



**Regional Operations Meeting - Asia Pacific**

**Beijing June 11th, 2007** – Mondial Assistance China hosted on June 4<sup>th</sup> and 5<sup>th</sup> the Regional Operations Meeting – Asia Pacific. The Operations Managers get together with their international colleagues throughout Mondial every year – usually in Europe – but this is the first time since 2002 that the Operations Managers from the region met to discuss common issues. In 2002, the Australian business unit – recently acquired by Mondial Group hosted the meeting; there was no operation in China at that time. In 2007, Australia, China, Japan, Thailand and Singapore sent their representatives for the meeting.

Relevant subjects for Operations were discussed during these two days, such as quality management, workforce forecast, implementation of Group initiatives and others. Network development issues were also part of the agenda, with the different operations sharing its best practices on how to recruit, develop, and maintain providers in each country. The presence of the Regional IT Manager, Marc Bourbeillon, also permitted the group to share experience about the locally implemented projects, and to discuss future needs from the systems point of view.

Frank O’Neill, Regional Director, comments: “While the distance between our operations remains a lot greater than in Europe, the size of the operations, the focus and challenges are increasingly similar across the region.”

Giancarlo Scupino, Senior Operations Manager – Mondial China comments: “It’s been a very important forum to share our best practices, align ideas, be informed about the important projects in our sister companies. Each one of us had something to learn and to contribute. It gives us the opportunity to further develop our local operations and keep reaching our main targets: process efficiency and customer satisfaction. We intend to repeat it next year.”

ENDS

**Mondial Assistance Group:** an intervention every 3 seconds, anywhere in the world.

Worldwide leader in assistance, travel insurance and personal services, today Mondial Assistance Group counts nearly 8,000 staff members speaking over 40 languages. They work throughout the world in collaboration with a network of 400,000 service providers and 240 correspondents. 250 million people, or 4% of the world population, benefit from the Group’s services, which it proposes on 5 continents in over 25 countries. The Group mainly operates under its three international brands: ELVIA, Mondial Assistance and World Access.

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