

prepared for the unexpected?

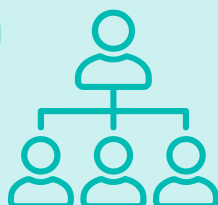
crisis management in global talent mobility

proven strategies for navigating uncertainty

From sudden political changes to extreme weather events and shifting economic conditions, mobility professionals and HR leaders are called to support their employees with agility and compassion—often at a moment’s notice. The ability to anticipate, prepare for, and respond to crises is no longer optional, it’s vital. How organizations navigate the unexpected directly impacts employee well-being, business continuity, and overall success.

Following are our top 10 tips for crisis management in global talent mobility:

1



achieve organizational alignment

Effective crisis management begins with clarity, with everyone understanding their role so there is no duplication or gaps in knowledge and service. Establish a dedicated crisis leadership team and ensure every business unit and stakeholder understands their responsibilities. Regular cross-functional meetings and connectivity prepare organizations for swift, coordinated responses when challenges arise. It is far better to establish who will be in charge and make a plan when you are not in the throes of a crisis.

Depending on the region or country impacted, multiple stakeholders and functions will play a role. Crisis leadership teams should include relevant individuals, local HR, and key suppliers such as relocation and immigration partners.

2



plan, plan, and plan some more

Proactive contingency planning is the cornerstone of resilience. Conduct thorough risk assessments to identify geopolitical hotspots, monitor weather patterns (e.g., India’s extended monsoon season), and assess the potential impact of regional conflicts, and economic sanctions on mobility operations.

Consider challenges like travel delays, tighter immigration, the impact on neighboring countries, and availability of temporary living accommodations and household goods and services. With that, ensure your employees’ travel documents remain current and have relocation destinations, visa, and housing requirements mapped out in advance.

3



future-proof your relocation policy

Today’s mobility challenges demand policies that are flexible, inclusive, and adaptable. Align your approach with employee needs and preferences, allowing for swift pivots where required. When it comes to futureproofing, consider it from a long-term perspective. Not just what your employees may need tomorrow but a year from now and incorporate inclusive and sustainable policies wherever possible, as well as regular policy reviews moving forward.

4



know your relocating employee population

Accurate, up-to-date tracking of your relocating employee population is essential for rapid decision-making. Leverage technology and data to monitor relocation progress, identify bottlenecks, and ensure you always know the whereabouts of employees, including those on business travel. Do you have single parents, employees with special needs, split families? This is another example where it is essential to maintain regular connectivity with your company's local HR team and their processes to enable quick action and comprehensive support in the event of a crisis.

In addition to relocating employees, it is important to have a general understanding of your company's overall workforce and their locations. If a mass evacuation becomes necessary, organizations may opt to assist all employees in the affected area, including local staff. This scenario could result in your team supporting a larger group than originally planned.

In line with this, it's important to recognize the potential downsides of making hasty decisions or focusing solely on expatriates during a crisis. Company reputation can be affected if local employees feel that expats are being prioritized for evacuation or given more flexibility, especially when local staff may not perceive the same level of urgency.

Check out our brand-new [data insights dashboard](#), a self-service tool designed to provide you with powerful insights and effortless analysis, anytime, anywhere.

5



build strong supplier partnerships

Local expertise is invaluable. Relocation management companies play a larger role today when it comes to partnering with clients during a crisis. Cultivate relationships with destination service providers and relocation management partners who understand on-the-ground realities and can deliver practical, empathetic support to employees and their families.

Discussing expectations with partners beforehand is key. Their skill in managing local challenges, like border transport or supplying goods, can be crucial.

6



do not underestimate on-the-ground support

In stressful situations, practical and emotional support go hand-in-hand. Relatively small gestures, including funds to replace lost belongings, salary advances, gift cards, and grocery delivery, show employees that you care and can be very impactful during challenging times.

If you have to evacuate employees, having access to block booking for temporary housing accommodations and understanding local markets, especially in non-traditional destinations, help integrate employees smoothly and avoid oversaturation.

7

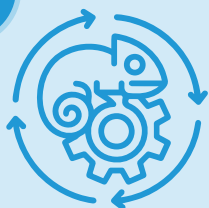


maintain compliance

Regulatory environments can change rapidly during crises. Stay alert to the potential for changes in immigration, tax, data privacy regulations, and other regulations, and document all cross-border movements. Also, educate your international assignment population on the importance of maintaining valid travel documents at all times.

Working closely with immigration providers and local HR teams ensure you stay compliant and safeguard your organization's reputation. Add contingency planning and crisis management to yearly discussions with partners, clarify expectations, and request regular updates and their response plans for potential crises.

8



stay agile

Flexibility is key. What works today may not work tomorrow. Avoid one-size-fits-all solutions and foster a culture of adaptability. For example, ensure your company has access to various housing options, such as co-working spaces and extended temporary living stays, to meet evolving requirements.

Additionally, providing cross-cultural training for your relocating employees and their families sets them up for greater integration in the host location, which becomes even more important during a crisis. Developing your in-house global mobility team's cultural competence through training is also an effective way to ensure you are prepared to support a diverse and dynamic global workforce at a high level, regardless of what tomorrow brings. Don't underestimate the power of a team with global skills in a global organization.

9



implement strong
communication
strategies

Clear, consistent communication calms uncertainty and builds trust. Keep employees informed throughout every stage of a crisis, outline roles and responsibilities, and avoid siloed or duplicate messaging. Even when answers aren't immediately available, transparency and acknowledgment are vital for maintaining morale and organizational coherence.

Consider establishing a secure, cloud-based intranet hub to centralize emergency protocols, contact directories, evacuation procedures, and critical resource links—ensuring employees have immediate access to essential information during disruptive events.

10



ensure financial
readiness

Emergencies often require immediate access to funds for travel, accommodation, and basic needs. Establish robust financial mechanisms so assistance can be provided without delay, demonstrating the organization's commitment to employee safety and well-being.

In times of crisis, meticulous planning, strategic partnerships, and rapid response are required. Effective and proactive relocation support at times like these put your HR and global mobility teams front and center, highlighting their expertise and adaptability and, most importantly, reassuring your employees that they are truly supported, no matter what comes their way.