



COVID-19 and mobility: *supporting relocating employees during a challenging time*

With a cloud of uncertainty hanging over the whole world due to the COVID-19 pandemic, the safety and wellbeing of your relocating employees sits top of mind more than ever.

Whether your mobility team is supporting an employee moving a few hours away or an expat midway through an assignment, there are steps you and your relocation management company (RMC) can take together to make everyone feel safe and connected.

reach out

At a time when social distancing can leave mobile employees feeling alone, simply reaching out goes a long way in making them feel cared for.

Reassure your employees that your mobility and HR teams are available to support them as needed.

review medical benefits with employees

Healthcare has suddenly become a number one priority for many employees, especially those who have relocated across country borders.

You can help by reminding your employees to review their healthcare benefits and making sure they know where to go for medical care.

equip your employees to work from home

Staying home as much as possible has become mandatory in many locations. In fact, all clients we spoke with said they have instituted or will soon institute a “work from home” request.

Your mobile employees should have the proper tools to work remotely. Help by providing secure internet connections, laptops and other equipment they might need.

cover expenses related to local ordinances

Employees find themselves in stressful and uncertain situations as different stay-at-home and quarantine scenarios play out across the globe.

Your company can provide some peace of mind by paying expenses related to necessary early repatriation or extended stays.

connect employees with a local destination service provider

While destination service providers (DSPs) may not be able to provide face-to-face assistance right now, your relocation management company can connect your relocating employees to local professionals who can offer virtual support.

DSPs will offer tips and tricks for navigating local systems to support stay-at-home orders within a given location.

stay connected with supplier partners

Connecting with supplier partners to understand their limitations helps RMCs plan and provide continued support to relocating employees.

If you hold any relationships with suppliers, staying in contact with them is important. Steps such as planned check-ins and collecting COVID-19-related business continuity plans ensure suppliers are taking the necessary steps to remain functional.

get help from experts

Relocation management companies like Plus can refer you to experts who specialize in responding to crisis situations such as pandemics.

These companies offer 24/7 support and can provide on-the-ground help when needed to make sure everything goes according to plan.

steps mobile employees can take

Relocating employees also play an important role in maintaining their health and safety. Your mobile employees should know:

- where to go for medical support if needed
- any aspects of their personal situation that they should be wholly responsible for
- the latest news, ordinances and restrictions within their locality

While not exhaustive, we hope these tips will provide support to your team and your mobile employees during this time. In a world of uncertainty, practicing these actions can make a huge difference.



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