



# International SOS: Travel Safe-How to mitigate travel risk for LLUH students and employees

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# Who is International SOS?

**We are the Worlds Leading Medical and Security Assistance Provider**

## **We Maintain:**

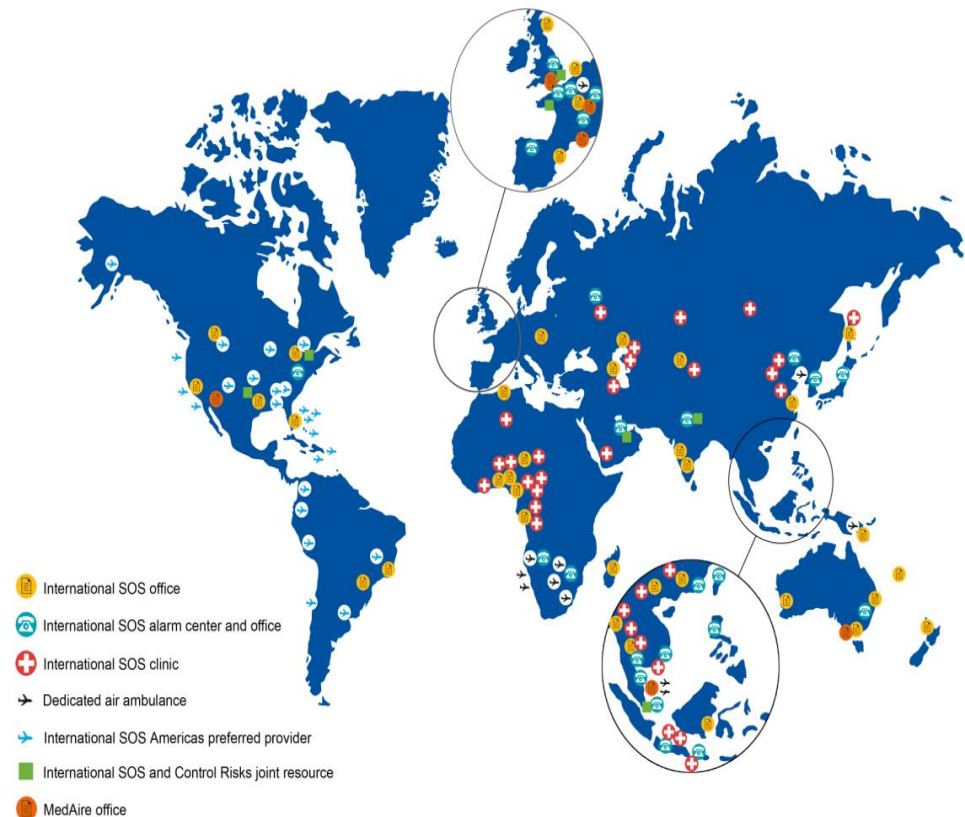
- **92** Offices Worldwide
- Operations Across 5 Continents
- **27** Assistance Centers
- **56** International Clinics
- **850+** Remote Medical Facilities

## **Provides Worldwide Access to:**

- **11,000** Employees
- **5,600** Medical Professionals
- **200** Full-Time Security Consultants & Analyst Experts

## **Each Year, We Provide:**

- Support Over **4.7 Million** Calls
- Services to **1.8 Million** Members



# Comprehensive Assistance

## TRAVEL RISK MAP 2016

Global health and travel security risks review



## Medical

- Standard of Healthcare in Country with Global Network
- 24/7 – 365 access to medical professionals assistance
- Hospital, doctor, dentist, specialist referrals
- Hospital and medical expense guarantee of payment
- Medical case management and monitoring
- Dispatch of doctors,, medication and equipment
- Presence of hospitals, general level of Infrastructure
- Health articles for the travellers
- Health risk map
- Medical evacuations and repatriations
- Repatriation and RMR
- Lost document support and legal referrals



# Security Assistance



## Control Risks

**Access and Support 24 / 7 / 365**

### **Online Information & Analysis**

- Member's Only Website, E-mail, and Assistance App
- Special Advisory Alerts
- Country Guides
- Travel Risk Ratings
- Security Forecasts

### **Security Advice & Assistance**

- Telephone Access to International SOS Security Specialists for Expert Advice
- Pre-travel Advice on Managing an Emerging Risk
- Assistance in Response to a Critical Situation

### **Crisis Support & Emergency Evacuation Assistance**

- Stand up Crisis Center in Severe Situations
- Activates our Incident Management Resources
- Communication and Coordination between HQ and Employees in a Crisis
- Security Evacuations and Post-incident Debriefs



# How should you use us?

## Before you travel

### Online Help Resources

- Pre-Travel Advice
  - ✓ Country Guides
  - ✓ Vaccines Needed
  - ✓ Security Risks
  - ✓ Medical Risks

## While you're away

- Call and Assistance Center for Medical and Travel Security
- Assistance Centers for Every Region
- Deliver Rx Meds, Arrange Clinic and Dental Visits
- Lost Wallet , Rioters at Hotel, Car Wreck

## In an emergency

- Call an Assistance Center Immediately
- Hospital Admissions, GOP, Case Manage
- Repatriations, Travel Documents
- Medical Air Care Ambulances
- Security Evacuations

## After your trip

- Call an Assistance Center if Unwell
- Dr. or Nurse will Provide Advice and Recommendations
- Assist with Arranging Follow-up Care at Clinic or Hospital



# How do you get in touch with us?



When you need help, we'll be here for you.

ON CALL, ONLINE AND ON THE GROUND, 24/7/365.

For more than 20 years, we've been helping our members stay healthy, safe, and secure. Our worldwide reach spans 70 countries with 26 Alarm Centers, 28 clinics, and a fleet of air ambulances. The medical and security expertise of our multilingual staff assures you of the very best assistance and care.

## When do I use this membership?

### Before you leave, prepare yourself:

- Access accurate, real-time information on [www.internationalsos.com](http://www.internationalsos.com). View country guides, online medical and security reports, and sign up for health and safety e-mail alerts
- Call an Alarm Center for pre-travel information (i.e., vaccination, required medication and travel security concerns)

### While abroad, stay healthy, safe and secure.

#### Contact us when you:

- Seek health, safety, and security advice
- Need to speak with an experienced, Western-trained doctor or security specialist
- Need a local doctor or other provider credentialled by our medical staff
- Require supplies of medication or equipment
- Need travel advice on loss of travel documents or legal assistance

### In an emergency, call us right away to:

- Arrange medical transportation or care
- Coordinate medical fees, when approved
- Monitor your condition and advise
- Evacuate you to a center of medical excellence if local care is inadequate or to a secure location
- Provide help if your safety is at risk
- Contact your family

Your membership entitles you to access a powerful resource for worldwide medical, security, travel, and emergency assistance. Take advantage of it!

Control Risks



Medical advice and assistance provided by International SOS

Security advice and assistance provided by  
a joint venture of International SOS and Control Risks

- ✓ **Membership Card**
  - ✓ **Assistance App**
  - ✓ **Call our Assistance Centers**
- Anytime & Anywhere**



## DOWNLOAD THE APP



Download now on iOS, Android, Windows Phone and Blackberry.

[Click here for more information.](#)



WORLDWIDE REACH. HUMAN TOUCH.

# How will we help when you call?

When you call one of our Assistance Centers, our coordinator will take your details and understand how we can help:



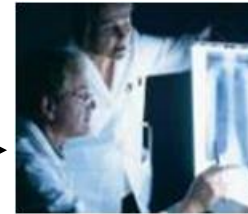
You will speak with a medical or security expert.



We will provide information as required and further assistance if needed.



We will call your company for a guarantee of payment, if required, for medical/security cases that incur a cost.



We will monitor your medical and /or security case.



We will take care of you until you no longer need our help.



# Travel Security Brief Case Study

**Situation:** On June, 16<sup>th</sup> 2017 a construction and engineering client requests an itinerary specific travel security brief for a long term project in Zongolica, Mexico.

## Provided information:

- Security considerations for Zongolica
- Recommended risk mitigation measures
- Ground transportation provider
- Hotel recommendations
- Nearest airfield to support refueling for private jets
- Cell phone coverage maps



# Medical Evacuation Case Study

**Situation:** On March, 11th 2017 a client suffers from a heart attack in Abuja, Nigeria. British traveler is stabilized at a medical facility in Abuja. Airspace also closed to rotary wing in capital.

## Response:

- **Security**
  - PSD coordinated w/ Control Risks
- **Medical**
  - Medical team flown in from South Africa
  - Link up w/ security
  - Secure patient
  - Flown to South Africa for follow on care



# Medical & Security Case Study

**Situation** On Nov 20, 2015 at 7:00 in the morning, Al- Mourabitoun launches siege on Radisson Blu hotel in Bamako, Mali. 170 taken hostage and over 20 killed. Business traveler is caught in the hotel during attack.

## Response:

### ➤ Security

- Provided guidance to increase survivability
- Updated client on developing situation
- Liaised w/ local security forces for extraction

### ➤ Medical & Emotional

- Psychological support during attack (4 hours)
- Medical escort home during repatriation



# Multi-Assistance Case Study

**Situation:** On May 9<sup>th</sup>, 2017 a client leaving Johannesburg airport is carjacked and physically assaulted in route to lodging accommodation. Loss of valuables.

## Response:

### ➤ Security

- PSD for transportation
- Protection officer at accommodation 24x7
- Implemented prior to signed agreement

### ➤ Medical & Emotional

- Consultation w/ physician
- Facilitated visit to preferred medical facility
- Post incident counseling

### ➤ Travel

• Cash advance for 5 impacted travelers





# IMT Case Study

**Situation** December 4th, 2015 heavy rainfall in Chennai causes widespread flooding. Three client companies with travelers stranded in multiple business-class hotels call for assistance in evacuating them to a safe haven. Local host unable to help as transportation assets were largely paralyzed.

## Response:

### ➤ Security

- Deploy an Incident Management Team (IMT) to Bangalore
- Initiate movement w/ local transportation provider
- IMT conducts route analysis
- Establish an Evacuation Assembly Area (EAA) at Grand Chola Hotel
- IMT coordinates for movement of client personnel to EAA
- IMT finalizes route option and moves impacted personnel in convoy to Bangalore



# Things to Think About

## Preparation

- Research
- Leverage local network
- Communicate w/ previous Fellows
- Area familiarization

## Situational Awareness

- Low profile
- Vary your routine
- Layered protection

## Personal Experience

