



CINDEX

Charter for the well-being of the family in international mobility (version Dec 4th, 2024)

Introduction

This Charter was developed by a working group bringing together several CINDEX member companies. The principles presented can be used as a basis for improving the policies of each member company. These are only recommendations.

The objective of this charter is to promote and guarantee the well-being of families in a situation of international mobility. Family well-being is essential to ensure a successful and seamless international mobility experience. This charter aims to provide recommendations and proposals to support families throughout their international journey.

1. Background

International mobility presents both unique challenges and opportunities for families. Challenges include adapting to a new culture, managing distance from relatives, integration into a new education and health system and a possible rehabilitation effort at the end of mobility. However, international mobility also offers opportunities for cultural discovery and personal and professional development.

2. Fundamental principles

Actions and policies in favor of the well-being of internationally mobile families will be guided by the following principles:

- **Safety and Health:** Offer a secure environment, particularly in terms of health, compatible with the mobility of all family members.
- **Respect and Consideration:** Every member of the family should be treated with respect and consideration.
- **Support and accompaniment:** Offer internal and/or external support and resources adapted to the needs of families and the context
- **Equity and inclusion:** integrating the values of equity and inclusion wherever possible
- **Transparency and communication:** Ensure clear and transparent communication with families.
- **Reciprocity:** it is the responsibility of employees and their families, if applicable, in international mobility, to behave respectfully, to comply with local legislation and the specific rules laid down by their company.

3. Integration Support

The companies will make sure to support the integration and adaptation of families in their new country. This includes, for example (but not limited to), awareness-raising sessions on the new environment, language courses, and intercultural training, access to local networks to help families adapt to their new environment.

If the local context allows it, spouses who want to have an activity or work can be supported in this process.

4. Health and Wellness

The companies are committed to providing their employees and families with appropriate medical coverage, access to the healthcare system of their host country, as well as relevant information on the health risks and the health system of their host country.

The physical and mental health of internationally mobile families is a priority. Support services, such as medical consultations, therapy sessions, and wellness programs, may be available. The concept of "Duty of Care" will be applied to ensure that families receive the necessary and appropriate care.

5. Remoteness and special situations

Policies and practices will be put in place to accommodate or support specific situations resulting from geographic remoteness (at the discretion of the subsidiary).

6. Accompaniment of Children

The education and integration of children is crucial aspects. Information on educational resources, tutoring programs, for example (not exhaustive), may be offered to support children in their academic career and social integration.

7. Networks

Families will be encouraged to join local and professional networks. This includes, for example (but is not limited to), consular registration, participation in local associations, and the creation of support networks between expatriates.

8. Return to the country of origin

Families are encouraged to prepare for their return and to anticipate it.

Provisions may be made to facilitate the return of families to their country of origin, in the following areas: search for housing, support for professional and educational reintegration, and support for the spouse (at the discretion of the subsidiaries).

9. Resources and Contacts

A list of helpful resources and contacts will be provided to assist families. This includes, for example (but is not limited to), information on health services, schools, local associations, and consular services.