



27 Assistance Centers



5 Global Offshore Response Centers



Work at over 250 offshore installations and vessels



Support health and wellbeing of over 35 840 offshore workforce



Comply with national and international (IADC, IAGC, OSHA) regulations, requirements and standards



Accredited TeleMedicine provider and a member of ISfTeH

MEETING YOUR GLOBAL OFFSHORE WORKFORCE HEALTH AND WELLBEING NEEDS

COMPLYING WITH NATIONAL AND INTERNATIONAL REGULATIONS AND STANDARDS

For over 35 years International SOS supports health and wellbeing needs of Maritime and Oil & Gas Infrastructure workforce. We have an in-depth understanding of the challenges faced by the industry, robust global capabilities and effective solutions helping organisations to:

- avoid recordables and costly disembarkations
- comply with local, international and industry standards, regulations and requirements
- address medical malpractice and close gaps caused by fractured and uneven global medical infrastructure

740 of our medical professionals deployed at over 250 clients' offshore sites and vessels in 45 countries provide international

standard emergency, primary and occupational health care to over 35 840 offshore workforce.

5 Global Offshore Response Centers in Mexico, Kuala Lumpur, Sydney, Johannesburg and Rio de Janeiro are co-located within 27 Assistance Centers and staffed with experienced Occupational Health Doctors specialising in offshore Clinical and Operational Governance, HSE and wellbeing, ensuring local and industry standards and regulations compliance and support in case of a complex onboard medical intervention or disembarkation requiring onshore assistance.

The onboard medical teams can leverage remote TeleMedicine capabilities, ensuring integrated delivery of medical support overseen by experts for optimal patient's care.

-  International SOS office
-  International SOS assistance centre and office
-  Security Intelligence & Operation centres
-  Centres of Local Security Expertise
-  International SOS & Partners Primary Care & Occupational Health Clinic
-  International SOS & Partners Occupational Health Clinic only
-  International SOS & Partners Primary Care Clinic only
-  International SOS Air Ambulance
-  MedAire office
-  MedSupply office





COMPREHENSIVE OFFSHORE HEALTHCARE SOLUTION

REDUCING LTIs AND RECORDABLES

Global offshore projects and voyages take employees to remote and isolated environments with variable medical infrastructure, where having just an onboard medic is not enough. To prevent unnecessary disembarkations, protect employees' wellbeing, reduce medical costs, enhance HSE performance and maximise productivity we developed a comprehensive healthcare solution comprised of:



Trained international medical staff for emergency, primary, OH care and wellbeing provision. The medical team can be interchanged with national staff to ensure compliance to local regulations in some locations.



Remote oversight and management by a Medical Director, ensuring clinical governance, medical case management and escalation support.



MedSupply expertise, sourcing quality medical supplies, ensuring on-time delivery, optimised inventory and regulatory compliance support.

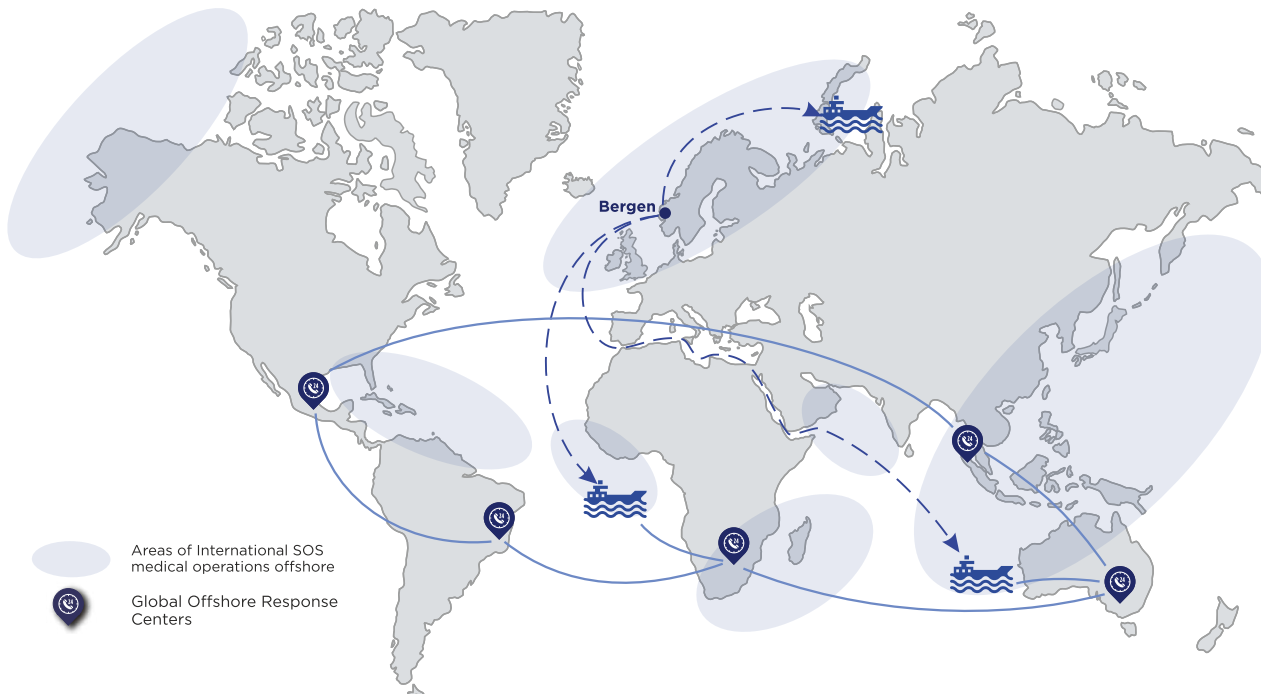


Remote support and assistance to the onboard medical staff, ensuring availability and execution of the Medical Evacuation Response Plan, robust and compliant Injury & illness management and Return-to-work programmes.



TeleHealth support and instant medical data reporting and benchmarking with industry/market data.

The Global Offshore Response Centers and 27 Assistance Centers network provide onboard medical teams with 24/7/365 access to the specialised Offshore Medical Assistance and Injury & Illness Case Management capabilities for optimal medical management, mitigation of the potential "recordability" of a case (when medically supportable) and the most appropriate treatment advice which meets IADC, IAGC and OSHA recommendations.



90%

of medical cases managed onboard



Over **60%**

reduction in Recordable Injury Frequency Rate after outsourcing medical services to International SOS



100%

compliance to industry standards, local regulations and clients' requirements



Scales to appropriate size and scope to protect bottom line



Supports business continuity agenda



Enhances HSE performance, reduces Loss Time Injuries (LTIs) and recordables



Complies with ISO 9001:2015
ISO/TS 13131
GDPR

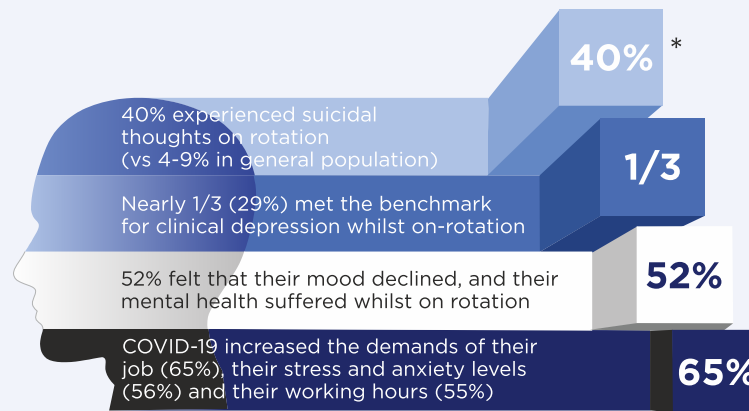


Ensures instant data reporting and benchmarking

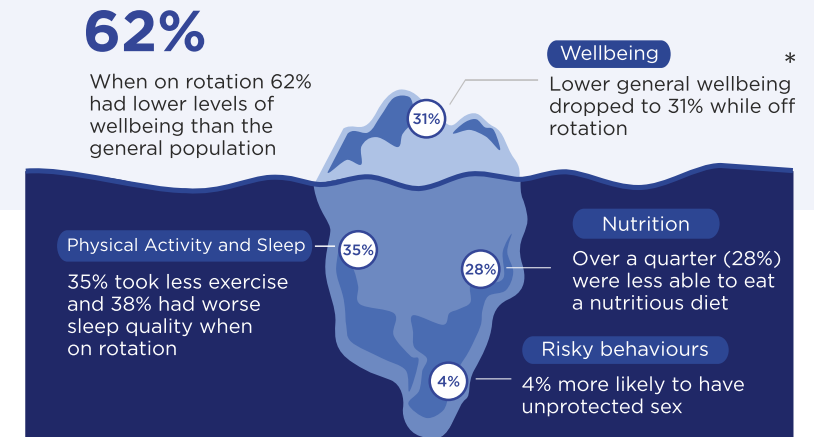
STRATEGIC HEALTH AND WELLBEING ADVICE



STRENGTHENING PRODUCTIVITY AND WORKFORCE RESILIENCE



Multiple studies on Remote Rotational Workers wellbeing suggest that employees who felt that they were working in a supportive culture and climate, where the organisation was committed to their physical and mental health and where pay and organisational security were rated positively, reported lower levels of work pressure and stress, better sleep, rest and better psychological health.



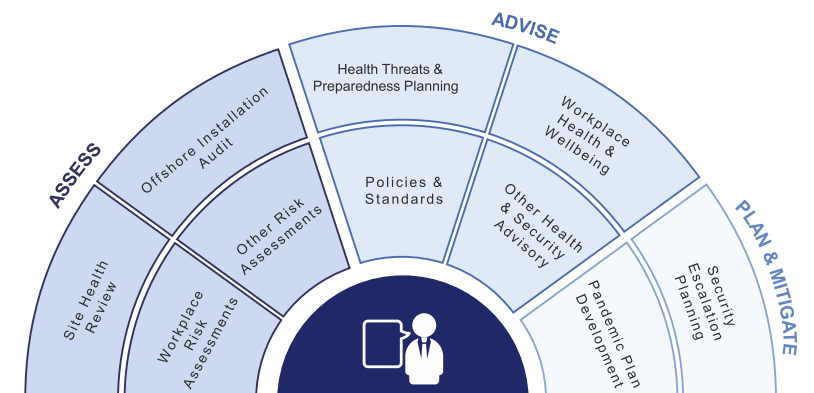
*Source: <https://www.internationalsosfoundation.org/remote-rotational-worker-survey>

Long shifts away from home, COVID-19 isolations and quarantines, harsh offshore working environment, a predominantly male workforce and preexisting medical conditions are contributing to poor mental health of offshore workers, impacting their ability to be fully present and resulting in an increased risk of injury.

Realising that mental health is just a tip of an iceberg is an important milestone for organisations in improving the overall wellbeing of their employees.

International SOS' global network of consulting experts have decades of experience in occupational health, pandemic preparedness and planning, remote healthcare support, public health, infectious diseases and outbreaks, intelligence analysis and risk management.

Our health consultants provide advice on how to address health challenges, develop workplace health and wellbeing policies, procedures and programs. This safeguards clients' workforce wellbeing and productivity and ensures sustainable business operations.



Deliver over 1 100 consulting engagements annually



THREE CASE STUDIES

DEMONSTRATING OUR SOLUTION IN ACTION

1 COMPLYING TO LOCAL INDUSTRY GUIDELINES. MEDICAL TEAM SWAP IN KARA SEA, RUSSIA

Problem: Operating in Russian waters requires maritime organisations to have Russian medical professionals on board. A Norwegian organisation with a vessel on a mission to Russia and with our international medical professionals on board was looking for an appropriate solution.

Solution: Upon receiving the client's request our medical team in Moscow timely mobilised our highly trained, offshore experienced, English speaking Russian medical professionals. Both medical teams went through a smooth transition process onboard.

Impact: Full compliance to the Russian local industry guidelines without any loss in level or standard of medical care.



2 MEDICAL EMERGENCY ON A NORWEGIAN VESSEL IN AUSTRALIA. MITIGATING «RECORDABLES» AND COSTLY, COMPLICATED DISEMBARKATION

Problem: On a Norwegian vessel in Australian waters a captive workforce member severely wounded his finger while performing his daily duty. In a public practice (at an Emergency Room of a public hospital) an incident like this would be treated with a one-point suture and the patient would be asked to follow up with his family doctor within a week. The incident had all the potential to become "recordable".

Solution: Our onboard medical professional examined the patient, established that the wound is away from a joint/articulation and uncomplicated, and while considering steristrip, as an appropriate medical procedure, consulted our OH and Medical Team at Sydney Offshore Response Centers to confirm the approach.

Impact: The patient received appropriate emergency and follow up/post incident medical care onboard, thus avoiding "recordables" and costly disembarkation, which resulted in significant savings and full compliance to OSHA/IADC standards.

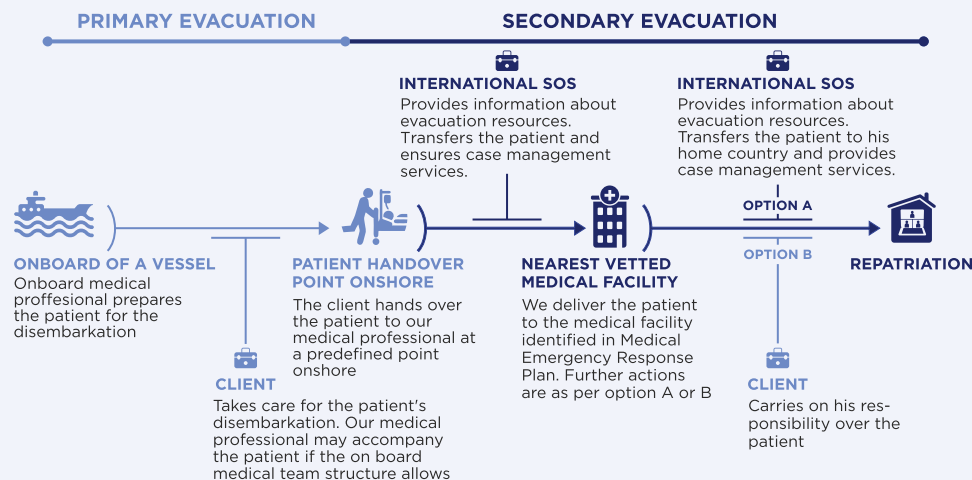


3 MEDICAL EVACUATION IN ANGOLA'S WATERS

Problem: On a Norwegian maritime mission in Angola a crew member fell severely ill and needed an evacuation to the nearest center of medical excellence.

Solution: Our medical professional on board consulted the Medical Emergency Response Plan, got in touch with our Offshore Response Center in Johannesburg, which organised on the ground patient support in Angola and further evacuation of the patient to Dubai for emergency medical treatment.

Impact: The crew member's life was saved. He was successfully released from the hospital, repatriated back to home country for rehabilitation and returned to work couple of months later.



Less than 2% of all offshore medical cases result in evacuation