



Falck Global Assistance

State-of-the-Art Duty of Care Solution



FALCK

Falck Global Assistance provides Duty of Care solutions and services within travel, medical, security risk management and assistance

For more than 100 years, Falck's mission has been to prevent accidents, disease and emergency situations, to rescue and assist people in emergencies quickly and competently and to rehabilitate people after illness and injury.

Based on this, the vision of Falck Global Assistance is to create a safer world for people travelling and working abroad. We make sure that global travellers and expatriates are in safe hands in any environment worldwide.

With a presence in 25 countries and more than 26,000 employees, Falck is the world's largest international rescue company and operates the largest privately owned ambulance fleet.

Falck Global Assistance provides bespoke Duty of Care solutions and services within travel, medical, security risk management and assistance. We serve a wide range of sectors and industries; Governments, manufacturers, NGOs, construction, aviation and insurance sector.

200.000

cases each year

+60.000

medical and security assistance partners worldwide

9

local offices on 4 continents

Travel with Peace of Mind

Protect your most valuable assets, so they can focus on the job.

Employees are an organization's most valuable asset, and employers have a duty to take responsibility for the health and safety of their travelling workforce. Duty of Care is more than just a legal requirement. It means offering your employees peace of mind to stay focused on their main tasks while travelling. It gives your company a competitive advantage.

To support you in meeting your Duty of Care obligation, Falck Global Assistance has joined forces with Safeture. Together we have developed a unique concept, combining State-of-the-Art travel risk management technology with a 24/7 emergency monitoring and outreach, response, evacuation plans and communication processes.

This concept provides a Duty of Care solution tailored to suit your needs. We provide you with a 360-degree approach to employee safety by considering all aspects related to international business travel, including travel policies, travel risk management and travel tracking solutions, emergency response, evacuation plans and communication processes.





Medical membership

Ensure the safety and well-being of your global workforce with Falck's comprehensive medical solutions.

Falck provides comprehensive travel and medical assistance or your employees, regardless of the risk level of their destination. Our dedicated Emergency Response Centre offers 24/7 support, ensuring all medical and travel needs are met through a seamless and integrated system.

Medical Membership

With a 3-year membership, your company can ensure that your traveling employees are in safe and professional hands, no matter where they go.

Access to highly skilled and trained personnel

- Our 24/7 Emergency Response Centre staff are experts in medical assistance, crisis management, transportation, logistics, and security services.

Single point of contact for proactive assistance

- Your employees will have a single point of contact through a dedicated phone number and email address, connecting them with a dedicated team that provides hands-on and pro-active assistance.

Prompt and Trustworthy Local Assistance for Fast and Optimal Treatment

- With over 60,000 provider contact points worldwide, including doctors, clinics, hospitals, and transportation services, your employees will receive immediate help to find the nearest and best possible facility for medical treatment.

Your Global Travel Safety Partner

As your trusted partner, we offer a comprehensive range of medical services, travel assistance and preparedness solutions.

Our Medical Services include:

- ✓ Hands-on support for travel assistance, medical issues, and emergencies.
- ✓ Referrals to preferred medical facilities for treatment.
- ✓ Proactive case management.
- ✓ Scheduled follow-ups with medical team involvement.
- ✓ Continuous medical evaluation to ensure appropriate and necessary treatment.
- ✓ Comprehensive arrangements for transport needs, including repatriation if necessary.

Contact us today to learn more by sending a mail to: crm.fga@falck.com



Security membership

Simplify complex travel safety challenges and mitigate risks by empowering your employees to make informed decisions.

Security Membership

Our 3-year membership provides your traveling workforce and administrators with access to a digital platform, consultancy services and 24/7 Emergency Assistance.

Comprehensive Travel Security Platform

Real-time Tracking and Tracking alerts: Monitor your employees' whereabouts and ensure their safety.

Risk Assessment: Identify potential risks and implement preventive measures.

Emergency Assistance: Provide immediate support in case of emergencies.

Proactive Travel Planning

When an employee plans a trip to a high-risk area, our system triggers a review process to ensure compliance with your company's travel policies.

Expert Travel Advice

- Our dedicated security specialists are available to provide:
- General travel information
 - Tailored advice for specific destinations
 - Emergency assistance

Your Global Travel Safety Partner

As your trusted partner, we offer a comprehensive range of travel assistance, medical services, and preparedness solutions.

Streamline our Travel Operations:

Centralized Platform

- Manage travel itineraries, risk assessments, and communication efficiently.

Automated Alerts

- Receive timely updates on potential risks and disruptions.

Expert Support

- Access our team of travel security experts for guidance and advice.

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Accessible Services

As a supplement to our Security Membership and our Medical membership, we offer several add-on solutions to tailor the subscription to your specific needs.

Medical Reports and Services

Prepare for business travellers and expats to access to health facilities and possible evacua-tions. You can order country reports outlining medical standards and infra-structure for a specific region or country.

- Medical reports
- Medical training
- Remote site medical services

Transportation & In-country Support Services

To mitigate risks in unfamiliar locations, we offer various services:

- **Meet and greet services** that provide a secure beginning
- **Communication plans** to ensure traveller safety and wellbeing
- **Protection services** tailored to the threat level of each location
- **Journey management plans** that ensure safe transport
- **Customized evacuation plans** help prepare for emergencies

Strengthen Your Business Continuity

Our security experts can help you develop comprehensive crisis management plans and travel policies. We can also assess your Travel Risk Management practices against ISO 31030 standards.

Travel Intelligence

Protect your team with our comprehensive security consul-tancy services. We offer in-depth risk assessments, pre-tra-vel advice, and bespoke intelligence solutions to meet your specific needs.

Your Global Travel Safety Partner

As your trusted partner, we offer a compre-hensive range of travel assistance, medical services, and preparedness solutions.

Our services:

- ✓ **Basic and advanced travel security awareness training.**
- ✓ **Women's travel security awareness training.**
- ✓ **LGBTQI+ travel security awareness training.**
- ✓ **Travel security tailored to an organization's needs.**
- ✓ **Crisis management training.**

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Duty of Care Solution

Cutting-edge Travel Risk Management concept to provide you and your colleagues with a unique solution:

- **One-Stop shop:**
Falck Global Assistance's emergency response centre as a single point of contact, providing world-leading medical, security and travel assistance.
- **State-of-the-Art Travel Risk Management platform:**
The online platform and mobile app provides travel tracking, flight updates, global real-time alerts, e-learning, bulk messaging, country and medical information – all in one tool.
- **Experienced team:**
Senior Assistance Coordinators provide an integrated response service handling medical cases, travel tracking and security-related incidents.
- **Dedicated Key Account Management:**
In order to provide all our customers with the highest level of service, we dedicate a KAM to each customer. This is to ensure that both managers and their travellers feel in safe hands.





Want to know more?

Read more about our Global Travel Security and Medical Assistance solutions on your countries dedicated Falck Website, or get in touch with us: crm.fga@falck.com

Sign up for our newsletter

Each month, our seasoned security specialists curate a comprehensive newsletter, delivering the most up-to-date insights and trends within the Travel Assistance industry. To ensure you're always informed, subscribe to our newsletter today:



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