
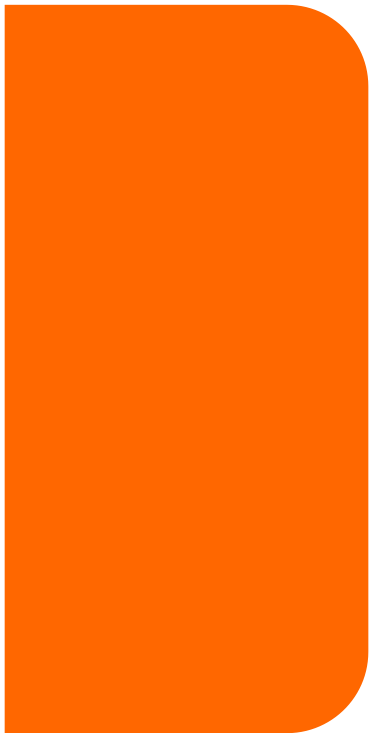




# Emergency Risk Management Division

Since 2013, we have been writing stories that have allowed Colombian companies to update their SG-SST and Emergency Management Plans, including Biosecurity Protocols related to prevent COVID-19.

**.interlaken.**



¡We help companies transform!  
taking them from squared to circled.

## ¡About us!

### ■ We are part of...

#### INTERLAKEN BUSINESS SOLUTIONS LATAM

Interlaken Business Solutions LATAM, opened in Bogota, Colombia on 2001, with the purpose of provide business problem solutions for companies in Latin America. We have offices in Bogota, Panama and our own Business Transformation Center in Suesca, Colombia.

### ■ Our purpose...

We seek to contribute to society development, through effective solutions and services that help organizations across the private and public sectors to transform.

### ● Our services...

Our services have been professionally designed to help you, on a tailor-made way, solve challenging business problems that prevent your business to evolve.

### ● Our unique combination for Shared Services and BPO Companies

- 19 years operating **outsourced business process** operations for Insurance, Banking, Health, Marketing, Automotive and Tech companies
- 7 years providing **Emergency Risk Management Solutions** with a deep knowledge of the Colombian regulation
- Members of the Board of the **BPO Colombian Association** since 2013 (Former Chairman of the Board for 2015-2017)
- Members of the **BPO/KPO/ITO Council** for Colombian National Learning Service (SENA)
- Members of the **Emergency Risk Management Council** for Colombian National Learning Service (SENA)
- Members of the **National Human Resources Federation (ACRIP)**

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● **Scope of Emergency Risk Management Services**

- Design, Update and Implementation of the **Occupational Safety and Health Management System** (SG-SST under Colombian regulation).
- Design, Update and Implementation of the **Emergency and Disaster Corporate Plan**.
- Consulting and Implementation of **Biosecurity Protocols** required by Colombian regulation under the Economic and Sanitary Emergency State declared as a consequence of the COVID-19 Pandemic.
- **Training of Human Resources, Emergency Brigades** and all employees involved in the SST System.

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● **Our specific experience with projects similar to OPTUM needs**

- Biosecurity Advisors for the **BPO Colombian Association**, to implement Protocols required by National and Local Governments to operate. ([www.bpro.org](http://www.bpro.org)) (2020)
- Advisors on design and implementation of the Occupational Safety and Health Management System and Biosecurity protocols for
  - **Grupo Takami** ([www.takami.co](http://www.takami.co)), one of the largest Restaurant groups in Bogotá (950 employees) (2020)
  - **Grupo Familia** ([www.grupofamilia.com.co](http://www.grupofamilia.com.co)), one of the largest hygiene companies in LATAM and The Caribbean (2013-2020)
  - **EPS Salud Total** ([www.saludtotal.com.co](http://www.saludtotal.com.co)), one of the largest Health Service Provider in Colombia (2013-2019)
  - **IPS Virrey Solis** ([www.virreysolisips.com](http://www.virreysolisips.com)), Health Service Provider (2013-2019)
  - **Frigorifico Guadalupe** ([www.efege.com](http://www.efege.com)), one of the largest Industrial Meat Processing companies in Colombia (2020)
- Advisors on Biosecurity Protocols for BPO Companies like
  - **COS Colombian Outsourcing Solutions** ([www.outsourcingcos.com](http://www.outsourcingcos.com)) BPO with approximately 5.800 employees and 8 sites
  - **BRM Interactions** ([www.brm.com.co](http://www.brm.com.co)), BPO with approximately 2.100 employees

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● **Our Team Members Profile**

Interdisciplinary professionals, some of them with more than 20 years of experience, are behind every process for our customers, to provide a broader view and approach. Our team includes:

- PAHO/WHO (Pan American Health Organization / World Health Organization) and ILO (International Labour Organization) Certified on COVID-19 and Psychosocial Handling
  - Psychologists, Specialists on Human Resources and Occupational Safety (SST) and Environmental Management.
  - Certified Firefighters, Nurses, Physiotherapists.
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¡We understand your business!  
...and want to help you  
run it safely...

...transforming businesses...