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 Alabama System

Mitigate Financial Risk

Prior to Travel

Mitigate Health & Safety Risk

In an Emergency

While Traveling

INSURANCE

CHUBB

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
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
Pre-Travel Preparedness

Automatic Pre-Trip Advisory
WHILE TRAVELING
## 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:** 08 Sep 2017 23:58 (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). The storm’s outer bands have already started affecting the Florida Keys. We previously advised still 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
TravelTracker

- Locate
- Identify Exposure
- Respond & Communicate

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

OVERVIEW
- **Level:** Special Advisory
- **Location:** Istanbul - Turkey
- **Category:** Explosion
- **Active:** 20 Jun 2016 - 03 Jul 2016
- **Event Date:** 28 Jun 2016

**EXPOSURE IN AFFECTED LOCATIONS**

<table>
<thead>
<tr>
<th>Location</th>
<th>There Now</th>
<th>There in next 24 hours</th>
<th>There in next 1-7 days</th>
<th>There while the alert is active</th>
<th>Buildings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Istanbul</td>
<td>5</td>
<td>7</td>
<td>11</td>
<td>9</td>
<td>0</td>
</tr>
<tr>
<td>TOTAL</td>
<td>5</td>
<td>7</td>
<td>11</td>
<td>9</td>
<td>0</td>
</tr>
</tbody>
</table>

**EXPOSURE IN COUNTRIES WHERE CITIES ARE AFFECTED**

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<td>0</td>
</tr>
</tbody>
</table>

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.
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
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

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

Step 7: Intl.SOS files claim with CHUBB
Thank you for your time