THE FUTURE OF GLOBAL MOBILITY

MOVING FORWARD TOGETHER

VOERMAN GROUP

GLOBAL MOBILITY IS RAPIDLY CHANGING

Globalization and the internet have greatly changed how we are all connected. However, the Global Mobility industry at large has been conservative in adapting to these changes but is catching up rapidly. Digitalization will have a big impact in the relocation industry and takes a big step forward at present. Blockchain combined with artificial intelligence will drive much more efficient processes and create a lower cost level. We foresee that with the use of data we can predict and manage the total cost of Global Mobility much better. Finally, the industry will be able to calculate the ROI of Global Mobility based on accurate and real-time information. The choices we make today will now more than ever influence how we move forward. Not only as company, but as service providers for Global Mobility at large. This makes us rethink how to prepare for changes in the coming years. We believe that co-sourcing our extensive supply chain network is key to reaching the highest level of efficiency and customer satisfaction. This is where our technology and employee talent come together to offer our corporate clients an optimal result.
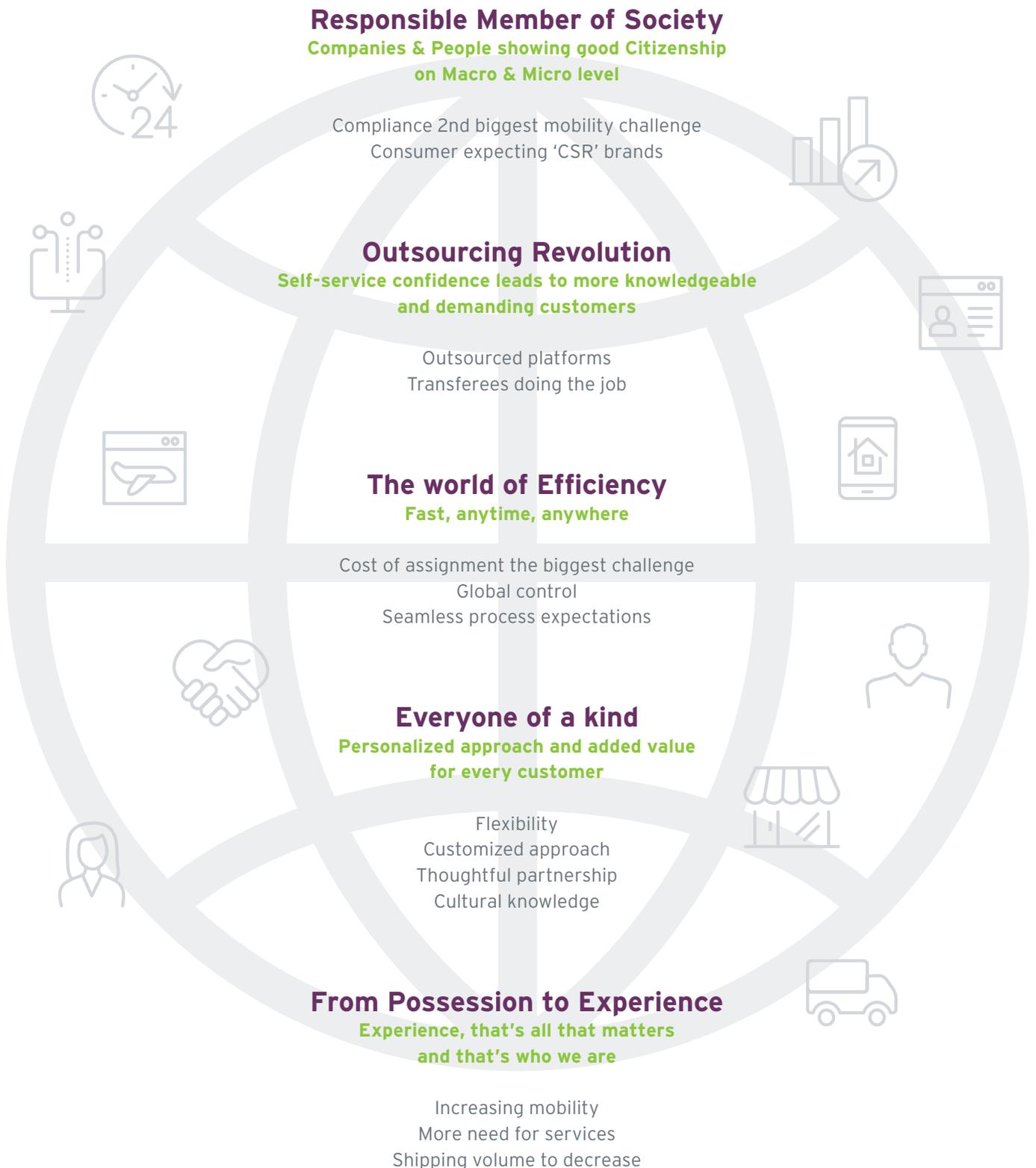
What we believe

TECHNOLOGY

will drastically change
the way we deliver our services,
now and in the future

PEOPLE

will always make the difference
and will be a more integral
part of client delivery

On behalf of the Voerman Group

Wiebe van Bockel
CCO Voerman Group

Global Mobility Trends
What trends are driving the changes?

Responsible Member of Society
**Companies & People showing good Citizenship
on Macro & Micro level**

Compliance 2nd biggest mobility challenge
Consumer expecting 'CSR' brands

Outsourcing Revolution
**Self-service confidence leads to more knowledgeable
and demanding customers**

Outsourced platforms
Transferees doing the job

The world of Efficiency
Fast, anytime, anywhere

Cost of assignment the biggest challenge
Global control
Seamless process expectations

Everyone of a kind
**Personalized approach and added value
for every customer**

Flexibility
Customized approach
Thoughtful partnership
Cultural knowledge

From Possession to Experience
**Experience, that's all that matters
and that's who we are**

Increasing mobility
More need for services
Shipping volume to decrease

What is needed to adapt to the changes

People

Corporate clients expect more from the people that serve them. The more connected we are with our clients, the higher the expectations.

- Moving from service partner to consultative partner
- Co-sourcing at client location
- Client specific training programs for our staff and client staff
- Onboarding of people with new skills

Data protection

The whole chain of services, at all locations must be compliant with data protection legislation.

- Managing on the ground
- Global program, regional responsibility
- IT program robust, transparent and compliant

Health & Safety

The whole chain of services (and local delivery partners & staff) at all locations must be compliant with local & global legislation. All staff involved must be certified.

- Managing on the ground (also in hardship locations in Africa, Asia and Russia)
- OHSAS in all countries
- Global program, one way of working based on local situation
- Real-time auditing / check possible

Technology

Global mobility blockchain will drive the process and reduce cost significantly. Self-service delivery is not an option, but the standard.

- Realtime tracking of progress of relocation in an intranet solution
- Expat & HR really self-decide on service delivery / cost / timing / planning of delivery based on corporate policy
- Digitalization of process / documents is a must have as well as tools to digitalize this on behalf of client
- AI can be the new customer support center to give 24/7 support. This can be an intranet solution
- Additional services: global expat insurance packages (household, liability, health, …) are fully integrated in the digital mobility approach & self-service platform
- Innovation: arrange your move with any device

Regional vs global

The more global the world gets, the more regional and local the approach and management must be to drive cost down and improve delivery of services.

- Global accountability – regional management
- Regional & local culture fits better with regional contract – service delivery
- Global IT program & policies with local delivery
- No true global player available
- Capacity is an issue and capacity must be guaranteed with locked agreement

Corporate social responsibility

Not a nice to have, but a must have. Fully integrated in scope of work and local delivery in countries where services are given in connection with corporate goals.

- Integrated service delivery on the ground with direct involvement in social responsibility project/goals
- Real time tracking & measurement of impact and value in local community in global space
- KPI driven and hard target

How our roadmap looks like in regard to these changes

The core of our company strategy is to provide new innovations to help the people we serve. This focus on innovation is driven by our desire to increase efficiency and better meet the ever-changing needs of our clients. We believe that being customer focused and adaptive to change gives us the opportunity to have a lifelong relationship with our clients, as we offer them the benefit of our wide diversity of services.

What's new?

- Self-service relocation tools available
- Specific country information offered for all corporate assignees
- HHG supply chain activities completely digitalized
- Self-service moving company – launched in the Dutch market
- Voerman Academy: an e-learning tool to aid the growth of all Voerman staff as part of our commitment to better serve our clients
- Regional hubs in Americas & APAC: opened with a focus to serve clients locally
- Insurance program: fully digitalized and automated ticket program
- Tenancy App launched

What's coming?

- Launch of Blockchain Mobility tool
- Launch of self-service moving company in Europe
- Launch of booking platforms globally, based on full suite of relocation services
- Launch of corporate HR tool
- New sales and operational locations in Europe
- Insurance program focused on prevention and joint risk profiles
- Relocation services: fully digitalized relocation process launched