



# TRAVELLER RESILIENCE

## IN A NUTSHELL



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## 1. DUTY OF CARE & RESILIENCE

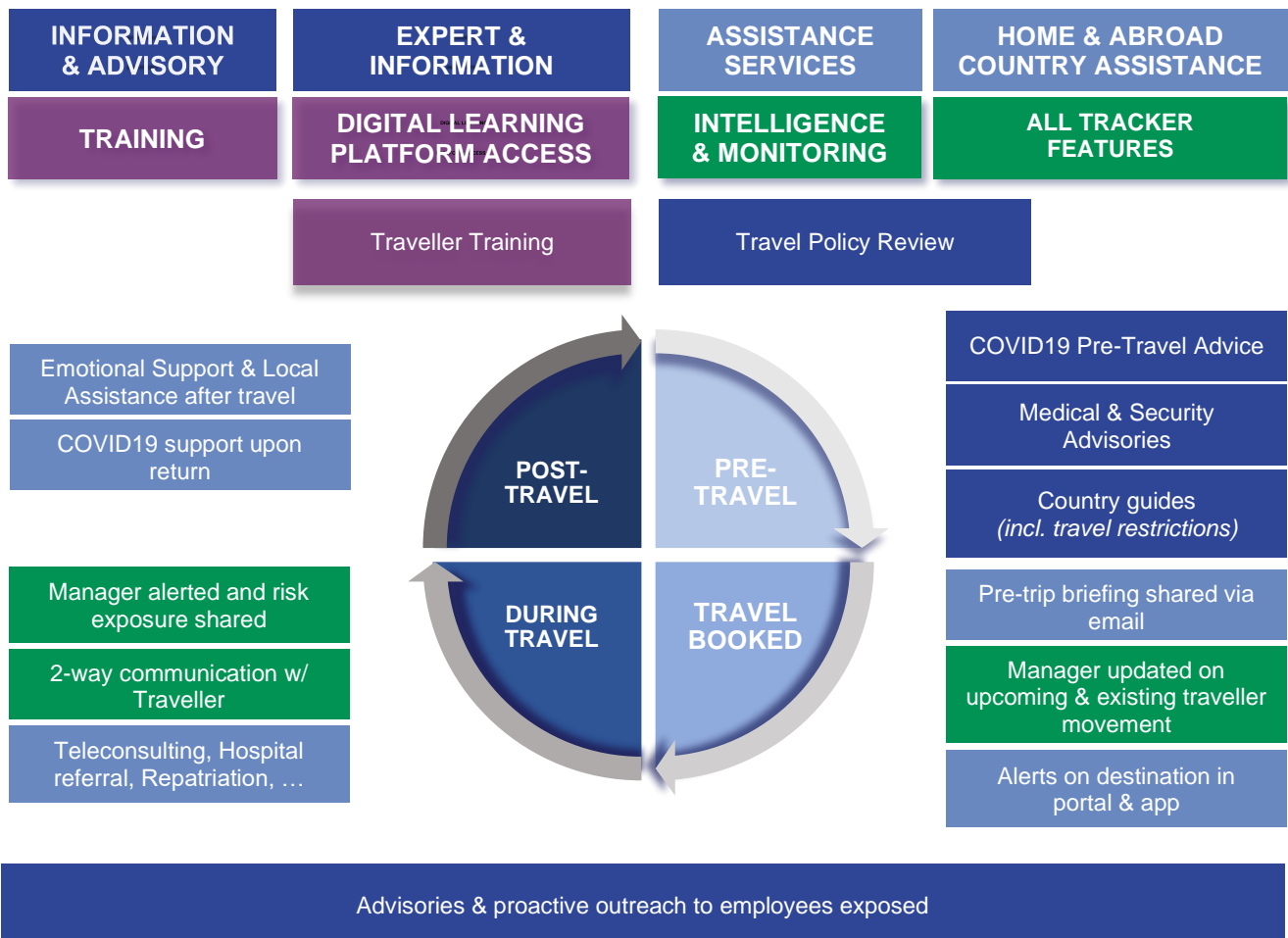
Your resilient workforce programme must include everything you need to safely manage your global teams while they work around the world.

**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.** In a nutshell, we are:

## CONFIDENTLY ENABLING SAFER TRAVEL

### 2. HOW WE WORK?



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## 3. HOW ARE WE HELPING?

YOUR NEED	OUR SOLUTION	BENEFITS TO OUR CLIENTS
<ul style="list-style-type: none"> <li>Anticipate COVID-19 impact on business travel</li> </ul>	<ul style="list-style-type: none"> <li><b>Review your travel policy</b> with our medical &amp; security experts</li> <li>Provide you with <b>real time updates on domestic and international travel restrictions</b></li> <li><b>End to End support</b> for your travellers, including:                             <ul style="list-style-type: none"> <li><i>Emotional support during isolation periods</i></li> <li><i>Teleconsultation</i></li> <li><i>COVID specific repatriation &amp; evacuation</i></li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li><b>Tapping into expert knowledge</b> to best prepare your travellers</li> <li><b>Reliable &amp; updated information</b></li> <li>Supporting you throughout your future trips</li> </ul>
<ul style="list-style-type: none"> <li>Understand your risks so you can be better prepared.</li> </ul>	<ul style="list-style-type: none"> <li>Information and analysis available online, on-call and on the ground, constantly updated by our experts.</li> <li>Our Tracker, allows you to have visibility of your travellers' risk exposure in real time.</li> </ul>	<ul style="list-style-type: none"> <li><b>Visibility</b> on emerging threats to empower decisions</li> </ul>
<ul style="list-style-type: none"> <li>Minimize business disruptions linked to travel abroad, during and after the COVID-19 pandemic.</li> </ul>	<ul style="list-style-type: none"> <li><b>Expert-led first call. We resolve, without disruption of the assignment, more than 70% of cases</b></li> <li><b>COVID-19 impact information for domestic and international travel updated daily.</b></li> </ul>	<ul style="list-style-type: none"> <li><b>Reassurance and awareness about country of destination for travellers</b></li> <li><b>Clarity around the impact of the COVID-19 on future travel</b></li> </ul>
<ul style="list-style-type: none"> <li>Ensure employees' awareness of health and security risks abroad to bolster your Duty of Care</li> </ul>	<ul style="list-style-type: none"> <li><b>Review travel policies</b> to adapt to post-COVID-19 travel obligations</li> <li>Updates, alerts and country information accessible via our <b>Assistance App</b> and a <b>website</b> we set-up and maintain for you.</li> <li>Travellers automatically receive email with <b>pre-trip advice and recommendations.</b></li> <li><b>Webinars and informational content</b> on emerging risks are arranged throughout the year.</li> <li>Accessibility to our <b>digital learning platform</b> to best prepare your employees to travel which includes COVID-19 specific trainings.</li> </ul>	<ul style="list-style-type: none"> <li>Automated and reliable information shared with your employees regularly.</li> <li>Full preparation, prevention and assistance ahead, during and after travel to support travellers.</li> </ul>
<ul style="list-style-type: none"> <li>Being completely prepared when leisure and business travel picks up</li> </ul>	<ul style="list-style-type: none"> <li>COVID-19 impact scale is updated regularly to inform you about your population exposure.</li> <li>Managers are immediately notified when there is direct staff exposure to emerging threats via <b>Tracker's proactive alerts</b></li> <li><b>A global network of 80000+ accredited providers</b> ensures we have 'boots on the ground' to support you</li> </ul>	<ul style="list-style-type: none"> <li><b>Peace of mind</b> during the pandemic</li> <li><b>End to end support</b> through the crisis you and your employees may face</li> <li>International SOS global footprint follows your employees on assignment</li> </ul>
<ul style="list-style-type: none"> <li>Ensure business continuity during a crisis</li> </ul>	<ul style="list-style-type: none"> <li>International SOS <b>advances and guarantees funds</b> should your employee need to be seen by a doctor or get admitted to a hospital</li> <li><b>ONLY 1%</b> of our cases end up in an evacuation or repatriation.</li> </ul>	<ul style="list-style-type: none"> <li><b>Peace of mind</b> that you're sending your employees, to qualified doctor or hospital, even in unknown places.</li> <li>Helping your employees succeed in the face of adversity.</li> </ul>

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## 4. ASSISTING AND RESPONDING TO COVID-19

Over the course of the pandemic, we have observed several essential trends that support the theory that companies, crisis management teams & travellers are increasingly relying on our services to prepare, protect and empower their business.



We are continuously developing our capabilities to match the needs of our clients



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## CASE

Service: Best Practices Implementation during COVID-19

Location: Taipei, Taiwan



## PROBLEM

Lucy was unsure whether her organisation should continue filming overseas as this may put her crews and travellers overseas at risk.

## SOLUTION

We provided Lucy's organisation with:

- **Key answers to frequently asked questions** that they might have for their crisis management team and senior executives.
- **Portfolios which showed them situational updates** three times a week that allowed them to decide whether they should continue filming in this location.
- **Emotional support and telehealth services** to employees virtually.

## IMPACT

Her organisation was able to continue filming on many different sites and this information also allowed them to think about how well they need to adjust for the medium- and long-term future.

## CASE

Service: Mass Evacuation

Location: Lima and Cusco, Peru



## PROBLEM

University students and executives with their families, were stuck when the Peruvian government rapidly imposed a lockdown that included a restriction on outbound commercial air traffic.

## SOLUTION

Our clients reached out to us for assistance with charter flight options out of Peru. We:

- **Identified charter options**, but the landing permits required Peruvian government approval.
- **Liased with US Embassy contacts** to send a diplomatic note to the Peruvian government. One permit was approved for Cusco, however, it arrived too late for the operator to fly.
- **Were able to secure spots on US government flights** from Lima and Cusco.

## IMPACT

**80+ people were reunited with their families.** The solution was efficient and cost-effective for the clients saving them time, money and unnecessary stress to their people.

**GET IN TOUCH: [tmc@internationalsos.com](mailto:tmc@internationalsos.com)**

**MORE CONTENT & SUBMIT YOUR REFERRAL [HERE](#)**

**COVID-19 IMPACT MAP & PUBLIC PAGE: [CLICK HERE](#)**

**OTHER WEB ENQUIRIES:**

<https://www.internationalsos.com/web-enquiry-form>

<https://internationalsos.fr/> (en Français)

<https://internationalsos.de/> (auf Deutsch)