



## WORKFORCE RESILIENCE

ACTIONABLE INSIGHTS &  
UNPARALLELED SERVICES

WORLDWIDE REACH.  
HUMAN TOUCH.



## **PROTECTING YOUR PEOPLE FROM HEALTH & SECURITY THREATS**

Your resilient workforce programme must include everything you need to safely manage your global teams while they work around the world. Our service prepares your people for layered threat environments, helps them to feel supported and productive, and provides them with assistance whenever they have a question, concern or crisis. Anytime, anywhere.

Partnering with International SOS will help you save lives, improve your employee health and wellbeing, and strengthen your organisation's resilience.

“Founded in 1985, International SOS is trusted by over 11,000 global clients, including governments, multi-national corporate clients, two-thirds of the Fortune Global 500, mid-size enterprises, educational institutions and NGOs.”

## **ACTIONABLE INSIGHTS & UNPARALLELED SERVICES**

- 1** Increase your ability to analyse, mitigate and control your health and security threats.
- 2** Faster decision-making abilities for your managers during incidents and major crises.
- 3** Increase the productivity of your office and home-based workers.
- 4** Reduce the lost time to injury and security incidents at your sites.
- 5** Reduce the impact of health and security incidents affecting your assignees, domestic & international travellers.



## YOUR ORGANISATION'S UNIQUE RISK PROFILE MAPPED TO OUR SERVICE

### You have:

**A diverse workforce with differing personal risk profiles.** Denoted by variables such as: underlying health issues, experience in location, gender, age, disabilities and sexual orientation.

**Operations in locations with varying health and security threat levels.** For example, you could have offices and sites in France (low medical & security risk) and Nigeria (high medical & security risk).

**A range of job types that present evolving health and security risks:** office/home working, international assignments, domestic & international business travel, and site-based workers.

### Your 3 biggest challenges of protecting people<sup>1</sup>:



**63%**  
EDUCATING ABOUT RISKS



**42%**  
LOCATING & COMMUNICATING  
DURING A CRISIS



**40%**  
HAVING ADEQUATE  
RESOURCES TO MANAGE  
HEALTH & SECURITY EFFORTS

<sup>1</sup> Ipsos MORI: Business Resilience Trends Watch. Percentages represent the volume of organisations who cite these as a challenge.



## INTELLIGENCE & ADVICE FOR YOU & YOUR MANAGERS

Your personalised workforce resilience programme will support you to **engage** your team around the world, **empower** you to make quicker decisions, and **emerge** from every crisis stronger than before.



C-SUITE | RISK | SECURITY | HR | MEDICAL | MOBILITY

## AT YOUR FINGERTIPS

**Expert medical and security intelligence sent to you or accessed via your self-service portal:**

- **Accurate & timely information** on changing security and health threats in each location you operate in.
- **Alerts you to changes** affecting the locations where you operate.
- **Forecasts, trends analysis, and actionable advice** in weekly and monthly reports.
- Access a large collection of **security-assessed hotels & airlines**: that weigh hotel and airline security measures against their dynamic threat environment.
- **Specialist daily intelligence briefings** for major events and crises.



**Unlimited advice via our 24/7 Assistance Centres:**

- **Speak directly to our medical and security experts** all over the world.
- **Notification when one of your employees contacts us for incident support**, provided to you via our global case management platform.



**Senior health and/or security experts acting as advisors to your organisation:**

- **Dedicated to your organisation**: reviewing your threats, and global plans & procedures.
- **Supporting your teams** so you are prepared for every eventuality: including major incidents and evacuation planning.



# ADVISORY SUPPORT IN ACTION

## EMERGENCY PREPAREDNESS PLANNING FOR INTERNATIONAL ASSIGNEES DURING A COVID-19 OUTBREAK

Government announcements led to increased concerns and anxiety levels among our client's workforce, who are based across multiple sites in Southeast Asia.



The organisation faced numerous challenges:

1. **Identifying and defining** the roles and responsibilities of a Crisis Management team.
2. **Establishing best practices** in 'standing fast' if their sites were isolated due to travel restrictions.
3. **Understanding how to evacuate** international assignees to international safe havens.

### SOLUTION

We helped the organisation identify precautionary actions that they should take such as communication plans, hygiene, screening, access control, and quarantine measures.

We assisted the organisation in identifying indicators of deteriorating medical and operating environments such as the spread of COVID-19, the ability of medical facilities to cope, and restrictions on mobility within the country. Stand-fast protocol assistance was provided, as well as location evacuation plans to ensure the safety of their employees.

### IMPACT

The outcome was very positive as we were able to enable our client make timely and effective decisions, as well as the provision of clear and reliable information.

We were able to ensure business continuity and crisis management support in this particular environment, along with on-going planning and preparation for next steps, including return to work and de-escalation.



# EMPLOYEE & SITE SUPPORT FOR YOUR ENTIRE WORKFORCE

Your workforce resilience programme will help you to **engage** your people, **empower** them to reduce the likelihood of incidents, and **emerge** from any crisis feeling supported and cared for.



SITE WORKERS | PEOPLE MANAGERS | OFFICE/HOME  
WORKERS | INTERNATIONAL ASSIGNEES | TRAVELLERS

## AT THEIR FINGERTIPS

### 24/7 ASSISTANCE



- **Advice for your managers** responsible for the health, security and wellbeing of domestic employees, via our 24/7 Assistance Centres.
- **Unlimited advice for your site workers, international assignees, and business travellers** via our 24/7 Assistance Centres.
- **Provision of end-to-end care through digital channels.** Including **TeleConsultations** with licenced doctors who can prescribe medication, if needed.
- **Confidential emotional support services.**

### TRAINING



- Access to **an evolving repository of digital training courses** available online for your entire workforce.
- **Available in 11 languages**, we have courses tailored to varying needs: managers, international assignees, office/home workers, and business travellers.
- Subjects include: **violent attacks, coronavirus, stress management, natural disasters, and first aid.**

### INTELLIGENCE & MONITORING



- **Provision of alerts, location advice and country guides for your entire workforce** - accurate & timely information on changing security and health threats in the country they are in or going to - via App, email and online portal.
- **Real-time monitoring of your entire workforce:** automatic emergency check-in, multi-module communications (in crisis), active monitoring, and integration with your travel management company data.
- **Compliance monitoring** - completion of pre travel/assignment assessments, and fit-for-work.
- **Critical event management** - your global infrastructure mapped to a single incident preparedness, monitoring and response tool.

# TELEHEALTH IN ACTION

## REMOTE EMOTIONAL SUPPORT FOR A SITE-WORKER DURING COVID-19 OUTBREAK

International SOS provided remote emotional support to Zoe, an assignee in the United States. Zoe is an only child who was not able to visit or care for her ailing parents due to COVID-19 quarantining and containment measures in China.

It was almost six months since Zoe last visited her parents in Beijing. Zoe's father is physically handicapped and her mother had been recently hospitalised. Though Zoe's parents did not pressure her to come home and assist, she knew that they desperately needed help. Zoe, based at a company site in Chicago, was feeling very powerless and distressed. This situation was beyond her control and her anxiety and concern grew day by day.

## SOLUTION

Zoe reached out to International SOS and talked us through the issues she was facing. We were on hand to offer emotional support services from a certified counsellor, and delivered this remotely. Through our App, we were able to set up a video-chat with Zoe from the comfort of her apartment.

Our counsellor focused on empowering Zoe and determined alternate resources of support for her parents, which help relieve her concerns. Zoe's stress levels were certainly reduced after her consultations and she felt very relieved and reassured. She was able to remain on assignment until it was safe for her to take leave and return home.

“ International SOS is the world's first company to achieve ISO/TS13131 certification for TeleHealth. ”





# MATCHING THE RIGHT SOLUTION TO YOUR BUDGET

**Our services are designed to tackle your organisation's challenges no matter where you operate.**

For a fraction of the cost spent on an international assignment, we can help you protect the wellbeing of your workforce and your organisation's reputation.

Our service is developed to support organisations of all sizes.

## Unrivalled service quality:



“It's like having 11,000 multilingual medical & security experts with you 24/7, no matter where you are.”

Our 26 Assistance Centres, based all over the world, help over 11 million people every year with their health, security and emergencies - including 12,000 life-saving evacuations.



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