



CASE STUDY: FLEXIBLE MOBILITY

how to customize your relocation program with core/flex mobility: lessons from an energy industry leader

PROGRAM OBJECTIVE

Implementation of core/flex policies as part of the client's domestic relocation programs to empower employees and improve the relocation experience

INDUSTRY

Energy

LOCATION

United States and Canada

FOCUS

- Core/flex
- Digital tools
- Partnership
- Collaboration
- Employee experience
- Duty of care
- Personalization
- Process optimization

what we achieved

more efficient and streamlined processes and significant cost savings



Enhanced user experience that has led to

57%

fewer exceptions and

65%

lower exception spend, year-on-year

A nearly

60%

decrease in average costs for moves compared with spend incurred as part of legacy policies

greater employee choice and service satisfaction



Client service satisfaction score of

100%

Favorable

Employee service satisfaction score of

97%

Favorable

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overview

- Client has partnered with Cartus for 20+ years.
- More than 3,000 relocations over last five years alone.
- The partnership is characterized by a strong focus on understanding the unique needs of the client's diverse employee population.
- To continue to provide a positive relocation experience, a more flexible approach to mobility was required.
- A core/flex policy was designed in collaboration between the client and Cartus.
- Benefits included in the policy were specifically chosen to support entire family unit:
 - Dependent and Pet Care Reimbursement
 - Child/Elder Care Reimbursement
 - Loss of Sports/Group Membership
 - Wellbeing Support in the New Location (now a top 5 most-selected benefit!)

"We needed to find some new tools or ideas that would help enhance the user experience by offering increased employee choice and more flexibility through a streamlined, digital solution. Conveniently, Cartus, our relocation provider for many years, had developed Benefits Builder, which provides a really modern app-like experience that most individuals are already familiar with. It only took a few Benefits Builder demos to convince myself and the rest of our project team that we could make some meaningful changes to our program and improve the employee experience by implementing a core/flex program supported by this new tool."

- Mobility owner

"The online platform [Benefits Builder] is terrific as I could tailor the benefits to my needs. I appreciated that as I designed a solution with myself and my family in mind. I believe the process is sound and delivers all the necessary benefits. Thank you for everything!"

- Relocating employee

digital tools

Benefits Builder

- Cartus **Benefits Builder** allows the client to easily add employee offerings in the form of flexible benefit choices as needed and provides insights about what employees need and find most valuable during their relocation.
- Each flex option has an associated point value to help employees determine how to best utilize their total point allocation.
- Employees can drag and drop flexible benefits within their total point allocation to their "shopping cart" in Benefits Builder to create a customized relocation support package.



MovePro360®

- Cartus' **MovePro360** allows in-house HR/mobility teams to track progress, including:
 - the move phase that each employee is in
 - satisfaction scores
 - costs associated with the move
- The tool's authorization portal saves several minutes per authorization. Moving 500-600 employees annually adds up to 17-20 hours saved per year!

Ask how introducing more flexibility into your mobility program may improve the employee experience and deliver cost savings: cartussolutions@cartus.com.

