

IT'S LIKE HAVING



11,000



MEDICAL, SECURITY,  
& TRAVEL EXPERTS

FOLLOWING  
YOUR STUDENTS

WHILE THEY'RE ABROAD.



WORLDWIDE REACH. HUMAN TOUCH.



99 DIFFERENT LANGUAGES



90 DIFFERENT COUNTRIES



VERIFIED HOSPITALS



VERIFIED DOCTORS



EMERGENCY MEDICINE



ADVANCED PARAMEDIC TRAINING



SECURITY MANAGEMENT



ACADEMIA



ON CALL



ONLINE



ROAD ACCIDENTS



LOST PASSPORT

Over 50% of the Global Top 200 research institutions and over half of Australia's universities rely on International SOS to support their students, faculty, and staff abroad.



Students only think about the exciting things that can happen when travelling abroad. At International SOS we think about everything else.

Natural disasters. Road accidents. Sudden illness. Lost passport.

Anything can happen when your students, faculty, or staff are travelling in another country. So how can you make sure they're safe? It's simple. Talk to us.

For 30 years, International SOS has been helping people who travel or live abroad in every imaginable situation. And even some you can't imagine. And we've done it all over the world. In fact, just last year alone, we helped over 1.5 million people with their medical, security, or travel emergencies — including over 12,000 life-saving evacuations.

With over 80,000 qualified partners located worldwide, International SOS has established a footprint that stretches around the globe. Over 4 million calls for assistance keep this network updated in real-time.



99 DIFFERENT LANGUAGES

90 DIFFERENT COUNTRIES





Your students' and faculty's health and welfare are too important to hire a company that sub-contracts other companies to care for them.

Other companies may claim that they offer a service similar to ours. Certainly, their marketing materials and website say they are the same. The reality, unfortunately, is that most other providers saw this service as an opportunity to simply increase their product line without adding best in class resources, if only it were that simple.

Instead of hiring their own full-time staff of doctors and security experts many organisations have cobbled together a loose network of providers from a few different countries and voilà — they now think they're the company you should trust with your students' safety, security and health abroad.

Of course after doing this for three decades, we know it takes more than that. Which is why we have over 11,000 full-time professionals working at International SOS. An international network that includes 5,200 medical professionals and over 2300 security specialists. A staff that can speak 99 languages. And offices in 90 countries around the world. So we're prepared to act quickly when any health, security or travel issue comes up — no matter where in the world it comes up.



We know doctors in Beijing personally.  
We also know quite a few in Israel,  
Florence, Doha, Pueblo, Jakarta and  
anywhere else your students and staff  
may be travelling.



VERIFIED HOSPITALS



VERIFIED DOCTORS





We won't put your students or staff in contact with any doctor, security specialist, hospital, pharmacy, or any other provider we haven't verified.

If we don't feel comfortable that they'll meet our high standards of service, they'll never meet your students or staff.

And we don't stop here.

Our doctors and security experts make frequent return visits to providers to ensure that they continue to live up to our reputation. Plus, any changes that we make to our proprietary network of providers are done in real-time, so your students and staff will always know exactly who they can safely turn to for their medical needs.

Even though our proprietary network spans around the globe, every partner, every provider, every specialist on their team works together seamlessly with our case management team to ensure our members get the help they need as soon as they need it.

It's all part of our philosophy to always put our members first. A philosophy that is still the cornerstone of our service today.



Many of our medical staff have specific qualifications in emergency medicine, advanced paramedic training, mental health, infectious diseases, public health, tropical medicine, and more.



EMERGENCY MEDICINE

ADVANCED PARAMEDIC TRAINING



## Our involvement in your students' and staff's medical treatment doesn't end once we give them a name.

If a student or staff member needs medical assistance while abroad, our doctors will not only direct them to a qualified provider, they'll keep an eye on their treatment.

That includes having regular conversations with the attending doctor or medical facility. Following the progress throughout your student or staff member's recovery. They'll even keep the school and family members in the loop with regular updates as directed.

In situations where a student or staff member needs to be rushed to the nearest hospital, our team of doctors will evaluate the emergency and determine whether or not the hospital is qualified to deliver the proper care. If our physicians decide better care is available at another facility, we will evacuate the patient. We'll even fly family members in to be with them during their hospital stay.



Our security division is comprised of consultants and analysts with backgrounds in intelligence agencies, security management, the military, journalism and academia.



SECURITY MANAGEMENT



ACADEMIA



Today, when schools send students abroad, it's to more varied and remote locations.

Years ago, studying abroad meant traveling to well-known and safe foreign locations. But times have changed.

Today's college and university curriculum demands study abroad experience, and travellers are going to places with challenging environments.

At International SOS our staff of security experts are on standby around the world. We watch for any signs of possible civil unrest or instability that may risk the safety of your students or staff and take immediate steps to protect them — including emergency evacuation with our network's own aircraft if necessary.

Of course, when it comes to the safety of your students and personnel, prevention is always the best course to follow. That's why we provide security updates via the Assistance App and on our website as well as a personalised risk analysis to each traveller by email on a daily basis. In addition, we have developed an eLearning course to help mitigate the issues students face, including mental health challenges.



Travel Risk Management  
with an Integrated Approach.  
On call. Online. On the ground.



ON CALL



ONLINE



# Quake in Japan.

## A CASE WORTH STUDYING.

An **8.9 magnitude earthquake** off the coast of Japan triggered a major tsunami that not only destroyed roads, housing and communications networks, but also damaged the Fukushima nuclear power plant. Suddenly, a natural disaster was also a medical disaster.

International SOS immediately **activated a global Crisis Management Team** within our own network of assistance centers— including Tokyo.

At **3:45 a.m. E.T.**, clients were sent an alert from International SOS. Those with TravelTracker were also immediately sent an email detailing the number of students and faculty their school had in Japan. Where they were located in relation to the impact zone. And recommendations on what to do next.

At the same time, our crisis team together with our joint venture partner, Control Risks, quickly began **providing medical assistance and travel security advice.**



**8.9** MAGNITUDE  
EARTHQUAKE

IMMEDIATELY ACTIVATED  
GLOBAL CRISIS MANAGEMENT



**3:45 A.M.** ALERT FROM  
INTERNATIONAL SOS



PROVIDED MEDICAL ASSISTANCE  
& TRAVEL SECURITY ADVICE





International SOS then set up a special website where our members could go for accurate, continuously updated information that included medical risks, answers to food and water concerns, even advice from a radiation epidemiologist. We coupled that with daily email alerts, webinars, and special advisories to help our members stay abreast of everything they needed to know and do.

In the end, we handled over 2,000 cases related to just this event — 80% of which were for medical and security information and advice. We arranged 275 commercial and charter flights for our members including hundreds of students, faculty, and others.



SET UP SPECIAL WEBSITE FOR ACCURATE,  
CONTINUOUSLY UPDATED INFORMATION



EMERGENCY  
EVACUATION

## Is your school prepared to handle this?

### A STUDENT EXPERIENCES A CRITICAL HEALTH EMERGENCY.

A first year university student on exchange in Madrid develops severe headaches and dizziness. The local clinic informs her that she has a brain tumour. Given the complexity of her condition, the university needs a resource that can liaise with local health care providers and safely transport her back home for urgent surgery.

### DURING A POLITICAL UPRISING, STUDENTS JOIN IN THE MARCH.

They wanted to be part of this historical moment. Instead they wound up being part of a group of people rounded up and detained by the government. Their school now has to find security experts that understand the situation, the language, and the country's legal system and can quickly step in and resolve the situation.

### A STUDENT'S MENTAL HEALTH SUDDENLY BECOMES AN ISSUE.

The stress associated with the shift to a new environment causes a student's underlying mental health issues to bubble to the surface. Since there is the potential for rapid deterioration, the university needs to urgently manage the situation and then locate a reputable mental health provider that the student can go to for immediate help.

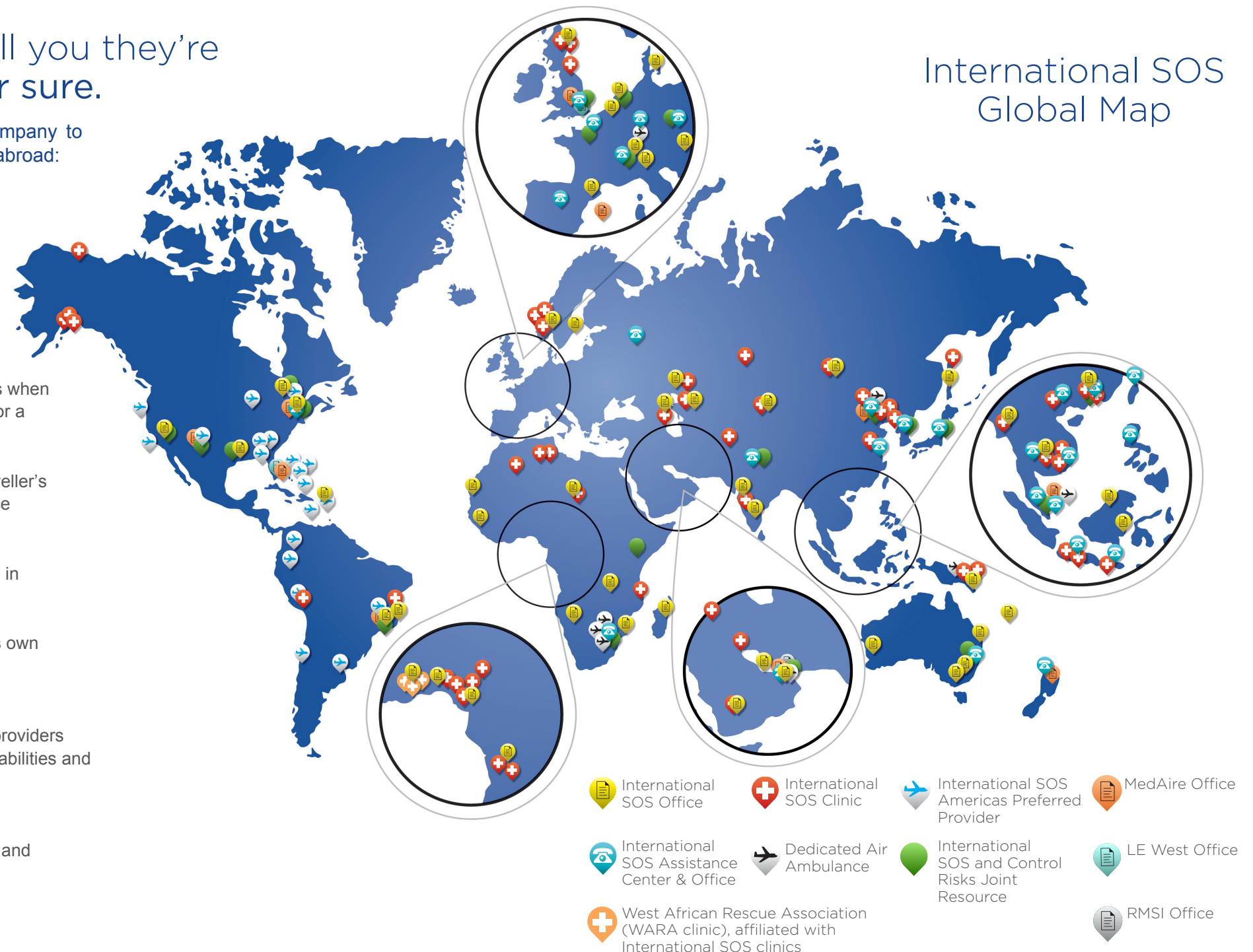


## Every assistance provider will tell you they're the best. Here's how to know for sure.

Here are 8 questions you should ask before you pick a company to watch over your students, faculty, and employees traveling abroad:

- 1 Can students, faculty, staff or family members speak one-on-one with a security and medical expert regarding their trip 24/7 and receive a Pre-Travel Briefing?
- 2 When a student or faculty member becomes ill while travelling is there one number (24/7) they can call? Is there real-time communication back to the school?
- 3 Who are the individuals immediately speaking with your travellers when they are in need of assistance? Is it a medical or security expert or a financial representative?
- 4 What support is provided to the traveller, the school, and the traveller's family if the situation is not a covered benefit through an insurance provider?
- 5 Are doctors or security specialists available 24/7 who can explain in English what's happening when someone is being treated?
- 6 Does the assistance provider have resources on the ground of its own (clinics, security experts, doctors) to supplement its network of providers or is everything resourced from another third party?
- 7 Is the assistance provider's relationship with its network of local providers based on negotiated fees or an assessment of the provider's capabilities and quality of care?
- 8 Do they offer online solutions for pre-travel training, tracking, or advice that ties into their on-call assistance platform so advice and assistance is seamless? What about an Assistance App?

## International SOS Global Map



# Protecting your people is our priority

International SOS is the world's leading medical and travel security risk services company. We care for clients across the globe, from more than 850 locations in 92 countries. Our expertise is unique: more than 11,000 employees are led by 5,200 medical professionals and 2300 security specialists. Teams work night and day to protect our members. We pioneer a range of preventive programs strengthened by our in-country expertise. We deliver unrivaled emergency assistance during critical illness, accident or civil unrest. We are passionate about helping clients put 'Duty of Care' into practice. With us, educational institutions, multinational corporate clients, governments and NGOs can mitigate risks for their people working remotely or overseas.

## A global infrastructure you can depend on:



### 26 Assistance Centers

**PASSION:** With local expertise available globally, you can speak to us in any language anytime 24/7/365



### 62 Clinics

**CARE:** Access to a vast network of accredited clinics practicing international standards of medicine - even in developing countries



### 5200 Medical Professionals

**EXPERTISE:** Immediate access to experts with extensive experience in all fields of medicine coupled with a thorough knowledge of the local environment & healthcare system



### 81,000 Accredited Providers

**RESPECT:** A network of accredited healthcare, aviation & security providers, ensuring we provide you with high standards of care in the air and on the ground



[dialoguesondutyofcare.com](https://dialoguesondutyofcare.com)  
[internationalsos.com/client-events](https://internationalsos.com/client-events)



For more information on how International SOS can protect your students and staff travelling abroad, **call +61 2 9372 2400, email [apacinfo@internationalsos.com](mailto:apacinfo@internationalsos.com) or visit [www.internationalsos.com](http://www.internationalsos.com)**

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