



**ASSOCIATION OF EUROPEAN BUSINESSES
IN THE RUSSIAN FEDERATION**

Business Travel Safety in Russia & CIS

**October 7, 2009
AEB office, Moscow**

Safety in Business trips

Open Event "Travel Safety"

October 7, 2009



Contents

- HSSE risks in business trips
- Roles and responsibilities
- Frequent Business Traveller
- Travel to Moscow or via Moscow
- Travel to regional cities/towns
- Travel to the fields
- Your Feedback



HSSE Risks in business trips

Safety hazards

- Transportation and Accommodation related

Health hazards

- Stress, DVT – travel and traveler related
- Infectious and endemic disease – destination related
- Poor medical infrastructure – destination related

Security hazards

- Risky behavior – traveler related
- Violence & Robbery – destination related



Roles & responsibilities

Business Traveller is responsible

1. Prior to travel, check travel health, safety and security information provided by Shell Travel, including Travel Alerts
2. Follow the Company's travel policy for planning, booking and execution of Business Travel
3. Frequent Business Travellers must be fit to travel in line with manual section *Fitness to Work*
4. Report health, safety, or security incidents related to business travel in line with manual section *Incident Investigation & Learning*

Manager is accountable

1. Require that Company employees book travel travel & accommodation through Company Approved Booking Channels.



Business Travel Policy

Business Travel Manual (May 2009)

Business Travel Policy (Update, March 23, 2009)



PERSONAL SAFETY MANUAL

Mandatory

Shell HSSE Control Framework

Restricted

Business Travel

Purpose

To manage the health, safety and security risks associated with Business Travel¹.

Who is this for?

- Country Chairs;
- Vice President Health;
- Managers;
- Contract Holders for travel services; and
- Company employees and seconded staff in the company who travel in the performance of their duties (business travellers).

What situations are covered?



Shell Exploration & Production (RF) BV

Business Travel Policy

Порядок Осуществления Служебных Командировок

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Status:	Final	Security Classification:	Restricted

Shell HSE & SD



Target audience

All business travellers:

- **Shell Moscow office employees**
- **Contractors**
- **Travellers coming to Moscow**
- **Travellers coming to Russia and CIS**



HSSE Travel web-page

Your Safe Business Trip to Moscow



Download [here](#)

<mailto:S.Khmelevskaya@shell.com>
to get a pocket-sized brochure

Travel Advice



How to make you Business trips safer?
The answer is [here](#)

[Q&A](#)

Travel Health



Click [here](#)

Russia & CIS cities



Russia regions & CIS countries. [Practical advice](#)

[Travel Guide to Kazakhstan](#)

Travel Policies & Procedures



- [SEPS Airline Policy](#)
- [Business Travel Policy](#)
- [IBVA](#)
- [Taxi Policy](#)

Form & Templates



Forms & Templates to book a safe trip
with Shell approved providers.

[Travel Request Form](#)
[Visa Request Form](#)
[Cash Advance Form](#)
[Business Travel Form](#)
[Expense Claim Form](#)

[Provide feedback on your last business trip here](#)

[Report an incident in FIM](#)

Fitness to Travel

Frequent Business Traveller (FBT)

- Within the region (e.g. Europe) on travel of more than 4 hour flights, three or more times per month;
- On long distance (intercontinental) trips three or more times annually;
- Less frequently, but to high-risk destinations (significant local health risks/basic local health facilities/difficult access).

Do you fall into the category?

- ✓ Register with Shell Health FBT
 - ✓ Training
 - ✓ Health Screening



Travelling to Moscow and via Moscow office

- Use Your Safe Business Trip to Moscow Guide
- Book your trip via approved travel service provider
- Check the airline you've chosen against Airline Risk "Traffic Lights"
April 22, 2009
- Use Approved Taxi companies
- Hotels
- Have yourself and provide your visitors with HSE Induction, the miniguide, emergency card



Russian Regions & CIS countries

Personal data

- ✓ Update Family contact
- ✓ Scan and save your passport

Health

- ✓ Health hazards
- ✓ Vaccinations
- ✓ Medical facilities
- ✓ Medical insurance
- ✓ First aid kit
- ✓ Life Saving Rule #9

Flights

- ✓ “Traffic Lights”
- ✓ Other options (trains)
- ✓ Approval from the Country Chair

Important numbers

- ✓ Office, hosts, duty officer, insurance company, etc

Shell HSE & SD



Russian Regions & CIS countries

Hotels

- ✓ Contact approved travel provider
- ✓ Fire hood/safety kit
- ✓ Survival miniguide



Russian Regions & CIS countries

Transport

- ✓ Approved travel service provider
- ✓ Taxi database (travel advice and the database document)
- ✓ Provided by a hotel
- ✓ For towns within 1000 km range from Moscow SEPS has a very successful experience of hiring 4X4 vehicles and drivers from Intermark Auto Leasing in Moscow and sending them to work in the regions
- ✓ Journey Management Plan to be developed for high risk destination
- ✓ Life Saving Rules (#9, 10, 12)



Russian Regions & CIS countries

HSSE Induction

- ✓ Contact HSSE Department
- ✓ Travel Safety alerts
- ✓ Familiarize yourselves with Russia regions & CIS countries practical advice



Microsoft Word
Document

- ✓ Q & A for travel advise



Field Trips

Trip activities where a risk assessment identifies the potential for a significant incident that requires management controls to be in place.



Trip Safety Plan

Trip Safety Plan contents

- Purpose of the trip
- Maps
- Team composition (1st aiders, Russian speaking person)
- Host contact details (if any)
- Journey Management Plan (drivers, number, type)
- Emergency Response (includes medical ER)
- Aircraft, helicopter
- PPE
- Communication devices

ER Plan

- Geographical location of the site (remoteness, access roads, nearest helipads and airports)
- Work related and endemic health hazards
- Local medical infrastructure
- Time required getting a casualty to a nearest medical facility, including the hours of darkness
- Communication means
- Number of team members

Plan and implement appropriate controls

- ✓ Basic Life Support or First Aid Training for business travellers
- ✓ Mobilization of medical professional and required equipment
- ✓ Vaccination

Roles and Responsibilities

Trip Organiser

- Manages planning of field trip
- Invites attendees
- Risk assessment, consult with HSSE Department
- Prepares field safety trip plan

Field Trip Leader

- Manages operational part of field trip:
- Reviews field safety trip plan
- Obtains weather information, brief field trip team

Line Manager

- Approves field trip
- Approves field trip safety plan
- Conducts post trip review

Your Feedback

- ✓ LL
- ✓ Taxi database
- ✓ Tips and advise for your colleagues



- Web Feedback Form
- Face-to-face discussion with HSE





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**October 7, 2009
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**«Приоритет предупреждения
над реагированием» -
девиз, под которым
обеспечивается безопасность
сотрудников Siemens во время
их служебных поездок**

„Ежедневно около
30.000
сотрудников
Siemens
находятся в
служебных
командировках по
всему миру“



- Военные действия, межэтнические столкновения, террористическая активность, высокий уровень общеуголовной преступности, а также эпидемии и чрезвычайные происшествия природного и техногенного характера в отдельных странах и регионах создают высокий уровень рисков для командированных в эти страны и регионы сотрудников
- В этой связи:
 - Siemens AG вводит определенные регламентации и ограничения, касающиеся командировок в такие страны и регионы
 - Служба корпоративной безопасности (CSO) разрабатывает и реализует комплекс защитных мер с акцентом на превентивных мерах

- **Страны и регионы с запретом на командировки -**
страны и регионы с чрезвычайно высоким уровнем рисков (активные военные действия, террористические атаки, опасные эпидемии). Запрет носит, как правило, временный характер.
- **Страны и регионы с разрешительным порядком командирования –**
при наличии актуальных угроз для безопасности поездки в страну или регион возможна только в случае предварительного согласия CSO. В отдельных случаях согласие на поездку дает руководство регионального представительства Siemens в стране командирования, а CSO информируется о поездке.
- **Страны и регионы с регистрационным порядком командирования –**
при наличии потенциальных рисков в стране пребывания командированный сотрудник заблаговременно регистрирует свою командировку в местном региональном представительстве Siemens. CSO уведомляется о предстоящей командировке.

- Постоянное отслеживание ситуации в странах/регионах (**СМИ, внешнеполитические ведомства, представительства Siemens, партнеры по информационно-аналитической работе**)
- Заблаговременное информирование CSO о предстоящей командировке в страны/регионы с повышенным уровнем опасности
- Уточнение ситуации в стране/регионе на момент командировки (**локальный офицер безопасности, руководство локального представительства**)
- Анализ обстоятельств конкретной поездки, включая ее необходимость
- Оценка возможностей по обеспечению безопасности командированного сотрудника в стране/регионе - опора на **локальное представительство и локального офицера безопасности**
- Принятие решения о возможности поездки и информирование заинтересованных лиц относительно условий командировки, обязательных к выполнению

Оформление командировки через SAP позволяет:

- информировать сотрудника об установленном порядке поездок в данную страну/регион
- информировать CSO о планируемой поездке

Ведение категории стран для командировок - SAP NetWeaver Portal - Microsoft Internet Explorer provided by SIS IO

Файл Правка Вид Избранное Сервис Справка

Назад Поиск Избранное

Адрес: <https://jcmwk.ww600.siemens.net:52101/irj/portal> Переход

Links Intranet.siemens.ru www.siemens.ru

Добро пожаловать Ivan Mytnik

Справка | Персонализация | Выход из системы

Поиск Расширенный поиск

Персональная информация Рабочее время Данные зарплаты PMP - Процесс Управления Результатами Менеджер командировок

Менеджер командировок Новый Менеджер командировок

Ведение категории стран для командировок | История | Назад Вперед

Главная навигация

Менеджер командировок Новый

Нормы суточных по странам

Приказ об изменении сроков командировки

Приказ об отмене командировки

Документы, необходимые для командировки

Siemens Travel Net

Corporate Mobility Services

Виза

Заказ такси

Ведение категории стран для командировок

Избранное

Безопасность по Странам: изменение: обзор

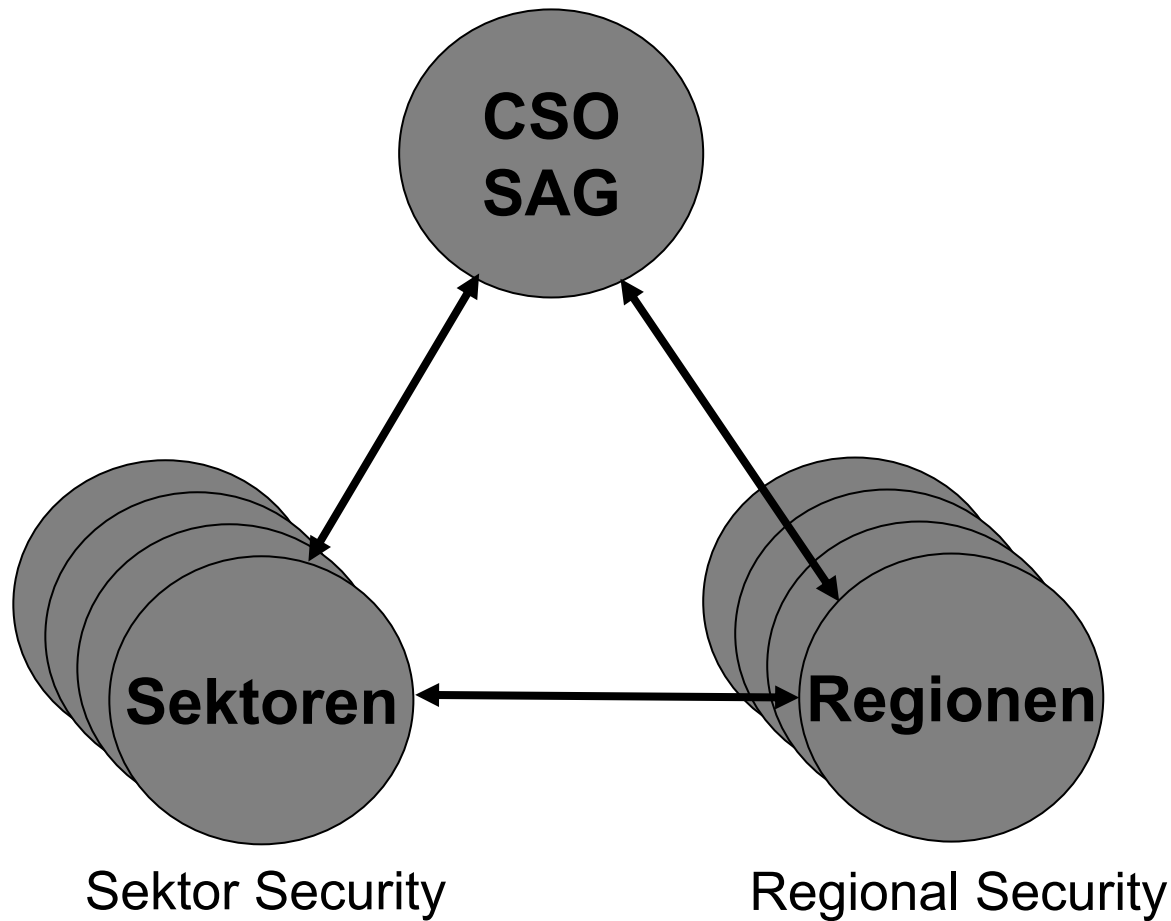
Меню | Сохранить | Назад | Отменить | Система | Новые записи

Название	Регион	С...	Р...	Действ. с	Действ. по	КатСтраны	Ноут.Запр.
Гондурас		HON	<input type="checkbox"/>	01.01.1900	31.12.9999	Въезд требует согласования	<input type="checkbox"/>
Гонконг		HKG		01.01.1900	31.12.9999		<input type="checkbox"/>
Гренада		GRE		01.01.1900	31.12.9999		<input type="checkbox"/>
Гренландия		GRC		01.01.1900	31.12.9999		<input type="checkbox"/>
Греция		GRI		01.01.1900	31.12.9999		<input type="checkbox"/>
Грузия		GEC		01.01.1900	31.12.9999	Въезд требует согласования	<input type="checkbox"/>
Дания		DAN		01.01.1900	31.12.9999		<input type="checkbox"/>
Дем респ Конго		ZAI		01.01.1900	31.12.9999		<input type="checkbox"/>
Джибути		DIB		01.01.1900	31.12.9999		<input type="checkbox"/>
Доминик. респ.		DOM		01.01.1900	31.12.9999		<input type="checkbox"/>
Доминика		DOA		01.01.1900	31.12.9999		<input type="checkbox"/>
Дубай		DUE		01.01.1900	31.12.9999		<input type="checkbox"/>
Египет		EGY		01.01.1900	31.12.9999	Въезд требует регистрации	<input type="checkbox"/>
Замбия		SAM		01.01.1900	31.12.9999		<input type="checkbox"/>
Западное Самоа		SOA		01.01.1900	31.12.9999		<input type="checkbox"/>
Зимбабве		SIM		01.01.1900	31.12.9999	Въезд требует регистрации	<input type="checkbox"/>
Израиль		ISR		01.01.1900	31.12.9999	Въезд требует согласования	<input type="checkbox"/>
Индия		IND		01.01.1900	31.12.9999		<input type="checkbox"/>
Индия		IND 01		01.01.1900	31.12.9999	Въезд требует согласования	<input type="checkbox"/>
Индонезия		IDS		01.01.1900	31.12.9999	Въезд требует регистрации	<input type="checkbox"/>
Иордания		JOR		01.01.1900	31.12.9999	Въезд требует регистрации	<input type="checkbox"/>
Ирак		IRK		01.01.1900	31.12.9999	Въезд требует согласования	<input type="checkbox"/>
Иран		IRN		01.01.1900	31.12.9999	Въезд требует согласования	<input checked="" type="checkbox"/>
Ирландия		IRL		01.01.1900	31.12.9999		<input type="checkbox"/>

Сохранить

MW2 (300)

Корпоративная безопасность



- Постоянное информирование сотрудников компании о регламентации командировок через Интранет (**SCO, Corporate Mobility Service**)
- Информирование командируемых об особенностях обстановки в стране и особенностях поведения (**CSO, локальное представительство**)
- Детальная проработка **CSO** условий пребывания и работы в стране (транспорт, проживание, места выполнения работ)
- Инструктаж в **CSO** непосредственно перед поездкой
- Поддержка долгосрочно командируемых сотрудников через **International Delegation Center (IDC)**

Наибольшими ошибками, которые можно совершить направляясь в другую страну, являются игнорирование советов местных жителей, переоценка своих возможностей и отсутствие самодисциплины.

- Поддержка со стороны локального представительства концерна и местного офицера безопасности
- Взаимодействие со службами безопасности местных заказчиков
- Контакты с местными властями и опора на их возможности
- Привлечение местных фирм –поставщиков услуг в сфере безопасности
- Организация коммуникации, обеспечение средствами надежной и устойчивой связи (спутниковый телефон)
- Подготовка плана мероприятий на случай кризисных происшествий (эвакуация, медпомощь, контакты с местными властями и т.п.) с четким распределением обязанностей
- Инструктаж о поведении на месте
- Специальные меры безопасности для VIP-персон (члены Центрального Правления, Наблюдательного Совета и т.д), включая личное сопровождение

Спасибо за внимание !

*Уполномоченный по вопросам корпоративной
безопасности российской региональной
компании **SIEMENS***

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УСЛУГИ
БЕЗОПАСНОСТИ

SECURITY AND COMFORT FOR VISITING RUSSIA

**«MIG» COMPANY
«EMERGENCY ASSISTANCE»
INTERREGIONAL PROGRAM**

What questions may be asked in an unknown city ?

- ✓ **Where to stay?**
- ✓ **Where to eat?**
- ✓ **How to get there?**
- ✓ **How much?**
- ✓ **Where to buy?**
- ✓ **How to find?**
- ✓ **Where to go?**
- ✓ **Whom to address to?**
- ✓ **How to behave in a non-standard situation?**

Taking into account the country's size and its multinationality, a visitor should remember about local peculiarities and customs of every particular region.

Russia does not close – but opens beyond Moscow MKAD Ring Road.

SECURITY & COMFORT for visitors is provided by Interregional Program «EMERGENCY ASSISTANCE»?

Network of centers at the territory of the Russian Federation and near abroad providing ...

- ... practical assistance, also by armed rapid reaction groups**
- ... consulting assistance**
- ... informational assistance**

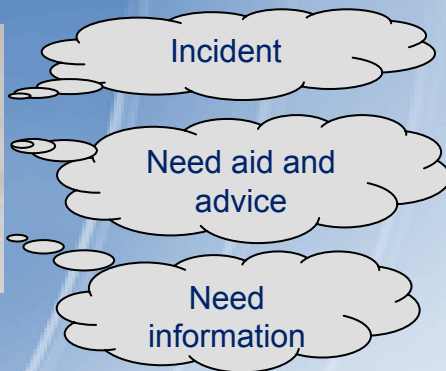
HOW DOES THE «EMERGENCY ASSISTANCE» PROGRAM WORK?



УСЛУГИ
БЕЗОПАСНОСТИ



Card owner



**Emergency assistance hot line
(495) 785-25-32**

**Servicing clients
MIG contact-center**



**Consulting
What should be done?**



**Booking seats
and tickets**



**Ordering and
delivery of goods**



Legal consulting



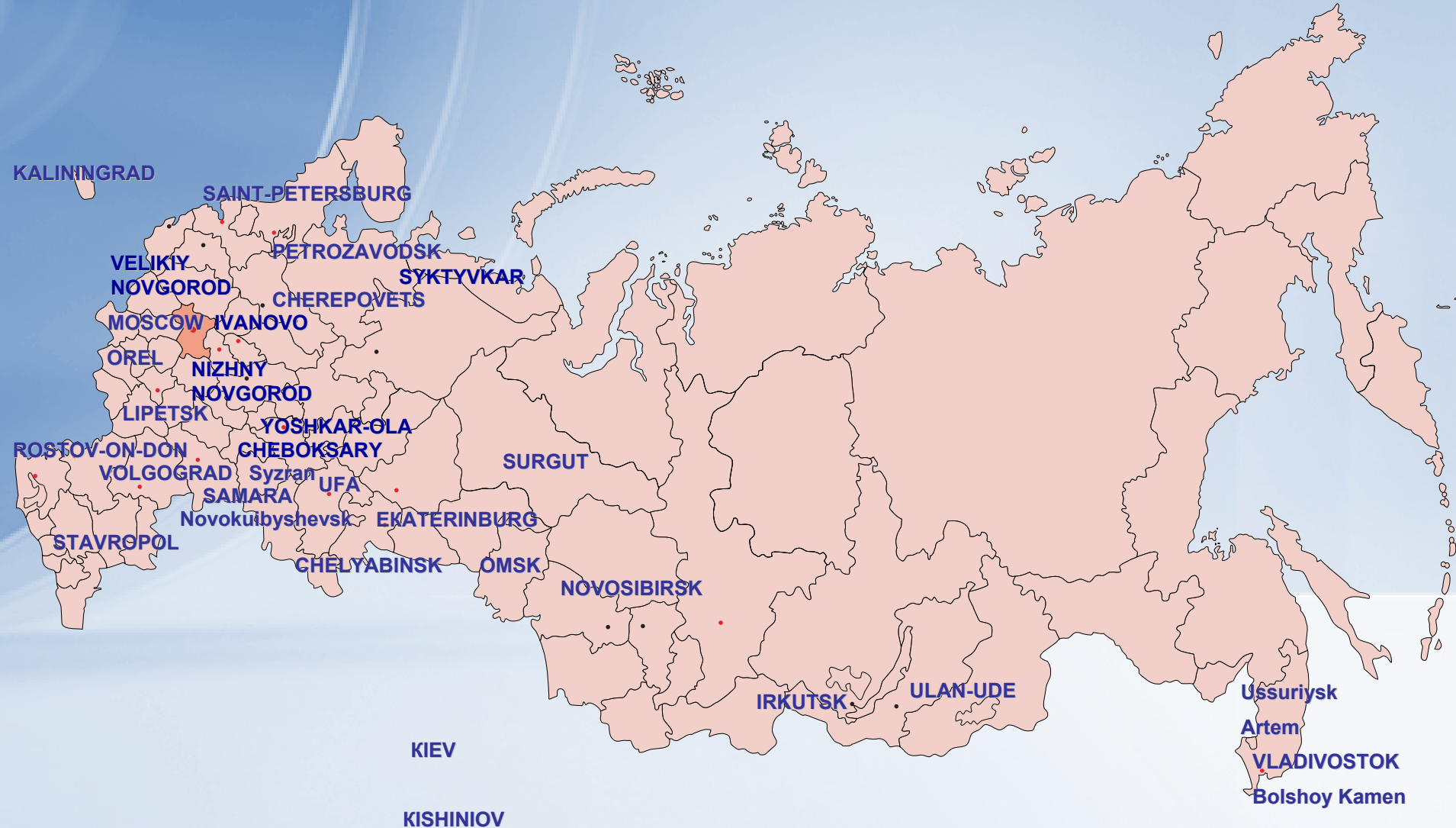
**Arrival of rapid
reaction group**



**Inquiry information
WHAT? WHERE? WHEN?**

TERRITORY OF ACTIVITY

33 cities in Russia and CIS



SHORT DESCRIPTION OF SERVICES



УСЛУГИ
БЕЗОПАСНОСТИ

Practical assistance

- ✓ Arrival of rapid reaction group in case of threat to Client's life, health and property
- ✓ Arrival of rapid reaction group to the place of traffic accident in which Client is involved
- ✓ Calling technical assistance and specialized services to the place of traffic accident
- ✓ Ordering and delivering medicines, tickets, flowers
- ✓ Booking rooms in hotels and tables in restaurants
- ✓ Finding and providing addresses, telephones, schedules of work of various services, state and commercial organizations

Consultative assistance

- ✓ Behaviour in dangerous and non-standard situations
- ✓ Consulting on issues of personal security
- ✓ Consulting on legal issues
- ✓ Consulting on ways of behaviour and relations with local authorities, representatives of law enforcing agencies, municipal services and other.

Informational assistance

- ✓ Providing information on acting legislation
- ✓ Finding and providing various information on Client's request

TARIFF PLANS



УСЛУГИ
БЕЗОПАСНОСТІ

Civil

Practical assistance
Consultative assistance
Informational assistance

Business

Practical assistance
Consultative assistance
Informational assistance

+

Assistance of lawyer
Regional roaming

Golden

Practical assistance
Consultative assistance
Informational assistance

+

Assistance of lawyer
Regional roaming

+

Servicing of
family
members

Guest

Servicing of guests and business-partners for the time of their presence

ADVANTAGES OF THE «EMERGENCY ASSISTANCE» PROGRAM

- ✓ One telephone number for ANYTHING what may happen
- ✓ Round-the-clock immediate assistance and support
- ✓ All kinds of assistance, including arrival of rapid reaction group
- ✓ No language barrier – the Program operators speak fluent English
- ✓ Saving efforts and time in solving everyday problems
- ✓ Choice of tariff plans for different categories of clients

And...

- ✓ The Program is active in the Russian Federation and close abroad in the unified standard
- ✓ The Program operates in interregional mode since 2003
- ✓ Quality of the services is confirmed by «ROSTEST» golden certificate

ADVANTAGES OF THE PROGRAM FOR CORPORATE CLIENTS

- ✓ Unique addition to a social package of an employee
- ✓ Good example of management taking care of security of employees
- ✓ Round-the-clock qualified assistance to employees, especially to expatriates
- ✓ Minimizing company losses incurred by accidents involving employees

- ✓ «EMERGENCY ASSISTANCE» Program website www.e-assist.ru
- ✓ «MIG» Company website www.mig.ru
- ✓ E-mail of the «EMERGENCY ASSISTANCE» Program 911@mig.ru
- ✓ Telephone numbers of the
«EMERGENCY ASSISTANCE» Program [\(495\) 785-25-32](tel:(495)785-25-32)

Mail and call us!



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**October 7, 2009
AEB office, Moscow**

International SOS



Worldwide reach
Human touch



Business Travel and Pandemics

- Definition
- History
- H1N1 – April 2009 > October 2009
- Travel implications / Travel restrictions
- Nations and governments
- Airlines
- Companies
- YOU

Definition

Pandemic:

- = Infectious Disease outbreak
- = Usually caused by a virus
- = Wide geographic area
- = High proportion of the population
- = Affects entire world over 12 – 18 months
- = Occurs in waves until it ends
- = Ends spontaneously when everyone has been exposed or vaccinated, no new cases are left

History

- SARS 2003
Asia – Singapore / Hong Kong / China / Taiwan
 - H5N1 Avian Flu 2005
South East Asia – Indonesia / Vietnam / Thailand
Central Asia / Turkey / Egypt / E Europe
 - H1N1 2009
Mexico / USA / UK and Europe / Asia via HKG
- > Global spread

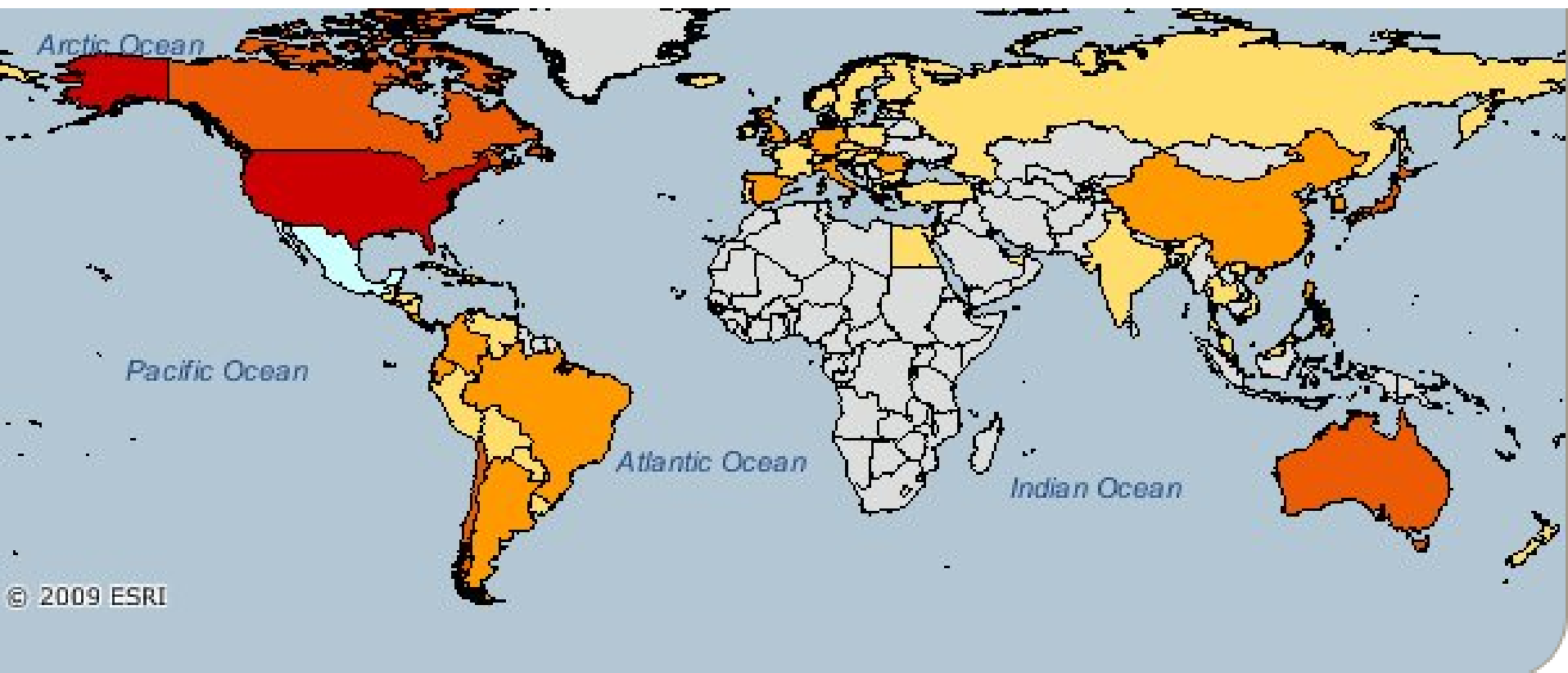
H1N1

- Started April 2009 > Mexico
- Swine Flu > ? Initial association with pigs
- Now called H1N1
- High death rates in Mexico, mainly healthy younger people, not usually at risk
- Spread via airline travel in usual vacation pattern in N America – Canada / USA
- Spread – UK & Spain / Europe / Asia / Australasia / Mediterranean and Southern Africa

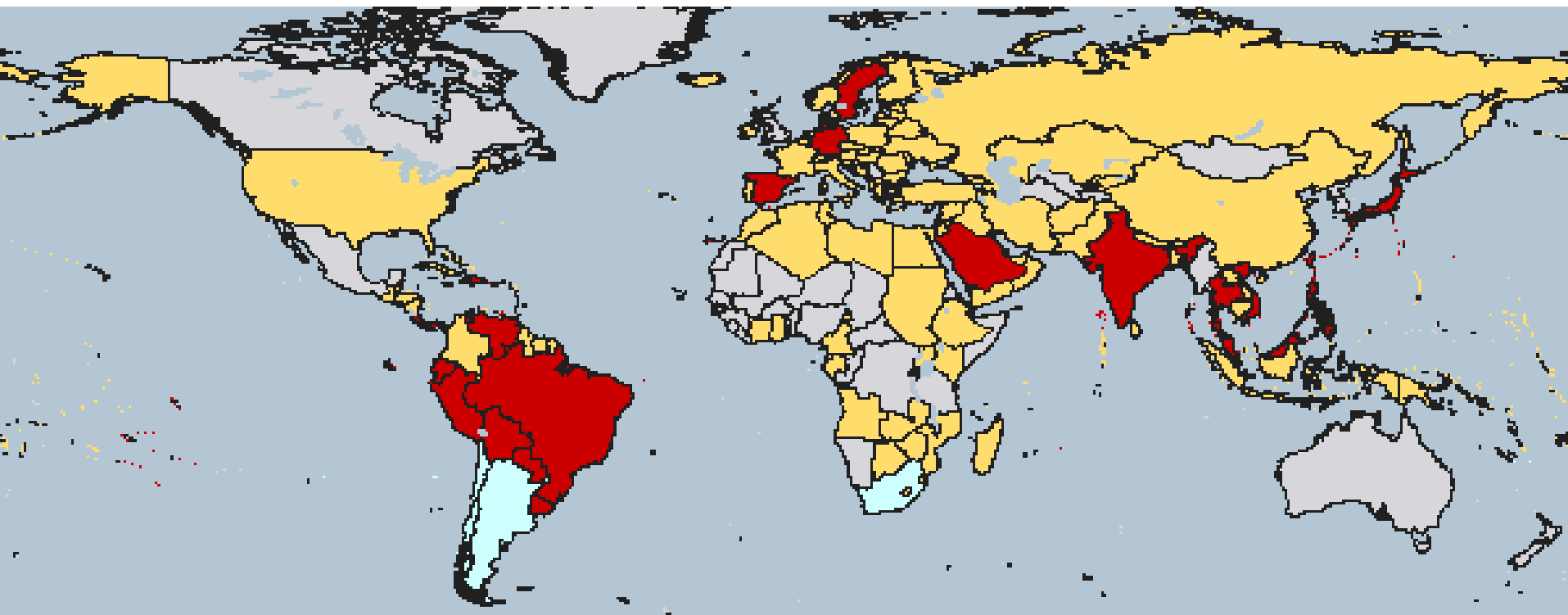
Global Spread July 2009

Map Key

- No cases
- Confirmed case/s: no in-country spread
- Confirmed cases with some clusters
- Area-specific community spread
- Widespread cases
- Decreasing spread



Global Spread October 2009



H1N1

- Spread has produced milder cases
- Death rates have dropped
- Confined to at risk groups – still younger
- Initial panic has settled
- Vaccines now starting to be available
- Risk of complacency
- Next wave expected soon - autumn / winter 2009
- Global vaccination campaigns lag behind
- Resistance to medications is emerging

Travel Implications

- Travel restrictions – in theory – early vs late - easing of restrictions later phases
- Government imposed airspace limitations
- May be imposed selectively – to and from affected countries
- Restricted outbound travel
- Restricted inbound travel to destinations
- Restricted inbound travel on return home
- Quarantine of arriving passengers
- Infringement of individual rights – legal issues

Airlines

- Cancellation of flights – certain routes
- May affect return flights while out of country
- Screening pre-boarding – temperature / questionnaire
- Screening in flight – questionnaire
- Screening on arrival – airport health authorities
- Pre-disembarkation / On airport entry

Company Travel Policy

- Graded policy related to Pandemic phase
- Consider necessity of travel
- Consider needs of the individual business
- Travel authorisation and approval
- Destination specific – risk profile
- Pre-travel information to staff
- Procedure if exposed or unwell
- Supply First Aid kits / PPE / Medications

YOU!

- Maintain health – diet / sleep / exercise
- Avoid travel unless really necessary
- Conference calls / WEBEX sessions
- Vaccination – Seasonal flu / H1N1
- Personal – handwashing / alcohol rub
- Hotel hygiene / food and drink
- Personal protective gear – masks
- Medications – Tamiflu / Relenza

Online services

Our Online services are a successful component of a Travel Risk Management Plan

- Pre-travel country briefing (medical, security, travel)
- TravelTracker
- High-risk Traveler reporting
- Email and SMS messaging
- 24/7 Alarm Center access
- Medical and Security alerts

*TravelTracker is a product of the joint venture between
International SOS and Control Risks*





MyCompany

Before you go:

- Alerts
- Vaccinations
- Health
- Travel Medical Care

After you travel:

- Cancel Security
- Insurance
- Travel Costs
- Group Injuries
- Food and Water
- Precautions
- Medical Expenses
- Paying for Healthcare
- Culture Tips
- Public Health
- Travel Info
- Visa & Pass

My Company

Member of SOS

Membership Card

San Francisco, CA

Brazil Travel Advisory

Security Country Risk Rating

Read more

Medical Country Risk Rating

Read more

Dear Traveler,

MyCompany is committed to the wellbeing of our people, which extends to those traveling internationally for business.

It is important that you read the following pre-trip advisory which contains important security and medical information.

Additionally, the advisory contains [business and culture](#) information to assist you during your time at your destination.

This service provides special knowledge and assistance regarding security, medical or personal issues such as lost passport or prescriptions. Whether you have questions about the information in this advisory, become security if alerted, or need assistance due to a lost or stolen wallet, call any 24 hour alarm center around the world to speak with a doctor, security specialist or coordinator.

Remember to carry your membership card when traveling so you always have the phone numbers with you.

Emergency Contacts (Available 24-Hours a Day) (Available at SOS Alarm Centers)	
(In the event you need assistance, call the closest center.)	
Praedynna	1-800-623-6586 or 1-215-943-0026
Singapore	(65) 6336-7908
London	(44) (20) 6762-0899

Know who to call...preferably before you get into trouble!



Worldwide reach
Human touch



Locate and communicate with travelers at risk?

Presented by Birger Oldorff at AEB on 7.10. 2009

Provided by the joint venture between International SOS and Control Risks



Risks in International Business Travel



☐ Medical Risks

- Accidents
- Diseases / Fatalities

☐ Security Risks

- Crime / Assaults
- War / Political unrests
- Terrorism

☐ Global Risks

- Natural Disasters
- Terrorism
- Pandemic or epidemic diseases

Consequences for corporations

General consequences?

- Duty of Care towards employees?
- Legal aspects?
- HR related and corporate culture aspects?
- Project and business continuity related aspects

Preparation

Compliance

tracking

Communication

Questions?

- Are employees prepared to face travel risks?
- Do travelers comply to your internal safety policy
- Do you always know where your travelers are and who is at risk?
- Can you communicate with travelers at risk or in crisis situation?

Worldwide reach



Case Study: Perfect trip to India

March 17th – 9 am

Jana books a trip to India through her corporate travel agent



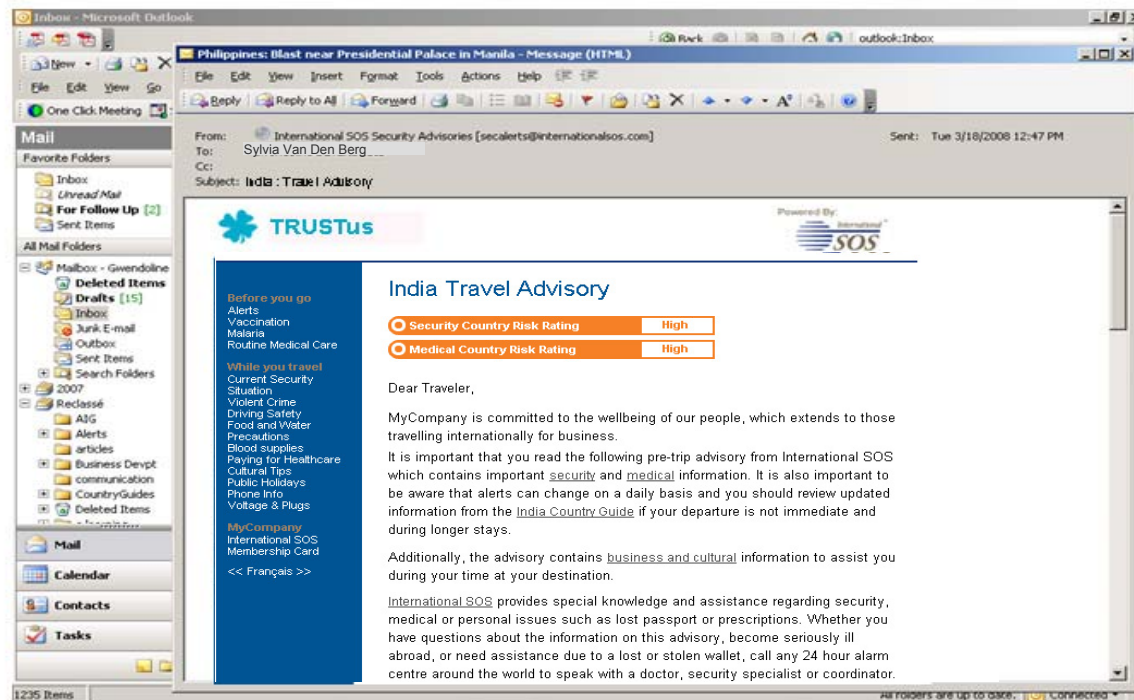
- She is Frequent European Flyer
- She is Sales Manager at Trust Us Consulting
- She travels about 10 times a year in Russia and abroad
- Travelled twice in India in 2008

Case Study: Perfect trip to India

March 17th – 10 am

Jana receives an Automated Travel Advisory by email

Hum, an email
from Corporate
security...?



Pre

**Before you go**

Alerts
Vaccination
Malaria
Routine Medical Care

While you travel

Current Security
Situation
Violent Crime
Driving Safety
Food and Water
Precautions
Blood supplies
Paying for Healthcare
Cultural Tips
Public Holidays
Phone Info
Voltage & Plugs

MyCompany
International SOS
Membership Card

<< Français >>

India Travel Advisory

Security Country Risk Rating	High
Medical Country Risk Rating	High

Dear Traveler,

MyCompany is committed to the wellbeing of our people, which extends to those travelling internationally for business.

It is important that you read the following pre-trip advisory from International SOS which contains important [security](#) and [medical](#) information. It is also important to be aware that alerts can change on a daily basis and you should review updated information from the [India Country Guide](#) if your departure is not immediate and during longer stays.

Additionally, the advisory contains [business and cultural](#) information to assist you during your time at your destination.

[International SOS](#) provides special knowledge and assistance regarding security, medical or personal issues such as lost passport or prescriptions. Whether you have questions about the information on this advisory, become seriously ill abroad, or need assistance due to a lost or stolen wallet, call any 24 hour alarm centre around the world to speak with a doctor, security specialist or coordinator.

Remember to carry our [International SOS card](#) when travelling so you always have the phone numbers with you.

Emergency Contacts (Available 24-Hours a Day) Intl. SOS Alarm Centers (In the event you need assistance, call the closest center):

Philadelphia	1-800-523-6586 or 1-215-942-8226
Singapore	(65) 6338-7800
London	(44) (20) 8762-8008

Important Message From TRUSTus Consulting

We'd like to remind you that your trip to India is subject to your manager's approval and requires the completion of a travel policy form. Please [click here](#) to complete the form.

We'd also like to warn you about petty crimes that have been reported around our offices in Mumbai. We would like to specifically ask smokers to please stay within the patio for their cigarette's break.

C

Flight Details	Departure Date	Departure Time	Departure City	Arrival Date	Arrival Time	Arrival City
3496	23 Mar 2008	00:00:00	Paris, France	2008	00:00:00	Mumbai, India

Name of Traveller:

Title / Department:

Name of Host in receiving country:

Title / Department:

Travel Documents currently holding:

If Passport, Please specify type:

Expiration Date of passport:

If Others, please specify type:

Pick up required upon arrival:

Accommodation Required:

Remarks:

Malaria Prophylaxis Required:

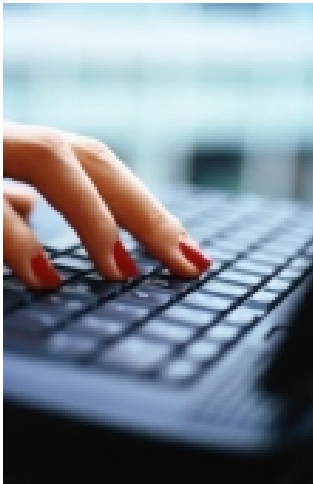
Remarks:

Purpose & Goals - Brief Description:

Other Information ie appointment request etc:

The receiving Country's GM is aware of the proposed trip:

Prepared By / Date:



Preparation

Medical Alerts

India March 28, 2008 17:20 GMT

[Avian flu back among poultry in West Bengal](#)

An extensive outbreak of avian flu in poultry hit West Bengal ([see map](#)) in early January. The outbreak lasted through early February, and sickened birds in at least 13 of the state's [More](#)

Special Advisory

India mars 17, 2008 14:00 GMT

[Air India Employee Strike Called Off](#)

A Joint Action Committee (JAC) of eight Air India workers' unions, which include pilots and engineers, has on 17 March called off a strike, which was scheduled to commence on [More](#)

Upcoming Events

Indian Subcontinent & South Asia Valid from janvier 22, 2008 - mars 30, 2008

[Update 5: Website Set-Up for Online Release of Geert Wilders' 'Fitna', Further Protests Anticipated](#)

Update 5: A public website has been set up which will show Geert Wilders' controversial movie – Fitna, once it is officially released. There remains the possibility that the film [More](#)

Oh gosh, hope all of this will be over when I get there...



Crime

The major cities of Delhi, Mumbai, Kolkata, Chennai, Hyderabad, Bangalore, Ahmedabad and Pune register a moderate-to-high crime rate. However, petty and opportunistic crime poses the main risk; confidence tricksters will prey on a gullible foreigner or business traveller. Personnel should be wary of over-friendly people who approach and persistently offer to change money or provide other services. Such approaches should be firmly declined. There have also been isolated incidents of travellers being drugged or poisoned. Crimes against women have risen, especially in urban areas.

Robberies in suburban areas typically target isolated or poorly protected residences. Gang crime is common, but foreigners are generally not directly affected. Similarly, instances of murder, often arising from land disputes, are fairly common in rural areas, but do not affect foreign personnel. In general however, personnel should avoid becoming embroiled in public confrontations with locals. Such disputes will quickly attract a crowd and the mood can turn ugly.

By Road

Traffic drives on the left. In the metropolitan cities, the roads are usually adequate but traffic is generally chaotic with frequent traffic jams. There is a large concentration of three-wheelers (auto-rickshaws) and two-wheelers (scooter, motorcycles and cycles) that add to the traffic chaos. Rural areas often have poorly maintained or unpaved roads that lead to a high accident rate. At least 75,000 people die each year (compared with just over 41,500 in the US).

Malaria

Spread By: Insect Bites

Malaria is present in most of India, including cities such as Delhi and Mumbai (Bombay).

There is no malaria:

- At altitudes higher than 2,000 meters (6,561 feet) in Himachal Pradesh, Jammu and Kashmir (in the north of the country) and Sikkim (on Nepal's eastern border)

There is malaria:

- In all other areas

Malaria is transmitted by mosquitoes that usually bite from dusk to dawn. Symptoms can develop as early as six days or as late as several months after exposure. Early symptoms are usually "flu-like." Vivax malaria and ovale malaria typically progress to cause relapsing fever and chills, while falciparum malaria can also have life-threatening complications including anemia, seizures, mental confusion, kidney failure and coma. Travelers suffer these complications more frequently than local inhabitants.

It is TRUSTus Consulting group policy that you complete an elearning course upon departure to a malarial infected area. Please [click here](#) to take your course

March 17th – 2.30 pm

Jana is at the boarding gate

So now, fingers crossed for my client's meetings but at least I know...



- There is malaria in Mumbai
- That I need my yellow fever vaccination (and proof of it, in case I get asked at customs)
- The level of health care I'll find there
- Some cultural tips about the country
- That my 10GBP are worth 730 INR
- And Who to call in case of emergency
- that Monday is a bank holiday

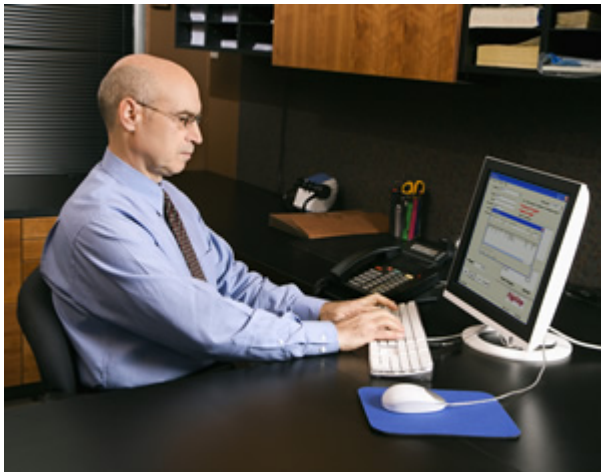
March 26th – 2.30pm – local time

Jana starts feeling pain in her ears...

Where did I put the card?... I was certain to have it in my purse, I even printed it.



At TRUSTus Consulting Headquarters ...




- John Smith, 51 years-old
- Security Director at TRUSTus Consulting
- In charge of people's mobility



March 23rd – 06.15 am (Paris time)

A bomb just exploded in a café in Mumba – John receives automatic email notification




[File](#) [Edit](#) [View](#) [Insert](#) [Format](#) [Tools](#) [Actions](#) [Help](#)

From: International SOS Online [TLS@internationalsos.com]
To:
Cc:
Subject: **7 Travelers Present: India Bomb Explosion in a Mumbai Café in Juhu**


[Security Summary](#)
[Evacuation Notices](#)
[Alerts](#)
[Warnings](#)
[Situation Updates](#)
[Upcoming Events](#)
[Risk Ratings](#)
[Links](#)


Security Special Advisory

Dear John Smith,

Our International SOS Security Specialists have just issued a Security Special Advisory for Indonesia. Our records indicate Company ABC currently has **7 travelers in India** who may be affected by this advisory. To locate your travelers in Indonesia [login to the Traveler Locator Service](#) now or call our Alarm Center for assistance at (1) (215) 942 8226.

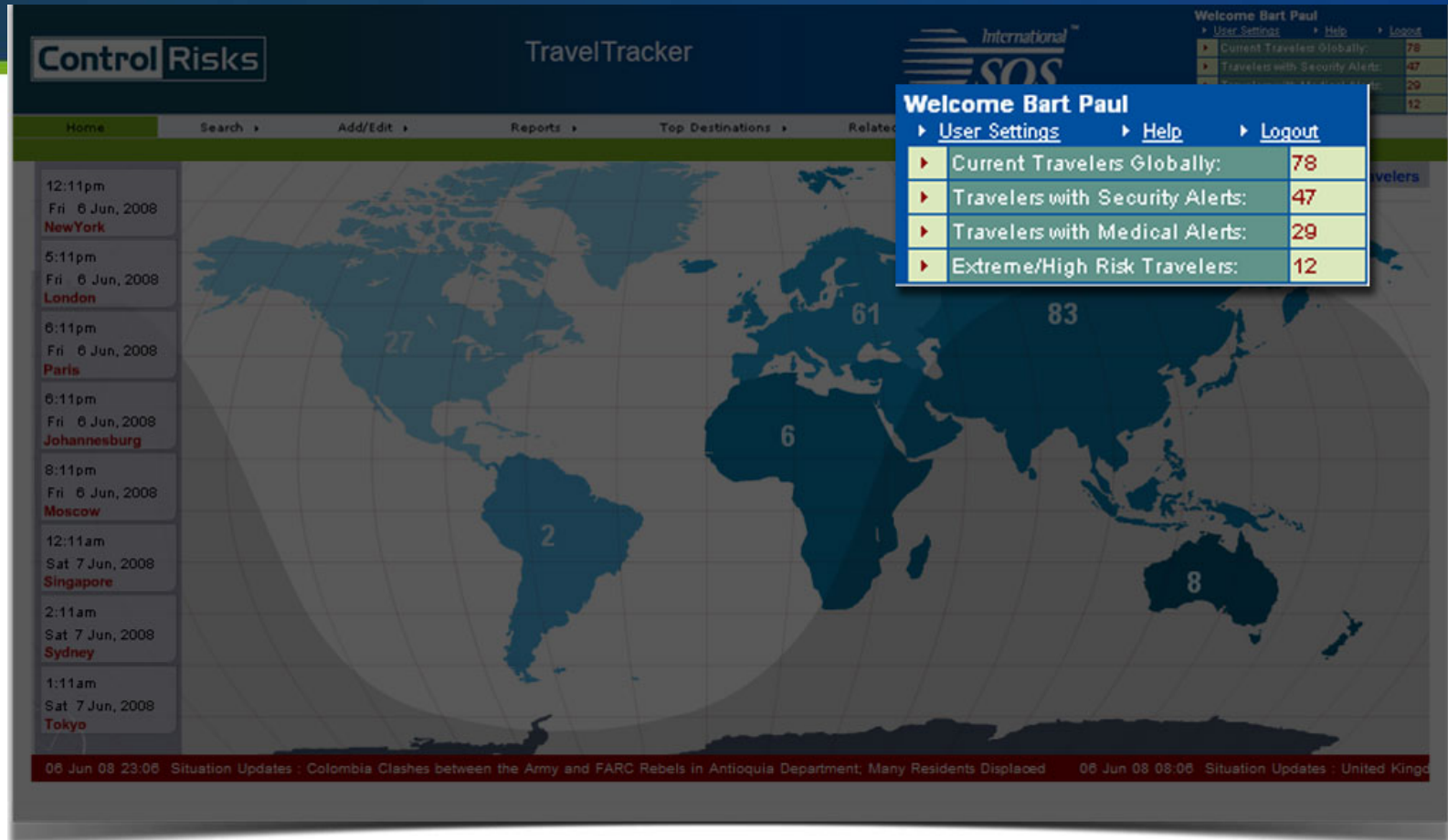
Bomb Explosion in Mumbai café in Juhu

The US Embassy in Jakarta issued a warning today of a possible bomb threat against the World Trade Center Mangga Dua, located in North Jakarta. The embassy advised Americans to avoid the building and surrounding area during the 11-14 March timeframe.

The World Trade Center is located near the intersection of Jalan Gunung Sahari and Jalan Mangga Dua Raya. No additional details have been released regarding the possible threat. SOS will continue to monitor and update as information becomes available.

March 23rd – 06.30 am (Paris time)

Logging in the Travel Tracker Tool to find the impacted travelers



March 23rd – 2.15pm (Mumbai)

Jana receives the text message from the Corporate Security Director



Wow... they're quick at reacting, sending a text back: *"Hi John, was in front of explosion. With the police now. Would appreciate your call back."*

Hi John, I just heard on the radio that there had been a blast in Mumbai this morning. Any staff there? Do you have a plan?

March 23rd – 10.15am (Paris time)
John receives a phone call from his CEO

We've identified 7 persons, I am sending the list over to you right now. We've contacted them all and everyone's alright. I'd still like to evacuate Jana on a commercial flight as she's been shocked during the blast – she was in a restaurant across the street.

https://tls.internationalsos.com - ISOS Search - Microsoft Internet Explorer

Back Forward Stop Reload Home Search Favorites

Print

Name	Location	Arrives	Departs	Flight Info	Hotel Info	Car Info
Thomas Merigan	New York Mumbai	02 Apr 2008	05 Apr 2008	United Airlines Flight:0837	GRAND HYATT Mumbai Phone:+91 22 6676 1234	
PATRICIA CHILDS	Sydney Mumbai	02 Apr 2008	05 Apr 2008	Cathay Pacific Flight:0717	FS FOUR SEASONS Mumbai Phone:	
MICHELLE TAYLOR	Paris Mumbai	29 Mar 2008	13 Apr 2008	Air France Flight:	GRAND HYATT Mumbai Phone:+91 22 6676 1234	
DOUGLAS COONS	Frankfurt Mumbai	02 Apr 2008	07 Apr 2008	Air India Flight:0005	GRAND HYATT Mumbai Phone:+91 22 6676 1234	
SYLVIE LEGRAND	Paris Mumbai	23 Mar 2008	30 Mar 2008	Air France Flight	HILTON Towers Mumbai Phone: 91-22-6632 4343	
JAMES MACGILVRAY	Frankfurt Mumbai	30 Mar 2008	06 Apr 2008	Air India Flight:0837	SHANGRI-LA HOTEL Mumbai Avis Phone:91-6737-3644	
SHOOFANG PHANG	Sydney Mumbai	30 Mar 2008	13 Apr 2008	Cathay Pacific Flight:0715	MARRIOTT Mumbai Phone:	

March 24th – 6.30pm (Mumbai)

Jana is evacuated on a commercial flight



At her arrival at the airport, a psychological support team is welcoming Jana, on John's request.