

Membership # 11BCAM831609

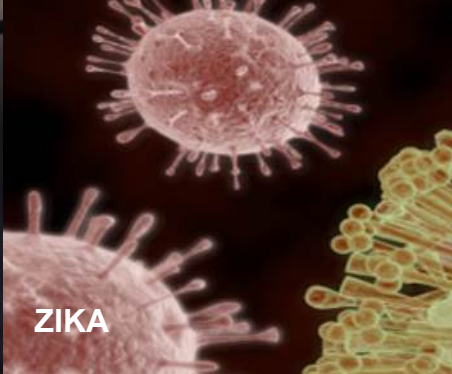


University of
Alabama System





**TURKEY:
ATTEMPTED COUP**



ZIKA



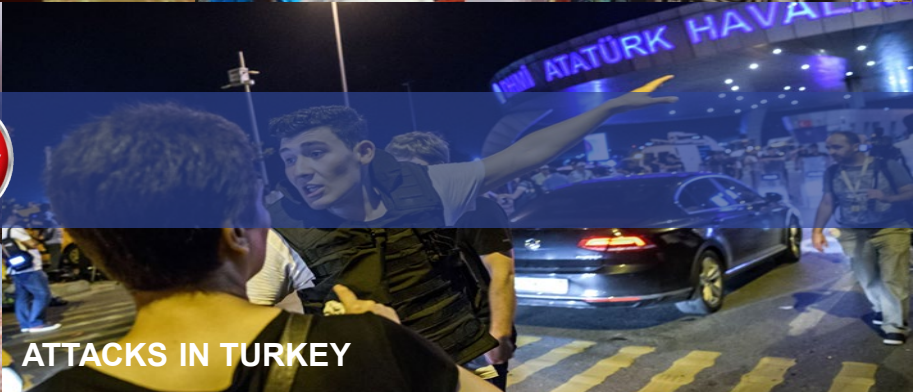
SOUTH SUDAN CRISIS



EUROPE ATTACKS



SICKNESS



ATTACKS IN TURKEY



SYRIAN REFUGEES CRISIS



OPPORTUNISTIC CRIME

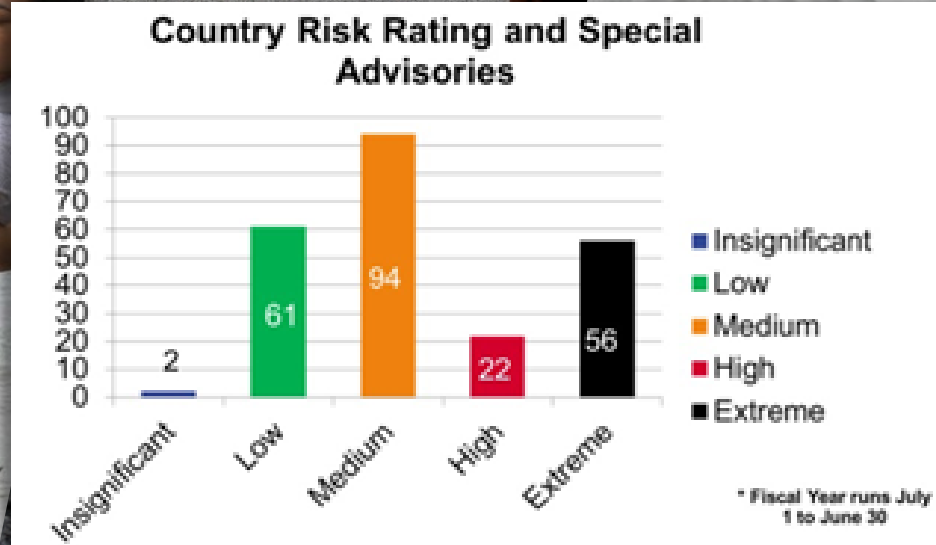


MENTAL HEALTH



HOTEL ATTACK, BURKINA FASO

Global Trend



- Average frequency that a Special Advisory was published: **Every 1.5 days**
- Percent of Special Advisories for MEDIUM and lower risk countries: **66%**
- Percent of Special Advisory incidents that took place outside of **US/Canadian** business hours (9am-5pm), on weekends/holidays: **70-75%**

Common Challenges

- Accidents
- Medical Incidents
- Medical Conditions
- Opportunistic Crime
- Travel Disruption
- Natural Disasters
- Political Unrest
- Terrorism
- Active Shooter
- ETC.



- Standard of Medical Care
- Access to Medical Care
- Travel Security Risk
- Rule of Law
- Culture Challenges
- Language Barriers
- Road Safety
- Cross-Border conflict
- ETC.

Travel Risk Mitigation



University of
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CHUBB

Mitigate Financial Risk



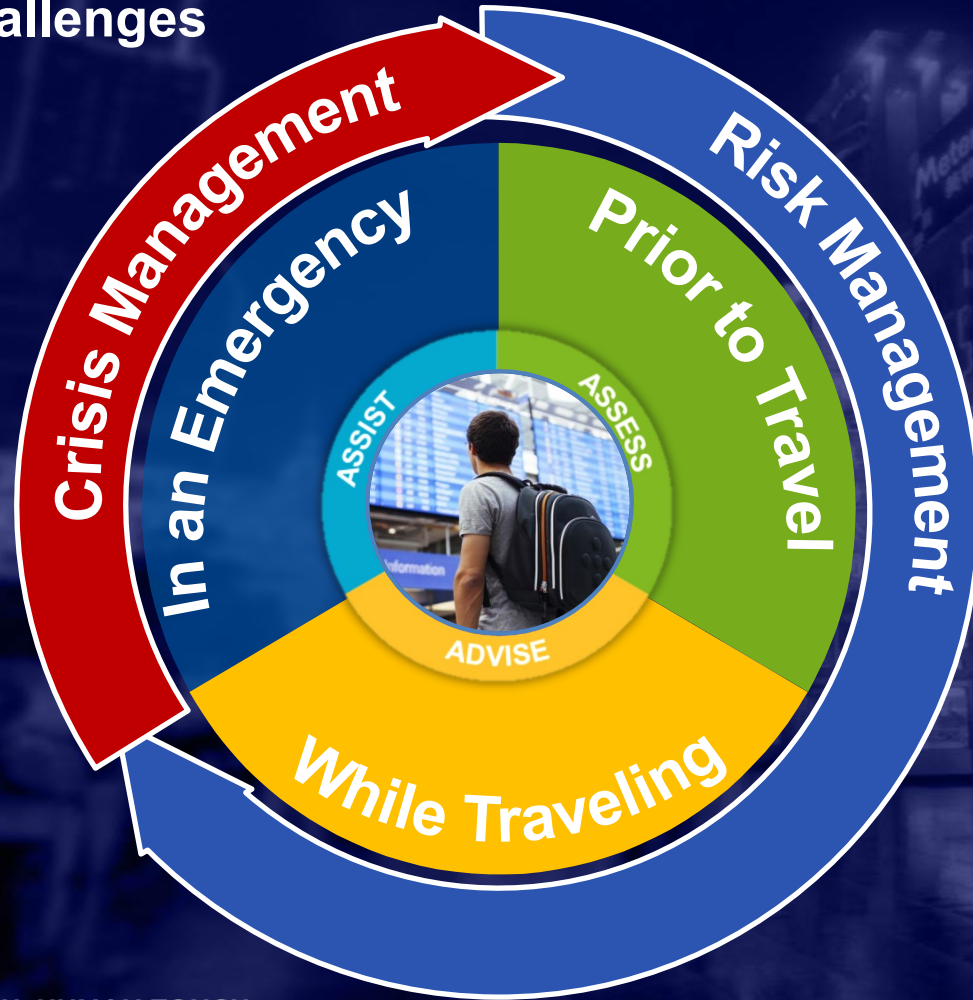
Mitigate Health & Safety Risk

INTERNATIONAL
SOS



**MEDICAL
& SECURITY
TEAM**

Common Challenges



**DID YOU
KNOW?**

80%

Information & Advice
from Intl.SOS Medical
& Security Team

**Over
12,000 Calls
For Help**

15%
Outpatient

4%
Inpatient

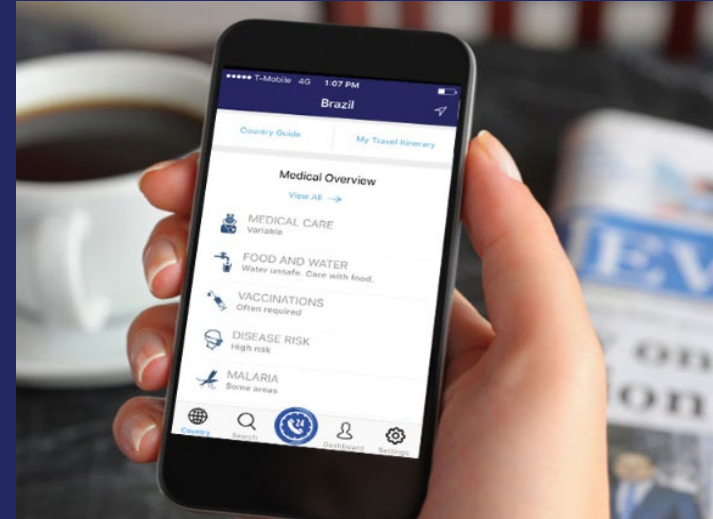
Less than 1%
Evacuation and
repatriation



PREPARING FOR YOUR TRIP



Membership Card & Assistance APP



International SOS Member's Only Portal

[HOME](#)[CONTACT US](#)[FAQS](#)[MEMBERSHIP BENEFITS](#)[SIGN OUT](#)

Location List

Disease & Prevention

[All Active Alerts](#)[Travel Advice](#)[Security Advice](#)[Email Subscriptions](#)[Print/Email Report](#)

Travel Security Online

[Global Risk Ratings](#)[Global Security Headlines](#)

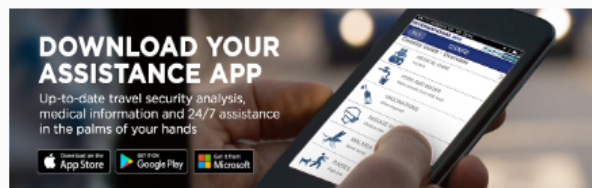
Welcome to the University of Alabama System Global Assistance Program

Rest assured that whenever you travel internationally or live abroad, University of Alabama System has a 24/7 resource on call, online and even on the ground to help with any medical, security and logistical questions, concerns and situations that may arise. So if you need a medical referral, lose your medication, seek pre-travel advice or experience a medical or security crisis, University of Alabama System has a fully integrated program in place so you receive the care and expertise that you need, whenever and wherever you need it.

University of Alabama System partners with International SOS, the leading medical assistance, international healthcare and security assistance company. Travel security services are provided by a joint venture of International SOS and Control Risks, the world's leading security risk management firm.

Take advantage of this powerful resource by calling an International SOS assistance center, which has physicians, multilingual coordinators, operations managers, logistics support personnel and medical and security professionals on hand to speak with you.

Also, prepare yourself by browsing through our various medical and security online tools and signing up for our alerts.



Keep this card handy as you travel

[Print Card](#)

CALL INTERNATIONAL SOS

**Talk to a Intl.SOS Doctor / Nurse
or Security Expert 24/7 about:**

- Questions on upcoming trip
- Vetted Intel on something you saw on the news
- Medication while traveling
- Health concerns





Travel Management Companies



My Trips & Forward Your Itinerary



Global Distribution Systems

TravelTracker

Search Locations Search... GO

Check-Ins 2 Last 48 Hours A Z

Filters

- Locations
- Alerts
- Check-Ins
- Uber
- Visma

Refresh

Search within results

- ☐ Assistance Centre 4, Singapore
02 Jul, 2018 02:05 GMT (17 hours ago)
- ☐ Assistance Centre 3, Singapore
02 Jul, 2018 02:05 GMT (17 hours ago)

Map view showing locations like Expo, McDonalds, Challenger, Starbucks, Texas Chicken, and Cold Storage near Changi South Ave 1.

Mobile app interface shown on a smartphone screen.

Check-In

Pre-Travel Preparedness

Automatic Pre-Trip Advisory



Destination at a Glance



Destination: **Mexico**

M MEDIUM MEDICAL RISK

M MEDIUM TRAVEL RISK

H HIGH TRAVEL RISK for Chihuahua, Coahuila, Nuevo León, Tamaulipas, Sinaloa, Guerrero, Durango, Jalisco, Morelos, Michoacán and Mexico states



MEDICAL CARE

Variable

Good quality care from selected providers in major cities. ([Read more...](#))



FOOD AND WATER

Drink bottled water. Care with food.

Know how to manage travellers' diarrhoea. ([Read more...](#))



VACCINATIONS

Routine and specific

Ensure all routine vaccinations are up-to-date. Specific vaccinations may be recommended before travel. ([Read more...](#))



DISEASE RISK

Medium risk

Medium risk of contracting infectious diseases. Preventive measures may be recommended. ([Read more...](#))



MALARIA

Some areas

Risk in some areas. Check if there is malaria at your destination(s). Prevent mosquito bites. Seek advice about preventative medication. ([Read more...](#))



RABIES

Risk from domestic and wild animals including bats

If scratched or bitten by an animal, seek medical advice. ([Read more...](#))



CRIME

Violent crime common

Opportunistic and petty crime is pervasive; foreign nationals are a target of violent crime and/or kidnapping ([Read more...](#))



PROTESTS

Frequently violent, pose direct risks

Violent protests occur frequently and can pose direct risks to foreign nationals ([Read more...](#))



TERRORISM / CONFLICT

Minimal risk to foreigners

Terrorism or violence by armed groups is extremely rare and unlikely to pose risks to foreign nationals ([Read more...](#))



TRANSPORT

Few reliable or safe options

Most forms of public transport are unreliable and/or unsafe ([Read more...](#))



NATURAL HAZARDS

Seasonally affect travel

Natural hazards cause short-term damage to infrastructure and travel disruption on a seasonal basis ([Read more...](#))



CULTURAL ISSUES

No consequences

Non-compliance with cultural norms will have no implications ([Read more...](#))




**WHILE
TRAVELING**



While Traveling

Automatic Alerts




INTERNATIONAL SOS


ControlRisks

Americas: Continue to defer travel to areas in path of Hurricane Irma; stand fast in Cuba, north-western Bahamas (Revised)


OVERVIEW

 Level:

Special Advisory

 Location:

Anguilla (UK); Antigua and Barbuda; Bahamas; British Virgin Islands (UK); Cuba; Dominica; Dominican Republic; Haiti; Guadeloupe (France); Puerto Rico (US); Montserrat (UK); St Kitts and Nevis; Turks and Caicos Islands; US Virgin Islands (US)

 Category:

Cyclone, Flood, Transport disruption

Last Updated: 09 Sep 2017 23:59 (GMT)

Members should continue to defer all travel to locations in the direct path of Hurricane Irma, which in the evening of 9 September (local time) was beginning to move away from the northern coast of Cuba. Irma is currently a Category 3 hurricane (the third-highest level on the Saffir-Simpson scale), but remains extremely dangerous with wind speeds up to 125 miles per hour (205kph). The storm is forecast to strengthen as it reaches Florida state (US) early on 10 September (see our separate report), though its outer bands have already started affecting the Florida Keys. We previously advised evacuations from the Bahamas and Cuba; any travellers still in Cuba or the north-western Bahamas should continue to stand fast. Members should also continue to defer travel to Caribbean areas recently affected by Irma because of widespread damage and logistical challenges.

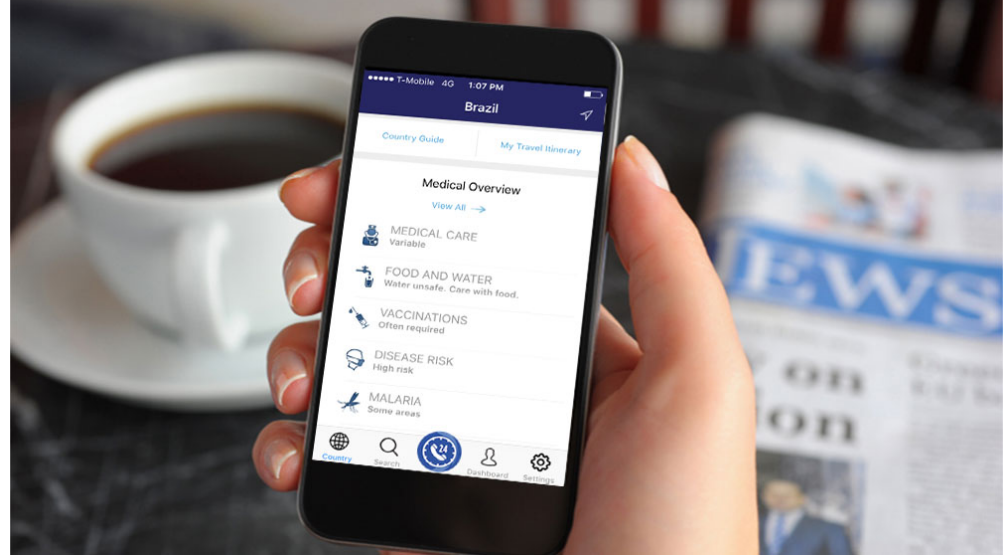
ADVICE

- Continue to defer all inbound travel to countries in Irma's trajectory, including the Bahamas and Cuba. Consult the US National Hurricane Center (NHC) [website](#) for up-to-date information on the storm's trajectory and associated weather warnings.
- Monitor our alerts for further updates.

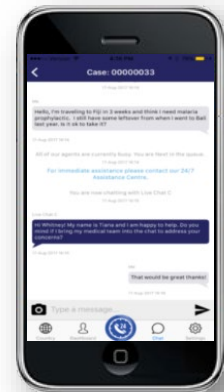
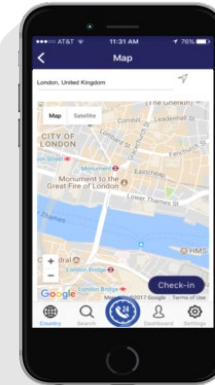
In-country members

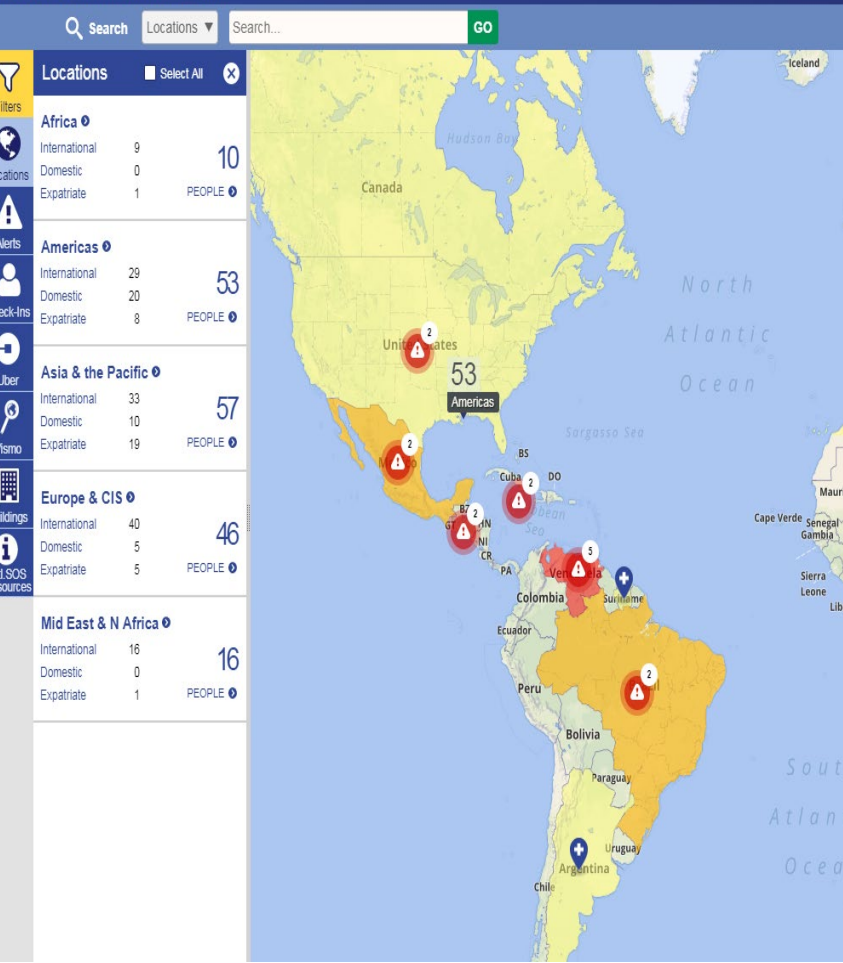
- We previously advised all members in the Bahamas and non-essential staff in Cuba to evacuate. Travellers still in Cuba and the north-western Bahamas should continue to stand fast in a secure location.
- Members in affected areas should follow all directives issued by the authorities, including curfews.
- Minimise non-essential movement in affected areas. If movement is essential, ensure routes are clear before departure and allow additional time to reach your destination. Do not attempt to cross flooded roads. If you come upon a flooded road, turn around and seek another route to your destination. If caught on a flooded road where the water is rising rapidly, get out of your vehicle and climb to higher ground. Avoid floodwaters, which may be electrically charged due to underground or fallen power lines.
- We do not hold information on specific flights. Reconfirm schedules with the relevant carrier; your travel agent will be able to assist with alternative arrangements in the event of cancellations.
- Anticipate heightened security in affected areas where additional security personnel have been deployed to maintain law and order.

While Traveling



International SOS Assistance App







University Oversight

TravelTracker

- ✓ Locate
- ✓ Identify Exposure
- ✓ Respond & Communicate

Turkey: Istanbul: Anticipate significant disruption at Ataturk airport following complex militant attack

OVERVIEW

-  **Level:** Special Advisory
-  **Location:** Istanbul - Turkey
-  **Category:** Explosion
-  **Active:** 29 Jun 2016 - 03 Jul 2016
-  **Event Date:** 28 Jun 2016

Last Updated: 29 Jun 2016 03:33 (GMT)

EXPOSURE IN AFFECTED LOCATIONS					
Location	There Now	There in next 24 hours	There in next 1-7 days	There while the alert is active	Buildings
Istanbul	5	7	11	9	0
TOTAL	5	7	11	9	0

EXPOSURE IN COUNTRIES WHERE CITIES ARE AFFECTED					
Location	There Now	There in next 24 hours	There in next 1-7 days	There while the alert is active	Buildings
Turkey	5	7	11	9	0

[Click here](#) for a list of affected travellers. The list may differ from the above counts because of itinerary updates.

Log in to [TravelTracker](#) to view the latest information.

An assault on the commercial capital Istanbul's Ataturk International Airport (IST) late on 28 June involved at least two suicide bombers and gunfire at the facility's international terminal. According to government statements, at least 36 people have been killed and possibly more than 100 have been injured. These numbers could change as further reports emerge. At least one of the explosions reportedly occurred at the entrance to the Arrivals hall, where gunmen opened fire and then detonated a suicide vest when confronted by security personnel. Managers should account for staff, anticipate significant disruption at Ataturk airport and heightened security at key sites throughout the city.

ADVICE

- Account for staff.
- Anticipate significant disruption at Ataturk airport.
- Advise staff in Istanbul to explore alternative travel arrangements for staff due to use the Ataturk airport in the hours or days ahead.

University Oversight

Automatic Pro-Active Emails

INTERNATIONAL SOS

ControlRisks

Map Home

Tools

Help























Feedback

Log Off

powered by everbridge

+ Add a recipient

Choose the type of message you want to send

App ▲	Phone ⓘ ▲	
App User	011-61 439808818	 
	011-41 123456789	 
	011-44 7739 860 218	 
	011-44 1234	 
	011-44 7956367670	 
App User	1 2157157785	 
	44 7539732263	 
App User	011-39 1111111111	 
	1 215-942-5478	 
App User	011-81 9049197371	 
App User	011-49 1728572769	 

One-way message

or

Two-way message

Send by ⓘ:

☒ Email

☒ SMS

☒ Text-to-Speech

☐ App Notification

Language for Text-to-Speech

English (US) ⓘ

Template

urgent: please reply immediate

Copy and report to

jon.jackson@internationalsos.com ⓘ

Subject

Urgent: Please reply immediately


Message Body

Please respond below

Character count ⓘ: 52

Enter up to five response options below

1	I'm OK
2	I need assistance
3	click to add response
4	click to add response
5	click to add response

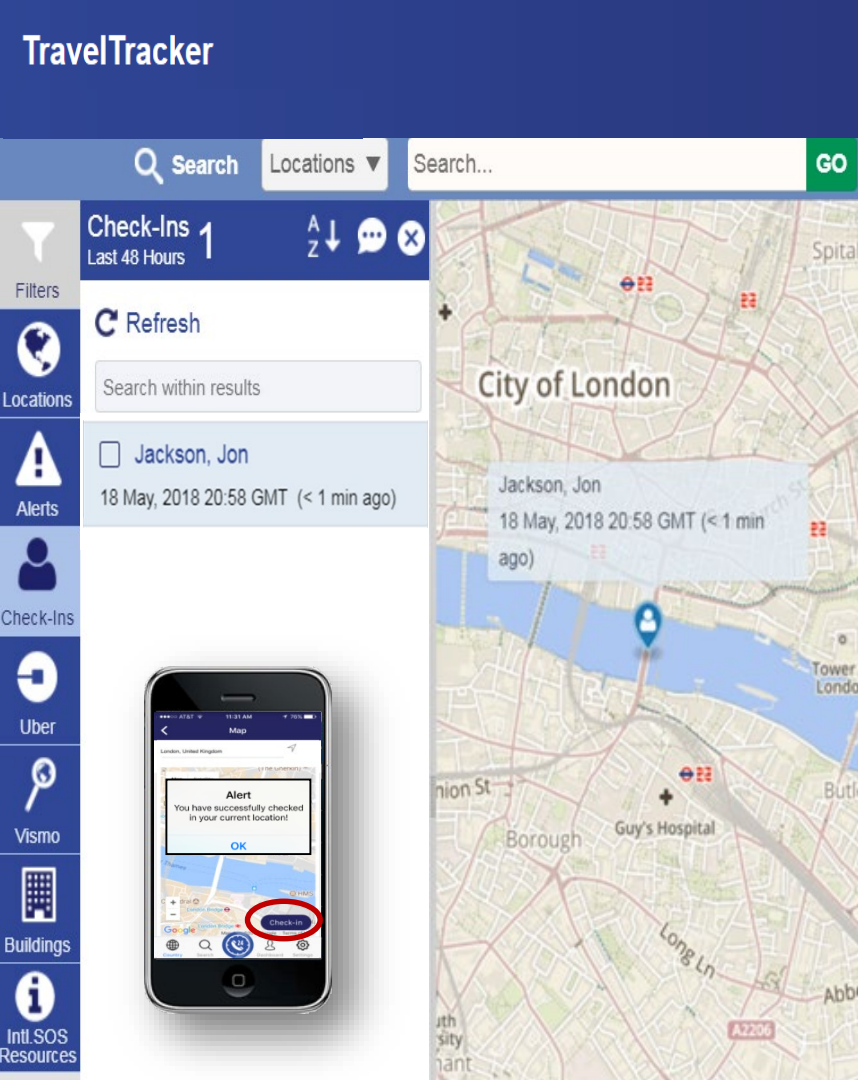
 Save message as template

Send

Cancel

Manager Oversight

Communications Module



Manager Oversight

International SOS App Check-In

CALL INTERNATIONAL SOS

**Talk to a Intl.SOS Doctor / Nurse
or Security Expert 24/7 about:**

- Medical or Security Questions
- Health concerns
- Safety concerns
- Emergency translation needs





DURING AN EMERGENCY



International SOS – GLOBAL PRESENCE

Experience



11,000
Employees



5,200
Medical
Professionals



Over 200
Security Experts



82%
Fortune Global
100



1,000
Vessels Supported

Global Expertise



Over 99
Languages



4.8 Million
Calls For Help



5,000 Offshore
Medical Cases



Medical Supply
Chain Globally



Over 90
Countries



26 Assistance
Centers

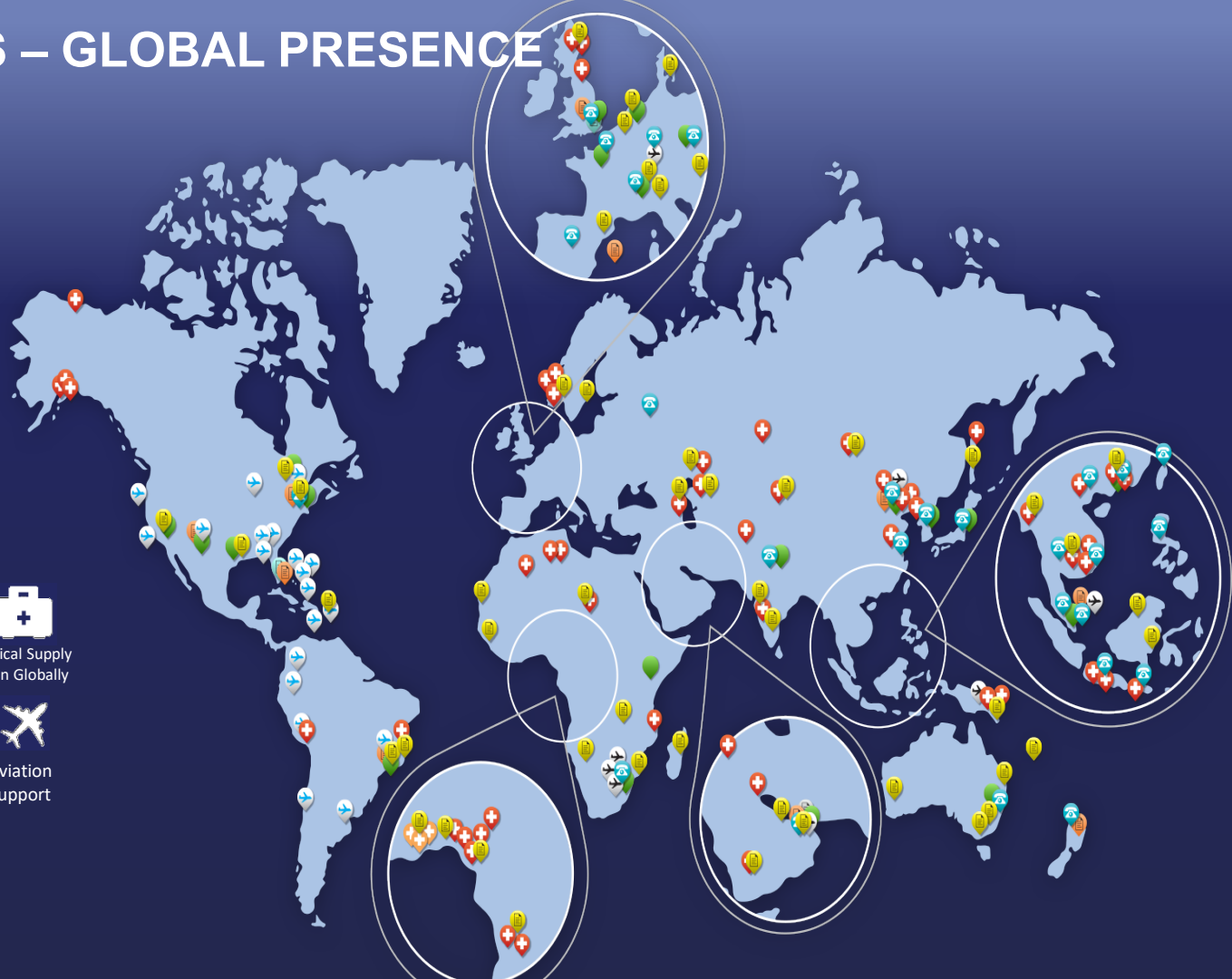


62 Clinics
900 Remote Sites
300 Offshore Installations



Aviation
Support

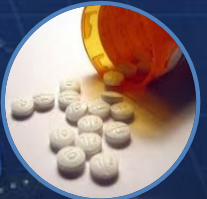
Partnership



Operational Case Example



**Step 1: Traveler calls Intl.SOS
for help**



Operational Case Example



Step 2: Identify the Caller & Need



Step 3: Intl.SOS Medical &/or
Security Assist

**80% of Calls
Resolved At
This Point**

Operational Case Example

CHUBB®

Step 4 (A): Intl.SOS sends Verification of Benefits (VOB) request to CHUBB



Step 4 (B): Intl.SOS contacts Authorized Person



Step 5: Coordinate support for faculty, staff or student



Step 6: Notification of Case (NOC) Email Updates

Operational Case Example



Step 6: Intl.SOS Collects
Invoices/Receipts and Medical Records

CHUBB®

Step 7: Intl.SOS files claim with CHUBB



Thank you for your time