

how do you
Gnome
it's time for
a change?

Real insights.

Real experiences.

A better path for your people.



Meet your travel companions



Kate | WTW

The Navigator

Helping chart the right course



Kym | Expedia

The Traveler/Decision-Maker

Turning business needs into action



Joe | Sedgwick

The Solution Guide

*Designing the experience around
the employer and its people*



Ryan | New York Life

The Connector

*Bringing the right
resources together*



The journey
to better leave
administration

1

2

3

Where do you start?

How do you know you're
on the right path?

What makes the destination
worth the journey?

Where do you start

The journey starts
with understanding
the landscape.

49%

Tracking & administration
is a top challenge

**More
difficult**
Statutory compliance

1 in 3
Likely to change
family-leave
administrators

54%

Saw increased
leave/disability claims
after return to work initiatives

So how do you know when it's time to change course?

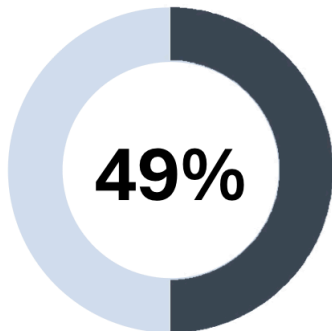
Employers have difficulties with administration and compliance

Leave programs also pose workforce availability challenges

LEAVE ADMINISTRATION

Employers identified leave tracking and administration as their top leave challenge

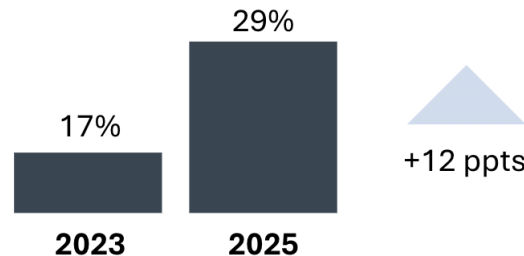
Nearly half (49%) identified tracking and administration as their top challenge



STATUTORY COMPLIANCE

More companies are struggling to comply with statutory leave laws

Employers find it more difficult to comply with statutory leave laws



Percentage of employers who find it "difficult" or "very difficult"

WORKFORCE AVAILABILITY

Nearly two-thirds of employers have major or moderate workforce availability challenges due to leave

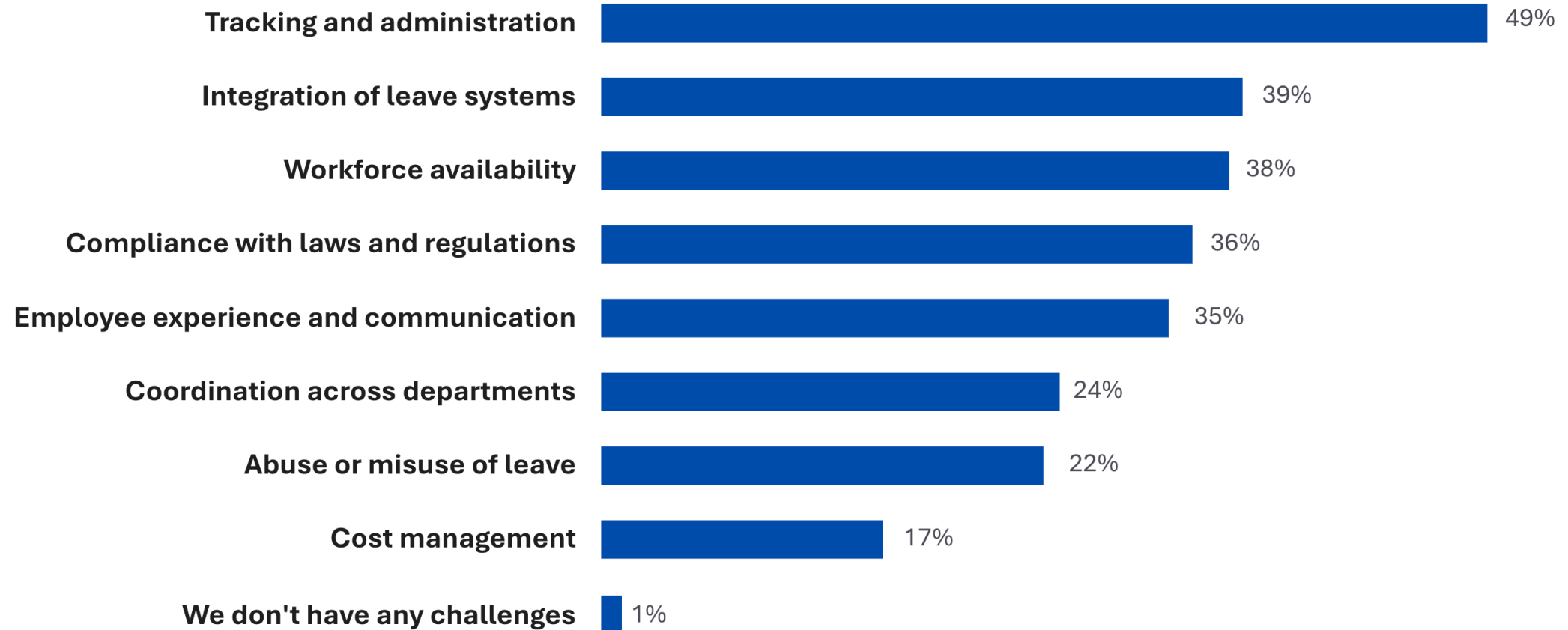
Top three areas of leave contributing to workforce availability challenges:

- Short-term disability
- Paid family or caregiver leave
- Accommodations under the Americans with Disabilities Act (ADA)

More than half (54%) of companies that have implemented a **return to workplace initiative** recently have seen an **increase in disability or ADA claims**

Tracking and administration is the biggest challenge for leave and disability programs

What aspects of your organization's leave and disability programs are the biggest challenges? Select at most 3 options.



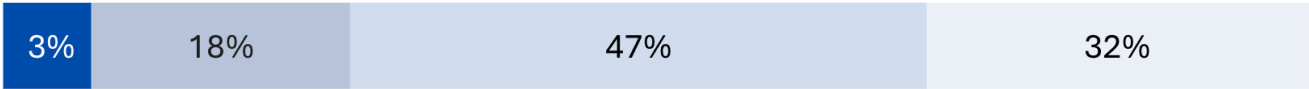
Employers struggle to comply with various leaves, and this obligation is getting more onerous

How difficult is it for your organization to manage or comply with the following?

Comply with statutory leave laws (family, disability, sick, etc.)



Manage accommodations under the Americans with Disabilities Act Amendments Act (ADAAA)



Manage overall compliance with your internal leave, time-off and disability programs



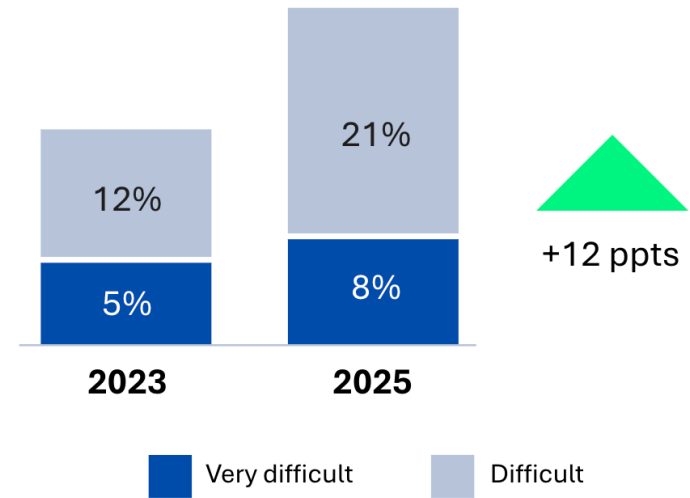
Note: Percentages may not add up to 100% due to rounding.

Very difficult Difficult Somewhat difficult Not difficult



More companies are struggling to comply with statutory leave laws

How difficult is it for your organization to manage or comply with statutory leave laws?



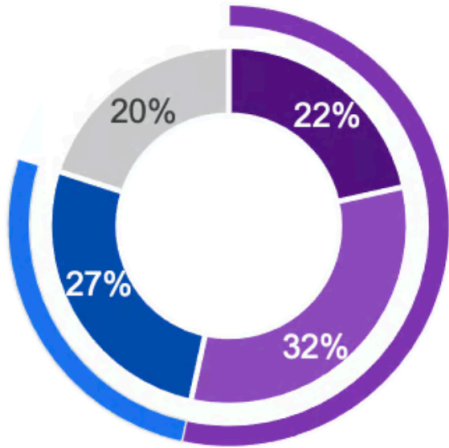
Employers experience an uptick in leave and disability claims following the implementation of return to workplace policies



Three-fifths

(60%) of organizations implemented a return to workplace initiative to mandate some type of return to the workplace in the last 5 years

More than half (54%) of companies that have recently implemented a return to workplace initiative have seen an increase in leave claims



(n=279)

Has your organization seen an increase in ADA (Americans with Disabilities Act) requests to work from home as a result of the return to workplace initiative?

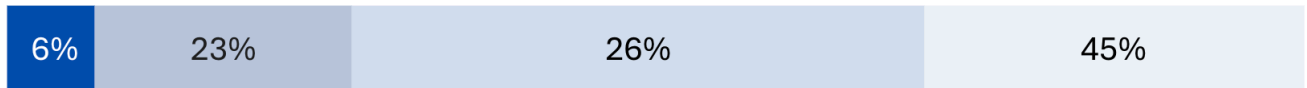
ADA (Americans with Disabilities Act) requests

(n=264)

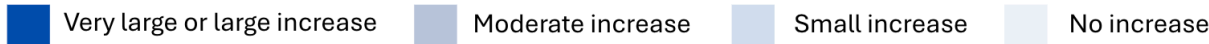


Leave of disability claims (incidence)

(n=227)

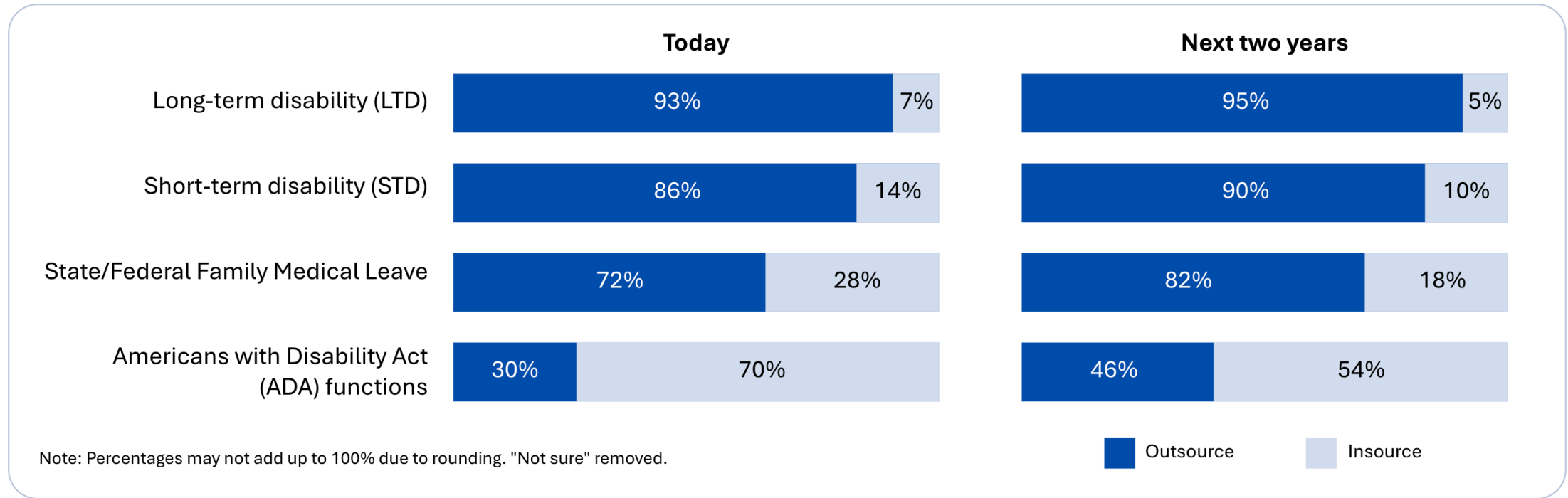


Note: Percentages may not add up to 100% due to rounding. "Not sure" excluded



Employers are looking to outsource leave administration, especially for ADA leave, in the next two years

 Does your organization insource or outsource the administration of the following leave programs today?
How do you expect your organization will administer your leave programs in two years?

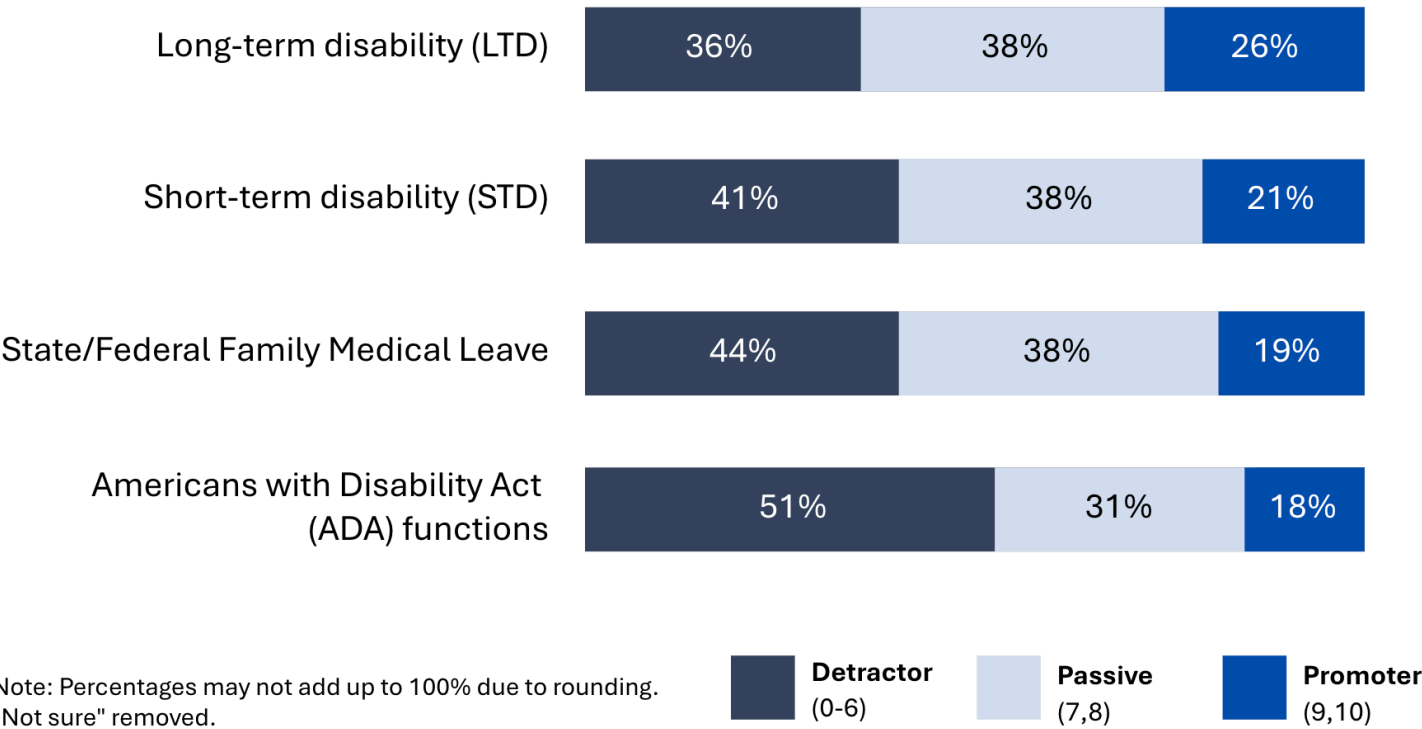


 Since 2023, more companies have outsourced administration of State/Federal Family Medical Leave (up from 64% in 2023) and ADA functions (up from 27% in 2023).

Employers struggle with the administration of their leave and disability programs



How likely are you to recommend your current leave administrators (if outsourced) or your current administration approach (if insourced) to a colleague or industry peer? *10 represents most likely to recommend, and 0 represents least likely to recommend.*



NET PROMOTER SCORE
(% promoter - % detractor)

Long-term disability (LTD) **-10**

Short-term disability (STD) **-20**

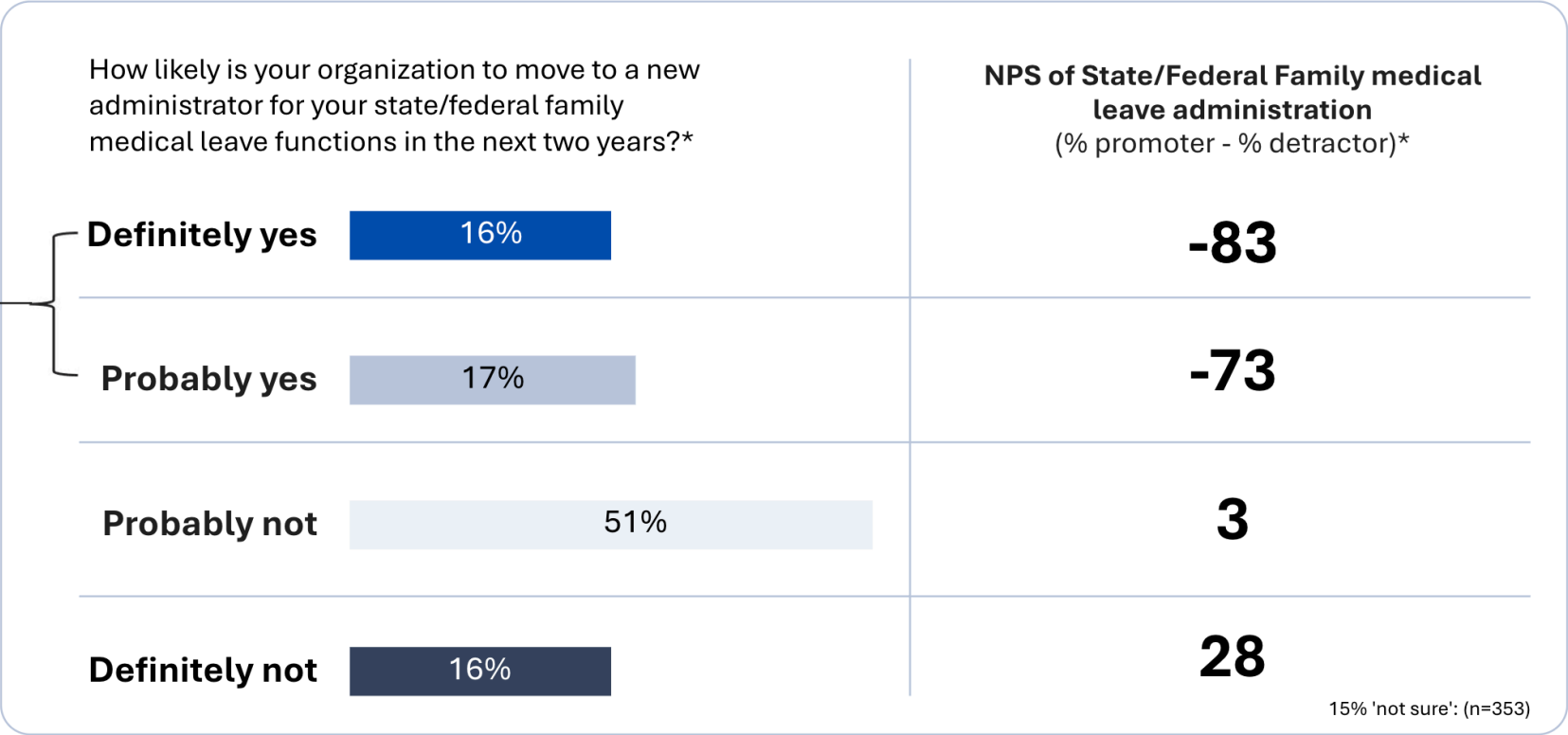
State/Federal Family Medical Leave **-25**

ADA functions **-33**

Many employers outsource administration for family medical leave

One-third are likely to move to a new administrator because of low satisfaction

1/3
are likely to
move to a new
administrator*



Note: “Not sure” removed. Percentages may not add up to 100% due to rounding.
*Based on respondents that outsource the administration of State Family Medical Leave program today.

7/10

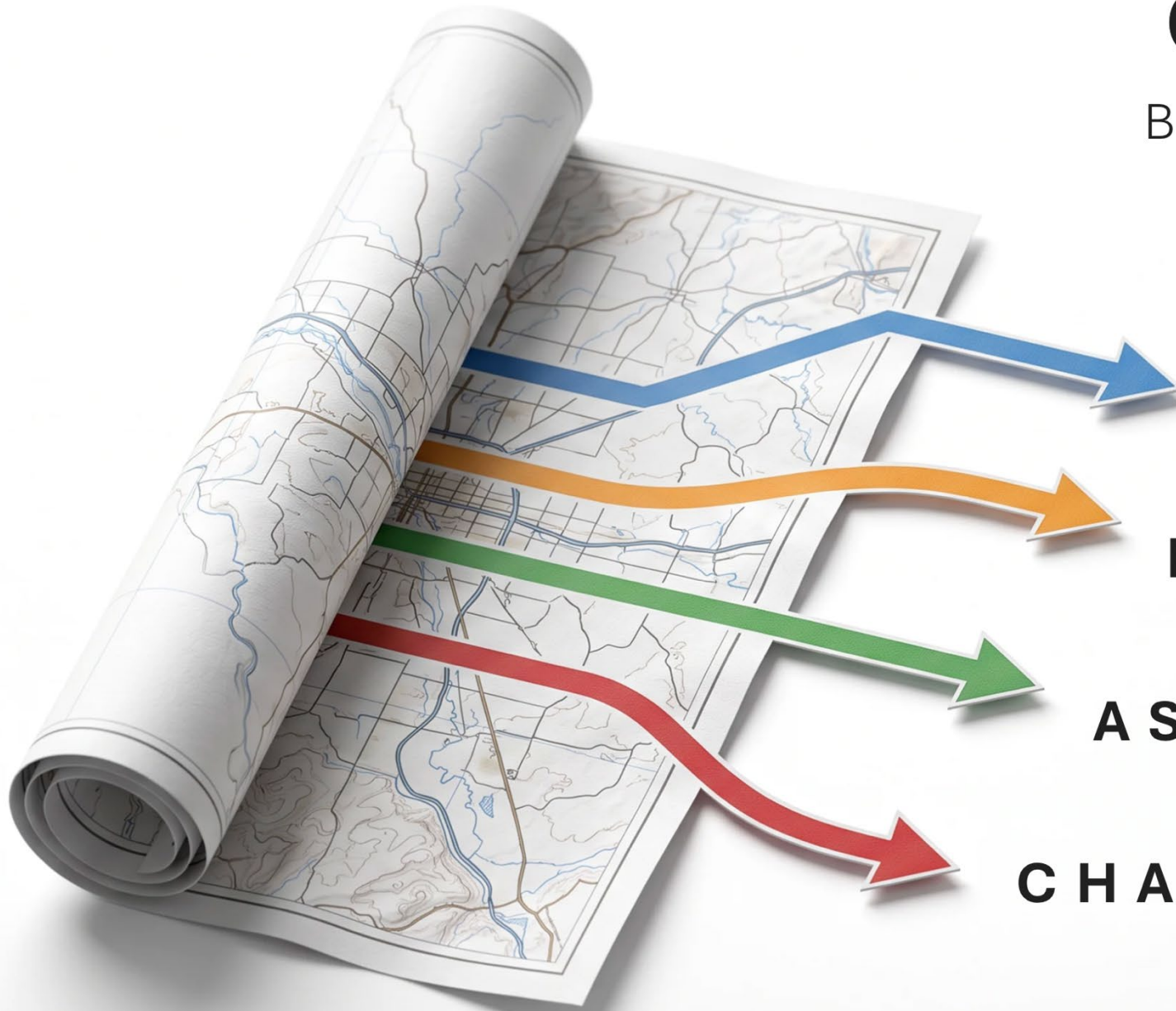
(72%) employers outsource the administration of State/Federal Family Medical Leave programs today, increased from 64% in 2023. Expected to increase to 82% by 2027.

-26 NPS

(among all companies that outsource family leave)

Check your map

Before changing course, make sure you know where the problem is.



FIX

RECALIBRATE

ASSESS

CHANGE

Expedia's journey

Expedia didn't go straight to RFP



Listen

What
wasn't working?

Assess

Where were
the real issues?

Improve

What could
be fixed?

Reassess

Was it
enough?

Change
course

What did Expedia
need next?

The destination matters

What does “better” actually look like?

Better for
Expeditans

Easier
for HR

Stronger
compliance

Aligned
to our
culture





how do you
Gnome
it's time for a change?

Sometimes you know you've found the right partner when they understand more than the RFP.



The most important traveler

The Expedian is the reason for the journey.

Leave

STD

LTD

ADA

Vocational

One journey. Multiple partners.

Different
partners.
**One Expedian
experience.**

wtw

sedgwick

NEW
YORK
LIFE



*What has to happen behind the scenes for
Expedians to experience this as one team?*

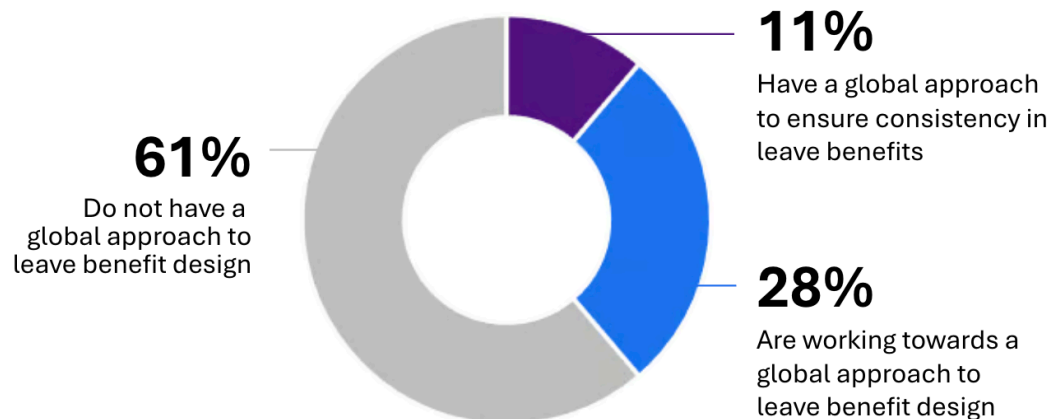
Few employers have a global approach to leave benefits



54% of organizations have operations outside of North America

Fewer than half

of organizations have or are working to a global approach toward leave benefits

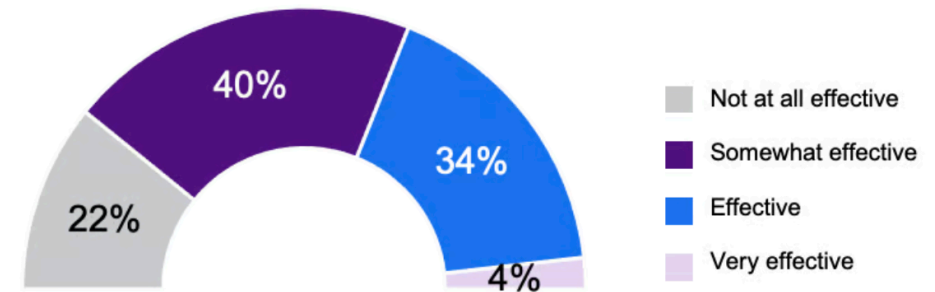


Note: Percentages may not add up to 100% due to rounding.

(n=294)

Three-fifths

of organizations identify their current approach as either somewhat or not effective



Note: Percentages may not add up to 100% due to rounding.

(n=277)

Global doesn't always mean different

Same destination. Different routes.

GLOBAL CONSISTENCY

A consistent experience



LOCAL REALITY

Country-specific requirements



EMPLOYER CULTURE

Policies, values and expectations



What should be standardized and what shouldn't?

Arriving isn't the end

The real partnership starts after the contract.

Listen

Communicate

Solve

Improve

QUESTION.

What keeps this from becoming just another vendor relationship?



Ask yourself four questions

- ① What problem are we really trying to solve?
- ② Have we done enough to understand the root cause?
- ③ Does our partner understand our culture — not just our requirements?
- ④ Will the employee experience feel like one journey?

The goal isn't a better vendor, it's a better journey for your people.