



International SOS is the world's leading medical and travel security risk services company, caring for organisations across the globe from more than 850 locations in 92 countries

## International SOS

Going to an unknown destination can seem daunting, whether on a short trip or for a longer international assignment. However, with the right pre-travel advice and support while abroad, your travellers can prepare for what lies ahead.

For organisations across the world, ensuring their travellers are prepared and informed about the practical aspects of medical and security risk, is a crucial aspect of their Duty of Care.

### Introducing International SOS

International SOS is the world's leading medical and travel security risk services company. Key Travel has partnered with International SOS to offer organisations tailor-made risk management solutions to help meet the challenges of protecting your travellers, wherever they are in the world. Services offered by International SOS and partner, Control Risks, include:

- Pre-trip training
- Risk planning resources
- Risk tracking
- 24 hour telephone medical support for travellers with emergency medical or security assistance

### Risk Management Services

Products available through Key Travel include:

- Medical and Security Assistance
- 'TravelTracker'
- Communications Portal

- Mobile App
- Expert presentations

International SOS group their services into three main risk stages - **prepare, prevent, respond.**

### Prepare:

#### For Travellers

##### *Pre-Trip Advisory*

A destination specific and up to date 'pre-trip advisory' is sent to travellers upon their booking with Key Travel or when they register their trip online.

Contents of the advisory include details of the itinerary, medical, vaccination, security, travel and cultural information, with important contact information and a link to download the assistance app.

##### *Training*

Travel Risk Training proactively prepares travellers before they leave on a trip. These courses can be generic or destination-specific, attended in person or as e-learning. The focus of training is to improve understanding of the most significant medical and security risks that your travellers may face.



### **For Travel/Security Managers**

Assessing your risks means not only offering ways to prepare your travellers prior to their assignment or trip, but also assessing your organisation's overall medical and security risks, quickly and simply.

Thanks to expert local knowledge on a global scale, International SOS, alongside Control Risks, provides you with constantly updated health and security risk intelligence data. This information is designed to help you better interpret and manage health and security risks in the countries you travel to.

#### ***Policy Compliance***

A dedicated portal houses your organisation's specific travel policy information and other important messages you wish to communicate to travellers, allowing clearer management.

You can also include a 'TravelReady' link in 'Pre-trip Advisories' which serves as a check-list for travellers, capturing acknowledgement of pre-trip briefings, prompting them about visa and immigration requirements and re-enforcing policies. Results can be accessed by travel and security managers within your organisation, providing an overview of compliance rates and allowing you to see whether travellers feel prepared for a trip or not.

#### **Prevent (while abroad)**

##### **For Travellers**

Whether by landline, mobile or the free smartphone app, 24 hour medical assistance to qualified Medical Doctors offers critical support. This support can

often resolve an illness with advice or priority local medical referral, before more severe action is necessary.

In addition, 'TravelTracker' automatically sends out the latest medical, travel security information and advice so travellers can anticipate problems before they arise.

### **For Travel/Security Managers**

An ability to quickly locate, contact and update your travellers can make the difference. 'TravelTracker' offers itinerary tracking, on-demand intelligence reports and communication with travellers through an integrated email and 2-way SMS function. Travel itinerary data for bookings made through Key Travel will automatically feed through to 'TravelTracker'.

#### **Respond (in an emergency)**

Should the unthinkable happen, International SOS, along with Control Risks, have an advanced global infrastructure and vast logistical experience in medical and security crisis management. Their experts handle emergency situations from first contact through to the return home.

#### **Facts and Figures**

International SOS is the world's leading medical & security services company operating from over 700 sites in 70 countries with 10,000 employees, led by 1,100 physicians and 200 security specialists. Staff members are of over 100 different nationalities, speaking around 99 languages and dialects.

#### **How to get started**

Key Travel customers can join International SOS with membership packages available from a 1 year duration. Inclusive membership services depend on chosen package. For more information, please contact your Account Manager.