



GLOBAL BENEFITS VISION

Knowledge & Wisdom for Global Employee Benefits Professionals

06 Work Smart Now!

Richard Polak

20 R&D: Vaccines Alone Are Not Enough

Caitjan Gainty, Agnes Arnold-Forster

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NOTICES

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COVER : AGNÈS M.



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Employee benefits. We have the solutions.

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GLOBAL MOBILITY TEAMS PREPARE FOR REMOBILIZATION

International Lines Department at Generali
Employee Benefits (GEB) Network



It is often said that the only certainty in life is uncertainty. And never more so than over the last year. Not to mention for the foreseeable. What we do know for sure is that global mobility is not about to disappear in a (post) pandemic world, as has been suggested by some commentators. Opportunities abound and the richness of the global assignment will not be usurped by the remoteness of the virtual assignment any time soon.

Global mobility will look different though. And right now, while projects remain on hold, open positions are waiting to be filled and borders have yet to fully reopen, it represents the perfect time to reset and reengage; to take stock of what the ‘*new normal*’ for global mobility looks like – for now at least. This is about ensuring you have the right back-up and support mechanisms to help you solve global problems, allowing you to move on a case-by-case basis with speed, efficiency, and flexibility.

It’s probably safe to say that the pandemic has accelerated existing trends and generated new ones. And new technology underpins everything. Technology has rapidly adapted over the last year – as has the workforce – to facilitate remote working and on the ground support.

Now, nearly two thirds (63%) of global mobility teams are planning to invest in new technology in the next 24 months.¹

The top benefit for global mobility professionals (41%) is operational agility to modify policies, process and supply chain to align with variable business environments. Other key benefits cited were: improvements in managing compliance and risk through connected systems and pro-

cesses; enhanced data analytics for workforce planning; and enhanced employee experience through enriched quality of information provided about host country conditions.¹

For business leaders, the top benefit (60%) was better forecast versus actual cost tracking.¹

FROM ANALOG TO DIGITAL

By its very nature, the global mobility sector – supporting people anytime and anywhere – seems perfectly suited to innovation and digitisation. But, like the rest of the business to business (B2B) world, the services and support available have struggled to mimic the easy and informative standard of business to consumer (B2C).

Why? Because B2B was always considered too complex and, therefore, human interaction essential. This has been gradually changing over recent years as the younger generation – those for whom direct purchases and servicing are simply the norm – have entered the workforce. In fact, experts predict that by 2025, 80% of B2B sales interactions between supplier and buyers will occur in digital channels.²

Global Mobility Teams Prepare for Remobilization

This is being borne out already in the field of globally mobile benefits. It is articulated by partners that can offer you innovative and sustainable solutions that add value beyond the policy. This is about allowing for the kind of speed, efficiency and flexibility of service and support that global mobility departments need – from administration, reporting and analytics to duty of care.

FROM BUSINESS TO PEOPLE

On that note, it is worth zooming in on the fact that duty of care is now considered more important than compliance. While in a pre-pandemic world, the wellbeing drivers for global mobility teams were set squarely on duty of care and legal requirements, it seems that productivity and staff engagement are now considered more important drivers.¹

Wellbeing – physical, psychological, financial and social – is now being placed firmly at the heart of global mobility strategy. In fact,

the wellbeing aspect could be the thing that encourages employees to accept international opportunities in future.

According to 14% of attendees at a Crown World Mobility webinar, health and wellbeing support – not to mention safety – will be top of mind for employees as part of the decision-making process.⁴

Prior to this year, it's probably safe to say that assignees did not pay much attention to the finer details of their benefit policies. Now, every aspect counts, from exclusions to on-the-ground availability and access to health and wellbeing support services.

Digital capability will be essential to delivering consistent wellbeing support on a global basis, in a way that also meets individual needs. Wellbeing apps (73%), employee assistance programmes (89%) and telemedicine (75%) are all considered relevant by international HR professionals.³



The advertisement features a background image of a man in a light blue shirt looking out at the sea from the deck of a boat. In the distance, another person in a red shirt is visible on the deck. The Generali logo, featuring a winged lion, is in the top left corner. The eNomad logo is prominently displayed in the upper left. A dark red banner at the bottom contains the text 'Be the captain of your own journey' in white, and below it, 'Manage Mobile Benefits quotes online.' in a smaller font.

GENERALI
Employee Benefits Network

eNomad

Be the captain of your own journey

Manage Mobile Benefits quotes online.

RE-WRITING THE RULE BOOK FOR MOBILE EMPLOYEE BENEFITS

This includes the latest information – direct from our specialist partners around the world - on benefit trends and healthcare market considerations, to help ensure guidance and support tailored to need in an ever-changing world.

eNomad is founded on the Mobile Benefits Model, which helps organisations overcome traditional complexities involved in designing and implementing benefits plans for globally mobile and expatriate employees for Group Life, Disability, Accident, Healthcare, Retirement and Savings.

Completely tailored to specific needs, the solution might use one policy covering everyone or multi-policy arrangements (including non-admitted arrangements where relevant) to ensure:

- ◆ *One integrated solution across geographies.*
- ◆ *Maximisation of admitted coverages.*
- ◆ *Minimisation of non-admitted insurance.*
- ◆ *Harmonisation of terms and benefits.*
- ◆ *Centralisation of plan set-up and information management.*
- ◆ *Creation of financial synergies.*

There's a growing realisation that financial wellbeing also demands attention. The pandemic is taking its toll – either directly or indirectly – on financial health as well as physical and psychological health. Consequently, advice and education with regard to pensions, moving money and exchange rate issues are all highly relevant.⁴

FROM GENERIC TO BESPOKE

Finally, wellbeing extends to the very structure of the assignment, which are expected to become more bespoke than ever before and assessed on a case-by-case basis.

74% of HR and global mobility professionals say their top priority when borders reopen is 'improving decision making to determine critical move requirements'.⁴

The new complexities and variables involved, necessitate the need to be more strategic with regards to who gets which type of assignment and what the support package looks like.

All of this will necessitate the need for global mobility teams to work with different departments and to only partner with those providers that have the agility, flexibility and adaptability to think beyond industry established practice, helping you plan your future with confidence. ∞

SOURCES

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Elias, 9
chronic lung disease,
cerebral palsy and epilepsy

I wish to have a
waterproof wheelchair

“Spending time in and out of hospitals is a stark reminder of the fragility of Elias’ condition and the need to make the most of every moment with him.

The wish experience did just that. It gave us so many moments to remember – moments of joy. Elias’ wish day is still remembered by our family as the most joyous experience of our lives.”

– Elias’ mom, Margie

Make-A-Wish® grants the wishes of children with life-threatening medical conditions to enrich the human experience with hope, strength and joy.

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