

Travel Angel

e-learning security and situation awareness programme
to protect employers of business travellers



Travel Angel - protection for employers before business travel takes place

From 1st March 2011 we've added the award winning Travel Angel to all Lifeline Plus policies. Travel Angel is an e-learning security and situation awareness programme that helps employers to comply with their duty of care to employees who travel on business. It's simple to access and use and provides practical advice about personal security, preparation and arrival, travel health risks, getting around, street crime and robbery, terrorism and unrest.

It's fully interactive, provides a verifiable audit trail and allows policyholders to benchmark employees' awareness levels. The core episode and six modules can be completed individually or together (they take around 45 minutes in total) and are accessible at work, home or whilst travelling as long as there is an effective internet connection.

Duty of care

Adhering to the principle of 'duty of care' requires an organisation to take steps to assess, manage and avoid reasonably foreseeable risks to its employees when travelling.

Investing time and resources in risk management strategies can help an organisation protect not only its employees safety and wellbeing but also itself against claims of negligence or breach of its statutory duties.

Access to Travel Angel means employees are prepared for their trip before they leave and are aware of risks and how to mitigate them.



How easy is it to access Travel Angel?

Travel Angel can be accessed through the Chartis website page www.mylifeline.co.uk.

The landing page features Travel Angel and a range of other services that can be used by LifelinePlus policyholders at no additional charge. Clicking on the Travel Angel link will take users to the Travel Angel page where there is a direct link through to the client login page on the Maxwell Lucas site.

When the employee enters their employer's Lifeline Plus Group Personal Accident and Travel Insurance 10 digit policy number they will be taken to the personal details page. Personal details are collected to allow progress through the core episode and six modules of Travel Angel to be measured. The employee can complete the whole course in one session (*likely to take around 45 minutes*), or complete individual modules on a staged basis.

When the employee has completed the entire programme they will be able to download a certificate. We suggest that employees are required to revisit the core episode and modules at 12 monthly intervals to ensure the training remains fresh in their minds.

Auditing results

It is possible, by agreement, to appoint one or more administrators to audit employees' training progress by interrogating your discrete area within the Travel Angel system. If you wish to have an administration account set up, please contact info@maxwelllucas.com.

Award-winning programme

At the recent 2011 Business Travel & Meetings Show Travel Angel won

- *the prestigious Gold Innovation Award.*
- *the Corporate Social Responsibility Award*

Frequently Asked Questions

- Q.** How will the course benefit employers of business travellers?
- A.** In unfamiliar or foreign environments, business travellers may encounter risks to their health, safety and security (e.g. illness, outbreaks of civil unrest, terrorism and natural disasters). To comply with their 'duty of care' organisations must take steps to avoid reasonably foreseeable risks to the traveller. If both the employer and employee have prepared in advance, employees will be better prepared for their journey and the employer better prepared to assist them.
- Q.** How will the course benefit a business traveller?
- A.** The course aims to instil a self-awareness culture and reduce exposure to risks through education and awareness training. It will help business travellers to plan ahead and identify and manage potential travel-associated complications.
- Q.** Can this online course be accessed from any Internet connection?
- A.** Yes. As long as the connection is made using a device that supports Adobe® Flash® content (*most smartphones cannot be used*), the course can usually be accessed anywhere in the world via www.mylifeline.co.uk.
- Q.** Does the entire course have to be completed in a single session?
- A.** The only time limit for completing the course is one set internally. Once the course has been started and either a single or multiple modules completed, the user can log out and the programme will remember which modules still have to be completed. There is no need to retake any modules as long as the same username and password details are used.
- Q.** What happens if the course will not start or there's a technical problem?
- A.** Firstly, the user should check with their IT department that they are authorised to stream content from the Internet and have Adobe® Flash® based software to play the movie-based modules. If this does not solve the problem the user should contact the technical support desk at info@maxwelllucas.com stating their LifelinePlus number and the nature of the problem. One of their team will be in touch to help rectify the problem.

No extra cost and telephone support

Travel Angel protection for employers comes at no extra cost. Telephone support is available during working hours to answer any questions about using the programme.





Chartis Europe Limited
The Chartis Building
58 Fenchurch Street
London
EC3M 4AB
www.chartisinsurance.com

Chartis Europe Limited is authorised and regulated by the Financial Services Authority (FSA number 202628).
This information can be checked by visiting the FSA website (www.fsa.gov.uk/Pages/register).
Registered in England: company number 1486260. Registered address: The Chartis Building, 58 Fenchurch Street, London, EC3M 4AB.