

What to expect from Healix Sentinel Travel Tracker

Even some of the traditionally safest environments can experience high impact security incidents and crises.

It is vital that you can identify and react to any potential risks in order to care for employees and comply with their Duty of Care.

Zurich has partnered with Healix International, a Travel Risk Management Service provider, to give you and your employees access to assistance in relation to travel risks and emergencies prior to and during company related travel.

Healix's Sentinel Travel Tracker enables your travel risk manager to stay fully aware of critical incidents that might affect the global workforce and enable quick communication in real-time to ascertain employee safety and to provide assistance if required.

Healix collect GPS location data from the traveller's mobile device and combine this with real-time intelligence in an easy to navigate portal designed to provide a global real-time view of employees on an interactive map.



The Healix Sentinel App


- Subscribe to countries and receive security alerts and notifications from the Healix Intelligence Analysts who monitor, corroborate, and analyse breaking developments and potential threats as they happen.
- When a critical incident occurs, impact radius and geo-fencing is used to rapidly identify all employees in the affected area and if needed to contact each individual to ascertain their safety and wellbeing.
- When 'location services' are activated, the GPS feed enables the authorised Risk Manager a real-time global view of applicable employees on an interactive map

Be Prepared, Be Safe, and Stay Well...

How do I access our Travel Risk Management Services?

Once implementation is complete, employees can download the Sentinel App in the Apple App Store or Google Play Store. Log in details will be provided following implementation.

A non-tracking version of the travel risk app is available, or employees can call the 24/7/365 Healix Assistance Helpline at any time:

 +44 (0)1489 868 888

 ZurichAssistance@healix.com

(Note: email responses will come from InternationalHealthcare@healix.com)

Security-related calls are triaged to security specialists at our 24/7/365 Operations Centre.

They will offer immediate support with:

- ✓ Travel risk and travel security advice
- ✓ Travel alerts and special incident advisories
- ✓ Assisting victims of crime
- ✓ Assistance in cases of arrest or detention
- ✓ Assistance in cases of kidnapping
- ✓ Security and political evacuation
- ✓ Close protection and secure drivers

Subject to your internal policies, it is optional to turn on GPS location tracking. The GPS location setting can be changed at any point in the app Settings under "Location Services". When you register for the app, Healix will also collect your name and email address, employer specific ID and usage data. To receive notifications via SMS you must enter your mobile number in the app Settings or within the Profile section of the app.

Who can access my data?

Authorised individual(s) nominated by your employer during the implementation process can access an online real-time dashboard. This is usually an individual in a role such as a Risk Manager who will have access to name, email address, phone number, GPS location data, itinerary information, alert information and status of requests (sent, responded, no response).

You will have access and control over the app and will be able to change settings or even remove the app as needed. You will not have access to the portal as only accumulated data is available that you do not have a need to access.

Your insurer will receive reports as requested and specified during the implementation stage.

Healix IT has access to all data for the purpose of providing the service and ongoing admin support. Healix will not share the data with anyone else.

More information on the App is available under the Legal setting in the app: Terms of Use and Privacy Notice.

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