



Travel Risk Solutions

PROTECTING THE HEALTH AND SAFETY OF EMPLOYEES WHO TRAVEL AND WORK ABROAD

Organisations that send employees on international assignments are going to greater lengths to protect the health and safety of their employees before departure, while they are abroad and on their return. This is necessary because employee health and safety risks are greater outside the Netherlands. With Travel Risk Solutions, Eurocross Assistance offers employers and their employees 24/7 global assistance, from advice on prevention to adequate help in an emergency.

Travel Risk Solutions

Employers have an obligation to protect the health, safety and welfare of their employees at home and abroad. Employees who work abroad are exposed to different and often greater health and safety risks than when working in the Netherlands. It is important for organisations to be well prepared, so immediate action is taken if an employee is in a dangerous or unsafe situation or requires urgent medical assistance. Travel Risk Solutions provided by Eurocross Assistance is the answer.

Duty of Care

Duty of Care is the legal term that refers to an organisation's obligation to take practical steps to ensure the wellbeing of its employees. This also applies while employees are abroad. Good employment practice requires the provision of working conditions that meet health and safety standards. Organisations that send employees abroad must therefore attend to security and healthcare in the country in question.

Organisations operating internationally are responsible for their employees' well-being. The fact that employees are exposed to different and often greater risks the moment they are sent abroad adds to the complexity of this responsibility. Different conditions and the difficulty of exercising control from a distance are important contributing factors. The situation can be further complicated by the possibility of employing local people and/or expats from other countries (so-called 'global nomads' or third country nationals).

Our services

With Travel Risk Solutions we offer a range of services designed to help organisations meet their Duty of Care obligations.

Our Travel Risk Solutions can be tailored to suit any organisation. When creating tailored solutions we consider three determining factors:

- The employee's work location(s)
- The risks in the country question
- The specific requirements of the organisation

We discuss these factors with the client and together we identify the most effective solutions.

Our partners

To ensure that we are able to offer employers and the people they send abroad the best preparation prior to departure, support in the country in question and any follow-up care that may be required, we collaborate intensively with a network of professional partners. Our partners are listed below together with a description of their areas of expertise.

Expat Preventive

Expat Preventive is an organisation that offers training, consultancy and services in international security risk management. A multidisciplinary team of certified professional trainers, each with their own area of expertise, works with leading partners in the field of safety and security risk management.

Travel Risk Solutions	
Assistance	<ul style="list-style-type: none"> ■ 24/7 Emergency Contactcenter ■ Medical - & Travel Assistance ■ Medical Advice ■ Emergency response ■ Aftercare
Preventive Services	<ul style="list-style-type: none"> ■ Security Services <ul style="list-style-type: none"> - Security Risk Management - Country Specific Reports - Security Assessment - Training ■ Medical Services <ul style="list-style-type: none"> - Medical Examination - Medical Quickscan - Medical Audit
Portal	<ul style="list-style-type: none"> ■ World Wise Portal

IVP - Institute for Psychotrauma

IVP is regarded as the Netherlands' centre of expertise on the consequences of traumatic incidents, crisis situations, aggression and violence. IVP helps prevent or mitigate the psychological and corporate distress caused by stressful events and provides practical and adequate assistance for individuals and organisations during and after a crisis or disaster.

Havenziekenhuis Travel Clinic

The services offered by the Travel Clinic are available to anyone about to spend time in the (sub-)tropics. The Travel Clinic provides information and personal travel advice. It can also advise on and perform vaccinations, medical examinations, antimalarial medication and travel essentials. The clinic has been providing services for organisations for 25 years.

Assistance

The Eurocross emergency response centre is staffed 24/7. Employees working abroad who require urgent assistance can contact the Eurocross emergency response centre any time by calling a single emergency number no matter what the problem.

24/7 Emergency Response Centre

Our multilingual emergency response centre is staffed 24/7 by professional assistance coordinators who also speak Dutch. When employees contact us, we initiate the emergency assistance process, or relay the request for assistance to the appropriate agency, in accordance with the protocol agreed with the employer.

Medical & Travel Assistance

We can advise and assist with healthcare needs, such as a visit to the doctor or a hospital stay. We can also take care of practical matters, such as guaranteeing payment and/or booking a return trip. If medical assistance is required, we can coordinate the provision of care in the country in question or arrange medical evacuation. We ensure that the employee receives the best possible medical treatment no matter where they are in the world.

Medical Advice

An employee may not wish to rely on the advice of a local doctor or may want a second opinion. Or the patient information leaflet normally supplied with medication may be missing or in a foreign language. If this is the case, employees can contact Eurocross to seek advice from one of our doctors.



Emergency response

In the event of a disaster or crisis that puts employees in danger, we help create a safe situation. We do this together with Expat Preventive, an organisation that specialises in the management of international security and crisis situations worldwide. A crisis responder can advise the employer and facilitate the management of the crisis. We can also ensure that appropriate security measures are implemented on site.

Aftercare

If an employee experiences a distressing incident abroad, we offer to help them process the experience. On completion of the emergency assistance process, together with IVP (Institute for Psychotrauma) we can arrange for employees to be monitored and debriefed and can provide coaching if necessary. Together with IVP we also offer support for close colleagues who are psychologically affected by their indirect involvement in a crisis or traumatic experience.



Preventive Services

Eurocross specialises in providing adequate assistance in a crisis or emergency. But it is also important to be properly prepared for an international assignment. In association with our partners, Expat Preventive and the Havenziekenhuis Travel Clinic, we offer a range of preventive services that help organisations meet their international assignment policy obligations to minimise security and medical risks for their employees.

Security Services

Security Risk Management

There is always a possibility that an organisation or employee will face a crisis or incident. To ensure an adequate response to such situations, it is essential to be well prepared.

Through our partnership with Expat Preventive, we can advise your organisation and help you create an effective security management plan. Together with your organisation we will streamline your security processes in accordance with the specifications of your risk inventory and evaluation (RI&E), security procedures and roadmaps. The resulting solution is effectively tailored to the needs of your organisation and existing business processes.

Country-Specific Reports

The World Wise Portal provides information about healthcare and security in other countries. If an organisation needs a more detailed analysis of the situation in a particular country or region, together with our partners we can produce a customised report that outlines the risks that can be anticipated in the country or region in question. The report will provide a comprehensive analysis of the following three aspects.

- Information about the country and/or region
- Risk analysis (crime, kidnapping, transport, terrorism, etc.)
- Information about possible security measures

As a follow-up to this report we can arrange for our partner, Expat Preventive, to run a one or two-day training course that focuses on the situation in the country or region in question. As a further option we can also arrange for a consultant and policy development expert to perform a security assessment on site.

Security Assessment

During a security assessment, together with our partners we identify the security and medical risks at a particular work location. In addition to providing a detailed analysis of local facilities, such as possible escape routes and local emergency services, we also carry out a risk assessment on site. The inspection report recommends appropriate training and offers guidance on the measures that need to be taken. The inspection report is also a helpful resource for the employees at the Eurocross emergency response centre. In the event of a disaster or crisis, we refer to this information in order to provide the most effective assistance.



Training

For any organisation that operates internationally, ensuring the safety of employees who travel and work abroad is an important concern. Especially in areas that pose greater risks, such as Africa, South America, Asia, the Middle East and Eastern Europe. In association with our partner, Expat Preventive, we offer organisations a series of professional training courses that provide practical guidance on security issues. These training courses focus on the behaviour and awareness of employees and provide first-hand experience of certain situations. Practice and theory come together in simulated scenarios and role-playing exercises. This ensures

that these training courses are accessible, lively, practical and directly relevant. The training courses we offer for expats and business travellers include:

- Safe Business Travel - staying safe while travelling and working abroad
- Advanced Training on Safe Business Travel
- Hostage-taking & Kidnapping
- Specially designed courses, including training for female travellers
- Crisis Management

All training courses are tailored to the needs and requirements of the organisation.

Medical Services

Medical Examination

Before an employee is posted abroad, our partner, the Havenziekenhuis Travel Clinic, can assess the risks involved in travelling to and living and working in the country in question.

This assessment is based on:

- The employee's current state of health
- The destination the employee will be travelling to
- The work the employee will be doing in the area in question

The doctor will take a medical history, perform a physical examination and issue a medical assessment.

The assessment will also specify which, if any, vaccinations are required. These vaccinations can then immediately be administered by the Vaccination Department at the Havenziekenhuis Travel Clinic.

Medical Quickscan

If an organisation is about to embark on a project abroad, or if employees are travelling to a particular country for the first time, our partner, the Havenziekenhuis Travel Clinic, can perform a quickscan assessment of the health risks in the region in question. The experts at the Travel Clinic can then advise on healthcare based on the results of the scan and conduct a medical audit on site if required.

Medical Audit

It is often difficult to determine the quality of healthcare provided in other countries from a distance. So the experts at the Travel Clinic travel to the region in question to assess the quality of the healthcare services in the area. A medical audit produces an inventory of the health risks and diseases in the region and assesses whether the services provided by local medical stations and hospitals are adequate. If this is not the case where medical care is needed, the Travel Clinic can set up a local clinic run by a team of healthcare professionals. The logistics involved in providing emergency services and arranging repatriation if necessary are documented and contact is established with fully qualified local doctors.

Based on the results of the medical audit, the Travel Clinic can provide specific advice so employees are properly prepared for their trip abroad.



World Wise Portal

Organisations need to know about the countries in which their employees carry out international assignments. They need to be aware of the risks involved in travelling to the area and the conditions in terms of healthcare, security and the local culture. The World Wise Portal, an online travel portal developed by our Scandinavian partner, SOS International, provides this information. Through having access to this portal, organisations can obtain the information they need.

Health information

Health is important, especially when employees are living and working abroad. Standards of hygiene are often lower than in the Netherlands and employees are also likely to encounter diseases that do not exist in their native country. Employees are concerned with questions such as What vaccinations do I need? What diseases exist in that country? And how do I avoid them? The answers to these and many other questions are provided by the World Wise Portal.

Safety Assessments

Employees posted to dangerous regions need to take special precautions. It is also important to note that countries do not have to be especially exotic or far away for this to apply. The risk of corruption, violence and crime is considerably higher in many countries outside of Western Europe. The World Wise Portal offers a series of articles that explain the personal safety precautions you need to take when travelling. The portal also releases a daily update on the safety situation throughout the world.

Country information

Much of the information on the World Wise Portal is country specific. The portal also provides general information about the history of a country, healthcare, vaccinations and culture. Basic knowledge of the local culture can often be invaluable.

When it comes to safety and security, the World Wise Portal provides a wealth of information that can be tremendously helpful for employees who are sent abroad. The combination of information about health, security and culture makes the portal unique.