

Protecting Your Global Ventures. Anywhere. Anytime.



Specialist Rescue Group | Global Assistance Centre

Our Capabilities & Services for Assistance
Companies & Underwriters Worldwide



Chairman's Message | Philip Astle MBE

"Specialist Rescue Group provides medical and security assistance services to international aid organisations, humanitarian concerns, the private sector and government agencies in a wide range of remote and challenging environments. By partnering with Specialist Rescue Group, organisations can ensure the safety of their personnel in some of the most hazardous situations and environments. We are pioneers at heart with vision, expertise and total transparency on our side. Protecting your people in austere, remote and conflict affected environments, with tailored safety and security solutions, emergency medical evacuation, coordinated treatment while abroad, and repatriation home. We provide this protection to your most valuable assets 24/7/365, always ensuring access to the care they need, whenever and wherever they need it."

Company Overview

We provide acute medical care, agile transport and aviation assistance services through innovative tech-forward tools. We serve international Fortune 500 companies, government entities, and world-renowned NGOs and charities. We break down barriers and support fair access to quality, clinical care for today's travellers, including the globally mobile, and those on professional international assignments and missions. We also partner with our customers, patients, and the healthcare assistance community to achieve optimal health and cost management outcomes.

Our Pledge

We stand for quality, transparency, and innovation. We understand there is no 'one-size-fits-all' solution in the assistance space. We start by focusing on your unique needs, the areas you operate in, and the challenges you face. From there, we bring you an optimal, customized solution that helps support the resiliency of your workforce: a solution that takes care of the health, wellbeing, safety, and security of your people so they can focus on the job at hand. Before, during and after your personnel's venture, mission, or trip, we supply the services and tools that help them access physical and mental healthcare, navigate global travel, and receive safety and security support and emergency assistance. Whether in remote and challenging environments or in the world's most developed regions, we are here to meet your demand for world-class assistance solutions. We offer you a suite of services and solutions that are not only highly relevant to today's volatile, evolving global environment but are also designed to be fit for purpose tomorrow. This way, you have all you need to build an active and dynamic resilience ecosystem.



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Our Approach

We Make It Personal

We forge strong, deep relationships with you to provide and service a customized suite of services. We prove that custom-made is commercially workable by driving measurable results across health outcomes, risk mitigation and cost management. We do this by using the breadth of our global medical, logistical, and technological expertise, and the depth of our knowledge of local infrastructure, healthcare services and culture. And, with cost prevention baked in, your tailored program provides you with compliant risk management and duty of care solutions that meet your exacting moral standards and your financial and legal requirements.

We Simplify & Improve Healthcare

We believe in health equity around the world and in improving access to quality healthcare globally. We do this through active collaboration with ministries of health, providers, partners, and payers. We also supply digital and in-person health and well-being tools and services. Our use of value-based principles enables your personnel to access the best local care as well as regional or global medical centres of excellence to support the best possible health outcomes.

We Lead The Charge

Our outlook is forward-facing. We challenge the status quo with our client-focused, end-to-end assistance solutions that extend beyond the scope of traditional assistance. Our proprietary tech platform, mobile apps, web portal and admin portals are purpose-built for the global assistance industry. Our cloud-based SaaS-oriented platform supports fast, efficient updates and management. It is also protected by flawless data security, encryptions, secure authentication, and secure servers. In this way, we provide you and your personnel with all you need to help prevent, prepare for, and respond to health and security risks around the world, 24/7.

We Act With Care

Our people-centric approach guides all our actions. Externally, it guides how we interact with and support you and your people. Internally, it defines how we look after our own people. We make it easy for you to manage and review your compliant solutions suite to help support the success of your venture, mission, or organization. We carefully audit, screen, and select our partners and providers to ensure they qualify for our network, seamlessly offering care at the point of need, and managing complex cases through to definitive care. Our network includes many of the world's best-renowned travel, air ambulance and roadside assistance companies and best-in-class medical providers. From our pricing to our capabilities, we believe in transparent accountability and streamlined reporting. We tirelessly work towards optimal alignment with you to help ensure the safety, security, health, and well-being of your personnel.

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Our Suite of Assistance Services

24/7/365 Emergency Operations & Case Management

The Global Assistance Centre (GAC) operates 24/7, 365 days a year and is the beating heart of our organisation: our multi-lingual team provides a one-stop-shop solution by housing operational, medical, and security experts together — ensuring the highest quality in our risk management, patient care, and customer service.



Worldwide Medical Evacuation & Repatriation Services

We provide a full bed to bed evacuation & repatriation service, from and to anywhere in the world. With our operational and medical experts, together with our trusted and vetted providers, we are able to offer western standards of care in the most remote environments at the highest levels of care for emergency evacuations. Including Rescue Helicopters, Intensive/ Critical Care, Neonatal & Paediatric, High-Risk Pregnancy, Infectious Disease Unit (IDU), Bariatric, Organ Transplant & Mass Evacuations/ Movements. We provide our own doctors, nurses and paramedics for medically escorted repatriation services for commercial flights and private charters. Our operational and medical experts, working closely with our trusted and vetted providers, are able to repatriate leisure and business travellers with the best care possible - bringing you back home safely. Our team provide pre-flight, in-flight, and post-flight care; carrying bespoke medical bags with a range of life-saving equipment and drugs to ensure we are able to manage a patient with a minor condition through to an emergency situation. Portable oxygen concentrators & cardiac monitors are also available and carried when medically required.

Global Network of Local Correspondents & Agents

We work internationally, in 180+ countries. To truly operate on a global scale and maintain our high level of service, we keep a vast, vetted, network of providers: enabling us to deliver when you need us most. Our Global Provider Network includes local correspondents (ground agents), private charter flights, air ambulances, private hospital networks, ambulance operators, private ground transportation & global medical, security, and operational experts. With our Global Provider Network, we are able to provide competitive cost containment services to our clients from the pre-negotiated and agreed discounted rates of services in our provider contracts - helping you keep your costs low.

& More

Your international ventures are unique. So are the experiences and needs of each of your personnel. That's why we work closely with you to understand your needs, making all our services bespoke, connecting your people with personalised, best-in-class safety, security, and medical care whenever and wherever they need it.



24/7 EMERGENCY
OPERATIONS



COST
CONTAINMENT



GLOBAL PROVIDER
NETWORK



MEDICAL
ESCORTS



AEROMEDICAL
EVACUATION



INTELLIGENCE
REPORTING



TRAVEL RISK
MANAGEMENT



CLIENT
SOLUTIONS