



Global Business Trip – Accident and Medical Protection Plan

Mosaic recognizes that traveling internationally during business can sometimes be stressful, especially when illness or accidents happen. When you find yourself in need of medical care during your international business travel, having the information you need to seek care is critical. That is why starting January 1, 2026, Mosaic provides all global employees coverage for unexpected illness or injury while traveling on business through the **Business Trip Accident and Medical Protection Plan** administered by CHUBB through Global Guardian. This plan includes, but is not limited to, hospital or outpatient care, emergency dental care and replacement of lost medications, medical transportation back to your home country. Please see more plan information in the CHUBB Benefits Overview.

Note, in most cases payment for these personal healthcare needs will be required at time of service, and the Business Trip Accident and Medical Protection Plan will reimburse covered services. Also, coverage for non-urgent, routine, or ongoing medical care is determined by the national healthcare system and insurance arrangements in your home country. Employees are responsible for accessing non-emergency care in accordance with applicable local coverage available to them.

Before traveling for business, be sure to download the **Global Guardian** mobile app to your mobile device (instructions included). Global Guardian can assist in finding care as well as filing claims for reimbursement. In case of an emergency, contact Global Guardian immediately for help via the Global Guardian Mobile App or at 001-703-566-9463 or operationscenter@globalguardian.com. If you have any questions or issues with Global Guardian, please contact CHUBB at 800-336-0627.



The Mosaic Company

Business Travel Program

The Mosaic Company provides travel benefits to Employees and Dependents traveling on behalf of The Mosaic Company for business purposes. This includes 14 days of personal deviation while on a business trip. Below is a brief overview of the benefits being offered and contact information should you need assistance. If you have additional questions, please contact your Benefits Administrator.

While Traveling Anywhere in The World

Accidental Death & Dismemberment Benefits

If, within 365 days of a covered accident, injury results in any one of the losses shown below, the benefit amount shown opposite the loss will be paid. If multiple losses occur, only one benefit amount—the largest—will be paid for all losses due to the same accident.

Covered Loss	Benefit Amount
Life, Two or more Members, Loss of Use of Four, Three, Two Limbs, Quadriplegia, Hemiplegia, Paraplegia	100% of Principal Sum
One Member, Loss of Use of One Limb, Uniplegia	50% of Principal Sum
Thumb and Index Finger of the Same Hand	25% of Principal Sum

Additional Benefits

- Bereavement and Trauma
- Burial & Cremation
- Carjacking
- Childcare Center
- Coma
- Cosmetic Disfigurement from Burns
- Crisis Benefit
- Emergency reunion
- Family Reunion
- Home Alteration and Vehicle Modification
- Baggage Delay
- Lost Baggage
- Personal Property
- Rehabilitation
- Seatbelt and Airbag
- Felonious Assault and Violent Crime
- Special Adaptation Benefit
- Special Counseling Benefit
- Special Education Benefit
- Spouse Retraining Benefit
- Vehicle Return Benefit
- Trip Cancellation
- Trip Delay
- Trip Interruption

While Traveling Outside Your Home Country or Country of Permanent Assignment

Medical Expense Benefits

We will pay up to \$250,000 for medically necessary expenses incurred for hospital and medical care, treatment, or services within 60 days of a covered accident or sickness.

War Risk Benefit applies only if traveling outside your home country, country of permanent assignment, or the United States, Iraq, Afghanistan, Russia, Ukraine, Belarus, Israel, the West Bank, Gaza, Lebanon

Additional Benefits

- Security Evacuation Benefit

Emergency Response Benefits

If you are traveling more than 100 miles from your permanent residence or you are outside your home country on company business, we will pay the following emergency response benefits (subject to the maximum limits in the Policy):

- Emergency Medical
- Emergency Medical Evacuation
- Repatriation of Remains

Travel Assistance Services

When an emergency happens away from home, The Mosaic Company partners with Global Guardian, a leading global travel and medical assistance provider, to give you access to local care and assistance—wherever you are.

For contact information and additional details on these services, please consult the Global Guardian ID card you've been provided or contact your Benefits Administrator.

What Is Not Covered

No benefits are payable for any loss or Injury that is caused by or results from:

- intentionally self-inflicted injury, suicide, or attempted suicide (applicable to Accidental Death and Dismemberment Benefit only)
- war or any act of war, whether declared or not (except as provided by the Policy)
- a Covered Accident that occurs while on active duty service in the military, naval, or air force of any country or international organization
- sickness, disease, bodily or mental infirmity, bacterial or viral infection, or medical or surgical treatment thereof, except for any bacterial infection resulting from an accidental external cut or wound or accidental ingestion of contaminated food (except as provided in the Policy)
- piloting or serving as a crewmember in any aircraft (except as provided in the Policy)
- commission of, or attempt to commit, a felony

Additional exclusions apply to Personal Property and Financial Instrument Reimbursement and Security Evacuation Expense benefits. Please contact your Benefits Administrator for more details.

This insurance does not apply to the extent that trade or economic sanctions or other laws or regulations prohibit Us from providing insurance, including, but not limited to, the payment of claims.

In addition, no Medical Expense Benefits are payable for any loss, treatment, or services resulting from or contributed to by:

- routine physicals and care of any kind
- routine dental care and treatment
- routine nursery care
- cosmetic surgery, except for reconstructive surgery needed as the result of an Injury
- eye refractions or eye examinations for the purpose of prescribing corrective lenses or for the fitting thereof; eyeglasses, contact lenses, and hearing aids
- services, supplies, or treatment including any period of Hospital confinement which is not recommended, approved, and certified as Medically Necessary and reasonable by a Doctor, or expenses which are non-medical in nature
- treatment or service provided by a private duty nurse
- treatment by any Immediate Family Member or member of the Insured's household
- expenses incurred during holiday travel, or travel for purposes of seeking medical care or treatment, or for any other travel that is not in the course of the Policyholder's business (unless Personal Deviations are specifically covered)
- covered medical expenses for which you would not be responsible for in the absence of the Policy
- injury or sickness for which benefits are paid or payable under any workers' compensation or occupational disease law or act, or similar or similar legislation, whether United States federal or foreign law

Frequently Asked Questions

What if there is an emergency while I am traveling?

In an emergency, call Global Guardian right away. Your membership entitles you to help with arranging medical transportation or care; coordinating medical fees, when approved; monitoring your condition; evacuating you to a center of medical excellence if local care is inadequate; and providing help if your safety is at risk. You may also contact Global Guardian if you need health, safety, or security advice or if you need to find a local doctor or other medical provider. For more information, or to contact Global Guardian, please refer to your ID card.

What information will I need to provide if I call for travel assistance services?

Please be prepared to identify yourself as a member of The Mosaic Company. Global Guardian will coordinate service authorization with your employer and will coordinate the claim submission process with your Insurer if they incur approved covered expenses.

What if a physician or hospital insists I pay the bill myself?

For non-emergency charges and expenses, providers may ask you to pay the bill yourself using cash or a credit card. You may submit these charges with a claim form and payment receipts for reimbursement by your local claim office. In an emergency situation, contact Global Guardian immediately to see if a guaranty of payment may be arranged.

How do I file a claim?

You will need to submit a completed claim form for any covered accident or eligible expense in order to receive reimbursement under the policy. If you have suffered a covered loss or incurred a covered expense, please contact your Benefits Administrator for the appropriate claim form. The instructions for the claim form will detail any supporting documentation you will need to submit with your claim. You may also submit claims online at <https://www.chubbclaims.com/ace/us-en/welcome.aspx>.

How can I ensure the timely processing of my claim?

Be sure to provide the requested documentation when submitting a claim. Also, be sure to provide a diagnosis or suitable explanation for the loss you are claiming. When receiving care from doctors outside of the United States, an explanation of the occurrence may help to clarify your claim and help to facilitate the claim process.

This information is a brief description of the important features of this insurance plan. It is not an insurance contract. Travel assistance services are provided by Global Guardian and are not insured benefits. Insurance benefits are underwritten by ACE American Insurance Company. Coverage may not be available in all states or certain terms may be different where required by state law. Chubb NA is the U.S.-based operating division of the Chubb Group of Companies, headed by Chubb Ltd. (NYSE:CB) Insurance products and services are provided by Chubb Insurance underwriting companies and not by the parent company itself.

Filing a Claim Directly with Chubb A&H Claims

Need to submit a claim?

Here's some helpful information for submitting claims and expediting payment.

- A fully completed Claim Form is required for each accident/injury.
- Providers may wish to bill us directly. If they do, please ensure a completed claim form has first been submitted to our office.
- To ensure we receive complete claim information, we suggest providers submit standardized billing statements (called "UB-04" for hospital charges and/or a "CMS-1500" for Physician Charges).
- Unless proof of payment is submitted with the medical bill (a copy of the check or a medical bill that indicates the claimant has made all or partial payment or zero balance information), claim payment is generally sent directly to medical providers.

Please note that claims submitted with incomplete information won't be paid pending receipt of the missing information. In addition, the acceptance of a claim form by an insurance company isn't an admission of coverage.



When you need to file a claim, contact Chubb A&H Claims at 800-336-0627 (Inside USA)/302-476-6194 (Outside USA) or ChubbAandHClaims@Chubb.com and be prepared to provide the following:

- Policyholder Name
- Policy Number
- Type of Claim
- Your Name and Email Address

After gathering your information, we'll send the appropriate form to file the claim to you.

There are several claim types and corresponding forms. The three most common forms are listed below:

- Accidental Death
- Accidental Dismemberment/Paralysis
- Out of Country Medical Sickness/Accident



Reporting and Submission

The chart below details the information required to process the different claim forms. Send the applicable information for the form you're submitting to Chubb A&H Claims at:

Email: ChubbAandHClaims@chubb.com

Mail: Chubb A&H Claims
PO Box 5124
Scranton PA 18505

Accidental Death:	Accidental Dismemberment/Paralysis:
<ul style="list-style-type: none"> • Certified Copy of the final death certificate • Proof of Eligibility and Beneficiary Designation Form • Proof premium was paid if this applies • The Police Report, any Autopsy Report, any medical records or reports, and any newspaper clippings • Proof of Trip, a copy of itinerary prior to the accident, and destination to and from trip 	<ul style="list-style-type: none"> • Proof of Eligibility • Proof premium was paid if this applies • The Police Report, all Medical Records, and any eyewitness statements and complete accident details • Proof of Trip, a copy of itinerary prior to the accident, and destination to and from trip
Out of Country Medical Sickness/Accident:	
<ul style="list-style-type: none"> • If Business Travel, a copy of employee's itinerary prior to the accident, purpose of trip, destination to and from trip, and confirmation that trip was authorized by the company • An itemized bill for the treating physician must be remitted with the claim form • Description of the sickness or accident, where it occurred, how it occurred, any witnesses, time, date, etc. • Make sure to note on the claim form your permanent home address and the address where the loss occurred 	

Customer Service

Need to contact us? We're available to help with all your claims needs.

Monday – Friday, 8:00 a.m. – 4:30 p.m. ET

Inside USA: 800-336-0627 • Outside USA: 302-476-6194

Email: ChubbAandHClaims@chubb.com

Traveler User Guide

Feel safe knowing that Global Guardian's 24/7 Operations Center is standing by to support in the event of an emergency. Our Mobile Phone Application and Traveler Portal allow employees to request support, receive updates on travel advisories, and stay connected to the company.

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HOW TO USE

With the push of a button, employees have access to the 24/7 Global Operations Center. Below outlines all important application features to familiarize yourself with should you need to access them in an emergency situation.

KEY FEATURES



***You must keep the app open in the background to be tracked and receive alerts (DO NOT FORCE CLOSE)**



CHECK IN

This feature allows the user to let Global Guardian know that all is well. An Operation analyst will respond through a text on your mobile app confirming that we have received your check-in. We recommend the user tap the check-in button when you move locations, arrive at the airport, or check-in to a hotel. In addition, should you choose to be in Privacy Mode, please push the 'Check-in' button each time you move locations.



PANIC

If you find yourself in an emergency situation, hold the 'Panic' button down for 2 seconds. The app will automatically send a notification to our 24/7 Operations Center indicating that a Panic Alarm has been fired.

Our Ops Center will immediately reach out to the individual through phone, text or email to assess the situation. We will also geo-fence the individual's location to determine if there are any threatening events happening nearby.

Once we assess the situation on the ground, we will either provide over the phone security/safety advice or deploy one of our in-country security teams to provide assistance and/or emergency evacuation.



TRACKING & PRIVACY

When Tracking, users will see themselves as a blue dot on the map. If you do not want to share your location with Global Guardian, you have the option to turn on 'Privacy Mode'. We will not have the ability to see your location while this setting is on. However, should you find yourself in an emergency situation while in 'Privacy Mode', you can still push the 'Panic' button which will automatically turn your app location on and send an alert to the Ops Center.



TRAVEL INFO

This feature allows the user to view the risk ratings of all countries around the world. A 1-page summary will be available for each country which will detail the unrest, crime, kidnapping and health ratings. There will also be country safety tips for emergency numbers, vaccines, currencies, ATMs, Internet accessibility and transparency, driving hazards, socket & plug compatibility, alcohol, drugs, and religion.

ADDITIONAL FEATURES

TRAVEL ALERTS

Any alerts that have been vetted and approved by our GG Intel Analysts that may impact your travel. Use this feature to see events closest to you.


CALL OPS CENTER

Allows user to quickly call directly to a live Global Guardian Operator for assistance 24/7.


TAKE PHOTO

Take a photo to share your unfamiliar setting with our Operations Team to better assist you throughout your travels.


MESSAGES

Direct line of text communication to the Ops Center.


DEVICES

Setup Bluetooth Panic Buttons.


ITINERARIES

Personal travel itineraries are displayed here.

FREQUENTLY ASKED QUESTIONS


WHEN SHOULD I USE THE PANIC BUTTON?

Use the panic button at any time you find yourself in an emergency situation. By pushing and holding the “Panic” button for 2 seconds, the app automatically notifies Global Guardian’s 24/7 Operations Center. Through our Global Tracking Platform, the in-need individual’s contact information, organization, and exact location will appear on all computer screens. Our Operations Center will then immediately reach out to the individual through phone, text, or email to assess and triage the situation. We will also geo-fence the individual’s location to determine if there are any threatening events happening nearby.

Once we assess the situation on the ground, we will either provide over the phone safety and security advice or deploy one of our in-country security teams to provide assistance.


WHAT TYPE OF INFORMATION CAN I ACCESS VIA TRAVEL INFO?

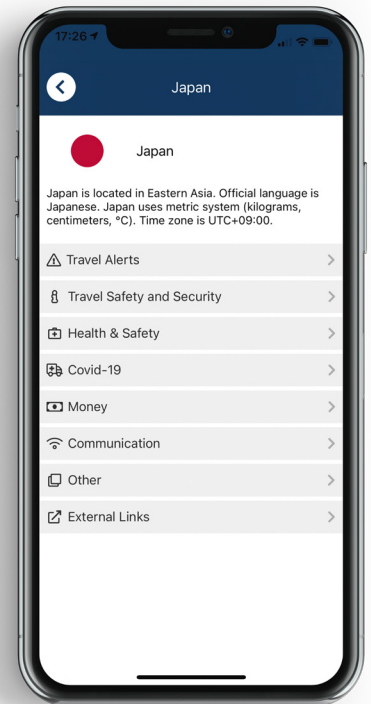
The Travel Info feature allows the user to view the risk ratings of all countries around the world. A 1-page summary will be available for each country which will detail the unrest, crime, kidnapping and health ratings. There will also be country safety tips for emergency numbers, vaccines, currencies, ATMs, Internet accessibility and transparency, driving hazards, socket & plug compatibility, alcohol, drugs, and religion.

COVID-19: Within this feature, users can stay up-to-date information on policy and restrictions, international travel by country, and domestic travel, including entry and exit guidelines, testing and quarantine requirements, and mask policies.


HOW WILL I BE NOTIFIED OF A NEARBY SECURITY INCIDENT?

If you are in the proximity of a security incident, you will receive a push notification through the mobile app detailing the incident and its location. The range of a security alert is based on the severity of the incident. For example, extreme event notifications (terrorist attacks) will be pushed to all users located within a specific country; while minor/less extreme events (protests) will only be pushed to a smaller range of users who may be affected by the incident. During a life threatening event, our Operations Center will geofence the incident’s location and proactively reach out to the individual’s closest to the event to assess the situation and provide assistance or deploy a security team to respond.

Extreme Risk High Risk Medium Risk Moderate Risk



Example of Travel Info App Functionality

FAQ CONTD.



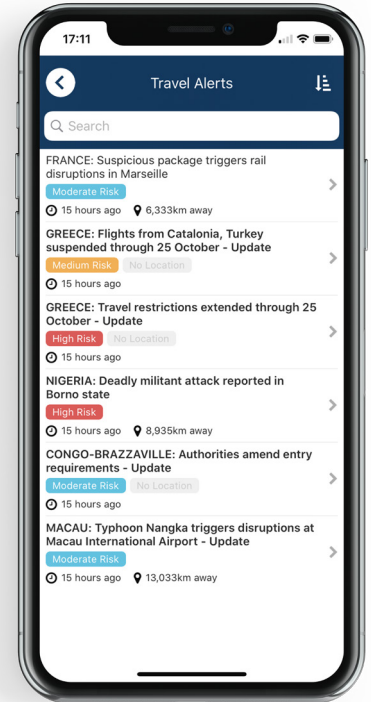
WHAT IF I DO NOT WANT TO BE TRACKED AT ALL TIMES?

Once you register and download the app, your phone's location is shared with our Global Intelligence Platform for your safety. Location sharing allows the Operations Center to respond as quickly and efficiently as possible should an emergency event take place near your location. If you do not wish to share your location with Global Guardian, you have the option to turn on 'Privacy Mode'. We will not have the ability to see your location while this setting is on. However, should you find yourself in an emergency situation while in 'Privacy Mode', you can still push the 'Panic' button which will automatically turn your app location on and send an alert to the Operations Center. If you do choose to be in Privacy Mode while traveling, please push the 'Check-in' button every time you move locations such as arriving at the airport or checking in to a hotel – this will allow Global Guardian to know your region without knowing your exact location.



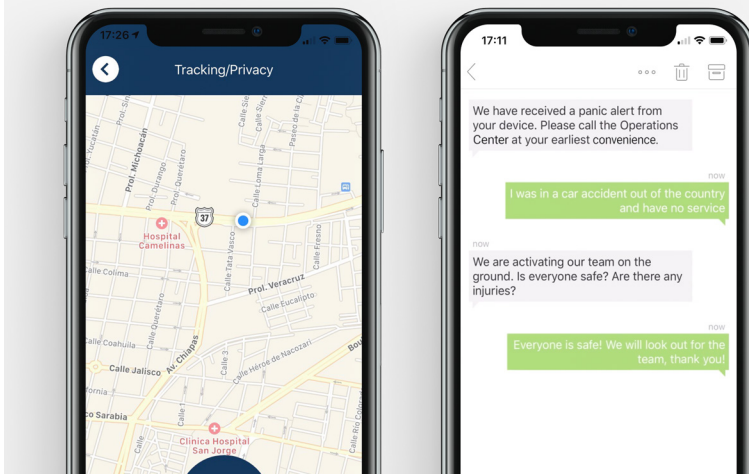
WHEN SHOULD I MESSAGE OR CALL THE OPS CENTER?

Calling or messaging the Ops Center features can be used for non-emergency situations. Employees can use these features to receive travel information and advice for current and/or upcoming travel, ask questions related to recommendations for travel, the Global Guardian Tracking App, or any other assistance that they may require.



Example of Travel Alerts on the Global Guardian Application Platform

If you have any additional questions, please contact our operations center directly by calling +1-703-566-9463 or emailing operationscenter@globalguardian.com



GLOBAL GUARDIAN MOBILE APPLICATION IN ACTION

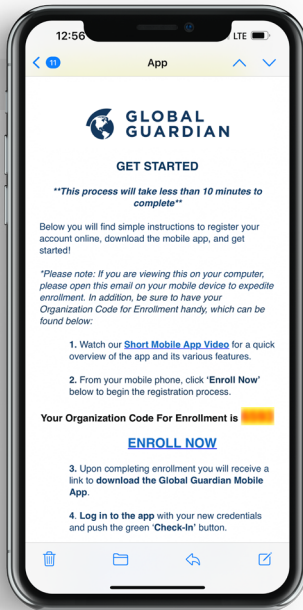
During a business trip, a client was in a car accident. Upon triggering the Panic button, the Ops Center called the client who did not pick up. They immediately messaged them through the app and were able to learn they had been in a car accident. They deployed our on-the-ground teams to assist the client and ensure everyone was safe and uninjured.



Mobile Application Download Guide

APPLE (iOS) DOWNLOAD, INSTALLATION & SIGN-IN PROCESS

The following steps apply to users downloading the application on an Apple (iOS) device. For Android users, please skip ahead to pages 11-14



STEP 1

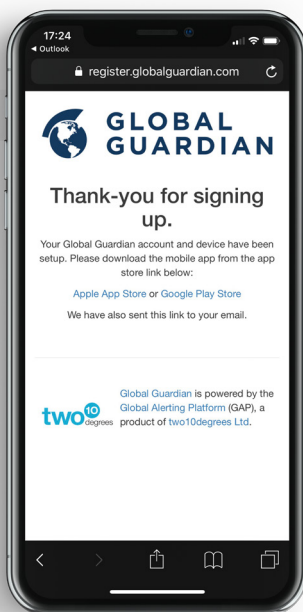
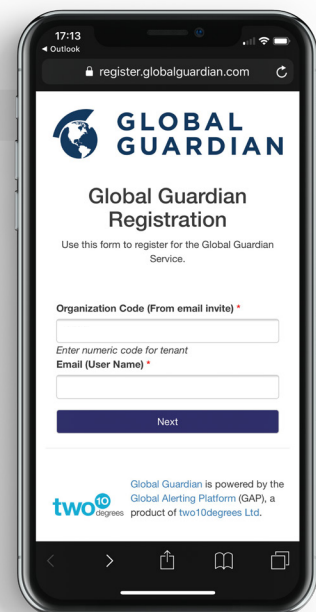
Receive Email Notification

- ▶ Clicking on the Enroll Now link will take you to the Global Guardian registration website
- ▶ Please make note of the organization code for reference later

STEP 2

Device Registration

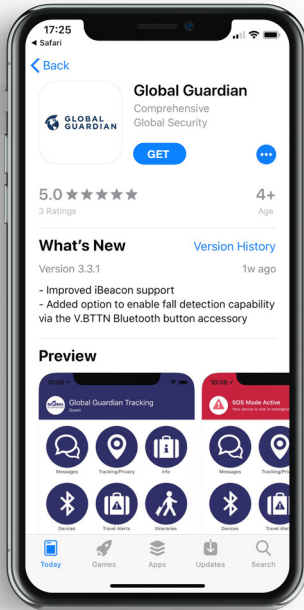
- ▶ Enter the organization code from email
- ▶ Complete all required fields needed for registration



STEP 3

Click on Specific Device Link

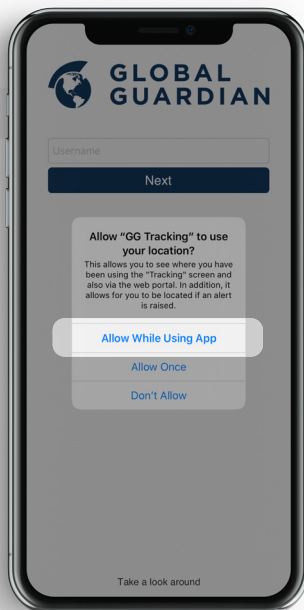
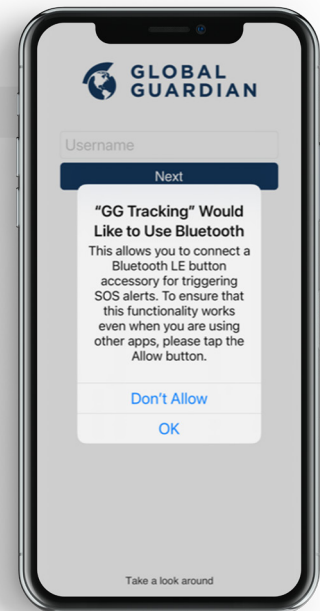
- ▶ Click on the download link that corresponds to your phone type


STEP 4
Download Global Guardian Application

- ▶ Select “Get” to download the tracking app. Once the download is complete, you will be prompted to “Open” the app.

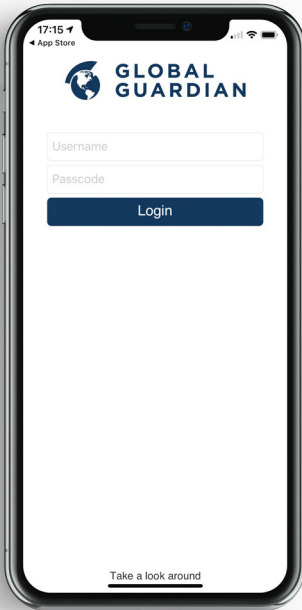
STEP 5
Allow Bluetooth

- ▶ After downloading the app, you will be prompted to connect to Bluetooth. Please select “OK”.


STEP 6
⚠ Allow Tracking

- ▶ After successfully logging in, you will be prompted to allow “GG Tracking” to use your location. Select “Allow While Using App”
- ▶ To update your location sharing at any time simply go to your phone’s Settings > Privacy > Location Sharing > GG Tracking and select your preference: Never, Ask Next Time, While Using the App, Always. Selecting ‘Always’ is the recommended setting.
- ▶ To turn off tracking, simply go to the Tracking and Privacy Button within your app and confirm you would like to stop tracking. We recommend 24/7 tracking to allow proximity based alerts to be sent to your device.

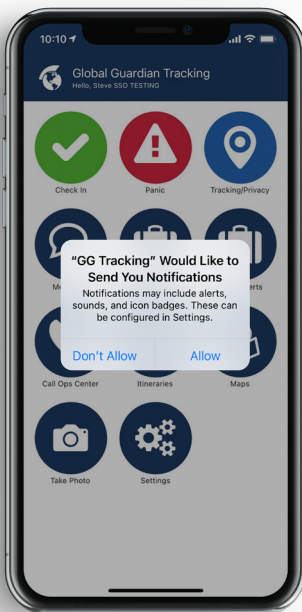
⚠ It is critical that you allow tracking permission to the app so the Operations Center can identify and locate you if needed. If you do not allow tracking, Global Guardian will not be able to locate you using your mobile app which may add significant time to our aid and support in an emergency.


STEP 7
Sign-In & Activate

- ▶ Sign In using your email address and password setup during registration


STEP 8
Accept Terms & Conditions

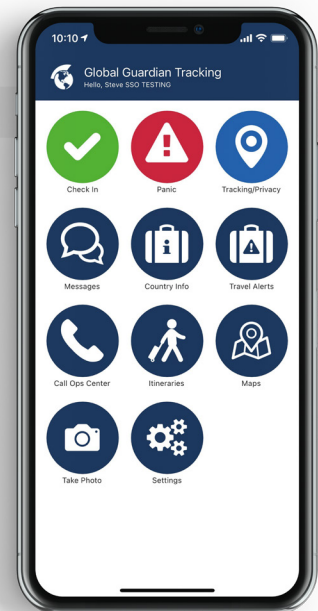
- ▶ Next, review the Terms and Conditions, and select "Accept" to continue


STEP 9
Notifications

- ▶ Once logged in, select "Allow" to allow push notifications


STEP 10
Motion & Fitness Activity

- ▶ Click "OK" to allow Global Guardian to access your motion and fitness activity. This feature improves the position accuracy.


STEP 11
Activation Successful

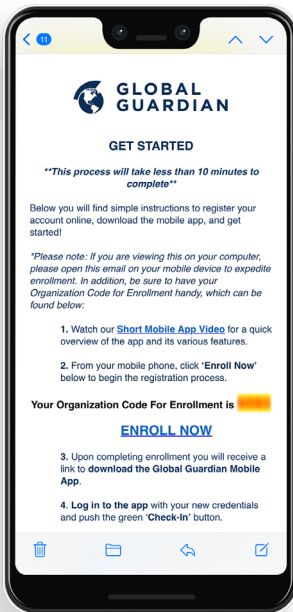
- ▶ Once the home screen is displayed, it indicates the installation was successful. To verify, make sure your username is displayed on the top bar


STEP 12
Check In

- ▶ Click on the "Check In" option to ensure and successfully test two-way communication with our 24/7 Operations Center

ANDROID DOWNLOAD, INSTALLATION & SIGN-IN PROCESS

The following steps apply to users downloading the application on an Android device. For Apple (iOS) users, please go to pages 7-10



STEP 1

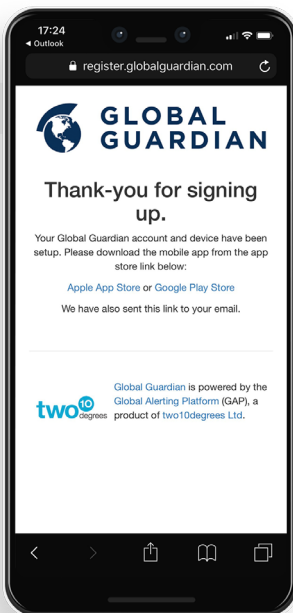
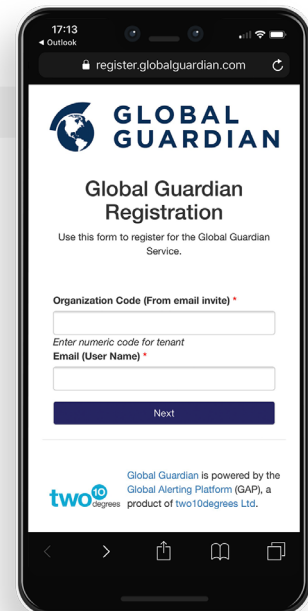
Receive Email Notification

- ▶ Clicking on the Enroll Now link will take you to the Global Guardian registration website
- ▶ Please make note of the organization code for reference later

STEP 2

Device Registration

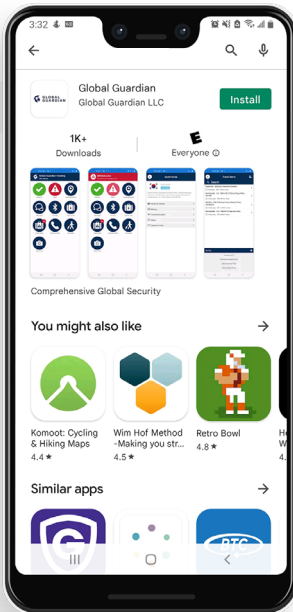
- ▶ Enter the organization code from email
- ▶ Complete all required fields needed for registration



STEP 3

Click on Specific Device Link

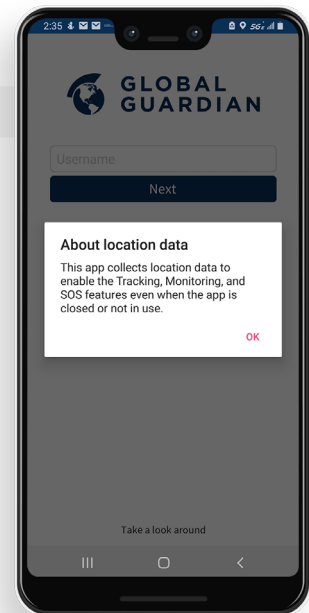
- ▶ Click on the download link that corresponds to your phone type


STEP 4
Download Global Guardian Application

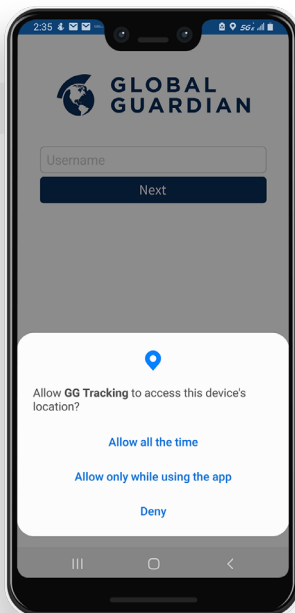
- ▶ Select “Get” to download the tracking app. Once the download is complete, you will be prompted to “Open” the app
- ▶ Note: the app is available via App store on both Android and Apple iOS devices


STEP 5
Enable Location Data

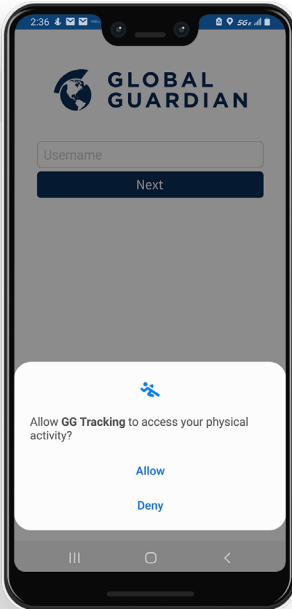
- ▶ After downloading the app, an explanation of location data collection will appear. Please select “OK”.


STEP 6
⚠ Allow Tracking

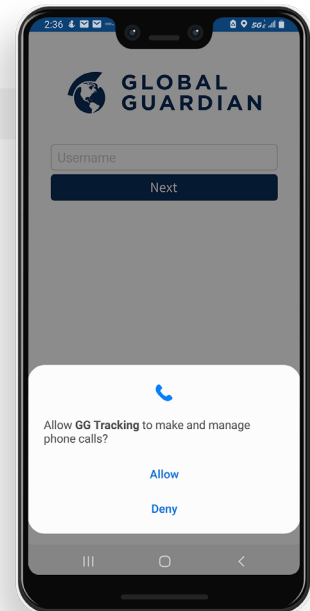
- ▶ After selecting OK, you will be prompted to allow “GG Tracking” to use your location.
- ▶ Select “Allow all the Time”.
- ▶ To turn off tracking, simply go to the Tracking and Privacy Button within your app and confirm that you would like to stop tracking.
- ▶ We recommend 24/7 tracking to allow proximity based alerts to be sent to your device.



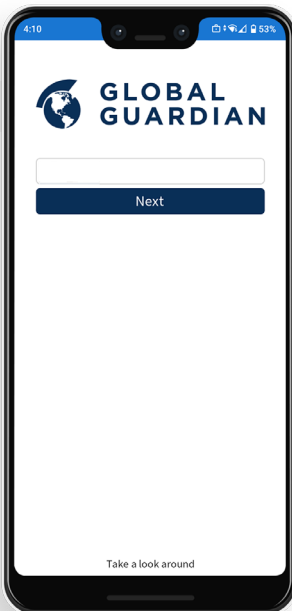
⚠ It is critical that you allow tracking permission to the app so the Operations Center can identify and locate you if needed. If you do not allow tracking, Global Guardian will not be able to locate you using your mobile app which may add significant time to our aid and support in an emergency.

**STEP 7****Motion and Fitness Activity**

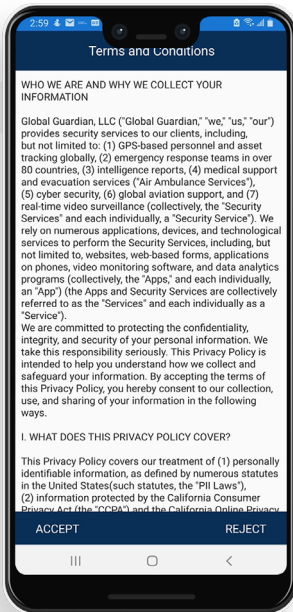
- ▶ Click “Allow” to let Global Guardian access your motion and fitness activity. This feature improves the position accuracy.

**STEP 8****Allow Phone Calls**

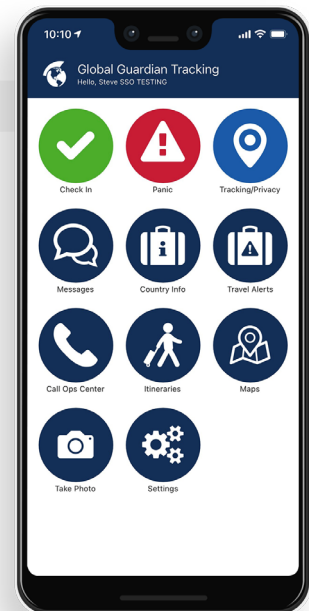
- ▶ Click “Allow” to give your phone the ability to call Global Guardian’s Operations Center within the app.

**STEP 9****Sign-In & Activate**

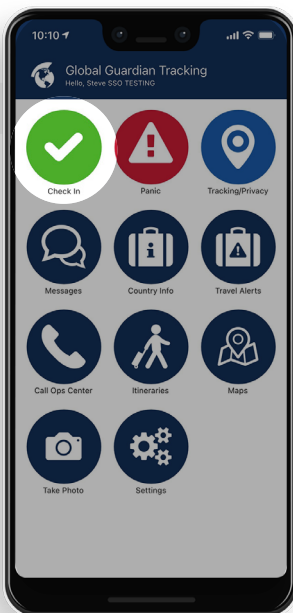
- ▶ Sign In using your company email address and password setup during registration


STEP 10
Accept Terms & Conditions

- ▶ Next, review the Terms and Conditions, and select “Accept” to continue.


STEP 11
Activation Successful

- ▶ Once the home screen is displayed, it indicates the installation was successful. To verify, make sure your username is displayed on the top bar.


STEP 12
Send “Check In”

- ▶ Click on the “Check In” option to ensure and successfully test two-way communication with our 24/7 Operations Center.

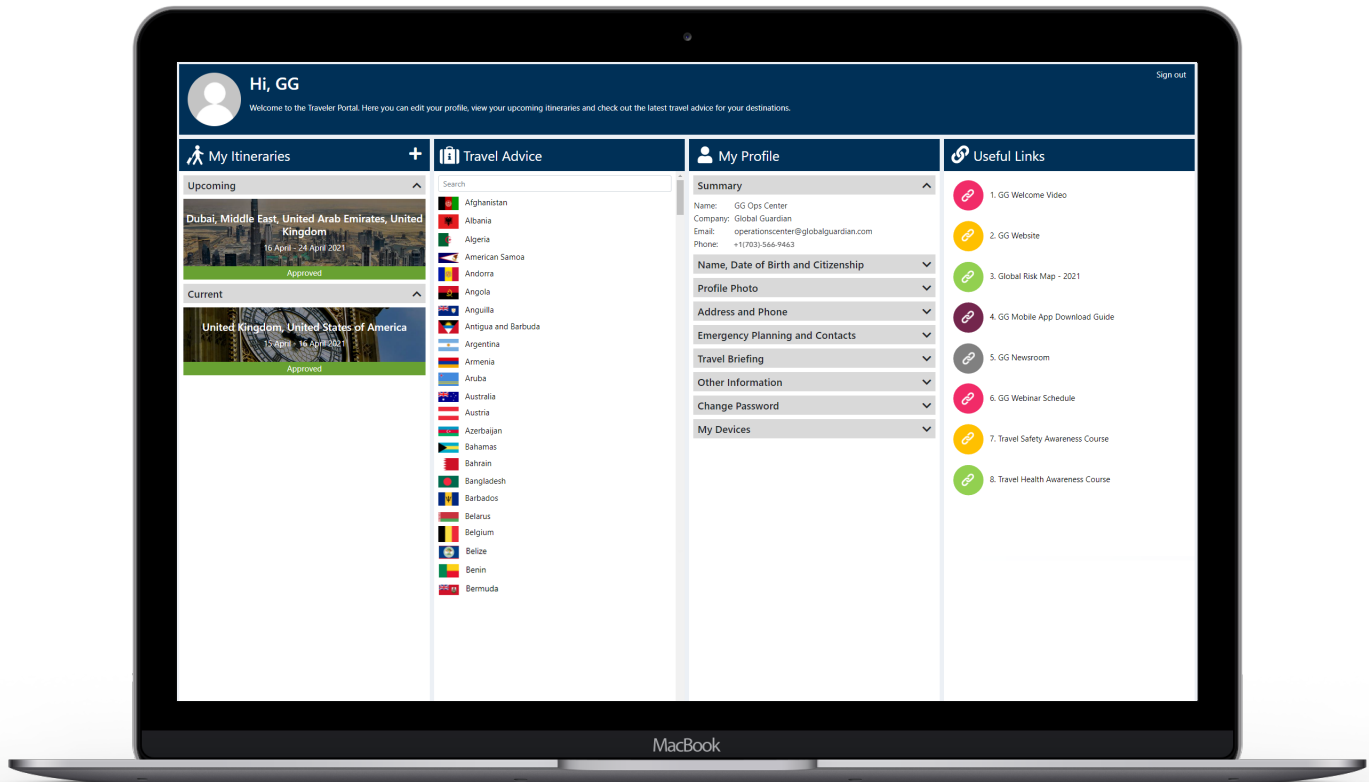
Traveler Portal Overview

Access the web-based Traveler Portal to view itineraries, stay updated on travel advisories, and utilize links to critical resources before and during travel.

HOW TO USE

This web-based portal allows employees to view their personal travel itineraries, find travel advice and global alerts, review personal information, and utilize important links to ensure safe travels.

Go to <https://travelerportal.globalguardian.com/> and enter your mobile app login credentials to access this portal



KEY FEATURES



MY ITINERARIES

Use this feature to submit new travel itineraries or view ones that have already been uploaded. Whether it be hotel information, flight data, or both, submit itineraries so Global Guardian knows where to reach you in the event of an emergency.



TRAVEL ADVICE

Any alerts that have been vetted and approved by our GG Intel Analysts that may impact your travel will appear here. Use this feature to see events closest to you, as well as around the world.



MY PROFILE

This tab holds basic personal information about a traveler. It is here that employees can verify information, update emergency contacts, change account passwords, and more.



USEFUL LINKS

A host of useful Global Guardian resources are stored here for quick and easy access. From the main website to a comprehensive world Risk Map, travelers can look here for important information to prepare for trips.

CASE STUDIES



INCIDENT: Coordinated Terrorist Attacks

LOCATION: Paris, France

SERVICE: Duty of Care

SITUATION: In the evening hours on 13 November 2015, terrorists attacked multiple sites in Paris including a concert hall, major stadiums, and hospitality venues.

RESPONSE: Global Guardian acted immediately, pro-actively transmitting alerts to all relevant clients through Travel Guardian, our mobile phone application.

In addition, our 24/7 Operations Center geo-fenced the attack sites to determine if any clients were in the vicinity. After locating one member watching a show adjacent to one of the attack sites, the Operations Center contacted the traveler utilizing her Travel Guardian mobile phone application. The Operations Center team directed her to safety and within minutes coordinated a pick-up by our local security team to transport her to a hotel on the outskirts of the city for an overnight stay.

Separately, the Operations Center maintained communications with all travelers in the general vicinity, directed them to safety, and updated their respective headquarters of their status.

Thanks to Global Guardian's well-placed network of international ground teams, client tracking services, and our 24/7 Operations Center, situations like these can be responded to immediately, allowing our clients peace of mind when traveling.



INCIDENT: Hurricane in Houston

LOCATION: Houston, Texas

SERVICE: Duty of Care

SITUATION: Following the devastating flooding in the Houston area following Hurricane Harvey, Global Guardian assisted clients with accountability and rescue efforts.

RESPONSE: Utilizing shallow draft boats Global Guardian directed teams into the heart of the city to confirm the safety of client employees who had not checked in with their headquarters as planned. With this immediate response, Global Guardian was able to find and confirm the safety of those in question and ensure that the client's personnel were accounted for. In addition, Global Guardian directed teams in high water vehicles to evacuation shelters to collect families and transport them safely out of the area. All of these efforts were accomplished while simultaneously communicating with the evacuees and teams and securing lodging far out of the danger area.



INCIDENT: Car Accident in Mexico

LOCATION: Cabo San Lucas, Mexico

SERVICE: Duty of Care

SITUATION: An executive's 18-year old daughter was thrown from a vehicle traveling more than 60 mph in Cabo San Lucas, Mexico, while on a college graduation trip. The friends of the injured teenager did not know which hospital she was transported, did not speak Spanish and had no idea what to do after calling her parents.

RESPONSE: As a result of a call from the parents, Global Guardian dispatched 3 bilingual security personnel to the most prominent hospitals in the area. The daughter was located and identified within 47 minutes and an English speaking surgeon was connected to the parents by our Global Guardian medical team for diagnosis. Global Guardian ultimately evacuated the daughter to her home city 10 hours later.

For assistance, please contact our 24/7 Operations Center:

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