

# 24/7 MEDICAL AND SECURITY ASSISTANCE





**PROTECT  
WHAT  
MATTERS  
MOST.**

# A HIGHER STANDARD OF CONNECTED CARE.

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Ensure you can operate wherever business takes you, safe in the knowledge that your people have access to the best possible care, with our connected approach to providing assistance.

Today, the world is an increasingly unpredictable place, creating more insecurity for anyone doing business internationally.

But to be a global business you have to be able to deploy people to foreign countries and feel confident they can just 'get on with business' without having to worry. You can't be limited or paralysed by potential risks. Equally, you can't just ignore them. After all, it's your responsibility to ensure their safety wherever they are.

Anvil exists to help you do that. Our one-call comprehensive travel assistance service is designed to embrace any event that could impact the health, safety or wellbeing of a corporate traveller or expatriate.

Our clients and their employees can be assured that with over 30 years' experience in providing medical and security support, we have encountered virtually every assistance scenario imaginable. No matter how serious or minor, each case is managed expertly, and with total care and professionalism.

## A HIGHER STANDARD OF EXPERTISE

Exceptional care is about individuals not case numbers. That's why Anvil operates the only fully clinician-delivered medical assistance service, underpinned by an independent network of clinical facilities.

This means that your people will always speak directly to a trained medical professional when they need to, in their chosen language, and have access to the highest quality care wherever they are in the world.

Our emergency response centre is staffed round-the-clock by a multilingual team of highly qualified and experienced first responders and clinical professionals, overseen by our esteemed Chief Medical Officer. They directly manage all medical cases - from pre-screening and clearance, initial diagnosis and local treatment to repatriation and post-travel care.

Within the UK we only hire Band 7 medical professionals or higher (i.e. senior sister grade/ward manager), against an industry standard of Band 5. This means our clinicians have greater experience in their specialist area and in medical leadership, to the level at which they are able to teach others.

Our in-house medical team is supported by a bench of more than 400 medical specialists and other senior healthcare specialists (pharmacists, paramedics, psychologists), who are readily available to consult on and oversee complex cases.

**The exceptional expertise available means considered, quality medical care to treat presenting symptoms and anticipate issues that may develop later, which could jeopardise the recovery of your people and the resilience of your business.**

All clinicians and first responders are trained by psychologists to communicate with empathy, giving confidence and reassurance to vulnerable travellers at every stage of their treatment.

In addition, Anvil is the only medical assistance provider to offer post-care. We make sure travellers who have experienced medical issues abroad or been caught up in a major incident are mentally and physically well, and able to successfully complete their treatment and return to work.

# CONNECTED CARE WITH ONE CALL.

Reinforcing the centralised operations team is a carefully vetted global network of 1,000s of approved suppliers.

These providers deliver acute local knowledge and immediate support on-the-ground when needed. Suppliers are routinely audited to ensure patient safety, quality of healthcare and exemplary service.

Our independent global network means we can always provide access to the language skills, specialist facilities and clinical professionals your people need, regardless of location.

Anvil's impartial network also allows us to offer the best care at the best price. We operate free of conflict, contrary to owned network providers, who are motivated to use their own facilities, even when better equipped or more conveniently located facilities are readily available. This can lead to higher costs of medical care for you and less individualised care for your people.

We've taken 30 years to cultivate and maintain this professional network so your employees – or those responsible for their care – can make just one phone call to obtain whatever support they need.

## MEDICAL SERVICES

# 01

- Arranging appointments with doctors, clinics, hospitals and dentists.
- Guaranteeing payment of hospital costs.
- Replacing prescriptions and medication.
- Medical staff escorted repatriations on commercial flights.
- Air ambulance evacuations and repatriations.
- Repatriation of human remains.
- Trained, registered and experienced clinical and psychological staff available for consultation 24/7.
- Individually tailored clinical, logistics and follow-up response for each case.
- Access to specialists in ALL areas of healthcare.
- Pre-deployment/travel health screening.
- Occupational health advice.
- Public health and pandemic advice.

## SECURITY SERVICES

# 02

- General travel risk and security advice.
- Advice and assistance during public disturbances or terrorist incidents.
- Support for victims of crime.
- Assistance in cases of arrest or detention.
- Emergency political and natural disaster evacuations.
- Assistance in cases of kidnapping.

## TRAVEL SERVICES

# 03

- Embassy referrals and visa assistance.
- Lost passports, lost tickets and lost baggage assistance.
- Emergency document delivery.
- Lost wallet and credit card support.
- Emergency cash advances.
- Legal referrals.
- Emergency message relay.
- Emergency travel bookings and arrangements.
- Emergency hotel arrangements and payment.
- Airport/port assistance.
- Arrangement of interpreters.

# CONNECTED CARE FOR BUSINESS RESILIENCE.

Connected care means a faster, joined-up response to get people well and keep business running.

The most resilient decisions are never made in silo. Major incidents almost always demand a coordinated medical, security and travel response. Anvil is the only company to offer medical assistance as part of an in-house end-to-end risk management solution. We centrally manage all risks from one location – tracking the situation live, locating your people, organising medical treatment and getting them to safety. This means a faster, joined-up response that returns your people to health, and restores business as usual as soon as possible.

When incidents occur, Anvil has it all covered. We provide a seamless response to every incident, supported by first responders and medics in our global risk management hub, assistance teams on-the-ground and Riskmatics, our worldwide risk monitoring and traveller tracking technology. We coordinate the connected response and inform you once the situation is under control, saving time and worry.

Connected care means consistent access to the best treatment regardless of location. This means considered, quality medical care to treat presenting symptoms, and anticipate issues that may develop later, which could jeopardise the recovery of your people and the resilience of your business.

Only an impartial medical assistance partner can offer the best care. Our ability to match complex and common medical needs to the right treatment means we provide exceptional care wherever you need us.





**PROTECT  
YOUR PEOPLE  
ON THE MOVE.  
START YOUR  
JOURNEY WITH  
RISKMATICS®.**

Anvil offers far more than a risk management solution. We help you keep your business operating resiliently worldwide with Riskmatics.

An authoritative and effective risk management system harnessing the best technology and the most experienced people to drive informed action, Riskmatics is a highly configurable platform that can be customised to create a solution that uniquely fits your business's needs.

**Contact us to find out more at  
[enquiries@anvilgroup.com](mailto:enquiries@anvilgroup.com) or by  
visiting [anvilgroup.com](http://anvilgroup.com)**

# ABOUT ANVIL

Anvil delivers advanced business resilience solutions that give you the actionable insight you need to ensure your operations can survive and thrive in an uncertain world.

Combining the automated Riskmatics technology platform with our analysts' unparalleled international experience and direct on-the-ground assistance, Anvil puts you in control.

From people on the move and products in transit through to investing in new facilities and entering new markets, with Anvil, you are ready for anything.

**Anvil. Protect what matters most.**