

Conference on Personnel Recovery

4 June 2008

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International SOS | Overview

Pre-Deployment

Assistance Services

24/7 Advice

- Medical
- Security
- Logistics

Medical Alerts

Medical Country Guides

Security Situation Updates

Weekly Forecast

Security Country Reports

Security City Reports

Online Services

Automated Travel

Advisories

Emergency Record

Compliance Tools

On-line training

On Assignment

Assistance Services

24/7 Advice

- Medical
- Security
- Logistics

Medical Alerts

Security Notifications

International SOS Clinics

Medical Referrals

Security Referrals

General Assistance

Online Services

Traveler Locator Service

Emergency Record

Automated Travel

Advisories

Emergency Response

Assistance Services

24/7 Decision Support

Activation of Local Providers

Activation of Crisis Center

International SOS Clinics

Emergency Evacuation

General Assistance

Online Services

Traveler Locator Service

Emergency Record

Travel Security Services | Overview

- Travel Risk Consulting**
- Traveller Awareness and Tracking**
- Travel Security Information & Analysis**
- Security Advice and Support**
- Evacuation Services**



Scope - Commercial Support to Clients in Crisis

- What is a crisis for International SOS and Control Risks clients
- Support to clients:
 - What we provide
 - Support resources
- Case studies
 - South-East Asian Tsunami
 - Pakistan Earthquake



A Crisis for Clients | We will respond to

- National disasters
 - Earthquakes, tsunamis, etc
- Political unrest
 - Coups, civil unrest, ethnic conflict, etc



When a crisis happens!

- Major factors that affect management & response may include:
 - Limited information available
 - Decisions made under stress
 - Poor communication
 - Operational overload
 - Poor management of information & expectations of employees
 - General uncertainty & fatigue
 - Factors outside your control
- Effective response is enabled by:
 - Corporate leadership
 - Timely decision making
 - Communication
 - Quality of the plans & procedures
 - Training of people & systems
 - Management of expectations

A Crisis for Clients | **What we can provide?**

At the Operational level (Crisis Management Team)

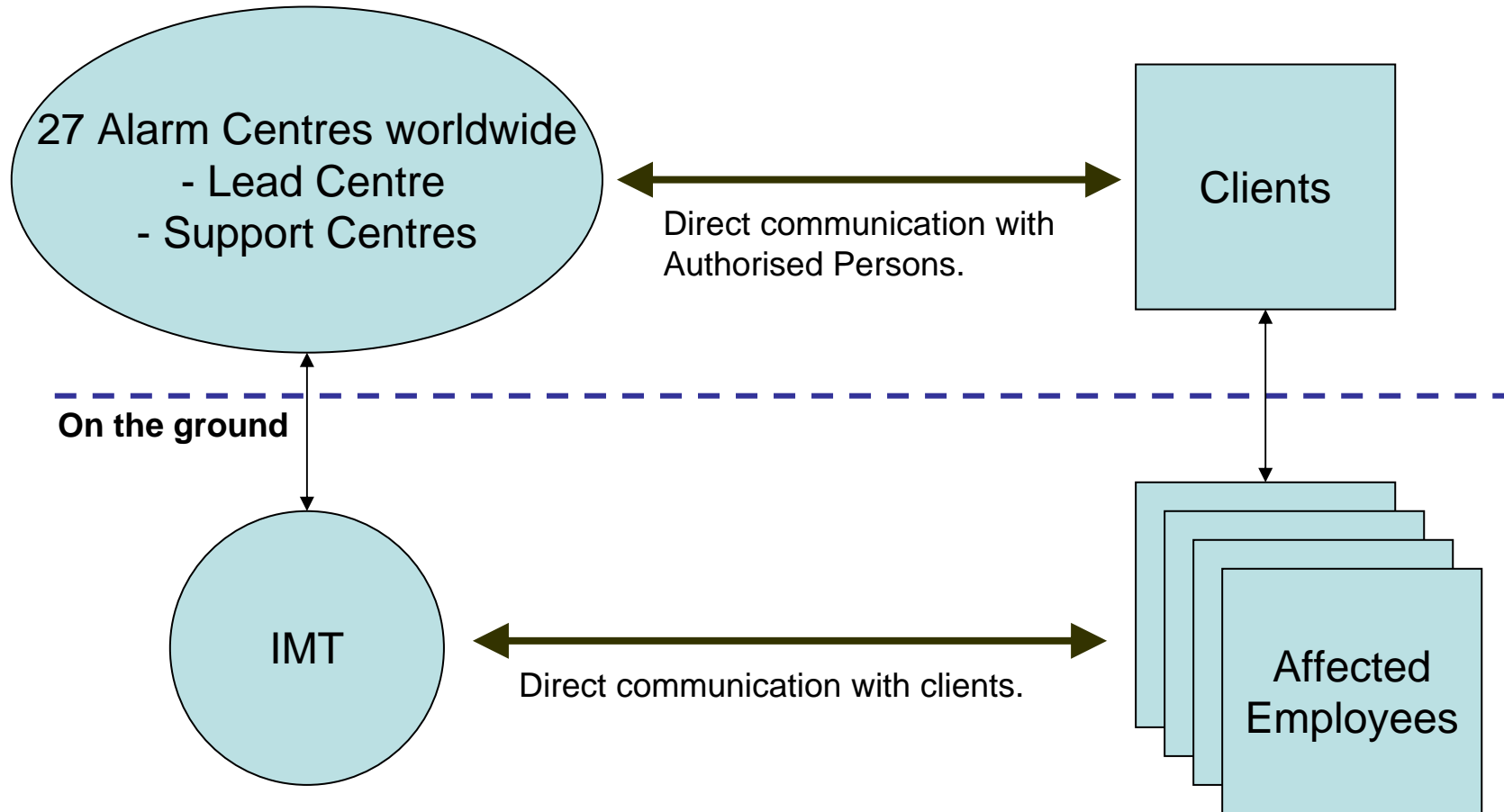
- Aviation support both charter and commercial.
- Comprehensive medical support including the deployment of medical teams, medical facilities, counsellors.
- Coordination of additional logistics support.
- Liaison with client headquarters.

At the Tactical level (Incident Management Teams)

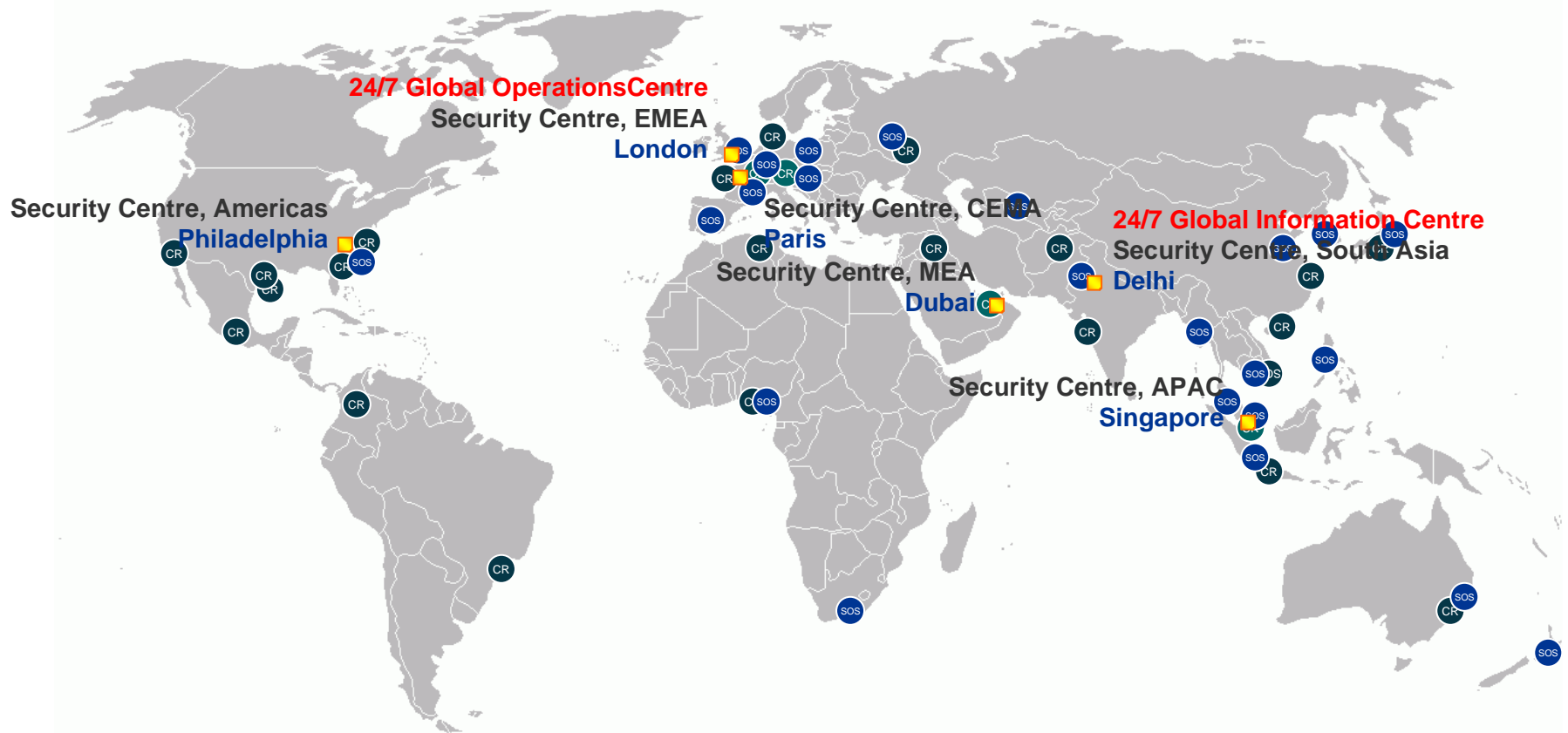
- Risk assessments.
- Establish the local Crisis Management Centre.
- Liaison with local medical and security providers.
 - These providers has been accredited by International SOS.
- Organisation of the local support plan.
- Medical support on the ground.

Support to Clients | Support Resources

Headquarters



Travel Security Services | Support Resources



SOS International SOS alarm centre
CR Control Risks office

27 Alarm Centres
18 Control Risks Offices
Presence at over 350 remote sites

Asian Tsunami 2004 / 2005

- Deployed a Consular Medical and Crisis Management support team immediately after Tsunami to Thailand
- Provided the Head of Operations to the WHO Humanitarian Action Crisis Team in Aceh
- Provided Crisis Response Manager and team of 25 Indonesian Medical Staff to the Australian Government
- Provided Security and Logistical Planning support to the Australian Government.
- Designed, staffed and deployed the 12 person AUSAID response to the Nias Earthquake.



Pakistan Earthquake 2005

- Deployed a Consular Medical and Crisis Management support team immediately after Earthquake
- Assisted the FCO in supporting British Nationals
- Provided Crisis Response Advisor to British Government to advise on emergency response options in worst hit areas
- Provided Advisor and Security and Logistical Planning support to the Secretary of State for International Development during his Tour of the worst affected areas.

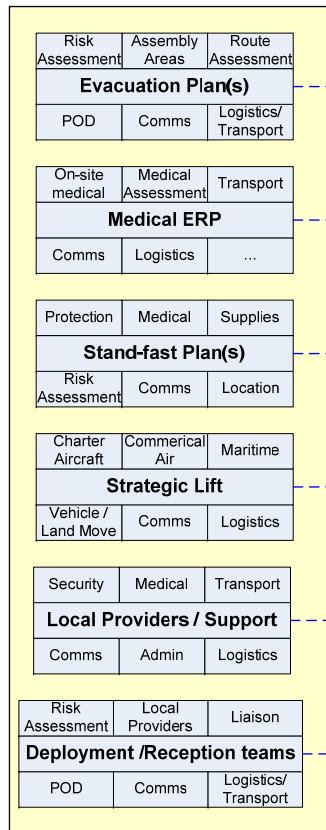


Questions?

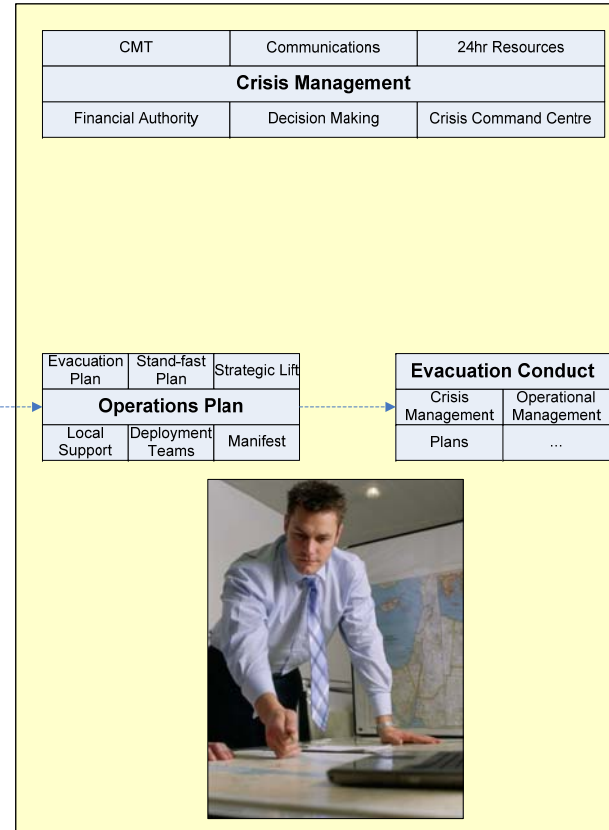




Preparation



Response & Management



Business Continuity Preparation & Plans

Business Continuity & Disaster Recovery Cue and/or Implementation