







# COVID-19 helpline








## Why KPMG in India' 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.

 <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><b>How do I self-isolate?</b></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?

<p><b>Instant activation of services and quick onboarding</b></p> 	<p><b>Break-even pricing</b></p> 	<p><b>Involvement of senior team members to set up and manage the service</b></p> 	<p><b>Trained staff for query management</b></p> 	<p><b>We want to fight COVID-19 together</b></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:**

<b>Setup and pre-launch</b>	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.
<b>Awareness</b>	Discuss the modes of awareness and supplement the Company with necessary awareness material.
<b>Query management</b>	Set up toll-free number for attending the queries related to COVID-19.
<b>Track and coordinate</b>	Track the out of FAQ queries to the company. Send reminders and coordinate with relevant SPOCs for timely resolution of queries.
<b>Reports and dashboard</b>	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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