

COVID-19 helpline



Why KPMG in India's COVID-19 helpline is required?

The recent outbreak of COVID-19 has impacted the workforce in many countries resulting in a major disruption in the day-to-day business operations. The employees across all industries are working hard to ensure minimal impact to business and have lots of queries related to self-quarantine measures, overseas travel guideline, policy for work from home, lock down, etc.

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|  <p>What should I do if I have travelled to an impacted country/ area in the last 14 days?</p> |  <p>What about business travelers visiting our offices or customers at our stores?</p> |
|  <p>What mitigating measures can I take to reduce my risk of infection?</p> |  <p>What are we doing to reduce the risk of the spread of the virus in our workplace and how can I help?</p> |
|  <p>Can I take a bottle of sanitiser that is available in office?</p> |  <p>How do I self-isolate?</p> |

What should I do if people I live with have returned from an impacted country/area in the last 14 days?

Why KPMG in India?

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| <p>Instant activation of services and quick onboarding</p>  | <p>Break-even pricing</p>  | <p>Involvement of senior team members to set up and manage the service</p>  | <p>Trained staff for query management</p>  | <p>We want to fight COVID-19 together</p>  |
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KPMG in India's approach

KPMG in India is assisting companies in setting up a COVID-19 helpline for their employees. The key components of this service are as follows:

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| Setup and pre-launch | Discuss the process flow of how COVID-19 helpline will operate, agreement on in-scopes/ out of scopes, handling of SOS cases etc. In addition, share the draft FAQs on generic queries enabling the company to add specific questions and responses to the FAQ document. |
| Awareness | Discuss the modes of awareness and supplement the Company with necessary awareness material. |
| Query management | Set up toll-free number for attending the queries related to COVID-19. |
| Track and coordinate | Track the out of FAQ queries to the company. Send reminders and coordinate with relevant SPOCs for timely resolution of queries. |
| Reports and dashboard | Issue MIS containing list of issues and resolution provided. In addition, monthly dashboard to be issued depicting the number of queries attended, ageing status, bifurcation by query type etc. |

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