FACTS & FIGURES 2019
PROTECTING & SAVING LIVES

OUR PEOPLE
- 11,000 employees
- 5,200 medical professionals
- 99 languages and dialects spoken

OUR CLIENTS
- 300,000 medical kits delivered through MedSupply
- 87% of the Fortune Global 100
- 66% of Fortune Global 500 companies

QUALITY DISTINCTION
- ISO/TS 13131: first organisation in the world certified for delivery of TeleHealth services
- ISO/IEC 27001:2013 for protecting customer data
- ISO 9001:2015 for superior quality management process

WE CARE FOR CLIENTS ACROSS THE GLOBE, FROM MORE THAN 1,000 LOCATIONS IN 90 COUNTRIES
- 26 ASSISTANCE CENTRES
- 900 REMOTE SITE PROJECTS WITH
- 300 OFFSHORE INSTALLATIONS
- 77 CLINICS
- 12,000 MEDICAL EVACUATION & REPATRIATION ACTIVITIES
- 81,000 ACCREDITED PROVIDERS IN OUR GLOBAL ASSISTANCE NETWORK
- Hospitals, physicians, security specialists, ambulances, travel assistance and more.

KEY ACTIVITIES STATISTICS
- 4.1 million assistance calls
- 1 million medical services
- 35,000 security services
- 11 million people protected by TravelTracker

INTELLIGENCE & TRACKING
- Intelligence and analysis on 227 countries and 440 cities
- 800 medical and security reports produced per month

MEDICAL SERVICES
- 5,000 offshore medical cases
- 2,500 medical evacuation response plans
- 300,000 medical kits delivered through MedSupply
- 24,000 health checks

For easy reading and due to rounding, numbers presented may not reflect the absolute figures.