

# **Risk Protection Arrangement**

## **Overseas Travel Support Services**

Version: ? 2021

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## Introduction




**For details of how to access the pre-travel advice, please see the reverse of your RPA Membership document.**

Website: <https://traveltracking.northcottglobalsolutions.com/default.aspx>

TopMark NGS operate a unique multi-dimensional medical and security model supported by a 24/7 call centre who manage over 250 languages and is operated by technicians from Navy, Army, Police and Medic backgrounds.

No environment is too difficult, we are set up to operate in the most challenging conditions, and with over 10,000 service providers, we maintain capability in every country in the world.

As an RPA member, you will benefit from a variety of **free** travel support services including:

-  "One Tap" Emergency App
-  Country Information Profiles & Alerts
-  E-Learning Travel Safety and Security

**Please note that you must not access or utilise these services if you are not a member as you may be charged a fee.** Access to these services is also subject to a 3G/4G or Wi-Fi internet connectivity.

## Downloading the App



### One Tap Emergency App

#### One Tap Emergency App:

The One Tap Emergency App offers a fully managed emergency notification solution for travellers to remote and high-risk countries. Once activated a call is placed to TopMark NGS, subject to connectivity on GPS enabled mobile phones (iPhone & Android).



**Note: One Tap Emergency App is not** an alternative solution to live GPS or Satellite Personal Tracking or Distress Beacons or Devices.

- The Emergency Assistance App is free and can be downloaded and accessed where 3G/4G or Wi-Fi signal permits to any compatible smartphone mobile device in seconds.
- It brings access to our worldwide network of Emergency assistance care with a single tap.
- Free to download and no access costs (for members).
- Personal Data is entirely secure and is stored on individual devices and only communicated on activation of Emergency call.
- Free Travel Advice.
- 24/7 Access to the Global Emergency Response Panic Alert button which, notifies the Operations Room of the exact location and personal information (subject to 3G/4G/GPS accessibility and shareable and active location services).

#### Overview of One Tap Emergency App Services

**Emergency Button:** When pressed the App will attempt to do 2 things.

1. Initiate a two-way phone call with TopMark NGS Operations Room - Requires some form of voice connection on the phone.
2. Sends an email with all your stored details & GPS co-ordinates of the device location.

> Requires some form of data connection on the phone or Wi-Fi (Data must be switched on).

For the call to go through successfully, the device will need a signal. The email specifying the GPS coordinate requires data coverage in your area. Data on your device will also need to be switched on. There is an option to manually switch to SMS should you not have data coverage, or your device is not data enabled; you will need GSM coverage for this.

There are also 4 grouped buttons that provide access to in-app travel advice pages, these are general and not country specific:

**General Security:** Avoid being a target, Preparation for safe travel, Airport Arrival & Customs, Possessions & Money, Travelling, Safety & Security, Hotels, Public Places & Public Transports.

**Medical:** Food & Water, Staying Healthy, Animals, Bites, Vaccinations. **Localised**

**Incident:** This includes advice on local incidents such as armed robbery, road traffic accident, assault & kidnapping. **Large Scale**

**Incident:** This includes advice for Terrorism, Heat Waves, Floods, Tsunamis, Earthquakes, Hurricanes/Tornadoes & Typhoons, Wildfires, and Volcanoes. **SOS!** : This returns you to the main page with the SOS button in the middle of the screen.

## Download Information

### Step 1 – Prepare to Download

To download the application (App), please find the corresponding App Store on your phone.

**For iPhones: App Store**



**For Androids: Play Store**



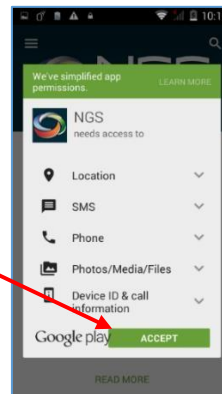
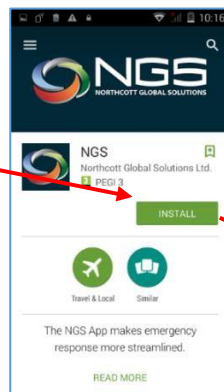
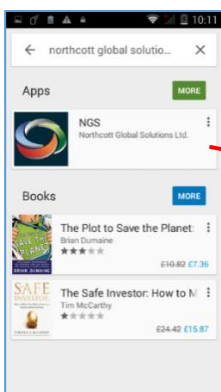
You will then need to search for the App using the search bar at the top of the screen.

Search for 'Northcott Global Solutions' then proceed to Step 2a Android Phones or Step 2b Apple iPhones depending on your device operating system.

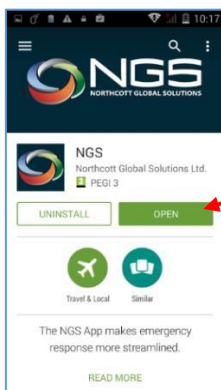
### Step 2a



**Android Phones**



Wait for it to download & install. Being connected to Wi-Fi speeds this up significantly.



Alternatively, you can open from your main icon dashboard, which is how you would access the App in the future.

Select the **Insurance Client** option.

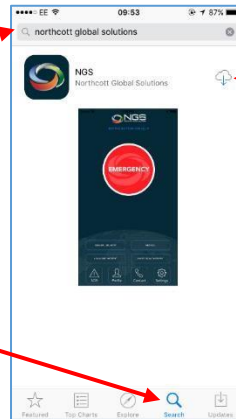


>>> Now proceed below to Step 3 Registration

## Step 2b

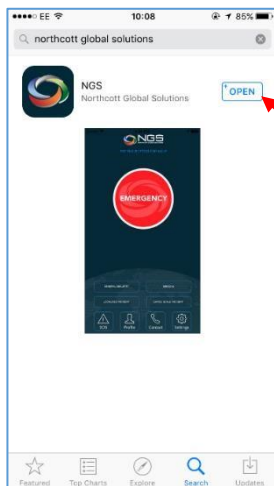
### Apple iPhones

After opening the App Store on your iPhone, select the search button at the bottom right & type in Northcott Global Solutions



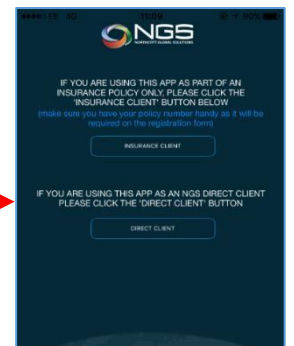
Select download (this other cloud icon is only shown if you have downloaded previously).

You will need your Apple ID & Password to download Apps from the App Store.



Once the App has been downloaded, you can open it from the same location or close the App Store and find the NGS icon on your dashboard. You will then be presented with the following screen. Select the **Insurance Client** option.

**Insured Clients will need their policy number to hand.**



**>>> Now proceed below to Step 3 Registration**

## Step 3 – Registration and Activation

NGS	
TO USE THIS APP YOU WILL NEED TO BE REGISTERED TO GET AN ACTIVATION CODE. PLEASE FILL IN YOUR DETAILS TO REGISTER.	
James	Maylin
Northcott Global Solutions Ltd	
	jmaylin@northcottglobalsol
18/04/1990	Male
British	Blood group
Passport No.	28/08/2015
None	
None	
None	
Point of contact name	Point of contact number
Alternative contact number	
ENTER ACTIVATION CODE	
ACTIVATE APP	

- Fill out your details (you'll need your URN and passport details)
- Make sure you check all details before pressing 'Activate App' to submit
- Hit 'Activate App'.
- When selecting dates in the DOB & Passport Expiry fields, you may have to change the year first before the day & month.
- The details sent and held by TopMark NGS when the app is set up on the device include *person name, academy name URN and email address*.
- This will then grant you access once you hit the 'ACTIVATE APP'.

**If you accidentally enter and submit an incorrect registration e-mail – please delete the App and start again.**

**After** you have attempted to download and activate your App. If you do not receive your activation code within 24 hours or if you have any problems, to get your activation code please email: [t2ops@northcottglobalsolutions.com](mailto:t2ops@northcottglobalsolutions.com).

Alternatively, call +44 (0) 207 1838936.



### **Then you are in!**

- When the **Emergency** button is pressed, it will automatically call the TopMark NGS Operations room (subject to signal)
- This is not a real-time tracking application, however when the Emergency Button is pressed it will also send an email to the TopMark NGS operations team with all the details you have filled out in your profile and a one-off location
- When TopMark NGS approve you to use the application, they receive your name, email and school name and URN
- TopMark NGS do not hold any other personal details stored in the App
- These personal details remain on your phone until you press the Emergency button
- Should you have any questions in relation to the app please email: [ngsapp@northcottglobalsolutions.com](mailto:ngsapp@northcottglobalsolutions.com)

## Set-Up Additional Notes

When setting up the App the email address is the only thing that is **very important to get correct first time**.

You can adjust your user details after set-up by going onto the profile section of the App, changing details and pressing 'update' so don't worry about typos when your first set up the App.

### Additional Buttons Notes:

**Profile** Allows you to update your saved profile information (be sure to keep this up to date)

**Contact** Gives you telephone number, email and website for TopMark NGS

**Settings** Allow or Disallow: Location Tracking, Send E-Mail, Send SMS

### Additional SMS Transmit (Optional) Feature:

There is another option in Settings that can assist you if you have no 3G/4G data connection in your location. Within the Settings Button, you can select the option to 'Send SMS'

What this option does is after the phone call to TopMark NGS has been made, it will load up the users text message section on their phone and pre-fill out all their details & location co-ordinates and also pre-fill out the address (TopMark NGS Ops Line).

As long as your phone is able to send the SMS (as SMS messages can sometimes be sent when there is insufficient signal for a phone or data call) then this will be sent to the TopMark NGS Ops Room.

At time of set-up, this option is left **unchecked by default** because depending on where you are in the world sending an SMS can be expensive and by default the App will try to send the information as an email.

The SMS method is slightly different as it tries to send the SMS **after** the call has been initiated unlike Email, which sends at the same time. You also have to **Press Send**. This is because the phones cannot perform both of these tasks at the same time and the phone call is more important so occurs first.

TopMark NGS, for an additional fee, are also able to provide a wide range of devices (mobile & satellite) and full time tracking Apps (that can send locations at small intervals usually every 10 mins) each with their own emergency buttons, depending on what the customer requires and/or where they are travelling to.



## Important Notice

- If the App is pressed **without** an accompanying phone call to TopMark NGS Ops, we are **not required**, under this agreement, to contact the holder of the App. This is to prevent false alerts and accidental usage. It is for the member to officially inform TopMark NGS of a request for assistance by a phone call or email.
- A request for TopMark NGS assistance may be communicated verbally through the initial phone call that automatically opens up when the App is triggered.
- For the avoidance of doubt, the purpose of the App is for information transfer only and not for triggering, any kind of emergency response or personal distress beacon or real time tracking service.
- This information consists of the information that the App holder entered into the App when initially setting it up on their device. It is your responsibility to ensure the information is correct and kept up to date.
- Remember to always keep your mobile device adequately charged and when travelling to keep the charging unit and mains adapter in your hand luggage and not checked into hold luggage.

**Users of the TopMark NGS One Tap Emergency Application and Country Information and Alert Files are solely responsible for their own telephone costs, data and access costs incurred when accessing these services.**

## Country Information Profiles & Alerts



Place

### Country Profile Library

Travellers can access the Voyager Manager (VM) pre-trip advisory country profile library to download or print country information.

**Place:** provides country information as well as location library. Information is provided for all countries worldwide and country profiles can be downloaded as PDFs.

The country profile library contains information & advice on travel alerts, general security and caution advice, vaccinations, medical advice, health and requirements and guidelines, entry requirements, general information, local laws, customs and restrictions, characteristics, shopping, business hours, and public holidays. Location library has information about all of the locations stored in the system. The primary locations are airports, hotels and train stations, but can also include private residences, diplomatic missions, hospitals and offices.



Alert

**Country Alerts** – Through the website, mobile website and via email and SMS, travellers and support staff can receive real time country alerts.

Global alerts are generated from 100+ media, governmental and other sources. Automatic filtering of the alerts can be enabled ensuring that only the most severe alerts are sent to the traveller real time.

Instance Alert is used across all clients, giving a complete overview.

## Access Information

<https://traveltracking.northcottglobalsolutions.com/default.aspx>

Your Log in and password details are contained on the reverse of your RPA Membership Document.

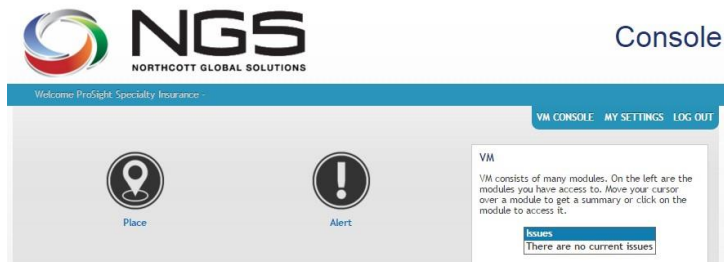
Please note your login and password are case sensitive. PLEASE DO NOT CHANGE PASSWORD. If you have any problems, please email:

[InsExec@northcottglobalsolutions.com](mailto:InsExec@northcottglobalsolutions.com)

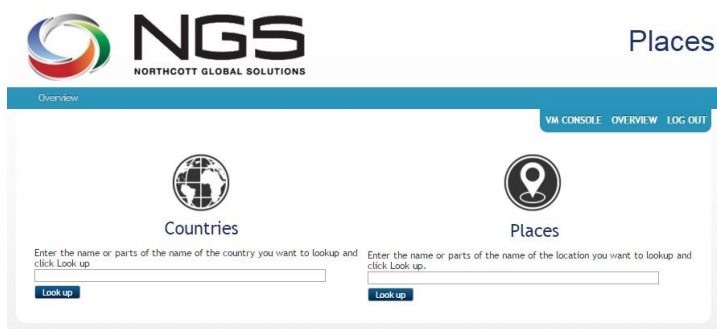
The login screen looks like this...



Once you have logged in you will see:



Select Place to access the Country Information Files and you will be presented by:



Select Alert to access the Country Alerts and you will be presented with:



## NGS Travel Safety and Security



Travel Health & Safety

Bites

MENU

### Avoiding Being Bitten by Insects

Bugs (like mosquitoes, ticks, and fleas) can spread a number of diseases. You can reduce your risk by taking steps to prevent bug bites.

#### How to prevent bites?

- Cover exposed skin: Wear long-sleeved shirts, long trousers and hats.
- Use an appropriate insect repellent (see below).
- Use permethrin-treated clothing and gear (such as boots, pants, socks, and tents). Do not use permethrin directly on skin.
- Stay and sleep in air-conditioned or screened rooms.
- Use a bed net if the area where you are sleeping is exposed to the outdoors.

#### What Insect Repellent ?

**FOR PROTECTION AGAINST TICKS AND MOSQUITOES:** Use a repellent that contains 20% or more DEET for protection that lasts up to several hours.

**FOR PROTECTION AGAINST MOSQUITOES ONLY:** Products with one of the following active ingredients can also help prevent mosquito bites. Higher percentages of active ingredient provide longer protection.

- DEET
- Picaridin (also known as KBR 3023, Bayrepel, and icaridin)
- Oil of lemon eucalyptus (OLE) or PMD

IR3535

Always use insect repellent as directed



## E-Learning Travel Safety & Security

To access E-learning please refer to the instructions contained on the reverse of your RPA Membership Document.

TopMark NGS provide a globally accessible suite of on-line travel risk awareness products, allowing a holistic approach to travel risk management.

Our eLearning is a 45-minute modular based travel security e-learning course, designed to reduce exposure to risk through education and awareness training. An evaluation after each module and downloadable certificate of overall performance allows for compliance checks to be conducted.

Modules covered are:

- Travel Security
- Threats facing Travellers Mind-set of the Criminal
- Soft Target? – Hard Target? Preparation for Safe Travel Airport Arrival & Customs In-Country Security
- Hotels Public Places & Transport Kidnapping & Abduction
- Travel Health & Safety Vaccinations
- Bites (see below extract)
- Animals
- Infectious Diseases
- Food & Water
- Staying Healthy