



HARVARD GSS

PARTNERING FOR INTERNATIONAL SUCCESS



HARVARD
Global Support Services



PHOTO: DARRELL HUANG '20, FRANCE

Harvard Global Support Services (GSS) offers international travel, research, and programming support for students, faculty, staff, and researchers across Harvard's Schools, departments, and centers.

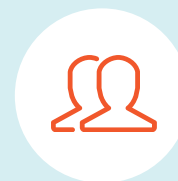
Since 2011, we have helped the Harvard community minimize risk, manage complexity, and maximize the impact of their international travel and activities.



SAFETY AND
SECURITY



HEALTH



CULTURE



INTERNATIONAL
SOS



OUTBOUND
IMMIGRATION



EMPLOYMENT



FINANCIAL AND
LEGAL MATTERS



RESEARCH CENTER
OPERATIONS

10,925 UP 59%

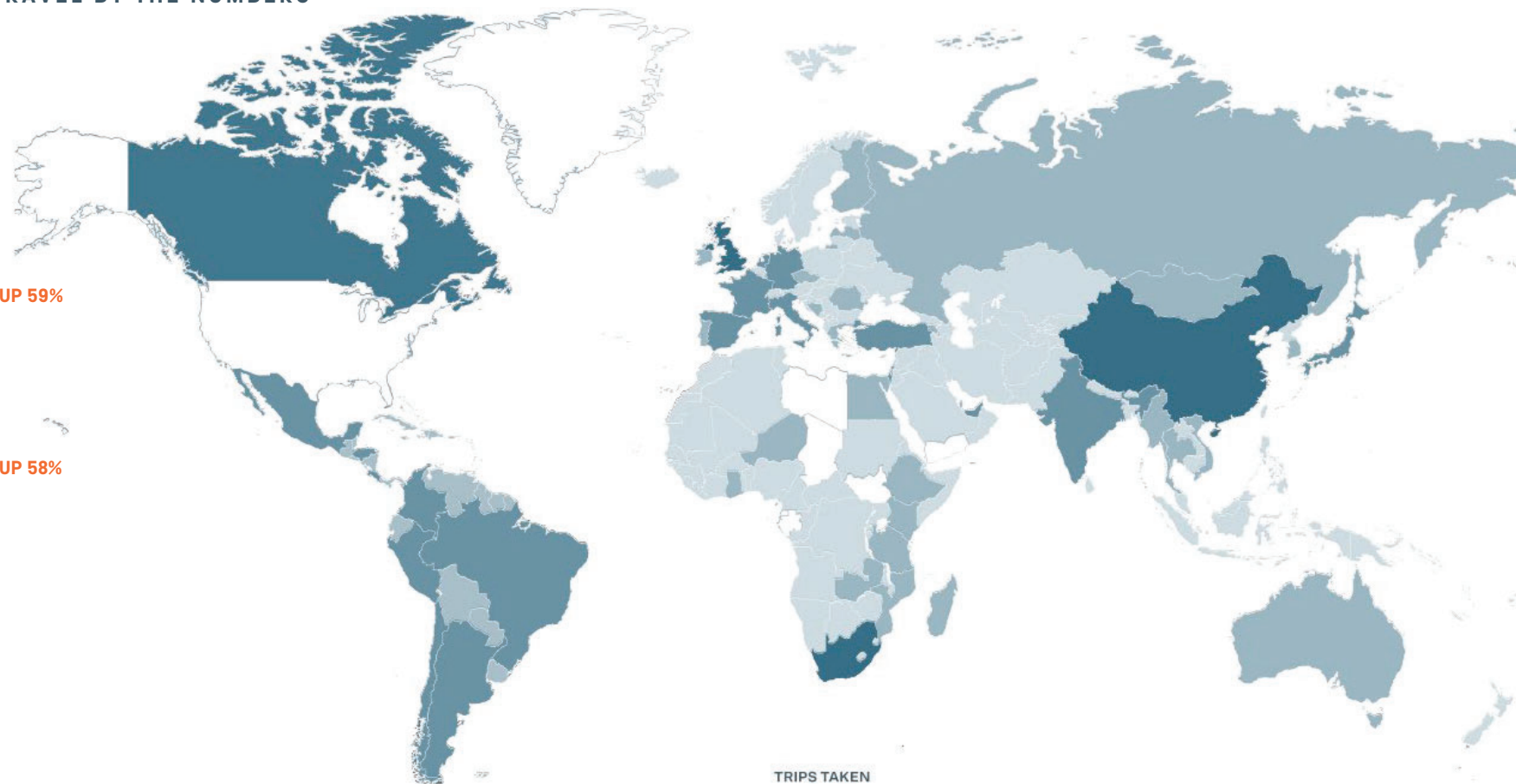
TRAVELERS

13,878 UP 58%

TRIPS

166

COUNTRIES
VISITED



TRIPS TAKEN

1-99

100-299

300-599

600+

International Safety & Security



We help our clients stay safe and travel smart, no matter where they're headed.

CORE PROGRAM OBJECTIVES

- **Pre-departure client engagement:** orientations, briefings, consultations, and assessments
- **Country program and center awareness:** country, program, and site familiarization visits
- **Emergency response program:** manage IEMT and International SOS vendor relationship



Pre-travel preparation and awareness are key—even for the well-traveled—and we can help you make informed decisions.

KEY AREAS OF FOCUS

- Research and consider country-specific factors in the context of your identity, in-country activities, and familiarity with the country and its culture
- Anxiety and mental health concerns when traveling
- Consider the potential impact of global events on your safety and security
- Continue to research COVID entry and exit requirements: vaccination, testing, quarantine





International SOS is our vetted partner for emergency response. Their medical, mental health, and travel security services are available to eligible students, faculty, staff, and researchers who are traveling or working overseas on behalf of Harvard.



KEY CAPABILITIES AND SERVICES

- Routine and emergency advice, assistance, and evacuations
- 24/7 hotline: [+1-617-998-0000](tel:+1-617-998-0000)
- Travel registration: International SOS MyTrips
- Proactive incident communications
- Member portal: country guides, COVID trip planner, and alerts
- [Mobile app](#) (iOS, Android): trip registration, country guides, alerts, COVID trip planner, and real-time check-in and chat

→ [Trip registration](#) required
for all Harvard affiliates now

→ [Proof of registration](#)
required for reimbursement



Pre-Travel Advisory



Discover COVID-19 test requirements, quarantine protocols, and entry restrictions for anywhere in the world.

[Learn More](#)

Itinerary & Travel Brief

Acknowledge/Confirm your receipt: [Yes, I have read this travel advisory.](#)

Dear ,

Thanks for registering your trip!* This email confirms your itinerary has been saved with International SOS. Log in to your International SOS **MyTrips** account to edit your itinerary and contact information, especially if your information changes once you're abroad.

NEXT STEPS

1. Review your itinerary and destination information below.
2. Visit the Harvard Global Support Services website to:
 - Create a [safe travel plan during the COVID-19 pandemic](#).
 - Access [travel advice](#) and [visa services](#).
 - Check Harvard's [travel risk ratings](#) and International SOS eligibility.**
3. Download the [International SOS Assistance App](#) to browse country guides, sign up for alerts, and—with one tap—request advice or emergency assistance.

International SOS is Harvard University's trusted provider for medical, mental health, and security support and evacuation services. Whether you experience a minor or serious incident abroad or simply need routine advice, you can call Harvard's dedicated 24/7 hotline at +1-617-998-0000 or connect through the Assistance App to speak with a medical professional, security specialist, or case manager.

Questions before you leave? Contact Harvard GSS at globalsupport@harvard.edu or +1-617-495-1111 (Monday-Friday, 9 am-5 pm).

Safe travels,
Harvard GSS

*If seeking reimbursement for travel, include a copy of this email with your reimbursement request; or, if awarded a travel grant/fellowship by Harvard or receiving academic credit from Harvard, submit this email with other required pre-travel documentation (e.g. travel waiver) to your awarding department. If you did not enter your own travel information, a program administrator may have submitted it on your behalf; or, if you booked your trip through one of Harvard's preferred travel agencies, your trip information has been automatically registered with International SOS. Please visit My Trips to set up your profile; if you already have a My Trips profile, please login and verify that your information is correct.

**Harvard GSS manages the University's International SOS membership. Registering your trip with International SOS does not guarantee services. [Check your eligibility.](#)

Traveler Information

First Name:

Last Name:

Itinerary



Trip Details

Reservation ID: Rome TEST TEST

Accommodation: PTL20220516052251179

Hotel: Hilton

Check-in: 20 May 2022 - 12:00

Check-out: 27 May 2022 - 00:00

International Consulting & Operations

2020 - Present

- ~40 new hires – majority via professional employer organization
- 67 total IS&S cases – 48 pre advising / consultation
- HG Research Center Operations – HGI (non-profit, est. 2015) & HGSI LLP (for profit, est. 2018) – HSPH India Research Center (Mumbai, India)
- HG Grant Administration (2018 to present) – 5 active European Commission (EC) awards, 5 proposals to UK Foreign, Commonwealth & Development Office (FCDO), 17 submitted (not selected or withdrawn)



Immigration issues can be complex and feel intimidating. Our resources and access to expertise help ensure smoother travel, simplified logistics, and peace of mind.

KEY CAPABILITIES AND SERVICES

- Advice and expedited processing for outbound visas and U.S. passports
- Guidance on technology, equipment, biological samples, and cash transport
- Proof of evacuation coverage



Visa guidelines and documentation requirements can vary from country to country. Our resources help enable smoother travel, simplified logistics, and peace of mind.

KEY CAPABILITIES AND SERVICES

- Advice and resources for expedited processing of outbound visas and U.S. passports
- Proof of evacuation coverage
- Guidance on transport of technology, equipment, biological samples, and cash across borders

→ Processing delays due to COVID still exist – apply early!

→ Check your passport expiration date!



Hiring and employment practices are common obstacles in launching and managing international projects. We can advise you on the right way to hire and connect you with our network of staffing partners or Harvard hiring solutions.

KEY CAPABILITIES AND SERVICES

- Advise on hiring options, Harvard policies, and country requirements
- Coordinate with Harvard HR and Finance departments
- Manage third-party vendors
- Hire and onboard through Harvard Global entities



A common solution for programs with international work is engaging someone located abroad. These individuals are unable to remain on Harvard's U.S. payroll due to international tax and labor restrictions.

GENERAL CONSIDERATIONS

- *University guidance is shifting* – must demonstrate a business need to engage someone located abroad
- Require individuals to have local work authorization
- Can be expensive – admin fees and required social benefits can cost up to 100% of salary
- Can take significant time to set-up ~ 10 weeks
- Options vary by country
- Fees may not be allowable on certain sponsored awards
- Should still involve standard HR processes

Harvard programs typically rely on one of the options outlined below to engage employees overseas. Options are dependent on the location of work and engagement details and require substantial lead time (~10 weeks).

Hire via Harvard Global entity

- Budget Implications - salary, fringe expense to cover employer-sponsored benefits and employer-owed taxes, HG service fee (\$775 per month), one-time onboarding fee (\$1,000)

Leverage an existing [Harvard entity](#)

- Budget Implications - salary, fringe expense to cover employer-sponsored benefits and employer-owed taxes, entity's monthly administrative fee to cover cost of adding employee to payroll (ex. up to 25% of total compensation)

Options are dependent on the location of work and engagement details and require substantial lead time (~10 weeks).

Partner with an established organization in the host country

- Budget Implications - salary, fringe expense to cover employer-sponsored benefits and employer-owed taxes

Contract with a Professional Employer Organization (PEO)

- Budget Implications - salary, fringe expense to cover employer-sponsored benefits and employer-owed taxes, PEO's monthly service fee (ex. 18-25% of compensation, or a minimum of \$800-\$1,500 per employee), PEO one-time onboarding fee (ex. \$300-\$1,000 per employee)



Harvard Global, our affiliated nonprofit legal entity, provides a suite of fee-for-service operational capabilities.



KEY CAPABILITIES AND SERVICES

- Establishing overseas offices and entities
- Employment and payroll
- Mechanisms for tax-efficient giving from donors abroad
- Receiving and managing grants to fund research activities in US and abroad

→ 11 legal entities in 8 countries

→ Expanding capabilities to hire and/or receive gifts & grants—particularly in EU, UK, and India



When and why are awards routed through HG?

- The University is not able to accept terms of an award (e.g. indemnification) due to the potential liabilities, yet there is a compelling reason to move forward with the research.
- A decision may be made to route the awards through HG as the direct awardee.
- The subject activity is performed by Harvard researchers using University resources, under contract with HG by way of an intercompany agreement.
- Existing HG sponsors include: European Commission/Horizon Europe, European Research Council, and Foreign, Commonwealth & Development Office (formerly DFID)



Foreign, Commonwealth
& Development Office

KEY CONSIDERATIONS

- Proposal submission, award negotiation and setup, and post award management managed by OSP in consultation with HG, Dept, and PI.
- Grants falling under HG follow a grant flow process specific to HG, which facilitates appropriate reviews by HSPH, OSP and HG administration.
- HG requires School-level Services Agreements and project-specific Secondment Agreements stipulating associated obligations/costs.
- HG retains 26% of the IDC of the grant to cover its services, calculated on the basis of an IDC rate of at least 20%.
- Projects remain subject to University and School-level policies applicable to sponsored research (e.g. Publication, IP, IRB, COI).

PROPOSAL PROCESS

- HG GCS, in collaboration with the PI and Dept, assists with proposal development, provides admin and financial guidance, and ensures the correct information is provided to funder.
- The HSPH Dept admin submits the initial proposal request in GMAS under the School's tub/org.
- The proposal is locked and routed for School-level approvals (PI effort, low IDC, human subjects, international activities, etc.) and HG approval.
- If you suspect that a proposal will need to be routed through HG, contact Peggy Darnowsky or Kaelan Kennedy as early as possible to ensure sponsor requirements are met and use of appropriate institutional information (e.g. HG's participant ID code)
- Due to the complicated nature of proposals routed through HG, it is requested that final documents are locked and routed *10 days before the sponsor deadline*.

Find out more about how GSS can help get you where you want to be.

CONTACT US

+1-617-495-1111

globalsupport@harvard.edu

globalsupport.harvard.edu

REGISTER TRAVEL

International SOS MyTrips

globalsupport.harvard.edu/mytrips

EMERGENCIES ABROAD

International SOS

+1-617-998-0000

Mobile app

International SOS Assistance app

Available from the Apple App and Google Play stores

- [Harvard Global Support Services](#)
- [Overseas Employment Options](#)
- [Register Travel](#)
- [International SOS](#)
- [Harvard Global - International Grant Administration](#)
 - [OSP's Website - Harvard Global](#)
 - [European Commission](#): Updated link to [Model Grant Agreement](#) (both H2020 and ERC)
 - [European Research Council](#)
 - [FCDO](#)