

**AON**

# International Remote Working

Do you know the challenges  
and opportunities?





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# What is a Remote Worker?

- Short term remote worker: Employee who wants to work abroad short term or goes on workation
- Permanent remote worker: Employee who lives and works permanently in a different country than where the employer is located.
- International hybrid worker: Employee who is hired for a role in one country, but does not want to relocate. Works frequently in the country of the employer.

## What is the Future of International Remote Working?

International remote working has the potential to reshape recruitment practices, transform the way we work and enable collaboration across international borders. To meet employee expectations, it needs to be supported by clear policies and global benefits, services and solutions. Investing in these policies and processes will allow employers to have better access to talent pools and support in retaining talent within the organization.

While remote working is now becoming a more important pillar of global mobility and talent strategies, there is still much work to do to enable employees to work remotely from anywhere. The future of remote work across different regions will be shaped by factors such as advances in technology, changing attitudes towards work, talent needs, compliance challenges, and globalization.





# Nine Key Trends for Future International Remote Working

- 1 More Remote Workers:** The COVID-19 pandemic has accelerated mainstream adoption of remote working. In the future, it is likely that more companies will embrace remote work to reduce costs, increase flexibility and attract and retain top talent.
- 2 Cross-border Collaboration and Innovation:** With remote workers, organizations can hire and collaborate with talent from all over the world which leads to more cross-border collaboration and potentially more innovation as different cultures and views come together.
- 3 New Technologies:** Greater use of technologies such as virtual reality and augmented reality could allow remote workers to feel more connected to their colleagues and workspaces. This will enhance collaboration and productivity.
- 4 Emphasis on Digital Skills:** As remote work becomes more common, digital skills will become increasingly important. This will put greater emphasis on digital education and training and could create new opportunities for workers with strong digital skills.
- 5 Continued Challenges with Regulation and Taxation:** Remote work can create challenges when it comes to regulation and taxation. In the future, we may see more efforts to standardize regulations across borders and to create tax frameworks that account for remote work.
- 6 More Global Policies:** Being an engaging and responsible employer for a multinational workforce will require more global policies, governance, benefits, insurance solutions
- 7 Support for Key Talent:** Remote workers are not just employees who wish to move overseas, they could be key talent who don't want to relocate to the employer's location. This may be challenging if the employer has no legal entity in the remote worker's country. We are seeing more use of global employment companies to overcome these barriers.
- 8 Employee Wellbeing and Resilience:** Support for employee wellbeing and resilience continues to be crucial, both in terms of governance around key person risk and creating a caring, supportive culture that supports a sense of belonging engagement and retention.
- 9 Recruitment and Retention:** As a new chapter opens in global mobility, many employers are exploring how to use international remote work as a tool to become an employer of choice and attract talent from all over the world. We expect many new services and solutions to support this trend, and a swift move from local to global benefits.



# 3 Facts & Figures

International Remote Working

## 60%

### Safety & Wellbeing

are the main challenges of 60 percent of all employers during travel

## 59,5%

### International Remote Working

permitted by 59,5 percent of employers can help retain talent

## 53,6%

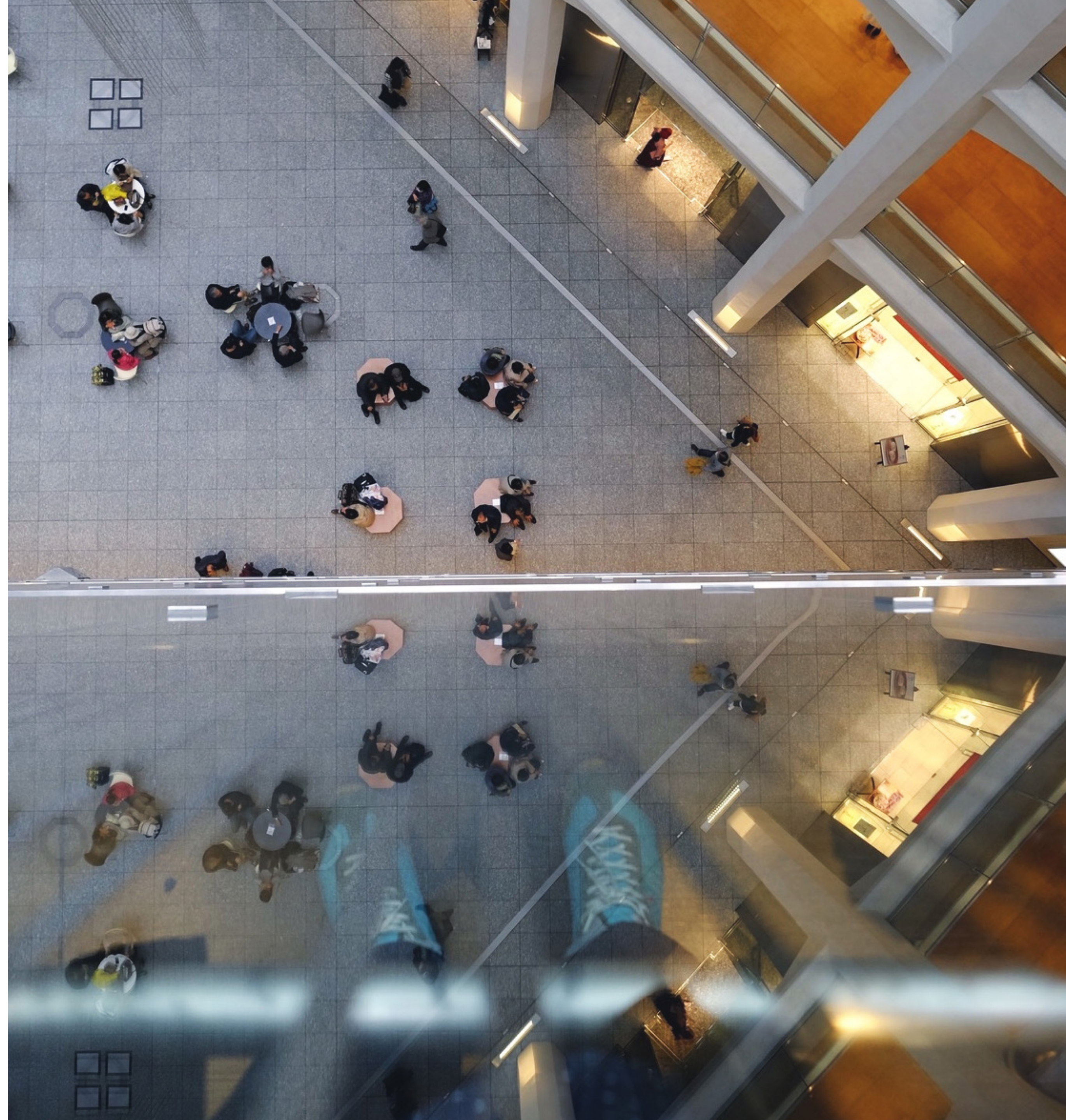
### Accessibility

international remote working policies (with instructions) are in place at 53,6 percent of employers

## 54,6%

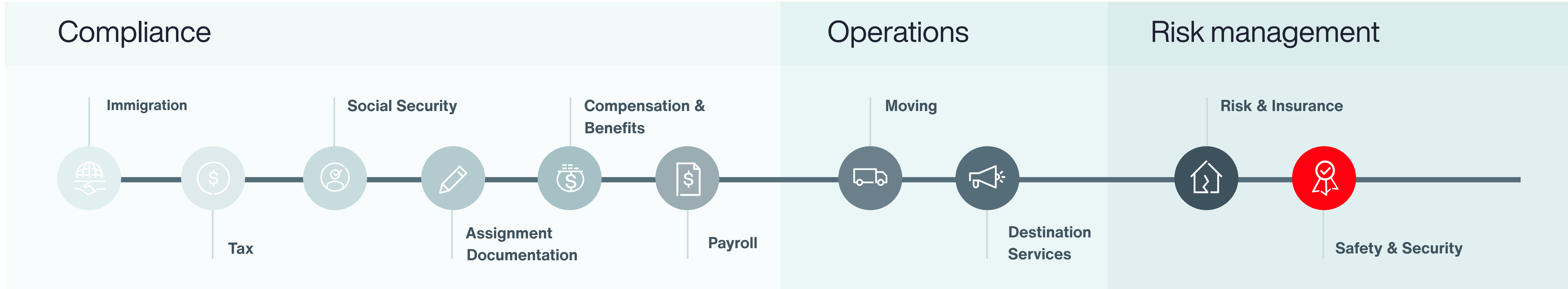
### Compliance

including taxes and social protection programmes like Social Security is a top challenge at 54,6 percent of the employers





# 4 Have You Covered all the Aspects?





# 4 Travel Journey Example

An employee who works and lives in The Netherlands goes on a workation for 6 months in India. What are the points of attention within each phase of the journey?



## Prepare

### Compliance

- Compliance check by employer
- Work visa check
- Export license check
- Social security check
- Tax check
- Payroll check

### Operations

- Check on requirements and needs in host country
- Booking transportation and stay
- Packing and moving

### Risk Management

- Insurance certificate check
- Safe Travel Policy & Instructions
- Travel insurance 24/7 app installed
- Prepared for kidnapping situations
- Travel risk check via app
- Medical risk check
- Personal insurance check
- Check on home based benefits incl pension
- Access to 24/7 wellbeing services check
- Cyber risks abroad check



## Flight/trip

### Compliance

- Final country entry requirements and restrictions check
- Valid travel and work permit in place
- Hard copy social security statement in hand luggage

### Operations

- Personal pick up in host country
- Custom clear airfreight
- Delivery at residence

### Risk Management

- Track/tracing system in place
- Confirmation at arrival
- Safe travel app for 24/7 assistance
- Incident management instructions in place
- Claims instructions clear
- Cyber risk related incident instructions



## Stay

### Compliance

- Act according to permanent establishment restriction advisory
- Take company/sector specific export control restrictions into account.

### Operations

- Check on after arrival needs such as local registration, bank-account, etc.
- Ongoing support in host country

### Risk Management

- Emergency situations/incidents
- Use travel app for 24/7 assistance
- Call contactperson employer in Safe Travel Policy
- Claims – follow instruction on Safe Travel Policy
- Cyber risk related incident? Follow the policy and instructions
- Employee wellbeing services in place
- Online doctor via Travel insurer/app
- Rental car instructions (safe travel policy)



## Return Home

### Compliance

- File appropriate income tax returns in both countries, also to claim potential tax treaty exemption in work from abroad country India
- Cancel social security statement
- In case of employment contract termination or long term illness, take potential employment law impact into account

### Operations

- Arrange for personal flight ticket
- Taxi to Airport
- Collect goods for airfreight back to origin
- Deregistration of local registrations

### Risk Management

- Check on (business) travel insurance
- Check if current international plans need to be replaced
- Use Employee assistance program to make sure employee has a smooth landing in his home country



# 5 10 Important Questions

Please check your company's situation with the following questions.  
If at least one of questions gives a 'no', feel free to contact us for a consult without obligation.

## 1 Working Remote from Abroad

Are your employees allowed to work remotely from abroad or do you know about employees working from abroad when this is not allowed in your company?

## 2 Clear Guidelines

Are there clearly defined policies/guidelines available to all employees and their managers?

## 3 Policy Review

How often is this policy reviewed?

## 4 Local or Global Policy

Do you have various local/regional work from abroad policies or a truly global work from abroad policy that applies for all countries?

## 5 Reviewing Requests

Are you reviewing work from abroad requests from your employees actively up-front?

## 6 Employees family

Can employees' family join as well during international remote working?

## 7 Culture of Care

Do you offer any (safety or convenience) services or (travel insurance) coverage and facilities during that remote working?

## 8 Compliancy standards

Do you meet all compliancy standards, laws and regulations during all remote working stays?

## 9 Measure ROI

Can you measure the ROI for employees using a remote working policy?

## 10 Hidden costs

Are you aware of hidden-cost? Meaning: is it clear under which budget cost for remote working will be addressed; HR, Global Mobility, Sourcing? Or.....other?







## About Aon

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