

# MEDAIRE360: ELEVATED HEALTH & SAFETY SOLUTIONS



## EXECUTIVE SUMMARY

Since 1985, MedAire, An International SOS Company, has been delivering integrated medical and security solutions for airlines, which includes training, equipment, and professional services for crew and passengers both in and beyond the cabin. We are the only aviation specialist in the world that provides this comprehensive, in-house medical and security solution for aviation.

MedAire offers the following unmatched global capabilities:

- ▲ 24/7 medical and security support including vendor referrals, advice and on-going oversight
- ▲ Access to a network of more than 89,000 accredited medical, security and logistics service providers, inclusive of negotiated volume discounts
- ▲ Up-to-date medical and security information including risk ratings
- ▲ On-going reporting and analysis to determine trends and training opportunities

MedAire's global footprint gives us local knowledge and presence. With offices in every region and time zone, this gives us hands on experience that cannot be replicated. We don't just know the world - we live and work in every part of it so no matter where you need help or information, we're close by. Access to 1,000+ security specialists and partners around the globe uniquely positions us to provide valid, relevant and timely situational intelligence, with actionable insights delivered to meet diverse operational requirements. Additionally, our security team is standing by the phone ready to assist our clients all day every day. Whether clients have a simple question they want answered by email, need a more detailed phone conversation to explain a recent alert we sent, or want to discuss a security incident with one of our staff, our analysts and managers are always there to meet your needs.

# MEDAIRE360: ELEVATED HEALTH & SAFETY SOLUTIONS

**MedAire**  
An International SOS Company

## END-TO-END RISK MANAGEMENT FOR THE MODERN AVIATION LANDSCAPE

MedAire360 leads the industry in risk management solutions. Tailored specifically for Business Aviation, services begin when your crew and passengers leave home until they safely return. Today's travellers face a risk environment that includes general health concerns, mental health issues, geopolitical unrest, climate-induced turbulence and more; Enhance their safety at every stage of the journey: Pre-Travel, En-Route, and At Destination.

## GLOBAL EXPERTISE, LOCAL PRESENCE: LOCAL KNOWLEDGE, GLOBAL SCALE

At the heart of MedAire's operations lies a unique blend of local knowledge and global scale. We pride ourselves on delivering personalised, localised care and support to our clients, irrespective of location.

## FLEET-WIDE RESILIENCE AND EFFICIENCY

A robust safety and security programme is only as strong as its weakest link. Implementing MedAire360 as a fleet-wide solution mitigates a broad spectrum of risks and fortifies your entire operation's operational resilience and efficiency.

Consistency is key. Whether your clients fly on different aircraft or with various crewmembers, they can be assured uniform medical and security support. This all-encompassing approach enhances client confidence.

## OPERATIONAL EFFICIENCIES

Standardising MedAire's services across your fleet yields tangible benefits, from increased productivity to cost savings. Moreover, this standardisation reduces liability and further enhances the resilience of your operations.

## ATTRACT & RETAIN TOP TALENT

Your organisation can offer the industry's best health and safety support so crewmembers can focus on their work, knowing their well-being is a priority, no matter where their duties take them.

## LOCAL KNOWLEDGE, GLOBAL SCALE

MEDAIRE SUPPORTS CLIENTS FROM **1,200+** LOCATIONS IN **90** COUNTRIES



**4,400**  
MEDICAL  
PROFESSIONALS

**28**  
ASSISTANCE  
CENTRES



**14**  
REGIONAL  
SECURITY  
CENTRES



**89,000** SERVICE PROVIDERS  
IN **10,000** CITIES



**110**  
LANGUAGES  
SPOKEN



**1,000**  
SECURITY  
EXPERTS

EXPERT CARE, **EVERYWHERE.**

medaire.com

## PRE-TRAVEL: PROACTIVE RISK MITIGATION

MedAire360 allows flight departments to reduce exposure to itinerary-impacting events with pre-trip risk mitigation measures including destination-specific health, safety and security information and intelligence, training programs for crew and travellers, and pre-flight medical advice and assistance.

### ANALYSE



**ITINERARY ANALYSIS:** Medical & security specialists provide in-depth analysis of your travel itinerary, offering advice on safe routes and alternative options if necessary.



**AVIATION SECURITY INTELLIGENCE:**

In-depth security analyses encompassing emerging threats, designated safe areas, and critical intelligence to safeguard your specific travel routes and destinations.



**MEDIAIRE PORTAL:** Self-service access to near real-time threat information as well as travel health and security intelligence in a single intuitive interface.



**AVIATION APP:** Portal information in the palm of your hand, including medical and security overviews for your destinations, access to ATSBs and Airspace Assessments.



**MEDICAL & TRAVEL SAFETY ALERTS:**

Receive alerts with actionable advice directly to your inbox for the locations that matter most to you and your operations.

### PREPARE



**CREW TRAINING:** Train crew to quickly and confidently manage in-flight illnesses and injuries with aviation-specific first responder training. Available on-site/on your aircraft, at select Flight Safety International Locations, and virtually via online classroom.



**DIGITAL LEARNING PORTFOLIO:** Unlimited access to a wide array of medical and travel safety courses, ensuring your team is well-prepared in any situation.

### ASSIST



**FIT-TO-FLY ASSESSMENTS:** Medical professionals evaluate the health status of passengers and crew to ensure everyone is medically fit for air travel. Adequately assessing a potentially infirmed passenger may prevent disruptions down the road.



**MEDICAL ESCORT ARRANGEMENT:**

Coordination of a nurse or doctor to travel with unwell passengers.



## PRE-TRAVEL: AVIATION MEDICAL & SECURITY PORTAL

The MedAire Portal provides unparalleled self-service access to near real-time threat information as well as travel health and security intelligence in a single intuitive interface. The portal's map-based interface provides 360 degrees of analysis by integrating flight routes, fleet tracking, airspace risk by altitude, country, city and airport level information.

### ASSESSING AIRPORT RISK

The Airport panel was designed to provide feasibility of operating safely into an airport intuitively. With detailed security profiles of over 200+ airports including unique airport risk rating, airfield imagery and security posture, recent incidents and crime.

### AIRSPACE ANALYSIS

The FIR layer visualises risk by flight information regions with risk ratings by altitude and weapon availability. The Airspace tab within the airport panel provides flight restrictions or warnings issued by major civil aviation bodies along with recent alert and incident activity. All the information can be exported to create an Airspace Assessment.

### FLEET TRACKING

Track your assets in real-time by entering aircraft registration numbers, directly within the portal.

### INCIDENT MONITORING

AI-powered incident detection scans 1.3 billion data points to alert you to disruptive events within minutes. Filter by date and incident type for targeted information.

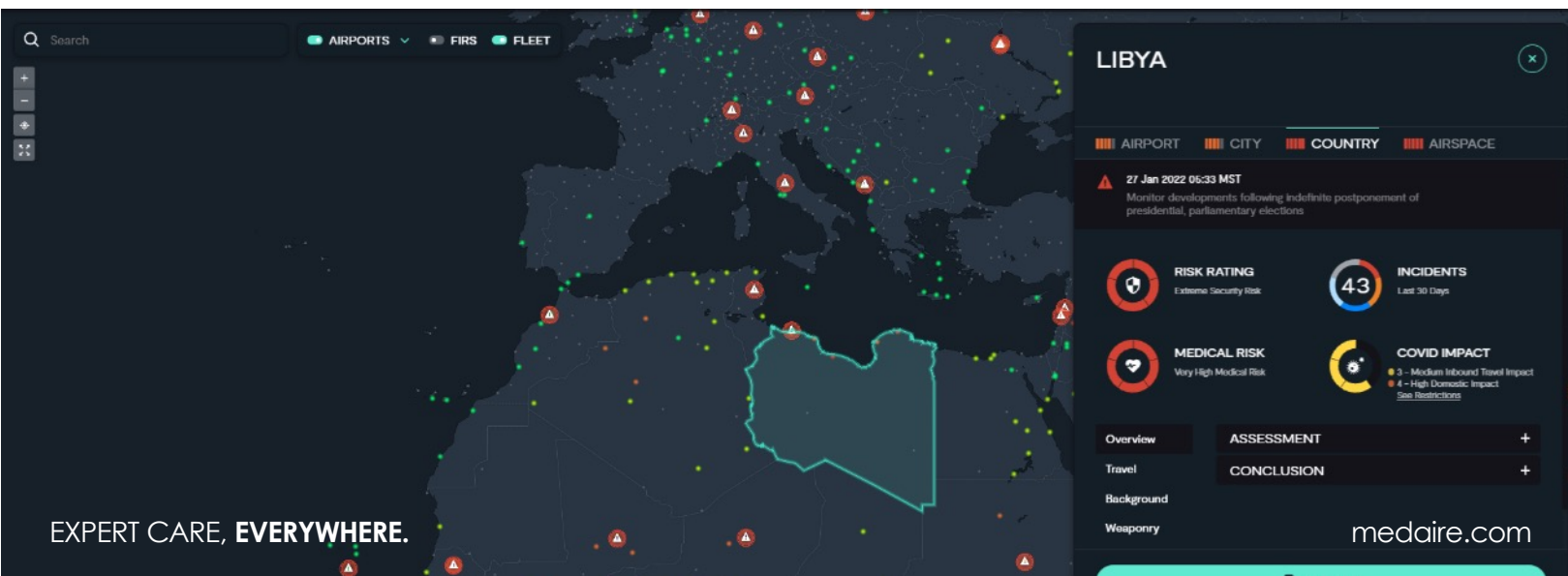
### COUNTRY GUIDES

Access detailed country guides covering health, entry/exit requirements, vaccinations, and more, directly from the portal or our aviation app.

### DATA-DRIVEN DECISION MAKING

Aviation, Travel Health and Safety alerts populate the map providing actionable advice on verified events likely to impact operations and workforce. Receive Daily Worldwide Security Digest and Regional Security Forecasts.

Leverage nearly a decade of historical data to identify patterns, trends, and potential risks, enabling you to make informed decisions.



## PRE-TRAVEL: TRAINING FOR CREW

### MANAGEMENT OF IN-FLIGHT ILLNESS & INJURY (MIII)

When it comes to responding to in-flight medical events and emergencies, MedAire's MIII offers an unparalleled level of preparation. Rooted in over 40 years of industry-leading experience and informed by more than 750,000 in-flight medical events, MIII transcends the scope of standard first aid courses. It is meticulously designed to equip your crew with the specialised skills they need to handle medical emergencies at an altitude of 40,000 feet. Furthermore, the course is fully compliant with both EASA and FAA regulations, ensuring that your operations meet the highest standards of safety and regulatory compliance.

### INTEGRATED WITH LATEST TECHNOLOGY

MIII integrates advanced resources like the MedAire app and other state-of-the-art technologies to assist in stabilising passengers until proper medical care is available upon landing.

### FLEXIBLE FOR BUSY FLIGHT DEPARTMENTS

Flexible training options include virtual classrooms, eLearning, and on-site sessions, making it easy to fit into busy schedules. Each virtual participant receives a hands-on MedAire Training Pack for practical skill development.

### DIGITAL LEARNING PORTFOLIO (DLP)

Taking a proactive approach to preparing staff, crew and passengers for travel is essential to a travel risk management plan.

The DLP is a robust library of courses designed to arm your organisation with tools to mitigate risks while travelling. Modules created by medical and security experts allow travellers to learn at their own pace.

### HEALTH & MEDICAL SAFETY COURSES

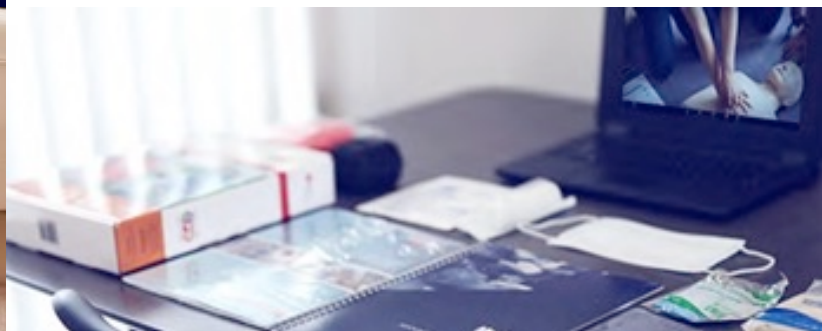
Coronavirus • Food & Water Safety • Emotional Well-Being for Travellers • AED/CPR, Bleeding Wounds, & Anaphylaxis • Malaria • Pandemics: A Manager's Guide • Pandemics & Other Global Health Threats

### SECURITY & RISK MANAGEMENT COURSES

Violent Attacks • Hotel Security • Journey Management Planning • Terrorist Incidents & Support • Natural Disasters (Security & Medical) • Petty Crime • High-Risk Awareness • Cyber Security Information

### SPECIALISED TRAVELLER COURSES

LGBTQ+ Travellers • Road Safety • Women's Security • Security in Latin America • Air Pollution • Travel Risk Awareness (Security & Medical) • Aviation Travel Risk Awareness



# EN ROUTE: MEDLINK® IN-FLIGHT EMERGENCY ASSISTANCE

**MedAire**  
An International SOS Company

MedAire's MedLink Emergency Response Centre serves as a cornerstone offering an unparalleled level of medical support for both passengers and crewmembers when an in-flight emergency occurs.

## INDUSTRY-LEADING MEDICAL ADVICE

When a medical emergency occurs in-flight, time is of the essence. MedLink provides immediate access to aviation-trained emergency room doctors who have extensive experience in managing in-flight medical events. These experts offer calm, clear, and precise guidance on how to handle a wide range of medical situations, from administering medications from onboard medical kits to making critical decisions like recommending a medical diversion.

## SEAMLESS COORDINATION OF CARE

MedLink doesn't just offer in-flight support; it also coordinates local emergency medical services at the Fixed-Base Operator (FBO) if needed. Upon landing, the MedLink team can provide continued care and medical referrals, ensuring that passengers and crew receive the necessary medical attention.

## LOGISTICS & DIVERSION MANAGEMENT

In extreme cases, a medical emergency may necessitate a diversion. MedLink doctors are trained to assess the severity of the situation and recommend whether a diversion is warranted, helping to ensure the safety of all onboard while considering the operational aspects of the flight.

## INTEGRATED WITH ONBOARD MEDICAL KIT

MedLink doctors know exactly what medical supplies and equipment are available onboard and will prompt first responders on when and how to use the items within the Digital Assessment Kit, thereby enhancing the effectiveness of the medical response.

## A LEGACY OF TRUST AND EXPERTISE

With more in-flight medical events managed than any other provider, MedAire has built a legacy of trust and expertise in the aviation industry. When you partner with MedLink, you're not just getting a service; you're gaining access to decades of experience and innovation in aviation medical care.

## APP BASED PATIENT ASSESSMENT

The MedAire Aviation App features a scenario-based triage tool designed to expedite patient care and assist with assessments. Focusing on the most common and life-threatening medical events, the app also has the capability to transmit vital sign data directly to MedLink from compatible diagnostic equipment, further enhancing the quality of advice provided.

EXPERT CARE, **EVERYWHERE.**

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# EN ROUTE: DIGITAL ASSESSMENT KIT | DAK

The Digital Assessment Kit (DAK) is MedAire's cutting-edge solution for aviation professionals who seek to modernise their in-flight medical capabilities. Integrating medical-grade digital technology with AI-guided assessment enhances real-time diagnostics and data collection. With the DAK, you're prepared and ahead of the curve, backed by MedAire's unparalleled medical and technological expertise.



**ADVANCED DIAGNOSTICS:** The 12-lead ECG recorder, a significant upgrade from most 1-lead ECG devices, provides comprehensive heart condition assessments.



**USER-CENTRIC DESIGN:** Engineered for ease of use, the DAK allows for seamless electrode application, reducing human error and ensuring reliable readings.



**SWIFT & INFORMED RESPONSE:** Enable quick data collection, transmitted to MedAire's 24/7 MedLink service for immediate expert medical advice.

## KIT CONTENTS

**BLOOD PRESSURE MONITOR:** Lightweight and easily adjustable to different sizes of people.

**ECG RECORDER:** Approved by the FDA & CE, designed to work in the cabin environment. Leads attach via a large sticker applied to the passenger's torso without having to reach behind to apply to the chest.

**GLUCOMETER:** A simple-to-use device for testing whole blood glucose levels.

**PULSE OXIMETER:** Provides four critical parameters for better medical assessment.

**CONTACTLESS THERMOMETER:** Will detect ambient & surface temperature.

**IPAD:** Pre-loaded with MedAire's Aviation App, integrates with equipment via Bluetooth®.

## PRODUCT DIMENSIONS

LENGTH	8 IN	203 MM
HEIGHT	4 IN	102 MM
WIDTH	12 IN	305 MM
WEIGHT	4 LBS	1.8 KG

## GAME CHANGING ECG TECHNOLOGY

A 12-lead ECG is much more accurate than a single lead because it analyses more than one area of the heart at one time, giving doctors the ability to diagnose cardiac events requiring immediate hospitalisation. 12-lead ECGs are the gold-standard means of diagnosing a heart attack in the hospital environment.



# EN ROUTE: ADVANCED AVIATION MEDICAL KIT | AAMK

The Advanced Aviation Medical Kit (AAMK) is MedAire's premium offering for those who demand the highest level of preparedness in the air. This comprehensive medical kit empowers aviation professionals to manage a wide range of medical emergencies effectively. From minor ailments to critical conditions, the AAMK is your in-flight medical department, backed by MedAire's unparalleled medical expertise.

## ELEVATE YOUR MEDICAL PREPAREDNESS

The AAMK is not just a medical kit; it's a testament to MedAire's commitment to safety, expertise, and care in aviation. When you choose the AAMK, you're choosing a partner dedicated to the well-being of your passengers and crew, wherever your flights may take you.



**MEDICAL ARSENAL:** The AAMK is a complete in-flight medical solution, offering an extensive range of medications and equipment for advanced care.



**EXPERT CONSULTATION:** The kit is fully integrated with MedAire's MedLink service, connecting you to a team of medical experts for real-time advice during emergencies.



**EASY TO USE:** The medical kit is made of flame resistant and reflective materials, with contents arranged in colour-coded pouches for non-medical first responders.

## ABOVE AND BEYOND

The AAMK meets and exceeds global aviation medical regulations, including FAR 91.513, FAR 135.177, and AMC1 CAT.IDE.A.220, making it the gold standard in aviation medical kits.

Oversight from a doctor is required for the medication in this kit and it cannot be purchased without MedAire's MedLink inflight assistance.



## KIT CONTENTS

**ASSESSMENT:** Blood pressure cuff and monitor, digital thermometer, reading glasses.

**SURVIVAL:** Signal mirror, blankets, flashlight.

**PRESCRIPTIONS:** Medications for heart attacks, vomiting, nausea, and allergic reactions.

**NON-PRESCRIPTIONS:** Aches, pains, dehydration, motion sickness, coughs, and diarrhoea.

**DENTAL:** Toothaches, broken crowns & lost fillings.

**FIRST-AID:** Dressings, antibiotic ointment, antiseptic scrubs, bandages, and splint.

**RESPIRATORY:** Bronchial inhaler, oxygen tubing, CPR pocket mask with oxygen inlet.

## PRODUCT DIMENSIONS

LENGTH	13.75 IN	349 MM
HEIGHT	7.5 IN	191 MM
WIDTH	16.75 IN	426 MM
WEIGHT	8.5 LBS	3.85 KG



## AT DESTINATION: HEALTH & SAFETY ASSISTANCE FOR CREW AND GUESTS



### 24/7 MEDICAL ADVICE & ASSISTANCE

Medical advice, triage, and arrangements for crew, passengers, and guests. We ensure continuous case monitoring until no further care is needed.



### TELECONSULTATION & HOUSE-CALL DOCTORS

Receive immediate medical consultations via video and the option for house-call doctors, enhancing the speed and convenience of medical care.



### MENTAL HEALTH & EMOTIONAL SUPPORT

Access to mental health professionals for emotional support, safeguarding the mental well-being of both crew and passengers.



### SECURITY ADVICE & ASSISTANCE

Support when you need it, including arranging aircraft guards, secure transportation, executive protection, comprehensive support for lost travel documents and translation services.



### CRISIS & EVACUATION SUPPORT

Real-time advice and assistance during crisis situations, including natural disasters.



### GUARANTEED PAYMENT FOR SERVICES

MedAire ensures upfront payment for essential medical services in local currency, providing seamless and uninterrupted care.

## BEGINNING TO END: WHY CALL MEDAIRE?

### 24/7/365 LOCAL MEDICAL & SECURITY ADVICE AND ASSISTANCE PROVIDED GLOBALLY

As a MedAire<sup>360</sup> member, you have access to 24/7 global assistance, providing you with timely professional advice and support for all your medical, security and travel needs. Our experienced team of medical and security experts are devoted to ensuring the highest level of care for you, your passengers and crew on every step of your journey – whether in flight or on the ground. We take pride in safeguarding your well-being, giving you peace of mind wherever you travel.



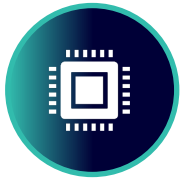


## BEGINNING TO END: AVIATION APP

MedAire's Aviation App is your pocket-sized travel risk mitigation partner. The App offers an integrated solution providing resources before, during, and after your travels. With MedAire's legacy of pioneering solutions and expertise in aviation, this App is an indispensable tool for ensuring the highest standards of safety and medical care.



**24/7 SUPPORT:** Access to MedLink during in-flight emergencies and non-emergency medical and security assistance directly within the App. Help when you need it is always a phone call away.



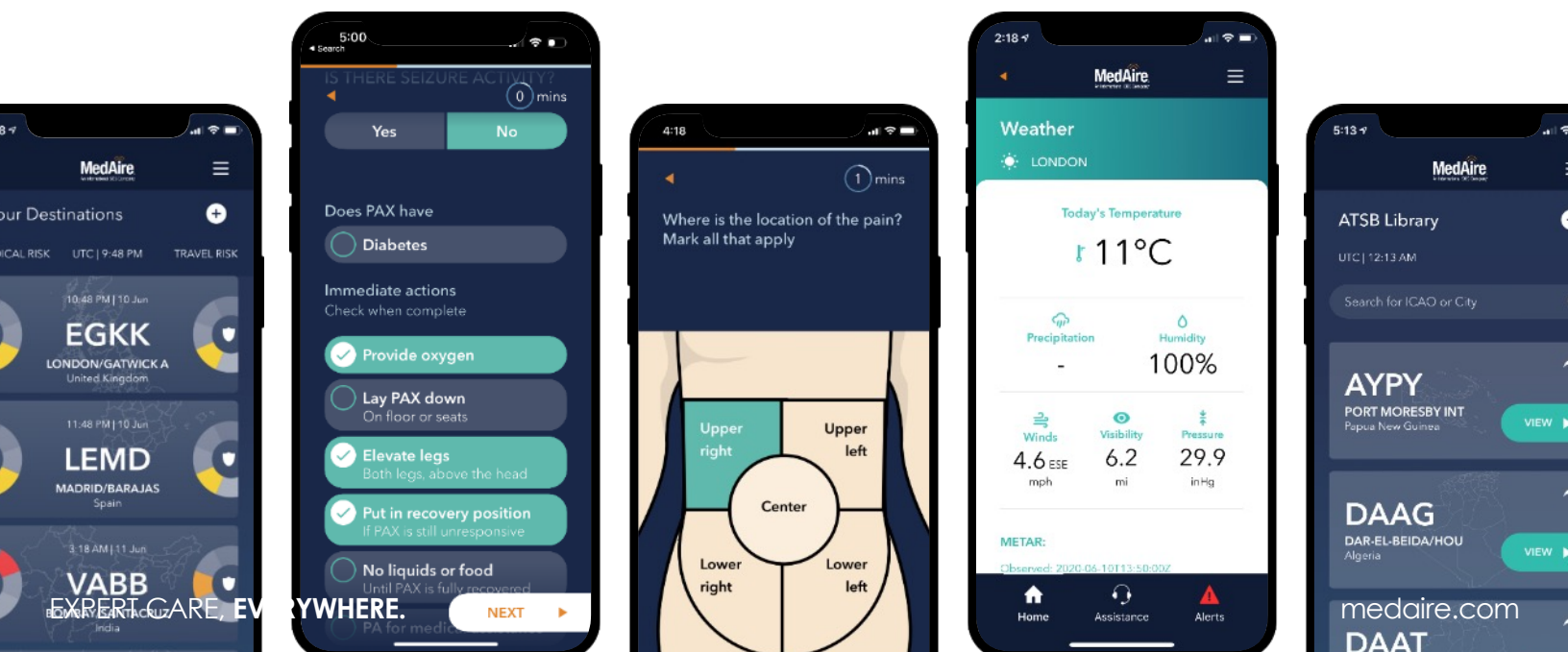
**AI GUIDANCE:** MedAire's 40+ years of support is combined with proprietary algorithms for in-flight medical event assistance, guiding crew to assess an unwell passenger and transmit the data to MedLink.

**DASHBOARD & COUNTRY GUIDES** Add destinations by ICAO code. Access Risk Ratings, Country Alerts, NOTAMs, Aviation Travel Security Briefs (ATSBs), and more.

**PUSH NOTIFICATIONS** Stay informed of health and safety risks impacting your itinerary. Receive expert guidance to help mitigate risks such as disease outbreaks, civil unrest, and natural disasters.

**SCENARIO-BASED IN-FLIGHT ASSESSMENT** Assists first responders' patient assessment during in-flight medical events. Expedite patient care by transmitting vital information to MedLink doctors.

**TELECONSULTATION** Phone or video consultations with a doctor for most injuries and ailments without sitting in a waiting room. Doctors offer immediate diagnosis and treatment advice with prescription delivery. Available in over 30 countries, making it a truly global solution for medical care.





## CREWMEMBER PERSONAL SECURITY

### ADVANCED TECHNOLOGY AND PERSONAL SECURITY AGENTS ALL VIA THE MEDAIRE APP

MedAire has partnered with Bond to provide personal security for crew. MedAire's Aviation App provides the next level of real-time personal security services. Bond's on-demand preventative personal security platform enables access to immediate support from highly trained Personal Security Agents 24/7.

In addition, for those situations when a crewmember just wants an added layer of security, the advanced technology built into the MedAire/Bond App provides security monitoring features that crewmembers can turn on or off at any time. The crewmember is in control of what level of security they want but always has a level of security when carrying the MedAire Aviation App integrated with the Bond personal security features.

**IN 99% OF SITUATIONS WHERE CREW FEEL UNCOMFORTABLE OR UNSAFE – IT IS TOO EARLY TO DIAL EMERGENCY SERVICES, SINCE IT IS NOT YET AN EMERGENCY.**

### PERSONAL MONITORING



**TRACK ME ON THE GO** When activated, Bond will begin monitoring your status and safety, factoring in location and other situational data (ex. if you are walking, running, riding a bicycle or in a car) until you reach your destination and confirm your safety.

If necessary, Bond Personal Security Agents coordinate with local authorities to provide assistance.



**READY AN AGENT** If you think that trouble might arise and you want to put a Personal Security Agent on standby.



**VIDEO MONITOR ME** When you tap Video Monitor Me, a Personal Security Agent will quickly be by your side via live video. Use the Agent's presence to help deter unwanted company and if necessary, our Agent will coordinate with local authorities.



**SECURITY CHECK** Easily schedule a time for Bond to check on you with Security Check. You may be entering a situation that's uncomfortable, such as traveling to your hotel from the airport. If Bond checks on you and you do not respond, Bond will take steps to help you, including orchestrating assistance.



# CREW CHECK

## CREW CHECK HELPS KEEP THE PULSE OF YOUR OPERATION

When a significant incident occurs, you may not know the status of your crew or assets and if they have been impacted. MedAire developed Crew Check to enable efficient two-way communication between flight operations and crew, supported by MedAire's 24/7 assistance. Adding Crew Check to your MedAire<sup>360</sup> membership unlocks a simple but powerful communication tool that helps your organisation identify and manage incidents, threats, and crises to more effectively protect crew and assets.

## TAKE ACTION WHEN YOU RECEIVE ALERTS

I received a Security Alert. Is my working crew impacted?

In Aug 2022 07:31 -05 • ADVISORY  
▲ VALENCIA AUTONOMOUS COMMUNITY: CONTINUE TO ANTICIPATE DISRUPTION, FOLLOW OFFICIAL DIRECTIVES AMID ONGOING WILDFIRE IN BEJIS (REVISED)  
SPAIN

After an earthquake near the crew hotel, is everyone ok?



Can I identify the crew affected without tracking them?



### CRITICAL ALERTS

#### ADVISORY

Afghanistan, Pakistan | Afghanistan, Pakistan: Exercise caution following magnitude 5.9 earthquake south-west of Khost city near border (Revised)

2 Need Help 3 OK 2 Pending  
1 Unknown

on amid ongoing power outages Respond Yes, I am safe or No, I need Help			21:06
Next update in 0:26 SMS: 2/3 Email: 3/3			
+64 223905812	adam@journey-digital.com	Delivered	Delivered
+64 2041546991	James.smith@email.com	Delivery Failed	Retry
+91 9841440109	johnson@bka.co.nz	Delivered	Delivered

## PROACTIVE MONITORING

Crew Check adds proactive monitoring capabilities to the alerts you already receive from MedAire. Within each alert, you can see the aircraft and crewmembers impacted by the alert.

NEED ASSISTANCE 0 OK			Next update in 0:54 SMS: 2/3 Email: 3/3 Show Details
DAVID NELSON Crew Pilot	+1 202-555-0102	David.Nelson@gmail.com	Referred to MedAire OK
JOHNSON MARK Pilot	+1 202-555-0170	Johnson.Mark@gmail.com	Referred to MedAire OK
JOSEPH JONATHAN Pilot	+1 202-555-0168	Joseph.Jonathan@gmail.com	Referred to MedAire Need Assistance
<p>08:00:15 New 2022-12-12 12:00:15 To MedAire: I received a Security Alert. I am having a hard time breathing after moving to a new hotel.</p> <p>08:00:15 New 2022-12-12 12:00:15 To MedAire: I received a Security Alert. I am having a hard time breathing after moving to a new hotel.</p> <p>08:00:15 New 2022-12-12 12:00:15 To MedAire: I received a Security Alert. I am having a hard time breathing after moving to a new hotel.</p> <p>08:00:15 New 2022-12-12 12:00:15 To MedAire: I received a Security Alert. I am having a hard time breathing after moving to a new hotel.</p>			

## MANAGE COMMUNICATION

When an alert affects crew or assets, easily share it via text and email with custom instructions for crewmember check-ins. Shared alerts can be viewed quickly without having to log in.

3 CREW 1 TALKS COMMUNICATION		REFER TO MEDAIRE
<p>3 CREW</p> <p>3 TALKS</p> <p>COMMUNICATION</p> <p>3 CREW</p> <p>3 TALKS</p> <p>COMMUNICATION</p>		<p>We will message your crew members to let them know that their cases have been referred to MedAire for further action.</p> <p>Your crew members should call us back to MedAire along with any additional details to assist you with your incident.</p> <p>RECOMMENDATION: Please refer to MedAire for further action.</p> <p>Problem in breathing</p> <p>Continue Cancel</p>

## RESPOND TO EMERGENCIES

As crewmembers reply, their messages will appear in Crew Check, letting you track all check-ins and respond to anyone needing further assistance in one place.

## FOLLOW UP WITH ASSISTANCE

When a crewmember responds needing help, Crew Check helps you quickly and easily initiate a case with MedAire for follow-on assistance.

## ADD THE POWER OF PEER SUPPORT: TRANSFORMING AVIATION WELLBEING

As an add-on to your MedAire360 membership, MedAire Wellbeing Services powered by Talk to a Peer unlocks a comprehensive peer support network tailored to the aviation industry, designed to elevate aviation professionals' mental health and wellbeing. Combining MedAire's experience in aviation-focused medical and security services with OdiliaClark's Talk to a Peer support network of pilots and industry experts establishes an innovative partnership with unique advantages and a renewed approach to peer support in the aviation sector.

## ADVANTAGES OF MEDAIRE WELLBEING SERVICES POWERED BY TALK TO A PEER



**INDUSTRY-SPECIFIC, RELATABLE SUPPORT:** A key advantage of this service is the shared background and experiences of aviators supporting aviators. The Peer Support Volunteers (PSVs) possess industry-specific knowledge, understand occupational pressures, and can relate to the challenges faced by their peers. This firsthand experience fosters a sense of trust and rapport, making it easier for individuals to open up.



**PRACTICAL ALTERNATIVE TO EAPs:** Employee Assistance Programs (EAPs) may offer general mental health support but often lack the industry-specific insight. The added value of access to trained aviation peers, aviation psychologists and addiction psychiatrists ensures the services are tailored to the unique needs and challenges of aviation professionals.



**ACCESSIBILITY, APPROACHABILITY, AND CONFIDENTIALITY:** Crewmembers may hesitate to speak with a therapist or psychologist for fear of judgement or due to confidentiality concerns. MedAire Wellbeing Services offers a secure, non-judgemental, and confidential environment where aviation professionals can talk openly to their peers. This approach fills a critical gap by providing an approachable and relatable support network.



**QUICK INTERVENTION AND PROBLEM RESOLUTION:** Nearly 90% of all calls to a Peer Support Program are resolved by a Peer Support Volunteer who understands the industry. They are trained to offer guidance, enabling them to address issues efficiently. They act as a first line of support, helping with challenges before they escalate into more severe problems.



**BESPOKE SUPPORT AND COLLABORATION:** MedAire Wellbeing Services tailors support to each Air Operator Certificate (AOC) partner while sharing the significant costs of the required structure and professional support. This cost-effective approach ensures clients receive customised, highly relevant support.