

# Domestic Relocation Policy for Experience Hub employees relocating from Wellington to Auckland

Westpac New Zealand Limited

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**For Internal Use Only**

Owner: Chief Transformation Officer  
Approver: General Manager, Human Resources



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## 1. PURPOSE

The objective of this Policy is to provide eligible employees with information about the relocation benefits available, how we will support employees with their move and the expenses we will pay for.

### 1.1. Policy Statement / Commitment

Westpac is committed to providing a consistent and fair framework to support its employees in relocation and ensuring that relocating employees receive a relocation experience with minimal stress and disruption.

- A relocation partner, Crown World Mobility, has been appointed to assist Westpac employees with any move, managing and administering activities and expenses associated with relocation.

## 2. SCOPE AND APPLICATION

This policy applies to permanent Westpac employees currently working in the Experience Hub in Wellington, who are being asked to relocate to Auckland from late 2020.

This Policy governs all relocations and Westpac's financial responsibilities will be limited to the matters covered by this Policy. In addition, see Appendix 1 for a general overview of relocation services provided by third parties.

- Once expressions of interest have been completed, employees will receive a letter detailing relocation entitlements.
- It should be noted that this Policy governs benefits which a relocating staff member may not necessarily be entitled to. As a result, the letter of offer is considered the over-riding document in these instances.

## 3. DEFINITIONS

Term	Definition
<b>Partner</b>	Spouse or partner, including a de facto spouse
<b>Family</b>	Partner and dependants
<b>Family Pets</b>	Domestic pets such as cats and dogs or other small household animals.

	Farm animals and “working” animals are specifically excluded.
<b>Dependants</b>	<ul style="list-style-type: none"> <li>■ A child up to the age of 16 years; and</li> <li>■ Subject to Westpac’s sole discretion, this may also include: <ul style="list-style-type: none"> <li>■ All other people for whom the employee can be shown to be financial responsible, either for legal or moral reasons, provided that any income they receive is in total, less than the Adult Minimum Wage as set by the Minimum Wage Act;</li> <li>■ Any situation where the employee can show that a person living with the employee in the old location and moving with the employee to the new location, is in some way in need of the employee’s shelter and support. The person could be considered to be a member of family for the purposes of the transfer provisions despite the fact that their income exceeds the stated minimum wage figure.</li> </ul> </li> </ul>

#### **4. RESPONSIBILITIES**

Employees are encouraged to:

- Familiarise themselves with their relocation entitlements.
- Liaise with Crown World Mobility, Westpac’s relocation partner, to administer the move.

#### **5. RELOCATION MANAGEMENT**

##### **5.1. Preferred Supplier Relationship**

Westpac has appointed Crown World Mobility to manage and administer activities and approved expenses associated with Westpac relocations.

##### **5.2. Initiating Relocations**

Relocations should be initiated in accordance with the guidelines published on the relocation website [which will be live in early February.](#)

##### **5.3. Preferred Supplier Scope**

Employees will be partnered with a Mobility Adviser at Crown World Mobility who will work with them throughout their relocation. They have been appointed by Westpac to assist with providing the following services (where instructed by Westpac):

Management services	<ul style="list-style-type: none"> <li>■ Policy administration and implementation</li> <li>■ Relocation expense management</li> <li>■ Approved third party invoice payment &amp; consolidation</li> </ul>
Relocation and settlement booking Services	<ul style="list-style-type: none"> <li>■ Temporary Accommodation</li> <li>■ Travel</li> <li>■ Preview visits</li> <li>■ Preview tours</li> <li>■ Accommodation searches</li> <li>■ Education consultations</li> <li>■ Partner career support</li> </ul>
Third party	<p>Authorise, coordinate and where appropriate negotiate the provision of services where the bank is committed to incurring expenses relating to:</p> <ul style="list-style-type: none"> <li>■ Real estate sale &amp; purchase</li> <li>■ Registered valuations</li> <li>■ Home loan penalty and establishment fees</li> </ul>

All relocation related third party supplier payments will be authorised and made by Crown World Mobility on behalf of Westpac.

Employees are strongly encouraged to coordinate the provision of all removal & storage services and related insurance matters with Westpac's preferred supplier; Crown World Mobility.

This process exists not only to reduce Westpac's transactional costs in processing multiple invoices but also to leverage Westpac and Crown's purchasing power in the marketplace to help achieve cost efficiencies for the Bank.

**It is imperative that employees and managers understand that use of non approved suppliers or processes may cause the entitlement provided to be either 'capped' at a level less than the actual cost of the service being provided or declined for reimbursement entirely.**

Affected suppliers will include vendors in the following categories:

- Real estate agents
- Solicitors and lawyers
- Valuers & building inspectors
- Accommodation, hospitality and transport & travel providers
- Other GST registered organisations providing relocation support

## 5.4. Issue Resolution

It is anticipated that the majority of issues will be resolved between the employee, their Manager and the Crown Mobility Adviser in a consultative and transparent manner.

For more complex issues, please refer to the recommended issue resolution processes published on the relocation website at <http://www.crownrelo.co.nz/worldmobility/Westpac>

## **5.5. Transfer Expense Claims**

It is envisaged that the majority of relocation expenses will be either invoiced direct to Crown World Mobility or catered for as part of the non-taxable allowance detailed in section 6 below.

For approved instances of an employee needing to claim relocation expenses where neither of these options are viable, then a claim form must be submitted to the Crown Mobility Adviser within three months of arrival at the new location for approval and subsequent payment.

## **6. MAXIMUM EMPLOYEE ENTITLEMENTS**

### **6.1. Non-Taxable Relocation allowance**

There are incidental items of expenditure related to the transfer of an employee and rather than expect production receipts, it is administratively simpler to pay an allowance that is subject to a declaration by the employee that such expenditure has been incurred.

Under the IRD ruling, to enable this allowance to be non-taxable it can only be used to cover certain items. See Appendix 2 for a list of these items.

This allowance should not be paid before the expenditure has been incurred. A Transfer Expenditure Declaration form will be provided with the letter of offer and needs to be signed by the employee prior to the allowance being paid.

This allowance covers expenditure incurred:

- Within three calendar months prior to the employee moving out of his or her residence at the old location; or
- Within three calendar months prior to the employee commencing work at the new location; or
- In the period between the employee commencing work at the new location and the day on which the employee moves into a permanent residence at the new location; or
- Within three calendar months after the employee moves into a permanent residence at the new location

(provided that any move to a permanent residence occurs within 12 months of

the initial relocation to Auckland).

The maximum non-taxable allowance is \$2,250 plus \$250 for each dependent.

## **6.2. Preview Visits**

In special circumstances a preview visit to the new location for the employee and their partner will be made available prior to the employee accepting the position under offer. This is to enable evaluation of schools, real estate and other relocation issues.

The following expenses will be reimbursed or funded directly by Crown World Mobility:

- Economy return air fare for employee and partner, or mileage at the current IRD rates , plus
- Up to two nights' accommodation (and up to three if the employee is travelling with their family)
- Reasonable meal costs excluding lunch
- The employee should take reasonable steps, in conjunction with the Crown Mobility Adviser and in accordance with Westpac's Travel Policy, to determine the most economical manner in which to avail of the preview trip.

## **6.3. Short Term Commuting**

Where Westpac has requested that an employee relocate to the new location in advance of the sale of their property in the old location, and the employee's family remains in the old location; Westpac will pay for the cost of the employee's travel home for the first four weekends following relocation.

Travel will be organised as per Preview Trip travel described in section 6.2 above.

## **6.4. Family Pets**

Westpac will pay for expenses incurred in the transportation and / or boarding of a maximum of two family pets for twenty eight days.

Fees for veterinary services directly associated with the transportation and transfer of family pets may be claimed as part of the Non-taxable Relocation Allowance.

## **6.5. Transfer and Relocation Leave**

In order to assist with transfer and relocation, employees will be entitled to transfer leave of two days. A Manager may approve additional leave if this is considered necessary. Leave may be taken before departure or within 6 months after arrival at the new location.

This leave is to be used to assist with transfer arrangements, and cannot be accumulated.

It is not recorded in Kiosk as it is a domestic matter between the Manager and the employee.

## **6.6. Household Goods & Personal Effects**

### **6.6.1. Storage & Removal**

- Westpac's preferred supplier for removal & Storage services is Crown World Mobility. Where the Bank's preferred supplier is used then the removal of the employee's household goods and personal effects will be paid for by the Bank.
- Where an employee uses an alternative provider of removal services then the Bank will reserve the right to reimburse a maximum of 50% of the actual cost of the removal.
- Storage charges will be met for a period of up to 25 days.

### **6.6.2. Removal of excluded items**

The cost of relocating the following items will not ordinarily be met by Westpac;

- Boats
- Caravans
- Other large recreational items
- Items requiring specialist knowledge/equipment to relocate
- Livestock, farm animals and "working" animals

## **6.7. Insurance**

Westpac will insure the employee's household goods in transit, storage and approved transit accommodation. All employees are to complete a detailed worksheet to establish the replacement value up to the maximum provided for. Westpac will further cover hand baggage to a maximum of \$5,000

The following are specifically excluded from insurance cover;

- Personal jewellery including watches
- Currency
- Bullion
- Wine or alcohol collections
- Coin/Stamp or other rare item collections
- Mechanical or electrical derangement (removal) where no visible damage exists
- Loss in value to a pair/set
- Wear & tear
- Damage caused by cleaning, repair or renovation

In the event of a claim Westpac will replace old goods for new where items cannot be repaired. Evidence of purchase may be required.



Employees are required to complete claim forms within 28 days of taking possession of their household goods.

A loss adjuster may be appointed to accurately determine the value of any claim.

## **6.8. Relocation Travel**

### **6.8.1. Motor Vehicle**

Travel Expenses from the origin location to the new destination will be paid for a maximum of two motor vehicles subject to the most direct route being taken. Mileage will be reimbursed at the current rate if the vehicle is personally driven.

### **6.8.2. Air Travel**

In circumstances where the partner and / or dependents are unable to travel by motor vehicle, economy air travel may be used from the origin location to the new destination. Travel should be organised by Crown World Mobility in accordance with Westpac's prevailing travel policy.

### **6.8.3. Commuting**

Day to day commuting to the new work location while in temporary accommodation is the responsibility of the employee.

## **6.9. Temporary Accommodation**

Westpac will pay for suitable and reasonable accommodation costs for:

- Pre Departure/At destination - up to 25 days across the home or host location while relocating, searching for new accommodation for home sellers
- 14 days for non home sellers
- In Transit - during the course of the journey to a maximum of two days

Employees are encouraged to utilise Crown World Mobility's Accommodation Search service and to commence this as soon as possible with a view to minimising the overall cost of temporary accommodation.

Westpac will also reimburse reasonable meal costs for the first and last night in transit accommodation.

All telephone, laundry, etc costs incurred whilst in temporary accommodation are the responsibility of the employee.

All temporary accommodation bookings are to be made by Crown World Mobility.

## **6.10. Permanent Accommodation**

### **6.10.1. Real Estate Sale**

Crown World Mobility will discuss each transferee's real estate sale requirements on a case to case basis. Two realtors will be selected by the transferee to visit their home for a consultation and property appraisal. Once realtor proposals have been forwarded to the transferee for perusal a realtor or realtor(s) will be selected based upon the transferees preference.

Crown World Mobility will contact the preferred realtor(s) and negotiate the commission structure on behalf of the Bank and instruct the realtor to direct all invoices to Crown World Mobility. Where this process is followed the Bank will pay for 100% of the real estate fees.

***Where this process is deviated from and real estate agents are appointed without Crown World Mobility's involvement, Westpac will reimburse the employee a maximum of the greater of 3% of the sale price or the actual fee paid plus a maximum contribution of \$1500 towards marketing costs.***

Crown World Mobility may request a registered valuation at Westpac's expense to ensure properties are listed at realistic prices. Homes that remain on the market after 8 weeks of marketing will have an appropriate course of action determined in consultation with the employee.

### **6.10.2. Real Estate Legal Fees**

Legal fees in relation to the sale and purchase of the employees owner occupied family dwelling will be paid to a maximum of \$3,500 in total. (\$1,750 per transaction).

### **6.10.3. Other Estate Costs**

Westpac will pay for a valuation and/or building inspection to the old and/or new property to a maximum of \$600 per instance.

### **6.10.4. Exclusions**

Establishment fees for home loans taken out with providers other than Westpac will not be reimbursed.

## **6.11. Rental Accommodation**

### **6.11.1. Rental – Pre Departure**

If an employee is renting at the old location and the lease has a period to run, an attempt should be made to find alternative tenants at the appropriate time.

The Bank will not pay for losses involved in any lease settlement.

#### **6.11.2. Rental – New Location**

Employees are responsible for paying the bond on any rental property.

#### **6.11.3. Rental of the Employee’s “owner occupied family dwelling”**

The cost of managing and leasing an employee’s home throughout a tenure shall be paid for by the employee.

#### **6.11.4. Settlement Services**

A range of settlement services may be provided to the employee on an “as needs basis.” In consultation with the Crown World Mobility Adviser and the Westpac Receiving Manager, a programme of services may be provided including;

- Information packs
- Orientation tours
- Accommodation search
- Education consultation
- Career support services
- Partner support services

### **7. RELOCATION EXPENSES BOND AGREEMENT**

As relocation is a significant financial investment by Westpac, all employees receiving relocation assistance from Westpac will be required to sign a [Relocation Expenses Bond Agreement](#).

If for any reason the employee ceases to be employed by Westpac:

- within 12 months of commencing in the new location, the employee shall reimburse Westpac all relocation expenses in full; and

Where a refund is payable Westpac may deduct the amount of the refund or any part of such from any salary, holiday pay, or other emoluments which are payable on the date of cessation of employment.

## **Appendix 1 – General Overview of Relocation Services Provided By Third Parties**

We have been asked, what exactly does help with relocation mean and have thus summarised some areas of third party expert assistance that employees may receive during the relocation process.

Please note though that employees may not be entitled to all of these services, and should check the letter of offer for any individual entitlements that may be applicable.

### **Physical move:**

- 1:1 In-home consultation and survey of valuables and requirements
- 1:1 discussions regarding personal circumstance, storage needs, valuables, pets etc
- Packing and unpacking service
- Origin and Destination coordinators to keep you updated throughout your relocation

### **Temporary rental property search and advice Home Search:**

- Analysis of requirements & expectations
- Research & overview of residential areas
- Settling-in assistance
- Information about the local community

### **Home Purchase:**

Assistance with Building inspections, LIM reports, Property valuation and Mortgage applications

### **Home Rental**

- Lease negotiation
- Assistance with utilities connections

### **Education Support**

- Zoning, ERO Report, decile rating
- Research and consultation
- Identifying special needs schools

### **Partner Career Support**

- Professional support as necessary for partners
- Preparation of CV & interview coaching
- Clarification of skills
- Identifying of appropriate industry sectors
- Advice on new job application process