



Russia / Ukraine conflict

Employee and dependant support

The Healix Incident Management Team (IMT) assesses that conflict conditions in Ukraine are unlikely to improve in the short-to-medium term.

For organisations with employees and dependents in-country, the priority remains the immediate safety of their people. Healix understands the enormity of the challenge that organisations face in ensuring the safety and wellbeing of people sheltering in place. We are here to offer our assistance wherever possible. We encourage our clients to utilise their existing subscriptions to Healix services.

In-country support

People and communications	<ul style="list-style-type: none">• Continuous location monitoring & comms: Ability to understand your employee footprint in a real-time map view and quickly identify those that may need additional provision of support through 2-way communication channels• Welfare checks: Conduct mass welfare checks (over the phone or in person) on a customised schedule• App check-ins: Set up daily check-in programme utilising Healix mobile app functionality
Intelligence	<ul style="list-style-type: none">• Advice, analysis & intelligence: Employers (and any stakeholders) are able to request information, analysis and intelligence on developments on a rolling basis from the Healix Incident Management Team (IMT)<ul style="list-style-type: none">• Situational awareness, analysis and forecasting• Logistical analysis and route planning for both rail and road• Advice, contingency planning and 'actions on'• Safe haven / cluster point security risk assessment and analysis
Planning	<ul style="list-style-type: none">• Site-specific 'Emergency Response Plan': In-country Crisis & Security Advisors to visit venues and develop site specific emergency response plans• Shelter-in-place protocol and vulnerability analysis: Identify if sites are sufficiently stocked with appropriate provisions and equipment to allow for safe shelter-in-place• Quick response team (QRT) support: Position or retain the Healix QRT appropriately to ensure minimum response times for the largest number of employees to provide professional security support on the ground• Communications plan: In anticipation of outages, develop a general lost communications protocol

<h2>Operations</h2>	<ul style="list-style-type: none"> • Evacuations: Coordinate and conduct evacuation and relocation missions on a case-by-case basis • Support package delivery: provide staff sheltering in place with support package deliveries of essential items which could be in short supply, including goods such as: <ul style="list-style-type: none"> • First aid kits / medicines • Satellite phones / SIM cards • Cash • Provisions / food stuffs • Ad-hoc ground moves: Perform ground moves to accommodation clusters / employee groups on a request basis, coordinated through the IMT • Reconnaissance of venues: Reconnaissance on-the-ground of cluster towns, identifying specific accommodation options, establish relationships with site hosts / management to obtain direct and immediate notifications on accommodation availability • Re-entry plan: Support re-entry plans in the event that the conflict deescalates and the security risk landscape improves
<h2>Medical and training</h2>	<ul style="list-style-type: none"> • Remote medical assistance: Access to telemedicine and medical advice • Remote medical screening: Health assessments to help identify vulnerable persons, with follow up mental health / psycho-social support • First aid kits and training: Provide robust medical kits with fundamental trauma training session based on the M.A.R.C.H principle in conjunction with delivery

Displaced Employee Support (DES)

Alongside supporting employees and dependents still in Ukraine, we are also able to provide continued support to displaced persons who have evacuated and may be finding it difficult to adjust.

Business insurance policies typically exclude times of war from coverage, meaning that many of these people are not able to get the support they need. Healix are offering employers the opportunity to support their people for a short-term period while they make plans for recovery and business continuity however that may look.

<h2>Medical</h2>	<ul style="list-style-type: none"> • Medical assistance and advice: Employees access 24/7 medical assistance and advice through a dedicated helpline. The Healix Medical Team can manage and coordinate medical treatment internationally including providing telemedicine appointments • Remote medical screening: Health assessments to help identify vulnerable persons • Mental health support: Remote Mental Health assessments and follow-up treatments including counselling and psychiatric services (for both adults and children), as well as local in-person appointments with mental health specialists, and dedicated in-person or remote psycho-social post-trauma counselling services
------------------	---

People and communications	<ul style="list-style-type: none">• Location monitoring & communications: Ability to understand your employee footprint in a real-time map view and quickly identify those that may need additional provision of support through 2-way communication channels• Welfare checks: Conduct mass welfare checks (over the phone or in person) on a customised schedule• App check-ins: Set up daily check-in programme utilising Healix mobile app functionality
Travel and security	<ul style="list-style-type: none">• Complete country guide: Access to Healix mobile app which features detailed country profiles containing a comprehensive toolkit of health and safety information and advice including alerts, health risks, vaccination requirements and societal and cultural considerations• Travel and security advice and assistance: Employees access travel and security advice and assistance (including accommodation and general logistics) through a 24/7 dedicated helpline, with any costs covered by employer

If Healix can be of assistance to you, please get in touch with us at ukr-team@healix.com and we'll look to provide the best help we can on a case-by-case basis.