

# TravelTracker Incident Support

When there is an incident, finding out who needs help can be a daunting task. Immediately after a serious event we will identify travellers that may be impacted, check if they are okay, and update you on their status and the situation.



## Incident Support

If something happens, how do you contact your people quickly? What if you are unavailable? What are your plans for a missing person?

Your people may be unaware or concerned about the situation. Expertly supported, they are more likely to make good decisions to stay safe.

## A Fast, Reliable Response

Following a serious incident, we contact those potentially impacted, using email, SMS (text) and text-to-speech to maximise response rates.

Within one hour of an incident we will send you two status reports. This clearly and promptly identifies those needing help.

By using your TravelTracker, you will have access to the communications, responses and reports to support any further decision making.

## More Assistance for You

Should a crisis occur, you can be certain that your travellers have been contacted to confirm they are safe and secure. If anyone needs help, our medical and security specialists are on hand to provide expert advice and assistance.

This actively supports your travellers' well-being, delivers peace of mind and enables you to get on with dealing with the crisis.

TravelTracker Incident Support is integrated with our global assistance capability. This combination provides you with continually updated information and assessment of incidents, along with advice, assistance and support for your people.

## Service Components

Following a TravelTracker Special Advisory email, we will,

- Communicate with your mobile workforce from your TravelTracker account for transparency and traceability
- Send messages to potentially affected workers using email, SMS (text) and text-to-speech
- Collate responses received from any of these communications methods
- Provide you with two status reports, on all the responses received, within one hour of an incident.

As always, our Assistance teams are standing by to provide further advice and support, as required, to get your people home safely.



Please note that the TravelTracker Communications Module is a prerequisite for this service.