

# HISCOX & INTERNATIONAL SOS PARTNERSHIP GUIDE

Hiscox has partnered with International SOS to help mutual clients prepare their people for security risks, prevent incidents and support them in the event of a crisis, all in an integrated way.

## WHAT ARE THE BENEFITS?



**Hiscox** will provide additional coverage for the cost of assistance services where provided by **International SOS** and third-party network, during an imminent security threat.



Security evacuation recommendations and assistance provided by **International SOS** are fully supported through exclusive policy wording.



**Hiscox** will reimburse up to **20%** of the policy premium towards cost of new **International SOS** services. See below.



Proven operational and direct-billing procedures through the Direct Billing Agreement (DBA) between **International SOS** and **Hiscox** allow the client to focus on the crisis at hand.



Critical response time reduced through seamless operational alignment of **International SOS** health and security assistance.

## HOW TO ACCESS THESE BENEFITS FOR NO ADDITIONAL PREMIUM?



Mutual clients need to hold a subscription of **International SOS** services and hold a Kidnap and Ransom (K&R) or Security Incident Response (SIR) insurance with **Hiscox**.



Once the client has provided confirmation to their insurance intermediary that they wish to access the partnership benefits, the broker will inform **Hiscox** so that the appropriate documentation can be issued.



**International SOS** will then be notified of the acceptance in order to set up specific operating procedures. **No details of confidential policies are shared with or held within International SOS.**

## THE PARTNERSHIP IN ACTION

### A mutual client with employees in a high risk country with tensed upcoming elections

- Regionally-based 24/7 International SOS security analysts closely monitor the situation to alert clients of the forecasted developments.
- With multiple warning indicators met, security analysts predict significant violence and unrest. Consequently, International SOS:
  - formally recommends the evacuation of non-essential staff.
  - arranges the transport and evacuation of the client's employees.
  - follows up with the client to assess medical needs and emotional support.
- Hiscox is notified of the case. The eligibility and coverage of the client are verified.
- Hiscox confirms the security evacuation recommendation from International SOS can trigger the security evacuation.
- Hiscox pays directly the eligible fees of International SOS' partner network for evacuation and/or security assistance costs where needed.
- Hiscox supports covered persons regardless of their location at the time of the evacuation advisory.

As a result, the client wants to be better prepared for future crises and decides to leverage International SOS security expertise to review their security escalation planning. Hiscox allocates 20% of the premium to fund this new solution.

For more information, please contact [membership@internationalsos.com](mailto:membership@internationalsos.com)

Hiscox is committed to helping policyholders and their personnel avoid security incidents where possible. Hiscox has therefore allocated a portion of the policy premium towards new security-related loss control services offered by International SOS. This benefit is exclusive to mutual clients and may apply to the services listed below.

## WORKFORCE RESILIENCE SERVICES

Your workforce risk management programme must include everything you need to safely manage your global teams while they work remotely. Our service prepares your people prior to remote working, supports them while away from the office, and provides them assistance when they have a question, concern or crisis - anytime, anywhere.

### INFORMATION & ADVICE FOR MANAGERS

#### Expert security and health information sent to you or accessed via your self-service portal:

- Accurate & timely information on changing security and health threats in each location.
- Alerts you to changes affecting your locations.
- Forecasts, trends analysis, and actionable advice in weekly and monthly reports.

#### Advice via our 24/7 Assistance Centres:

- Speak directly to our health and security experts all over the world.
- Notification when one of your employees contacts us for incident support, via our global case management platform. Providing you with regular updates until the situation is fully resolved.

#### Senior security and/or health 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.

### SUPPORT FOR YOUR ENTIRE WORKFORCE

#### 24/7 Assistance

- 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.
- Evacuation and repatriation services.

#### Digital Learning

- Access to an evolving repository of digital training courses available online for your entire workforce.
- Subjects include: Kidnap Awareness, Violent Attacks, Terrorist Incidents & Response, Hotel Security, LBGTQ Security, Women's Security.

#### Intelligence & Monitoring

- Provision of alerts, location advice and country guides for your workforce - via App, email and online portal.
- Real-time monitoring of your workforce: automatic emergency check-in, multi-module communications, and integration with your travel management company data.
- Critical event management - your global infrastructure mapped to a single incident preparedness, monitoring and response tool.



#### Consulting

Our global team of security consultants are on hand to provide tailored advice, recommendations and executable plans to help protect your diverse workforce. Solutions include crisis management, policy advice, risk assessments and tactical intelligence and return to travel.

#### Training

Our market leading training, delivered either in a traditional classroom or a virtual classroom, proactively prepares managers and employees to mitigate risks. We adopt a case study method for security and medical risks such as crime, assault, political and social unrest and medical emergencies.

To discuss risk management services in partnership with International SOS and Hiscox, please contact [membership@internationalsos.com](mailto:membership@internationalsos.com)