



HR Market Practices Collections

Sample output



HR Market Practices Collections

A single source for total rewards planning.

A comprehensive collection of our popular reports

- ✓ Benchmark Select Compensation Report
- ✓ HR Policies and Benefits Design Practices Report
- ✓ Benefits Profiles and Employment Terms and Conditions Reports
- ✓ Salary Budget Planning Report

Key benefits



Benchmark pay for over 250 common jobs
(Compensation and Benefits collection only)



Make defensible rewards decisions with reliable
market practice data at your fingertips



Benchmark your HR, compensation and benefits
programs against the market to ensure
competitiveness



Minimize your risk exposure and stay compliant
with the latest updates on local market practice
and regulations



Budget for salary and merit increases with the
latest salary budget planning data



Participation in these survey reports is not
required

HR Market Practices Collections



Reports covered	Standard Fee	☐ Compensation and Benefits Collection Order here	☐ Benefits and Policies Collection Order here
▪ Benchmark Select Compensation Report	3,500	✓	
▪ HR Policies and Benefits Design Practices Report	1,600 - 2,200	✓	✓
▪ Benefits Profiles and Employment Terms Reports	1,000	✓	✓
▪ Salary Budget Planning Report	1,100	✓	✓
▪ Standard fee per market		7,200 to 7,800	3,700 to 4,300
Package fee per market (Save 35%)		USD 4,800	USD 2,500

Available in over 50 markets across the globe

Asia Pacific: Australia, China, Hong Kong, India, Indonesia, Japan, Malaysia, New Zealand*, Philippines, S. Korea, Singapore, Taiwan, Thailand and Vietnam

Europe: Austria, Belgium, Denmark, Finland, France, Germany, Greece*, Ireland, Italy, Luxembourg*, Netherlands, Norway*, Portugal*, Spain, Sweden, Switzerland and UK.

Central and Eastern Europe: Bulgaria*, Croatia*, Czechia*, Hungary*, Poland, Romania, Russia, Slovakia*, Slovenia*, Turkey and Ukraine*.

Middle East and Africa: Algeria*, Egypt*, Israel*, Qatar*, Saudi Arabia*, South Africa and UAE.

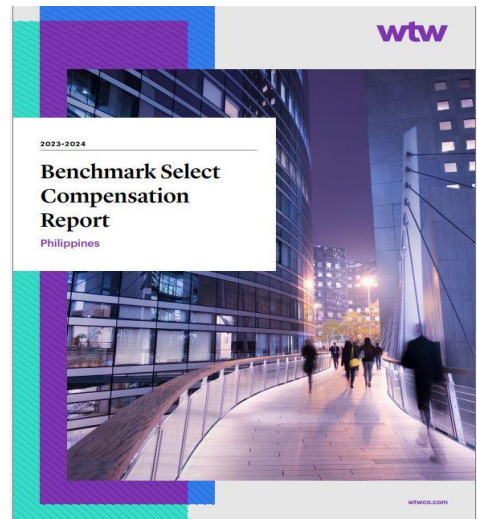
Latin America: Argentina*, Brazil, Chile*, Colombia* and Mexico

North America: Canada and United States

* Compensation and Benefits Collection not available.

HR Market Practices Collections – Sample

Benchmark Select Compensation Report



- General industry pay data that covers 250 jobs
- From management to support level across 30 functions.
- Geographic salary differentials

Salary Budget Planning Report



- Salary increases
- Variable pay
- Business outlook economic key data
- Staff turnovers
- Headcount planning and recruitment

WTTW Towers Watson Data Services											
2021/2022 Benchmark Select Compensation Report - Country (Sample)											
Client	Job Title	Country	Level	No. of Orgs	No. of Incumbents	2021 Base Salary	2022 Base Salary	2021 Base Salary	2022 Base Salary	2021 Base Salary	2022 Base Salary
ABC	General Counsel	USA	Executive (Executive/General Counsel)	25	25	2,048,124	2,172,115	2,048,124	2,172,115	2,048,124	2,172,115
ABC	General Counsel	USA	Executive (Executive/General Counsel)	60	60	1,361,214	1,523,511	1,361,214	1,523,511	1,361,214	1,523,511
ABC	Senior Administrative Services Manager	USA	Manager (Administrative Services)	50	50	50,229	53,051	42,263	45,885	42,263	45,885
ABC	Administrative Services Manager	USA	Manager (Administrative Services)	102	102	36,091	37,881	21,082	22,386	21,082	22,386
ABC	Administrative Services Supervisor	USA	Supervisor (Administrative Services)	73	73	22,791	24,229	15,296	16,166	15,296	16,166
ABC	Administrative Services Professional	USA	Professional (Administrative Services)	122	122	14,227	15,128	10,452	11,039	10,452	11,039
ABC	Administrative Services Professional	USA	Professional (Administrative Services)	221	221	13,421	14,094	9,144	9,584	9,144	9,584
ABC	Administrative Services Professional	USA	Professional (Administrative Services)	144	144	11,729	12,352	8,434	8,812	8,434	8,812
ABC	Administrative Services Professional	USA	Professional (Administrative Services)	171	171	10,228	10,630	7,161	7,517	7,161	7,517
ABC	Administrative Services Professional	USA	Professional (Administrative Services)	124	124	9,881	10,249	6,789	7,037	6,789	7,037
ABC	Administrative Services Professional	USA	Professional (Administrative Services)	4	4	6	6	39,509	42,455	39,509	42,455
ABC	Administrative Services Professional	USA	Professional (Administrative Services)	17	17	26	26	34,955	36,239	34,955	36,239
ABC	Administrative Services Professional	USA	Professional (Administrative Services)	52	52	18,564	19,415	12,296	12,937	12,296	12,937
ABC	Administrative Services Professional	USA	Professional (Administrative Services)	12	12	15	15	138,157	145,890	138,157	145,890
ABC	Administrative Services Professional	USA	Professional (Administrative Services)	144	144	144	144	144	144	144	144

Customer Contact Center Supervisor

AM0202-05-1011

Alternative Title: Customer Support Center Supervisor; Call Center Supervisor

Job Summary

Supervises the provision of timely responses to customer inquiries in an in- or outboard service center, consistent with service and quality standards. Oversees processing of customer orders, bills and accounts, and applications for service. Coordinates and supervises the daily activities of a support team by setting priorities for the team. Typically does not spend the majority of the time performing the work supervised.

Function

Customer Support/Operations

Provides product and service information to customers and identifies upselling opportunities to maintain and increase income streams from customer relationships. Provides new and existing customers with the best possible service in relation to billing inquiries, service requests, suggestions and complaints.

Sample Size

125

Number of Organizations

5,365

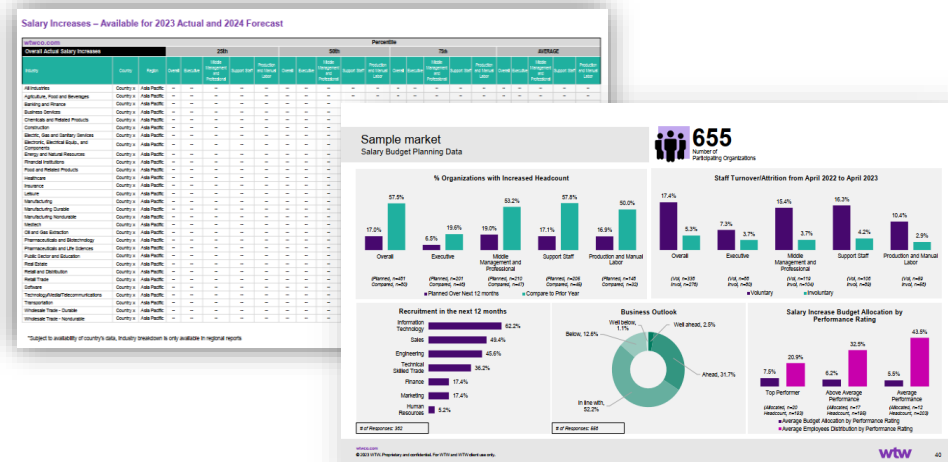
Number of Incumbents

Descriptive Statistics

Market Data	Average	10th Percentile	25th Percentile	50th Percentile	75th Percentile	90th Percentile
Base Salary	\$8,574	\$5,338	\$8,209	\$9,816	\$11,858	\$17,219
Target Total Annual Incentive % of Base Salary	9	5	5	8	11	15
Target Total Annual Compensation	\$10,566	\$6,815	\$9,815	\$11,858	\$14,279	\$20,596
Actual Total Annual Compensation	\$10,577	\$6,815	\$9,815	\$11,858	\$14,279	\$20,596

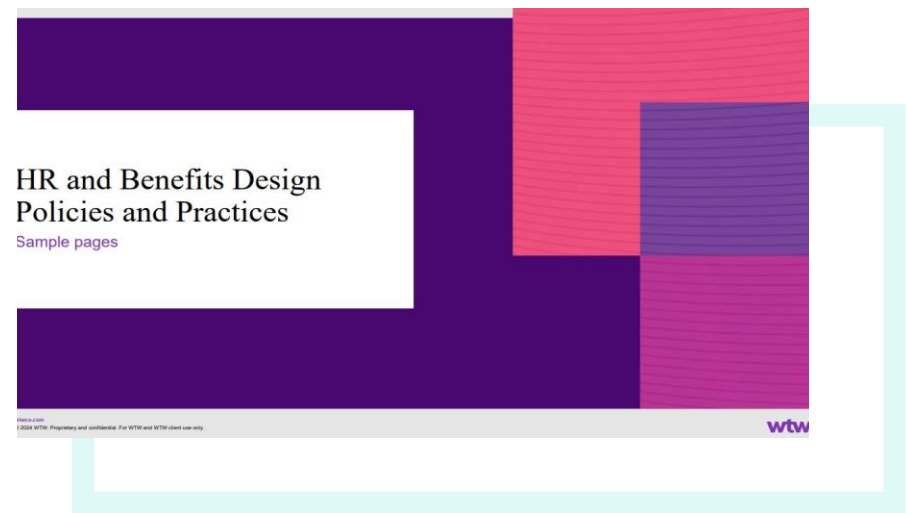
Eligibility for Performance Bonus

Yes	No
52%	48%



HR Market Practices Collections – Sample

HR Policies and Benefits Design Practices Report

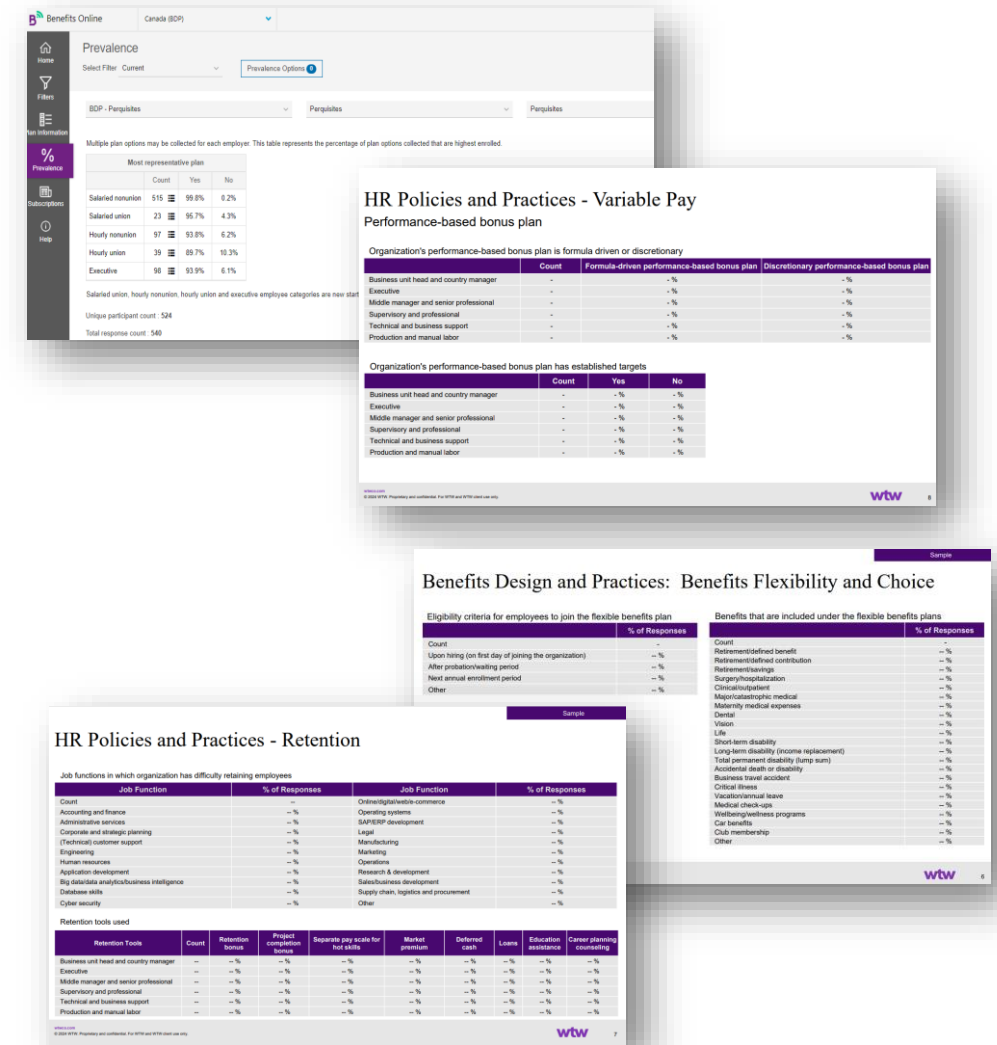


HR Policies

- Compensation policies and practices
- Starting salaries
- Variable pay
- Car and commuting
- Guaranteed payments and cash allowances
- Work arrangements
- Sales compensation
- Attraction, retention and termination
- Business travel and relocation

Benefits Design Practices

- Benefits flexibility and choice
- Retirement
- Healthcare
- Wellbeing
- Risk benefits
- Business travel insurance
- Time off
- Meal benefits
- Perquisites



HR Market Practices Collections – Sample

Benefits Profile

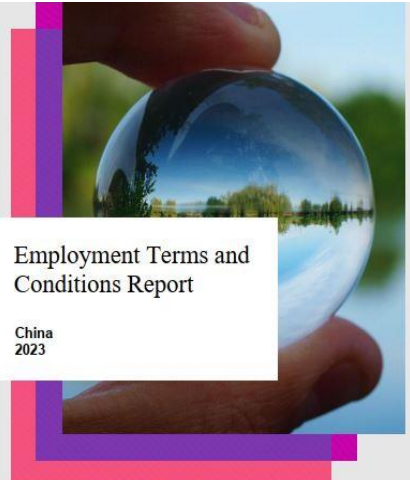


Benefits Profile Report

Australia
2023

- Mandatory employee benefits
- Supplementary benefits Program
- Social security

Employment Terms and Conditions Report



Employment Terms and
Conditions Report

China
2023

- Start of employment
- Working Condition
- Industrial relations
- Termination/ resignation

Statutory/Mandatory Programs

Overview	
Statutory Programs	Statutory programs are set up and operated by the government to comply typically through payroll deductions. The Social Security authority provides retirement, as maternity, sick leave and unemployment benefit workers' compensation under the Employees' Con arranged under the National Health Insurance Pro housing program which provides housing loans for One notable aspect of the system is that the open financial markets and does not confine itself to inv to a diversified holding company with substantial s companies. A significant part of its investment port primarily in the form of long-term mortgage loans i Effective January 1, 2021, staff earning more than automatically enrolled in the mandatory provident Social Security Commission. The public sector is covered by a separate system System.
Mandatory Programs	Mandatory programs are required to be implemen managed by the government but typically by provi Employees age 60 or older with five or more years employer-paid lump sum benefit at retirement. Em an employer retirement plan providing sufficient be Depending on the size of the workforce, employer onsite medical and dental services for employees.

Supplemental Programs

Benefits (amount in local currency)	Critical Illness Benefits integrated as part of a life insurance policy or arranged as a rider to life insurance provide critical illness benefits equal to 50% of the life insurance benefit at the median. All stand-alone policies pay fixed lump sums, ranging between 150,000 and 500,000 at the median (depending on employee category). <i>The practice summary information above is for plans covering all permanent staff, without regard to family status. Coverage is financed solely by the employer unless otherwise noted. Benefit formulas based on a multiple of base pay are expressed in monthly values for ease of comparison. Detailed prevalence statistics, including individual design elements, are provided in Willis Towers Watson's Benefits Online.</i>
Health and Wellness Benefits	
Overview	The health care system is based on a blend of universal health insurance and private service providers. The public system provides a reasonable level of care but the focus and resources tend to be on basic care. Services are provided through public hospitals, clinics and smaller health centers in less populated areas. As noted previously in this report, out-of-pocket spending accounts for roughly three-quarters of all private spending (WHO data). Accordingly, the provision of supplemental health benefits is nearly universal among surveyed companies. Most large insurance companies offer group insurance policies that are generally based on U.S. practice. Self-insurance is practiced by a few very large companies, often with third-party administrators.
Prevalence	Virtually all companies surveyed by WTW (89%) provide some form of supplemental health care benefits to their employees, most commonly in the form of hospitalization/inpatient (major medical care) treatment, outpatient (minor medical care) treatment and dental coverage. Other common provisions include onsite medical services (59% of companies)

Active Employment

Pay

Overview

The general framework guiding compensation practices is based on a combination of state customary practice borne out of a certain degree of tax effectiveness. As individual states legislation and often address specific industries, employer obligations and exact minimum Guaranteed compensation in India normally includes a variety of cash allowances which c proportion of employees' direct cash compensation. It is not uncommon for the sum of allc basic salary.

Legislation defines 'wages' to encompass all cash remuneration (excluding overtime pay) voluntary allowances. Under the Wages Code, wages must be paid at least once a month seven days following the defined pay period (extended to 10 days in establishments with

Among employers surveyed, cash compensation packages typically include 12 monthly bi cash allowances and an annual variable performance bonus opportunity. Low wage earne additional guaranteed payments by law.

The 2019 Code on Wages codifies four different laws on pay (the Minimum Wages Act, P (PWA), Payment of Bonus Act and Equal Remuneration Act) in the interest of creating a n framework on basic wages and is effective April 1, 2021. Among other things, the Code:

- Creates a binding national minimum wage floor (yet to be determined). Higher rate the state or regional level; and
- Simplifies the definition of wages to include certain additional elements of remun common allowances, employer pension contributions) in the definition of wages, if 50% of all compensation. Separate definitions of wages apply under the Minimum Payment of Bonus Acts.

Termination of Employment

Notice

Notice requirements for individual terminations vary by employee category as follows:

Employee Category	Minimum Period of Notice
Permanent (full and part-time)	1 month
Fixed-term	2 weeks
Temporary/Casual	None

The minimum notice requirement for enterprises with 300 or more workers covered by the IRC is three months. Employers can provide pay in lieu of notice.

Termination Indemnity/Severance Payment

There is no general requirement for employers to provide severance benefits on termination of individual employees. Severance benefits payable for exempt employees will depend on the terms and conditions of their employment contract and relevant labor laws, enterprise rules and employer practice. Employers with 10 or more workers must provide employees with a lump sum gratuity payment upon separation from employment due to retirement or resignation after five years of service, or upon death or permanent disability (see Termination Indemnities in the next section for more information).

Among companies surveyed by WTW, roughly half have established policies on providing severance for involuntary dismissal. The median severance benefit is four weeks' base pay per year of service for all employees. Around a quarter of companies reported offering post-termination benefits such as outplacement services.

Companies can offer tax-favorable voluntary retirement schemes (VRSs) to encourage employees to take early retirement. Up to INR 500,000 of such an incentive payment may be exempt from taxation if the following guidelines are satisfied: