# EXPLORE THE MEDAIRE PORTAL

The MedAire360 Portal integrates enhanced medical and aviation security information and a map-based risk analysis tool. This module provides users unparalleled access to near real-time threat information, travel, medical, and security intelligence in a single intuitive interface. In addition, this portal's map-based interface provides 360 degrees of analysis by integrating flight routes, fleet tracking, airspace risk by altitude, and country, city, and airport level information.

HOW TO ACCESS THE MEDAIRE PORTAL

▶ Bookmark: **https://app.medaire.com** for quick access to the MedAire Portal.

▶ After account creation you will receive an email to finish registration and to setup your password.

▶ If you forget your password or want to reset your password, Select "Need help signing in?" then "Forgot password?"

Welcome to MedAire Client Portal
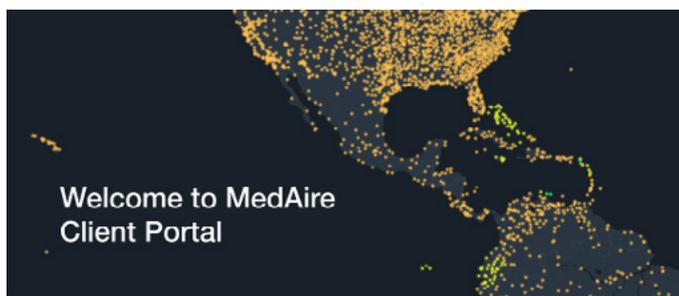
Hi

Your organization is using Okta to manage your web applications. This means you can conveniently access all the applications you normally use, through a single, secure home page.

Watch this short video to learn more: https://www.okta.com/intro-to-okta/

Your username is carolina.moreira@medaire.com
Your organization's sign-in page is https://medaire.okta.com

Your system administrator has created an Okta user account for you. Click the following link to activate your Okta account

Activate Account

This link expires in 7 days.

If you experience difficulties accessing your account, you can send a help request to your system administrator using the link: https://medaire.okta.com/help/login

This is an automatically generated message from Okta. Replies are not monitored or answered.

MedAire

SIGN IN

USERNAME *

PASSWORD *

☑ Remember Me

SIGN IN

Need help signing in?

THE DASHBOARD VIEW
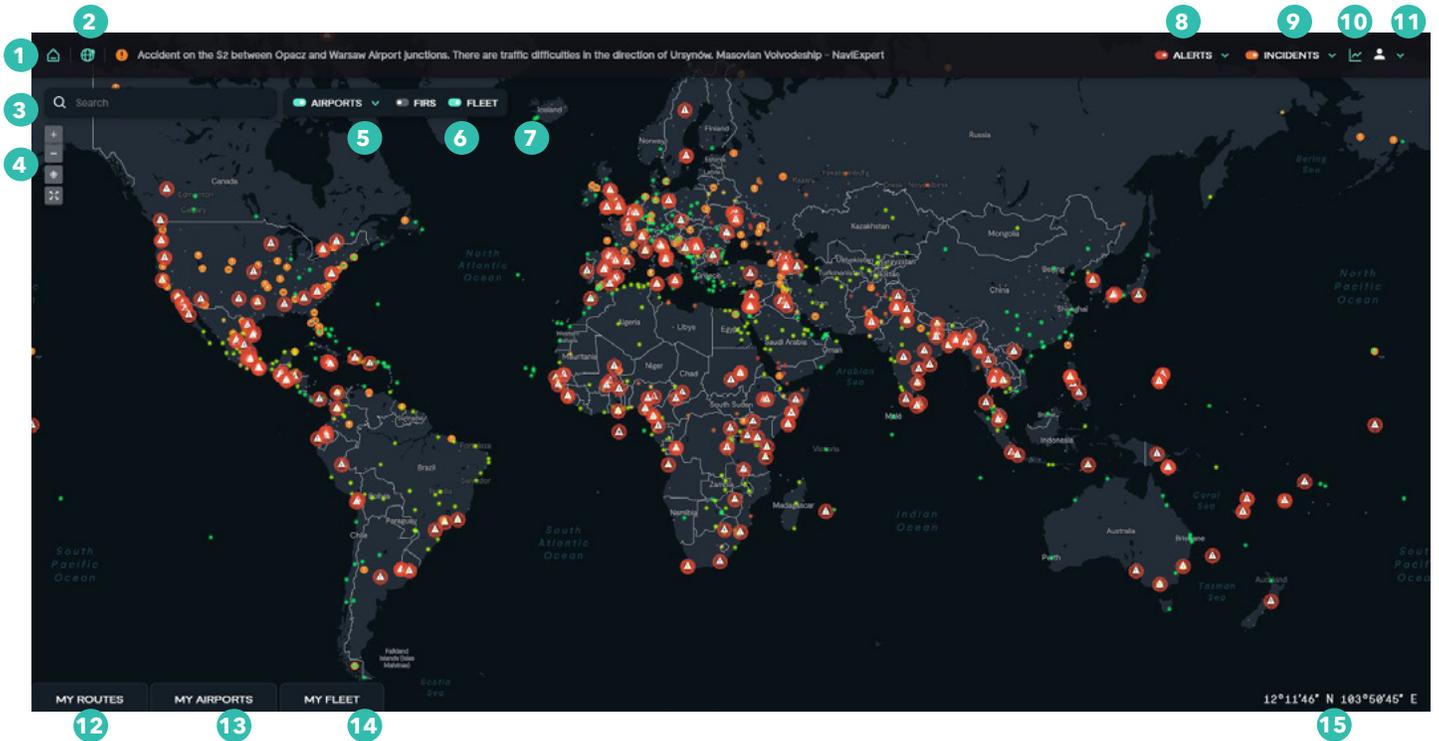
1 LIVE UPDATES

2 LATEST ALERT OR INCIDENT

3 SEARCH - by country, city or airport identifier

4 MAP FUNCTIONS - map zoom in and out, my location and full screen

5 AIRPORT FILTER - international, domestic, military, civilian and joint.

6 FLIGHT INFORMATION REGIONS (FIRS)

7 FLEET - view your fleet on the map

8 ALERTS - medical, travel security, and aviation

9 INCIDENTS – AI derived and near real-time

10 AIRPORT COMPARISON - compare up to 7 airports at a time

11 PROFILE INFORMATION - log in, settings, application info, help, sign out

12 MY ROUTES - see your saved routes

13 MY AIRPORTS - see your saved airports

14 MY FLEET - see current fleet added

15 COORDINATES

AIRPORTS

Airports and all associated information can be easily viewed by a simple search or by clicking on the airport indicator on the map. This will bring up the content box containing information available and relevant to that location, including alerts (Intl SOS and MedAire), security incidents, city risk, country risk, COVID restrictions and impact, and associated airspace information. These different facets can be easily navigated by pointing and clicking on the desired information within the content block.

All available information on a particular location can also be downloaded into PDF through the export function. Currently, pressing the export button will create a PDF of all information available in that tab (airport, city, country, or airspace). Future iterations will allow the user to select the information desired to be downloaded. If no information is available the user will be prompted to contact MedAire for assistance.

FLIGHT INFORMATION REGIONS (FIRS) & AIRSPACE

Airspace risk information previously found in MedAire's Airspace Assessments can now be found within the tool with enhanced visualisations. By turning on the FIR layer, users can visualise risk by flight information regions and flight restrictions or warnings that have been published by major civil aviation governing bodies. Access to this information is through a simple click on the relevant FIR or by selecting the airspace tab on the airport's panel.

Risk by altitude and weapon type is also available within the airspace panel. Each weapon type has a specific range and altitude to which it provides a threat to aircraft and aviation operations at large. These weapon types have been categorised as being present within a particular country and FIR by a hostile non-state actor or without the controls of a responsible nation-state with well-ingrained procedures on weapon release and deployment.

COVID IMPACT

Updated twice daily, MedAire and International SOS provide the most complete and up-to-date information on global COVID travel restrictions and the impact the pandemic has had on international and domestic travel. We have integrated this information directly within the airport panel, allowing users quick and easy access to comprehensive travel restriction data.

COUNTRY & CITY

Country and city risk and familiarisation information has been integrated into the country and city tabs within the airport panel. We currently have information on every single country and just over 400 cities throughout the globe. Should information on a desired city be missing, users can still contact MedAire Security for additional support.

FLEET TRACKER

Through the My Fleet tab at the bottom of the screen, users can enter their aircraft registration numbers and track their assets directly within the portal using a feed made available by FlightAware. The portal will only show aircraft with active ADS-B transponders and if that aircraft is within range of a receiver. There currently is no limit as to how many aircraft can be tracked.

Should a user have a tail number(s) that are masked, there may be a procedure to enable limited tracking for a specific use. This enables the masked aircraft to be visible to a specific login within the portal but remain masked to all other viewers. However, this exception must be initiated by the owner/managing entity of the masked aircraft.
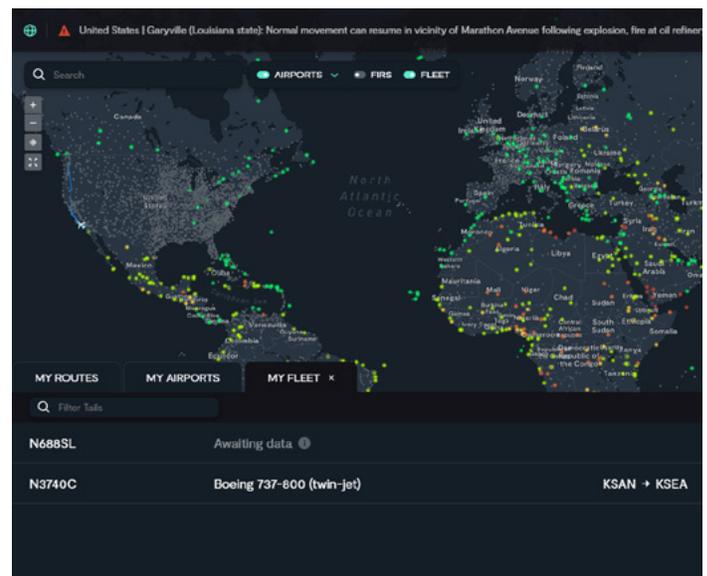
ROUTES

The MedAire portal allows users to upload a flight plan or manually enter a flight route for visualisation against several risk factors. Once a flight plan is entered, the portal will identify potential areas of risk along the route of flight and destination. Multiple flight routes can be entered and saved for future assessment and/or viewing.

MedAire's portal has been intentionally designed for integration with flight planning software allowing users to directly import their flight plans for viewing and assessment. This requires a direct link with the chosen flight planning software and additional setup. For additional information, please contact your MedAire account manager. Additional setup fees may apply.

Our ratings are informed by our internal country risk assessments, factoring a broad range of threats so as to adequately cater for a wide and diverse audience.

MedAire's rating system is a comprehensive framework for assessing risks to operators in a given location as a result of terrorism, crime, social unrest, and/or conflict. Other factors, such as the robustness of the transport infrastructure, the effectiveness of the security and emergency services, and the country's susceptibility to natural disasters are also considered.

While we do monitor risk rating advisories issued by governments, our risk rating process is independent and members may therefore see a divergence between risk rating assigned for a specific country/zone by us and that given by governments.

RISK RATINGS

MedAire security risk ratings are maintained by our security experts and are updated as countries' risk profiles evolve. Ratings are changed on an ad-hoc basis, when the overall level of risk rises above or falls below a specified threshold, or when it is considered that a newly identified trend is likely to begin having an impact. We also ensure our ratings are holistically reviewed twice a year. Risk ratings are not changed without extensive deliberation and internal testing.

We use a wide range of sources to gather and corroborate the information we need to review and update them: our accredited security provider network; contacts in local governments and organisations; news media; official statistics; think tank or other analytical reports; as well as intelligence and assessments provided by our clients and offices around the world.

OUR RISK RATING LEVELS

We have five risk levels: Insignificant, Low, Medium, High and Extreme. Country risk ratings are, by nature, all-encompassing and cannot highlight local variations in threat levels, even in the smallest of countries. The country rating provides a consolidated overview and point of comparison between countries to support the decision-making process to ensure secure travel.

In addition, we provide city-level risk ratings as part of our city guides, of which we have more than 400.

AIRPORT RISK RATING

MedAire's airport risk rating is the summary of the airport operating environment and its effect on aviation operations. Within the scope of this rating, our global security teams use a number of open and proprietary sources to assess each airport. The results of the assessment are then matched against a set of well-tested standards and a score is calculated resulting in the airport rating. The assessment and resulting score is multifaceted and specifically identifies:

1. Ability of the airport to securely handle aircraft

2. Ability for the aircraft to safely remain unattended

3. Ability of the aircraft to safely operate to the location

4. Availability of suitable lodging and transportation for crew

5. Availability of mitigation services in constrained environments

The airport risk rating is assigned on a 5 point scale, with 5 being the most severe. Through this rating we can provide standardised operating advice that can help guide users to an operational decision:
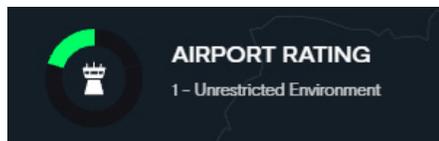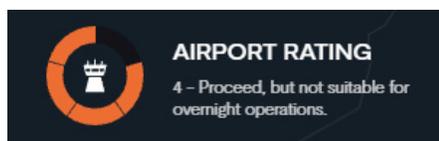

CATEGORY 1: Airport is secure for operations without restriction; standard security precautions apply.
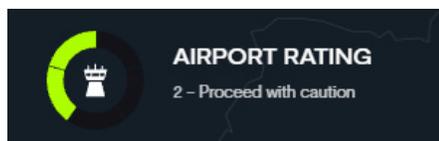
CATEGORY 2: Airport is secure for overnight operations, but the external security environment may require the use of specific transportation options and careful selection. Operating environment may be constrained with limited infrastructure, high rates of crime and/or low levels of political instability.

CATEGORY 3: Airport secure for overnight operations, but operators should be fully confident in their lodging and transportation arrangements booked well in advance. The external environment poses a serious risk to personnel due to ongoing conflict and/or unusually high levels of violent crime; secure transport and lodging options are available and strongly recommended. May lack infrastructure or face other constraints.

CATEGORY 4: Airport is operable, but not suitable for overnight operations; aircraft and crew should be repositioned to a more secure and suitable location. Aircraft should not be left unattended at this location. Has a lack of infrastructure and/or suitable transportation and lodging availability in relation to the threat environment.
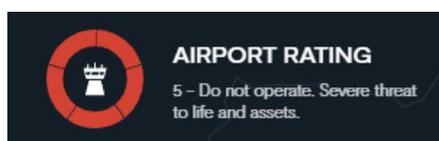
CATEGORY 5: DO NOT OPERATE; the airport, airspace and external environment adjacent to the airport pose a serious risk to aircraft and personnel conducting any type of operation. Threat environment includes life-threatening hazards to aircraft and crew members both in the air and on the ground. Threat mitigation measures are not suitable at this location without support from an aligned military presence.

AIRPORT COMPARISON

Compare up to seven airports simultaneously and analyze their security and suitability for operational purposes. This tool provides a comprehensive chart that highlights key metrics related to airport safety and operational considerations. By clicking on specific data points within the chart, users can access detailed alerts and incidents associated with each airport during the selected time period.

The tool utilizes trusted data sources such as the MedAire aviation security alerts database since 2016, travel health & security alerts since 2015 from International SOS, and security incidents since 2021 from open-source feeds powered by Artificial Intelligence and a powerful machine learning program.

TRAVEL & SECURITY ALERTS

MedAire and International SOS security intelligence teams based in their respective geographic areas of responsibility monitor global events 24/7. Their knowledge of local languages, state-of-the-art open source monitoring tools, and extensive human intelligence networks, allow them to identify, analyse and report developments liable to affect our clients' globally.

We issue yearly upwards of 15,000 security alerts and over 500 aviation alerts, which provide a reliable feed of verified information enhanced with insightful analysis and specific recommendations on how to mitigate related risks. Wherever required, we liaise closely with our medical experts to deliver best-in-class, medical and security analysis, and advice.

We publish reports by country, region, or global levels. If an issue spans multiple countries or regions we can send an alert to every affected area.

ALERT SEVERITY LEVELS

Our alerts cover four severity levels which drive their prioritisation in the publication process as well as enabling recipients to triage them based on criticality:

NOTICE: Applies to routine planned events or travel disruption issues that cause no significant changes to the risk environment and carry limited risks to our members; complex, long-running situations and upcoming events that warrant a more in-depth assessment. Examples include: key international events; transport strikes; events likely to trigger protests with a limited potential for violence.

ADVISORY: Applies to developments or issues requiring additional readiness, or events causing significant disruption or increased risk. Examples include: events likely to trigger violent protests or ongoing unrest at protests; wildfires; flooding; significant impromptu transport disruption.

SPECIAL ADVISORY: This high-priority alert type applies to significant sudden developments posing a potential threat to life. Examples include terrorist attacks such as bombings in major cities, major natural disasters such as earthquakes or cyclones, or major airport closures.

EVACUATION NOTIFICATION: Applies to changes in the security environment requiring either a downgrade or an increase in the evacuation preparedness level of a given country. Examples include an attempted coup in West Africa or a serious, sustained uptick in unrest threatening the stability of a country.

STANDARD ALERTS

- Notice ?
- Advisory ?
- Special Advisory ?

EVACUATION ALERTS ?

- Warning
- Stand By
- Evacuate (non essential staff)
- Evacuate (Full Evacuation)

EVENT FILTERS

For easy access and a better view on the map, events can be filtered in the portal by a number of different categories:

INCIDENT SEVERITIES

HIGH
Display high severity alerts and incidents

MEDIUM
Display medium severity alerts and incidents

LOW
Display low severity incidents

INCIDENT CATEGOTRIES   RESET ALL

ATTACKS | THREATS | ACCIDENTS | DISASTERS | UNREST

ATTACKS

- ☑ FIRE
- ☑ HOSTAGE SITUATION
- ☑ ARMED CLASH
- ☑ SHOOTING
- ☑ STABBING
- ☑ EXPLOSION
- ☑ MISSILE STRIKE
- ☑ ARMED ROBBERY
- ☑ HIJACKING
- ☑ STAMPEDE
- ☑ ACTIVE SHOOTER
- ☑ LOOTING

THREATS

- ☑ BOMB SCARE
- ☑ SUSPICIOUS PACKAGE
- ☑ WEAPON THREAT
- ☑ CLOSURE
- ☑ EVACUATION
- ☑ STANDOFF
- ☑ LOCKDOWN
- ☑ MISSILE TEST
- ☑ MILITARY ACTION
- ☑ CHEMICAL THREAT
- ☑ MARITIME
- ☑ MILITARY PREPAREDNESS
- ☑ UNKNOWN INCIDENT
- ☑ POTHOLE

ACCIDENTS

- ☑ CRASH
- ☑ POWER OUTAGE
- ☑ EMERGENCY LANDING
- ☑ E-SCOOTER INCIDENT
- ☑ HAZMAT INCIDENT
- ☑ TRAIN DERAILMENT
- ☑ COLLAPSE
- ☑ PEDESTRIAN INCIDENT
- ☑ NATURAL GAS OUTAGE
- ☑ VEHICLE RAMMING
- ☑ WATER OUTAGE
- ☑ CYCLE INCIDENT

SOURCES

The regional set-up of our teams - located in the Americas, Asia Pacific, Europe and the Middle East - means that our security experts are close to, and familiar with the areas they are monitoring. Around 60% of our alerts are based on our access to non-English language sources.

We use multiple sources including, but not limited to:

▶ Exclusive networks of on-the-ground sources, including our accredited security provider network, our own offices and other contacts in relevant countries

▶ Hundreds of global news, social media, semi-official and government information sources

▶ Subscriber-only news, information and analytical sources

▶ Clients around the world, including government bodies, non-government organisations, individuals, local companies and multi-national corporations across a broad range of sectors.

Our security analysts monitor reliable local, national and international media portals as well as official government statements/releases to identify incidents, events and trends that need to be assessed and communicated to clients. This monitoring of digital sources is supplemented by the global footprint of International SOS, as well as an accredited on-the-ground network of security providers; these human sources are routinely tapped for information collection or validation, as well as serving as a primary source of information during an escalating crisis.

Our intelligence reporting is assured by our ISO-accredited quality assurance and continuous improvement programme to ensure it remains focused on client needs and expectations as well as adhering to rigorous standards of clarity, accuracy, depth and timeliness.