

Quick reference guide H&S travel support for all VEI staff

International SOS (I-SOS) for all VEI staff

VEI has contracted I-SOS, a company specializing in providing medical assistance and security services to companies, for both general inquiries and during crisis situations. I-SOS assists VEI in ensuring the health and safety of employees abroad. As an employee or member, you can arrange a call for support and/or use their online application (website and App) to access travel, health, and security information within specific countries and local situations. I-SOS also provides medical and mental health support, risk assessments, evacuation, and repatriation during crisis situations. Additionally, I-SOS offers e-learning through Trainingportal (internationalsos.com) on topics related to health and safety.

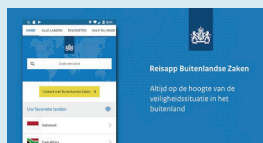
I-SOS App

Use the I-SOS Assistance App (always download this on your phone) www.internationalsos.com, log in with VEI membership no: 30BYCA000006. Install push notifications for the country travelling to.

I-SOS assistance centers

Use the 24/7 assistance centers International SOS Londen +44 208762 8008 or email: london@internationalsos.com.

South and Central America: +52-55-4166-2808
 Europe, Africa, Middle East: +44 208762 8008
 Asia, Australia, Pacific Rim: +65 6338 7800



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Corporate Travel Clinic Erasmus MC; for all project managers and Dutch Short Term Experts

The Corporate Travel Clinic at Erasmus Medical Center is available to provide medical support 24/7 to all project managers, Dutch Short Term Experts and VeI headoffice staff. Whether you need a general consultation, a second opinion, or are experiencing a medical emergency, this clinic, contracted by VEI, is there to assist you.

With this exclusive 24/7 service, a medical specialist is always available to provide immediate support and direct medical problems towards a solution. This service is crucial in bringing health-risk situations to a successful conclusion and, in some cases, even saving lives, such as in the case of a heart attack or severe diarrhea.

For all medical matters, please email urgent@travelclinic.com. The doctor or nurse on duty will handle all questions. In case of emergencies during office hours, please call 010 – 8201121 or 010 – 8201120. You can also visit <https://corporate.travelclinic.com> to learn more about the Corporate Travel Clinic's services.

In general:

- It is crucial to be well-informed and prepared about health, safety, and insurance matters before embarking on your assignment. Please use the following link: www.vei.nl/werkeninhetbuitenland to access all manuals and guidelines on these topics.
- All staff needs to have a medical insurance plan that covers you worldwide.
- Dutch Short-Term Experts are covered by a travel and accident insurance policy during their assignment abroad for VEI. For more information on STE policies, please refer to the relevant documentation.
- To enhance your travel experience, we recommend downloading the I-SOS Assistance App and the Travel (Reis) App from the Ministry of Foreign Affairs' Buitenlandse Zaken.
- Before traveling, it is essential to seek travel advice and vaccinations from the GGD. You can download the GGD App "GGD reist mee" for assistance.
- In the event of an illness or emergency during your assignment, please inform the local project manager immediately and discuss your personal situation. They will provide guidance on the next steps to take.

Questions or claims:

For questions or claims regarding insurance issues always contact our insurance manager.

Jan Kor, Jan.Kor@vitens.nl, +31 (0)6 8316 7493.

In general (all topics) if you need information, support or advice (before contacting a supplier), call the HR team.

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INTERNATIONAL SOS

HEALTH & SECURITY ASSISTANCE
 ID: 30BYCA000006
 VEI B.V.

Scan QR code to download our App & login to international SOS

www.internationalsos.com WORLDWIDE REACH. HUMAN TOUCH.

24 HOURS A DAY: CALL OUR HEALTH & SECURITY EXPERTS FOR INFORMATION, ADVICE OR EMERGENCY ASSISTANCE

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