Presentation for:
The University of Kansas

December 2013
FrontierMEDEX Global Solutions

- For 34 years, MEDEX has provided **24-hour Travel and Security Services**

- For 21 years, our security division has been a leading provider of Intelligence and Global Risk Mitigation Services

- **Single source provider** for all medical and security services

- **World class** service providers

- Operations center **redundancy** and **increased capabilities** to serve our clients

- Capabilities with more than **160 languages**

- **Highly trained security personnel** located in 250 major cities around the world

- **98% client retention rate**

- Many **Long Term Clients**

- Manage **7,500 to 10,000 calls** on a monthly basis

FrontierMEDEX Global Solutions
Emergency Response Center (ERC)

- Located in U.S (Baltimore, MD / Back-up in Houston, TX)
- One number for all travel and security cases
- 24/7/365 case management and monitoring
- Communication hub for travelers, families, insurance companies, employers, etc.
- All calls recorded
- Comprises:
  - Chief Operating Officer
  - Director of the ERC
  - Assistance Coordinators
  - Team Leaders
  - Trainers/Continuous Training Program
  - Resource Development
  - Security and Intelligence Professionals
  - In-house travel agency
Benefits of the Centralized ERC

- One Central Resource for all cases
- State-of-the-Art Technology
- Cost Savings from infrastructure and personnel
- Personal Case Transfer Between Shifts
- Close Relationship with Client Relations Team
- Consistent Review and Oversight
- Consistency in:
  - Case Management – from start to finish
  - Training – everyone is taught the same procedures
  - Quality Control – everyone follows the same protocols
  - Strict Security and Protection of Employee Data
Account Management

- You will be supported by a Client Relations Team that has more than 100 years of combined experience in the travel assistance industry.

- Dedicated Client Relations Manager
  - Acts as Project Manager until the implementation process is completed
  - Establishes account-specific criteria and Case Handling Instructions
  - Manages administrative functions
  - Provides utilization reviews
  - Gives product and program training
Global Risk Management Solutions

• Capabilities in 200 plus countries, 500 plus non-US cities

• Manage approximately 60 security operations daily

• Agent network located in 250 major cities worldwide

• Evacuation services via air, ground and sea to also include transportation to safe departure point

• Employee backgrounds include military, corporate security, executive protection, law enforcement, counter-intelligence, aviation security, flight operations, kidnap for ransom and extortion, physical security, procurement, logistics, travel and global crisis management.
Global Risk Management Solutions

Our Security Staff is comprised of five Divisions

- Operations (Air, Ground, and Sea)
- Intelligence
- Travel Security
- Investigations and Consulting
- Kidnap for Ransom and Extortion
Global Risk Management Solutions

Travel Services
- Travel Security Manager – Travel Tracking
- TSM Essentials – Travel Briefings
- International Mobile Phones

Global Intelligence and Monitoring
- World Watch
- Global Monitoring
- Airline Insider
- Hot Spots and World Updates
Personal Protection and Transportation Services

- Secure Ground Transportation
- Personal Protection Agents
- Special Events Transportation
- Special Events Security

Kidnap for Ransom and Extortion

- Insured Response - insured events as part of the practice’s exclusive relationship with Travelers.
- Uninsured Response - services for uninsured events on a contractual basis.
Aviation Services
- Aircraft Security Management
- FOSA (Flight Operations Security Assessments)
- Destination Monitoring
- FliteBriefs
- Helicopter and Fixed Wing Charter Assessments
- The Flight Crew Security Kit
- Commercial Aviation Safety – Airline Insider
- Aircraft charters

Training Services
- Corporate Traveler Security Training
- Corporate Executive Security Training
- Corporate Aviation Security Training
- For Women Only
- Hostile Environment and Awareness Training
- Defensive and Tactical Driving Training

Emergency Response/Crisis Management Services
- Emergency Consultations and Evacuations
- Crisis Management Planning
- Executive Tabletop Exercise
Fully-Integrated Assistance Solution

• Security, Political and Natural Disaster Evacuation Services
  – Transportation To Departure Point
  – Transportation After Evacuation
  – $100,000.00 per person per incident with 7 day decision window

• Travel Assistance Services
  – Replacement of Lost or Stolen Travel Documents
  – Emergency Travel Arrangements
  – Transfer of Funds
  – Legal Referrals
  – Translation Services
  – Message Transmittals

• Destination Intelligence & Monitoring
  – Customized Member Center
  – World Watch® Global Security Intelligence
  – Travel Security Manager
  – TSM Essentials
  – Evacuation Alert Notification
Online Member Center

- Information about your FrontierMEDEX program
- Program descriptions
- Listing of international toll-free numbers
- Online access to open cases through the Internet
- Electronic ID cards
- Access to ASI Essentials and other online tools
Mobile Member Center

• Designed specifically for travelers on the go who need to access our key destination intelligence and alerts

• Provides country level medical and security content pulled from our World Watch® online tools

• Optimized for reading on most mobile devices

• Uses the same login credentials as our standard Member Center

• m.frontiermedex.com
World Watch
Travel Security Manager

- TSM allows you to see your exposure to risk throughout the world.
- TSM allows you to notify your travelers in the event of an emergency.
- TSM allows you to identify employees affected by a security threat or a natural disaster.
- TSM will alert you when an employee books travel to a Threat Rating 5 country.
- TSM allows you to see where an employee, executive, or expatriate is at any given time.
- TSM will prepare travelers by automatically providing them with travel briefings.
TSM Essentials

**DUBAI, United Arab Emirates**

- **Police:** 999
- **Fire:** 997
- **Ambulance:** 998
- **Int'l Direct Call:** 00

- **U.S. Consulate General:** (971-4) 311-6000
- **UK Embassy:** (971-4) 319-4444
- **CA Consulate:** (971-4) 314-5555
- **FR Consulate General:** (971-4) 312-8400
- **DE Consulate General:** (971-4) 397-2333
- **AU Consulate General:** (971-4) 508-7100
- **Int'l Operator:** 150

**City Threat Rating:** 2 (Low)

**Country:** The United Arab Emirates (U.A.E.) is one of the world’s wealthiest countries and is among the most stable countries in the Middle East. It is a federation of seven independent emirates: Abu Dhabi, Dubai, Sharjah, Ajman, Umm al-Qaiwain, Ras al-Khaimah and Fujairah. Each emirate is named after its principal town, has its own emir and is responsible for its own internal security arrangements. The highest federal authority in the United Arab Emirates is the Supreme Council, composed of the rulers of the seven emirates. The emir of Abu Dhabi, Sheikh Khalifa bin Zayed, is also the president of U.A.E.

**City:** Dubai promotes itself as a major regional trading and tourist center. Authorities have strived to make the city increasingly appealing to foreign travelers. Dubai has modern transportation and communications facilities and dozens of first-class hotels. The emirate is the region’s primary port for the import of Western goods. A 6 m/10 km-long water creek called Khor-Dubai divides the city of Dubai into two sections: Deira to the east and Bur-Dubai to the west. Headquarters of major companies, banks, customs, the port, broadcast stations and the postal authority are located in Bur-Dubai. Deira is the city center and the core of tourism. It is comprised of stores, markets, schools, hotels, clubs and Dubai International Airport.

**Security Situations:** Regional developments, such as continued instability in Iraq and ongoing Israeli-Palestinian violence, have created a volatile situation in the Middle East and have affected...