



# Quality of living

Measuring the difference and  
setting the allowance

**To encourage employment mobility and keep abreast of the competition, you need reliable information to help you calculate fair, consistent expatriate allowances.**

Based on 39 factors within 10 categories, Mercer's Quality-of-Living Reports contain all the key elements you need to calculate hardship allowances for transfers to more than 320 cities worldwide. "Hardship allowance" refers to premium compensation paid to expatriates who experience – or should expect to experience – a significant deterioration in living conditions in their new host location.

The data for the Quality-of-Living Reports were gathered by using a questionnaire developed by Mercer professionals in close cooperation with major multinational companies and experts in the field. Each city has been evaluated in terms of the 39 questions, on a scale from zero (lowest score) to 10 (highest score).



# Mercer's Quality-of-Living Reports take the guesswork out of assigning hardship allowances.

## Key features and benefits

- n Tangible values for qualitative perceptions to establish an objective assessment of the quality of living for transfers to more than 320 cities worldwide
- n Carefully selected factors representing the criteria considered most relevant to international executives
- n A detailed outline of how we establish quality-of-living differentials between cities
- n A city-to-city index comparison that summarises the difference in the quality of living between any two cities
- n The final quality-of-living index and access to the detailed breakdown of the categories that form the resulting index
- n An online quality-of-living calculator that allows you to customise the quality-of-living index to your specific needs
- n A score report summarising the quality-of-living differences for each of the 39 factors
- n Mercer's recommended Quality-of-Living Allowance Grid, which allows you to translate the quality-of-living index into percentage benefits and define competitive hardship allowances, where applicable

The quality-of-living index encompasses the following categories:

- n Consumer goods
- n Economic environment
- n Housing
- n Medical and health considerations
- n Natural environment
- n Political and social environment
- n Public services and transport
- n Recreation
- n Schools and education
- n Socio-cultural environment

## Global HRMonitor – A new dimension of online HR information

Mercer's Global HRMonitor is a single-source, web-based application designed to support you in all aspects of managing your expatriate employees worldwide. The reports and built-in calculators let you customise the information and optimise the investment in your international assignments.



## Quality-of-Living Calculator

Our web-based application contains flexible and powerful tools to let you customise your hardship allowance calculations and access details of the scores used in calculating the index.

The calculator also lets you account for additional factors, such as travel time and communication facilities between home and the host country and extreme environmental conditions.

## Mercer Global Mobility Advisory Services

Mercer's global mobility specialists are available to provide any advice you might need when managing your employees on international assignments.

For further information, please contact Client Services at:

Mercer Client Services  
Aleje Jerozolimskie 94  
00-807 Warsaw  
Poland

Tel: +48 22 434 5383  
Fax: +48 22 456 4021

[client.services.europe@mercer.com](mailto:client.services.europe@mercer.com)

Visit our websites at:

[www.mercer.com](http://www.mercer.com)  
[www.imercer.com](http://www.imercer.com)

# MERCER

Argentina

Australia

Austria

Belgium

Brazil

Canada

Chile

China

Colombia

Czech Republic

Denmark

Finland

France

Germany

Hong Kong

Hungary

India

Indonesia

Ireland

Italy

Japan

Malaysia

Mexico

Netherlands

New Zealand

Norway

Philippines

Poland

Portugal

Singapore

South Korea

Spain

Sweden

Switzerland

Taiwan

Thailand

Turkey

United Arab Emirates

United Kingdom

United States

Venezuela

For further information, please  
contact your local Mercer office  
or visit our website at:

**[www.mercer.com](http://www.mercer.com)**

Mercer  
Tower Place  
London  
EC3R 5BU  
Tel +44 (0)20 7626 6000  
Fax +44 (0)20 7929 7445

Copyright 2010 Mercer LLC.  
All rights reserved.