

GUIDE TO WORKING WITH INTERNATIONAL SOS



Ipsos MORI
Reputation Centre

According to a recent Ipsos MORI study on travel risk management,

47%* of decision makers in North America believe risk has increased in the past 12 months.

Clients are in need of help to effectively and efficiently manage the health and safety of their mobile workforce.

63%

Educating employees about travel risks

42%

Communicating with employees during a crisis

42%

Tracking employee travel



Seen as the biggest challenges to protecting travelers faced by organizations

DISCUSSION POINTS WITH YOUR CLIENT:

- ✓ Has your business considered how you would respond to the **medical and security situations** faced by your employees?
- ✓ Are you aware that **not having a framework in place** can impact your company's reputation adversely should difficult situations arise?
- ✓ Are your employees confused by **multiple numbers to access support**?
- ✓ How did you **communicate with them**?
- ✓ Is your business able to identify the **traveling footprint of your workforce** when the need arises?
- ✓ Is your business aware of the potential liabilities of sending employees abroad **without adequate preparation or education**?
- ✓ How did your **company respond** to recent global crises?
- ✓ How did you **help them**?
- ✓ How did you **establish who was impacted**?

Contact International SOS to bring in the Sales Support Team to further the discussion with your client.

VALUE OF INTERNATIONAL SOS



80% of medical interventions we manage are risk-mitigated resulting in no cost of claim from International SOS to your clients' insurer.

- Less than **1% of medical cases** and **2% of travel security cases** we manage require evacuation or repatriation.

Presence in:
1,000 locations in 90 countries across 5 continents
26 assistance centers
99 languages supported
1,400 doctors
2,300 security experts



The only tracking system fully integrated with medical and security assistance.

- Multi-channel communication capability - email, SMS, and text-to-speech protocols.
- Automated 'resend' capability to ensure travelers acknowledge/respond to your messages.

A 30+ years established global network and infrastructure. The world's first and leading.



- Only provider capable of deploying assistance services in unstable/war/conflict/extreme/natural/or man-made hazardous environments e.g. Iraq, centre of Arctic.

Entrusted by US Department of Defense since 1998 to deliver healthcare for active duty US service members, retirees and their families.



*In October 2018, Ipsos MORI conducted a global survey targeted to those who organize, influence, or are responsible for, their organization's travel and risk mitigation policies. These survey findings represent responses from 640 people, across all types of organizations which have had previous contact relating to business travel health and security with International SOS, in 82 countries. The data displayed is taken based on the 94 participants who are based in the Americas including the US.

GLOBAL RISK MANAGEMENT PROGRAM

The Only Integrated **Travel Risk Management Solution** Available in the Market for your Clients



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Tracking employee travel



Travel risk awareness course to prepare both seasoned and novice travelers for the various risks and threats they will face when abroad, including guiding principles of security and safety.



Keep your international travelers informed of the program with a **customized portal** that includes information on travel tips, and important contact information.



Ease of access to **information, advice, and assistance via mobile devices.** Information is updated in real time and available wherever and whenever your clients international travelers need it.



Tracking travelers, including timely management communication, enables quick advice and assistance when high-risk situations develop. In the event of an emergency, SMS allows your clients to quickly determine if students, faculty, and staff are OK. International travelers can also "check in" with the push of a button on their mobile device.

Customized Portal



Education



Emergency Evacuation



The App



Access to Professionals



Travel Tracking

