

**TWENTY-SECOND ANNUAL RELOCATION MANAGERS’
SURVEY© - GLOBAL MOBILITY ADMINISTRATION AND
SUPPLIER PERFORMANCE, APRIL 2026**

BACKGROUND

Trippel Survey & Research, LLC conducted the twenty-second annual Relocation Managers’ Survey© on international mobility to obtain information on (a) expatriate program administration and (b) level of satisfaction with global mobility service providers in a few mobility categories.

METHODOLOGY

This research survey utilized the Internet to distribute, collect and report survey results via *SurveyMonkey*, a web service survey provider.

The survey was launched to 989 managers on March 30 and closed the evening of April 14, 2026. Among this population 2 were bounced and 0 opted-out. Among the available potential participants 140 survey responses obtained.

CONFIDENTIALITY

Trippel Survey & Research, LLC maintains strict confidentiality of the corporations who participated.

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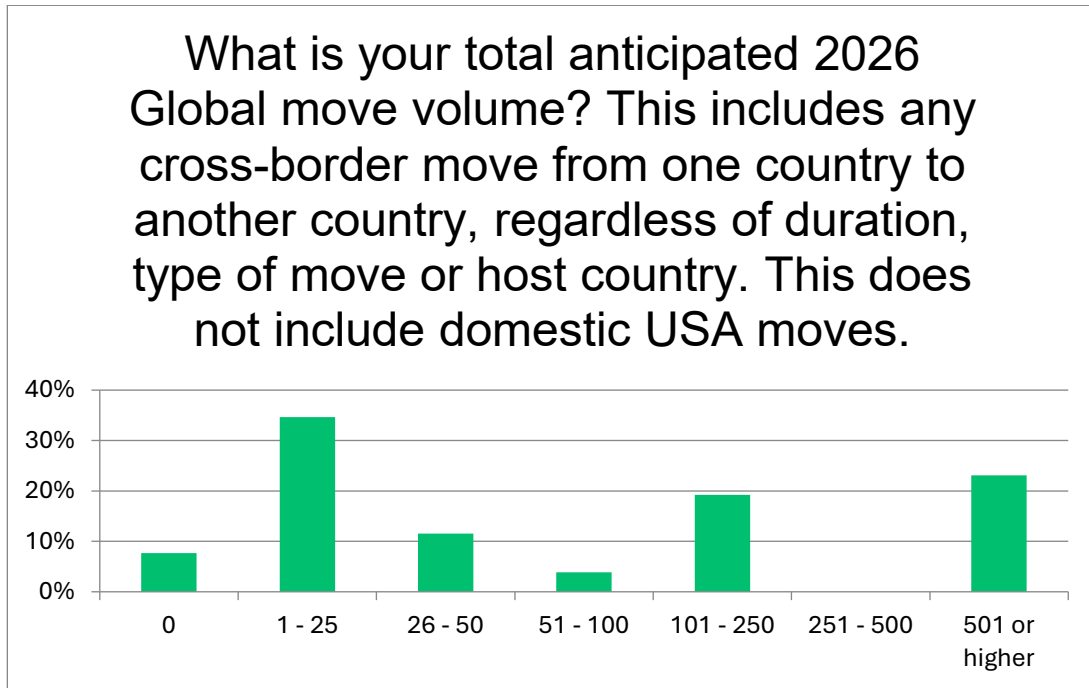
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GLOBAL MOBILITY PROGRAM ADMINISTRATION

PARTICIPANTS

One hundred forty (140) corporate managers participated in this survey. This is nearly 4% higher than the 135 participants in the 2025 survey.

ANTICIPATED 2026 GLOBAL VOLUME



Slightly more than a third (35%) of 140 respondents state they anticipate under 25 employees' cross border in 2026. This percentage is the same as last year.

However, the overall mix of responses in the 7 ranges indicate global relocation volume for this year will be lower than last year.

ANTICIPATED 2026 EXPATRIATE VOLUME LEAVING THE USA

What is your total anticipated 2026 Expatriate move volume? This includes any move departing the USA.

Answer Choices	Responses
0	8% 12
1 - 25	50% 70
26 - 50	13% 18

51 - 100	13%	18
101 - 250	4%	6
251 - 500	8%	12
501 or higher	4%	6
	Answered	140
	Skipped	0

As it was for the prior question breakdown, most managers anticipate having under 25 expat moves in 2026.

PHILOSOPHICAL APPROACH TO DEVELOPING GLOBAL MOBILITY POLICY

Which approach or philosophy does your company use to develop international relocation policy?

Answer Choices	Responses
A global approach. Generally, all employees in a common employment position moving cross border regardless of departing country generally receive the same benefit package for their grade level, job or position. There might be regional adjustments to meet conditions.	69%
A region-by-region approach. Each of our regions create the set of international move policies best meeting their specific needs for employees in common positions. The USA or North America might be a "region."	15%
A country-by-country approach. Each country has the responsibility to develop a set of international policies to meet their needs for employees in common positions.	15%

Slightly more than two-thirds of survey 140 respondents state the organization uses a “global approach” developing global mobility policy. This percentage is lower than the 2025 survey (82%).

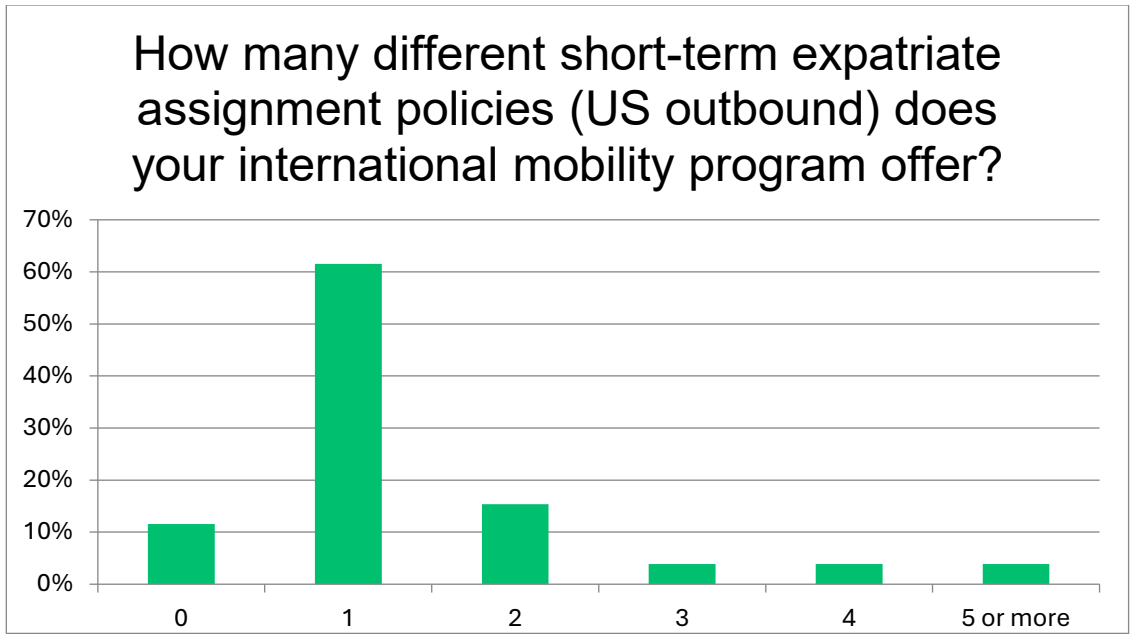
The “country by country” approach increased by 10-percentage points.

NUMBER OF SHORT TERM EXPATRIATE MOBILITY POLICIES

As the chart on the next page indicates 61% of corporations have only 1 short-term expatriate policy. Very few corporations have 3 or more expat policies.

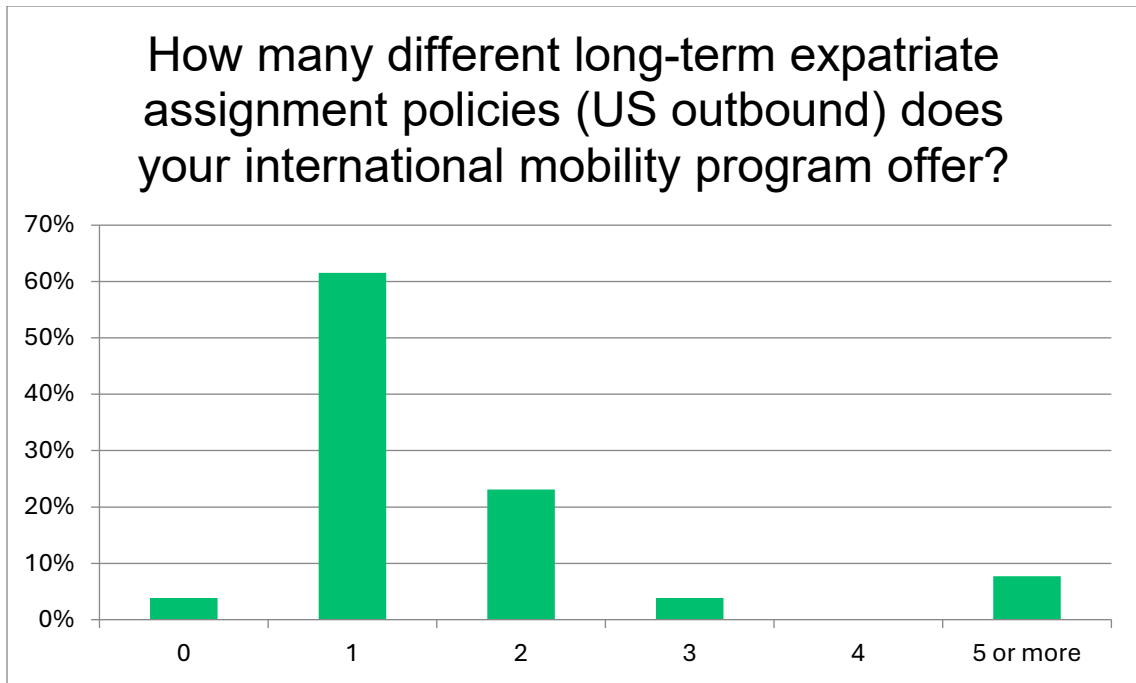
This is the first year this question was asked.

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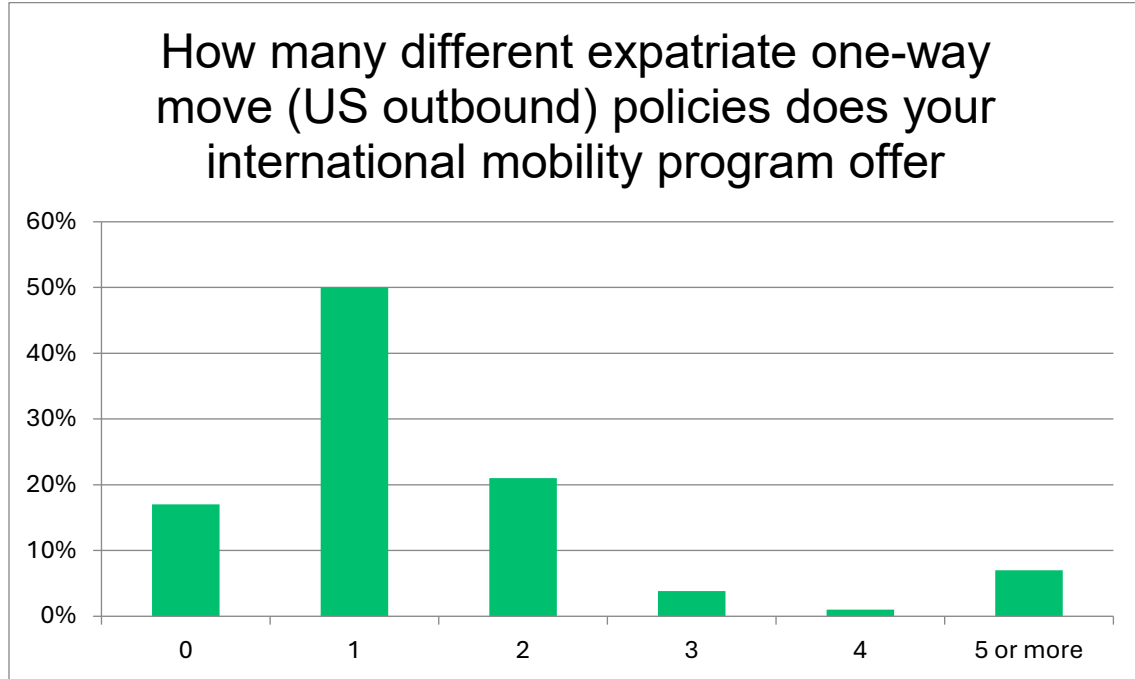
NUMBER OF LONG TERM EXPATRIATE MOBILITY POLICIES

This is the first year this question on long-term expat policies was asked.



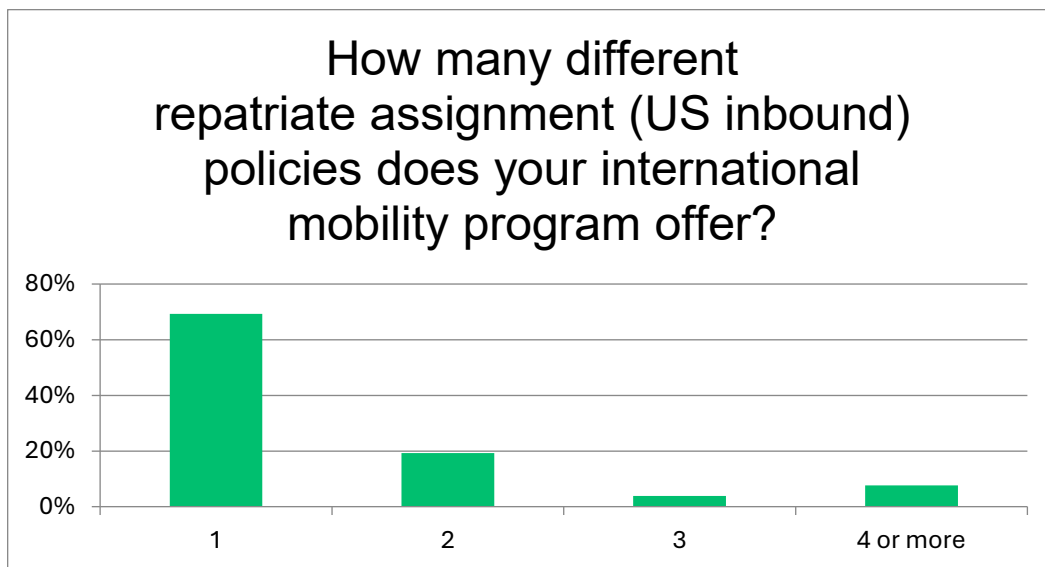
The chart indicates, once again, 61% of 140 corporations have only 1 long-term expatriate policy. Very few corporations have 3 or more long-term expat policies. Slightly more than 10% have 3 or more long-term expat policies.

NUMBER OF ONE-WAY (OUTBOUND) EXPATRIATE MOBILITY POLICIES



One-half of responding 140 corporations have 1 outbound one-way global policies. Nearly 90% have 2 or fewer one-way policies of which 17% of responding corporations have no policies of this type.

NUMBER OF USA IN-BOUND (REPATRIATE) MOBILITY POLICIES



Nearly 70% of the 140 corporations has only 1 USA in-bound repatriate policy. This reflects a change from last year's survey showing only 46% had 1 repatriate policy.

MANAGEMENT APPROACH OF GLOBAL MOBILITY:

Which of the 3 models of managing global mobility program most closely resembles your organization's model?

Answer Choices	Responses
Outsource to a relocation management company and use the RMC's networks for many service suppliers. Our approach is close to "fully outsource" service model.	12%
Although we use an RMC for many services, we also have contracts with suppliers for specific skill-tasks (such as immigration/legal or tax services).	80%
We do not use the services of an RMC for international mobility. All global mobility tasks are either internally administered and managed and/or we directly negotiate service contracts with specializing service providers.	8%

The distribution shown above is like last year's outcome. Only 8% manager global mobility internally. Conversely, over 92% use the services of an RMC. Among this sub-group, 80% of corporations using an RMC also have contracts with "skill specific" service providers.

WHO PERFORMS VARIOUS EXPAT RELATED TASKS

If a listed service is offered how does your company provide each specific service for expatriates leaving the USA? If a service is not offered skip to the next service.

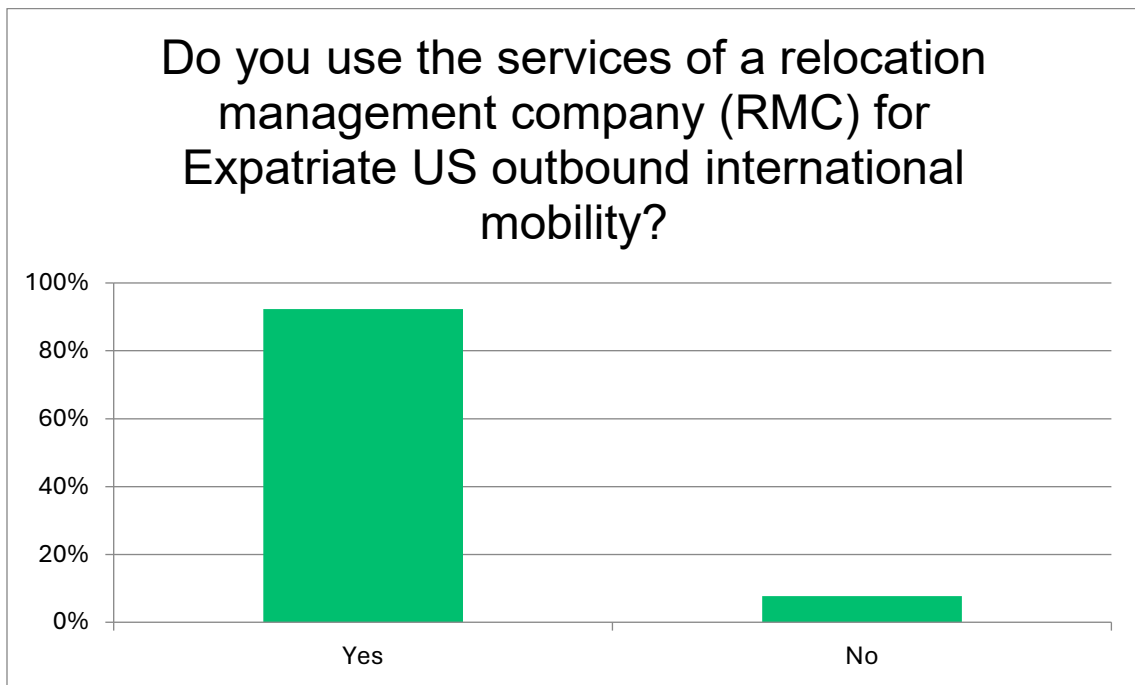
	Relocation Management Services company refers or provides this service	We contract with a specialized service provider	Internally perform or refer the employee to a service provider
Shipping household goods (and possible storage) for the expat	71%	29%	0%
Community identification and housing in the destination location for the expat	83%	13%	4%
Assisting expat (and family) learn foreign languages	77%	9%	14%

Providing immigration, visa or legal services needed to enter a foreign country	13%	78%	9%
Providing tax and/or compensation services to the expat	4%	88%	8%
Providing short-term temporary housing services to the expat	88%	4%	8%
Providing cross-cultural services to the expat	82%	5%	14%

Except for tax and immigration services most corporations rely on the RMC to either deliver the services or refer to a supplier of the service. Over three-quarters of corporations contract directly with either tax firms or visa/immigration firms, or both.

The chart reflects very little change from last year’s survey.

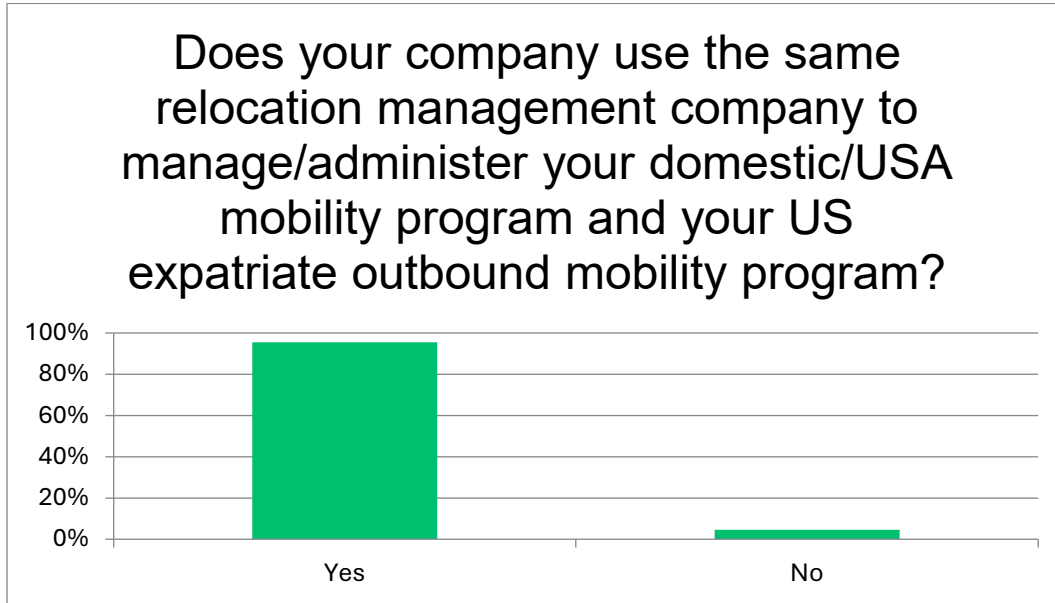
USE OF A RELOCATION MANAGEMENT SERVICE COMPANY



As stated earlier 92% of 140 survey respondents (or 129 companies) use the services of an RMC for one or many tasks related to expat mobility.

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DOES THE SAME RMC MANAGE BOTH EXPAT MOVES AND DOMESTIC USA MOVES



95% of 129 respondents acknowledged the same RMC manages both domestic USA moves and expat moves. This % represents a small increase from last year’s survey.

MIX OF RELOCATION COMPANIES PROVIDING EXPAT SERVICES:

Relocation Mgmt. Co.	# Surveys	Survey share
Cartus	41	31.8%
SIRVA	26	20.2%
Weichert	19	14.7%
Aires	10	7.8%
Bristol Global Mobility	8	6.2%
NEI	8	6.2%
Graebel	8	6.2%
Altair Global Mobility	2	1.6%
Cornerstone	2	1.6%
PLUS	2	1.6%
RELO Direct	2	1.6%
Sterling Lexicon	1	0.8%
	129	100.0%

Among the 140 corporations participating in the survey 129 (92%) use the services of an RMC. Cartus registered the largest survey-share at nearly 32%.

As noted above 5 companies had very small survey-share (lower than 8) and are consolidated in *All other RMCs*. Only the 7 largest survey-share service firms are shown in the following charts.

OVERALL SATISFACTION WITH RMC’S PERFORMANCE

SCORES >>	1	2	3	4	5	6	7	#	AVER. SCORE	SATISFIED (6,7) %	DISSATISFIED (1-4) %	NET SATIS. %
Aires					2	5	3	10	6.10	80%	0%	80%
Bristol Global Mobility					3	2	3	8	6.00	63%	0%	63%
Cartus					3	22	16	41	6.32	93%	0%	93%
Graebel					2	3	3	8	6.13	75%	0%	75%
NEI					2	3	3	8	6.13	75%	0%	75%
SIRVA					5	11	10	26	6.19	81%	0%	81%
Weichert Workforce Mobility					1	12	6	19	6.26	95%	0%	95%
All other RMCs				1	2	5	1	9	5.67	67%	11%	56%
INDUSTRY	0	0	0	1	20	63	45	129	6.18	84%	1%	83%

Cartus and Weichert Workforce Mobility earned the best ratings in “Overall satisfaction” among the 7 competitors with 8 or more respondent evaluations. Cartus had the highest average score while Weichert earned the highest net satisfaction percentage

SATISFACTION WITH THE RMC’S ACCOUNT MANAGER:

SCORES >>	1	2	3	4	5	6	7	#	AVER. SCORE	SATISFIED (6,7) %	DISSATISFIED (1-4) %	NET SATIS. %
Aires						5	5	10	6.50	100%	0%	100%
Bristol Global Mobility				1	2	1	4	8	6.00	63%	13%	50%
Cartus				1		22	18	41	6.39	98%	2%	95%
Graebel						4	4	8	6.50	100%	0%	100%
NEI						3	5	8	6.63	100%	0%	100%
SIRVA						9	17	26	6.65	100%	0%	100%
Weichert Workforce Mobility						7	12	19	6.63	100%	0%	100%
All other RMCs					2	6	1	9	5.89	78%	0%	78%
INDUSTRY	0	0	0	2	4	57	66	129	6.45	95%	2%	94%

Most of the 129 companies using RMCs rated the performance of the assigned account manager with high scores. Three service firms with both high average scores and net satisfaction % were NEI, Sirva and Weichert.

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SATISFACTION WITH THE RMC'S WORKING RELATIONSHIP WITH CONTRACTED SPECIALIZED SUPPLIERS:

SCORES >>	1	2	3	4	5	6	7	#	AVER. SCORE	SATISFIED (6,7) %	DISSATISFIED (1-4) %	NET SATIS. %
Aires					3	5	2	10	5.90	70%	0%	70%
Bristol Global Mobility				1	1	2	4	8	6.13	75%	13%	63%
Cartus					4	22	15	41	6.27	90%	0%	90%
Graebel					2	4	2	8	6.00	75%	0%	75%
NEI					2	3	3	8	6.13	75%	0%	75%
SIRVA				1	2	13	10	26	6.23	88%	4%	85%
Weichert Workforce Mobility					1	13	5	19	6.21	95%	0%	95%
All other RMCs				1	2	4	2	9	5.78	67%	11%	56%
INDUSTRY	0	0	0	3	17	66	43	129	6.16	84%	2%	82%

This is a new question added at the request of a corporate manager. Cartus earned the highest average score while Weichert earned the largest net satisfaction percentage.

SATISFACTION WITH THE RMC'S SELECTION OF ON-THE-GROUND LOCAL SERVICE PROVIDERS

SCORES >>	1	2	3	4	5	6	7	#	AVER. SCORE	SATISFIED (6,7) %	DISSATISFIED (1-4) %	NET SATIS. %
Aires						7	3	10	6.30	100%	0%	100%
Bristol Global Mobility					2	3	3	8	6.13	75%	0%	75%
Cartus					1	17	23	41	6.54	98%	0%	98%
Graebel						4	4	8	6.50	100%	0%	100%
NEI						3	5	8	6.63	100%	0%	100%
SIRVA					4	12	10	26	6.23	85%	0%	85%
Weichert Workforce Mobility						11	8	19	6.42	100%	0%	100%
All other RMCs					1	4	4	9	6.33	89%	0%	89%
INDUSTRY	0	0	0	0	8	61	60	129	6.40	94%	0%	94%

NEI earned the highest average score while many competitors (NEI included) earned 100% net satisfaction percentages. This also is a new question added at the request of a corporate manager.

SATISFACTION WITH THE RMC'S TEAM (PERSONNEL) WORKING WITH EXPATS

SCORES >>	1	2	3	4	5	6	7	#	AVER. SCORE	SATISFIED (6,7) %	DISSATISFIED (1-4) %	NET SATIS. %
Aires						5	5	10	6.50	100%	0%	100%
Bristol Global Mobility				1	1	2	4	8	6.13	75%	13%	63%
Cartus					1	15	25	41	6.59	98%	0%	98%
Graebel						3	5	8	6.63	100%	0%	100%
NEI						2	6	8	6.75	100%	0%	100%

SIRVA	1	12	13	26	6.46	96%	0%	96%
Weichert Workforce Mobility		8	11	19	6.58	100%	0%	100%
All other RMCs	1	3	5	9	6.44	89%	0%	89%
INDUSTRY	0	0	0	1	4	50	74	129
					6.53	96%	1%	95%

This question earned the highest evaluations among all the RMC related categories. NEI, earned high average score while four firms earned the highest net satisfaction percentage: Aires, Graebel, NEI and Weichert.

OTHER SERVICE PROVIDERS IN VARIOUS CATEGORIES

Unfortunately, there were very few evaluations submitted for the many service providers in the other global mobility service categories. These are the highlights but keep in mind there were less than 8 evaluations, at most, for any one service provider.

In the **TAX SERVICE** category BDO and Vialto Partners earned the highest ratings.

In the **IMMIGRATION/VISA SERVICE** category BAL followed by Fragomen earned the highest ratings.

In the **HOUSEHOLD GOODS SHIPMENT SERVICE** category Budd Van Lines followed by Asian Tiger Group and New World Van Lines earned the highest ratings.