

# WORKFORCE RESILIENCE

## PROTECT YOUR PEOPLE FROM HEALTH & SECURITY THREATS

Since March 2020, International SOS has provided more than 550 health and security consulting engagements to organisations around the globe. Many of them shared with us the main challenges they face within the current environment. These are the top six challenges.

### 1 Returning to Operations / Returning to Travel, Testing and Contact Tracing



**The safety of your workplace and your domestic and international operations remains a primary focus as lockdown measures and travel restrictions begin to relax.** International SOS can help make sure that the return to operations and travel is safe and sustainable. While no business can fully guarantee preventing coronavirus infection, vital precautionary steps can minimise risks, help fulfil Duty of Care responsibilities and promote workforce resilience.

Our COVID-19 Intelligence resources include:

Location case tracking	Weekly scientific updates	Travel restrictions
Provides the status of each location, the days since last reported cases, and the average daily case count. The COVID-19 'status' quickly shows you whether there is limited, increasing or decreasing activity in a specific location.	Authored by pandemic experts, this weekly summary is perfect for discussion with your crisis management teams and C-Suite. It captures growing trends and monitors important events including COVID-19 immunity and vaccine development.	Provides an overview of commercial, internal/ domestic, inbound and outbound restrictions for each location, including valid dates for the restrictions.

### 2 Mental well-being and emotional support for your global workforce



With the current levels of uncertainty and pressures in many people's lives, **mental health awareness and emotional well-being is a pressing issue** for individuals and organisations alike. Increasing knowledge, accessing professional support, learning how to cope with psychological distress and being aware of the stress that others may be under can help greatly.

**Our emotional support services assist your workforce in dealing with any psychological issues while at home or away for business, and for which short-term counselling may be appropriate.**

Our broader Mental health support services includes:

**Critical Support Hotline** is a 30-day telephonic crisis support service designed for organisations impacted by a specific incident and whose employees may require immediate emotional support. The service is supported by Workplace Options.

**The Emotional Support Service** (powered by Workplace Options) provides 24/7 assessment and recommendation by a Mental Health Professional Counsellor.

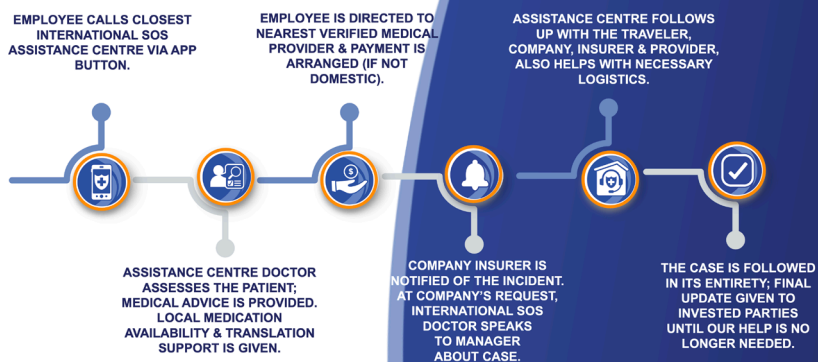
# 3 Obtaining expert medical & security support



From strategic support for managers, to tactical support for individual employees.

What we want is to allow the manager to pick up the phone, call International SOS and speak to a doctor or a security personnel, not necessarily about an individual case (e.g. an active case about one of their employees), but perhaps more to consult about a medical and/or security scenario that could impact our business; something we want to foresee or plan for.

## OUR CASE MANAGEMENT



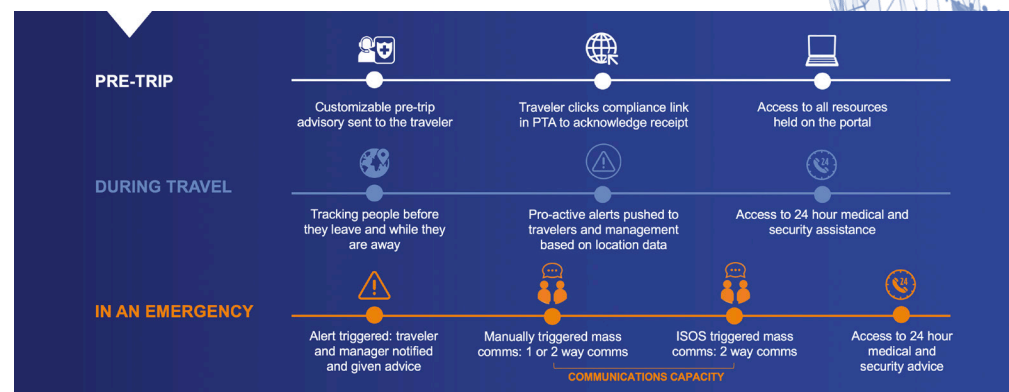
# 4 Intelligence and Insights with oversight and tracking of a global workforce



One of the biggest challenges for any organisation in a crisis is access to timely and reliable information. That information is the cornerstone of decision making, communication with your workforce and the activation of relevant plans and procedures. Given the volume of information that is available to all members of the workforce (some of which is unverified, false or misleading) it is essential that organisations have access to clear information and analysis on the situation.

Our intelligence services provide an accurate picture of the evolution of threats in each office/ site location.

## TRAVELLER JOURNEY












# 5 Tracking of a global workforce

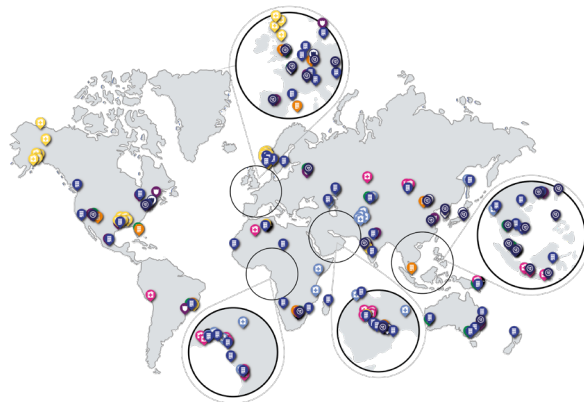


When on-the go, thanks to our Tracker tool, teams are also kept up-to date with the latest health or security development at location/destination via email alerts. Tracker automatically sends our latest proprietary health, security information and advice so your people can anticipate problems, look after their safety and minimise disruption to their work.

Tracker offers real-time employee tracking, on-demand and insightful reports and communication with your workforce. This means organisations like yours can plan and act immediately in the event of a crisis or simply arm your people with information that will keep them healthy, safe and secure.

## HELPING YOU STAY CLOSE TO YOUR PEOPLE WHEREVER THEY ARE AND WHEREVER THEY ARE GOING

-  International SOS office
-  International SOS assistance centre and office
-  Security Intelligence & Operation centres
-  Centres of Local Security Expertise
-  International SOS & Partners Primary Care & Occupational Health Clinic
-  International SOS & Partners Occupational Health Clinic only
-  International SOS & Partners Primary Care Clinic only
-  International SOS Air Ambulance
-  MedAire office
-  MedSupply office



# 6 Consulting



The world is a wildly varied and fast-changing place. When it comes to health and security, every location is different. The same applies to organisations; every set of needs are different. **There is no 'one-size-fits-all' approach to employee healthcare or security. Therefore, our approach is consultative.** We can help you assess the risks associated with every working environment and design appropriate preventive programmes – including risk assessments, standards, and policies – to protect your organisation and your people at all times.

Our diverse team of doctors, epidemiologists, public health specialists, security experts and other professionals have the deep knowledge and experience you need to respond appropriately, no matter what the health or security risk may be or where and when it takes place.

