

Introduction

As leaders in international emergency response, NGS provides evacuation, medical, security and travel risk management. NGS are delighted to collaborate with RINA to offer RINA members an enhanced duty of care package. **All RINA members will benefit from a 15% discount for NGS services.**

RINA Members will also benefit from:

- ✓ Twelve years of experience (including maritime operations)
- ✓ 24-hour operations centre in London, United Kingdom (on call to assist regardless of time zone)
- ✓ High-calibre responders (former military, police, and medical personnel)
- ✓ Access to a global database of vetted service providers
- ✓ Speed of response (minutes and hours, not days, and including point of the incident)
- ✓ Dedicated RINA hotline for ease of validation, triage and response
- ✓ Multidimensional response services (maritime, land, aviation, legal and diplomatic)
- ✓ Liaising, not dictating (offering multiple options to make executive decisions)
- ✓ Translation services (multi-lingual responders and access to over 200 real-time languages)
- ✓ In-house security and medical teams for rapid assistance
- ✓ Specialist technology (global risk platform, emergency app, travel tracking and risk/incident reporting)
- ✓ Routine travel assistance (lost documentation, general destination advice and safety-check calls)

Emergency Response Case Studies

Maritime:

NGS received a distress call requesting urgent assistance as the vessel was running low on its medical oxygen supply and 600nm from the nearest Bahamas port. NGS operations coordinated a C130 transport aircraft to airdrop oxygen supplies to support and keep the ship's captain in a stable condition following COVID-19. The captain's respiratory rate was extremely high with other heightened Covid-19 related symptoms. NGS proceeded to call the Bermuda Search and Rescue (coastguard) and the United States District 5 Command in Virginia. The vessel eventually docked in Bermuda, and the captain was transferred immediately to a hospital, where he made a full recovery.

Medical:

The latest video on our website shows how NGS responded to a client who had an epileptic seizure in Morocco whilst on business travel. With arrival meet and greet, secure ground transportation to the hotel and daily escorting, we were instantly on hand to help. A simple missed safety check-call was sufficient to give cause for concern for NGS Operations and raise the alarm. Our multidimensional operating model mobilised security, medical, technology and aviation resources all coordinated from our 24-hour operations centre in London, UK.

Security:

NGS deploys to client sites to safeguard personnel, assets, and reputation, performing dedicated security and travel risk management services to industry best practices. A mining client was losing significant amounts through theft and illegal mining and required a security risk assessment to identify vulnerability, risk exposure and provide recommendations for improvement. Within six months of support, the client reduced loss by 86% and increased overall profitability. This was consolidated further by improving their approach to crisis management and incident response, where NGS also helped refine their plans, policy, and procedures.

For more information, please visit: www.northcottglobalsolutions.com or contact: dmiddle@northcottglobalsolutions.com