

## **N-04B CISV Travel Insurance - Crisis Management Coverage**

The CISV Travel Insurance includes coverage for emergency services to manage crisis situations. A company called Drum Cussac will provide these services. The Drum Cussac Operations Centre has professionals with military and political relations background. When a situation arises, they liaise with a team that has experience working in the United Nations, the Special Air Service Regiment, Federal Bureau of Investigation and Metropolitan Police Special Branch.

Our insurance covers up to £500,000 per event. For full information on what services are provided, please see the Insurance Policy. This document outlines when and how to contact **Drum Cussac**.

### **What Type of Situation this Service Covers**

This service is meant for actual or threatened security incidents, which would increase the risk of injury, illness or death of CISVers covered by the insurance. It includes the following:

- **Armed / Malicious Attack**, including terrorist incidents, bomb threats or explosions.
- **Disappearance** of an insured person.
- **Natural Disasters** – including such things as earthquake, flood, fire and epidemic.
- **Civil Unrest or Political Security Incident** – including riots, war or hostilities (whether war is declared or not), revolution, overthrow of the government.

### **Involving Drum Cussac**

#### **Who Should Contact Them?**

The people who are actually dealing with the crisis or those supporting them -- generally speaking that means the host Chapter or National Risk Manager and/or the Regional or International Risk Manager supporting them.

A sending Chapter or National Risk manager should really only contact Drum Cussac if their participants find themselves in a crisis situation while travelling to or from a programme, for example a terrorist attack in a transit airport.

#### **Other Communications**

*All inquiries and communication to or from interested CISVers should be done internally by CISV. So, if you are a sending Chapter Risk Manager who is worried about your delegation in a programme somewhere, please contact the host Chapter or National Risk Manager or Presidents or the Regional/International Risk Manager for news. If you are the host Chapter, you will have gone through the Crisis communications planning process to prepare for your programme; please act on it. Note that you can find contact details for key NA and Chapter officials in the myCISV Directory.*

**When to Contact Drum Cussac?**

If you feel a security incident or threat is happening or about to happen contact **Drum Cussac** immediately.

**Drum Cussac appreciates early notification and can be contacted for advice if we are worried about a developing situation. Do not wait until things get serious.**

**How to Contact Drum Cussac?**

**Please note that Drum Cussac are initially contacted through the general Intana contact number:**

**Telephone: + 44 (0)1444 442 204**

**Web: <https://drum-cussac.com/>**

**Drum Cussac** is open 24 hours a day, 7 days a week. They have a translation service available.

**What to Do Next**

Follow the advice and instructions of the professionals at **Drum Cussac**. They will assess the situation and will act and advise you accordingly. If you have not already done so, please contact the International Office (preferably the International Risk Manager) to make them aware of the issue.

To the extent possible, follow the protocols in the CISV Crisis Communications Guide.