

**TRAVEL RISK MANAGEMENT:
PROACTIVE EDUCATION SERVICES**

PROTECT YOUR PEOPLE, PROTECT YOUR ORGANIZATION

An effective travel risk management program encompasses so much more than reacting to a crisis abroad. In fact, a critical element of duty of care involves proactive awareness, education, and training to not only help prevent danger and minimize its impacts—but also to encourage safe and informed travel decisions in the process. That's why for more than two decades, On Call has helped travelers and administrators not only manage travel emergencies when they arise—but also prepare for and even prevent them *before* they happen.

ON CALL'S PROACTIVE EDUCATION SERVICES CAN BE CUSTOMIZED TO MEET THE SPECIFIC NEEDS OF YOUR TRAVELERS, AND YOUR ORGANIZATION.

CRISIS OR INCIDENT RESPONSE EXERCISE

Onsite, facilitated exercise for administrators at the client's location. The exercise presents a crisis scenario in a low-key, non-emergency environment. This allows for problem-solving and discussions that can help your organization develop or improve a comprehensive emergency response plan. Participants are guided through a scenario and have the opportunity to discuss protocols while working through challenges presented by the facilitator. The goal is to prepare, educate, and train all stakeholders about their roles and responsibilities in the event of an international crisis. These exercises are typically 90 - 120 minutes in length.

RECORDED TRAVELER ORIENTATION

A brief description of available services, how to access them, and what to expect when utilizing On Call's assistance. The orientation is intended for travelers and can be used by the client during live orientations or included as a link in websites or emails. A recorded orientation is typically 4-6 minutes in length.

GROUP LEADER, FACULTY LEADER OR ADMINISTRATOR TRAINING WORKSHOP

Onsite training for individuals responsible for groups of travelers or training others ("train the trainers"), who need in-depth knowledge and understanding of crisis management. Trainings can be developed in conjunction with other key stakeholders to include end-to-end content for program administrators. These trainings are typically 60-90 minutes in length.



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CUSTOMIZED TRAINING WEBINARS

These presentations are appropriate for administrator training as well as more detailed end-user training. Topics include a detailed overview of services, how to access them, how the services are administered, and what to expect when receiving service. Webinars can be scheduled live to allow for questions and answers or recorded with tracking of views for compliance purposes if requested. Webinars are typically 30 minutes in length.



KEYNECTUP

A KeynectUp account can be used in conjunction with education and plan documents to encourage increased awareness and utilization of On Call services. This account places vital emergency contact information on travelers' cell phones via text message or an embedded email/website link. The KeynectUp contact card is customized for each client and can hold a variety of content.

TRAVELER OUTREACH CONTENT

Real-life case studies to provide examples of how On Call's services can be utilized—whether it is a medical emergency, security concern, or even a lost passport.

For more information about On Call's fully customizable and holistic travel risk management solutions, contact us today:

+1 (888) 289 0567
contact@oncallinternational.com



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.

