

A photograph of a white commercial airplane with a red tail, flying over a city at sunset. The sky is a mix of orange, pink, and purple, and the city below is partially obscured by clouds. A large blue triangle is overlaid on the left side of the image, containing the text 'TRAVEL RISK MANAGEMENT'.

# TRAVEL RISK MANAGEMENT

## PLANNING, PROTECTION & SUPPORT FOR YOUR TRAVELLERS

NYA partners with clients to provide travel risk management programmes to support the welfare of employees. We work with our clients in a trusted partnership, providing bespoke solutions that fit their unique culture and business, and helping build organisational resilience so they can operate with confidence anywhere in the world. We seek to build lasting, cooperate partnerships with our clients and offer a very bespoke, personalised and high-quality service.

NYA's travel risk services include the application of appropriate pre-travel preparation, monitoring and protection during travel, and emergency response through our dedicated 24/7 operations centre, NYA24.

### **WHY PARTNER WITH NYA?**

NYA is a highly specialist security risk and crisis management consultancy with 28 years' experience of supporting clients who operate globally. NYA is retained by some of the world's largest global 'special risks' and crisis management insurers. Through our insurance relationships we are one of the most active and expert security response consultancies in the world. This exposure provides us with a unique insight into the risks faced by our client's travellers and we are able to use our experience to help our clients reduce their level of risk whilst travelling.

## OUR VALUES

Since 1990 we have been committed to helping clients understand the threats to their people, information, property and reputation. Our global team provides you with the expertise to mitigate and manage security risks so that you can focus on opportunities and meet objectives.



# OVERVIEW

Our solutions are simple and effective, facilitating working practices and providing the highest level of care in an accessible and convenient way.

## PREPARE

Ahead of scheduled trips to countries with security concerns, the NYA24 team will prepare a bespoke travel security report for the traveller. For countries of particular concern, NYA can provide access to our global team of specialist security and crisis response consultants for telephone briefings.

## MONITORING & PROTECTION

NYA24 provides industry-leading app-based personnel tracking, with locations represented in near real-time visually on a map, which can be monitored around the clock by our analyst team. The application (available on Android and iOS) has a panic button function allowing travellers to request assistance if needed.

For the duration that travellers are abroad, they can receive automated alerts relating to significant situations or incidents that could potentially impact their trip. In the event of a significant incident, NYA24 will provide bespoke, expert analysis and advice direct to travellers for the duration.

Where ground services are being used, NYA24 can coordinate and manage the service providers, including all pre-travel preparation, logistics and administrative processes.

## RESPONSE

NYA can provide a dedicated hotline into NYA24, staffed 24/7 by analysts with extensive experience of responding to crises and providing first line response directly to clients. The dedicated hotline can be available to all travellers for safety and security advice throughout their trip.

In the event of an emergency situation, NYA24 will provide emergency message transmission services between your organisation's staff and families in accordance with pre-agreed protocols. Emergency translation and interpretation services can also be co-ordinated by NYA24.





# TRAVELLER ASSISTANCE PROGRAMME

## TRAVELLER ASSISTANCE PROGRAMME / TRAVELLER HOTLINE

NYA provides a dedicated, first-line response hotline, staffed 24/7/365 and available on an unlimited basis. This can be linked to an existing medical provider, providing travelling personnel with 'one stop' access to medical and security advice and assistance both before and during business travel.

Standard operating procedures (SOPs), call answering protocols, and escalation procedures are agreed during the onboarding process. The service includes escalation to NYA's Response Duty Officer for strategic-level, crisis management advice (please note that where an appropriate insurance policy is in place, strategic crisis management advice is available on an unlimited basis).

A traveller hotline forms the basis of a wider travel assistance programme, which may include other services such as pre-travel briefings, traveller security reports, security monitoring and alerts and personnel tracking.

### **ABOUT NYA24**

NYA24 is staffed 24/7/365 by a team of operations, political and security risk analysts. All have a minimum postgraduate degree in fields such as international relations and security studies, with regional expertise and in-depth knowledge of global security trends.

NYA24 underpins our Crisis Response, Security Risk Management and Maritime Security services. The team also produces a range of analytical products on specific regions and subjects of interest and maintains several monitoring platforms and databases of global trends and risk ratings.

NYA24 also acts as the focal point for NYA's end-to-end traveller assistance services. This includes threat assessments and threat monitoring, 24/7 personnel tracking, coordinated ground services and first line response.

# TRAVEL RISK

NYA provides a full range of travel risk services which can be provided on ad-hoc basis.

## **TRAVEL RISK MANAGEMENT REVIEW / POLICY & PLAN DEVELOPMENT**

A Travel Risk Management Review comprises a detailed assessment of an organisation's travel exposure and travel risk management policies and procedures. Aligned to the 'three pillars' of travel risk management (pre-trip preparation / monitoring and protection / emergency response) it looks at all relevant processes including but not limited those for:

- Authorisation and sign off for travel, particularly to higher threat destinations
- Delivery of pre-departure information and briefings
- Pre-arranged ground transport and security
- Employee monitoring and tracking
- Situation / security monitoring and alerts
- Emergency medical and security assistance

NYA works with the organisation's travel management personnel to build a draft travel risk management policy and plan. Such as document must be 'owned' and implemented by the organisation: following the development of an initial draft, the organisation should review and update the plan as necessary and provide training for the relevant individuals on their roles and responsibilities.

## **PRE-TRAVEL TELEPHONE BRIEFINGS**

Provided by an NYA consultant with current experience of the country in question, a pre-travel telephone briefing provides a comprehensive and personalised overview of security issues and considerations, as well as personal security advice appropriate to the traveller's profile and experience.



## **24/7 SECURITY MONITORING AND ALERTS**

For the duration of a deployment to locations with heightened security concerns, NYA can monitor the security situation and alert nominated personnel of any relevant incidents or events. Incidents of note might include terrorist attack or insurgent activity, significant police or military operations, protests and / or road blocks which could impact travel, safety or operations.

## **PERSONNEL TRACKING**

NYA provides tracking services for personnel deployed to locations with heightened security concerns using a range of platforms, including satellite, GSM or manual tracking (using a preferred platform i.e. WhatsApp, Telegram, SMS). Whilst tracking is in place, personnel are given direct access into NYA24 first line response.

The location of tracked personnel is represented visually on a map, which is monitored around the clock by NYA24. Our tracking App provides a 'panic button' function allowing personnel to request assistance if needed, Response to any incidents involving tracked personnel will be provided according to pre-agreed protocols.

## **MEET & GREET SERVICES / SECURITY DRIVERS**

Through our global network of trusted and vetted security providers, NYA provides meet & greet and executive protection services anywhere in the world. All providers have either been used by NYA or recommended by a member of our team, ensuring the highest standards and calibre of personnel are observed.

Drivers services may be armoured or soft skin, armed or unarmed, depending on the operating environment. When utilised, service delivery is coordinated and monitored around the clock by NYA24, and we also provide all pre-travel preparation, logistics, and administrative processes.



# WHY CHOOSE NYA?

## Clients throughout the world choose NYA because of our core values.

### ▶ Commitment

We develop long-term, collaborative partnerships that put you in greater control. Our commitment to an immediate response when you need us offers certainty and peace of mind.

### ▶ Global Team

We are a global team that provides a local service. With extensive resources on the ground around the world, we understand your culture and speak your language.

### ▶ Expertise

We attract and develop the highest-calibre of specialists. Our team has wide experience of the evolving challenges faced by every industry sector.

### ▶ Reputation

Our reputation for excellence, integrity and confidentiality, combined with our service-oriented approach is why NYA is selected as a trusted advisor to clients around the world.

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