



### OVERVIEW

Jacobs' **Global Assistance and Response Program** provides travel, security and medical risk management services, 24-hours per day, to our personnel and Jacobs Operations globally. In addition, it provides augmented support to the Security, Travel, Safety, Global Risk and Human Resources functions in an effort to always be available to you, our most valued asset. Global Assistance and Response has been developed in three phases:

- **Prepare:** for project bidding, planning and execution with access to on-line country risk ratings, security and medical briefings for operational support and location specific pre-travel security notices to travelers.
- **Monitor:** our employees and operations via a 24/7 global monitoring center that reviews security, medical, travel, weather and other events that may potentially affect Jacobs personnel or operations. Employee access to the monitoring center for security and medical support, travel tracking capabilities and access to a daily safety check-in if operating in challenging environments.
- **Response:** to employees and operations with dedicated and collocated response coordinators and intelligence analyst, multiple language capability, medical and security emergency evacuation services.

### CONTACTS

Main email:

[Global.Security@jacobs.com](mailto:Global.Security@jacobs.com)

Global Security team members:

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Security Analyst

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**Worldcue Technical Support:**

**1-877-716-4538** (U.S. Toll Free)

**+1-443-716-2419** (Outside U.S.)

Email: [customerservice@iJet.com](mailto:customerservice@iJet.com)

### HOTLINE: +1-443-221-6281

One 24 hour global assistance telephone hotline

***THIS SERVICE IS NOT AN INSURANCE PROGRAM.***

***Please confirm your insurance coverage and requirements before you deploy. For insurance coverage and claims/reimbursement, etc., refer to your local HR contact.***

#### Hotline Tips

- The HOTLINE is a dedicated line (no membership number needed) available 24/7/365
- When calling, first enter the IDD (International Direct Dialling #) applicable to your location
- The HOTLINE will accept collect calls (reverse charge). **Contact your local phone service for placing collect calls to the HOTLINE**
- In critical emergency situations (medical, natural disaster, security, civil unrest etc.), the country/location emergency response services should be first point of contact, with the HOTLINE providing a supplementary means of contact and assistance



**HOTLINE: +1.443.221.6281**  
YOUR 24-HOUR GLOBAL ASSISTANCE TELEPHONE HOTLINE

One dedicated hotline for all Jacobs employees in need of assistance when traveling on business or on assignment. Please call the hotline 24/7 for general information. If you are sick or injured, if there is a critical emergency situation (medical, natural disaster, security, civil unrest etc.) that affects you.

***Note: A printable handy wallet card with contact information and tips is provided on the last page of this support document.***



### WORLDCUE PLANNER: COUNTY RISK AND INFORMATION

To assist you in preparing for project bidding, planning, execution and assignment use the Global Assistance and Response web interface (Worldcue PLANNER) and associated tools; no login credentials are needed:

- Country and City Risk Ratings
- County, City and Location Information and Intelligence
- Location Notices, Alerts and Reports with interactive world map
- Global Travel Tips (Security, Health, Culture, Transportation, Legal, Financial, Environmental)
- Health Requirements
- Entry/Exit Requirements
- Telephone Country Codes
- Major Airline Carriers

[Worldcue Planner Training Video](#)



**Use this coded URL when not on the Jacobs network or Connect**

<https://secure.worldcue.com/UserManagement/plannerLogin/redirect.htm?username=5e5v533LIJkk5d54fds>

### WORLDCUE TRAVELER / EXPAT

Worldcue Traveler/Expat is your personal Worldcue interface which includes all the same information and tools available in PLANNER plus your personal Worldcue profile will include your:

- Travel itineraries (automated via Jacobs approved travel agencies or manual entry for other)
- Personalized contact information (automated via Jacobs HR data and supplemented by you)
- Uploaded travel documents and travel plans (manual upload by you)
- Risk alerts and notifications for travel and assignment (automated emails based on each itinerary)
- Access to Worldcue information, alerts and HOTLINE via mobile app (see below)

Use Worldcue Traveler/Expat to assist and support your preparation, planning and execution for your travel or in-country assignment.



Worldcue Traveler/Expat: <https://traveler.worldcue.com/>

**NOTE: There are now two ways to activate your profile. For travelers with an active travel itinerary or expat assignment, initial activation of your Worldcue will be initiated when travel is booked by an approved Jacobs travel agency. Worldcue will send to you a Welcome email to activate your profile and will include your logon credentials for Worldcue Traveler/Expat and Mobile App. To download the mobile app without a travel itinerary, please see the next section of this document.**

**For Worldcue Technical Support**

**Call: 1-877-716-4538 (U.S. Toll Free); +1- 443-716-2419 (Outside the U.S.)**

**Email: [customerservice@iJet.com](mailto:customerservice@iJet.com)**



### WORLDCUE MOBILE APP

Worldcue Mobile Traveler 2.0 is your personal Worldcue interface on your smart phone/device and includes:

- Location intelligence with risk ratings, alerts and notifications
- Quick connect to the Jacobs Global Assistance and Response HOTLINE
- Additional communications features with Safety check-in and Crisis Signal
- Access to your travel itineraries (automated or manual entry)
- Personalized contact information (automated and or updated by you)
- Worldcue Mobile App video: <https://vimeo.com/91416516>



All Jacobs employees who have a company-issued e-mail address can now download the Worldcue Mobile app, even if they have no active travel itinerary. If you have not previously activated your Worldcue Traveler profile, you can now download the Worldcue Mobile App by following the instructions below:

Step 1: Download the Worldcue Mobile app by clicking on the link below:

[Worldcue Mobile for iOS](#)

[Worldcue Mobile for Android](#)

Step 2: Select the “New User?” link on the Sign In screen

Step 3: Follow the instructions using your Jacobs e-mail address and choose a password

Step 4: You will receive a verification e-mail from Worldcue

Step 5: Sign in to Worldcue Mobile with username (e-mail address) and password

Once your account is created using the registration process above for the Worldcue Mobile app, you can use your username (e-mail address) and password to access the Worldcue Traveler website at <http://traveler.worldcue.com/>. If you have already downloaded the Worldcue Mobile App, nothing will change – use your e-mail address and password to log into Worldcue Traveler or the Mobile App, as usual.



### TRIP AND SAFE PLAN OF ACTION (SPA)



In accordance with the [Jacobs Travel Policy](#), travel approval and associated risk planning requires the use of the TRiP (<http://trip.jacobs.com>) and appropriate SPA:

1. Completion of TRiP is required for all international travel; use for domestic travel is determined by your local management.
2. Review Worldcue PLANNER travel information relevant to the destination.
3. Take note of any specific entry and medical requirements and action them.
4. Traveler risk profile is increased when travelling to a location for the first time, or when you have not been there in the last 2 years, and/or you are a female traveling alone. These risk issues are to be addressed in planning.
5. For travel to locations with a HIGH or VERY HIGH medical rating, your TRiP plan must be reviewed and approved by HSE.
6. For travel to locations with a HIGH or VERY HIGH security rating, you MUST seek planning assistance from the Jacobs Global Security team via [global.security@jacobs.com](mailto:global.security@jacobs.com) prior to submitting for approval. It will automatically be routed to Global Security for initial review and approval, and to the appropriate SVP/GM or LOB President for approval.
7. Further information on the location, specifically where Jacobs has an office, is detailed in TRiP and the local contact should be engaged in seeking any further advice.
8. Enter controls for the standard travel hazards. Comments may be entered as needed.
9. Review Worldcue PLANNER information and current ALERTS relevant to the destination. Where there is a Critical (C), Warning (W), or Information (I) ALERT for the location these must be individually detailed in the SPA with mitigation strategies.
10. Where a hazard/threat cannot be eliminated (i.e. terrorism or injury due to vehicle accident) there must be a response plan should an event occur. The response plan should consider incapacity to call for assistance, or that assistance is not immediately available or suitable for the worst potential scenario.

## GLOBAL ASSISTANCE AND RESPONSE WALLET CARD



*Reverse*

*Front*

### INSTRUCTIONS

- This design helps you create a handy contact card that can be printed and kept in a wallet or purse.
- The wallet card dimensions are in line with standard business cards and should fit most business card holders.
- To create your wallet card, please print this page, cut around the above graphic and fold in the middle.
- For added durability you may wish to laminate the card after it has been folded.
- For further assistance please contact your office manager