

HOLISTIC TRAVEL RISK MANAGEMENT SOLUTIONS CONSULTING SERVICES



On Call's philosophy of personal engagement and customized solutions help institutions and organizations stay ahead of risks by solidifying their ability to respond and proactively address duty of care considerations.



RESILIENCY PLANNING

To further mitigate an institution's or organization's unique risks, On Call leverages a variety of solutions to help assess, coordinate, and execute plans for protection against specific areas of risk.

PANDEMIC PREPAREDNESS PLAN

On Call will establish policies and procedures for response to an outbreak or epidemic that may lead to a pandemic. The plan will include triggers to activate the plan, alter operations, and/or restrict travel to affected geographic areas. Additionally, it will include procedures for evacuating constituents in or near an affected area when an outbreak begins, and guidance for constituents returning from affected areas.

BUSINESS IMPACT ANALYSIS AND CONTINUITY PLAN

On Call will identify critical functions at an institution or organization and the business impact should a disruption occur to one of these functions due to an identified threat. Correspondingly, the continuity plan will allow the institution or organization to properly direct resources to mitigate these risks.

TRAVEL RISK MANAGEMENT PLANNING

From basic travel policies to risk management program governance, On Call actively engages with institutions and organizations to formulate, evaluate, or enhance their travel risk management strategies.

TRAVEL RISK MANAGEMENT PROGRAM ASSESSMENT

On Call will review policies and procedures, as well as conduct a baseline assessment measuring against industry best practices, to help the institution or organization understand its overall program effectiveness. On Call will make recommendations of how the program can be further developed to create a robust duty of care solution.

DEVELOPMENT OF CRISIS MANAGEMENT TEAM

On Call will meet with relevant stakeholders and determine the appropriate selection of members for the Crisis Management Team. The team will be tasked with leading and managing a crisis internally at an institution or organization and working in conjunction with federal/international agencies as well as insurance and/or assistance providers when necessary.

CRISIS MANAGEMENT PLAN & POLICY DEVELOPMENT

The Crisis Management Plan will include: role descriptions for each member of the Crisis Management Team, outline of leadership structure, internal emergency communications chart and crisis communication recommendations, crisis notification protocols for constituents, operational security levels and tripwires, emergency response procedures, resources, evacuation options; and critical emergency checklists. Policies may include Crisis Management Team Activation, Crisis Management Plan Maintenance, Travel Booking or Trip Registry, and/or Pre-Travel Health and Safety Awareness.

DEDICATED GLOBAL SECURITY SPECIALIST

The Dedicated Global Security Specialist (GSS) will provide proactive analysis, guidance, and assistance with any travel risk management question or concern. The Dedicated Global Security Specialist will engage with the institution or organization to understand their risk management program components and their associated risk profiles to facilitate proactive preparation and planning. The institution or organization will also receive regular intelligence publications and receive unlimited access to the entire 24/7 On Call Global Security Team for additional insights and expertise as needed.

OPERATIONAL RISK ANALYSIS & PLANNING

Through personal and customized analysis to explore risks, On Call helps institutions and organizations optimize their travel risk management programs while supporting safe travel.

PRE-TRIP LOCATION RISK ASSESSMENTS

Using open source intelligence methods, On Call will deliver a risk assessment that covers overall country risk information and specific location risk information. These bespoke assessments cover topics such as crime, transportation safety, political instability, natural disasters, and other client-specific subjects. Assessments incorporate both the risks of the destination as well as the risk profile of an institution or organization and its travelers to create a truly holistic and customized risk assessment.

REGIONAL MEDICAL ASSESSMENT

On Call will provide a review of medical capabilities and resources in a designated area. The assessments include recommended medical facilities listed by level of care and proximity to the location(s), as well as regional medical evacuation capabilities.

MEDICAL EMERGENCY RESPONSE PLAN

On Call will create a plan that details recommended preparedness for injury or illness management on-site, including audit of first aid resources/equipment, recommendations for the procurement of additional emergency response resources, and medical contingency plan recommendations based on factors such as the capabilities of local emergency responders, and/or the need to acquire private ambulance contracts or other vehicles for patient transport.

OPERATIONAL RISK ASSESSMENT

On Call will provide an assessment that includes high-quality strategic intelligence to assess the impact of various political, social, economic, health, and security risks to the client's operations. The tailored operational risk assessment not only clarifies the specific context an institution or organization is operating in, but also monitors trends and provides forecasts for impact events to help prepare for fluid, changing situations.

SITE VULNERABILITY ASSESSMENT

On Call will visit the location of the institution or organization to conduct a site vulnerability and threat assessment. This will involve a comprehensive review of an asset's physical security program within the context of the risk environment. Following completion of the review and interviews with key stakeholders, On Call will provide a comprehensive report with opportunities for improvements to the organization's risk countermeasures.

SECURE JOURNEY MANAGEMENT

On Call will coordinate executive protection or secure transport services in both hostile and non-hostile environments. On Call International will plan routes, provide transport, and provide close protection personnel as needed.

CUSTOM TRAINING SERVICES

Through education, On Call helps institutions and organizations optimize their travel risk management programs, make informed decisions, and prepare their constituents for safe travel.

CRISIS OR INCIDENT RESPONSE EXERCISE

On Call will create an exercise for the institution or organization to be delivered onsite at the client's location. The exercise presents a crisis scenario in a low-key, non-emergent environment. This allows problem-solving discussion intended to lead to solutions for a comprehensive response plan prior to a real crisis event. Participants will be guided through a scenario, stop to discuss protocols, and work through challenges presented by the facilitator. On Call's crisis management education incorporates best practices and real-life lessons to help administrators and crisis team members identify gaps and improve their institution's or organization's ability to respond to an incident.

SAFE TRAVEL TRAINING

On Call will conduct a safe travel workshop, virtually or in-person, for an institution or organization's constituents. The training was developed to help institutions and organizations fulfill their duty of care responsibilities by ensuring constituents are informed of important safety measures and prepared to mitigate against risks associated with their travel plans. The training will cover the following and can be customized to highlight specific content based on unique demographics of the constituents (such as female travel safety): situational awareness, travel preparedness, transportation, and response to critical events. This training equips attendees with valuable proactive and reactive safety measures and best practices in order to boost their confidence while abroad.

For more information regarding
On Call's consulting services,
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ABOUT ON CALL INTERNATIONAL

When traveling, every problem is unique—a medical crisis, a political threat, even a common accident such as a missed flight. But every solution starts with customized care that ensures travelers are safe and protected. That's why for over 20 years, On Call International has provided fully-customized travel risk management services protecting millions of travelers, their families, and their organizations.

For more information visit: www.oncallinternational.com.