

Duty of Care/Duty of Loyalty

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Worldwide reach Human touch

Businesses and Their Travelers Face Many Challenges Daily



Global Business Trends: 2010 to 2025

- 45 percent of Fortune 500 companies will be based in emerging marketplaces (vs. 17% in 2010)
- Three times as many company headquarters will be in emerging regions as in 2010
- Many corporations see their future business success in new markets in South East Asia, BRIC countries, and Africa
- In emerging market countries healthcare infrastructure often lags behind building new hotels and restaurants,

*"Urban World: The Shifting Global Business Landscape",
McKinsey Global Institute, October 2013*

*"Corporate Health Trends 2014", International Corporate Health
Leadership Council*



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Global Health Trends

- Out of 100,000 individuals traveling to a developing country for one month, the following could be expected to occur:



50,000 will develop a health problem
1 in 13 will see a doctor
1 in 20 will be confined to bed
1 in 90 will be incapacitated in their work
1 in 2000 will be admitted to a hospital
1 in 3,330 will be evacuated
1 will die

Steffen, R. et al.: "Health Problems After Travel to Developing Countries", *Journal of Infectious Disease* (1987) 156,84

What is Duty of Care and Duty of Loyalty?

Duty of Care is defined as a *requirement that an organization provide their travelers with the tools and resources to be safe and healthy while they are traveling on the organization's behalf.*



Duty of Loyalty is defined as *the duty of an employee to follow the employer's Duty of Care policies and procedures and not to compete with the interest of the organization.*



Travel Risk Management Awareness

38% said they never do any research on the countries they visit

78% said they never carry an emergency phone number

86% of travellers believe that their firm has a legal obligation to support them while abroad

50% would consider taking legal action in the event of an emergency being mishandled

Source: Business Travel Report 2007



Most Common Travel Challenges

coups
lost wallet
extreme weather
threats
routine issues
medical illness
flu
can i drink the water?
hotel referral
directions
diarrhoea
air quality
rural isolation
language and cultural barriers



common travel problems
immigration & visas
toothache
typhoid fever
doctor referral
vehicle accidents
travel-related infections
lost wallet
airline delays
civil unrest
can i use the local taxis?

This is the only Doctor in a 500 mile radius?

DR. JUMA CAN TREAT. SOLVE MANY.
PROBLEMS SUCH AS:

- | | |
|---|--|
| <ul style="list-style-type: none">→ Bewitched Pplc.→ Swollen body.→ Lost Lover.→ INSANITY→ DIARRHOEA→ MADNESS→ TO MAKE MENS PENNIS strong→ WOMAN WITH PREGNACY PROBLEMS.→ VOMITING ALL THE TIME | <ul style="list-style-type: none">- MISFORTUNES.- DEMAND DEBTS- REMOVE MISUNDERSTANDING WITH ANYBODY.- COURT CASES.- CASINO SPECIALIST.- BAD LUCK- CUSTOMER ATTRACTION.- ETC..... |
|---|--|

Some “Real” Local Pharmacies



Common Questions and Concerns from Travelers:

- **Medical Question or Concern:** “I’m ill, should I see a doctor? Where should I go?”
- **Medical Emergency:** “I think I’m having a heart attack!”
- **Safety Concern:** “Is it safe to venture outside my hotel for coffee?”
- **Security Emergency:** “There are rioters outside my hotel!”
- **Travel Assistance:** “I’ve been pick-pocketed.”
- **Auto Accident:** “I’ve been in a crash. Should I stay at the scene?”



Case Example

- Brad Catania, 35 year old recruiting manager on a business sponsored trip to Cancun
- Slipped and fell. Thought he was OK, but actually sustained an injury resulting in bleeding in the brain. Did not wake up next day.
- Colleagues rushed him to local hospital. Doctors performed emergency brain surgery.
- Brad's wife Erin called her obstetrician to get OK to fly to Mexico (She was seven months pregnant).
- Erin had difficulty communicating with the doctors and nurses about her husband's condition due to language and cultural barriers.

A Key to Duty of Care: Travel Risk Assistance Service

More than:

- Health Insurance
- Travel Agencies
- Local Emergency Rooms
- Local Law Enforcement



Integrated medical & security risk prevention and management



Medical and Security Services

- 24-hour emergency assistance
- 24-hour access to online medical and security information advice and briefings
- Hospital and medical expense guarantee of payment
- Coordination with insurance company
- Hospital, doctor, dentist, specialist referrals
- Dispatch of doctors, specialists, medication and medical equipment
- Security and Medical evacuations and repatriations
- Medical case management and monitoring throughout incident
- Pre-trip intelligence, information and analysis
- Security and intelligence analysts providing real time updates and data
- Web / email based security alerts ,intelligence, information and advice
- Incident response teams in place for crisis management



Assistance Centers

- **Worldwide Assistance Centers**
- **Available 24 hours a day, everyday**
- **Medical and Security led first calls**
- **Multi-lingual operations coordinators**
- **Full-time Doctors, Security personnel, nurses, aviation specialists**
- **Global network of preferred medical, legal and security providers**
- **Client specific protocols, real time case management system**



Global Medical Assistance

- 24-hour worldwide information and assistance
- Pre-trip information and advice
- Doctor/hospital referrals
- Medical monitoring and case management
- Emergency evacuations/repatriations
- Dispatch of doctors or specialists
- Hospital deposit guarantees
- Repatriation of mortal remains
- Integration with security crisis centers



Aviation Resources

- Dedicated air ambulances strategically located around the globe
- Access to private and commercial aircraft
- Intensive care transport system
- In-house physicians trained in aeromedicine
- Global aviation department to secure flight paths and clearances
- Worldwide network of escort doctors and nurses



- Online medical questionnaire
- Coordinate with corporate medical department

- Personal Travel Health Kit

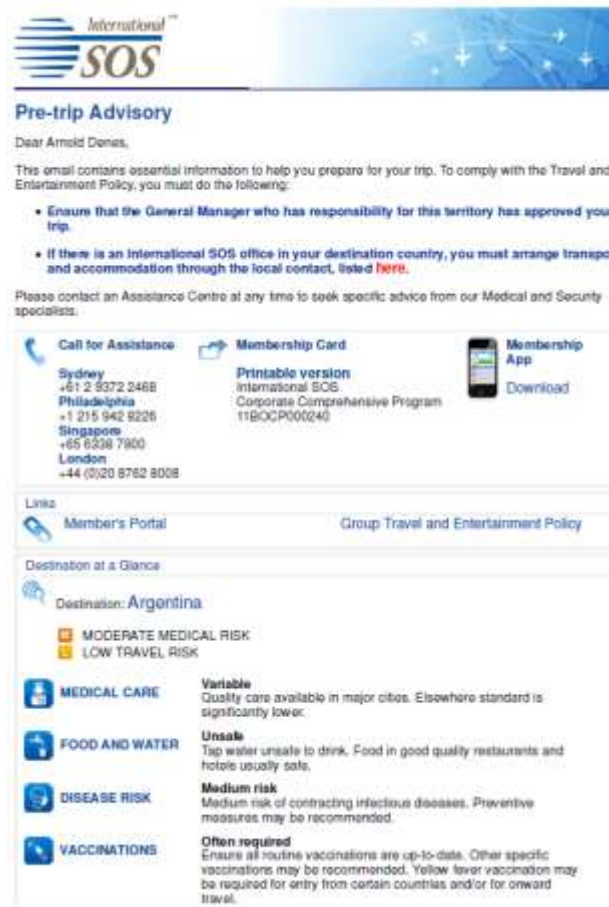
Educate Traveler: Medical & Security



SOS International™

Pre-Travel Advisories

- Trip-related timeframe
- Destination-specific
- Actionable information



International SOS

Pre-trip Advisory

Dear Arnold Dones,

This email contains essential information to help you prepare for your trip. To comply with the Travel and Entertainment Policy, you must do the following:

- Ensure that the General Manager who has responsibility for this territory has approved your trip.
- If there is an International SOS office in your destination country, you must arrange transport and accommodation through the local contact, listed [here](#).

Please contact an Assistance Centre at any time to seek specific advice from our Medical and Security specialists.

Call for Assistance

Sydney
+61 2 8372 2468
Philadelphia
+1 215 942 8226
Singapore
+65 6338 7900
London
+44 (0)20 8762 8008

Membership Card

Printable version
International SOS
Corporate Comprehensive Program
11B0CP000240

Membership App

Download

Links

Member's Portal Group Travel and Entertainment Policy

Destination at a Glance

Destination: **Argentina**

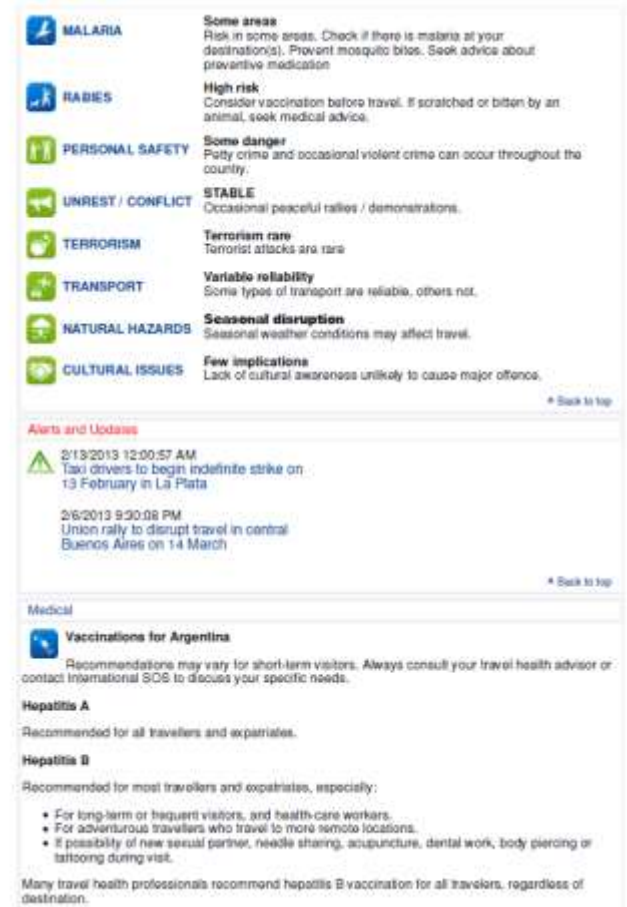
MODERATE MEDICAL RISK
LOW TRAVEL RISK

MEDICAL CARE **Variable**
Quality care available in major cities. Elsewhere standard is significantly lower.

FOOD AND WATER **Unsafe**
Tap water unsafe to drink. Food in good quality restaurants and hotels usually safe.

DISEASE RISK **Medium risk**
Medium risk of contracting infectious diseases. Preventive measures may be recommended.

VACCINATIONS **Often required**
Ensure all routine vaccinations are up-to-date. Other specific vaccinations may be recommended. Yellow fever vaccination may be required for entry from certain countries and/or for onward travel.



MALARIA **Some areas**
Risk in some areas. Check if there is malaria at your destination(s). Prevent mosquito bites. Seek advice about preventive medication.

RABIES **High risk**
Consider vaccination before travel. If scratched or bitten by an animal, seek medical advice.

PERSONAL SAFETY **Some danger**
Petty crime and occasional violent crime can occur throughout the country.

UNREST / CONFLICT **STABLE**
Occasional peaceful rallies / demonstrations.

TERRORISM **Terrorism rare**
Terrorist attacks are rare.

TRANSPORT **Variable reliability**
Some types of transport are reliable, others not.

NATURAL HAZARDS **Seasonal disruption**
Seasonal weather conditions may affect travel.

CULTURAL ISSUES **Few implications**
Lack of cultural awareness unlikely to cause major offence.

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Alerts and Updates

2/13/2013 12:00:57 AM
Taxi drivers to begin indefinite strike on 13 February in La Plata

2/6/2013 9:00:08 PM
Union rally to disrupt travel in central Buenos Aires on 14 March

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Medical

Vaccinations for Argentina

Recommendations may vary for short-term visitors. Always consult your travel health advisor or contact International SOS to discuss your specific needs.

Hepatitis A

Recommended for all travellers and expatriates.

Hepatitis B

Recommended for most travellers and expatriates, especially:

- For long-term or frequent visitors, and health-care workers.
- For adventurous travellers who travel to more remote locations.
- If possibility of new sexual partner, needle sharing, acupuncture, dental work, body piercing or tattooing during visit.

Many travel health professionals recommend hepatitis B vaccination for all travelers, regardless of destination.

Real Time Travel Alerts

FROM: MICHELLE ANDERSON
To: Michelle ANDERSON
Cc:
Subject: FW: Indonesia: Local girl dies of bird flu in West Java province

Serie: Mon 16/07/2012 2:34 PM

Medical Alert

5 Jul 2012

Indonesia: Local girl dies of bird flu in West Java province

Situation in Brief
A child from West Java died of bird flu on July 3. She became ill in mid-June, after handling recently killed birds, but did not receive treatment for at least a week. Early treatment is critical to help people survive bird flu infections, which are very serious and often deadly. Virtually all cases worldwide have occurred in people who handled poultry. No travellers or expatriates have been infected.

Advice
Take sensible precautions to minimise contact with birds and their faeces.

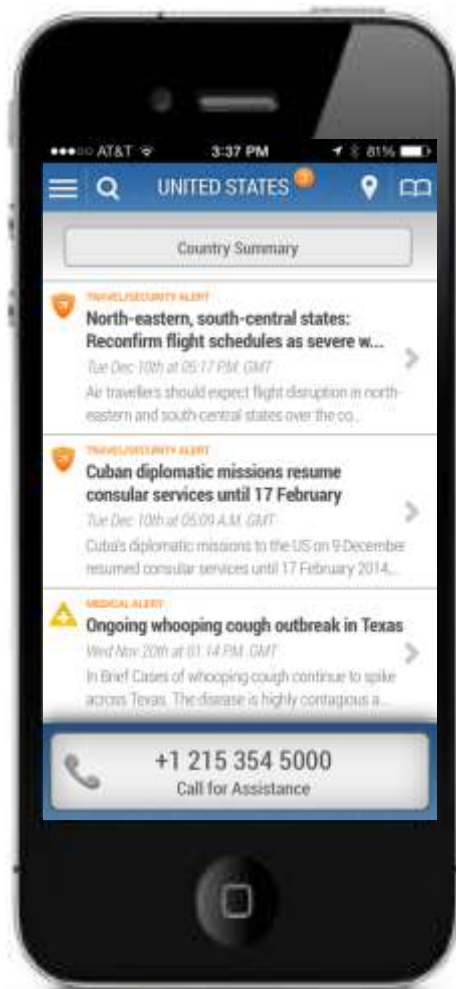
- Avoid farms and "wet markets", where live animals may be present.
- Do not touch birds, especially if they are sick or dead.
- Ensure all poultry and eggs are thoroughly cooked. Do not eat raw products.
- Wash your hands before and after preparing food, and before eating.

This map is intended as a visual aid only and not a definitive source of information about risk.
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Alerts :

- Receive up-to-date travel health and security information on laptop or Smartphone.
- Health or security alerts are issued where there is a developing risk that, in the opinion of our experts, may impact your business activities.

Mobile Assistance App



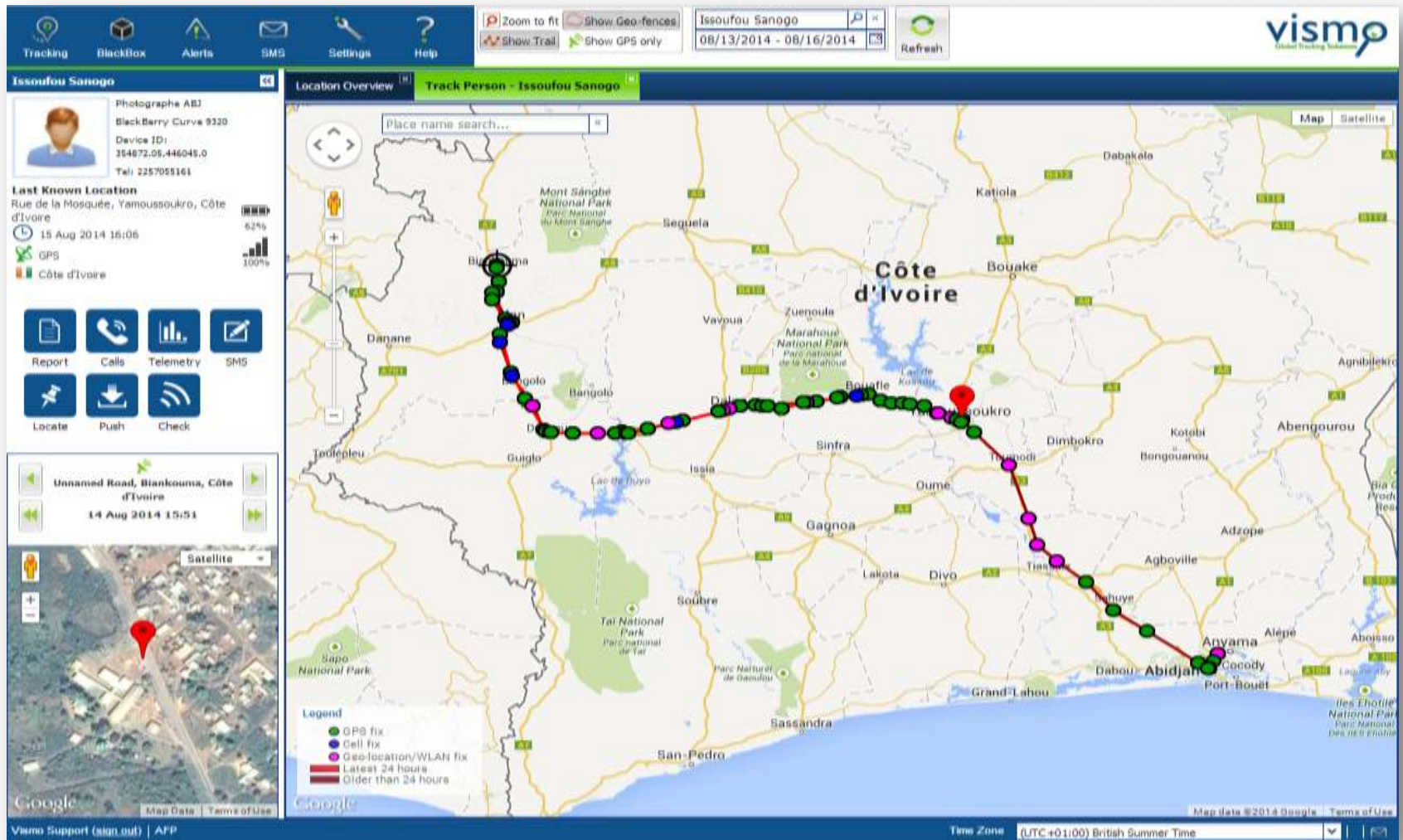
Assistance App:

- Call for assistance at the touch of a button
- Country Summary and Alerts about your location
- Mobile Check-In and Location-based tracking

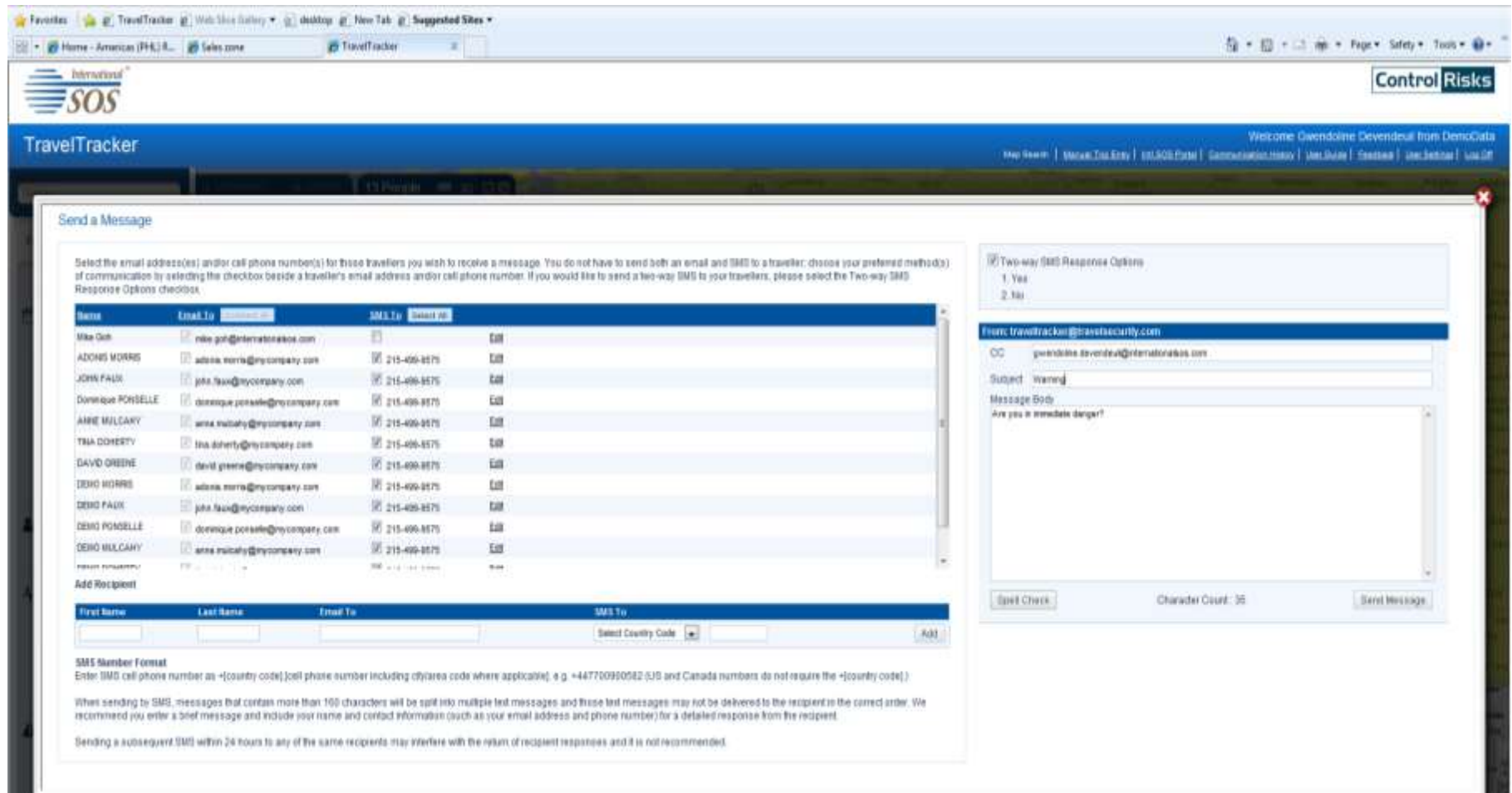
Travel Tracker



Location-Based Tracking



Emergency Communications



Send a Message

Select the email address(es) and/or cell phone number(s) for those travellers you wish to receive a message. You do not have to send both an email and SMS to a traveller; choose your preferred method(s) of communication by selecting the checkbox beside a traveller's email address and/or cell phone number. If you would like to send a two-way SMS to your travellers, please select the Two-way SMS Response Options checkbox.

Name	Email To	SMS To	Send SMS
Mike Goh	<input type="checkbox"/> mike.goh@international.com	<input type="checkbox"/>	<input type="checkbox"/>
ADAMS MORRIS	<input type="checkbox"/> adams.morris@mycompany.com	<input checked="" type="checkbox"/> 215-496-8575	<input type="checkbox"/>
JOHN FAUX	<input type="checkbox"/> john.faux@mycompany.com	<input checked="" type="checkbox"/> 215-496-8575	<input type="checkbox"/>
Dominique PONSILLE	<input type="checkbox"/> dominique.ponsille@mycompany.com	<input checked="" type="checkbox"/> 215-496-8575	<input type="checkbox"/>
ANNE MULCAHY	<input type="checkbox"/> anne.mulcahy@mycompany.com	<input checked="" type="checkbox"/> 215-496-8575	<input type="checkbox"/>
TRIA DOWERY	<input type="checkbox"/> tria.dowery@mycompany.com	<input checked="" type="checkbox"/> 215-496-8575	<input type="checkbox"/>
DAVID GREENE	<input type="checkbox"/> david.green@mycompany.com	<input checked="" type="checkbox"/> 215-496-8575	<input type="checkbox"/>
DEMO MORRIS	<input type="checkbox"/> adams.morris@mycompany.com	<input checked="" type="checkbox"/> 215-496-8575	<input type="checkbox"/>
DEMO FAUX	<input type="checkbox"/> john.faux@mycompany.com	<input checked="" type="checkbox"/> 215-496-8575	<input type="checkbox"/>
DEMO PONSILLE	<input type="checkbox"/> dominique.ponsille@mycompany.com	<input checked="" type="checkbox"/> 215-496-8575	<input type="checkbox"/>
DEMO MULCAHY	<input type="checkbox"/> anne.mulcahy@mycompany.com	<input checked="" type="checkbox"/> 215-496-8575	<input type="checkbox"/>

Two-way SMS Response Options

☒ 1. Yes
☐ 2. No

From: traveltracker@travelsecurity.com

CC: gwendolite.sevendes@international.com

Subject: Warning

Message Body:
Are you in immediate danger?

Send Message

Character Count: 35

Send Message

First Name **Last Name** **Email To** **SMS To** **Select Country Code** **Add**

SMS Number Format
Enter SMS cell phone number as: +(country code)cell phone number including city area code where applicable; e.g. +447700950582 (US and Canada numbers do not require the +(country code).)

When sending to SMS, messages that contain more than 160 characters will be split into multiple text messages and these text messages may not be delivered to the recipient in the correct order. We recommend you enter a brief message and include your name and contact information (such as your email address and phone number) for a detailed response from the recipient.

Sending a subsequent SMS within 24 hours to any of the same recipients may interfere with the return of recipient responses and it is not recommended.

Dialogues on Duty of Care

- Join the conversation at <http://dialoguesondutyofcare.com>, a Duty of Care blog brought to you by International SOS.
- Subscribe to the RSS feed to receive an email when there is a new posting.





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Human touch

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PLAY SPOT THE RISK

GET THE APP

ABOUT INTERNATIONAL SOS

SPOT THE RISK LEADERBOARD

TEST YOUR KNOWLEDGE

We think we all know the basics of travel safety. But what about the risks you don't think about? The little events that can quickly turn into a big problem.

Play Spot the Risk to find out



1 Take the quiz

Take the quiz and enter your score for a chance to be entered into our weekly prize draw for a chance to win a gift card from Amazon or Target worth 200 USD.

2 Enter your score

When you're happy with your score, submit it for a chance to win.

3 Win a prize!

We are offering gift cards from Amazon or Target for our best Riskspotters. So what are you waiting for? Get spotting! (official rules apply*)

Question 1

YOU HAVE HEARD THERE IS AN OUTBREAK OF TYPHOID FEVER WHERE YOU ARE HEADED. SHOULD YOU:



Get reflexology or a massage.



Disregard the vaccinations—your trip is only for one week.



Ask a friend who is in the country if it is actually a problem.



Seek professional advice regarding your vaccine requirements.

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00:03



Question 2

I HAVE A PRE-EXISTING MEDICAL CONDITION AND TAKE MEDICATION EVERY DAY. SHOULD I:



Pack light—just enough for the trip.



It's OK if I run out; I can go a couple of days without it.



Pack double the medication I need and bring a copy of my prescription.



Rely on the local pharmacy for my supplies if I run out.

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01:24



Question 3

WHICH OF THE FOLLOWING CAN
BE VERY USEFUL FOR YOUR
SECURITY WHEN PACKING?



A doorstopper/wedge.



A compass.



A corkscrew.



An extra pillow.

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02:45



Question 4

AT THE AIRPORT YOU SEE A DRIVER HOLDING UP A SIGN WITH YOUR NAME ON IT AS YOU CLEAR CUSTOMS. DO YOU:



Follow the driver to his car.



Have the driver hold your bags while you get some local cash.



Ask him a few questions to ensure he is legitimate.



Ask the driver to wait while you get a coffee.

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04:02



Question 5

FROM A SAFETY PERSPECTIVE,
WHICH ROOM OF A HOTEL
SHOULD YOU PICK?



Ground floor.



Between the 2nd and 6th floors, on the opposite side to the lobby.



Any room on the business/executive floor.

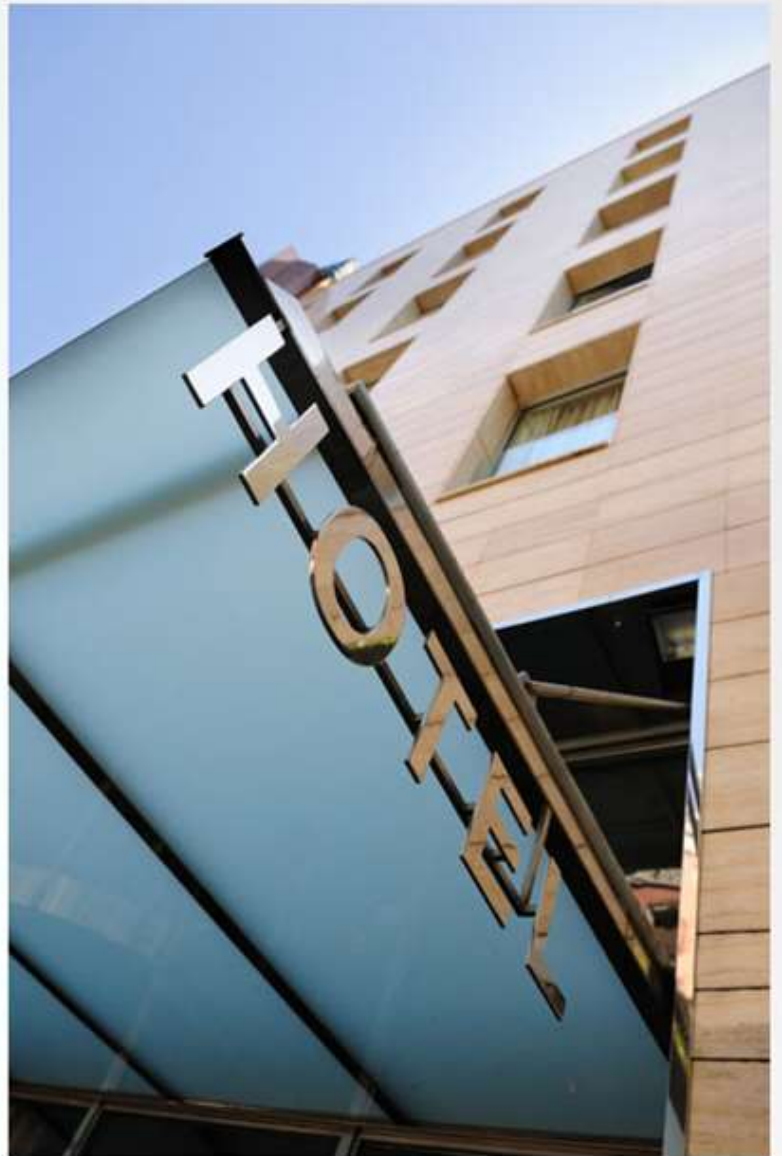


On the top floor.

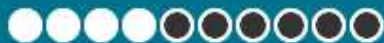
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05:35



Question 6

YOU NEED TO GET ACROSS TOWN FOR AN URGENT BUSINESS MEETING. WHICH TRANSPORT IS THE BEST OPTION?



Book a rental car—being in control is of primary importance!



Take a local motorcycle taxi or tuk tuk.



Use a car and driver or taxi arranged by the hotel.



Walk to your destination.

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06:31



Question 7

WHICH TYPE OF WATER IS SAFEST TO DRINK?



Tap water.



From a mountain stream.



Sparkling water.



Bottled water.

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07:42



Question 8

AFTER SLEEPING I WAKE UP TO FIND I'M COVERED IN INSECT BITES. WHAT DO I DO?



Scratch and hope tomorrow night is more restful.



Run to the local pharmacy and get an anti-itch cream.



Check if insect-borne diseases like malaria are in the area and contact a doctor.



Buy some insect repellent.

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Question 9

WHEN OUT AT A BAR, SHOULD YOU?



Always watch drinks being poured and keep them with you.



Try the local homebrew or moonshine.



Accept drinks from friendly locals.



Ask someone to watch your stuff when you need to use the toilet.

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09:25



Question 10

WEEKS AFTER RETURNING HOME FROM A BUSINESS TRIP TO ASIA, YOU NOTICE YOU HAVE LOST A LOT OF WEIGHT. SHOULD YOU?



Not worry too much—weight is not a reliable indicator of your overall health.



Review the weight loss with your doctor.



Celebrate with a shopping spree. It's time to buy new clothes!



Indulge in some chocolate and ice cream.

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Thank you