

# MULTINATIONAL CONSULTING

In providing multinational consulting solutions to more than 29 countries across the African continent (and in the Middle East), as well as across different time zones, virtual engagement is not new to the consulting team. The team focuses on engagement with multinational companies to provide advice in building out holistic employee health, wealth and career solutions across the various countries that they operate in.

With the global pandemic, the need to align benefit offerings and introduce benefit programmes has become even more critical across the African continent and an imperative for many of our multinationals. Advice and solutions cover all aspects of the employee benefit programme including (but not limited to):

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|  retirements                                      |  group life and disability benefits  |  healthcare              |
|  share scheme and long-term incentive structures |  digital platforms                  |  remuneration           |
|  compensation benefits                          |  actuarial consulting and services |  statutory work injury |
|  expatriate solutions                           |   |   |

This is facilitated through our Arrive partnership with Mercer, where solutions are delivered in-country, where advice takes into account the different statutory requirements of the country. Over the past year the team has developed capabilities to support multinationals in all 54 African countries, making Alexander Forbes a truly pan African company.

The continent has not escaped the pressure of their own country lockdowns and restrictions over the last year resulting in many individuals being furloughed, put on short-time or retrenched. With employers experiencing similar financial distress to what has been devastating in South Africa.

Group benefits and healthcare have remained key during this time to ensure the continuation of coverage across the benefit offering. Unlike South Africa, where the insurers did not have limitations on cover as a result of the pandemic, some of the insurers in

certain African countries had exclusions, which needed to be tightly managed and monitored to ensure that employees had cover at a critical time. The new world of work sees employees having greater flexibility, however needing greater support from the employer to balance the various responsibilities. Employee Assistance Programmes are being sought as a solution to assist employees to cope with the changes and challenges.

With collaborative webinars, clients were introduced to the employer strategies to assist in how to:



And introducing clients to talk about their own Covid impact and experiences at their companies. The collaboration extended to healthcare updates, and how to take control and plan in uncertain times. These were also coordinated with our Africa partners to talk to clients about risk management and how to mitigate risks in retirement funds during this time.

A digital platform was also introduced for clients creating a single portal on which the companies and employees could access benefit information, presentations and webinars across all their service providers and countries. The global benefits management (GBM) team, who currently coordinates and oversees 109 global mandates with Mercer, noticed an increase in the global head office requirements driven by Covid. The team was able to align closer with the consulting teams and, in turn, ensure that the requirements of the global head offices were met.

With the evolving legislation in each country and the impact on the benefits to employers and employees, the **Arrive Newsletter** was also launched during this time giving multinational clients an update on key happenings on the continent.