MANAGER PROGRAMME GUIDE

INTERNATIONAL SOS

Borders have or are opening up and travel has returned, your internal travel risk program managers may have changed. It is important to ensure the details of your travel risk management programme with us are correct and those responsible for the health, safety and wellbeing of your travelling staff and assignees are properly prepared and ready respond to all incidents.

This Manager guide aims to help streamline the process of better understanding your programme and updating any aspects that may have changed.

1	**Update your data, systems & access**	• Authorised Persons(AP's) • Brokers & travel insurance details • Travel policy & pre trip approval processes • ManagerView access • Travel Management Company(TMC) data feeds • Pre Travel Advisories(PTA's) • Tracker users • Digital Learning platform access & course catalogue

2	**Manager resources & training**	• Your training library
		    • ManagerView
		    • Tracker
		    • Digital Learning
		    • Travel Ready
		    • Site Monitor(EHSC)
		    • And inductions for Authorised Persons(AP's) and Managers
		• Manager travel resource library

3	**Train & educate your travellers**	• Resource library
		    • Live and on demand trainings
		    • Videos
		    • How to International SOS App guide
		    • Handouts and more

UPDATE YOUR DATA, SYSTEMS AND ACCESS

INTERNATIONAL SOS

HAVE YOUR AUTHORISED PERSONS CHANGED?

AUTHORISED PERSONS(AP's):
Authorised Persons are the designated contractual point of contact who will make decisions regarding significant cases and approve plans of action should we receive a call from your employees into one of our Assistance Centers

Would you like to update your AP's?
Amendments, new AP's & queries to be directed to your Account Manager, please include the name, job title, email and contact details you would like added and an approval email from the Authoriser listed.

HAS YOUR TRAVEL INSURER OR BROKER CHANGED?

INSURANCE & DIRECT BILLING:
It is important we have the correct insurance details for your program and up to direct billing agreements.

Would you like to update your Insurance program details?
Amendments to be directed to your Account Manager.

HAS YOUR TRAVEL POLICY BEEN UPDATED?

TRAVEL POLICY & PRE TRIP FITNESS FRAMEWORK:
Travel policies and pre-trip risk assessments need updating to consider COVID-19 health, security and travel related issues.

Would you like to update your policy or pre-trip fitness and approval process?
Please contact your Account Manager.

UPDATE YOUR DATA, SYSTEMS AND ACCESS

INTERNATIONAL SOS

WHO IN YOUR ORGANISATION NEEDS TO PLAN AND MONITOR YOUR PEOPLE AND RISKS?

MANAGERVIEW:
The ManagerView platform includes access to your travel data(if you have the traveller tracking service Tracker with us), medical and security information, COVID-19 Information, Self Service Reporting and Cases being managed by the International SOS Assistance Centres (if authorised).

Note! Data and personal information is ringfenced based on profile. Travel data will not be visible to those not authorised. Cases managed by the Assistance Centres will only be visible to those authorised in our Operations Procedures.

Would you like to add or delete anyone's access to Manager view?

Amendments, New Users & Queries to be directed via the Client Support Portal 'Further Help' section. For new ManagerView users, please include the name, email you would like added and an approval email from the Authoriser listed.

HOW DOES INTERNATIONAL SOS GET OUR TRAVEL DATA

DATA FEEDS:
A dedicated and secure link with your appointed Travel Agency (or Agencies) allows International SOS to receive your traveller's profile and trip information as it is booked. This data ensures we can send pertinent information to your travellers before their departure and whilst travelling.

Has your Travel Management Company changed?
Any changes can be requested via the Client Support Portal 'Further Help tab'. Please send your new Travel Management company name and your contact person, so we can get in touch. Please also let us know which TMC's are no longer in use.

UPDATE YOUR DATA, SYSTEMS AND ACCESS

INTERNATIONAL SOS

WHAT ARE YOU TELLING YOUR PEOPLE BEFORE TRAVEL & WHEN ARE YOU SENDING THEM RISK INFORMATION FOR THEIR TRIP?

PRE TRIP ADVISORY

International SOS systematically captures your traveller's key itinerary information in order to provide them this tailored destination overview (in the form of a Pre-Trip Advisory email).

This includes country specific advice and recommendations on travel, security and medical risks.

The welcome text (highlighted in example) is fully configurable.

Would you like to change the welcome text with updated policy information?

Please track changes on your current Pre Trip Advisory(PTA) to indicate what you would like to include or delete from your current template.

Then go to our Client Support Portal 'Further Help' section to submit your request and attach the word document to the request.
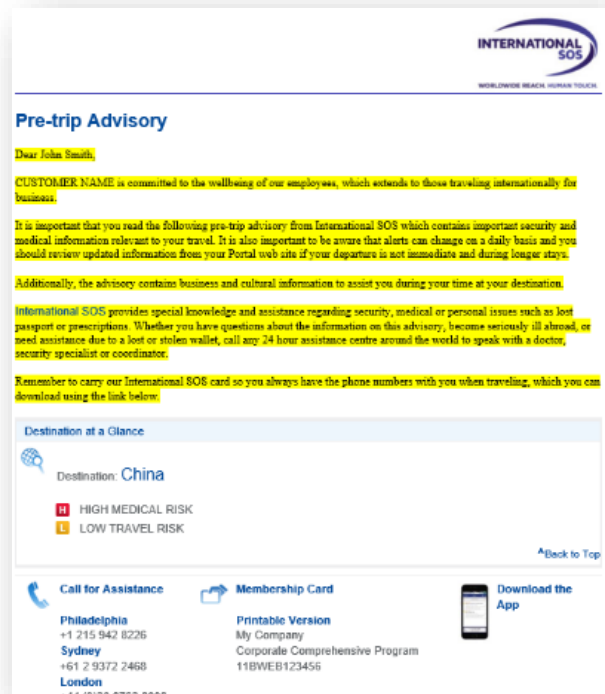
PRE-TRIP ADVISORY SEND RULES

You can set rules for when we send an automated Advisory to your people.

Do you want a Pre Trip Advisory to be sent for every international trip?

If yes, please go to **the Client Support Portal 'Further Help tab'** to raise your request to update your PTA send rules to include all international trips.

UPDATE YOUR DATA, SYSTEMS AND ACCESS

DO YOU NEED TO UPDATE YOUR DIGITAL LEARNING PLATFORM ADMINISTRATORS?

DIGITAL LEARNING PLATFORM(DLP):

Comprehensive programme designed to arm global travellers with the preparedness and knowledge they need to work or study securely and safely.

We need to update our administrators to get the right content in front of our people?
Any changes can be requested via the Client Support Portal 'Further Help tab'. Please raise a request to update your administrators

What are the currently available courses and languages?
Click here to download our current course catalogue

MANAGER RESOURCES AND TRAINING
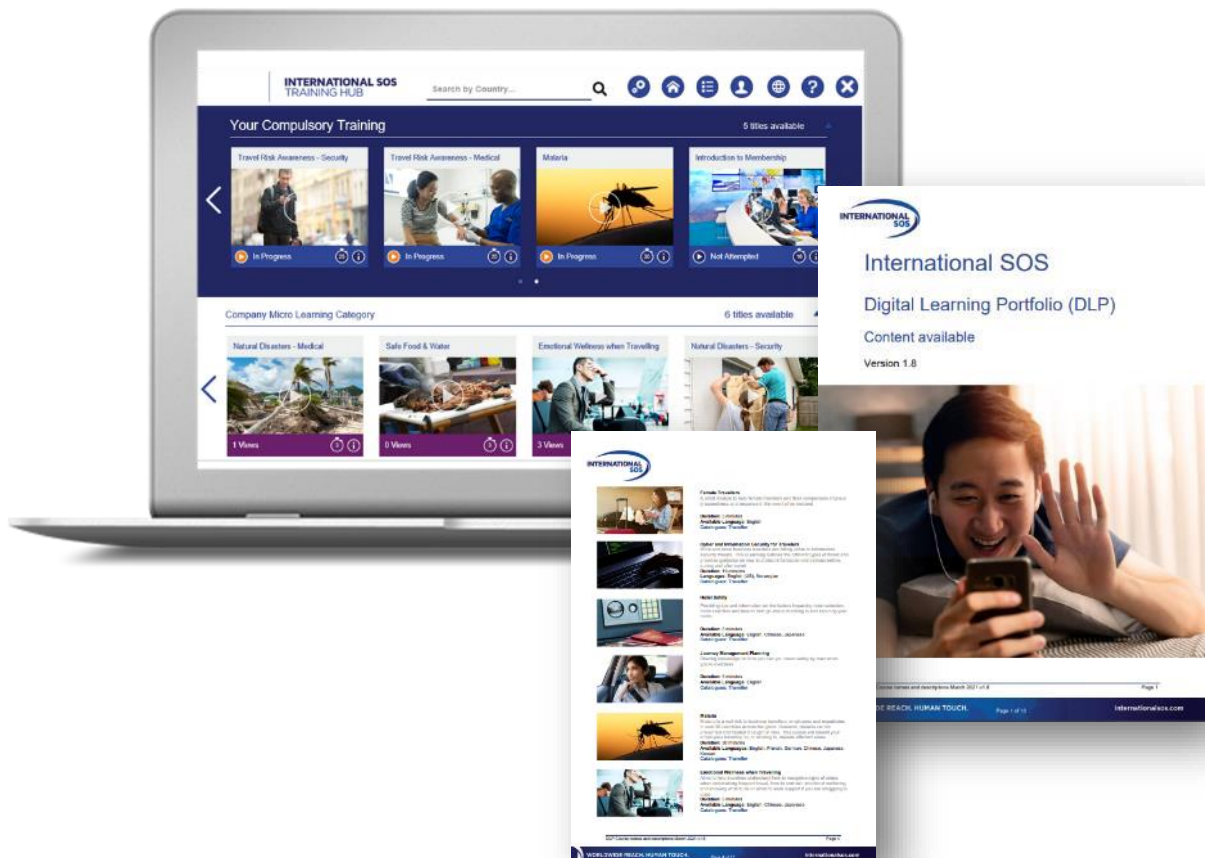
HOW DO WE TRAIN THOSE MANAGING OUR TRAVEL PROGRAMME?

LIVE MANAGER TRAININGS – UPCOMING SESSIONS:
It is important to ensure those responsible for the health, safety and wellbeing of your travelling staff and assignees are properly prepared and ready to respond to all incidents. We have prepared a global training series, both for managers and your employees, so you can join in when you feel the timing best suits your needs.

Click here to register for any of our live Manager courses

ON DEMAND TRAINING LIBRARY:
Our training library covers
- ManagerView
- Tracker
- Digital Learning Platform
- Travel Ready
- Site Monitor(EHSC)
- And inductions for Authorised Persons(AP's) and Managers

RESOURCE LIBRARY:
The ManagerView resource library offers on-demand videos, assets to help educating your travellers as well as a comprehensive library of easily searchable materials. Visit library and bookmark the page!

TRAIN & EDUCATE YOUR TRAVELLERS

INTERNATIONAL SOS

WHAT RESOURCES ARE AVAILABLE TO TRAIN AND EDUCATE MY TRAVELLERS & ASSIGNEES?

PREPARE YOUR TRAVELLERS:

It may have been years since some of your travellers were on the road, you also may have new employees who are soon to embark on their first trip with your organisation. To fulfil your duty of care and to prepare and protect your travellers and assignees we have a wealth of materials to help you educate them on your travel risk program and how they can seek help whilst abroad.

LIVE TRAININGS – UPCOMING SESSIONS:

It is important to ensure your travelling staff and assignees are properly prepared for travel and know how to respond to all incidents. Our global live and interactive sessions are available in a time zone and language to suit you and your staff. Click here to register for any of our live courses. Share this link with your employees to register themselves.

Resources:
- Assistance app video
- Digital employee program guide
- Live training series
- Print ready welcome to International SOS program flyer
- On demand traveller education training

Need more resources? Access full resource library: https://managerview.internationalsos.com/