



**KEY TRENDS
(2021-2025)**

Relocation Baker's Dozen Methodology

- *HRO Today* distributes a survey link to about 32 providers and to our own list of approximately 500 Relocation customers each year.
- The Baker's Dozen questionnaire has 37 questions. It measures providers in three dimensions: breadth of services, size of deal, and quality of service.
- Companies need a minimum of 13 surveys from 10 companies to qualify for the enterprise list.
- The ranking is completely based on customer feedback and quantitative rankings.

**Sample Size for Relocation Baker's Dozen Survey
2021-2025***

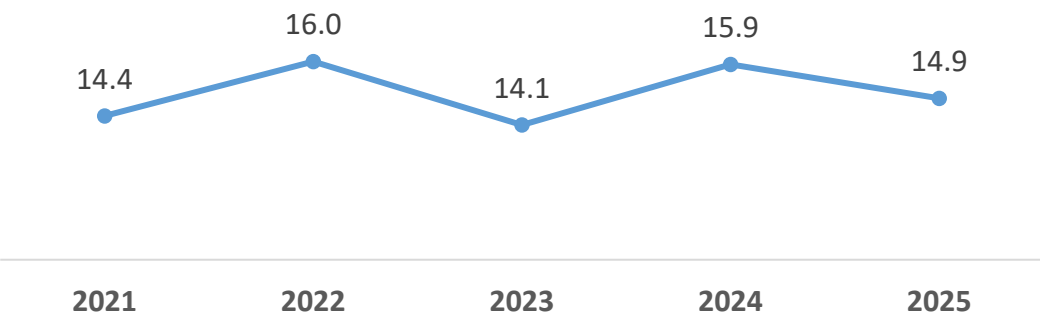
	<u>2021</u>	<u>2022</u>	<u>2023</u>	<u>2024</u>	<u>2025</u>
# Respondents	500	400	300	150	155

*Includes responses for providers ranked outside top 13 Enterprise level

Service Utilization

My company outsources the following employment screening services to this provider

- In 2025, the average number of reported services used was 14.9. The range has been on average between 14.1 and 16.0 for the last five years.



- Criminal history search, sex offender check, and social security number trace have been the three mostly commonly used services since 2020.

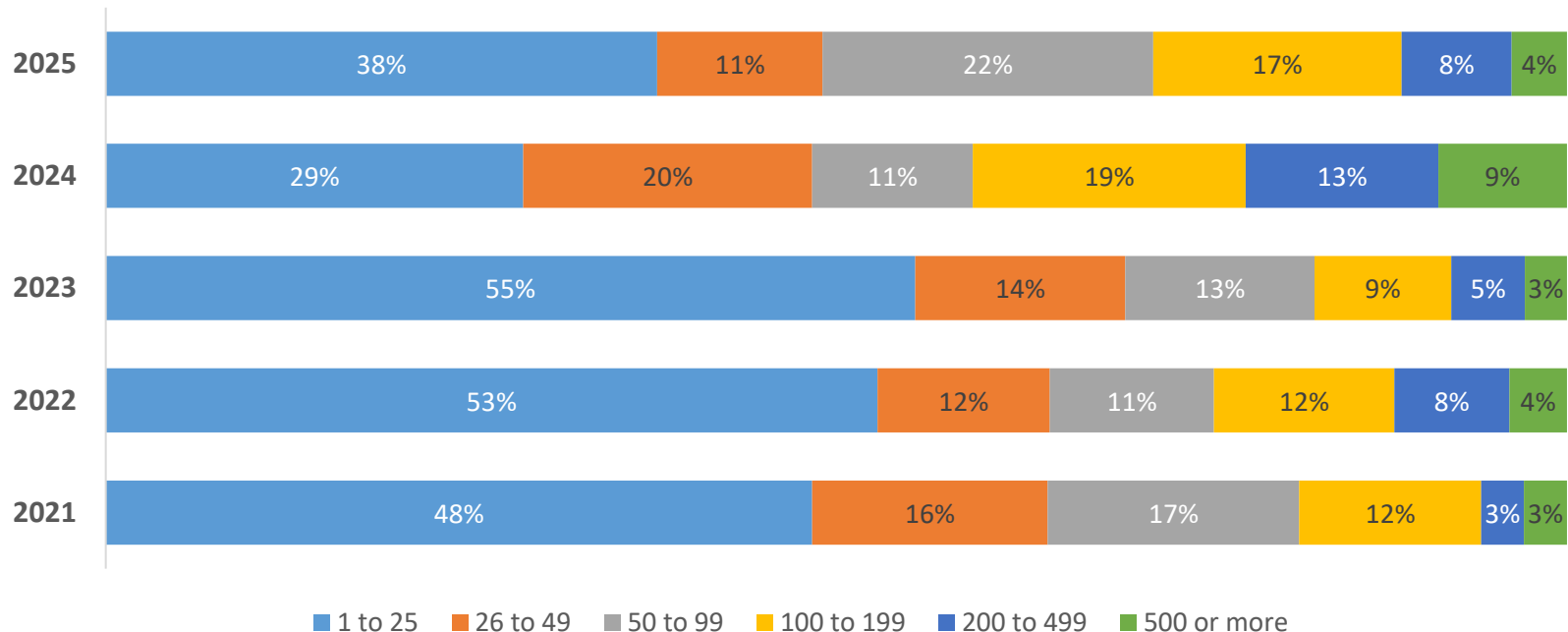
	2021	2022	2023	2024	2025
Household good moving & storage	91%	91%	86%	92%	92%
Temporary housing and interim services	82%	86%	81%	76%	85%
Relocation program management	76%	83%	82%	77%	79%

Most commonly outsourced service Second most commonly outsourced service Third most commonly outsourced service Not top three most commonly used

Number of Relocations: 2021-2025

This relocation provider helps with the following number of relocations per year:

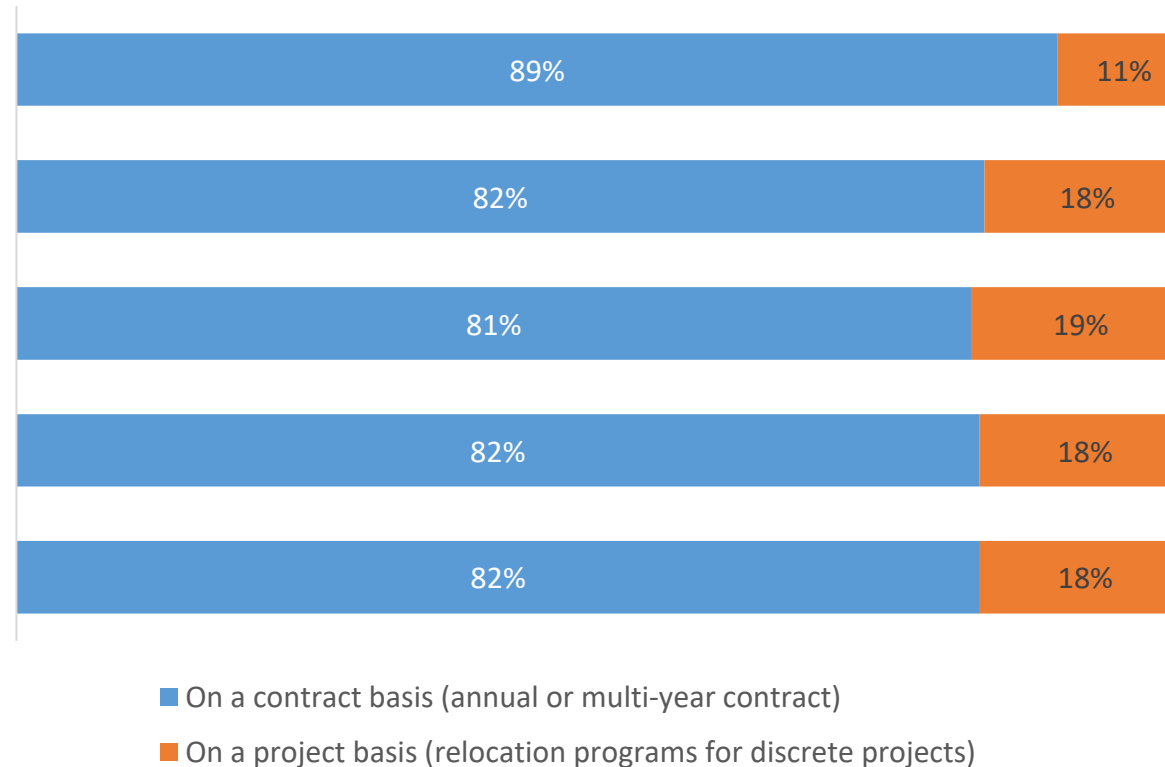
- The number of relocations fell in 2025.
 - In 2025, 38% of jobs filled were for 1 to 25 relocations per year, up from 2024 (29%)
 - Also in 2025, 12% of cases were for more than 200 relocations, down from 22% in 2024.
 - Despite the decrease in the number of relocations year-over-year, there were proportionally fewer relocations between 2021 and 2023.



Relationship Type

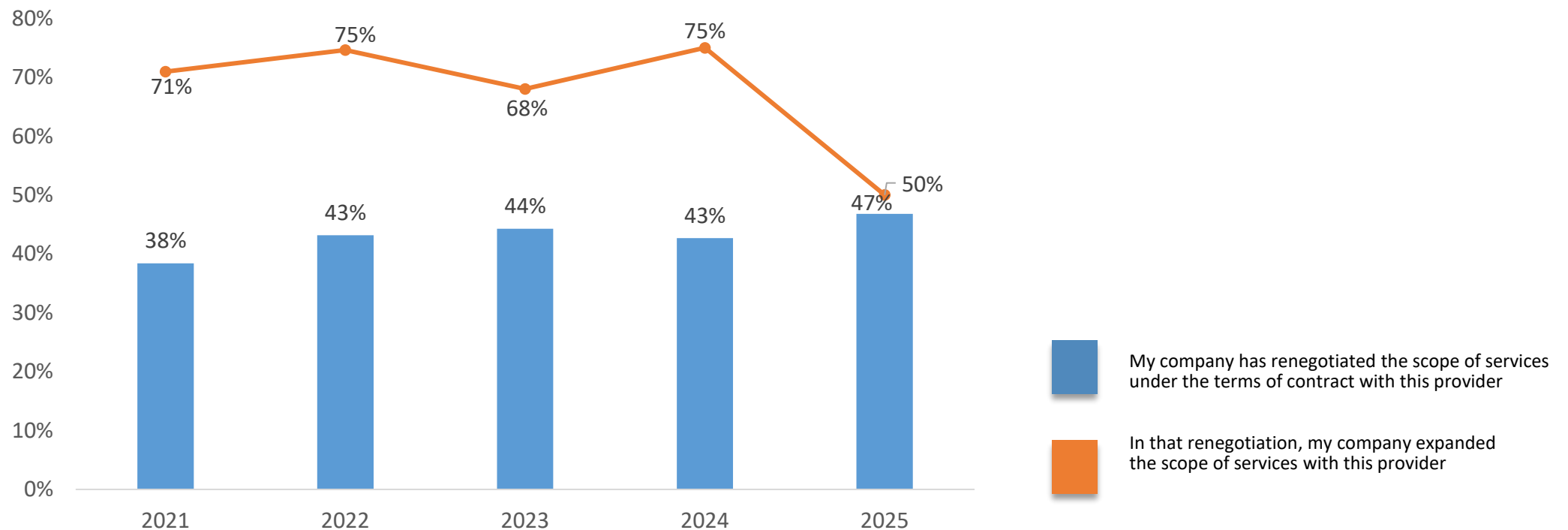
My organization's contract with this provider is:

- The proportion of contracts vs. project basis increased in 2025, up seven percentage points to 89% of deals. This is higher than the four-year average of 82% between 2021 and 2024.



Contract Renegotiation

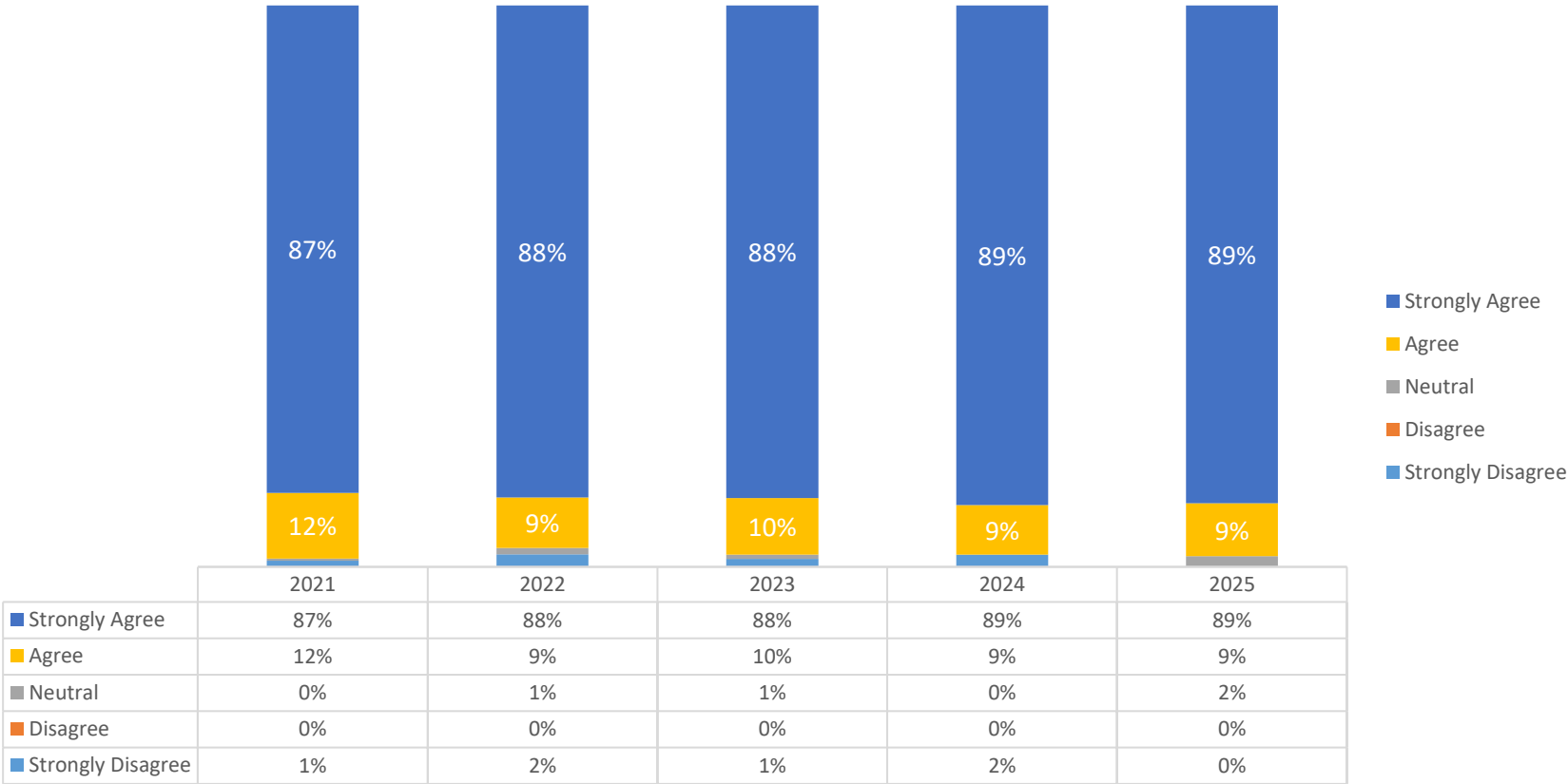
- Contract renegotiation in 2025 increased slightly to 47% from 43% in 2024.
- The expansion of the contract during renegotiation fell to 50%, down significantly by 25 percentage points from 2024 and at the lowest it has been in the last five years.



Satisfaction Metrics: Trust

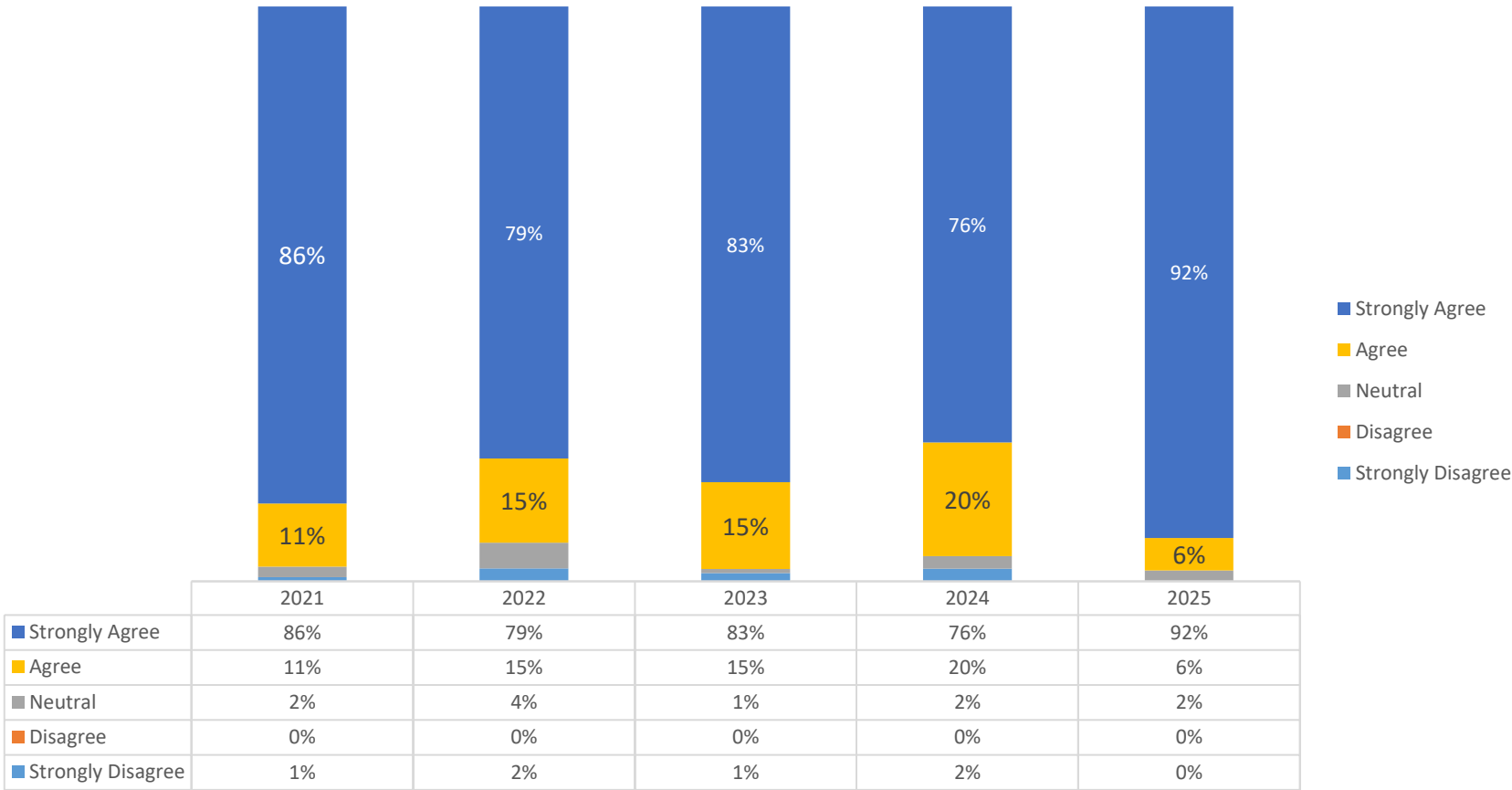
Results of three of the satisfaction questions used in the study are included in this trend report.

- I trust the executive assigned to my account* is among the most crucial elements of satisfaction examined. In 2025, 89% strongly agreed with the statement, the same as 2024 . Overall, trust has held steady since 2021.



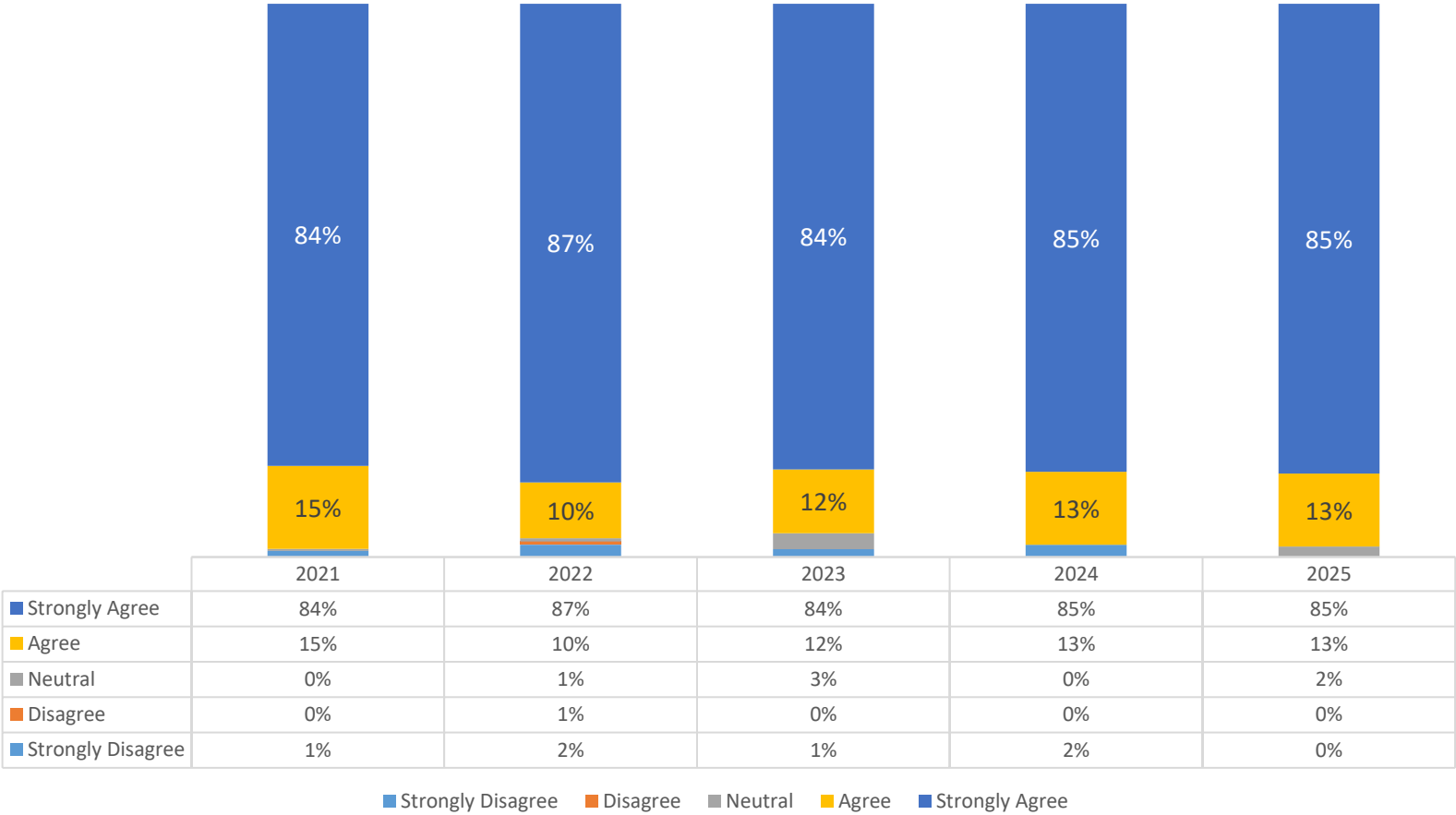
Satisfaction Metrics: Responds Well to Criticism

- In 2025, 92% strongly agreed that their provider *responds well to criticism and makes changes to improve problem areas*, up from 76% in 2024. Agreement in this area is the highest it has been since 2021.



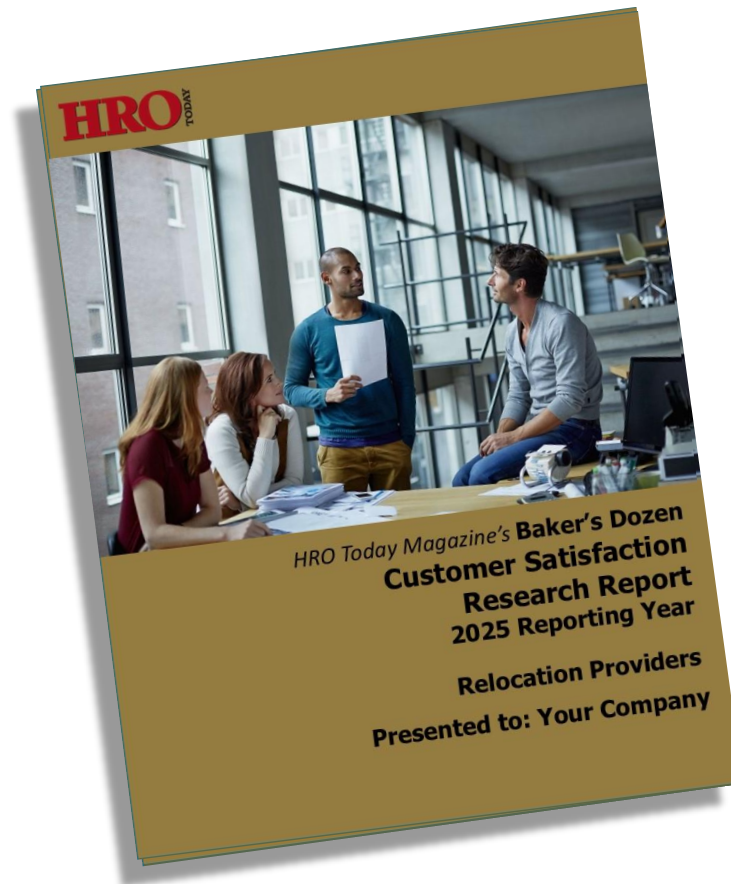
Satisfaction Metrics: Overall Satisfaction

- In 2024, 85% strongly agreed that overall, they are very satisfied with their provider. Agreement in this area has been very consistent since 2021.



2025 Baker's Dozen Relocation Services Report

- For a comparison of each provider in our survey, along with a complete question-by-question analysis, our detailed research reports are available for purchase.



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