



Allianz Corporate Assistance

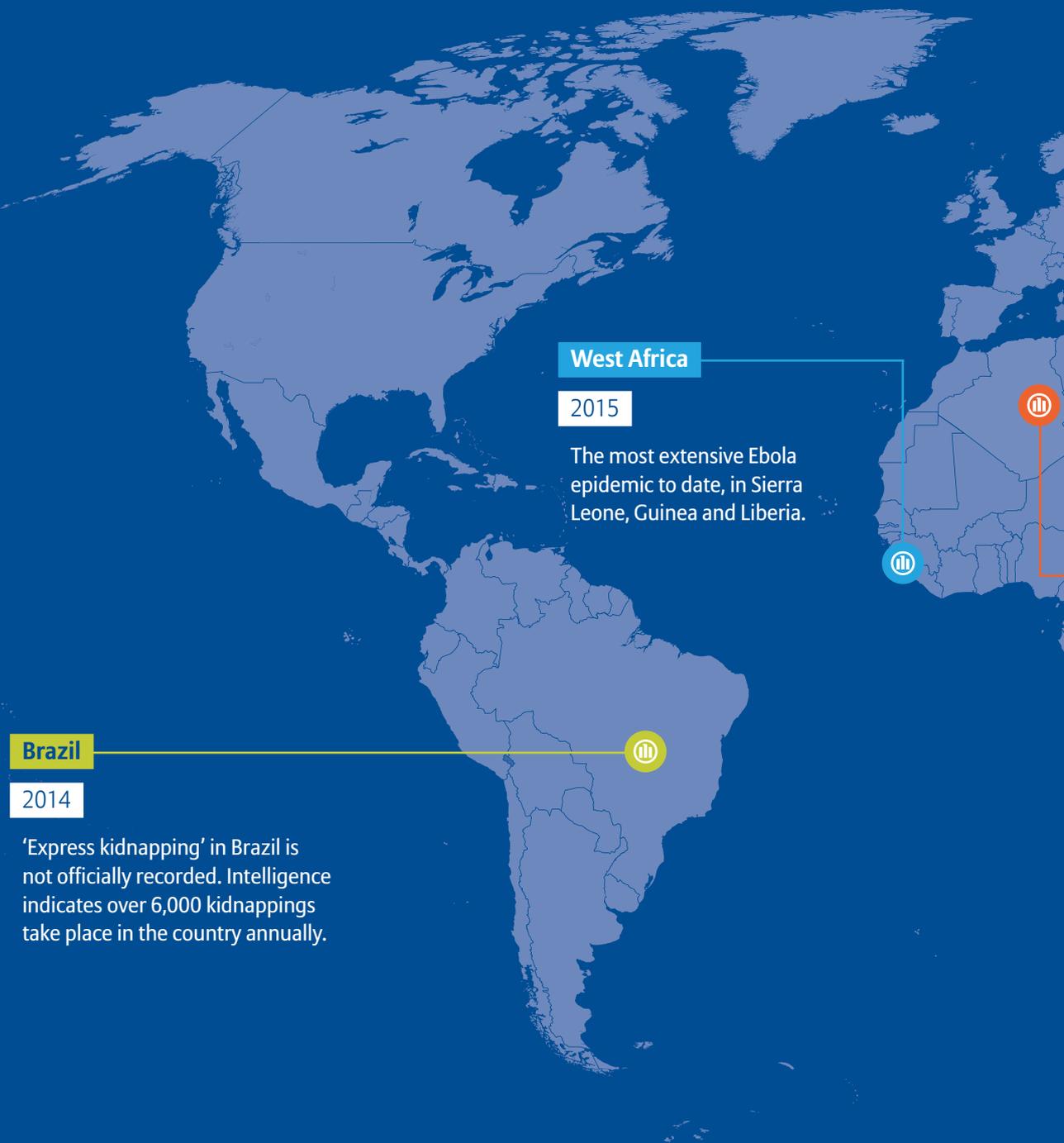
Global support and
solutions for you
and your staff

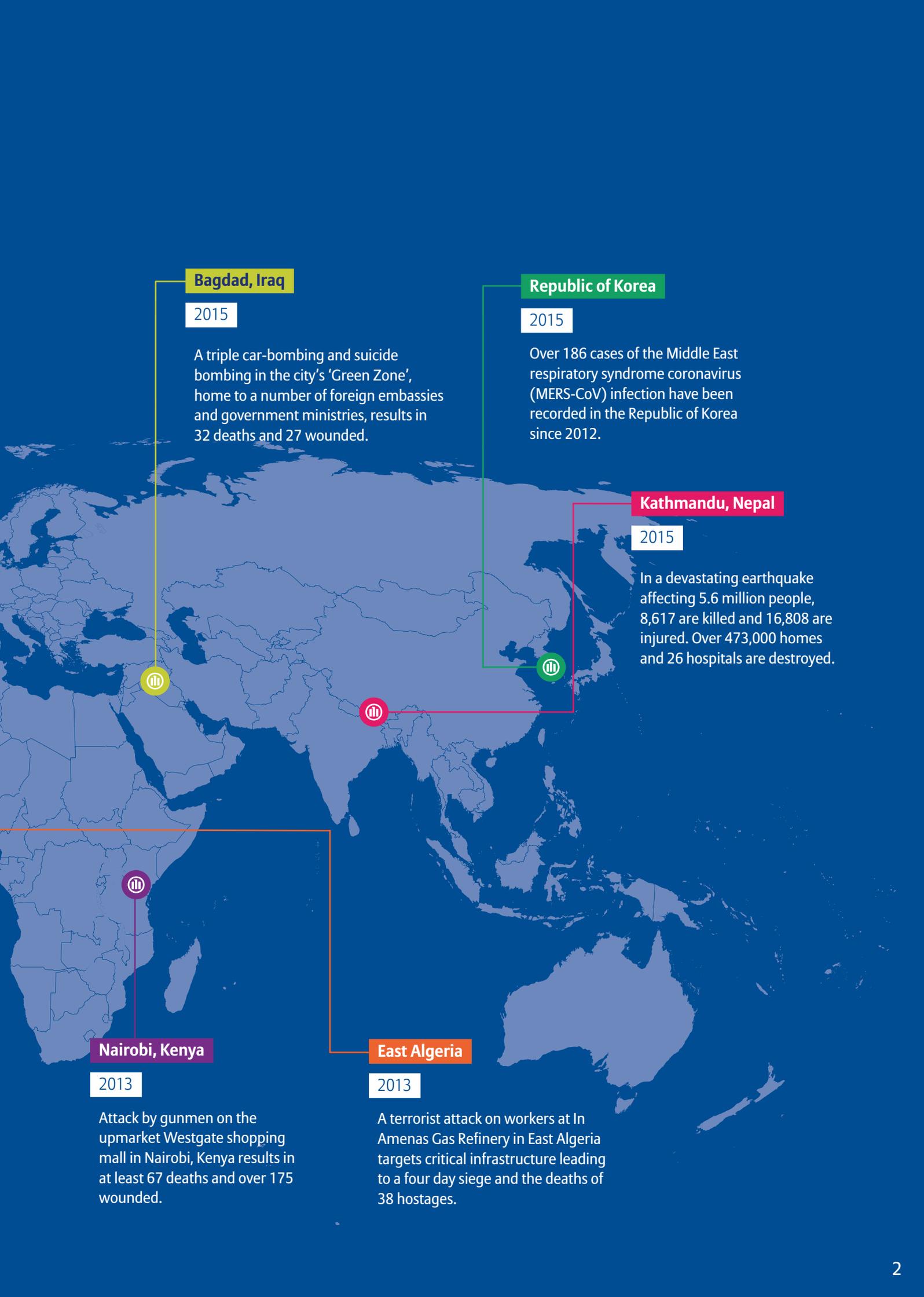
Allianz 

Why is there a need for corporate assistance?

Increasing numbers of staff on overseas assignments and business travellers departing for emerging countries face complex conditions, often in remote environments. In these locations, health and safety risks can be high, and the level of support available locally may not always meet appropriate standards.

Organisations strive to keep their workforce safe and healthy at all times. In fact this duty of care to staff can be enforced by various pieces of employment legislation and industry regulations. This obligation, coupled with the increasingly unpredictable global environment, means that the support of a trusted corporate assistance partner with a truly global reach is more important than ever.





Bagdad, Iraq

2015

A triple car-bombing and suicide bombing in the city's 'Green Zone', home to a number of foreign embassies and government ministries, results in 32 deaths and 27 wounded.

Republic of Korea

2015

Over 186 cases of the Middle East respiratory syndrome coronavirus (MERS-CoV) infection have been recorded in the Republic of Korea since 2012.

Kathmandu, Nepal

2015

In a devastating earthquake affecting 5.6 million people, 8,617 are killed and 16,808 are injured. Over 473,000 homes and 26 hospitals are destroyed.

Nairobi, Kenya

2013

Attack by gunmen on the upmarket Westgate shopping mall in Nairobi, Kenya results in at least 67 deaths and over 175 wounded.

East Algeria

2013

A terrorist attack on workers at In Amenas Gas Refinery in East Algeria targets critical infrastructure leading to a four day siege and the deaths of 38 hostages.

Why Allianz Corporate Assistance?

Leveraging the experience, global reach and local connections of one of the world's largest insurance and financial services groups, Allianz Corporate Assistance supports you around the clock, wherever your teams are active.

From pre-travel health assessments right through to emergency evacuations, all of our services are supported by a dedicated, experienced team and accessed through a single point of contact. Whether you already offer some level of corporate assistance to your staff, or you are starting from scratch, we have a solution for you.

1 Assistance services tailored to you

With our modular services and solutions you are free to choose only the options that you need without having to purchase unwanted or unnecessary elements. Not only can you take a 'pick and mix' approach to the services and solutions that you want to offer, but all of our Medical Solution and Security Solution Services can be tailored specifically to your needs.

We understand that every organisation is different when it comes to culture, geographical activity and future plans. That's why we have real flexibility when it comes to offering services and supporting you long term.



60+ years experience

Did you know that Allianz has been providing assistance services for over 60 years?



One intervention globally every 2 seconds.



53 million calls handled each year.



Staff made up of over 60 nationalities.

One of the largest medical networks in the world



2 Transparent pricing and cost containment

We understand the importance of accurate financial forecasting and budget management. That's why our pricing is open and transparent. Plus, we are continually focussed on containing costs to keep fees as affordable as possible. For example, we are not restricted to using one specific air ambulance provider. We have a number of well established partnerships in place.

This means that we have a wide range of options to choose from when it comes to selecting the optimum combination for you in terms of speed, safety, proximity, medical facilities and cost. This kind of independence, combined with the volume discounts that we can negotiate, means that we can offer you exceptional value for money.

3 You gain access to a network of over 850,000 medical providers

As part of Allianz Worldwide Partners, the global leader in international health insurance and assistance services, you gain access to a network of over 850,000 medical providers. This is one of the largest medical networks in the world, and it's growing all the time.

You benefit from discounts that we have negotiated with medical providers. Plus, our team of in-house doctors and nurses are on hand to oversee all in-patient treatment and emergency medical evacuations.

850,000+
medical providers

Allianz Corporate Assistance Services and Solutions

Medical Services include:



24/7 Medical Assistance & Medical Digital Solutions

Pgs 7-9

- General health information
- Provider information and referral
- Local ground ambulance activation
- Medical evacuation and repatriation
- Notification of persons in home country
- Organisation of travel documents during evacuation and repatriation
- Organisation of travel for family members to evacuated persons
- Organisation of the repatriation of mortal remains
- In-patient and Out-patient case management
- Shipment of prescribed drugs

Medical Solutions

Pgs 10-12

- Medical site surveys
- Remote site medical staffing
- Clinic design and management
- Medical checks

Security Services include:



Security Assistance & Security Digital Solutions

Pgs 13-14

- 24/7 emergency support
- Emergency security evacuation and extraction
- Post-incident response and assistance
- Remote and on-the-ground assistance
- Meet and greet travel support worldwide
- Check-in service
- Real time destination risk rating reports
- Travel tracking assistance
- Real time security alerts and website updates

Security Solutions

Pgs 15-16

- Security consultancy
- Security training
- Security risk assessments
- Risk reporting



Employee Assistance Program (EAP) Services include:



Employee Assistance Program & Digital Solutions

Pg 17

- Professional counselling: in person or via telephone/video/web chat
- Nutrition support and naturopathic services
- Critical incident support services
- Health and wellness articles

Expatriate Services

Pg 18

- Pre-assignment assessment
- Intercultural training
- Destination services
- Repatriation services

24/7 Medical Assistance & Medical Digital Solutions

Our 24/7 multilingual Helpline is the central communications hub for all incoming enquiries. Our team is equipped with a case management system and a comprehensive medical database that contains provider information and medical information related to specific geographical regions and countries. Any request for medical expertise will be promptly transferred from the Helpline to our medical experts.

In case of an emergency, our Helpline and Medical Services team is available 24/7 to support you and ensure that your staff receive the best treatment available locally, or in an alternative location. Utilising our global network of medical providers we provide rapid response times, market leading service levels and access to quality care.

General health information

We provide general information on local health risks, medical conditions and requirements for all parts of the world directly to your staff via our Helpline and Medical Services teams. This includes advice on recommended precautionary measures prior to travel and regional peculiarities to be taken into consideration. In addition, vaccination information for specific geographical locations can be provided. Upon request, medical alerts can be sent out to inform about medical risk factors for any location, worldwide.

We also offer you the option of embedding our medical information database into your organisation's intranet. This means that your staff can proactively research and inform themselves of potential medical and healthcare issues prior to going on a business trip or expatriate assignment.

Provider information and referral

Our team provides information on hospitals, doctors and health practitioners worldwide. Upon request, we can also book appointments for and on behalf of your staff.

Local ground ambulance activation

We assist in mobilising local ground ambulance services to provide any medically necessary treatment at the staff member's location or arrange for their transport to the nearest appropriate medical facility for treatment.

Medical evacuation and repatriation

Our in-house Evacuation Team is available 24 hours a day, 7 days a week. Depending on the staff member's location, available medical facilities may not meet international healthcare standards. If this is the case, and once our Evacuation Team has confirmed that an evacuation is safe to proceed, we will arrange for transportation by air ambulance, commercial flight or ground vehicle to the nearest appropriate medical centre.

For medical evacuations and repatriations we use internationally accredited partners, certified for the high standards of medical care they deliver and their proven capabilities in providing the safe, fast and convenient transport of patients. Our team actively manages the progress of the evacuation and provides regular updates to the staff member and all other parties involved.



Our in-house Evacuation Team is available 24 hours a day, 7 days a week.



Organisation of travel documents during evacuation and repatriation

In the event of an evacuation we will ensure that all of the travel documentation and visas required by the staff member are organised quickly to avoid any administrative burden.

Organisation of travel for family members to evacuated persons

We realise how important it is to have close relatives nearby during what can be an emotional and stressful time. We will arrange return travel for the staff member's family members to visit them while they're undergoing treatment.

Organisation of the repatriation of mortal remains

In the unfortunate event that a member of staff passes away while on assignment or business trip, we can organise all stages of the repatriation e.g. sourcing a local funeral home and the transportation of remains. Upon request, we will arrange transportation of mortal remains to the country of burial. This may include embalming, organising appropriate transportation arrangements, cremation and organising the necessary government authorisations.

CASE STUDY

Routine appendectomy results in emergency evacuation

Following routine surgery on her appendix in a local hospital in Gabon, one of a client's team suffered post-surgery complications where she experienced severe breathing difficulties and her condition quickly deteriorated. The staff member's family contacted our 24/7 Helpline to request help as the hospital in Gabon was running out of blood for transfusions. Our Medical Evacuation Team initiated simultaneous contact with the local hospital in Gabon and a number of internationally accredited hospitals in Johannesburg.

As the situation was critical, immediate arrangements were made for an air ambulance evacuation from Libreville, Gabon to Johannesburg, South Africa. A South African air ambulance and team was dispatched just 8 hours later on a direct flight to collect her. She was transferred, accompanied by her husband, to a top class facility in Johannesburg. She began to stabilise and eventually improved enough to be discharged and could fly home to Brazil.



24/7 Medical Assistance & Medical Digital Solutions

In-patient and Out-patient case management

In-patient and Out-patient case management provides support to staff while they receive medical care, while ensuring that treatment and costs are appropriate. From locating a suitable medical provider and booking the appointment or admission right through to discharge, our case managers will be there every step of the way.

Upon request, the case manager will also follow up with the patient post-discharge to ensure that any medically necessary services such as home healthcare and medical supplies are delivered. Our case managers co-ordinate care with the patient, the physician and other healthcare staff, ensuring that care is appropriate and that it progresses according to the medical treatment plan.

Shipment of prescribed drugs

Where prescribed medication is not available locally, or in the event that only an unreliable locally produced equivalent is available, we will organise the shipment of the prescribed drugs to the staff member's location, where legally possible. Prior to shipment we will clarify any customs and import license requirements and our Medical Services team will monitor the consignment until delivery is confirmed.

Regular updates will be provided to the appropriate parties. In addition to the shipment of prescription medication, this service also covers the procurement of medical equipment and devices for personal use (e.g. blood glucose monitors, BP monitors, nebulisers etc.).

CASE STUDY

Vital medication in short supply

A client's staff member based in Liberia was diagnosed with Myeloid leukaemia. Treatment with Glivec injections was prescribed and an initial 6 month supply was requested however this was not available in Liberia. We stepped in and organised the sourcing and shipment of this vital medication.

Just 10 days after contacting us the staff member was in possession of the medication. Moving quickly and working with local partners and suppliers allowed us to provide peace of mind to the staff member affected and ensure continuity of care.

Medical Solutions

Understanding working environments and identifying potential risks concerning staff health and wellbeing is a complex task. This becomes even more complicated when staff are based in remote locations where the level of medical infrastructure may be poor. Our specialist medical consultants, physicians and occupational health and safety experts are on hand to conduct the appropriate research and in close consultation with the client, deliver recommendations to mitigate any risks. We offer a range of global on-site and off-site tailored medical solutions as follows:

Medical site survey

Our medical experts can perform a comprehensive analysis of medical and health related issues that have the potential to negatively affect staff and on-site operations. Based on the survey results and client's requirements, a clear set of recommendations will be documented.

The site survey includes a thorough evaluation of workplace health and hygiene risks, as well as the local health care infrastructure. It also includes a review of the on-site emergency response capability and states whether the medical processes and procedures in place are adequate.

Remote site medical staffing

Our medical staffing solutions were designed specifically for organisations operating in remote locations, where the closest appropriate medical facilities may actually be far away. We help our clients to determine if, and to which extent, they may need an on-site physician, nurse or paramedic. We provide the required resources to ensure that staff can access medical care at all times.

With our global network of medical professionals we can provide availability for short or long term assignments. Our staffing solution is completely tailored to your company's needs, and takes local conditions fully into account.

In addition, Allianz Corporate Assistance can help you to manage medical risks at any event which you are organising e.g. at a hotel, a conference centre or even at a football stadium. We provide highly skilled medical staff who will be present and on standby for the duration of the event.



Design and provision of state of the art medical facilities.

Clinic design and management

At Allianz Corporate Assistance we understand the medical complexities encountered in the locations that our clients operate in, especially those where adequate medical care is not readily available. Our skilled team of medical experts can assist in the design and provision of first aid stations and on-site medical centres or clinics. These facilities can be designed with state of the art medical equipment and supplies and are developed to suit the specific operational needs of the location.

These projects typically consist of the following phases: feasibility assessment, design/planning, construction/on-boarding and deployment. Critical topics such as availability of medications and equipment as well as compliance with local regulations (e.g. licensing, registration of medical equipment, customs) are considered and addressed.

Clients have the choice of:

- Medical units with a complete end-to-end solution that can be deployed either in a mobile clinic or in an existing client facility.
- Enhancement of existing clinics and processes including a re-design around prevailing medical and site infrastructure.

Allianz Corporate Assistance has developed an integrated and flexible approach to clinic design and management. Our teams ensure that any requirements will be fulfilled in a cost-efficient manner.

After the deployment of the medical facility we can continue to provide support through management of the site and provision of the appropriate medical resources, including medical equipment and medical staffing.

Medical Solutions

Medical checks

It is important to ensure that staff are physically matched to the scope of their tasks. We provide highly skilled medical staff to perform a full range of industry-specific check-ups at any stage of a staff member's assignment:



Fitness for duty checks

A thorough pre-assignment check-up. This will assess the individual's initial fitness for duty and establish their baseline state of health compared to the requirements of the job, the environment and the region they will be assigned to.



Mid-assignment checks

Periodic mid-assignment checks are carried out to ensure that an individual's state of health has not declined during their assignment and to confirm their continued fitness for duty. This may be required for staff with particularly hazardous occupations, for example where there is regular exposure to toxic chemicals or to loud ambient noise.



Post-assignment checks

A medical assessment is performed when an individual concludes a particular assignment to detect if there have been any adverse health effects as a result of the assignment.



CASE STUDY

On-site clinic provides vital services to a local workforce

In 2013, we were awarded the contract to manage an on-site clinic, tele-consulting service and nurse concierge service for a global automotive manufacturing company at two locations in China.

Company staff benefit from access to medical treatment at an on-site clinic, as well as services such as assistance with appointment setting, translation and advice on managing medical conditions. Our client benefits from a healthier local workforce as well as cost savings on their medical insurance plan.

Security Assistance & Security Digital Solutions

Allianz Corporate Assistance offers a full range of security services designed to ensure your organisation is alert to risk and aware of potential security issues in real time. We care for your staff before, during and after time spent in challenging and potentially volatile locations.

In an emergency

In the event of an emergency or security incident, a team of security experts takes full control from a central point of contact and can provide:

- 24/7 emergency support
- Emergency security evacuation and extraction
- Post-incident response and assistance
- Remote and on-the-ground assistance

Security experts will provide you and your staff with around the clock emergency support using the latest security information and technology. Our global network of security specialists are specifically trained to deal with high-risk situations and to operate in challenging environments. This can be achieved remotely or on-the-ground and allows the evacuation of your staff at short notice.

We have extensive experience in carrying out such operations; both for individuals and large groups, and will always ensure the most suitably trained specialists respond to the incident. Security incidents are centrally coordinated, where security specialists assess each incident and act quickly and efficiently. Clients benefit from a central point of contact for updates and communications on the status of the evacuation at any time.

Meet and greet travel support worldwide

We can arrange for a driver or security specialist who understands the local security environment to meet a member of staff upon arrival and escort them for the duration of their trip.

Check-in service

When staff travel to high-risk areas their safety and security is paramount. Our check-in service means that we will make regular contact with the traveller, to confirm their safety and wellbeing. When traveller safety is confirmed, this can be communicated to a key contact person 'at home' for peace of mind. If contact cannot be made by any of the pre-arranged methods and a problem or issue may exist, the escalation plan, which was put in place prior to departure, will be activated.



Our global network of security specialists are specifically trained to deal with high-risk situations.



Real time destination risk rating reports

Using extensive security experience and risk knowledge, we can provide you with destination risk rating and travel safety reports. These can vary from high level summaries of the security risks at a destination, to more detailed country profiles and risk assessments.

Travel tracking assistance

Advanced travel tracking technology allows our clients to access staff travel data easily through a web-based portal. Travellers or groups of travellers can be searched for in real time by name, location, carrier, hotel and more.

E-learning security training

We have a number of e-learning security training modules available to our clients and their staff in the area of travel security.

Real time security alerts and website updates

Security alerts and website updates are made in real time. Depending on traveller preferences, these can be sent out prior to an upcoming trip or as and when significant security-related events take place. Alerts are a quick and effective way of informing clients and their staff of developments so that suitable precautionary action can be taken.

The service is available for individual travellers who may request alerts for the duration of their trip to a specific country, while client organisations are able to sign up to receive all messages globally.



Travellers or groups can be searched for in real time by name, location, carrier, hotel and more.



Security Solutions

We offer a range of tailored security solutions to meet your needs. Education at organisation and staff level promotes confidence and peace of mind. At organisation level, we can offer security consultancy, risk assessments and risk reports to allow you to make better informed decisions regarding your security arrangements. At staff level, we can provide onsite security training programmes to give staff access to valuable social, cultural and practical skills essential for safe travel today.

Security consultancy, risk assessments and risk reporting

We can provide you with a number of security consultancy services. Onsite security reviews can be conducted, where we will identify the strengths and weaknesses of any existing security arrangements and give prioritised and practical recommendations to mitigate the risks and improve the security of a specific location or multiple locations.

We can also assist with the development and execution of crisis management plans.

On-site security training

Our qualified security experts can deliver a wide range of travel and security-related training courses to you and your staff. These training courses are tailored to your needs and can be delivered on a one-to-one basis or to a group of people.

CASE STUDY

Training, knowledge and monitoring helps allay staff concerns

A company sent a number of staff to Tripoli, Libya to meet with a potential client. Given the heightened security risks, the group was understandably anxious about travelling to a known location of political and civil unrest.

Availing of a selection of our Security Assistance and Solutions helped the group feel more prepared and comfortable about this business trip:

- *On-site security training allowed our security experts to deliver security awareness training to the group at the company's HQ.*
 - *Real time destination risk rating reports about Libya were also provided.*
 - *Upon arrival in Tripoli, the group was met at the airport by a driver with security experience,*
- *utilising our Meet and greet travel support service, who drove them to the hotel and to various meetings throughout their trip.*
 - *During the trip we contacted each traveller at scheduled times via the Check-in service to ensure their safety. A number of the group members had asked that we confirm their safety to a key contact person at home which we also did.*
 - *Using Travel tracking assistance, our client was able to monitor the safe arrival and departure of their staff to and from Tripoli.*
 - *Members of the group were able to access real time security alerts and website updates before and during their trip, staying abreast of potential dangers.*



Employee Assistance Programme (EAP) & Digital Solutions

Allianz Corporate Assistance can provide you with a robust Employee Assistance Programme. We can assist staff through family support, financial difficulty support, a referral service for legal support and career counselling. When staff feel supported by their organisation, they are better able to focus on work and this can result in improved productivity and reduced absenteeism.

Professional counselling: in person or via telephone/video/web chat

Counselling on a wide range of issues can be provided on a 24/7 basis to your staff via our credentialed team of counsellors either in person or over the phone or via secure video and web chat portals.

Critical incident support services

You and your staff can avail of tailored critical incident support services to deal with catastrophic and traumatic events such as death, injury or suicide, serious illnesses and downsizing.

Health and wellness articles

We can provide your and your staff with access to numerous health and wellness articles ranging from stress management, balanced lifestyles and mental illness to fitness and quitting smoking.



Counselling on a wide range of issues can be provided on a 24/7 basis to your staff.



Expatriate Services

We have developed a range of services to assist your staff on short or long term assignment. These services can contribute to the success of the assignment by helping the staff member and their family members settle in to their new environment. Services can be tailored to suit client and staff needs.

Pre-assignment employee assessment and evaluation

We can conduct pre-assignment assessments and evaluations to ensure the suitability of staff who are selected to go on short or long term assignment. This can help you to avoid unnecessary costs and delays associated with failed assignments.

Intercultural training

Specific training regarding the culture of the destination country can be arranged for staff selected for short or long term assignment. This training can be delivered via webinar or in person to individuals or groups.

Destination and repatriation services

Services to help your staff and their families manage the relocation to their assignment destination and assist with 'settling in' can be arranged. We can also help your staff and their families with their return 'home' following the conclusion of the assignment.



We provide services to help your staff manage the relocation to their assignment destination.

CASE STUDY

Family concerns highlights role of EAP in overseas assignments

While on overseas assignment in Mozambique, a member of staff returned to the UK for the summer holidays to visit family and avoid the high summer temperatures. After a very enjoyable stay, he and his family returned to Mozambique, however they experienced difficulties settling back in.

When speaking to family and friends back home, they advised that he should return to the UK permanently. The situation was causing stress and disharmony between the member of staff and his immediate family in Mozambique, as well as with his extended family and friends in the UK.

Using the Employee Assistance Programme and after a short call to our Helpline, the individual was referred to a counsellor. He indicated a preference for video counselling, so he had regular meetings online with his counsellor. Together they discussed his ambivalent feelings about the connections back home, developed some strategies to redirect the conversation with them as well as strategies to reconnect and strengthen connections for his family in their new social network in Mozambique.

By the end of counselling he and his family were comfortable with their decision to stay in Mozambique and have developed activities and relations that help them feel at home.

Allianz Corporate Assistance

Global support and solutions for you and your staff

For more information on how Allianz Corporate Assistance can help you and your staff, please contact Sales Support on:

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Email sales@allianzworldwidecare.com

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