

Dear AeroVironment International Travelers & Expatriates,

As part of AeroVironment's commitment to our employees, we have partnered with International SOS for global medical and security assistance. This program is designed to keep you healthy, safe and secure while you are traveling or living abroad and we strongly encourage you to take advantage of its services and online resources. **When you book your international travel according to AV's procedures, International SOS is automatically included and there for your health and safety.**

International SOS (ISOS) provides medical, security and logistical expertise to help safeguard our international travelers, expatriates and global workforce. For example, if you lose your medication in Prague, need to see a doctor in New Delhi, get pick-pocketed in Rio or, in a more serious circumstance, have a heart attack, immediately contact International SOS.

Conveniently dial one phone number that will connect you to the International SOS network of medical and professional service teams that operates 24 hours a day, 365 days a year, all over the world. International SOS will get in touch with AeroVironment as needed, depending upon the situation, and ISOS can even communicate with your family members. You can also connect through the Assistance App, which is available to all AV employees, even if you are not traveling. You must register using your work email. Personal travel coverage is not covered by ISOS, but can provide medical advice and referrals in case of an emergency.

What you need to do:

1. Simply carry the ISOS membership card with you at all times. The membership card contains key phone numbers and can be found on the [ISOS/AV homepage](#).
2. Download the [Assistance App](#) to use this complimentary service. Create an account on the app using your work email. Be sure to turn on Notifications and Location Access. This is available to all employees, even if you do not travel.
3. Add an International Assistance Center phone number to your contacts for emergency use. Assistance Center numbers are also on the back of your ISOS membership card.

ISOS Membership ID: 401gda915971IT

When to use International SOS' services:

Before you travel outside your home country, you will be provided with destination specific alerts and overviews with additional pre-trip requirements for AV.



Example: Are there any customs restrictions for a trip to Brazil? What are the cultural tips for Hong Kong?

You can also prepare yourself by logging onto the ISOS/AV homepage [here](#) where you can sign up for health and security email alerts or review country-specific reports that will make you an informed traveler. Also, take a look at the information provided through the [Assistance App](#).

While abroad, let International SOS help you locate a qualified health care provider, receive a prescription, or simply answer any general medical or security concern you may have so you get quality medical care and advice.



Example: You have a dental problem and want to consult a dentist who speaks your language. Or if you accidentally lose your passport while traveling abroad.

Call the International SOS Assistance Centre or connect through your [Assistance App](#) for timely alerts and risk updates specific to your location.

In an emergency, International SOS can ensure you get immediate care whether it requires evacuating you to a center of medical excellence or closely monitoring your condition with local doctors.



Example: You have just heard an explosion outside your hotel and want to alert AV you are okay.

ISOS can also take care of all the details associated with your situation such as making travel arrangements for you in hand with AeroVironment so you can focus on getting better.

Protecting employees is our priority. Because AV is an International SOS member, wherever you are, ISOS is there to protect your health, safety and well-being, ensuring your trip is memorable for all the right reasons.

For any questions regarding International SOS, please contact [Candice Secara](#) or ext. 4332.