

# **TRAVEL RISK MANAGEMENT EMPOWERING YOUR RESILIENCE**





## EMPOWERING YOUR RESILIENCE TO HEALTH & SECURITY RISKS

Your travel risk management programme must include everything you need to safely manage your global workforce while they travel and work abroad. Our service prepares your people prior to leaving, supports them while abroad, and provides assistance when they have a question, concern or crisis - anytime, anywhere.

Achieve the **industry-standard for travel risk management**: our service has been designed to help you meet the requirements of the forthcoming ISO standard for managing travel risks<sup>1</sup>.

### The three biggest challenges in protecting people<sup>2</sup>:



**63%**

**EDUCATING ABOUT TRAVEL RISKS**



**42%**

**LOCATING PEOPLE AND COMMUNICATING DURING A CRISIS**



**40%**

**HAVING ADEQUATE RESOURCES TO MANAGE HEALTH & SECURITY EFFORTS**

<sup>1</sup> ISO 31030: Travel Risk Management - Guidance for Organizations

<sup>2</sup> Ipsos MORI: Business Resilience Trends Watch. Percentages represent the volume of organisations who cite these as a challenge.

## INTEGRATED MEDICAL & SECURITY SERVICES THAT EQUIP YOU TO:



### Make informed decisions faster

In many cases, emergencies can be mitigated or reduced in impact by pre-travel education.

In the case of an emergency, informed decision making is vital to ensure the welfare of your people. You and your people have **access to our unparalleled crisis management experience and tools**.



### Keep your people productive while away

We can help to prepare your people for the routine and unexpected: our **online and on-call guidance helps you to ensure your people are well-informed before they leave**. It is not just about the headline news, it is usually the everyday things where your people need support in order to stay productive while away: running out of prescription medication, stomach bugs, flu, road accidents, lost passports, or general concerns about local security changes.



### Evidence your resilience to health and security risks

Your **dedicated account team** will work with you to make your programme a success - with administrative and technical support. Based near you, they can help to evidence and report on the benefits of your service. Demonstrating your **return-on-investment**.



# BENEFITS TO YOU & YOUR PEOPLE



## EDUCATE

Provide your people with information about the risks they may encounter and what these risks mean to them.

**Pre-travel advice** is available 24/7 from our medical, security, and logistics experts - our advice is unlimited.

Your people can research the risks at their destination and access important contact information via our **App** and your online **portal**.

Access to our entire **digital learning catalogue** will help educate your people on how they can respond if a potential crisis happens. We also offer advice on different customs and cultures, to help them feel more comfortable when experiencing the unknown.

**Automated emails and alerts** are sent to your people based on their itineraries. Providing them with information tailored to their journey.

**Management alerts** that give you the 'so what' based on information on the ground, not just the news headlines.

Access a large **collection of security-assessed hotels**: that weigh a hotel's security measures against its dynamic threat environment.



## PREPARE

Understand the risks your people will be exposed to, mitigate for them, and stay informed about how these risks are changing.



## NOTIFY

Know when something is happening.

**Alerts and notifications** sent to you and your people who may be impacted by an incident.

A **notification of case** (raised by one of your people) is provided to you via our global case management platform.



## ADVISE

Quickly understand what this incident or case means to you and what you should do.

**24/7** support from our medical, security, and logistics experts - our advice is unlimited.



## LOCATE

Know where your people are.

Access a **live view** of global incidents and where your people may be impacted.

You can verify who has **'checked-in'** as safe via our Assistance App.



## INCIDENT PREVENTION



## INCIDENT AND CASE MANAGEMENT





## COMMUNICATE

Communicate with your people to confirm their status.

Once you have identified where your people are, communicate with them directly via the same system. Instant reports allow you to audit the actions taken in response to an incident or event.



## ASSIST

Provide easy access to medical &/or security support to your impacted people.

**24/7** support from our medical, security, and logistics experts – our advice is unlimited.

A unique **TeleConsultation** network that allows your people to connect directly with one of our highly experienced medical professionals via phone, instant messaging and video where feasible.

Our **emotional support** services assist your people in dealing with any psychological issues while they are away and for which short-term counselling is appropriate.

**Return-to-work advice.**



## INSIGHTS

Learn from past events to better prepare in future.

Generate **customised reports** to quickly understand your organisation's utilisation, risk exposure, and operational data.

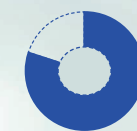
## WORKING SEAMLESSLY WITH YOUR INSURER

Insurance cover is critical; it covers the costs in a crisis. We help you prevent them.

In the event that you do need to use your insurance, our medical and security expert-led approach makes sure your people are receiving the most appropriate support, while we work with your insurers, delivering a seamless billing and claims management process for you.

We provide instant access to quality care, positively influencing outcomes and decreasing the likelihood of costly claims.

Our advice and referrals are unlimited for you and your people.



**80%**  
OF CASES HANDLED BY OUR EXPERTS  
ADD NOTHING TO CLIENT COSTS

## INCIDENT AND CASE MANAGEMENT

Quickly build a comprehensive view of your current risk exposure.



# MATCHING THE RIGHT SOLUTION TO YOUR BUDGET

Our services are designed to tackle your organisation's challenges as you cross borders.

For a fraction of the cost spent on an international business trip or assignment, we can help you protect the wellbeing of your workforce and your organisation's reputation.

Our service is developed to support organisations of all sizes.

Unrivalled service quality:



“It's like having 11,000 multilingual medical, security & logistics experts with you 24/7, no matter where you are.”

Our 26 Assistance Centres, based all over the world, help over 11 million travellers and international assignees every year with their health, security and travel emergencies - including 12,000 life-saving evacuations.

**WORLDWIDE REACH.  
HUMAN TOUCH.**

