



# COVID-19 Testing: Client Story

## Overview

A leading contract manufacturer was looking for help to roll out a global COVID-19 testing programme for their manufacturing sites. The client had a comprehensive COVID-19 mitigation strategy, including PCR testing for targeted cases, but wanted to explore the possibility of using **Rapid COVID-19 testing as a regular screening tool to further decrease the risk of COVID-19.**

They were concerned about an increase in cases through the winter, with a special focus on a safe return to site post the Christmas break, and an emphasis on European locations.

With **14 key manufacturing sites**, over 9000 (70%) employees on site, **and critical medicines to deliver, they need to ensure they fulfil contracts** over the coming months for corporate and government clients around the world. The key risks presented are:

1. Increase in Covid-19 cases means workers are more exposed outside of work, and the potential to contract Covid-19 increased
2. A site outbreak would mean at best losing key personnel at a critical time, and potentially a site shut down, as well as defaulting on contracts, commercial challenges, legal implications and an unsafe/unhappy workforce

## Client Challenges

1. How to assess the science of Rapid testing in context to regulations and operations across Europe
2. As Rapid Antigen testing is a relatively new concept to market, they needed to assess the viability, validity and reliability of approach
3. 14 different countries/in country regions, with different testing regulations, legislation, restrictions and approach to testing and kits available
4. Unclear of and lack of providers, capability, and credentials across locations
5. Did not have the internal medical knowledge or resource to conduct a robust and suitable review
6. Complex operating and logistics environment to deliver testing and in the lead times available

## Solution:

### *Phase 1 Programme Design*

- a. International SOS utilized our global medical expertise and network to conduct a review and deliver a report for testing across the sites assessing availability and defining the most suitable and sustainable process and protocol. This was based on relevant local health regulations, local data protection regulation, specific guidelines, industry requirements and organisation's priorities
- b. International SOS included a review of costs for specific research, cost per test, and delivery, test provider (if not International SOS) role and scope in process
- c. International SOS **delivered a report within 3days** to the board with findings, medical/logistical review, and recommendations for next phase

### *Phase 2 (in progress) – Programme Management & Delivery*

- d. Providing a 3-month weekly testing programme at critical sites across EU, starting just after Christmas
- e. Onboarding and training of the identified medical personnel and providers across final list of approved sites and locations
- f. Project management and co-ordination with Quality assurance and project oversight

- g. Medical escalation to support rapid decision making
  
- h. Health advisory, and consultancy including additional analysis and insights provided by our medical team/the client Global health advisor.

## **How else International SOS can support your organisational health**

International SOS can help you and your organisation in preparing for 2021 via:

- International Occupational Health services
- Clinically-led, evidence-based advice to help drive decisions around protection of employees and customers;
- Rapid implementation of guidelines and health measures across multiple international jurisdictions e.g. Site assessments, COVID testing strategies, workforce health policy and approach
- Information services to keep organisations up-to-date with the latest scientific evidence;
- Briefing and advising executive teams to help guide decisions;
- Working out long-term plans for recovery and protecting against the resultant health risks companies will face post-COVID.
- Development of global wellbeing and health programmes to support your workforce across the world

For more information, or to discover how International SOS can assist your organisation, please view our website [www.internationalsos.com](http://www.internationalsos.com) or contact Sam George - [sam.george@internationalsos.com](mailto:sam.george@internationalsos.com)