# 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.

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

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?

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