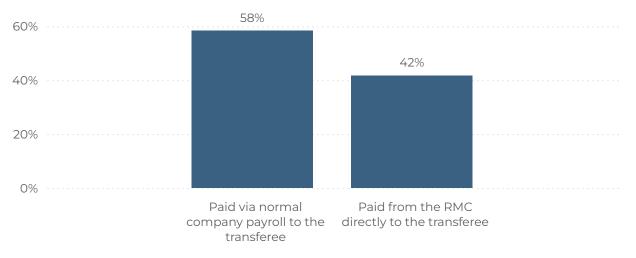


When do employees receive their lump sum payments?

40% ASAP before they relocate (in home/departure host/destination start date) ASAP before they relocate to the host/destination start date

location

How do employees receive their lump sum payments?

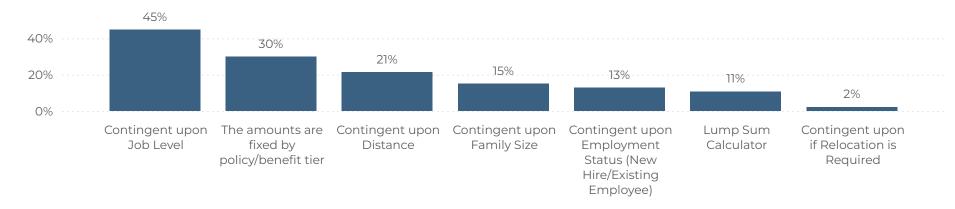




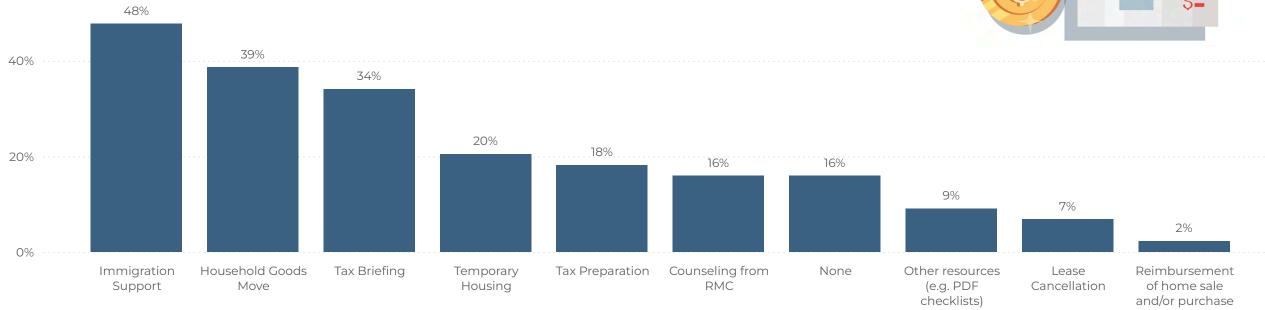
location)

How are your lump sum amounts calculated?

Select all that apply



Do you offer other benefits with lump sum moves?



New to Relo?

Managed Budgets Defined!

A managed budget approach is a flexible and increasingly popular method of administering relocation benefits. It allows companies to control costs while empowering employees to make choices that best suit their personal needs. Under this model, the employee has a defined relocation budget based on eligibility criteria, job level, and destination.

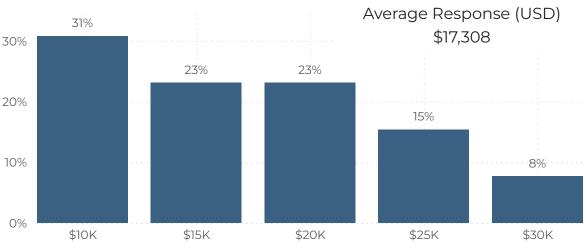
The Relocation Management Company (RMC) then manages the disbursement of funds, ensuring all services are delivered within budget, while also tracking spend and providing reporting to the client. For example, an employee may be given a \$25,000 relocation budget and choose to allocate a larger portion toward temporary housing and less toward storage, depending on their situation.

This model offers greater transparency, budget predictability, and employee autonomy while allowing the employer to maintain control over eligible expenses. The RMC provides tools and counseling to help employees optimize their funds and ensure a positive relocation experience within the defined financial parameters.



At what value should organizations convert lump sum payments to managed budgets? (USD)

(New Question in 2025!)





Managed Budget



Jon DesChaneClient Services Manager



The determination of managed budget amounts typically depends on factors such as job level, industry benchmarks, input from Relocation Management Companies (RMCs), the distance of the move, and the employee's status.

Many organizations leverage managed budgets to capture cost savings from unutilized funds (provided the remaining balance isn't paid out to the employee). In fact, WHR performed a limited analysis of <u>490</u> completed managed budget relocations which closed between 2023 and Q2 of 2025. The average employee only utilized <u>78%</u> of their managed budget.

For a practical, real life example:

Company A:

This company offers \$25,000 USD one-time lump sum payments to relocating employees, with tax assistance at approximately 40%. For a population of 50 employees, that totals:

- (A) Total lump sum payment costs of \$1,250,000 USD;
- (B) Total tax gross up assistance (40%) of \$500,000 USD; and
- (C) Total relocation program costs of \$1,750,000 USD.

Company B:

This company offers \$25,000 managed budgets to relocating employees, with 40% tax assistance. Since we know that the average employee only utilizes **78%** of their managed budget, that results in:

- (A) Total managed budget costs of \$975,000 USD;
- (B) Total tax gross up assistance costs of \$390,000 USD; and
- (C) Total relocation program costs of \$1,365,000 USD.

Just by switching 50 employees from a lump sum to a managed budget, Company B has saved \$385,000 USD annually.

A clear understanding of these dynamics empowers organizations to refine their relocation strategies in ways that drive both employee satisfaction and business success.





What is the average size of your managed budget relocations?

All amounts below are in USD.

Average

\$23,291

Minimum

\$7,281

Median

\$20,000

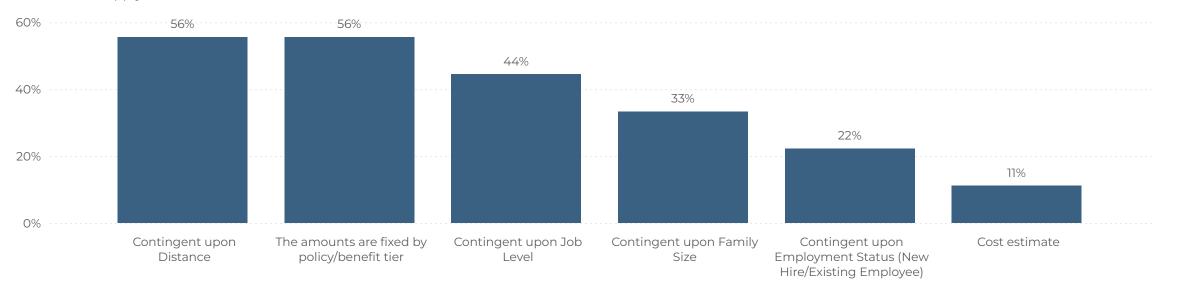
Maximum

\$50,000



How does your organization calculate the managed budgets?







Household Goods Shipments



Adam Rasmussen
Supply Chain Manager



This year's benchmark analysis aimed to identify the primary components typically authorized or included with household goods shipments (air, sea, and ground shipments). Most organizations offer some level of household goods shipments for relocations; For North American, intra-European, and intra-Middle East shipments, this is commonly a ground shipment (as terrain and driving times allow). For other international and intercontinental transits, WHR typically sees a combination of air and sea container shipments.

Key components identified include third-party services such as crating and disassembly/reassembly, auto shipments, and storage:

- · Third-Party Services: 49% of respondents stated that they provide coverage for all reasonable third-party services.
- · Storage: only **33**% of respondents reported covering 30 days of storage in transit (SIT) and warehouse handling (WHH) fees for their employees. However, WHR recommends aligning storage and temporary housing durations so they are the same length (e.g., 30 days, 60 days). These elements are critical in facilitating a seamless transition for employees, reducing stress, and enhancing their overall relocation experience.

Based on the 2025 benchmark findings, I strongly recommend providing at least 30 days of storage in transit and covering all reasonable third-party services for your employees. This approach helps reduce unexpected out-of-pocket expenses, minimizes policy exception requests, and enhances overall employee satisfaction. While household goods movement can be a significant expense, providing a comprehensive package to ensure your relocating employees feel supported and confident in their new roles is essential.

WHR does not recommend offering shipments for short-term assignments (approximately one year), unless they are of a reasonable size, such as a small air shipment. For companies with long-term assignments (LTA), we recommend that you ensure your assignees will receive an equally sized shipment upon repatriation or even slightly larger, since they will likely purchase additional items while on their 2-5-year LTA.







New to Relo?

Household Goods Shipments Defined!

Household goods shipment is a key benefit within relocation management that involves the packing, transportation, and delivery of an employee's personal belongings from their current location to their new home. This service can vary in scope, ranging from a basic U.S. domestic move to a complex international shipment that involves customs clearance, insurance, and storage.

The Relocation Management Company (RMC) manages the move process from start to finish, ensuring quality standards, minimizing risk, and providing real-time tracking. For example, an international assignee moving from the U.S. to Germany may require a combination of air and sea freight, temporary storage, and customs coordination.

The RMC collaborates with vetted moving partners to provide seamless, cost-effective moves, while ensuring employees receive the necessary support throughout the process. Effective household goods management is crucial for minimizing stress and enabling employees to settle into their new environment quickly and efficiently.

Household Goods Move Types: At a Glance

When relocating employees, choosing the right move type is essential for balancing cost, convenience, and service level. Below is a quick comparison of three common options: Container, Full-Service, and Self-Haul Moves.

Container Moves

A container is delivered to the employee's home for them to pack at their own pace, then transported to the new location.

Pros:

- · Flexible scheduling
- · Pack/load/unload at your pace
- · 30 days storage included
- · Great for small homes/apartments

Cons:

- · No labor help
- · Limited insurance
- · No pro packing expertise

PODS® Highlight:

PODS provides secure, flexible container moves ideal for lump sum and short-notice transfers, with delivery to a storage center near the new home for added convenience.

Full-Service Moves

The most comprehensive (and costly) option. Movers handle everything: packing, transport, and unloading.

Pros:

- · Professional moving crews
- · Pre-move estimates
- · Insurance available
- · High-touch service

Cons:

- · Less flexible scheduling
- · Longer transit time
- · Highest cost

Best for executive or complex relocations.

Self-Haul Moves

The most budget-friendly option. Employees rent and drive the moving truck themselves.

Pros:

- · Lowest cost
- · Flexible schedule
- · Pack/load/unload yourself

Cons:

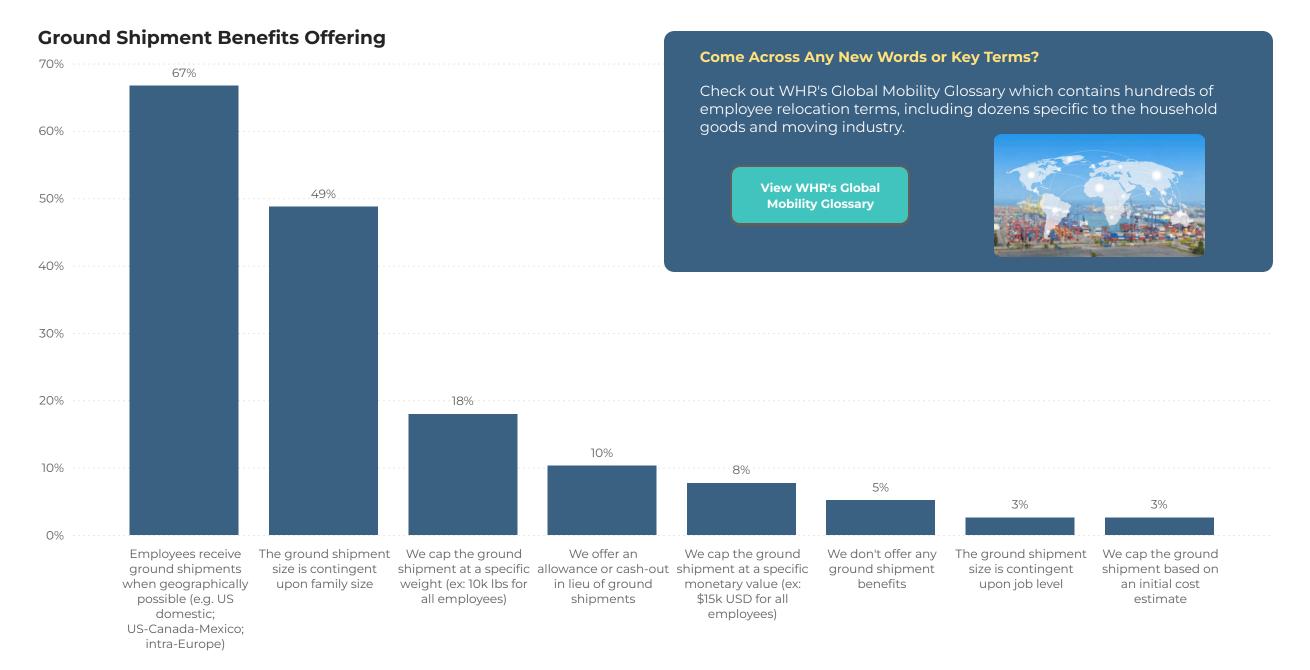
- · No labor or packing help
- · No insurance coverage
- · Full responsibility on the employee

Best for cost-conscious moves or lump sum programs.

Did You Know?

Using Discard & Donate services before a move can save **thousands** in shipping costs by reducing the weight of household goods. Plus, it supports sustainability goals by minimizing waste and emissions. One client saved **\$1,300** by removing 2,000 pounds of goods before the move.

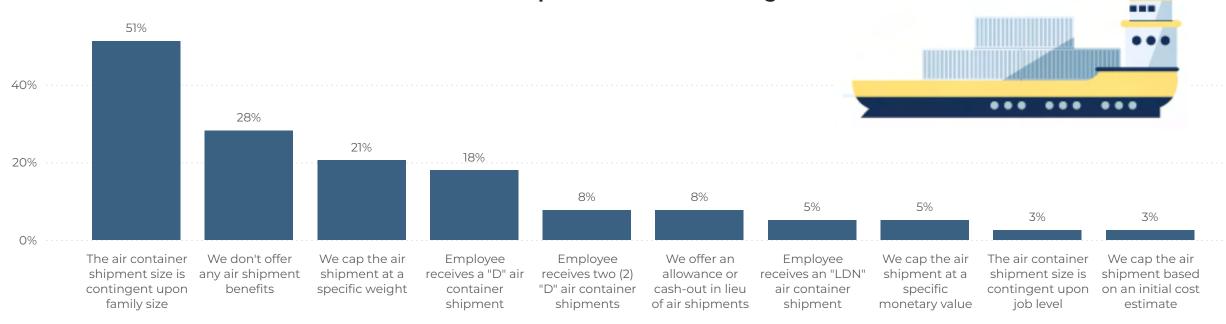




Average weights and volume that can fit inside each shipment

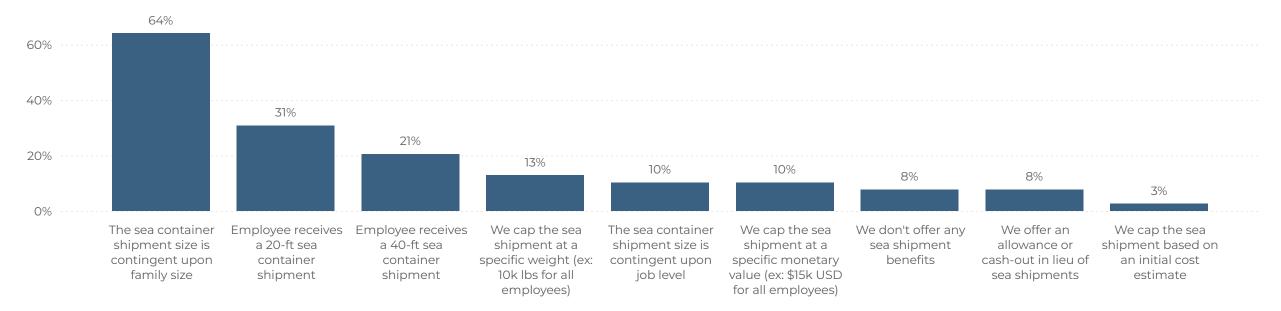
CONTAINER	POUNDS PER CONTAINER	CUBIC FEET PER CONTAINER
D Container	450 LBS	63 Cubic Feet
LDN Container	750 LBS	105 Cubic Feet
20ft Container	7,500 LBS	1,165 Cubic Feet
40ft Container	15,000 LBS	2,377 Cubic Feet

Air Shipment Benefits Offering



26

Sea Shipment Benefits Offering



Other Household Goods Benefits Being Offered

Select all that apply. Top 10 displayed.



% HHG Other

- 49% We cover all reasonable 3rd party services (crating; disassembly/reassembly; handyman services)
- 33% We cover up to 30 days of SIT and WHH fees for all employees
- 23% We cap household goods insurance at a specific monetary value (ex: \$150k USD for all employees)
- 15% We cover up to 60 days of SIT and WHH fees for all employees
- 13% Coverage of SIT and WHH fees is contingent upon job level
- 13% We cap crating costs at a specific monetary value (ex: \$500 USD)
- 13% We cap household goods insurance based on family size (ex: \$100k USD for family size of 1; \$150k USD for family size of 2)
- 13% We do not cover temporary storage or storage in transit (SIT) or warehouse handling (WHH) fees
- 8% Transferees/assignees may deduct crating and 3rd party service costs from a flexible budget (e.g. flex budget; choice budget; miscellaneous allowance; relocation allowance)
- 8% We cover up to 90 days of SIT and WHH fees for all employees



Household Goods (HHG) Shipment Matrix Guidelines

HHG SHIPMENT MATRIX	FAMILY SIZE (INCLUDING EMPLOYEE)						
HHU SHIPMENT MATRIX	1	2	3	4	5	6+	
Ground Shipment (in lieu of Air + Sea)	Yes, no cap on weight.	Yes, no cap on weight.	Yes, no cap on weight.	Yes, no cap on weight.	Yes, no cap on weight.	Yes, no cap on weight.	
Vehicle Shipment	1 if ground shipment over 300 miles (~483 km)	1 if ground shipment over 300 miles (~483 km) 2 if ground shipment over 500 miles (~805 km)	1 if ground shipment over 300 miles (~483 km) 2 if ground shipment over 500 miles (~805 km)	1 if ground shipment over 300 miles (~483 km) 2 if ground shipment over 500 miles (~805 km)	1 if ground shipment over 300 miles (~483 km) 2 if ground shipment over 500 miles (~805 km)	1 if ground shipment over 300 miles (~483 km) 2 if ground shipment over 500 miles (~805 km)	
Air Shipment (in lieu of Ground)	"D" container	"LDN" Container	2 "D" containers	2 "D" containers	2 "D" containers	2 "D" containers	
Sea Shipment (in lieu of Ground)	20 ft container	20 ft container	40 ft container	40 ft container	40 ft container	40 ft container	
Insurance Coverage	Cap at \$100,000 USD or equivalent	Cap at \$100,000 USD or equivalent	Cap at \$150,000 USD or equivalent	Cap at \$200,000 USD or equivalent	Cap at \$250,000 USD or equivalent	Cap at \$250,000 USD or equivalent	
Assembly/Disassembly	4 hrs in departure 4 hrs in destination 8 hrs total	4 hrs in departure 4 hrs in destination 8 hrs total	8 hrs in departure 8 hrs in destination 16 hrs total	8 hrs in departure 8 hrs in destination 16 hrs total	8 hrs in departure 8 hrs in destination 16 hrs total	8 hrs in departure 8 hrs in destination 16 hrs total	
Crating	Cap at \$1,000 USD or equivalent	Cap at \$1,000 USD or equivalent	Cap at \$1,250 USD or equivalent	Cap at \$1,500 USD or equivalent	Cap at \$1,500 USD or equivalent	Cap at \$1,500 USD or equivalent	
Storage	Align with temporary housing (30 days min.)	Align with temporary housing (30 days min.)	Align with temporary housing (30 days min.)	Align with temporary housing (30 days min.)	Align with temporary housing (30 days min.)	Align with temporary housing (30 days min.)	
Discard & Donate	Yes	Yes	Yes	Yes	Yes	Yes	



WHR recommends the above shipment types and sizes for shipments for organizations (a) seeking to build a new relocation program, or (b) looking to benchmark their existing HHG shipment offerings to stay competitive.

While there is no "one size fits all" solution to relocation policies, the matrix above is a great way to start conversations off in the right direction and follow best practices. For example, leveraging Discard & Donate is a great way to save costs and improve your company's sustainability practices. Additionally, the assembly/disassembly, crating, and storage guidelines above ensure that your employees have a positive relocation experience by eliminating some manual labor for them and reassuring them that their shipment will be safe in storage while they are in temporary housing.

Temporary Housing



Jennifer Goodwin

Assistant Client Services Manager

In our 2025 benchmark study, temporary housing emerged as one of the most commonly offered and valued components of a comprehensive relocation policy.

On average, our corporate mobility respondents offered 38 days of furnished temporary housing, with a maximum of 150 days. This gives relocating employees a crucial buffer to settle into their new roles while searching for permanent housing. During this time, employees can explore potential neighborhoods, meet with real estate agents, and evaluate local amenities to ensure the area meets their personal or family needs.

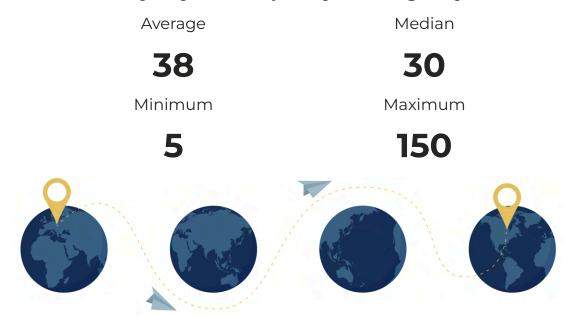
Temporary housing extensions are among the most frequently requested policy exceptions WHR sees across our client base. Given this trend, we strongly recommend that mobility programs regularly assess the real estate and rental market conditions in their most common destination locations. External factors, such as competitive housing markets, delayed lease start dates, or extended home purchase closing timelines, can often necessitate employees requiring temporary housing for 45 to 60 days. When these situations arise, they are typically beyond the employee's control.

By planning for these situations, mobility programs can minimize exception requests and spare employees unnecessary out-of-pocket costs. Organizations can better support relocating employees by aligning policies with market realities while minimizing administrative strain and unexpected expenses.

Around 32% of respondents reported having a set budget for temporary housing, which means RMCs need to find options that fit within the relocation policy's limits. These budgets are usually based on cost estimates and current market rates shared by the temporary housing companies.



How many days of temporary housing do you offer?

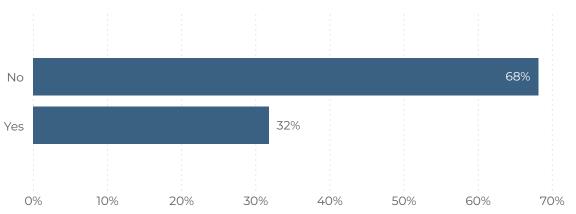


How is the temporary housing budget established?

Select all that apply.

% ▼	TH Budget
28%	Budget established based on options from temporary housing company
25%	Budget established by cost estimate
18%	Fixed budget by city
15%	Fixed budget globally (e.g. \$200 USD/night)
13%	Other (please specify):
10%	Fixed budget by country
10%	Fixed budget by region
8%	Budget established by RMC

Do employees have a set budget for temporary housing?



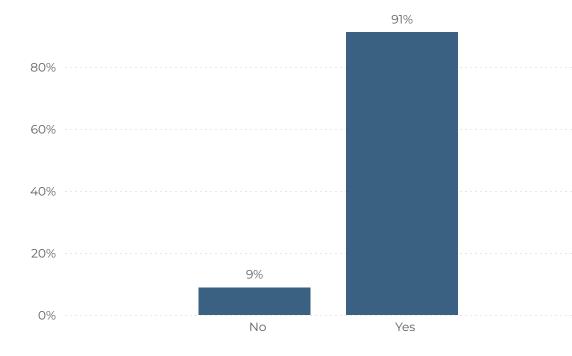
"Other" responses include:

- · **Data-Driven**: Some companies use data from third-party providers (e.g., Runzheimer reports) to set budgets, especially for U.S. domestic moves.)
- · **Location-Based**: Budgets may vary depending on the destination, with no fixed policy in place.
- · **Lump Sum Inclusion**: For some, temporary housing costs are included within a managed lump sum benefit, giving the employee discretion.
- **Direct Payment Model**: In other cases, the company selects a suitable housing option and pays the property directly, bypassing a formal budget allocation.
- **Move Type Variation**: A lump sum approach is used domestically, while cost estimates guide international move budgets.



Does your company take family size into account when establishing temporary housing size and budget?

For example a family size of 4 would receive 2 bedrooms double the budget etc.



"Other" responses include:

- · **Varies by Region**: Family size is considered for international moves, but U.S. domestic typically focuses on the employee only.
- · **Policy-Based Exceptions**: Adjustments may be made only if a budget exception is needed.
- **Tiered by Level**: Officer-level employees may receive larger accommodations (e.g., 2 bedrooms); otherwise, standard options apply.
- **Lump Sum Considerations**: In some cases, this is managed within a lump sum program, giving the employee discretion.
- · **Vendor-Driven**: Housing size may be aligned with family size and the available options from the temporary housing provider.

Temp Housing Education Materials:

Looking to better understand how companies manage temporary housing during relocation?

Explore our Temporary Housing Benchmark Report Here!

Gain insights into industry standards, cost trends, and how organizations tailor housing based on employee needs.

Download Temporary Housing Benchmark





Destination Services



Jamie Biggins Client Services Advisor



This benchmark report shows just how important departure and destination services are in global mobility programs. They play a significant role in helping employees transition smoothly, ultimately improving their experience and their ability to stay productive.

The 2025 report highlights a variety of destination service offerings, ranging from 1 day of support to as many as 7 days for executives and high-level employees. These services are essential in helping employees navigate the challenges of relocating to a new area, especially when faced with unfamiliar cultures, languages, and customs. Given the stress associated with such transitions, we do not recommend limiting support to just 1-2 days, even for entry-level employees or recent graduates.

Instead, we recommend providing at least a 3-day bundle of support. Destination services play a crucial role in helping employees settle in by offering orientation tours, local area insights, and assistance with housing, schooling, and healthcare options. When discussing relocation policies with clients, we always suggest offering a flexible package, such as a 3-day bundle, which allows employees to access the services they need most, rather than rigidly allocating specific days for each service (e.g., 1.5 days for home search, 1 day for settling-in, 0.5 days for area orientation).

When employers offer comprehensive support, it helps the employee settle into their new roles faster and more smoothly. This not only reduces the chances of a failed relocation but can boost their performance, productivity, and morale, creating a win-win for both the employee and the organization.





New to Relo?

Destination Services Defined!

Destination services encompass the on-the-ground support provided to employees and their families to help them acclimate to their new location. These services include area orientation, home-finding assistance, school search, local registration, and settling-in support such as setting up utilities or opening bank accounts.

Delivered by experienced local consultants, destination services are especially valuable in unfamiliar or high-complexity destinations. For example, an employee moving from Tokyo to Toronto might receive a city orientation tour, assistance securing a rental property, and guidance registering for healthcare. We coordinate these services to ensure employees are equipped with the resources they need to feel confident and settled in their new community. This support is key to the success of the relocation and often plays a critical role in family satisfaction and retention.



How many "days" of destination services support do you typically offer transferees & assignees?

Average Median

2.9

Minimum Maximum

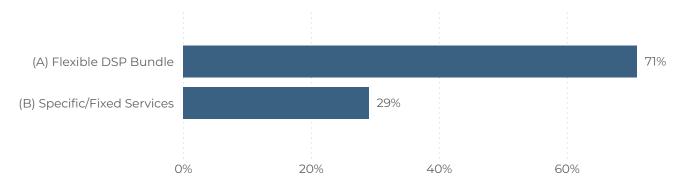
1.0

5.0





Do you typically authorize a flexible "bundle" of days of DSP support, or a specfic/fixed number of days for each service?



Yes (for international

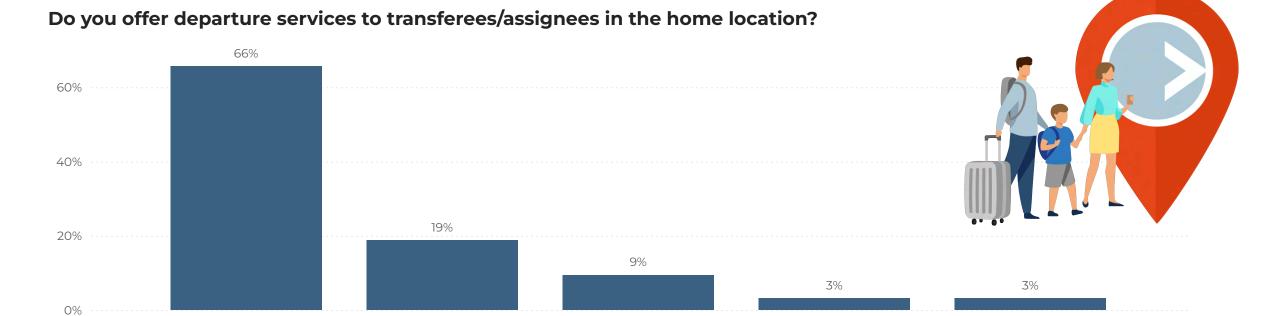
assignments only)

For example:

Yes (differs by location)

- **(A)** Company authorizes 3 day DSP bundle the employee uses towards home finding, registration, area orientation, and settling-in as needed, or;
- **(B)** Company explicitly authorizes 1.5 days of home search, 1 day of settling-in support, and 0.5 days of area orientation.

WHR Global recommends A: a flexible bundle of support which the relocating employee can utilize based on their individual needs.



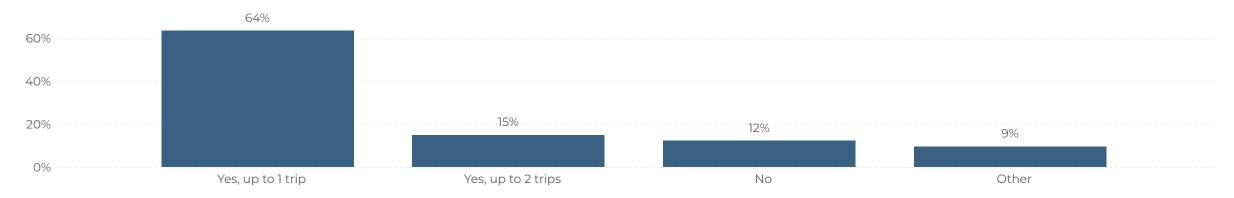
Yes

Yes (for international

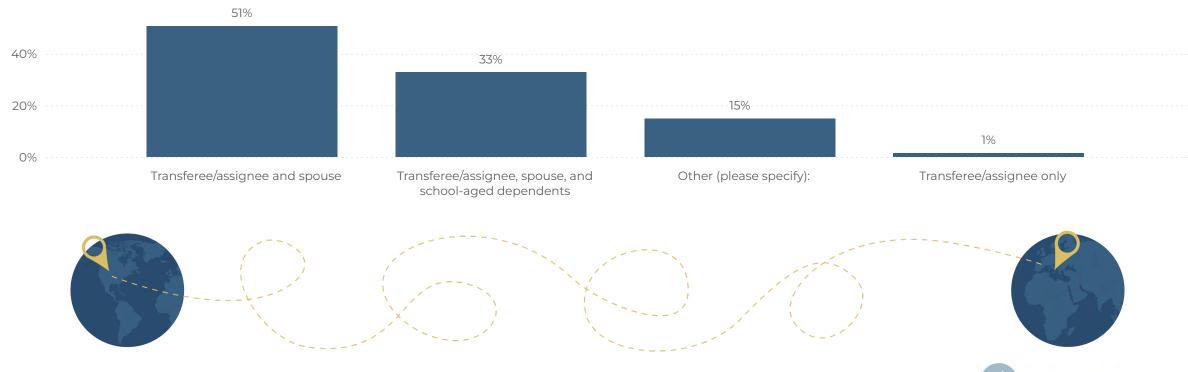
permanent transfers only)

No

Does Company offer a house hunting home finding or preview trip?



Who is approved by Company to go on the house hunting home finding or preview trip?



International Benefits Package



Jennifer ElsbyClient Services Manager EMEA

For all international transfers and assignments, a successful immigration outcome is the critical factor that enables an international move to occur. Therefore, we weren't surprised to see that immigration is the one benefit consistently supported across the board for both permanent transfers and international assignees. At a minimum, we recommend providing immigration support along with tax counseling for any international transfer or assignment. Both WHR and our clients view these compliance-related services as essential, even for moves that are driven by budget constraints.

After tax gross-up assistance, two of the highest-cost components for our clients are temporary housing and household goods shipments. Many companies are reassessing traditional relocation benefits in light of recent global disruptions to supply chains, such as ongoing geopolitical tensions, rising shipping costs, and sustainability goals. As a result, there's a growing trend toward offering "cash-out" options or furnishing allowances instead of physical household goods shipments. While this approach can simplify logistics and support environmental objectives, it's important to recognize that furnishing allowances often fall short of covering the actual replacement cost of essential items at the destination, potentially leading to employee dissatisfaction.

When employees are on assignment, we often recommend that clients provide extra ongoing support to help ensure a smooth experience. It's usually better to place the employee in furnished temporary housing for short-term assignments rather than giving a housing allowance; it's simpler and often more cost-effective. And if the assignment is in a hardship location or an area with a high cost of living, consider offering hardship premiums, ongoing cost-of-living allowances (COLAs), or per diems. This kind of support can go a long way in keeping your employee comfortable, focused, and productive throughout their assignment.

When companies combine all of these benefits, they ensure their employees have trusted partners to help them navigate the nuances of the new location, protecting both the employee and the company's investment and reducing the risk of a failed assignment.





New to Relo?

International Benefits Packages Defined

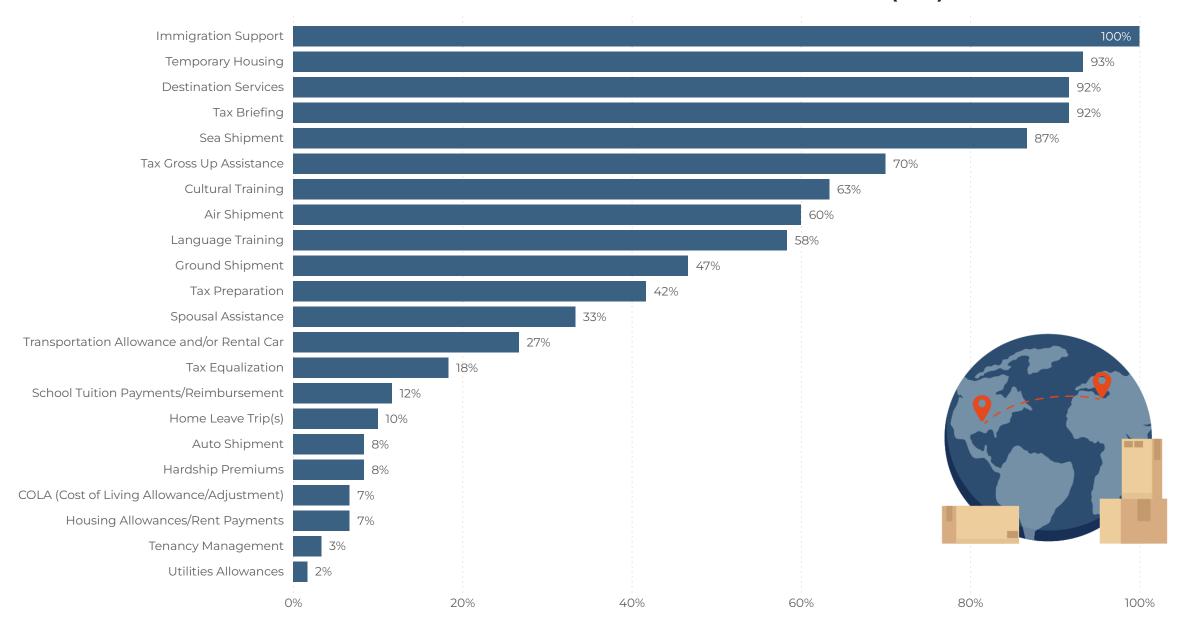


An international benefits package refers to the suite of support services and allowances provided to employees relocating across country borders. These packages are typically more comprehensive than domestic ones due to the added complexity and challenges of international moves. Benefits often include cost-of-living allowances, tax assistance, intercultural training, language classes, spouse/partner support, and educational assistance for dependents.

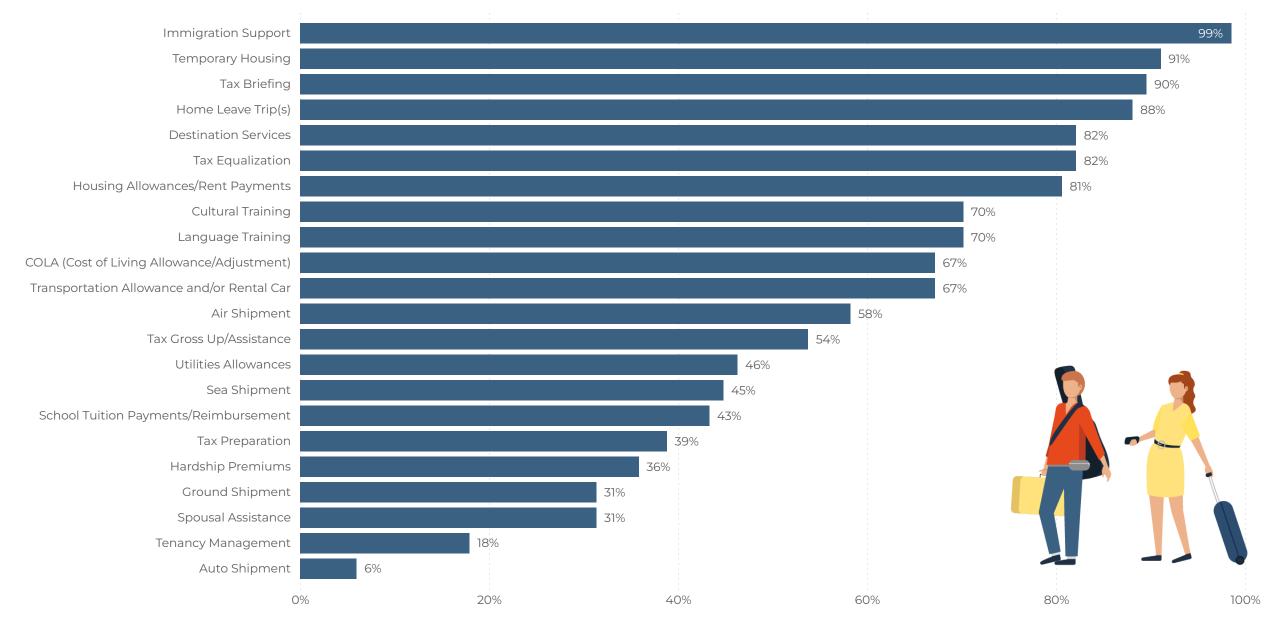
For example, a family relocating from the U.S. to Singapore on a three-year assignment might receive allowances for housing, private school tuition, home leave travel, and tax equalization services. The Relocation Management Company helps structure and administer these packages to ensure compliance with local laws, cost-efficiency, and competitive positioning in the global talent market. A well-designed international package is essential to the success of international assignments and supports employee engagement and mobility program ROI.



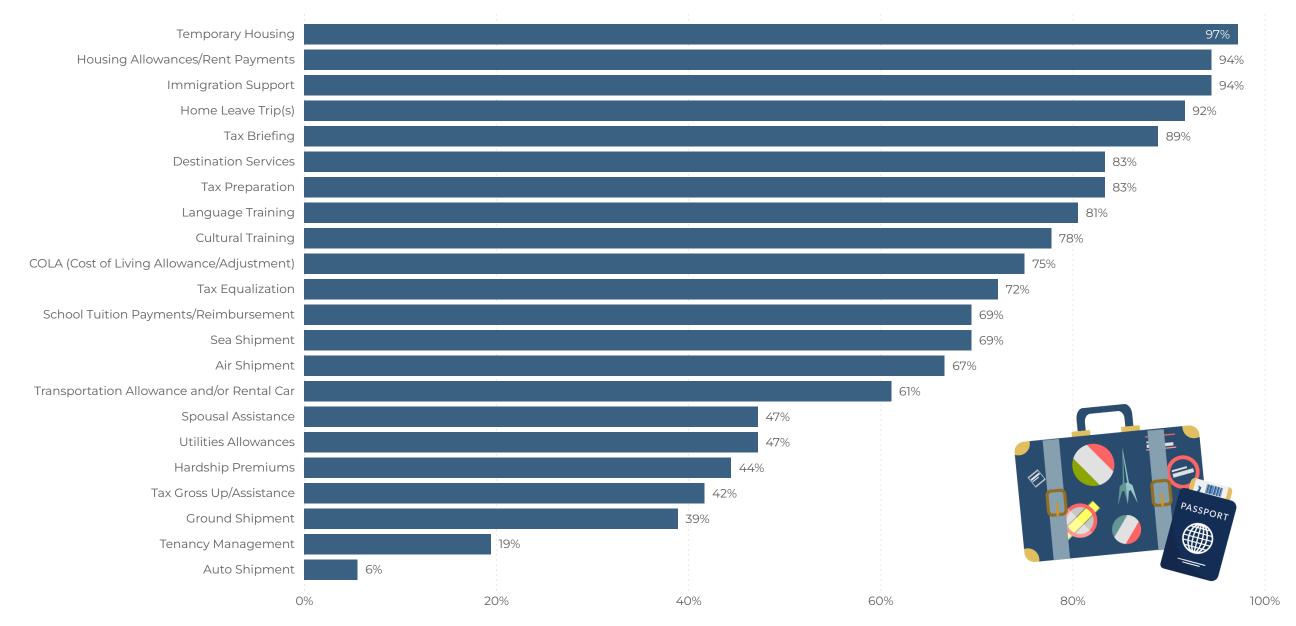
What Benefits Do You Offer for International Permanent Transfers (IPTs)?



What Benefits Do You Offer for Short-Term Assignments (STAs)?



What Benefits Do You Offer for Long-Term Assignments (LTAs)?



Global Mobility Comparison by Region



Rowen WongClient Services Manager APAC



Relocating employees to different regions presents varying levels of complexity due to factors such as cultural differences, logistical challenges, local regulations, and policy requirements. The level of difficulty in relocating employees to various regions, rated on a scale of 1 to 5, varies greatly across different areas.

This year's results indicate that respondents appear more confident managing relocations into North America. Their primary concerns remain immigration and tax matters. Fostering stronger collaborations with the Relocation Management Company (RMC) or immigration and tax partners can effectively address these challenges.

Employees relocating to Europe encounter unique challenges, including limited housing availability and a higher cost of living. Establishing clear expectations early on is essential, and this can be effectively achieved by arranging a look-see trip for the employee and their family, allowing them to gain firsthand insight into life in the new location. Organizations relocating employees to South America, Asia, the Middle East, and Africa often express concerns about the political climate, immigration challenges, and cultural barriers that may impact employee performance.

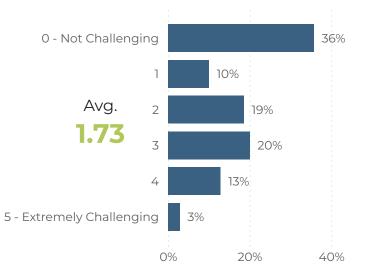
Organizations can help mitigate risks by conducting thorough security assessments and making informed decisions. Performing an immigration feasibility check prior to relocation is strongly recommended to prevent unexpected complications. Additionally, offering cultural training and pairing expatriates with a local buddy can significantly enhance their integration into the community.

Every relocation is distinct, shaped by its own challenges and opportunities. In today's volatile and complex environment, the role of the RMC has become indispensable in helping businesses and their employees navigate unfamiliar terrain. RMCs with a global presence across the Americas, EMEA, and APAC must foster seamless communication between their regional teams to deliver a consistent, high-quality employee experience at both departure and destination locations.

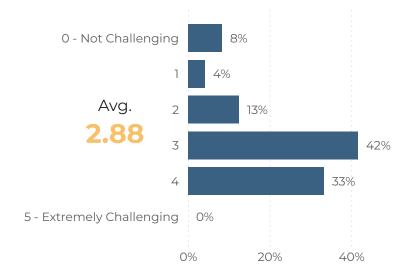


On a scale of 1 to 5, how challenging is it relocating employees to the following locations? 0 = Not Challenging 5 = Extremely Challenging

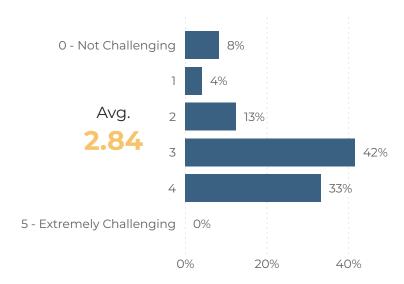
North America



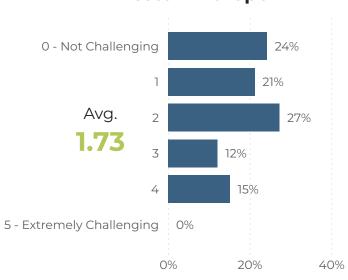
Latin America



South America



Western Europe

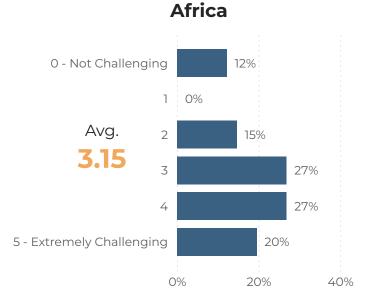


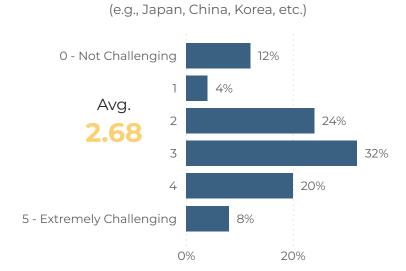
Eastern Europe



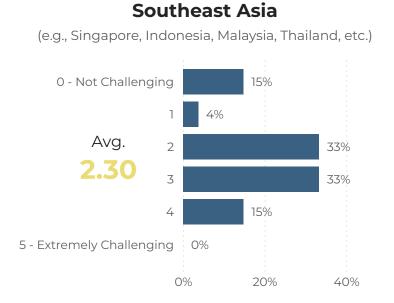


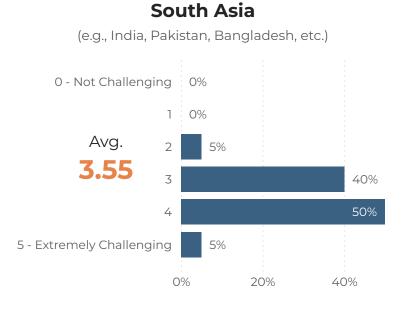
The Middle East 0 - Not Challenging 10% 1 10% Avg. 2 12% 2.78 3 36% 4 24% 5 - Extremely Challenging 8%

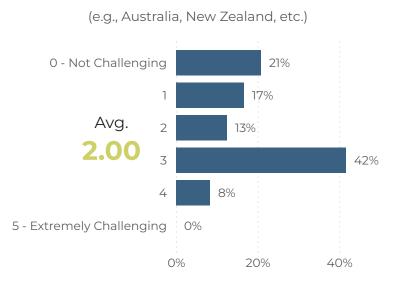




East Asia







Australasia

Home Sale Benefits



Dave PetersClient Services Manager



Home sale programs remain a highly valued and essential benefit offered by employers. According to our data, <u>54%</u> of respondents provide some form of home sale assistance, including GBO, BVO, or Direct Reimbursement programs. The sale of a home is often one of the largest financial burdens for relocating employees. While the recent National Association of REALTORS® (NAR) real estate commission lawsuits may impact future costs, sellers typically pay approximately **8-10%** of their home's value in closing costs.

Benchmark findings highlight the continued popularity and mutual advantages of BVO programs for both employees and employers. BVOs involve two distinct real estate transactions, allowing the closing costs to qualify as tax-exempt. This structure delivers substantial cost savings for both parties. Furthermore, employees benefit from not needing to attend the closing, enabling them to relocate more quickly and access their equity sooner, which facilitates housing decisions in their new location.

In today's low-inventory market, offering BVOs to higher-level employees is strongly recommended, aligning with the practices of the majority of respondents. When effectively managed, the risk of homes entering inventory and incurring losses can be significantly reduced. Additionally, due to sustained high demand and limited inventory, many organizations currently find it unnecessary to offer home sale bonuses to employees. However, partnering with a proactive relocation management company is critical to ensure timely policy adjustments as market conditions evolve, thereby minimizing risks for employees and the organization.







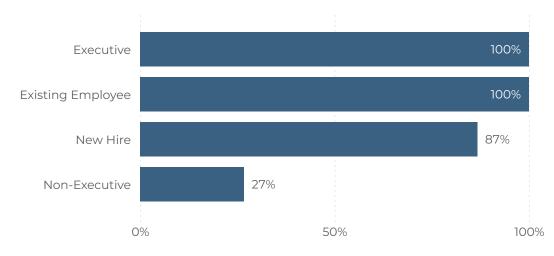
New to Relo?

Home Sale Benefits

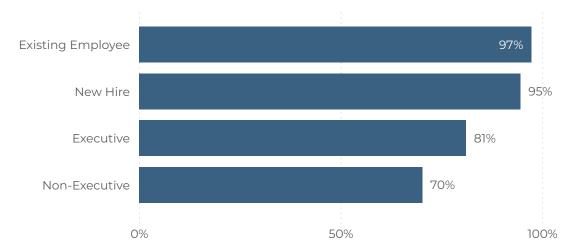
Home sale benefits are provided to assist employees in selling their primary residence when relocating, typically as part of a permanent move or long-term assignment. These benefits help minimize the financial risk and administrative burden of home sale, often through either a direct reimbursement model or a more structured Guaranteed Buyout (GBO) or Buyer Value Option (BVO) program.

For example, under a BVO program, the employee secures a buyer for their home, and the RMC or a third-party company completes the transaction, shielding the employer from certain tax liabilities. These programs are complex and require compliance with IRS guidelines in the U.S., as well as legal coordination in other jurisdictions. As an RMC, we oversee the process to ensure a smooth sale, protect the company from tax gross-ups, and support the employee in moving forward with their relocation without the stress of an unresolved real estate transaction. Home sale benefits are a critical component of any competitive domestic relocation policy.

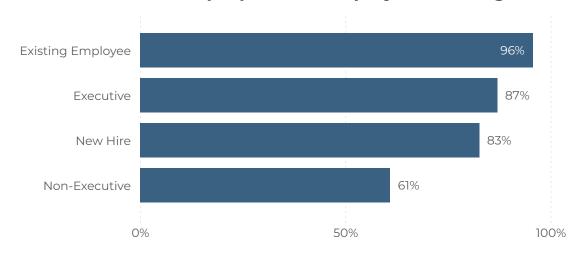
For organizations which already offer Guaranteed Buyouts (GBOs), which employees are eligible?



For organizations which already offer Buyer Value Options (BVOs), which employees are eligible?



For organizations which already offer Direct Reimbursement (DR), which employees are eligible?

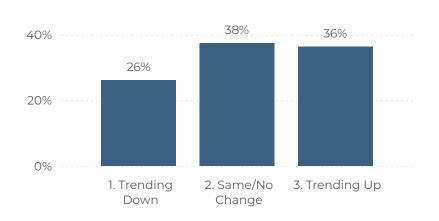




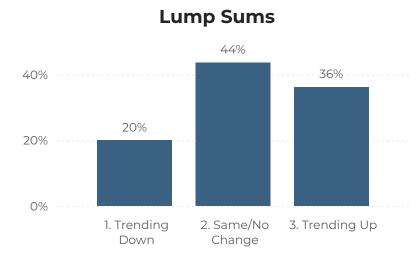
Global Mobility Trends

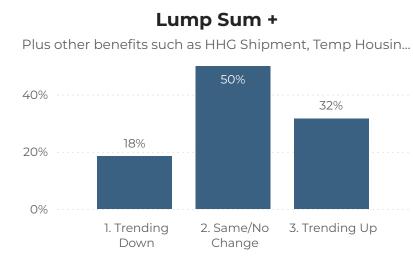
Below, we list several global mobility topics. In your experience, are these trending down, trending up, or staying the same?

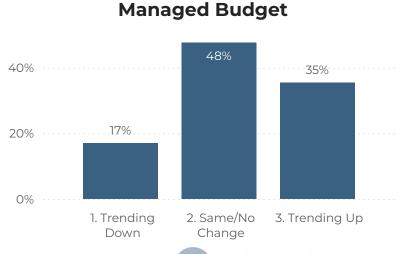
Global Relocation Volume









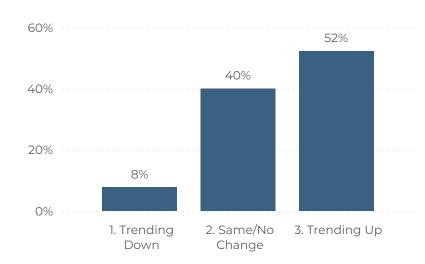


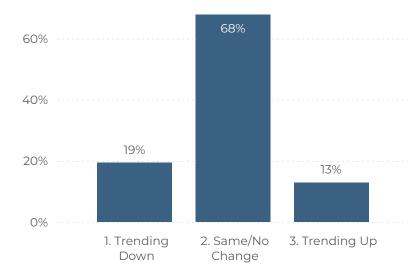
Core-Flex or Similar

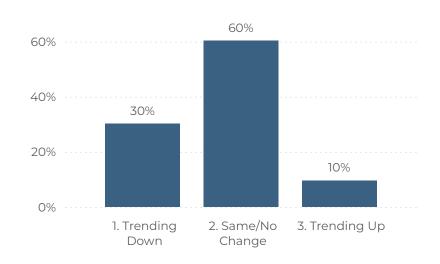
Renters

Buyer Value Option (BVO)

Home Sale Benefits

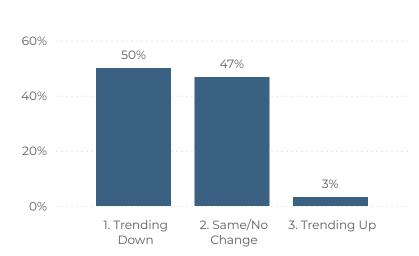




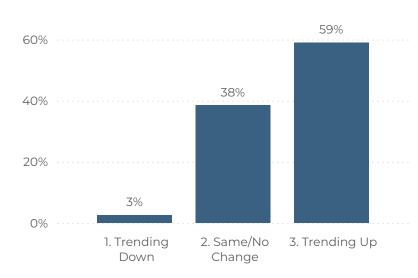


Guaranteed Buyout (GBO)

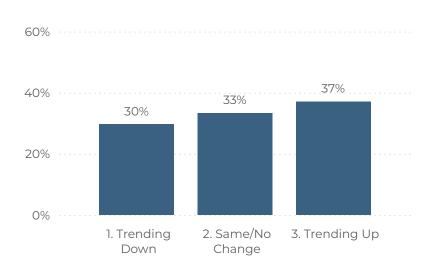
Home Sale Benefits



International Permanent Transfers



Short-Term Assignments

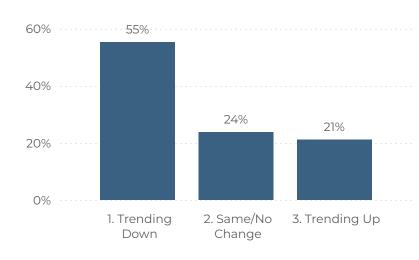


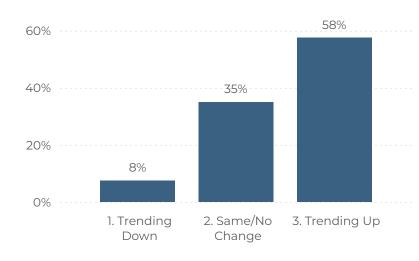


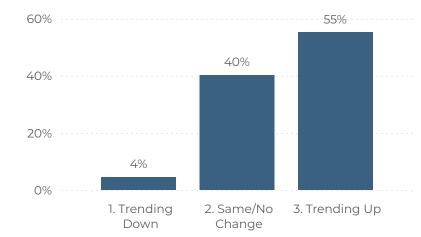
Long-Term Assignments

Extended Business Travelers

Commuters

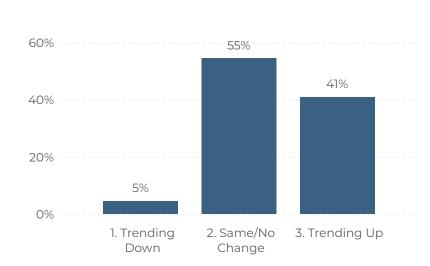


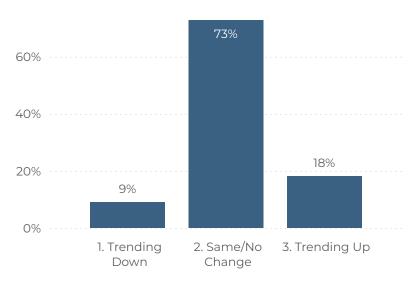




Voluntary Transfers

Interns





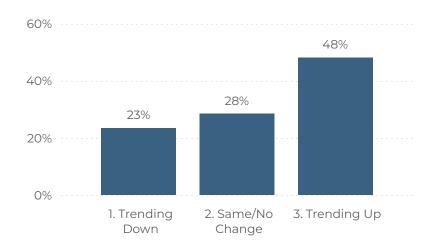


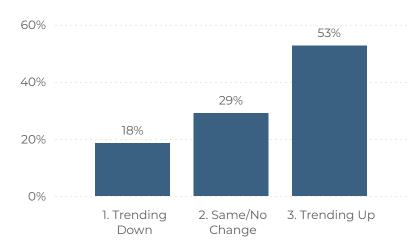
Remote Work

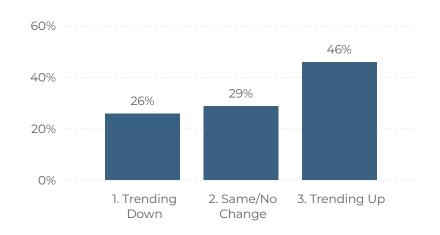
Hybrid Workforce

100% In Office

Return to Office (RTO), etc.



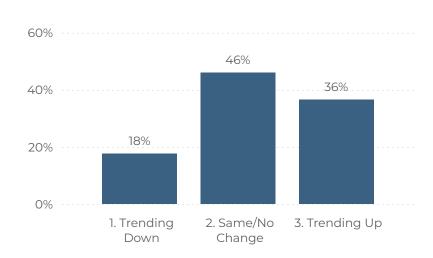


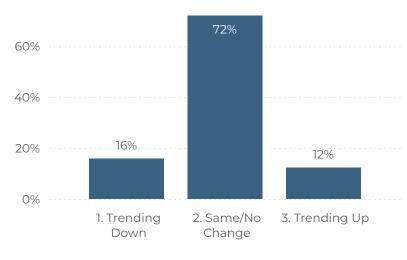


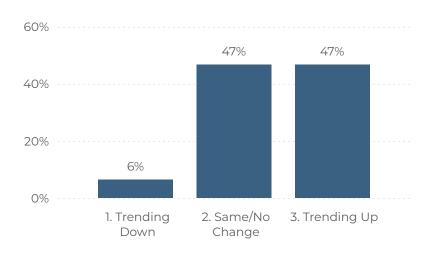
Relocation Volume in North America

Relocation Volume in South & Latin America

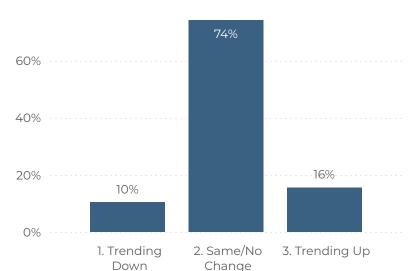
Relocation Volume in Europe



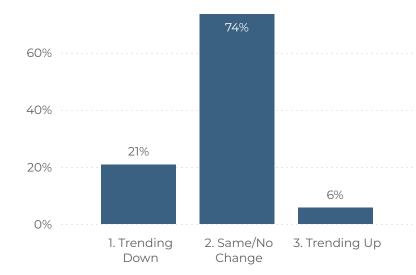




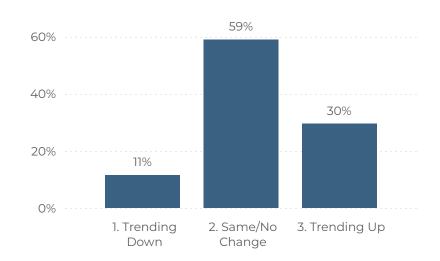
Relocation Volume in the Middle East



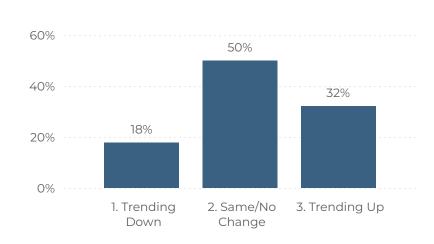
Relocation Volume in Africa



Relocation Volume in Asia-Pacific

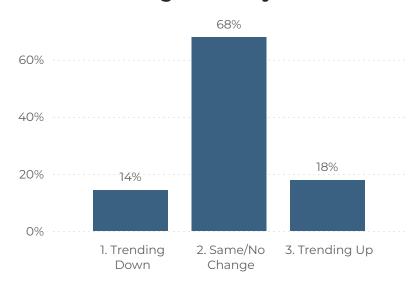


Offshoring to Low Cost of Living Countries





Nearshoring to Nearby Countries





Cost Savings



Kimberly Chacon
Global Sales Manager



In the ever-changing world of corporate mobility, cost savings remain a critical focus for organizations aiming to optimize their operations. Relocation expenditures should be viewed as strategic investments in talent acquisition, retention, and organizational growth, yielding significant returns when managed with strategic intent. Leveraging a consultative approach to benchmarking policies provides a structured framework to assess program spend, identify inefficiencies, and ensure budgets are effectively allocated.

Benchmarking extends beyond financial metrics, serving as a strategic tool in talent acquisition and retention. Consultative benchmarking enables organizations to evaluate the quality and competitiveness of their relocation benefits. By fostering open dialogue and gathering employee feedback, organizations can gain critical insights into the effectiveness of their mobility programs, ensuring their relocation investments align with organizational goals and inspire confidence.

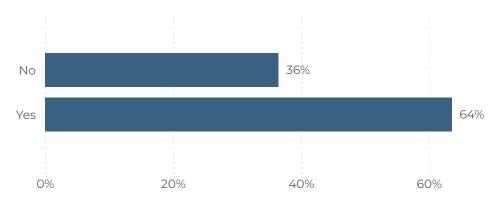
As organizations dive deeper into benchmarking, sustainability naturally takes center stage, reshaping how we think about cost-saving strategies. With environmental concerns on the rise, businesses are feeling the push to weave eco-friendly practices into their mobility programs. By leveraging sustainability metrics and industry benchmarks, organizations can cultivate a culture of environmental stewardship and shared accountability, achieving impactful change while optimizing costs.

In addition to delivering cost savings, Relocation Management Companies (RMCs) like WHR play a crucial role in elevating the efficiency and overall value of mobility programs. By streamlining processes, minimizing administrative burdens, and integrating advanced technology, they empower organizations to achieve enhanced operational agility. Additionally, an RMC's extensive network of resources and service providers enables them to negotiate competitive terms and rates for their clients. From securing housing accommodations to arranging transportation and coordinating other relocation services, they leverage our industry expertise and connections to drive significant cost efficiencies.

Kimberly Chacon *Global Sales Manager*



Are you facing pressure internally to reduce global mobility costs?





What has your organization implemented to achieve cost savings?

Top 15 results shown.

- % Cost Savings Measure
- 26% Required cost estimates for every relocation
- 24% Track each cost estimate's budget-to-actual spend
- 16% Required employees to book through a Travel Management Company (TMC) for better rates
- 13% Offered voluntary transfers with limited benefits
- 13% Reduced or eliminated Cost of Living Allowances/Adjustments (COLAs)
- 11% Implemented cap/budget on temporary housing
- 11% Implemented or increased the number of lump sum moves (i.e. one lump sum payment to the employee)
- 10% Reduced the amount of destination services being offered
- 9% Reduced or eliminated home leave trips
- 9% Reduced or eliminated home loss on sale assistance
- 9% Reduced or eliminated language lessons
- 9% Reduced the amount of tax assistance/gross up being provided
- 9% Reduced the amount of temporary housing being offered
- 8% Implemented or increased the number of managed lump sum moves (i.e. coordinating relocation services and deducting the cost from a fixed budget)
- 8% Reduced or eliminated air shipments
- 8% Reduced or eliminated mortgage assistance

At WHR, we strongly recommend having some type of cost estimate for each relocation so the employer and relocation management company (RMC) can track and report on budget-to-actual spend across the entire employee/assignee population. Most RMCs have a robust relocation cost estimate tool which covers all types of transfers and assignments worldwide, from permanent one-way transfers to commuters, short-term, and long-term assignments.

We also recommend requiring the employee to purchase their airfare on the RMC's travel booking platform. Without the proper guidance, relocating employees often purchase flights which are out of compliance with their company's travel policy. The difference between "Non-Refundable Economy" and "Economy Plus" can translate to thousands in savings for your organization. Plus, most platforms will automatically monitor the rates until takeoff and automatically rebook your employee at the lower airfare if the price drops before departure.



What changes has your company already implemented (or is about to implement) to achieve cost savings?

Policy & Program Adjustments

- · Implemented or are reviewing **lower-cost move types** for international relocations.
- · Reviewing and overhauling mobility policies for potential cost efficiencies.
- · Standardized policies created to ensure consistent and efficient benefit delivery.
- · New tax policy implementation planned.

Operational Changes

- · Implemented **process improvements** to remove inefficiencies.
- · Require cost estimates and leadership approvals for all international assignments.

Logistical Strategies

· Some companies now allow one company-paid move every 2 years, unless prompted by a promotion or business need.

Monitoring Without Formal Change

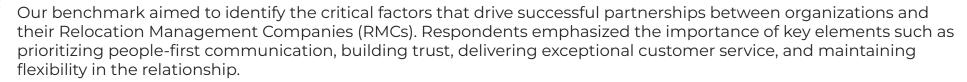
- · Some companies have **not made formal changes yet**, but are **actively monitoring costs** and prepared to adjust as needed.
- · Others note they've already adopted cost-saving features, though not specifically in response to new pressures.



Your Relocation Management Company



Rita Wahl, CRP, GMS
Global Sales Manager



Communication was identified as a fundamental pillar, with respondents highlighting the criticality of open, honest, and timely interactions. They stressed the importance of RMCs efficiently managing all aspects of relocation while delivering a high-touch, personalized approach to support employees at every stage. Trust emerged as another vital component, closely linked to the expectation of outstanding customer service and a proactive adaptability to meet clients' evolving needs.

Respondents further underscored the importance of RMCs demonstrating a comprehensive understanding of their company's policies and employee needs. Core priorities included competency and operational excellence, complemented by attributes such as transparency, innovation, and collaboration. Flexibility, coupled with the ability to serve as trusted advisors and subject matter experts, was also identified as essential.



In conclusion, this question highlights the diverse expectations organizations hold for their relationships with RMCs. At the core lies effective communication, characterized by honesty and timeliness, alongside trust and a dedication to delivering outstanding customer service. RMCs must exhibit expertise, operational excellence, and a proactive stance in addressing challenges. Flexibility, collaboration, and a profound understanding of client needs are essential for RMCs to function as indispensable partners in global mobility programs.





What is most important to you in a relationship with your relocation management company:

"Understanding our program, our culture and proactively addressing difficult situations."

"Have an excellent understanding of our company policies and employee requirements."

"Stability of staff, innovation, flexibility, easy to understand model."

"Self-service for employees, duty-of-care coverage, bonus if advance access to funds is available."

"Quick follow-through and **providing advice** to further advance our relocation objectives. To **help us in making our policies** and **policies and procedures clearer for employees** and the administration of the program."

"Seamless communication between the relocation specialists and the RMC team coordinating the marketing and home sale."

"Access to real-time information."

"Flexibility, trusted advisor, subject matter expert."

"Face to face meetings."

"Having fun while managing the challenging mobility work,."

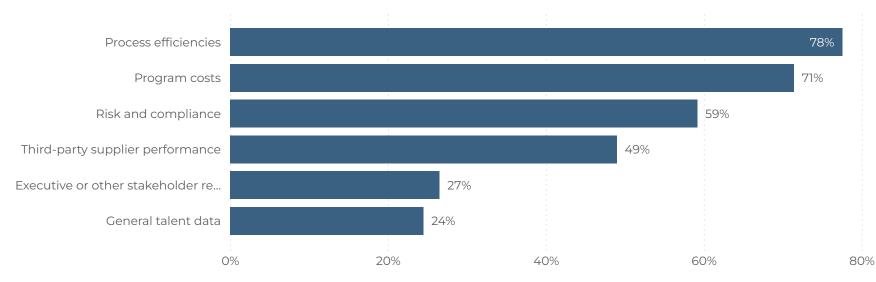
"Response time, ability to run reports, manager between relo manager and employee."

"Operational excellence, good consulting, transparency, and innovation."

"That they understand our company's expectations with regard to relocations."



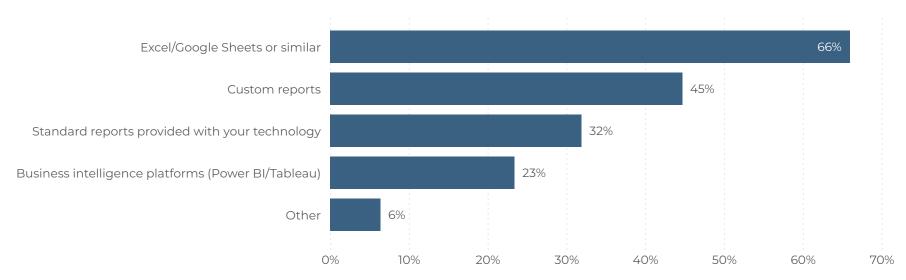
In your global mobility program, what insights are most important?



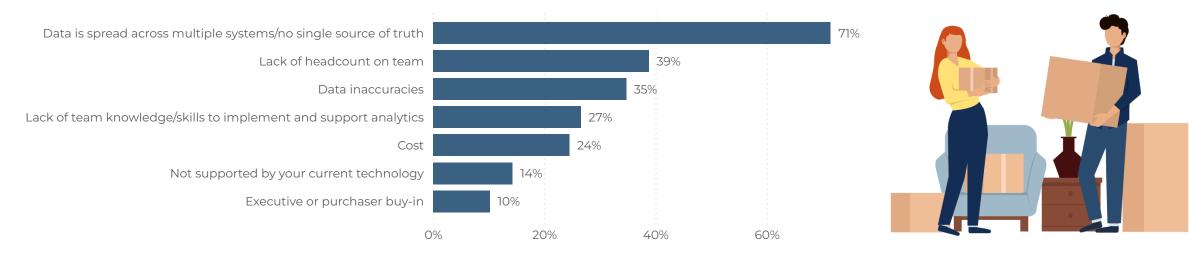


How is your company currently reporting on information from its technology systems?



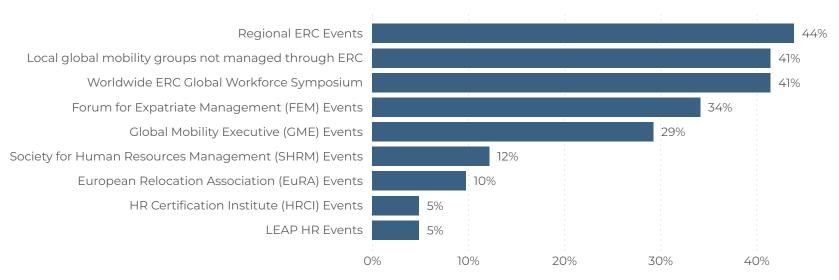


What are the biggest challenges your company faces in implementing analytics in your global mobility program?



Which events do you and your mobility colleagues attend?





Industry Spaces for Thought Leadership

If you found WHR's Global Mobility Benchmark Report helpful, check out some of our other informational materials below for more! Or, navigate to one of the thought leadership spaces on the right!



Relocation Toolbox



Tax Gross-Up 101



Employee Relocation 101



Global Mobility White Papers

Where do you and your colleagues go for information and thought leadership?

% ▼	Source
71%	Trusted Supplier Partners (Tax / Immigration / Movers / Temp Housing / DSP)
67%	Relocation Management Company (RMC)
64%	Corporate Mobility Colleagues
49%	Worldwide ERC
30%	Regional ERC Events or Publications
28%	Google/Online Search
24%	Global Mobility Executive (GME)
22%	Mercer
21%	Forum for Expatriate Management (FEM)
18%	Society for Human Resources Management (SHRM)
17%	AIRINC
11%	Gartner
11%	Trippel Survey
10%	Harvard Business Review
9%	Relocate Magazine
8%	Local global mobility groups not managed through ERC (please elaborate)
7%	European Relocation Association (EuRA)
6%	HR Certification Institute (HRCI)
5%	Bloomberg
5%	HRO Today's Baker's Dozen
5%	McKinsey & Company
5%	The Wall Street Journal (WSJ)
4%	Korn Ferry
3%	Expat Academy
2%	Bain & Company





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