Minimizing Risk and Maximizing the Global Experience

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Rise in Risks to Travelers

72% say travel risks have increased over the past year. Those in Europe and North America are most likely to say this.

57% expect travel risks to increase in 2017.

80% say their business has modified itineraries due to health or travel security concerns.

51% due to terrorism, 36% due to civil unrest, 32% due to country risk ratings.

...say risks have increased for travelers to this region.
Rise in Risks to Travelers

2016

48%

report increased investment in travel risk mitigation over the past year

2017

47%

expect investment to increase in the coming year

44%

say number of travellers at their business have increased
Top Risks for University Travelers Abroad:

• Opportunistic Crime
• Pre-existing health conditions
• Drinking
• Road traffic accidents
• Drowning
• Sexual Assault
Infrastructure to Support International Travel

Committee on International Travel Risk Assessment
- Review & approve undergraduate high-risk travel
- Develop and update University policy, guides, and communications

Global Incident Management Team
- Responding to incidents abroad
- Example: Paris & Belgium

Heightened Risk Region List
- Identify travel risks and risk mitigation strategies
- Centrally coordinated groups used to communicate and advise on changes
International Risk Management

- Travel Tracking & Monitoring
- Risk Assessment
- Pre-departure Training
- Emergency Response
Undergraduate students may **not** travel to any region on this list without pre-approval.

<table>
<thead>
<tr>
<th>Region</th>
<th>Region Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ethiopia</td>
<td>Somali region and areas bordering Eritrea, Kenya, South Sudan, Sudan</td>
</tr>
<tr>
<td>Georgia</td>
<td>Abkhazia, South Ossetia</td>
</tr>
<tr>
<td>Guatemala</td>
<td>Guatemala City; Chiquimula, Petén, Zacapa and Izabal departments</td>
</tr>
<tr>
<td>Guinea-Bissau</td>
<td>Entire country of Guinea-Bissau</td>
</tr>
<tr>
<td>Haiti (TW)</td>
<td>Entire country of Haiti</td>
</tr>
<tr>
<td>Honduras (TW)</td>
<td>Entire country of Honduras</td>
</tr>
<tr>
<td>India</td>
<td>Assam, Arunachal Pradesh, Nagaland, Tripura, Bihar, Jharkhand, Chhattisgarh, non-coastal</td>
</tr>
<tr>
<td>Indonesia</td>
<td>Maluku, Aceh, Papua, West Papua</td>
</tr>
<tr>
<td>Iran (TW)</td>
<td>All of areas of Iran</td>
</tr>
<tr>
<td>Iraq (TW)</td>
<td>All other areas of Iraq</td>
</tr>
<tr>
<td></td>
<td>Southern governorates, Kurdistan Region border areas</td>
</tr>
<tr>
<td>Israel and Palestinian</td>
<td>Kurdistan Region</td>
</tr>
<tr>
<td>Territories (TW)</td>
<td>Gaza</td>
</tr>
<tr>
<td></td>
<td>All other areas of Israel, Palestinian Territories</td>
</tr>
<tr>
<td>Jamaica</td>
<td>West Kingston, Spanish Town</td>
</tr>
</tbody>
</table>
The Global Activities Registry

- Contact travelers in an emergency
- Inform travelers of advisories and warnings
- Expedite Response to crisis/natural disaster
- Sync traveler details with International SOS and related resources

REGISTRATION IS MANDATORY FOR ALL STUDENTS & TRIP LEADERS ON PENN TRIPS ABROAD
ISOS – Medical Coverage

What is Penn Affiliated Travel? *(one of the below must apply)*:

- **Credit bearing**
- **Funded**
- **Employment related**
- **Penn recognized and approved**

[global.upenn.edu/global-resources/travel-safety/university-affiliated-travel](global.upenn.edu/global-resources/travel-safety/university-affiliated-travel)
International SOS

- TRAVEL MEDICAL INSURANCE
- Medical consultation and referrals
- Security advice
- Lost passport or lost medication assistance
- Medical monitoring
- Evacuation and repatriation assistance
27 Assistance Centers Worldwide

CONVENIENCE: Local medical and security expertise provided globally in any language, anytime 24/7/365.

79,000+ accredited providers

DELIVERY: A vast network of accredited healthcare, aviation and security providers ensuring you receive high standards of care in the air and on the ground.

5,200+ medical professionals

EXPERTISE: Immediate access to professionals with extensive experience in all areas of medicine, coupled with a thorough knowledge of the local environment and healthcare system.

45+ clinics worldwide

QUALITY: Our set of global protocols and procedures ensures that we adhere to international standards of medicine—even in developing countries (subject to local clinic terms and conditions).
Scholastic Comprehensive Program
Membership Number: 11BSGC000012

Medical & Travel Assistance
• Coordination with Medical Insurer
• Emergency & routine medical advice
• Medical referrals and Travel Health Information
• Arrangements and Payment evacuations and repatriations
• Out-patient case management
• In-patient admission
• Dispatch of Medication & Medical Supplies*
• Medical Monitoring
• Guarantee of Medical Expenses*
• Access to International SOS Clinics*
• Emergency translation & interpreter services
• Lost document advice & assistance
• Emergency cash advance*

Online Resources
• Members Only Website
• E-mail health alerts
• Emergency Records
• Travel Advisories

Security Assistance
• Arrangements and payment of evacuations
• 24 hour access to Security Specialists
• Real time security and safety information
• Legal referrals

*Services provided on fee for service basis

Worldwide reach Human touch
Visit the International SOS Website
International SOS Assistance App

Call us anytime, anywhere at any of our assistance centers around the world using the Assistance App

- In time of need, you can quick dial for immediate help from an International SOS assistance center, whether it's for an emergency or just advice.

- Gives you peace of mind and the ongoing confidence to travel or live anywhere in the world knowing this safety net is always available 24/7/365 simply by pressing a button.

- Easy access to timely medical and security alerts for your location, so you are kept aware of changing situations and can quickly adjust plans as needed.

- Supplements your International SOS membership card, ensuring you always have your membership card.
Enhanced Emotional Support

**Emotional Support Services**

- Access to a network of over 11,000 locally-based affiliate counselors or trauma professionals throughout the world
- Modality of counseling in line with traveler needs: online, telephonic or face-to-face in the language of preference
- Incident managers to support the University’s administration
- Capability of setting up an incident hotline for clients or deploying trauma counselors

Our Emotional Support program provides end-to-end comprehensive assistance solution through integration of Medical and Travel Security assistance with psychological support for an enhanced customer experience.
What happens in a case scenario

Step 1 – Call us
Member or AP will directly speak with a medical or security expert

Step 2 – Provide assistance
We will provide information, advice and reassurance

Step 3 – Contact University
We will call a University Authorised Person (AP) for service approval if required

Step 4 – Deliver service
We will monitor the medical, security and/or travel assistance case

Step 5 – Confirm treatment completed
We will take care of your traveller until our help is no longer needed

73% of cases end here Medical and security information, advice, referral

Possible steps if required (when further assistance needed)
Outpatient and inpatient care, evacuation and repatriation

*Please note. Although this chart shows a smooth progression of task completion; during a case, verification of benefits, authorization and mobilization of resources may be occurring simultaneously.
In Summary

- Risks in International Travel
- Support for Penn Affiliated International Travel
  - Business Operations
  - Travel Logistics, Health & Safety
- Global Activities Registry
- International SOS Benefits

**Important Numbers & Resources for Travelers Abroad on Penn Affiliated Travel**


- If you have been the victim of sexual violence of any kind: Confidential resources:
  Special Services in the Division of Public Safety: +1 215.898.6600 – Penn Advocates available 24/7 to support you
  ISOS: +1 215.942.8478 (Penn Member ID: 11BSGC000012)

- Resource available 24/7 in case of emergency:
  Penn Police: +1 215.573.3333

Worldwide reach Human touch
Thank you!

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