

Relocate
G L O B A L

THINK INDIA:

Insights, mobility
challenges & solutions

Sponsored by:



EXPERIENCE KNOWLEDGE CONNECTION

relocateglobal.com | thinkglobalpeople.com

Think India:

Insights, mobility challenges and solutions

12 November 2019

Host: Fiona Murchie, Managing Editor, Relocate Global

Panel:

Laura Levenson, Director, Weichert Workforce Mobility

Rohit Kumar, Jt Managing Director, Ikan Relocations, India

Holly Creed, Global Mobility Manager, DXC Technology



Think India:

Insights, mobility challenges and solutions

12 November 2019

Laura Levenson, Director, Weichert Workforce Mobility



Laura Levenson is a Global Practice Leader with Weichert. She leverages over twenty years of global workforce mobility experience to bring clarity to clients' most pressing talent deployment challenges and help them build stronger, more cost-effective programmes.

Laura has spent her entire professional career in global talent development, workforce mobility and assignment management consulting with special focus on change management, cross-cultural training, leading diverse teams, and program implementation. She has experienced expat life in the UK and China.



Think India:

Insights, mobility challenges and solutions

12 November 2019

Rohit Kumar, Jt Managing Director, Ikan Relocations, India

Rohit is based at Ikan's New Delhi office and is at the forefront of the mobility and relocation industry in India, having been involved in the business for over 20 years. Prior to starting the IKAN business, he had gained experience working in diverse industries ranging from FMCG, automotive and the service sector.

Rohit holds a Masters degree in Management from SIBM Pune and is a certified cross-cultural trainer.

In his own words, he has started the relocation business three times over the past twenty years and sold it once.



IKAN Relocations
BRIDGING BOUNDARIES

Think India:

Insights, mobility challenges and solutions

12 November 2019

Holly Creed, Global Mobility Manager, DXC Technology



Holly is a global mobility professional with a proven track record of centralising and structuring worldwide global mobility teams through implementing innovative, streamlined and dynamic operating models, processes, policies and technology. She is able to build worldwide internal and external relationships to enhance a global mobility team's reputation.

She also presents and writes as a global mobility subject matter expert internationally, alongside co-founding her own global mobility forum, Next Gen GM .

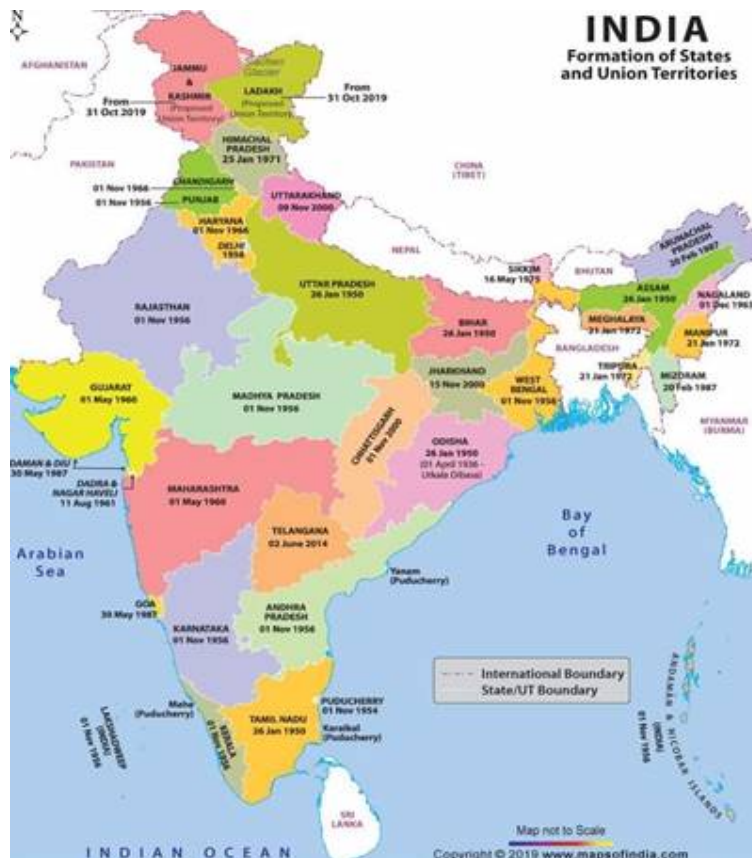
Agenda

- Why multinationals are expanding in India
- Insights and challenges
- India research: Propelling India Mobility
- How to support inbound assignees & business travellers
- Internal movement, domestic transfers, repatriation
- Future India and changes across mobility
- Managing Outbound Indian Workforce – in brief
- Questions
- Resources

General Information

Facts

- ⊙ Seventh largest country
- ⊙ Fifth largest Economy
- ⊙ Second most populous country- Over 1.35 Billion
- ⊙ 28 States & 9 Union Territories
- ⊙ Name “India” derived from the River Indus.
- ⊙ Chess was invented in India
- ⊙ Zero, Algebra, Trigonometry & Calculus originated in India
- ⊙ More than a 1000 languages and dialects. 22 Scheduled languages
- ⊙ Second largest English speaking nation.
- ⊙ Second largest Muslim population nation.



Diversity

- ⊙ Hindus: 79.60%
- ⊙ Muslims: 14.20%
- ⊙ Christians: 2.34%
- ⊙ Sikhs: 1.87%
- ⊙ Buddhists: 0.77%
- ⊙ Jains: 0.41%
- ⊙ Parsi: 0.06%
- ⊙ Others: 0.75%



IKAN Relocations
BRIDGING BOUNDARIES

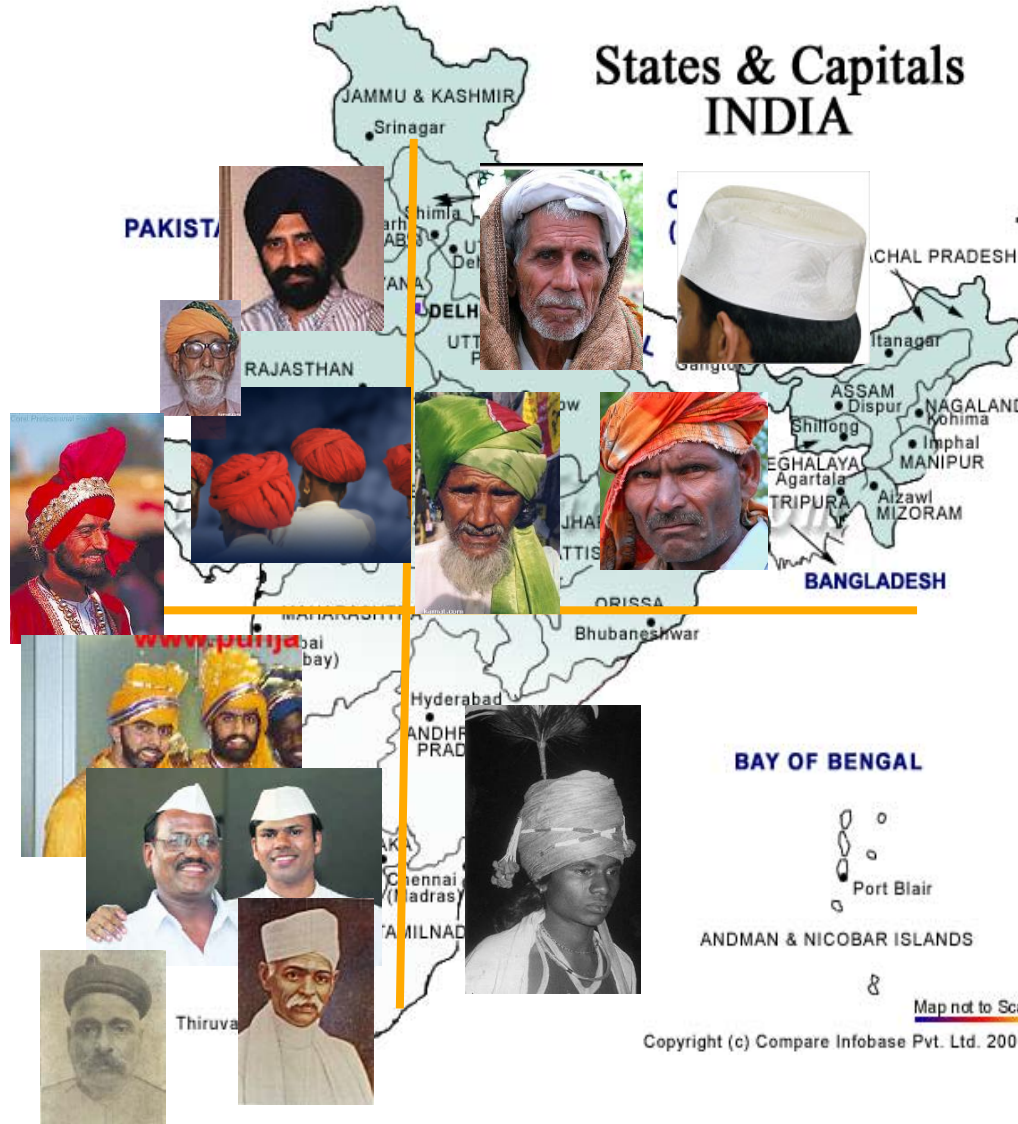
India – A cultural Superpower

STRENGTHS

- World's leading IT & ITES service provider
- Fastest growing economy in the world
- 5% population speaks English.
- Emerging as the most liberal economy in the world.
- Ease of doing business – 63rd position.

CULTURAL DIFFERENCES

- Time management.
- Indirect Communication styles
- Space Constraints
- Hierarchical society
- Group dependency



CHALLENGES

- Bureaucracy
- Worker discipline
- Complex tax structures
- Antiquated legal system.
- Poor infrastructure
- Corruption
- Literacy
- Poverty
- Population

OPPORTUNITIES

- Make in India initiative
- Stable Government
- Young, educated workforce
- Fiscal controls
- Hard working population
- Infrastructure focus

Relocation Challenges

Bureaucracy

Travel Time & Traffic

Cultural & Language Barriers

Poor Infrastructure

Literacy rate

Antiquated Legal System

Corruption

Time Management

Noise and Air Pollution

Personal Space

India has hundreds of
problems and millions
of solutions

Kailash Satyarthi

- Unaccompanied programs are not recommended
- ½ day programs are not productive due to distances and traffic conditions
- Foreigners need to be registered with FRO / FRRO within 14 days of arrival
- Most cities need Foreigners to complete additional police/ tenant verification upon lease being signed
- Form C process mandatory at temporary housing and after lease is signed for permanent housing
- Trailing spouses are not allowed to take up employment (can do voluntary work which does not involve compensation)
- Local transportation is a big challenge.
- Hiring and managing household help and personal drivers can be challenging as well as a great help. A two edged sword.
- Un organised Real estate market – No formal certification or regulatory bodies for Real estate agents.
- Lease registration requirements.
- Working with Indian landlords / day to day tenancy management and issues
- Poor quality / untrained Handymen services – no certifications, training and regulatory bodies existing
- Frequent Health issues due to pollution – Noise and Air pollution.
- Extreme Weather conditions
- Culture, Communication and Language barriers.



IKAN Relocations
BRIDGING BOUNDARIES

Housing Risk Areas



- ⊙ Highly unorganized & non-regulated real estate market
- ⊙ No pricing index nor price controls for properties
- ⊙ Online listings are often misleading & posted to attract customers
- ⊙ Rents usually not pre negotiated – 5 – 10 % negotiation possibilities
- ⊙ Primarily a Landlords’ market- they determine the rental
- ⊙ Demand used to outstrip supply- gradually being checked
- ⊙ Proximity to office/ school is recommended due to traffic conditions
- ⊙ 1 and 5 bedroom properties are rare. 2 bedroom units are scarce
- ⊙ Properties are not “staged” for showing
- ⊙ Wiring of funds / moneys from overseas risky and not recommended.
- ⊙ Unfurnished housing market.
- ⊙ No standard lease templates or terms – all up to negotiations and dependent upon local practices
- ⊙ Landlords usually not cooperative
- ⊙ Minimum commitment and lease termination requirements
- ⊙ High security deposits – sometimes up till ten months of deposits and even more in certain markets



IKAN Relocations
BRIDGING BOUNDARIES

Quick Poll

- Do you see volumes of international moves into India increasing? Y/N
- Do you see volumes of international moves out of India increasing? Y/N
- Do you see volumes of domestic moves increasing? Y/N

Weichert
Workforce Mobility

India Research

Propelling it Forward



Scope

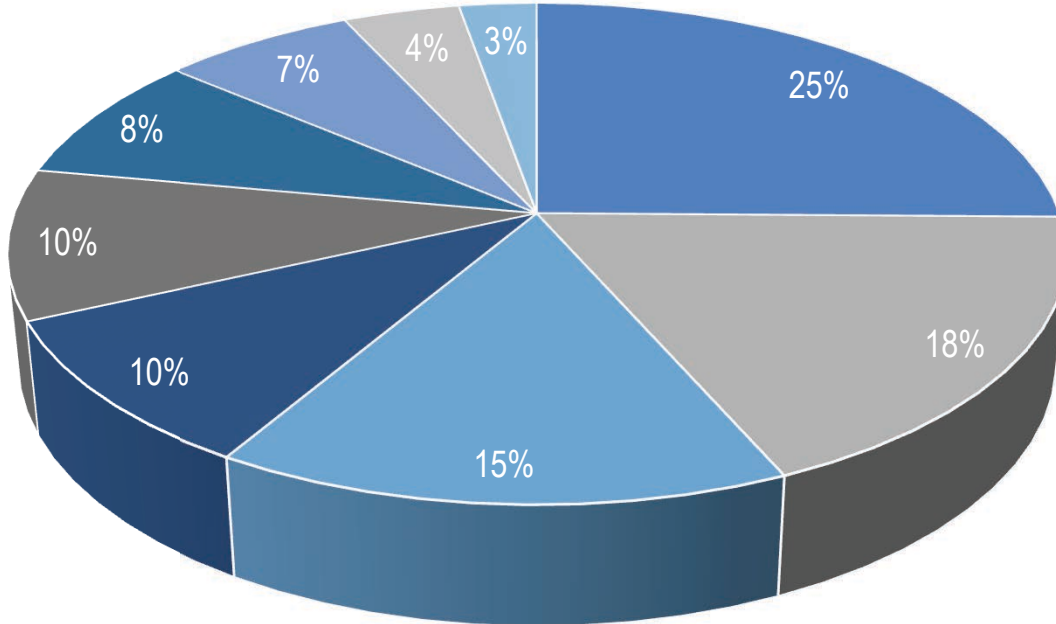
What's different about this research?

Leverages client input, assignee perspectives, and survey results

- Hotspot relocation destinations: Bangalore, Mumbai, and Delhi
- Interview input from current and former assignees, clients and prospects
- Survey findings
 - talent and mobility management
 - data analytics
 - employee support topics including education and international schools

Survey Participants

Industry Breakdown



- Technology, Telecommunications, Computer
- Manufacturing, Engineering, and Construction
- Professional Services, Consulting, Accounting, Outsourcing
- Consumer Products, Food and Beverage
- Financial Services, Banking, and Insurance
- Transportation and Aeronautics
- Energy, Petroleum, Gas, Chemicals, Utilities, and Mining
- Retail, Entertainment, and Restaurants
- Medical, Pharmaceuticals, Medical Devices, Biotechnology and Health Related Organizations

Trends

Over the Next 3 Years,
volume will....

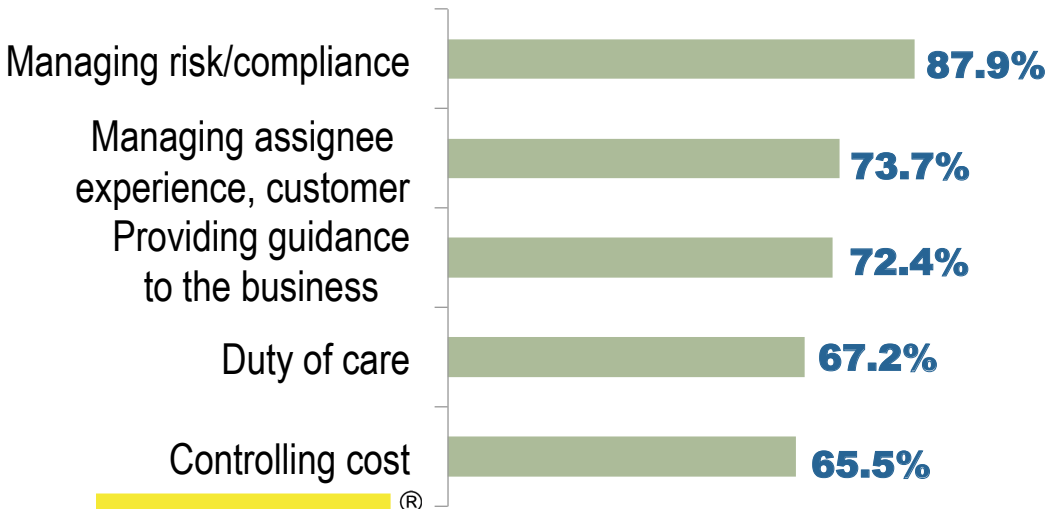
Weichert
Workforce Mobility

®

	INCREASE	DECREASE	STAY THE SAME
New Hires	49%	4%	30%
Rotations	32%	9%	37%
Domestic Transfers	34%	5%	38%
Domestic Assignments	28%	4%	32%
Short Term International Assignment	59%	7%	24%
Long Term International Assignment	24%	29%	36%
Sequential Assignments	14%	13%	34%
Permanent International Transfers	53%	12%	27%
Repatriations	31%	9%	50%

India Mobility Owner Priorities and Focus

**FOR EMPLOYEES WHO MANAGE RELOCATION IN INDIA
THE FOLLOWING FUNCTIONS WERE IDENTIFIED AS
VERY IMPORTANT OR CRITICAL**



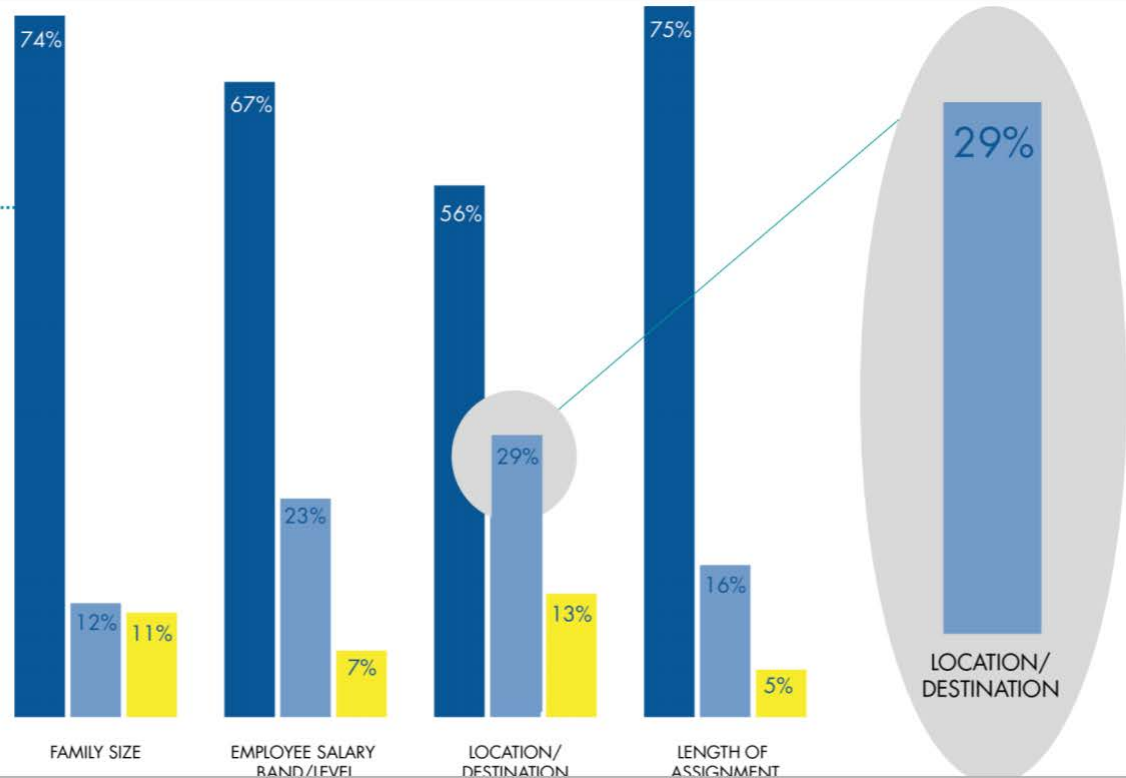
Weichert
Workforce Mobility

“TOP STEPS” BEING TAKEN TO IMPROVE THESE FUNCTIONS

Better defining purpose of assignment	58%
Adding flexibility to the mobility program offerings	57%
Reducing the number of contact points	57%
Improving role of technology and self-service options	48%

India Mobility Owner Priorities and Focus

How are benefits determined?



The Global Mobility Professional's Perspective

DXC TECHNOLOGY GLOBAL MOBILITY REMIT

ASSIGNMENTS

- Short Term Assignments
- Long Term Assignments

PERMANENT TRANSFER

- One way international Transfer
- Localization

COMMUTERS

- Frequent cross border travelers

BUSINESS VISITORS

- Business Visitor Tracking and Compliance

DXC TECHNOLOGY GLOBAL MOBILITY FOCUS



Personal Perspective



An Assignment to India is an amazing opportunity but requires careful planning by both the business management and Global Mobility to avoid potential career and life threatening pitfalls to an employee and their family.

**REMEMBER INDIA IS STILL CONSIDERED A
HARDSHIP LOCATION!**

- Remember to ensure all employees are aware of health and safety
- Remember to ensure all employees have access to money and are aware of their compliance obligations



Main Destination cities - India



Future India and Changes across Mobility – Panel Discussion

Laura Levenson, Director, Weichert Workforce Mobility
Rohit Kumar, Jt Managing Director, Ikan Relocations, India
Holly Creed, Global Mobility Manager, DXC Technology



Managing a mobile outbound Indian Workforce

Policy, demographics and challenges

Benefits and support most valued by the Indian assignment
population

Leadership perspectives

Future policy design

Questions from today's webinar audience

Answered by our panel of experts:

Laura Levenson, Director, Weichert Workforce Mobility

Rohit Kumar, Jt Managing Director, Ikan Relocations, India

Holly Creed, Global Mobility Manager, DXC Technology



RESOURCES

Further reading

Report:

Propelling India Mobility:
Challenges, trends and best
practice

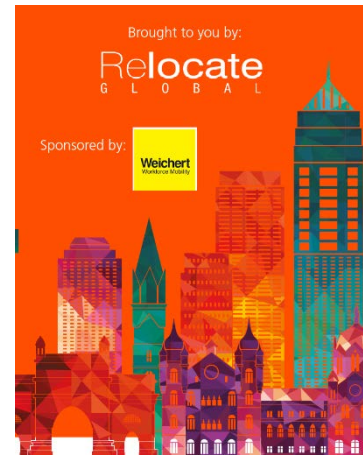
Relocateglobal.com

Global Mobility Toolkit

India Section

Relocate magazine

Relocate Extra – e-newsletter



We will email all registrants for this webinar and you will be able to:

Request a copy of the Weichert research report

Request the presentation slides

To listen back on web link

Email:

events@relocatemagazine.com

Call: +44 (0)1892 891334

DOWNLOAD AVAILABLE:

The Weichert Workforce Mobility Research Report '**Propelling India Mobility: Challenges, Trends and Best Practice**' and Webinar presentation slides will be available to download.

Report by:



Brought to you by:

Relocate
G L O B A L



Follow us on Social Media

#ThinkIndiaWebinar



Relocate Global



Twitter @relocatemag



www.relocatemagazine.com/facebook



www.relocatemagazine.com/linkedin.com



Weichert Workforce Mobility



Twitter @WeichertWM



www.facebook.com/WeichertWorkforceMobility/



www.linkedin.com/company/weichert-relocation-resources/

Think Relocate Awards 2020

It is time to start thinking about your winning entry.

Entries open January – March 2020

Gala Awards Dinner, Tuesday,
12 May 2020 at The Tower of London

See the video of last year's winners

Contact us at awards@relocatemagazine.com



Festival of Global People Tuesday, 12 May 2020



Join us for at the Tower of London to explore the challenges and opportunities of managing and supporting global teams

See highlights of 2019 Festival



STAY CONNECTED

relocateglobal.com | thinkglobalpeople.com
Relocate Magazine

'Connecting you with more global leaders, stakeholders and decision makers'



Relocate
G L O B A L

Think
Global People 