

**2012/13**

Corporate Social  
Responsibility Report



Worldwide reach Human touch



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## International SOS' Mission

International SOS is the world's leading medical & travel security risk services company.

**Our mission is to pioneer the international medical and travel security risk services sector.**

We help organisations manage the health and travel security risks facing their international travellers, expatriates, and mobile workforce.

Corporate social responsibility is a key part of our business, helping our clients achieve their Duty of Care responsibilities.

### **Every day our employees strive to:**

- Promote responsible and ethical behaviour;
- Drive our business goals in a socially responsible manner.

We expect equivalent standards from all our suppliers and business partners.

Our approach to good corporate social citizenship is through a focus on "Healthcare and Education." This is where our expertise lies and the reason why we can make a difference in our workplace, with our clients and members and in the communities surrounding us.

This report comprises the corporate social responsibilities activities of International SOS and our subsidiary / brands including: L.E. West International, RMSI, MedAire, Ab-armed, IHC and Aspire Lifestyles for the financial year 1 July 2012 – 30 June 2013.



## Statement from Co-founders:

# Arnaud Vaissié and Pascal Rey-Herme

**As an organisation that helps our clients mitigate medical and travel risk, Corporate Social Responsibility is a central part of our business. Put in simple words, we are in the business of helping people.**

**While this is our external focus, internally we lead by example and fulfil our Duty of Care responsibilities to our employees. In order to achieve this, we utilise our own traveller tracking, business continuity planning, employee online learning and emergency assistance processes and systems.**

Our CSR philosophy focuses on “Healthcare and Education” to look after the wellbeing of our employees and support the communities around which we operate.

The emphasis on healthcare includes a commitment to reduce illness, accidents and injuries. We encourage our staff to get appropriate vaccinations for travel, and partake in preventative health measures. All employees, regardless of whether they are medical professionals or not, are required to undergo CPR and defibrillation training. This essential training has saved many lives, as heart disease causes one in four deaths in many parts of the world.

We have a decentralised business model driven by culturally sensitive and regional requirements. Our efforts in the community are very much localised. We always go the extra mile in making sure we pioneer, develop and support new research and development to help drive our positive impact towards the local communities. Thanks to our International SOS Foundation, we also aim, through research and analysis, to better understand the risks associated to people working abroad, encourage prevention with the end goal of protecting and saving lives.

In our workplace, we encourage ethical conduct, cultural diversity, fair hiring and equality. These standards are reflected in our Code of Conduct and Individual Rights policy.

Sustainability is of equal importance. International SOS has achieved global ISO 9001 certification for our assistance centres and medical services in 2013.

We successfully launched this process with the certification of our London Assistance Centre in January 2012.

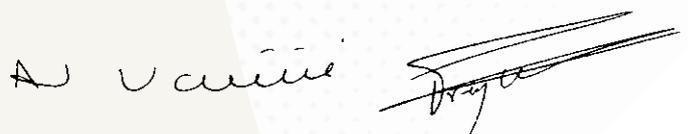
We care for and respect for our clients and their wellbeing, so we have robust information security and use world-class business continuity practices at all of our facilities.

Environmental stewardship is also crucial for us. Our environmental policies are in place for all sites. In 2012, we moved our London headquarters\* to Chiswick Park, an award-winning building for fulfilling green credentials.

At International SOS, we strive every day to live our four values: Passion, Expertise, Care and Respect.

In this corporate social responsibility report, you will read about our corporate culture of helping others, especially when contributing to improving the lives of the people in our surrounding communities. You will see how our International SOS colleagues make a positive impact on their communities by team working, and partnering with charities. From activities with London’s Air Ambulance to ad hoc initiatives in Luanda where we held an education day to increase awareness of cardiovascular health, we are always willing to give back.

On behalf of the International SOS Board of Directors, and Corporate Social Responsibility Steering Committee members, we are delighted to share this report with you.



**Arnaud Vaissié & Pascal Rey-Herme**

\*International SOS has dual headquarters in London and Singapore



## Our four Values



*Passion* *Respect*  
*Expertise* *Care*

### Our Values:

- **Passion** - We work with passion, entrepreneurial spirit and teamwork to serve our clients and people.
- **Expertise** - We are committed to apply our professional expertise to deliver the highest quality of service to our clients.
- **Respect** - We treat all our stakeholders with respect and integrity in order to earn their trust.
- **Care** - We care about the interest of our clients, investors and employees, and aim to make a real difference to their lives.

### Did you know?



Our employees speak over 90 languages and dialects in our assistance centres, clinics and offices.



We created the first air ambulance isolation chamber, to transport patients with Severe Acute Respiratory Syndrome (SARs). This enables patients to be moved quickly and helps prevent infection amongst health care workers.



Nearly 3m business travellers and expatriates were members of International SOS in 2012.



We help clients track four new international travellers every minute of every day.



Every day we deliver 186 employer health checks and 65 immigration health checks.



We use a wide range of transport options to help our members. This includes speedboats, 4x4 off-road vehicles, snowmobiles, a hovercraft in a mangrove swamp, mules. We even used camels to reach injured climbers at K2 basecamp – the second highest mountain in the world.



We pioneered a new treatment of 'YAWs' in Papua New Guinea. YAWs is an infection that affects skin, bones and joints. If left untreated, it can lead to severe disfigurement and disability. Our new treatment has the potential to eradicate the disease world-wide.

# Corporate overview

## Executive Committee

- **Arnaud Vaissié**, Co-founder, Chairman and Chief Executive Officer
- **Pascal Rey-Herme**, Co-founder and Group Medical Director
- **Laurent Sabourin**, Group Managing Director
- **Nigel Pool**, Group Chief Financial Officer
- **Greg Tanner**, Group General Counsel
- **Jennifer Westen**, Group Director, Human Resources
- **Leigh Lawson**, Chief Leadership Officer
- **Dr Myles Neri**, Group Medical Director, Medical Services
- **Dr Neil Nerwich**, Group Medical Director, Assistance
- **Philippe Arnaud**, Group Chief Commercial Officer
- **Tim Daniel**, Group Executive Vice President
- **Olivier Ryder**, Regional Managing Director – EEMEA
- **Laurent Fourier**, Regional Managing Director – CEMA
- **Nick Peters**, President & CEO, Government
- **Grant Jeffery**, CEO Americas, and CEO & President, Medaire Worldwide
- **Michael Gardner**, Regional Managing Director – Australasia
- **Philippe Huinck**, Regional Managing Director – SSEA
- **Sandy Johnson**, Senior Executive VP - Americas
- **Tan Mui Huat**, President and CEO, North Asia
- **Ian Cornish**, CEO Worldwide Air Rescue and Assistance Travel
- **David Johnson**, Group Director Operations
- **Adriaan Jacobsz**, Group Director Medical Services
- **Andrew Skehel**, Regional Managing Director – NEU

## CSR Committee

- **Chair: Jennifer Westen**, Group Director, Human Resources
- **Vice-Chair: Kai Boschmann**, Group General Manager, Marketing & Communications
- **Secretary and treasurer: Clemence Caquot**, Group Marketing Manager

## Members:

- **Dr Myles Neri**, Group Medical Director – Medical Services
- **Philippe Huinck**, Regional Managing Director – SSEA
- **Greg Tanner**, Group General Counsel
- **Sandy Johnson**, Senior Executive VP - Americas
- **Tan Mui Hat**, President and CEO North Asia
- **Beatrice Ogée**, Managing Director – France and Italy

*Please note we only refer aforementioned to the top team. There are many other regional stakeholders, who will directly inform Corporate Social Responsibility and implementation.*



# Our global footprint



## International SOS worldwide footprint

- 79 Offices organised into 11 regions
- 35 Clinics
- 27 Assistance Centres
- 600 remote site projects in over 70 countries

- International SOS office
- International SOS and Control Risks joint resource
- International SOS assistance centre and office
- MedAire office
- International SOS clinic
- VIPdesk office
- Dedicated air ambulance
- International SOS Americas preferred provider

### Clients

- Over 10,000 corporate clients
- 70% of Fortune Global 500 companies

### Sectors

- Aviation
- Corporate (Finance, Technology, Healthcare, Manufacturing, etc.)
- Energy, Mining and Infrastructure
- Government
- Individual
- Insurance
- Maritime
- Non-governmental organisations
- Scholastic

## Our key services

- **Assistance:** Pre-travel advice, assistance abroad and emergency help.
- **Medical:** MedSite, MedFit, Training, Consulting, Occupational Health, Telemedicine, Healthcare Managed Services and Integrated Malaria Programmes.
- **Travel Security:** Information and advice, Consulting, Training and Traveller Management.
- **Clinics:** City and remote site facilities.



# Our International SOS Foundation

The International SOS Foundation is a registered charity, independent, non-profit organisation. Our foundation has the goal of improving the safety, security, health and welfare of people working abroad or on remote assignments through the study, understanding and mitigation of potential risks. More specifically, the goal of the foundation can be divided into five main activities which are:

- A. The study of potential health, safety and security risks linked to international, remote, and international assignments in remote areas;
- B. Providing information to governments, employers, workers and contractors concerning the risks as aforementioned in A;
- C. Encouraging employers to develop and strengthen corporate social responsibility in areas in proximity to their worksites;
- D. Encouraging the development of an international instrument (such as a code of practice) to address the prevention and mitigation of risks as the above-mentioned in A. – as well as guidance on what should be done should an accident, illness or security situation occur;
- E. Providing means of wide-spread dissemination of information about the risks as aforementioned in A. through communication tools.

*International SOS*  
**Foundation**



# Our support to local communities anywhere on the globe

**At International SOS, we recognise we have an impact wherever we operate. Because helping others is central to what we do, we constantly develop new initiatives so that our impact has a positive outcome.**

We give back to those communities in which we do business. Not only do we have a global footprint, but we also have teams on-the-ground in extreme remote places. This underlines the extent of our true global reach. We encourage charitable behaviours by implementing new local programmes and making a real difference towards those communities.

From raising funds for breast cancer research in Paris to providing volunteer medical support for “Tracks of Giants” animal conservation project in South Africa; our multifaceted positive impact has been summarised in the Appendix 1 table. The stories you will read in this table give only some examples of how International SOS employees are supporting their local communities anywhere on the globe.



## Supporting a Child's Dream

A Child's Dream, established in 2003, is fully dedicated to helping children in the Mekong valley in Thailand and Cambodia who have suffered in the wake of humanitarian crises.

From International SOS' local offices, we have focused on helping build educational infrastructure like nurseries, schools, vocational training centres and colleges. Also we have provided support to their healthcare Programmes such as the Children's Medical Fund.

In 2011- 2012, we raised USD 30K to build a school using 15 employee volunteers and a playground in Chang Mai.

We also provided the local children with a more economical source of education as well as first aid training and have donated over 10,000 thermometers.

# Our community health activities in partnership with clients

**Not only does International SOS focus on its own corporate citizenship, but we also help clients meet their corporate social responsibility objectives. We do this by providing public health expertise around mining sites. The aim of this exercise is to reduce the health impact our clients' projects have on the local communities.**

Mining projects are often in remote areas where endemic infectious disease, lack of clean water are recurrent and health and transportation infrastructure limited. Diseases such as malaria, tuberculosis, cholera, STIs and HIV, filarisis and YAWs can be rife.

International SOS carries out baseline studies to benchmark rates of infection, develops control methods, sponsors education and monitors Programmes effectiveness. These initiatives significantly reduce the number of infectious diseases incidents and have benefited many people working on and around the sites.

In 2012, our support of Freeport-McMoRan Copper & Gold, Inc's malaria Programme in Indonesia\* and Democratic Republic of Congo\*\* helped the company win a GBC Health Business Action Health Award [www.gbchealth.org/asset/cama-welcomes-freeport-mcmoran-copper--gold-inc](http://www.gbchealth.org/asset/cama-welcomes-freeport-mcmoran-copper--gold-inc)



\* In ten years, malaria cases declined 82% in Papua, Indonesia

\*\* In the Katanga province in Democratic Republic of Congo, malaria infection rates fell 71%



## Client Programmes include:

Country:  
Democratic Republic of Congo

**Type of Programme:**  
Integrated Malaria Control Programme

**Details:**  
Started in 2007, workforce and community vector control programme

Country:  
Indonesia

**Type of Programme:**  
Public Health and Malaria Control

**Details:**  
Malaria, tuberculosis, STI/HIV and health promotion

Country:  
Ghana

**Type of Programme:**  
Integrated Malaria Control Programme

**Details:**  
Workforce Programme and support of community malaria programme

Country:  
Papua New Guinea

**Type of Programme:**  
Public Health Management Programme

**Details:**  
Established in 1998 includes: mother and child healthcare, malaria, filariasis, HIV, tuberculosis, and YAWs control

Country:  
Indonesia

**Type of Programme:**  
Public Health Management Programme

**Details:**  
Technical Advisory Service

# In the Marketplace: Focus on sustainable operations

International SOS has been in business for well over two decades. During this time we have taken a long-term view of creating sustainable operations. In the appendix, you will find a table (appendix 2) underlining a number of our unique business practices which contribute to our sustainability in the global marketplace.

## Focus on our global recognition for Quality

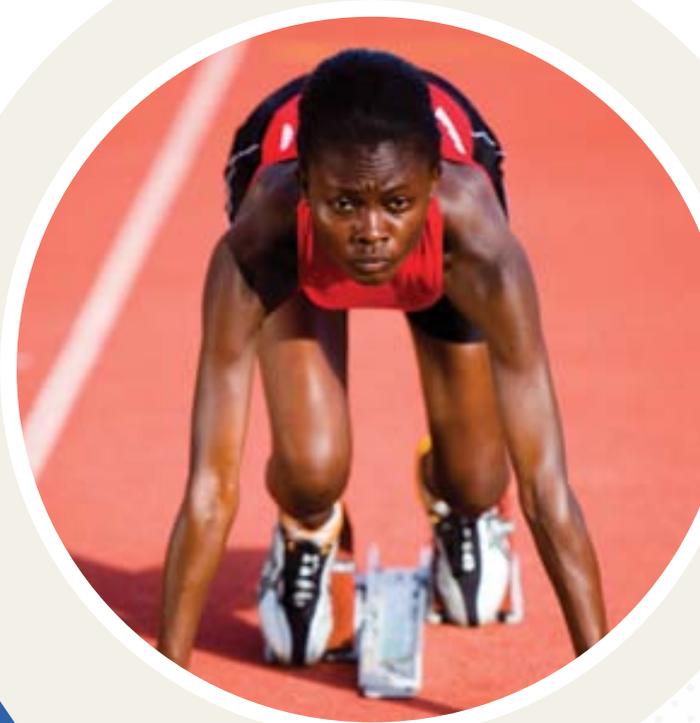
All our 27 assistance centres are now fully certified by a leading global auditor of quality management systems. Global ISO 9001: 2008 certification recognises high quality, consistent and comprehensive service delivery across the group's entire assistance network. It requires businesses to demonstrate the highest standards of organisation and operations and is recognised and respected worldwide. To complement this, in 2010 the group began working with the Swiss Association for Quality and Management Systems (SQS), to develop an external certification programme (based on independent and international standards) to validate the company's internal quality management system.

SQS was selected because of its specialist auditors with medical expertise. The relationship had support and encouragement from our clients, who increasingly seek this level of quality assurance.

In addition to the internal auditing of all Assistance Centre operations, clients now have the additional reassurance that we also have an external audit programme assessing the following areas:

- Assistance Centre Operations
- Medical Assistance and Transportation
- Government service delivery operations
- Travel Security Services
- Flight Desk
- Medfit, Healthcare Management Service
- Global Assistance Network
- Aspire Lifestyles Service
- Human Resources
- Information Technology
- Finances
- Sales and Marketing





## Business Continuity Planning – Preparing for London 2012

We expected nearly 20,000 members to attend the London 2012 Olympics. The games have always been a high-profile target for attacks. Three months prior to the event, we tested the readiness of our responses and business continuity procedures.

In the scenario, a London bus was bombed, injuring several members and employees including a high-profile VIP. We tested our responses should the Assistance Centre become overwhelmed with calls, if city traffic jams prevented access to the injured, in the wake of lack of information from hospitals and mobile phone blackouts. The situation assessed our knowledge and business continuity practices in nearly every department: IT, Finance, HR, Operations, Communications and Sales. After the test, we identified specific lessons learned to continuously improve our practices as an organisation.

## Focus on Pandemic Preparedness

Pandemic preparedness is of primary concern to our business. We help clients with pandemic planning and also take comprehensive precautions with our own staff.

It is estimated that if a pandemic occurs, up to 30% of employees could be affected – seriously impacting operations. For risk mitigation, we have comprehensive plans for business continuity. These plans have been developed to be workable regardless of the strain of infectious disease. Plans take into account vaccination, risk reduction, personal hygiene, personal protective equipment, cleaning, antivirals, infection management, traveller management and recovery procedures.

All employees must undergo pandemic e-learning annually and are encouraged to obtain annual flu shots.

## In the Workplace: Creating a healthy and equitable atmosphere for our employees



**In our vision to pioneer the risk services industry, we take measures to ensure business practices and policies are equitable for staff. We focus on providing preventive measures and continuous improvement for the health and safety of our employees to meet our Duty of Care objectives in the office and during travel and work abroad.**

From Paris to Jakarta, Philadelphia to Sydney, our business practices and policies, our continual employee development training initiatives, our employees' assistance programmes help our personnel and their family members to manage their wellbeing, safety and health. An example

of this is the wellness day we initiated in South Africa supported by Discovery Health (our medical aid provider). The numerous measures we have taken are synthesised in the appendix 3 table. Please note this table is not intended to be exhaustive.

## E-Learning - Code of Conduct

We have developed 106 E-learning courses to maintain the training and development needs of our employees.

Prior to annual review, employees must confirm they have taken these courses and passed. E-learning tests the application of knowledge requiring careful reading and thoughtful interpretation. For example, in our Code of Conduct, a potential real-life scenario tests the ethics involved in financial auditing.



## Duty of Care in action

We believe that an employer's Duty of Care responsibilities do not stop at the office. Our business practices address the mitigation of medical and travel security risks when employees travel and work abroad.

Our proprietary systems rank country risk level by low, medium, high and extreme. For employees needing to travel to medium and higher risk destinations, as part of booking their trip, they are required to get appropriate permissions, read up on the specific risks like crime, infectious disease, food and water safety and partake in education sessions. Employees are informed on vaccination requirements and malaria precautions and are encouraged to get inoculation and necessary prophylaxis.

During the trip, our TravelTracker system enables security and line managers to communicate and provide emergency support to travelling employees and overseas staff should there be an incident.

# Environment: Planning for the future

We are committed to meeting international environmental best practices for employees, customers, and providers that are consistent with, our business activities and operations worldwide. In most of our offices, we have implemented recycling schemes for paper, plastic, newsprint, cardboard and aluminium cans. All our confidential documents are destroyed before recycling to ensure data privacy for our clients and colleagues.

With our clean desk policy, all our laptops are shut down after close of business and locked in cupboards. To maximise energy savings, our most modern buildings have been designed with automatic light shutoff, as well as monitoring systems that allow us to identify light/heat waste.

Our efforts towards the environment take on many facets. In the appendix 4 you will find examples of the policies, programmes, practices we have enforced across the globe.

## Top environmental practices at Chiswick Park headquarters

At Chiswick Park, our London headquarters, we utilise a green building for environmental sustainability:

- Over 90% of waste is recycled.
- We capture used water, use washroom taps to reduce water consumption and have waterless urinals.
- Automatic light shutoff and monitoring light/heat usage to identify waste.
- Roof-mounted solar panels to heat water.
- A bike to work schemes.
- Chemical reduction in cleaning, gardening and engineering activities.

## Appendix 1: Local initiatives in 17 countries

Activity Category	Value	Key Activities
 Education	Time	US: School Lane Charter School – volunteers painted and improved school facilities.
 Healthcare	Time and materials	US: Blood drive for American Red Cross.
 Healthcare	Time	US: Philadelphia Red Cross House – volunteers painted children's playroom and reception area.
 Healthcare	Time and materials	US: Collected 27 cases and 8 gallons of water for Tempe Community Action Agency to help with heat relief.
 Community Support	Materials	US: MedAire hosted food drive for the St Mary's Food Bank collecting three large boxes of food.
 Community Support	Materials	US: MedAire sponsored a family for the holidays and provided gifts and pantry items.
 Community Support	Funds	US: MedAire chaired the 3rd annual NBAA Schedulers & Dispatcher "Pay It Forward" business clothing drive to donate 400 suits to help low income people interview and join the workforce.
 Community Support	Funds	US: \$10,000 USD raised to benefit Dress for Success to help low income people interview and join the workforce.
 Healthcare	Funds	Volunteers walked to raise funds for Juvenile Diabetes Research Foundation.
 Healthcare	Time	US: MedAire chaired the 1st Arizona Business Aviation Association Safety Day and provided health checks.
 Healthcare	Funds	UK: "Race for Life" in Hyde Park raised funds for breast cancer research.
 Healthcare	Time	UK: Global Corporate Challenge for employee health promotion.
 Healthcare	Time	UK: Abermed Health Day in Aberdeen. Ran volunteer blood pressure checks and health assessments for local community.
 Healthcare	Time	UK: Ran volunteer pre-travel training for Chiswick Park employees to promote health and security awareness when travelling.
 Healthcare	Funds	UK: London's Air Ambulance becomes Northern Europe charity of choice. £25K GBP raised to support London's Air Ambulance in the United Kingdom.
 Healthcare	Funds	UK: Raised funds in bake sale for London's Air Ambulance.
 Community Support	Funds	Switzerland: Employees ran Geneva marathon to raise funds for Unicef.
 Healthcare	Materials	Switzerland: Blood donation drive with companies located around Geneva airport.
 Community Support	Funds	Switzerland: Funds raised to help "Carrefour-Rue" for families in need.
 Healthcare	Funds	Germany: Funds raised to support KIKA, a organisation which conducts cancer research for children.

# Appendix 1:

## Local initiatives in 17 countries

Activity Category	Value	Key Activities
 Community support	Funds	Germany: Funds raised for "Kinderoase Lombok" in Indonesia to enhance the level of education, the health and the self-confidence of the children.
 Community support	Funds	Germany: Participated in J.P. Morgan Corporate Challenge with 12 sponsored employees raising funds for German Handicapped Sport Youth Foundation.
 Community support	Time	Spain: 12 employees walked the Camino de la Integración (final stages of the Route of Santiago) with mentally disabled adults.
 Healthcare	Funds	Spain: Raised 2,000 Euros in paddle competition for "Aldeas Infantiles SOS", a Spanish healthcare charity for children.
 Healthcare	Funds	France: Participated in La Parisienne Race to raise funds for Breast Cancer.
 Environment	Time	Kazakhstan: Planted trees to "green" Atyrau.
 Environment	Time	South Africa: Provided volunteer medical support for "Tracks of Giants" animal conservation project in South Africa.
 Environment	Funds	South Africa: Raised funds for "Endeavor" to promote conservation of wild animals and community co-existence.
 Healthcare	Time	Angola: Education sessions, blood pressure checks and community activities in Luanda, Angola raised awareness for heart health.
 Education	Time	China: Donated funds to Beijing, No1 New school.
 Community	Funds	China: Provided volunteer wellness talk and first aid training alongside Red Cross at community event.
 Healthcare	Funds	China: Participated in JP Morgan Run to raise funds to local civic initiatives in Shanghai.
 Healthcare	Time	China: Provided volunteer wellness talk and first aid training to "Home Sweet Home" in Shanghai.
 Healthcare	Time	China: Provided first aid training to boy scouts in Shenzhen.
 Healthcare	Funds	China: Participated in charity walk to raise funds for breast cancer research in Tianjin.
 Healthcare	Funds	China: Hosted dinner to raise funds for breast cancer research.
 Community	Funds	China: Held Tianjin Christmas ball to raise funds for local orphanage.
 Health Care	Time	China: Provided volunteer wellness talk and first aid training at Grammar School in Nanjing.
 Health Care	Time	China: Provided volunteer wellness talk and first aid training at the NIC for Pfrang Day.
 Community	Funds	China: Participated in the Nanjing International School 20th Anniversary- Charity Run.
 Community	Funds	Vietnam, Hong Kong and Singapore: Raised funds for a "Child's Dream Charity."

Activity Category	Value	Key Activities
 Healthcare	Materials and Time	Thailand: Build Playground in community near Chang Mai.
 Community	Time	South Korea: Provided volunteer wellness talk and first aid training at the Australian International Summer School.
 Community	Time	South Korea: Spent day with disadvantaged children in Seoul.
 Community	Time	Malaysia: Provided first aid training in Miri Sarawak, Malaysia during Health and Safety week.
 Healthcare	Funds	Australia: Staff sponsored children and provided funding at Sunrise Children's Village.
 Healthcare	Funds	Australia: Employees raised funds for Cantoo Cancer research.
 Healthcare	Funds	Australia: Staff raised funds and awareness for "R U OK Day" for suicide prevention.
 Healthcare	Funds	Australia: Employees participated in Relay for Life to raise funds for cancer research.
 Healthcare	Funds	Australia: Employees participated in Jeans for Genes Day- to raise money for cancer research.
 Community	Funds	Australia: Staff participated in Movember to raise funds for prostate health and cancer research.
 Community	Funds	Australia: Staff participated in JP Morgan Fun Run to raise funds for disadvantaged children.
 Community	Time	Australia: Staff volunteered to paint Cerebral Palsy Centre.
 Healthcare	Time	Australia: Staff participated in Australia Biggest Morning Tea to raise funds for cancer research.
 Environment	Time	Indonesia: Provided wellness training on nutrition at Newmont in Indonesia.
 Healthcare	Time	Indonesia: Staff participated in Clean Up Day at Newmont in Indonesia.
 Healthcare	Time	Indonesia: Community outreach and awareness for World Aids Day at Newmont in Indonesia.
 Healthcare	Time	Indonesia: Provided first aid training for community in Thousand Islands.
 Healthcare	Time	Indonesia: Provided a health talk on neurological assessment for nurses at the Jakarta International School.
 Healthcare	Time	Indonesia: Provided a health talk to parents at New Zealand International School.
 Healthcare	Time	Indonesia: Community outreach at Newmont for tuberculosis awareness.
 Healthcare	Funds	Indonesia: Raised funds at Women's International Club (WIC) bazaar for local community civic organisations.
 Healthcare	Funds	Russia (Siberia): First aid training and community outreach in Yuzhno Sahkalin.

## Appendix 2:

### International SOS unique best practices contributing to our sustainability in the global marketplace

Initiative	Significance	Details
<b>Audit and accredit Health, Security and Technical Network Providers</b>	Continual evaluation and surveys to ensure the quality of the service providers in our network	<p>Our 76,000 global providers—hospitals, physicians, air ambulances, dentists, security resources ranked in our SPIN database and audited in-person every 1-3 years.</p> <p>Patient/member experience collected and surveyed by our assistance centres and continually rated.</p>
<b>Rigorous Assistance Centre Quality Programme</b>	Continual evaluation and surveys to ensure high customer satisfaction	<p>Our 27 Assistance Centres have a global centralised customer feedback system as well as customer feedback procedure. Internal audits of calls and cases are taking place, striving for 90% proficiency in call reviews and 90% in case audits. Annual audits of Assistance Centres standards are conducted every year as well as medical transportation audits. End-users survey in the below Assistance Centres have been implemented:</p> <ul style="list-style-type: none"> <li>• Beijing</li> <li>• London</li> <li>• Hong Kong</li> <li>• Philadelphia</li> <li>• Seoul</li> <li>• Sydney</li> </ul> <p>International SOS aims to roll out a global end-user survey programme by 2014.</p>
<b>World-class Business Continuity Planning (BCP)</b>	As a medical and security assistance provider, our clients and members require us to be fully operational in all sorts of emergencies situations.	<p>At all 27 Assistance Centres:</p> <ul style="list-style-type: none"> <li>- Seamlessly divert calls and cases from one assistance centre to another in an incident (i.e. We diverted calls from Philadelphia to London during Hurricane Sandy).</li> <li>- IT backups performed daily.</li> <li>- Uninterrupted Power Systems in place at all locations.</li> <li>- Disaster Recovery Testing at all Assistance Centres twice a year.</li> <li>- Extensive pandemic planning governance, policy and procedures.</li> </ul> <p>In effect at all sites with the view that pandemic could affect 30% of employees and BCP is critical.</p> <ul style="list-style-type: none"> <li>- All locations required to update BCP plans annually and perform mock scenarios to test readiness during: <ul style="list-style-type: none"> <li>• Infrastructure failure</li> <li>• Single facility disaster</li> <li>• City wide disaster</li> <li>• Surge in demand</li> <li>• Threat to reputation</li> <li>• Individual employees in danger</li> <li>• Influenza pandemic.</li> </ul> </li> </ul>
<b>Data Protection policy</b>	Establishes how all International SOS employees handle and process data in accordance with regional and international regulations.	<p>Within 30 days of joining, all employees are required to undergo E-learning on data protection policies. In addition we expect service providers to handle data in similar way.</p> <p>Our Data Protection policy complies with:</p> <ul style="list-style-type: none"> <li>• United States' Safe Harbour Framework</li> <li>• Binding corporate rules sanctioned by the European community's data protection authorities</li> <li>• Relevant local data protection laws and regulations</li> <li>• Contractual commitments to our customers.</li> </ul>

Initiative	Significance	Details
<b>Data Protection policy</b> (Continued)		Includes: <ul style="list-style-type: none"> <li>• Authority and accountability for data protection</li> <li>• Identification of data collection purposes.</li> <li>• Consent of data subject</li> <li>• Collection limitations and accuracy</li> <li>• Limiting use, disclosure, retention and destruction</li> <li>• Security</li> <li>• Openness</li> <li>• Individual access and correction</li> <li>• Transfers to a third-party and cross-border data flows.</li> </ul> <p>PCIS (Payment Card Information Systems) Compliance as part of Aspire Lifestyles business unit.</p>
<b>Evaluation of medical supplies</b>	Ensures the quality of our medical supplies.	Our global policies and procedures require that our medical suppliers: <ul style="list-style-type: none"> <li>• Are reviewed every 12 months</li> <li>• Are audited to ensure licensing compliance, good distribution practices and traceability including the quality of products and recall management.</li> </ul>
<b>Information Security policy</b>	Best practices and industry standards followed.	All employees of International SOS must comply with policy specifying: <ul style="list-style-type: none"> <li>• Alliance to ISO/IEC 27002 standards.</li> <li>• Background checks and security clearances for key and specific positions.</li> <li>• Organisational security, systems development and maintenance, access control and compliance.</li> </ul>
<b>Data Retention and Archiving policy</b>	Best practices and industry standards followed.	All employees of International SOS must comply with policy specifying: <ul style="list-style-type: none"> <li>• Retention of documentation.</li> <li>• Archival – digital, paper-based media.</li> <li>• Destruction – Methodology, CD-ROMs, DVDs, Tapes, Hard Drives and Paper.</li> </ul>

## Appendix 3: International SOS initiatives creating a healthy and equitable atmosphere for our employees

Initiative	Significance	Details
<b>Code of Conduct and Ethics policy</b>	Ethical conduct expectations for all employees.	Within 30 days of joining all employees are required to undergo E-learning on our Code of Conduct and comply with policy. This includes: <ul style="list-style-type: none"> <li>• Compliance with local and national law and regulations</li> <li>• Discrimination and harassment</li> <li>• Fair dealing and integrity</li> <li>• Open door policy</li> <li>• Whistle-blowing and reporting unethical behaviour.</li> </ul>
<b>Individual Rights policy</b>	Rights of employees and compliance with local law.	Within 30 days of joining all employees are required read and comply with our Individual Rights policy. This includes:

## Appendix 3:

### International SOS initiatives to creating a healthy and equitable atmosphere for our employees

Initiative	Significance	Details
<p><b>Individual Rights policy</b> (Continued)</p>	<p>Rights of employees and compliance with local law</p>	<ul style="list-style-type: none"> <li>• Approach and respect for communities and peoples living near our operations.</li> <li>• Declaration not to employ child, forced or bonded labour.</li> <li>• Compliance with labour laws in the countries we operate in.</li> <li>• Statement of International SOS' political neutrality.</li> <li>• Promotion of cross-cultural awareness and respect by our employees.</li> <li>• Compliance with the health and safety laws in the countries we operate in.</li> <li>• Providing fair and equitable remuneration to attract and retain the best talent in the industry.</li> <li>• Employee development training and coaching.</li> </ul>
<p><b>Occupational Health and Safety policy (OH&amp;S)</b></p>	<p>Governance on Occupational Health and Safety at all facilities</p>	<p>All employees are required to comply with our OH&amp;S management standards. This includes:</p> <ul style="list-style-type: none"> <li>• Conforming with local OH&amp;S standards; where local law fails to provide an adequate standard, we apply our higher-level standards</li> <li>• Reporting and auditing all occupational health, safety accidents and incidents with the intent to create and implement corrective and preventative actions to prevent reoccurrence</li> <li>• Continual improvement and best practices for OH&amp;S</li> <li>• Formal management review and evaluation of OH&amp;S activities</li> </ul>
<p><b>E-Learning</b></p>	<p>Continual employee development training initiatives</p>	<p>International SOS has a number of required E-Learning initiatives for all staff at many locations. These educational modules provide education and test comprehension. Our modules include:</p> <ul style="list-style-type: none"> <li>• Business Continuity Planning</li> <li>• Code of Conduct and Ethics</li> <li>• Pandemic Influenza</li> <li>• Data protection and information security</li> <li>• Email etiquette</li> <li>• Security procedures</li> </ul> <p>Specific departments and functions also have additional annual e-learning requirements.</p> <p>We have developed over 106 courses E-Learning courses in total.</p>
<p><b>Cross-border travel policies and procedures</b></p>	<p>Policies and procedures for the Duty of Care and health and security of employees travelling and working abroad</p>	<p>Policies and procedures for the Duty of Care and health and security of employees travelling and working abroad.</p> <p>All employees going abroad are required to get approvals prior to travel.</p> <p>For travel to medium to high risk locations employees are required to:</p> <ul style="list-style-type: none"> <li>- Use our Travel Risk Assessment tool with specific advice on the standards that must be applied for the trip.</li> <li>- Travellers must acknowledge they have received and read standards and pre-travel briefing on health and security. Employees are required to comply with the required security and safety measures.</li> <li>- Our TravelReady system enables oversight and compliance with cross border travel policies and procedures.</li> </ul>
<p><b>Other training and development</b></p>	<p>We encourage training, development of our employees through required E-learning, CPR and defibrillation training as well as education per job function.</p>	<p>We strive to improve our employees' skills and competencies through regular performances reviews, recognising potential, undertaking education, training and coaching as appropriate, and offering professional development opportunities within International SOS.</p> <p>All employees are trained in:</p> <ul style="list-style-type: none"> <li>- Basic Cardiopulmonary Resuscitation (CPR) and the use of Automated Electrical Defibrillators (AEDs).</li> </ul> <p>In accordance with contemporary International Liaison Committee on Resuscitation (ILCOR) recommendations, the scope of this training includes CPR in conjunction with AED. The American Heart Association (AHA) standard is used (Adult CPR &amp; AED course) and the European Resuscitation Council (ERC) reference (Basic Life Support &amp; AED course) is also adopted where applicable.</p>

# Appendix 4:

## Our commitment towards the environment

Initiative	Significance	Details
<p><b>Environmental policy</b></p>	<p>Governance on environmental standards at all facilities</p>	<p>All employees are required to comply with our environmental standards. This includes:</p> <ul style="list-style-type: none"> <li>• Conforming with local environmental standards; where local law fails to provide an adequate standard, we apply our higher-level standards.</li> <li>• Reporting and auditing all environmental accidents and incidents with the intent to create and implement corrective and preventative actions to prevent reoccurrence.</li> <li>• Striving to reduce consumption of energy and other resources</li> <li>• Initiating a formal management review process based on assessments of the environmental impacts our activities and those of our operations may have, to improve our performance and to ensure continual improvement.</li> <li>• Fostering awareness and respect for the environment to ensure optimal environmental protection in everything we they do.</li> <li>• Requiring suppliers and contractors to adopt similar standards and demonstrate visible and sustainable environmental management practices in the execution of their activities.</li> </ul>
<p><b>Medical Waste Management</b></p>	<p>The practices we take to reduce medical waste</p>	<p>We have procedures in place at facilities to ensure waste disposal does not pose any risk to public health.</p>
<p><b>Environmental practices</b></p>	<p>Commitment of each Intl.SOS operation and facility</p>	<p><b>Paper consumption minimisation through:</b></p> <ul style="list-style-type: none"> <li>• Development of electronic management systems for operations management, human resources management, and financial management to replace paper-based work flow processes. We continue to make efforts to move away from paper-based workflows and processes and to meet or exceed all relevant regulatory requirements.</li> <li>• Encouraging the usage of electronic communication.</li> <li>• Reduction of the use of paper and paper products. Reuse of envelopes and reuse of boxes for storage, providing collection of paper for recycling, reconsidering the necessity of printing or copying documents, using double-sided printing and copying, ensuring compliance with information security guidelines, and reusing paper printed only on one side for drafts.</li> </ul> <p><b>Electricity consumption minimisation through:</b></p> <ul style="list-style-type: none"> <li>• Reminding employees to switch off electronic equipment and appliances such as photocopiers, shredding machines, computers and monitors, and printers when they are not in use.</li> <li>• Maintaining air conditioning systems so they are more energy efficient. Our general recommended indoor temperature is between 23 and 26 C.</li> <li>• Reminding employees to switch off the lights when they leave their workplace or meeting room, and only use lights when necessary. We also encourage the use of energy saving lighting systems.</li> </ul>



Notes:

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## Protecting your people is our priority

We can help you to:

- Understand and quantify the risks your company faces
- Educate your employees in the prevention of malaria using personal protection measures
- Design and implement an appropriate, integrated malaria control program that may include vector control measures and medical management
- Provide specialist staffing solutions

## A global infrastructure you can depend on

International SOS provides a comprehensive solution to protect the health, safety and well-being of your national employees, travelers and expatriates.



### 27 assistance centres worldwide

**CONVENIENCE:** With local expertise available globally, you can speak to us in any language, anytime, 24/7/365



### 1,200 physicians

**EXPERTISE:** You have immediate access to medical professionals with extensive experience in all fields of medicine, coupled with a thorough knowledge of the local environment and healthcare system



### 35 Clinics worldwide

**QUALITY:** You have access to a vast network of accredited clinics practising international standards of medicine in developing countries



### A network of 76,000 accredited healthcare providers

**DELIVERY:** Our active relationships with accredited healthcare providers ensures that we provide you with high standards of care in the right setting at the right price



-  International SOS office
-  International SOS assistance centre and office
-  International SOS clinic
-  Dedicated air ambulance
-  International SOS Americas preferred provider
-  International SOS and Control Risks joint resource
-  MedAire office
-  VIPdesk office