



Crisis, Risk and Security

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 **SOS**
INTERNATIONAL

CRISIS, RISK AND SECURITY

SOS International's Crisis, Risk and Security services are designed to help companies prepare, plan and care for employees, who require personal assistance because of a crisis or a security situation abroad.

Is your company operating in a medium or high-risk country?

Companies operating in medium and high-risk countries and environments are especially exposed to security risks and threats and there are increased demands for integrated medical and security assistance in these areas.

A recent study shows that traveling to specific destinations concerns 79% of travelers*. France, Turkey and Belgium topped the list and thus take a position besides the more 'traditional' medium- and high-risk countries in the world.

Handling security risks are often complex and demanding and companies operating abroad must address their Duty of Care responsibilities and discuss ethical, moral and legal concerns to secure the company, the employee and the employee's family if exposed to a security or crisis situation. The aim is to make sure they are protected, safe and informed in order to return to work as quickly as possible. However, a recent study shows that business travelers trust their Duty of Care programs less than managers do**.

Crisis, Risk and Security Manager at SOS International, Peter Ilsted:

”Due to recent incidents and the awareness surrounding a robust Duty of Care program, companies today need to take an even more active role in defining their own security measures”

Duty of care

Duty of Care refers to the legal, ethical or moral responsibility or obligation of companies and organisations towards their employees and related family members to maintain their safety and well-being when travelling and working abroad.

SOS International assists on security and crises situations immediately and anywhere

Through cooperation with a number of security providers SOS International offers a broad range of Crisis, Risk & Security services assisting companies that operate abroad.

The services are designed to prepare, plan and care for people and companies helping them operate in a safe and secure manner in order to live up to their Duty of Care responsibilities.

SOS International deals with security and crises situations immediately and anywhere in the world – 24/7/365:

- Single localised events, for example hotel fire
- Outbreak of major hostilities, for example political riots or terror acts
- Natural hazards and disasters, for example earth quakes
- Evacuations, both medical and security

Local preparedness and review – global execution

SOS International acts as one point of contact and offers tailored solutions that provide the company quick access to a range of highly professional Crisis, Risk and Security assistance services before, during and after a security or crisis situation e.g.:

- Strategic and operational plans
- Preventive tools, training and exercises
- Assistance onsite during an incident
- Access to review plans and procedures
- Debriefing and other post-crisis tools

Access to global network

Through extensive experience and cooperation with a global network of medical assistance companies and partnership with a number of security companies worldwide, SOS International coordinates tasks and networks as part of carrying out the Crisis, Risk and Security services toward the company.

Which Crisis, Risk and Security services does SOS International offer?

PRE-INCIDENT SERVICES

Security Risk Management

SOS International helps the company identify possible risks and outline crisis response structures, roles and guidelines on a strategic and operational level.

- Company Security Policy
- Crisis Management Plan
- World wise risk portal
- Security advise

With help from a worldwide network database and experienced experts, SOS International analyses, evaluates and provides reports on the general medical and security situation, including details on hospitals, clinics, evacuation plans etc.

- Country reports
- Risk assessment
- Security audit
- Site survey

Training and Exercises

SOS International offers training and courses that prepare all levels of the organisation for travel activities in both low-, medium- and high-risk countries.

- Travel Security Awareness Training (TSAT)
- Crisis Management Training
- Rehearsals and Exercises
- Setting up a Crisis Management Team and Crisis Management Response
- Next of Kin Response

ASSISTANCE DURING INCIDENTS

Should a crisis or incident occur, SOS International provides the assistance and coordination to help the employee on site:

- Crisis Management Response
- Security evacuation
- Next of Kin Response
- Acute Security Advise

SERVICES AFTER THE INCIDENT

After an incident SOS International assists in debriefing employees, reviews the organisational security set-up and procedures in order to update with lessons learned and valuable add-ons.

- Review of Plans and Procedures
- Debriefing

Medical and Security Information Portal through all phases

Companies will get access to a Medical and Security Information Portal with individual user log-in. The portal gives relevant information on both medical and security issues including preferred hospitals, clinics etc. from SOS International's Providers database. The security information part is kept updated by an external provider.

Why choose SOS International as your Crisis, Risk and Security service partner?

SOS International acts as the one point of contact and provides experience, network, knowledge and the needed competences to handle complex incidents and crisis situations in a safe and secure manner to the benefit of both the company and employee:

- Assistance 24/7/365 – before, during and after a crisis situation
- Scandinavian language and cultural competencies at all levels of the alarm centre
- The availability of assistance coordinators with language skills spanning more than 37 languages and trained in assistance and care
- A large international network of suppliers
- Digital benefits: Information portal and a high level of digital integration with customers
- ISO compliant processes or similar quality standards. SOS International is certified in ISO9001 (Quality Management), ISO27001 (Information Security) and ISO14001 (Environmental Management)
- Procedures ensuring confidential handling of personal data
- Supplier selection according to the SOS International Supplier Code of Conduct based on the ten principles for human rights, labour, anti-corruption and environment in the UN Global Compact
- White label solutions

Would you like to learn more?

SOS International offers Crisis, Risk and Security services with one point of contact and a scalable setup, which is based on a transparent cost structure (pay-per-use) with no membership costs.

For further questions contact:

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About SOS International

SOS International is the leading assistance organisation in the Nordic region. From alarm centres in Denmark, Sweden, Norway and Finland, SOS International provides acute personal assistance all over the world. SOS International offers a wide range of solutions in the form of worldwide medical and travel assistance, health assistance and roadside assistance. In all operations SOS International guarantees a high level of customer satisfaction, a full range cost management program, and a high service quality for claims processing.

SOS International has a comprehensive network of qualified suppliers and business partners all over the world, as well as more than 20 SOS Service Offices. Counting more than 1200 employees, SOS International represents 30 nationalities and combined the employees speak more than 37 different languages.

SOS International is owned by a number of the largest insurance companies in the Nordic region and has a case volume that places SOS International as one of the largest assistance organisations in the world.

(* and **: The study was conducted by Business Traveller and American Express Global Business TravelSource: Business Travel News (2016)).

