

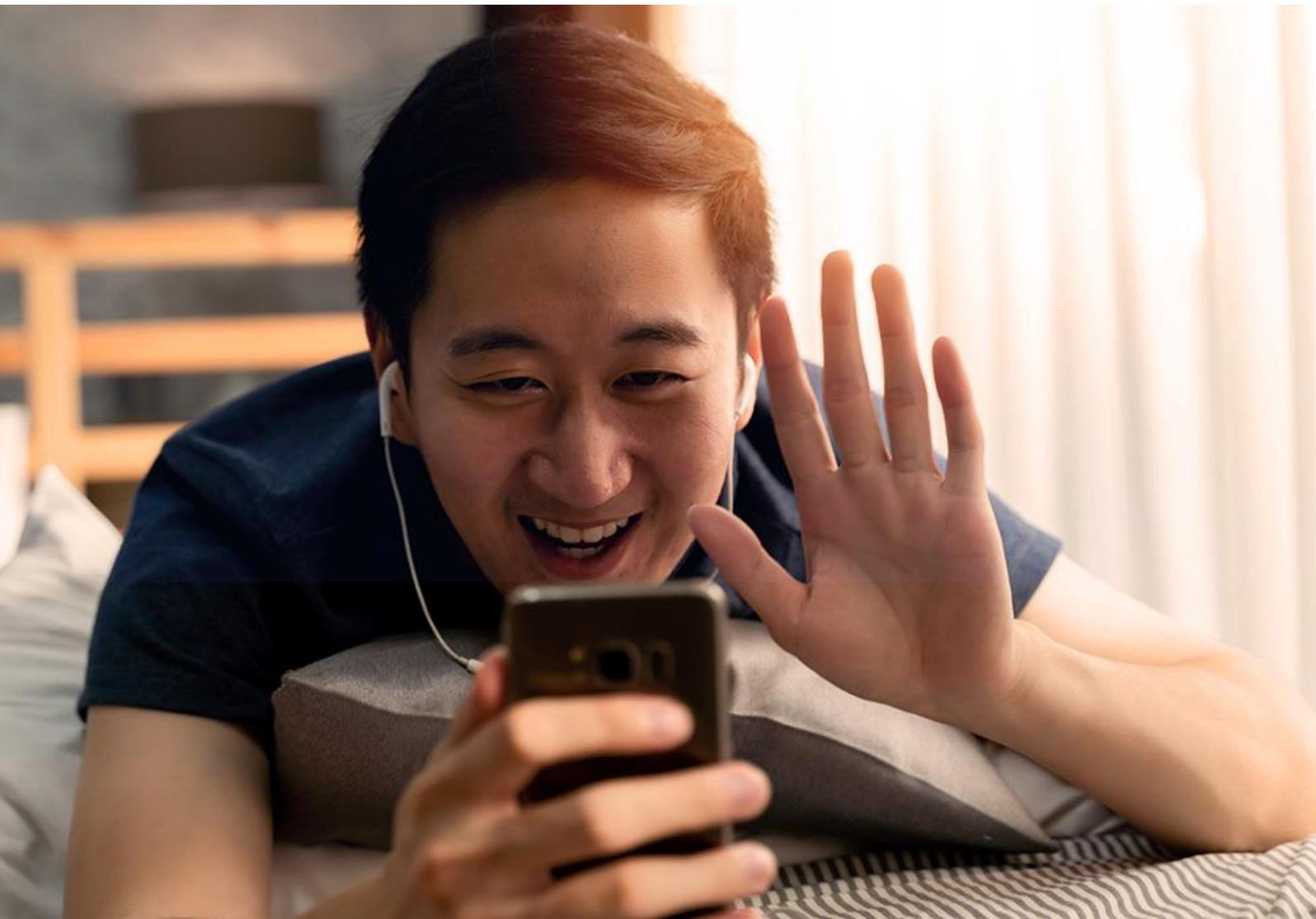


# International SOS

## Digital Learning Portfolio (DLP)

Content available

Version 1.8





## **ACCESS-TO-ALL International SOS Workforce Resilience**

The Work Force Resilience (WFR) solution is a growing service aiming to provide everything you need to help your global workforce stay safe and healthy in their working environment and while working from home. The Intl.SOS Digital Learning Portfolio (DLP) is provided within the WFR solution. If you purchase cover for travellers, domestic travellers or assignees then the full 'traveller' DLP is displayed. For your declared domestic employees, a pared down 'non traveller' DLP is displayed (traveller topics are hidden).

Your people choose a type, either 'non-traveller' or 'traveller'. The student can switch to either view type depending on their learning needs.

*\*traveller - generic term intended to include scholastic clients with a student traveller audience.*

## **OVERVIEW DIGITAL LEARNING PORTFOLIO (DLP)**

The Travel Risk Digital Learning Portfolio (DLP) contains several eLearning courses (duration 15-30 minutes) and many Microlearning topics (duration 3-5 minutes). The topics are conducive to adult learning styles that suit self-discovery and can be completed in whatever order the student would like for maximum flexibility. The course topics aim to provide just in time knowledge to ensure your people have the basics to 'know and go'. The learning gained also ensures they know how to make proactive responses if a potential crisis happens unexpectedly.

### **COVID-19 Freemium content**

As part of Workforce Resilience and during the global pandemic crisis, International SOS has provided a free to access COVID-19 hub. It hosts five courses intended for use by your global employees, (Coronavirus awareness, Stress management, Top Tips for Staying Healthy while Working at Home, Return to Work and Return to Travel). Employee self-registration is possible by using a work email address, access is via: <https://traininghub.internationalsos.com/dlpcovidtrial>

## **Digital Learning Content Catalogue:**

Below is a comprehensive list of digital learning content available in the Intl.SOS Digital Learning Portfolio.

## Traveller topics



### Introduction to Membership

Free to membership clients, this Introduction to Membership course is aimed at our International SOS clients and members. It explains the scope of your benefits and the importance of proactive preparation before a trip or deployment abroad.

It also shows you how to seek assistance during travel and how to download and use our [Assistance App](#).

**v2.1 Duration:** 16 minutes - English, Italian, Chinese

**v1.1 Duration:** 16 minutes - German, Japanese, Korean

**Catalogues:** DLP



### Travel Risk Awareness - Security

The Travel Risk Awareness Security course covers the key security risks you may face when travelling and is designed to help your travellers stay safe.

**v2.1 Duration:** 15 minutes - English, Italian, Chinese

**v1.1 Duration:** 25 minutes - French, German, Spanish, Norwegian, Thai, Japanese, Korean, Brazilian Portuguese

**Catalogues:** Traveller



### Travel Risk Awareness - Medical

The Travel Risk Awareness Medical course covers the key medical risks you may face when travelling and is designed to help your travellers stay healthy.

**v2.1 Duration:** 15 minutes - English, Italian, Chinese

**v1.1 Duration:** 25 minutes - French, German, Spanish, Thai, Japanese, Korean, Brazilian Portuguese

**Catalogues:** Traveller



### Road Safety

Travelling in unfamiliar places presents unexpected risks. Journeys by road particularly increase the risks for travellers. Road accidents are consistently listed in the top 5 reasons for medical evacuations for business travellers.

**Duration:** 16 minutes

**Available Languages:** English, Norwegian, Thai, Chinese, Japanese, Korean

**Catalogues:** Traveller



### Women's Security

There are now more women travelling for business than ever before. This course will benefit your female travellers, and persons accompanying them, and aims to provide useful information on how to mitigate the additional security risks women face when travelling abroad.

**Duration:** 18 minutes

**Available Languages:** English, Norwegian, Chinese, Japanese, Korean

**Catalogues:** Traveller



### Female Travellers

A short module to help female travellers and their companions improve preparedness and response in the event of an incident.

**Duration:** 3 minutes

**Available Language:** English

**Catalogues:** Traveller



### Cyber and Information Security for Travelers

More and more business travelers are falling victim to information security threats. This eLearning outlines the different types of threat and provides guidance on how to protect information and devices before, during and after travel.

**Duration:** 19 minutes

**Languages:** English (US), Norwegian

**Catalogues:** Traveller



### Hotel Safety

Providing tips and information on the factors impacting hotel selection, room selection and how to best go about checking in and securing your room.

**Duration:** 3 minutes

**Available Language:** English, Chinese, Japanese

**Catalogues:** Traveller



### Journey Management Planning

Sharing knowledge on how you can you travel safely by road when you're overseas

**Duration:** 3 minutes

**Available Language:** English

**Catalogues:** Traveller



### Malaria

Malaria is a real risk to business travellers, employees and expatriates in over 90 countries across the globe. However, malaria can be prevented and treated if caught in time. This course will benefit your employees travelling to, or working in, malaria affected areas.

**Duration:** 30 minutes

**Available Languages:** English, French, German, Chinese, Japanese, Korean

**Catalogues:** Traveller



### Emotional Wellness when Travelling

Aims to help travellers understand how to recognise signs of stress when undertaking frequent travel, how to maintain emotional wellbeing and knowing what to do or when to seek support if you are struggling to cope.

**Duration:** 3 minutes

**Available Language:** English, Chinese, Japanese

**Catalogues:** Traveller



### Emotional Resilience Assessment for Travellers

Travel can sometimes be lonely and frustrating. This fun assessment aims to help you identify your traveller 'type' to estimate how likely you are to feel stressed during travels (A Work Place Options collaboration).

**Duration:** 6 minutes

**Available Language:** English, French, German, Italian, Spanish, Portuguese, Korean, Japanese, Chinese (Simplified), Brazilian Portuguese, Latin American Spanish

**Catalogues:** Traveller



### Petty Crime

Knowledge to help your understanding and improve your ability to safely travel abroad without becoming a victim of theft

**Duration:** 3 minutes

**Available Language:** English

**Catalogues:** Traveller, Non-Traveller

## Higher Risk Travel Topics (Traveller)



### Travel Awareness - Higher Risk

This course builds upon the learning in our Travel Risk Awareness Security module. It covers the more advanced security issues potentially affecting those travelling to higher risk locations. It is also very useful for those routinely working in medium-risk countries.

**Duration:** 25 minutes

**Languages:** English (US)

**Catalogues:** Traveller



### Civil Unrest

Instances of civil unrest can range in severity, from small peaceful protests to large violent riots, and can cause significant challenges for individuals. Improve your understanding of why civil unrest occurs, and how to respond if you do find yourself caught up in this type of situation.

**Duration:** 3 minutes

**Available Language:** English, French, German, Italian, Spanish, Portuguese, Korean, Japanese, Chinese (Simplified), Brazilian Portuguese, Latin American Spanish

**Catalogues:** Traveller



### Kidnap Awareness

Kidnapping is the forced abduction and detention of an individual to receive payment of a ransom or other concession. While the likelihood of you being kidnapped on a trip is rare, this course aims to improve your situational awareness to lower your risk and provide you with useful tips on how to respond to an incident (should one occur).

**Duration:** 3 minutes

**Available Language:** English, French, German, Italian, Spanish, Portuguese, Korean, Japanese, Chinese (Simplified), Brazilian Portuguese, Latin American Spanish

**Catalogues:** Traveller



### Violent Attacks

Improve your situational awareness with this overview of how to respond to an incident covering active shooters, knife violence and vehicle-ramming attacks.

**Duration:** 4.5 minutes

**Available Language:** English, French, German, Italian, Spanish, Portuguese, Korean, Japanese, Chinese (Simplified), Brazilian Portuguese, Latin American Spanish

**Catalogues:** Traveller, Non-Traveller



### Terrorist Incidents & Response

Explains the basics of terrorist targets, their main methods of attack and preparedness on best ways to respond to potential attacks.

**Duration:** 3 minutes

**Available Language:** English, Chinese, Japanese

**Catalogues:** Traveller



### Travel Risk Awareness - Security in Latin America

This course is designed for business travellers or international assignees who specifically need awareness of the different personal security risks related to travelling in Latin America. The course includes practical information and advice to help mitigate against these risks and maintain safety while working abroad.

**Duration:** 25 minutes

**Available Languages:** English, Spanish, Brazilian Portuguese

**Catalogues:** Traveller

## Workforce Resilience topics



### Air Pollution

Helps you to understand what air pollution is and how you can limit your exposure to pollutants and keep yourself healthy.

**Duration:** 3 minutes

**Available Language:** English

**Catalogues:** Traveller, Non-Traveller



### Cybercrime – safe working remotely

Anyone can fall victim to a cyberattack. You are even more vulnerable while travelling or working from home if not benefiting from the same level of cybersecurity as you would in the office. Did you know that loss, of even a single device, could compromise an organisation's entire network? Discover tips to prevent cybercriminals attempting to steal your company data for financial reward.

**Duration:** 3 minutes

**Available Language:** English, French, German, Italian, Spanish, Portuguese, Korean, Japanese, Chinese (Simplified), Brazilian Portuguese, Latin American Spanish

**Catalogues:** Traveller, Non-Traveller



**LGBTQ+**

Information to help you and your colleagues to travel safely abroad without inadvertently falling foul of local laws or practices

**Duration:** 3 minutes

**Available Language:** English

**Catalogues:** Traveller, Non-Traveller



**Natural Disasters – Security**

Explains some common types of Natural Disaster, tips on planning ahead and ways of reacting to a natural disaster.

**Duration:** 3 minutes

**Available Language:** English, Chinese, Japanese

**Catalogues:** Traveller, Non-Traveller



**Natural Disasters - Medical**

Prepares travelers during a natural disaster, covering general health & safety concerns and tips on staying safe.

**Duration:** 3 minutes

**Available Language:** English, Chinese, Japanese

**Catalogues:** Traveller, Non-Traveller



**Safe Food & Water**

Provides tips and basic understanding of Medical Conditions from Contaminated Food & Water; how to ensure Food & Water is Safe and basic Hygiene Measures you can take to stay healthy.

**Duration:** 3 minutes

**Available Language:** English, Chinese, Japanese

**Catalogues:** Traveller, Non-Traveller



**First Aid Refresher – AED**

A short micro learning module to remind you on key skills and information gained after attending a 1<sup>st</sup> Aid classroom course

In this module, refresh your knowledge on how to use an Automated External Defibrillator, techniques and how to react in a similar situation

**Duration:** 3 minutes

**Available Language:** English

**Catalogues:** Traveller, Non-Traveller



**First Aid Refresher – CPR**

This module reminds you on key skills and information gained after attending a 1<sup>st</sup> Aid classroom course. In this module, refresh your knowledge on adult cardiopulmonary resuscitation and how best to react in a situation.

**Duration:** 3 minutes

**Available Language:** English

**Catalogues:** Traveller, Non-Traveller



#### **First Aid Refresher - Bleeding Wounds**

Take this a refresher to remind you on key skills and information gained after attending a 1<sup>st</sup> Aid classroom course. In this module, refresh your knowledge on how to treat a bleeding wound if needed.

**Duration:** 3 minutes

**Available Language:** English

**Catalogues:** Traveller, Non-Traveller



#### **First Aid Refresher – Severe Allergies**

A short micro learning module to remind you on key skills and information gained after attending a 1<sup>st</sup> Aid classroom course. In this module, refresh your knowledge on anaphylaxis and how best to react in a situation if it arises.

**Duration:** 3 minutes

**Available Language:** English

**Catalogues:** Traveller, Non-Traveller

## **Pandemics Awareness topics (for Traveller & Workforce)**



#### **Vaccine Myth Buster**

While it is clinically proven that vaccinations reduce the risk of severe infection and hospitalisation, there is still a lot of misinformation circulating about the COVID-19 vaccines. This short module is designed to help people understand the critical role that vaccines play in reducing the spread of COVID-19.

**Duration:** 3.5 minutes

**Available Language:** English, French, German, Italian, Spanish, Portuguese, Korean, Japanese, Chinese (Simplified), Brazilian Portuguese, Latin American Spanish

**Catalogues:** Traveller, Non-Traveller, COVID-19



#### **Coronavirus Awareness**

Helps you to understand what the coronavirus is and how you can limit your risks to keep yourself healthy. Contains a section for managers to mitigate business exposure.

**Duration:** 4 minutes

**Available Language:** English, French, German, Italian, Spanish, Portuguese, Korean, Japanese, Chinese (Simplified), Brazilian Portuguese, Latin American Spanish

**Catalogues:** Traveller, Non-Traveller, COVID-19



### Physical or social distancing etiquette

Learn about the measures and simple steps you can take to reduce social interactions with other people and help to slow the spread of infectious diseases; rather than ruining your fun it's there to keep you and others safe.

**Duration:** 3 minutes

**Available Language:** English, French, German, Italian, Spanish, Portuguese, Korean, Japanese, Chinese (Simplified), Brazilian Portuguese, Latin American Spanish

**Catalogues:** Traveller, Non-Traveller



### Productivity tips for Home Working

Introducing some tips for employees and managers to help you to adjust and stay focussed and productive while working remotely.

**Duration:** 3 minutes

**Available Language:** English, French, German, Italian, Spanish, Portuguese, Korean, Japanese, Chinese (Simplified), Brazilian Portuguese, Latin American Spanish

**Catalogues:** Traveller, Non-Traveller



### Stress Management

Providing tips and information to employees faced with a new or uncertain situation where it is common to feel stressed and anxious. Examining how to deal with information overload and how to manage the heightened awareness of the risks that you may be exposed to during periods of stress.

**Duration:** 3 minutes

**Available Language:** English, French, German, Italian, Spanish, Portuguese, Korean, Japanese, Chinese (Simplified), Brazilian Portuguese, Latin American Spanish

**Catalogues:** Traveller, Non-Traveller, COVID-19 Hub



### Top Tips for Staying Healthy while Working at Home

Helping to keep employees on the right path towards making good decisions. Staying healthy sometimes takes a little bit of work so we've created some top tips on keeping active, getting rest, and managing stress to help keep you on the right track.

**Duration:** 3 minutes

**Available Language:** English, French, German, Italian, Spanish, Portuguese, Korean, Japanese, Chinese (Simplified), Brazilian Portuguese, Latin American Spanish

**Catalogues:** Traveller, Non-Traveller, COVID-19 Hub



### Pandemic Planning – Return to Work

As restrictions are eased, this course prepares you for a safe return to the workplace and describes some of the protective measures that may be introduced, such as screening on entry and a changed work environment with stricter hygiene standards.

**Duration:** 4.5 minutes

**Available Language:** English (languages to follow)

**Catalogues:** Traveller, Non-Traveller, COVID-19 Hub



### **Pandemic Planning – Return to Travel**

As travel activities resume, this course provides you with an overview of how to plan and prepare; understand your options for using public transport whilst maintaining safe physical distancing and hygiene standards on your journey.

**Duration:** 5 minutes

**Available Language:** English (languages to follow)

**Catalogues:** Traveller, Non-Traveller, COVID-19 Hub



### **Pandemics - A Manager's guide**

Pandemics are disease outbreaks that spread around the world. This course will help you see how pandemics can affect anyone and how, as a manager, you can prepare to keep your employees well and your business running.

**Duration:** 11 minutes

**Available Languages:** English, Chinese, Japanese

**Catalogues:** Traveller, Non-Traveller,



### **Pandemics & Other Global Health Threats**

Pandemics are disease outbreaks that spread around the world. This course will help you see just how pandemics can affect anyone and how you can prepare and keep well. You'll also see how to protect yourself from a range of specific viruses. This course does NOT cover COVID-19, but does have a module on the Zika virus.

**Duration:** 27 minutes

**Available Languages:** English, Chinese, Japanese

**Catalogues:** Traveller, Non-Traveller,

## **Scholastic Verticals content**

The eLearning courses listed below are adjusted for a Scholastic or NGO audience of travellers.



### **Student Travel - Health & Wellness**

Designed for students who are travelling abroad. It aims to help raise awareness of the various personal medical risks that may be faced overseas. The course includes, practical advice and hints, well-being and other tips to help students keep healthy while travelling or studying abroad.

**Duration:** 25 minutes

**Language:** English (US)

**Catalogues:** Traveller



### **Student Travel - Security**

This course is designed for students who are travelling abroad. It aims to help raise awareness of the various personal security risks that may be faced overseas. The course includes, practical advice, hints and other tips to help students mitigate those risks and to keep them secure while travelling or studying abroad.

**Duration:** 25 minutes

**Language:** English (US)

**Catalogues:** Traveller



**Student Travel - Security as a female**

Designed for female students who are travelling abroad. This course aims to help raise awareness of the various personal health and security risks that may be faced overseas. The course includes, practical advice and hints, well-being and other tips to help students mitigate those risks and to keep them secure while travelling or studying abroad.

**Duration:** 25 minutes

**Language:** English (US)

**Catalogues:** Traveller

## NGO Verticals content



### **NGO Road Safety - Security**

Travelling in unfamiliar places presents unexpected risks. Journeys by road particularly increase the risks for travellers. Road accidents are consistently listed in the top 5 reasons for medical evacuations for business travellers. This course has been designed with support from the Global Road Safety Partnership and is a great way to raise awareness and reduce risk.

**Duration:** 16 minutes

**Available Languages:** English

**Catalogues:** Traveller



### **NGO Women's Security - Security**

There are now more women travelling for business than ever before. This course will benefit your female travellers, and persons accompanying them, and aims to provide useful information on how to mitigate the additional security risks women face when travelling abroad.

**Duration:** 18 minutes

**Available Languages:** English

**Catalogues:** Traveller



### **NGO Malaria - Health**

Malaria is a real risk to business travellers, employees and expatriates in over 90 countries across the globe. However, malaria can be prevented and treated if caught in time. This course will benefit your employees travelling to, or working in, malaria affected areas.

**Duration:** 30 minutes

**Available Languages:** English

**Catalogues:** Traveller

## Appendix

### DLP WFR 'traveller' and 'non-traveller' catalogue views at a glance

Microlearning course titles	DLP traveller view	DLP Non-traveller view
Introduction to Membership	✓	
Travel Risk Awareness - Security	✓	
Travel Risk Awareness - Medical	✓	
Women's Security	✓	
Road Safety	✓	
Malaria	✓	
Higher Risk Awareness	✓	
Cyber & Security Information	✓	
Security in Latin America	✓	
Pandemics and Other Global Health Threats	✓	✓
Pandemics – A Manager's Guide	✓	✓
Student Travel – Your Security as a Female	✓	
Student Travel – Your health & Well Being	✓	
Student Travel – Your Security	✓	
Women's Security (NGO)	✓	
Road Safety (NGO)	✓	
Malaria (NGO)	✓	

Microlearning course titles	DLP traveller view	DLP Non-traveller view	Covid19 Freemium site
Vaccine Myth Buster	✓	✓	
Pandemic Planning- Return to Work	✓	✓	✓
Pandemic Planning- Return to Travel	✓	✓	✓
Physical or Social Distancing Etiquette	✓	✓	
Productivity Tips for Home Working	✓	✓	✓
Stress Management While Working at Home	✓	✓	✓
Top Tips for Staying Healthy	✓	✓	
Coronavirus Awareness	✓	✓	✓
Air Pollution	✓		
Natural Disasters- Medical	✓	✓	
Food and Water Safety	✓	✓	
First Aid (AED, CPR, Bleeding Wounds, Severe Allergies)	✓	✓	
Cybercrime – Safe working remotely	✓	✓	
Kidnap Awareness	✓		
Violent Attacks	✓	✓	
Terrorist Incidents & Response	✓		
Hotel Security	✓		
Journey Management Planning	✓		
LGBTQ Security	✓	✓	
Natural Disasters- Security	✓		
Women's Security	✓		
Petty Crime	✓	✓	