

PROTECTING YOUR INTERNATIONAL ASSIGNEES DURING THE COVID-19 PANDEMIC & BEYOND

OUR OUTREACH OFFER TO YOU DURING THE PANDEMIC:

Requests for assistance received by our Assistance Centres has indicated to us that there were many international assignees that either decided not to return to their home country or were asked to stay in order to ensure business continuity.

We are here to help you make sure your international assignees are okay and feel fully supported during this difficult time.

If you have not already done so, please contact your account manager in order to discuss how we can proactively reach out to your international assignees – all covered under your existing service subscription:

How our outreach works:

1. **Identify your international assignees** you would like us to call
2. **Assistance Centre teams contact** those individuals at a time convenient to them
3. **If a medical, mental health, or security issue is identified on the call**, we will create a case as per your normal case management procedure
4. **Once all the calls have been completed, we will provide you with a summary report of our findings** – numbers of people we were able to reach, general feedback, and if they requested any additional support.
5. **All calls will be conducted with international assignee confidentiality upheld.** Any individuals who raise cases will receive a feedback survey so we can monitor satisfaction and quality.

HAVE YOU REVIEWED YOUR INTERNATIONAL ASSIGNEE RISK EXPOSURE?

We have observed a number of rapidly emerging needs in the international assignee community:

- **Access to familiar local healthcare providers is no longer an option** – TeleConsultation with the ability to prescribe and deliver medication has never been more important – and is likely to remain so.
- **All assignees need the ability to confidentially self-declare health, wellbeing, and security concerns** – in order to keep them happy and productive, and remaining in location.
- **The international assignee community will likely be your most vulnerable people as the pandemic progresses** – proactive checks and reports on their welfare will give you piece of mind and likely prevent an issue from unnecessarily escalating into a costly evacuation.

Please contact your account manager if you would like to speak to us about a quick assessment of your risk exposure in 2020 & beyond.

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