



SUSTAINABILITY PROGRESS UPDATE 2021  
ADDENDUM TO OUR SUSTAINABILITY REPORT

# PROTECTING AND SAVING LIVES.



WORLDWIDE REACH. HUMAN TOUCH.

[internationalsos.com](https://internationalsos.com)

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THIS REPORT COVERS THE FISCAL YEAR 2019/20  
(JULY 2019 - JUNE 2020)

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About our front cover image  
This image was developed with real International SOS people. It symbolises that we are at our clients, employees and partners’ fingertips.  
  
It also represents how we have touched the lives of many people.



STATEMENT FROM OUR CEO, ARNAUD VAISSIÉ

2020 has been a difficult year for individuals, their families, organisations and society at large. In our 35 years of providing services to customers, we have never experienced such a globally challenging environment.

I am immensely grateful to, and proud of, all my colleagues for keeping our company and services at the very core of tackling the pandemic. We have proven once again to be a mission critical partner for our clients, having assisted in well in excess of 45,000 COVID-related client cases. Our relevance in business continuity is crystal clear. CEOs and boards have become direct decision-makers on health issues and programmes to protect the physical and mental health of their employees.

Undoubtedly, many industries are suffering greatly due to COVID-19 and it is possible that a significant global economic crisis is ahead of us. For that reason, we have implemented changes to help us navigate through these challenging times in the coming months and years. We have, and continue, to focus on transitioning the business into a more flexible and collaborative model and realigning our solutions with fast-changing client needs.

Despite the colossal demands on our teams, our global Sustainability Committee has worked diligently and organised itself around four key workstreams: Operations, Environment, People & Workplace and Community. Our sustainability activities are mapped against the outcomes of our risk materiality assessment and use the United Nations Sustainable Development Goals (SDGs) as guidance.

We have again delivered key milestones against the goals we set out for 2020 and are committed to continue the progress with a set of new goals for 2021 and beyond. Some of those milestones I want to emphasise here in particular:

In the past year, we developed a training course on Sustainability Management & Reporting for the Occupational Health & Safety Practitioner. The course covers how to prepare an organisation to manage OHS & wellbeing sustainably and explains which metrics and initiatives to prioritise for sustainability reporting. Following the overwhelming success of the pilot with clients, we formally launched

the course and have already delivered three – now virtual sessions – during 2020 and scheduled three more in 2021.

Additionally, we collaborated with the Global Reporting Initiative (GRI) in developing their Occupational Health and Safety (OHS) online course, launched on 1 October 2020. This new course helps companies to effectively incorporate Occupational Health and Safety impacts within their sustainability report, including insights on the OHS implications of the COVID-19 pandemic. International SOS also participated in the panels of two GRI sustainability webinars in June and July 2020.

We remain committed to the Global Reporting Initiative (GRI) standards and to the ten principles of the UN Global Compact in the areas of human rights, labour, environment and anti-corruption.

During 2020, we also underwent our very first audit with EcoVadis.<sup>1</sup> In June we successfully submitted our answers for the EcoVadis certification. In 2021 we will work on our action plan in alignment with the areas for improvements highlighted by the audit.

We are also proud to have added another award for our sustainability report at this year’s Muse Design Awards.

Despite the hardship of 2020, we cannot stand still in matters of sustainability and I am confident that we will emerge stronger throughout 2021 and beyond.

Yours sincerely,

Arnaud Vaissié  
Co-founder, Chairman & Chief Executive Officer

<sup>1</sup> EcoVadis is a worldwide business sustainability rating agency.



## THE WORLD OF INTERNATIONAL SOS



### About International SOS

The International SOS Group of Companies is in the business of saving lives, protecting your global workforce from health and security threats.

Wherever you are, we deliver customised health, security risk management and wellbeing solutions to fuel your growth and productivity. In the event of extreme weather, an epidemic or a security incident, we provide an immediate response, providing peace of mind.

Our innovative technology and medical and security expertise focus on prevention, offering real-time, actionable insights and on-the-ground quality delivery. We help you meet compliance reporting needs and enhance your risk oversight and governance. By partnering with us, organisations can fulfil their Duty of Care responsibilities, while empowering business resilience, continuity and sustainability.

Founded in 1985, the International SOS Group is trusted by 12,000 organisations, including the majority of the Fortune Global 500 as well as mid-size enterprises, governments, educational institutions and NGOs. 10,000 multicultural health, security and logistics experts stand with you to provide support & assistance from over 1,000 locations in 85 countries, 24/7, 365 days. Our headquarters are dually-located in London and Singapore.

### Our Mission

To pioneer the international health & security risk services sector.

### Our Vision

To be the world's leading health & security risk services company.

### Our Values

#### Passion

We work with passion, entrepreneurial spirit and teamwork to serve our clients.

#### Expertise

We are committed to apply our professional expertise to deliver great quality services.

#### Respect

We treat all our stakeholders with respect and integrity in order to earn their trust.

#### Care

We care about the interests of our stakeholders and aim to make a real difference to their lives.

## INTERNATIONAL SOS AT A GLANCE

We care for clients across the globe, from more than 1,000 locations in 85 countries.



### OUR PEOPLE

**10,000**  
employees

**5,200**  
medical professionals

**99**  
languages &  
dialects spoken

Access to over  
**3,200**  
security specialists



### OUR CLIENTS

**12,000**  
global clients

**89%**  
of the Fortune  
Global 100

**64%**  
of Fortune Global  
500 companies



### QUALITY DISTINCTION

**Bureau Veritas Certification**  
for Personal Data Protection (GDPR)  
first organisation certified globally

**ISO/TS 13131** first organisation in the world  
certified for delivery of TeleHealth services

**ISO/IEC  
27001:2013**  
for protecting  
customer data

**ISO 9001:2015**  
for superior quality  
management  
process

**26**

ASSISTANCE  
CENTRES



**500**

REMOTE &  
WORKPLACE SITES



**300**

OFFSHORE  
INSTALLATIONS



**65**

CLINICS



We care for clients  
across the globe,



from more than

**1,000 LOCATIONS  
IN 85 COUNTRIES**



**90,000**

PROVIDERS IN  
OUR GLOBAL  
ASSISTANCE  
NETWORK ACROSS  
227 COUNTRIES

Hospitals, physicians,  
security specialists,  
ambulances, travel  
assistance and more.



**12,000**

MEDICAL  
EVACUATION  
& REPATRIATION  
ACTIVITIES



### KEY ACTIVITIES STATISTICS

**4.1 million**  
assistance calls

**1 million**  
medical services

**44,000**  
security services



### INTELLIGENCE & TRACKING

Intelligence &  
analysis on  
**227** countries  
& **440** cities

**364 million**  
Passenger Name  
Records (PNR)

**12 million**  
users of  
our location  
monitor

**850**  
medical &  
security reports  
per month



### MEDICAL SERVICES

**4,500**  
offshore medical cases

**2,700**  
medical evacuation  
response plans

**24,500**  
health checks

MedSupply  
delivers  
**300,000**  
medical kits  
in a year



# THE FORCES SHAPING OUR FUTURE

2020 has brought a significant level of volatility in our operating environment, where the only certainty is uncertainty, right now and for the foreseeable future. In those turbulent times, our focus has been on rapidly, yet diligently, pivoting our services and solutions to better assist the evolving needs of our clients and their employees. Close collaboration within our organisation, as well as with stakeholders and partners, has been key to bringing innovation to market with increased speed.

While the sustainability agenda had seemingly faded to the background on the world stage and organisations concentrated on dealing with the urgency of the pandemic, we did not lose sight of our sustainability objectives and continued embedding sustainability principles in our ideas, decisions and operations.

Actively monitoring and enhancing our understanding of the forces that have the potential to influence our future has provided an opportunity to reposition and develop ourselves in view of emerging stronger from the current world crisis.

## 1. Global public health crisis

Setting sight on science, solutions and solidarity.

As we write this in November 2020, an unprecedented global public health crisis, triggered by COVID-19, is taking place. Almost 50 million cases of COVID-19 have been reported to the WHO and more than 1.2 million people have lost their lives. Millions more have suffered due to the disruption of essential health services and others will, no doubt, experience this in the upcoming months. The future is uncertain. No one knows the long-term effects of this virus on people's physical, mental and emotional wellbeing and the global economy.

At the same time, there has been some success in controlling transmission with a comprehensive, evidence-based approach. Restrictions to address infections and prevent health systems from being overwhelmed are, in the main, working. However more needs to be done and everybody needs to do their part in slowing down the pandemic and finding solutions.

At International SOS, right from the first reports of an unknown disease resulting in pneumonia like symptoms, which was later identified as COVID-19, we have been doing our part in monitoring and analysing insights. As well as advising and assisting our clients in this very fast-moving and constantly changing situation. We have been working tirelessly and very closely with our clients to protect their workforce and meet their comprehensive health requirements.

We work with our clients to create safe workspaces in this new reality induced by the pandemic. We continue providing a wide range of vital solutions, from assisting in the development of policies, standards and procedures to managing work-related stress; injury and illness reporting; health screening; testing; return-to-operation programmes, evacuation and many more.

As a company, we have dealt with over 45,000 client requests related to COVID-19, generated 300 open-source informational webinars and videos, as well as 3,000 press articles on the subject. Since the start of the pandemic we have performed in excess of 450 air evacuations. Additionally, 3,500 medical professionals were sourced and placed for our clients.



## 2. Health at work

COVID-19 is putting Duty of Care at the heart of employers' responsibilities.

COVID-19 has clearly shown us that diseases at the scale of a pandemic cannot be addressed through the lenses of Occupational Health alone. A holistic approach to public health is needed to tackle the arising challenges, from workplace organisation to case management, and from transmission prevention to mental health consequences. As working is becoming much more agile, with the workplace no longer being constrained by an office, site or business travels and many people working from home, new health challenges have emerged related to sleep, exercise, nutrition, ergonomics, and so on. It is no longer possible to meet employees' Occupational Health needs at the workplace without taking into consideration their environmental, personal, mental and emotional health.

Health management calls for a broader sense of responsibility, beyond the prevention and cure of diseases to the holistic management of a balanced state of physical and mental harmony at personal and organisational level.

Health has become one of the strategic risks for organisations, as its management directly influences their performance. Health is becoming material to organisations as it impacts their business and it is important to their stakeholders. In our experience to date, the higher the health agenda is considered within organisations, the wider the benefits are for employees and HR management. Example: health promotions and vaccination campaigns can have a positive impact on absenteeism.

Given its complexity, strategic health management should address the requirements of health promotion, prevention and protection in consideration of the wider public health agenda and global challenges as represented by the SDG3 on Health.

At International SOS, we have expanded our TeleConsultation offerings globally. We also implemented more Mental Health activities for clients including a COVID-19 hotline. Working closely with our clients to address their health at work needs is one of our core competences.



### 3. Infodemic vs trusted sources

CEOs & Boards need information and facts they can trust.

Since the onset of the crisis, many senior executives have increased their direct responsibilities as the pandemic has developed, taking a more hands-on approach to mitigate the disruption caused by the pandemic. This burden has often fallen on their shoulders because of the urgency with which decisions need to be made. The C-suite is generally best placed to quickly respond to issues, set direction and update policies in an agile manner to cope with the evolving situation. One of the main areas where the C-suite has gained responsibilities is the health and safety of employees. Recent research from IBM highlights that 80 per cent of surveyed C-suite executives reported that they were now directly supporting the physical and mental health of the employees they oversee.<sup>1</sup> Data from International SOS also shows a 10-fold increase in calls to our Assistance Centres from those at management level, and the number of C-suite-level contacts at client side has doubled. It is clear that C-suite executives are now doing more to ensure that decisions account for the health and safety of staff.

Consequently, the need for independent, factual, global and pragmatic advisory on the disease and its consequences on health has emerged as a priority for organisations.

For example, many pre-existing health issues among employees have been revealed consequently to the crisis, from ergonomic issues, untreated chronic diseases to stress and mental health challenges. This has emphasised the need to understand the crisis with a much broader perspective than the one of an infectious disease response only.

Organisations need health expertise provided to decision-makers, from independent, non-biased sources, through doctors who understand their role is to share facts and information, and counsel on available options to act upon. We offer this expertise with a unique combination of first-hand health information collected and monitored from our presence in 85 countries, compiled and analysed by a dedicated team over 35 years.

We advocate that Chief Health Officers within large organisations are required to address health needs comprehensively. Our role is to support them to execute their organisation's strategy and deploy action plans globally. We are also advocating that smaller organisations identify internal specific resources, typically Human Resources, to partner with third-party health advisors on defining their health priorities and developing practical responses and communication tools.

<sup>1</sup> Source - <https://www.ibm.com/thought-leadership/institute-business-value/report/covid-19-future-business>



### 4. A growing divide

There is a need for globally concerted leadership.

Globalisation is challenged due in parts to political activities, but also simply through the creation of new divisive policies and regulations.

The pandemic has set off a wave of nationalism in many countries. Early on the pandemic, nations scrambled to bring their people “home” and get their hands on large supplies of PPE. Then countries put in place travel restrictions and quarantines and paralysed mobility to protect against the spread of COVID-19.

And now, as scientists work on vaccines for COVID-19, nationalism is on the ascent as every country tries to procure the maximum of serum for their own citizens.

Instead of a coordinated global effort among governments to prepare the world to produce and distribute a vaccine, the pandemic has set off a wave of healthcare nationalism. Jim Robinson, a former executive from the pharmaceutical giant Merck, shared in an episode of the Politico podcast, that he is now working with a handful of international organisations racing to fill in gaps in the global vaccine supply chain — and in global leadership — to ensure the world gets fair access to the vaccine.

At International SOS, global is already in our name and hence we were born to contribute to this crisis with all our expertise.

We are observing the situation closely and analyse all the new data, which we share with our clients in Instant Expert Briefs amongst many other activities.



### 5. Innovation via collaboration and speed to market

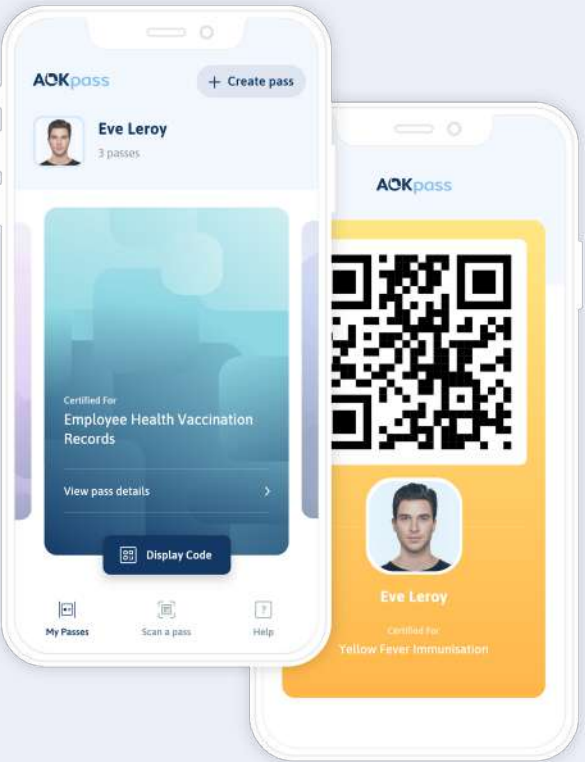
COVID-19 has transpired as a catalyst for innovation.

It is often the impact of a global crisis that stimulates rapid innovation and creativity. As the tragic events of September 11th acted as a catalyst for change for air travel and safety for ever, the current pandemic is changing numerous aspects in health, work and the economy.

The need for collaboration is understood. Organisations and teams from a range of backgrounds and disciplines pool knowledge, talent and resources. This is transpiring across governments, national healthcare systems, academia and the private sector coming together to find joint solutions.

We are experiencing the same at International SOS. For instance, our Aberdeen Occupational Health clinic, that provides services mainly to the oil & gas industry, moved its services to a TeleConsultation offer during the first wave of COVID-19 in the UK. This switch was made in a mere 14-day window. A task that would have ordinarily taken many months of planning and project delivery.

In another example, International SOS has partnered with the International Chamber of Commerce and SGS Group to launch the ICC AOKpass, a mobile app providing trusted recognition of an employee's COVID-19 compliance status. The pass is privacy preserving, digitally authenticated, secure copy of the individual's medical record, approved by a medical professional. ICC AOKpass aims to be the sesame to open travel and airports again.





## OUR COMMITMENT IN THE GLOBAL COVID-19 PANDEMIC

### OUR GOVERNANCE AND AGILE RESPONSE DURING THE COVID-19 PANDEMIC

International SOS initially set up a global crisis management team, and established crisis management teams in China and pan-Asia in January 2020. We then progressively developed our regional crisis management structure around the world. Each regional and local team implemented a tailored Pandemic Response Plan which builds on insights and procedures developed from previous endemic and pandemic profile events such as SARS, Mers, Ebola, Zika, and Avian Flu. A global Pandemic Manager structure was put into place immediately and representatives from each location developed local planning and readiness responses based on the lessons of early experiences as the pandemic spread across Asia.

As early as January 2020 in China and North Asia, this was quickly escalated to a wider Asia structure and rolled out globally to all our operating units, clinics and remote sites. As

seen in Nigeria, where one of our doctors diagnosed the first case of COVID-19 in the country, our clinics were at the forefront of COVID-19 identification. We also made sure to refine our plans as more and more countries were exposed to COVID-19 and we gathered better insight into the impacts and risks of the pandemic. Our original Pandemic planning was based on a single wave plan with options to develop second wave impacts.

We invested in improving our insight and analytical capabilities over the past months and specifically developed a predictive tool following a 5-day rolling average, recurrence warning markers structure and COVID-19 Impact Scales taking into account risk of travel, relative to the logistics, security and medical risks. We also produced a global dynamic mapping and a travel restriction report to assist our clients, as well as our internal staff with travel planning and coordination.

We have followed local legislation as a guide and have taken a robust approach to health and safety - exceeding all guidelines by the spirit and the letter, as expected from a healthcare company, which takes its Duty of Care responsibilities extremely seriously.

At each location the Business Continuity Plan – Pandemic Manager, working closely with our global network, is responsible for the implementation of local response based on local legislation, employee needs and country specificities in cooperation with local General Management and the Medical and Human Resource leadership teams.

Our remote Medical Services, clinics and storage facilities have been supported within this framework and in developing local plans relative to service delivery expectations.

In some cases, where required and appropriate to the worksite and local legislation, we have supported staff in undertaking testing. However, in most locations we have not seen the need for this and have deployed a layered approach of pre-work health assessment and self-serve questionnaires, temperature checks on entry to the offices and hygiene screening.

As part of our governance process, we also developed and implemented specific policies for working from home and return to office operations.

## SUPPORTING OUR PEOPLE

Since the beginning of the pandemic we have actively supported our employees globally and ensured that our people remain healthy, safe and productive as well as well-equipped to face the pandemic and challenges due to the lockdowns. Our support to our people focused on:

- COVID-19 information and prevention.
- Working from home advice and sharing best practices.
- Mental and physical wellbeing advice and support.

As part of our Business Continuity Plan (BCP), a Medical Advisory team was set up globally and is supported by the eminent Virologist Professor John Oxford, from the University of London, who meets daily with our Medical Information & Analysis (MinA) team to assist with internal and external facing information and briefings. A specific COVID-19 resources hub was created to make such information available to both clients and International SOS' employees.<sup>1</sup>

Separately, another team of Pandemic Managers from our global offices HR team was formed under the guidance of Dr Hendrik Scholtz, who oversees the pandemic management at a global level. A Pandemic Preparedness Intranet SharePoint was set up to act as a central repository, reporting and communication platform for the Pandemic Managers community. Resources on the SharePoint includes, but not limited to, crisis management procedures, templates and tools, country COMS Alert level dashboard, employee health monitoring tracker, country government regulations dashboard, country's Return To Operations tracker, staff travel advisory and tracker, flu vaccination initiative tracker, etc.

The Pandemic Managers community meet on a weekly basis to share updates on the "real" situation on the ground as well as best practices and initiatives embarked on by the respective country offices. These Pandemic Managers are part of the respective local Crisis Management team, and these weekly meetings provided the community with insightful information from around the globe and guidance to manage the pandemic in a smooth, coordinated and effective manner.

### "Working from home" newsletter

Sent on a weekly basis to all our employees globally, our internal "working from home" newsletter included themed expert panel discussions as well as advisory infographics providing tips and best practices on the different aspects of personal set up and work life balance challenges including:

- Ways to stay productive while working from home.
- Driving innovation remotely & thriving in times of change.
- Ergonomics for working remotely.
- Cybersecurity while working remotely.
- Leading effective virtual meetings (including Zoom tips).
- Working remotely and manage virtual teams.
- Parenting while working from home.
- Time management while working from home.
- Fostering inclusion.
- Distance learning.
- Social connections.
- Setting boundaries – balance work & personal life while working from home.
- Coping with stress.
- Building mental health resilience & mindfulness.
- Healthy eating habits and staying active while working from home.
- Sleep management during stressful periods.
- Building confidence through strengths during this time of uncertainty.



### Internal webinars

From March to June 2020, 17 COVID-19 internal webinars took place for our global workforce. The webinars led by our Medical Director Hendrik Scholtz, provided latest situation updates regarding the pandemic evolution, medical knowledge on the virus and recommendations for prevention of the virus spread. The webinars were attended by over 1,500 employees worldwide. Additional series of 30-minutes webinars with our own medical experts were scheduled every Thursday as well as virtual trainings on wellness topics led by our HR teams.

### Reinforcing employee engagement

In order to maintain our employees' engagement and mitigate the feeling of isolation, we set up several innovative measures such as a Virtual Coffee House, where employees could network virtually, and weekly podcasts that provided key company updates and engagement activities such as quizzes & competitions. Our Executive Committee members also took an active part in employees' engagement efforts by sharing their working from home experiences through videos.

<sup>1</sup> COVID-19 resources hub - [https://my.internationalsos.com/COVID19\\_resourcehub\\_1A](https://my.internationalsos.com/COVID19_resourcehub_1A)





## SUPPORTING OUR CLIENTS DURING THE PANDEMIC

International SOS sent the first alert on the virus to its clients in December 2019. Based on the different challenges induced by the global pandemic, we adapted our business model and demonstrated our flexibility and agility to deliver best-in-class advice and assistance to help our clients respond effectively to the pandemic.

### Communicating & sharing insight

International SOS has established a portal for staff and members to access a specialist forum of health and security information, templates and up-to-date COVID-19, travel, government guidelines and general health information. This allows our staff to ensure that the information on COVID-19 is accurate, assessed relative to verified accuracy and aligns with the approved local guidelines in their location. We also implemented a weekly cadence of situation update videos where our global health and security experts shared the latest status on the evolution of the pandemic and the corresponding advice.<sup>1</sup>

In addition to the insight and information available on our member portal and website, we also provided tailor-made weekly regional updates and reports for clients globally, especially for governmental institutions.

### Strengthening our TeleHealth and Emotional Support capabilities

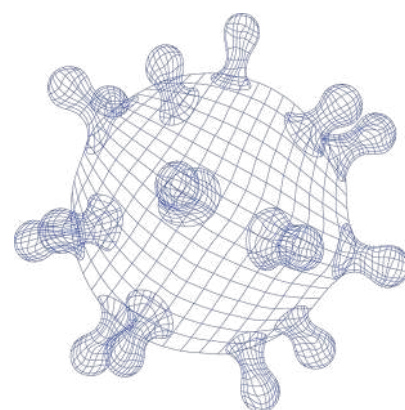
Faced with worldwide restrictions on both domestic and international movement of people, paired with an increased need for the medical assessment of patients – either with a potential COVID-19 infection, or who have other medical concerns – we recognise a unique need for the provision of healthcare using communication technology between a patient and doctor in separate locations. This also applies to a patient and doctor located in the same city, but who are under governmental enforcement of measures such as physical distancing. In order to respond to those needs while complying with COVID-19 norms and ensure our clinical expertise remains available throughout the COVID-19 crisis, we expanded our TeleConsultation capabilities, accelerating the rollout of additional locations where we offer TeleHealth services.

During times of uncertainty and challenging events, employee mental health can be severely affected due to high levels of stress and anxiety. There are clear psychological impacts that employees can suffer from, such as work-family conflicts, worries over future employment, strains on personal relationships, and concerns over loved ones who are directly affected by the disease. In order to help clients tackle emotional challenges due to lockdowns, we launched a self-assessment tool to educate and raise understanding of mental health. The tool provides information on the indicators and influences on mental health through ten multiple choice questions.<sup>2</sup>

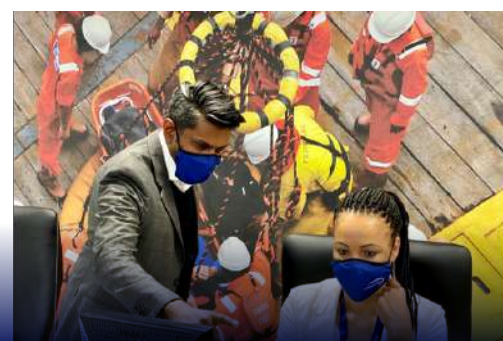
In collaboration with Workplace Options (WPO), International SOS also developed a Critical Incident Support Hotline which can be used as a short-term counselling line for a global workforce. The hotline is answered by a qualified counsellor, with the support of our 24/7 Assistance Centres.

### Advising our clients across the globe

During the global COVID-19 pandemic, providing evidence-based and effective advice to our clients has been a key focus. Our global health advisors supported clients with identifying gaps and areas of improvement as well as actionable insights to better respond and manage the challenges arising from the global crisis.



<sup>1</sup> COVID-19 latest updates (<https://www.internationalsos.com/client-magazines/novel-coronavirus>)  
<sup>2</sup> Mental Health self-assessment tool (<https://spottherisk.com/#/quiz>)



# COVID-19 FACTS & FIGURES

## SEVEN MONTHS OF OUR SUPPORT



### CLIENT CASES



Assisted over  
**33,000**  
COVID-19 related cases



Operated **30** charters  
with  
over **1,900** passengers

Performed over **450**  
air ambulance movements for  
COVID-19 patients & other patients,  
from over **100** countries



Completed  
TeleConsultation cases  
in **24** countries



### HEALTH & SECURITY INTELLIGENCE



Through health & security consulting  
engagements, provided,  
to **over 560** clients,  
advice on how to address today's health &  
security challenges and keep their  
workforce productive



Sent **2,500** COVID-19  
related security alerts



Issued over **440** security  
forecast & insight reports



### MEDICAL STAFFING & SUPPLY

Staffed, sourced & procured:



over **3,500**  
medical professionals to  
client sites every month



**350 million**  
masks



**1.5 million**  
protective coveralls including gloves,  
isolation gowns & face shields



**50,000**  
bottles of alcohol  
based sanitisers



**50,000**  
COVID-19 test kits



Held **250** free webinars &  
situation videos, providing over  
**160 hours**  
of information, viewed by  
over **140,000** people  
Supported **7,200** web enquiries



### INFORMATION & ADVICE FOR ALL



Over **2,700** articles in the press  
An audience over **80 million** reached  
via broadcast media  
Over **2.36 million** social posts viewed



Our COVID-19 microsite &  
Pandemic Information website had  
**2.33 million** page views



Offered **150** free  
education materials in  
**22** languages





**Dr Pascal Rey-Herme**

Co-founder & Group Medical Director,  
International SOS

## REFLECTING ON COVID-19

COVID-19 has created three globally unified crises: public health, economic and geopolitical. Woven through each of these three is also a major concern about the sharing of accurate, timely and trusted information. Accurate information ultimately being a key variable in the prevention of infections, and potentially death.

Just as the September 11th attacks redefined employer Duty of Care responsibilities from a security point of view, so will COVID-19 for the health agenda: following the September 11th attacks, the way that employers saw their Duty of Care agenda completely changed. The responsibility of an employer needed to go beyond just ensuring that people were not injured in the workplace. And it has been forever changed.

What we have witnessed during the pandemic is a complete change in approach: before the pandemic – as long as the employer was obeying health & safety regulation – no one was expecting them to prevent an employee from contracting seasonal flu in the workplace. Today, when we are talking about 'return to work' it's no longer an expectation, it is a requirement that an employer puts in place measures to ensure their people will not get infected with COVID-19.

Preventative measures have become highly politicised: perhaps most surprising of all to the health community has been the politicisation of preventative health measures. For example, the subject of mask-wearing has become a hotly debated topic in many countries. If it is a subject being questioned on the political battleground, it leads organisations to indirectly be seen as supporting one party or another. This is the case even if the intent is solely to protect and save lives.



## Case study – COVID-19 workplace health risk assessment & consulting for a global client in the manufacturing industry

Our client, a leader in the manufacturing industry, had to close some of its most important manufacturing sites in Europe for ten days as a result of 70+ employees testing positive for COVID-19. Cases were also confirmed at two other important sites in the Americas and the client's management team wanted to limit the risks and impact of another outbreak.

**Problem:** COVID-19 response was the responsibility of the client's security manager who did not have a medically-informed approach to mitigate the risk of spreading COVID-19 in each location, and relied on the local site managers to follow local regulations and guidelines.

**Solution:** International SOS team from Europe and Americas conducted a comprehensive workplace health risk assessment, where health risks are identified, assessed, and managed, by evaluating the COVID-19 measures implemented in 19 priority sites and identifying possible areas of improvement, based on best practices relevant for each location and workplace. This included a desktop review of site plans and procedures, and virtual site assessments via videoconference according to International SOS' assessment protocol in five different countries. Where possible, we also deployed consultants physically on-site to conduct the assessments.

**Outcome:** The client can better manage operational standards at both site and global levels, contributing to effective business continuity that supports the overarching company objectives. Our client has applied a consistent model that is medically reviewed, and locally relevant to improve COVID-19 risk mitigation at all of its sites around the world in compliance with company directives and international standards and best practices.





# SUSTAINABILITY AND US

## Our Philosophy

### WORLDWIDE REACH. HUMAN TOUCH.

Driven by our core principles, we deliver invaluable local knowledge and expertise on a global scale through tailor-made services to best meet our clients' needs.

Our purpose is to look after our clients and workers, to protect people and save lives. We achieve this through our highly trained network of staff, including medical professionals, security and logistics specialists, and key partnerships in 85 countries around the world. We pioneer a range of preventive programmes strengthened by our in-country expertise, delivering emergency assistance during critical illness, accident or unrest. Our work is ultimately driven by our passion to help clients mitigate risks to their people working remotely or overseas. We also support and contribute to the International SOS Foundation, an independent, not-for-profit organisation that drives research, surveys and the development of best practice guidelines in health, safety and wellbeing for a global workforce.

Everything we do is ultimately driven by our values. We believe our unrivalled expertise, professionalism and commitment to excellence enable us to contribute to sustainable development, while assisting our clients in upholding their promises to their employees. Our sustainability commitments set out our ambition and demonstrate how we are holding ourselves accountable for our impact and performance.

Our sustainability priorities are set by our Sustainability Committee and Board focusing on the 17 material topics we determined in 2019, and are aligned with international initiatives and frameworks, including the Sustainable Development Goals (SDGs) and the United Nations Global Compact (UNGC).

International SOS has been a signatory of the UNGC since 2013 and we continue to firmly support the Ten Principles with respect to human rights, labour, environment and anti-corruption. Our own policies, operations and culture are closely aligned with the UNGC Principles. As part of our active support to the UNGC initiatives, we recently became signatory of the letter to the Australian government encouraging United Nations Sustainable Development Goals (SDGs) consideration for Australia's recovery from the COVID-19 pandemic. Along with more than 1,000 Chief Executive Officers from companies in over 100 countries, International SOS demonstrated its support to the UNGC

and inclusive multilateralism by signing onto a powerful statement from Business Leaders for Renewed Global Cooperation. The Statement aims to reaffirm business support to international cooperation across borders, sectors and generations to adapt to change circumstances.<sup>1</sup>

We are proud to support the Global Reporting Initiative (GRI) and our reporting is guided by their standards – widely recognised as international best practice for sustainability reporting. International SOS is a strong supporter of advancing the central role for health and wellbeing as part of the corporate responsibility and sustainability agenda. We recently broadened our engagement and commitment with GRI as we collaborated in developing their Occupational Health and Safety GRI 403 standard as well as their newly launched online course (1 October 2020). Additionally, since the 1 January 2020, our expert Francesca Viliani, Co-head of Sustainability, is also a member of the GRI stakeholder council.



We believe our unrivalled expertise, professionalism and commitment to excellence enable us to contribute to sustainable development, while assisting our clients in upholding their promises to their employees.

<sup>1</sup> Statement from Business Leaders for Renew Global Cooperation ([https://ungc-communications-assets.s3.amazonaws.com/docs/publications/UN75\\_UnitingBusinessStatement.pdf](https://ungc-communications-assets.s3.amazonaws.com/docs/publications/UN75_UnitingBusinessStatement.pdf))

## Sustainability governance

Our strategy is to integrate sustainability, step by step, into all parts of our business and is based on International SOS' mission, vision and values. Our Sustainability Advisory Board oversees the development and implementation of our Sustainability Strategy in coordination with all our policies and commitments. Our philosophy for corporate citizenship focuses on healthcare and education to look after the wellbeing of our employees and the communities where we operate. It also extends to ethical conduct in our dealings with suppliers, clients and other stakeholders.

Our Sustainability Committee meets regularly to advise on and set our priorities, which are then articulated in our sustainability plan. The work of the Committee includes a broad range of activities affecting our workplace, markets, communities, human rights and environmental initiatives. The Committee reports to our Advisory Board, who updates our Group Executive Committee.

## Policies

As part of our on-going management approach, we develop relevant policies, guidance and practice tools that help us bring our values and commitments to life.



### Our Sustainability Advisory Board

**Dr Myles Neri**  
Group Medical Director, Medical Services  
Sydney

**Laurent Fourier**  
Chief Executive Officer, Assistance Services  
Geneva

**Greg Tanner**  
Group General Counsel  
Singapore

**Jennifer Gibb**  
Group Director, HR  
Singapore

### Our Sustainability Committee Members

**Kai Boschmann**  
Chief Marketing & Communication Officer,  
Co-chair of the Sustainability Committee  
London

**Francesca Viliani**  
Director Public Health Europe Consulting, Co-chair of  
the Sustainability Committee  
Copenhagen

**Amélie Chatelet Vilar**  
Group Marketing Manager, General Secretary of the  
Sustainability Committee  
Barcelona

**Hien Thanh Dang**  
Culture & Engagement Manager  
Singapore

**Thierry Dardare**  
Group Finance Director, Financial Management  
Singapore

**Rebecca Malzacher**  
Marketing Director Australasia  
Melbourne

**Dr Philippe Guibert**  
Medical Director, Europe Consulting  
Paris

**Karel Van De Pijpekamp**  
President & Chief Executive Officer,  
Aviation & Maritime Services  
Jersey City

**Samuel Chauffaille**  
GM, MedAire Asia Pacific  
Singapore

**Michael Whitlow**  
Director, HR Europe  
London

**Mark Crawford**  
Group Deputy Director Quality  
& Compliance  
Sydney

**Sune Svenningsen**  
CEO MedSupply International  
Singapore

**Michael Hancock**  
Group Deputy Director Operations  
London

**James Wood**  
Head of Security Solutions  
London

**Zelda Bezuidenhout**  
Assistance GM Corporate GAN  
Johannesburg

**Sally Wang**  
VP Global Partnerships & Alliances  
Philadelphia

**Yoko Torimitsu**  
Group Marketing Manager  
London

**Jan Bronkhorst**  
Group General Manager, Aspire Lifestyles  
Singapore

**Sam George**  
Business Development Manager  
London

**Lizette Klingenberg**  
Marketing Manager  
Johannesburg

**Ronnie Purcell**  
Director of Business Relations &  
Development Nordic Region  
Stockholm

**Lim Thau Khuan**  
Group Compliance Manager  
Singapore

**Franck Baron**  
Group GM, Risk Management Insurance Singapore

**Kelvin Wu**  
Risk & Insurance Senior Manager  
Singapore

**Natalie Piccari**  
Director of Real Estate, HR  
Philadelphia

**Sajjad Ahmed**  
Chief Information Officer, Asia Pacific  
Singapore



# OUR MATERIAL TOPICS

International SOS has carried out a materiality assessment to prioritise the economic, environmental and social topics that have a material impact on our business and that matter most to our key stakeholders. The process involved identification of relevant issues, prioritisation by our key stakeholders and validation by senior management.

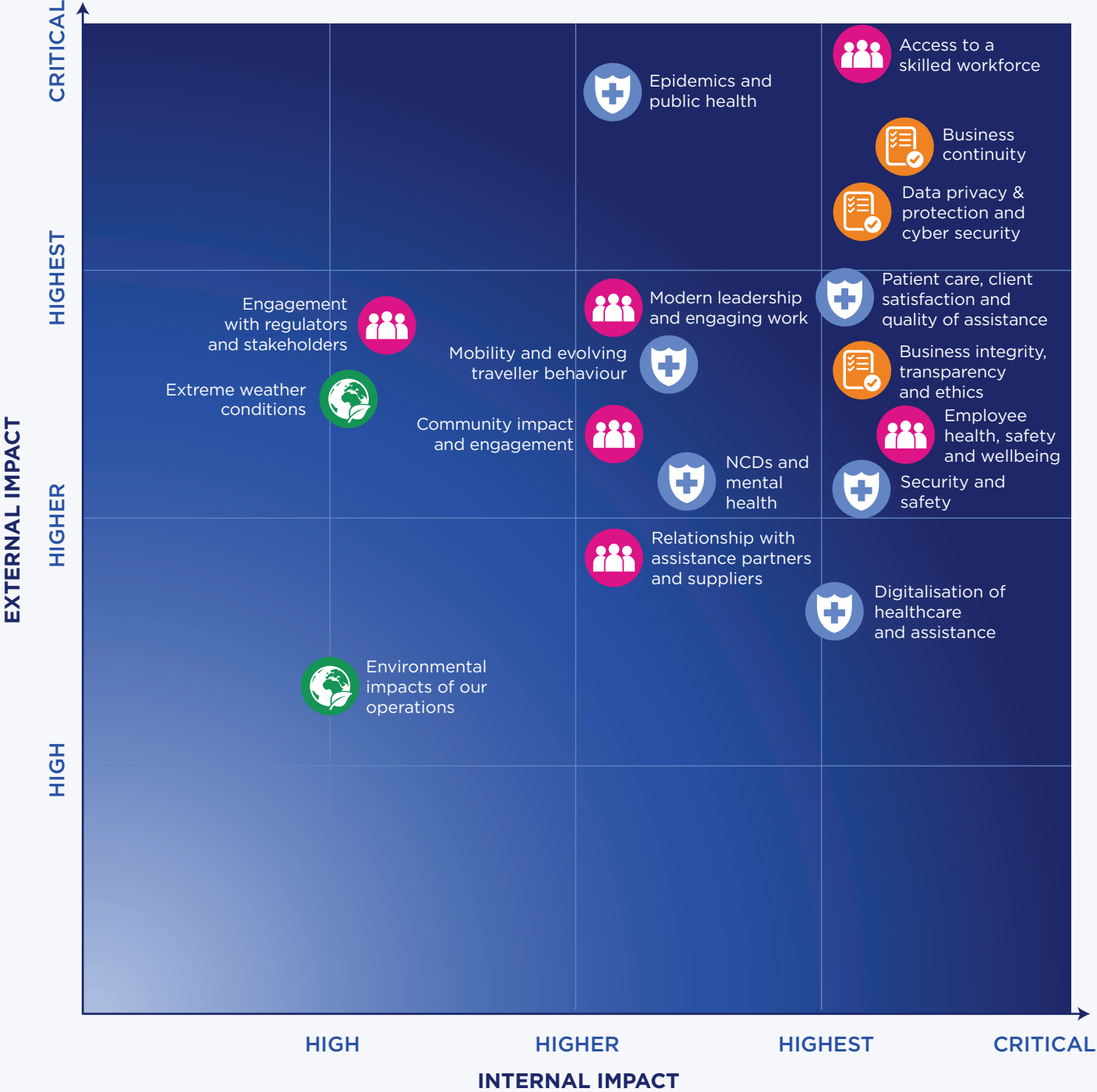
1. Identification

In this first materiality assessment, we developed a list of relevant sustainability issues through a review of internal documentation, including risk registers, policies and statements, our industry peers and key influencers in our field, such as multilateral organisations, trade and industry associations and non-governmental organisations. This process identified a long list of 22 issues.
2. Prioritisation

To prioritise the identified issues, we assessed their relative importance in relation to the business and our key stakeholders. Each issue was given two scores: impact on the business and external impact. The impact on our business was determined by the views of our Group Executive Committee, top management and employees. The external impact was assessed with reference to the expectations and concerns of our clients, and refined by the view of our management and influencers in our field. We refined the list down to 17 topics shown in our materiality matrix – with our 12 material issues in the upper right quadrant.
3. Validation of results

The outcomes were reviewed and approved by our Sustainability Committee and Board to understand how they align with our organisation's strategy.

## Our materiality matrix



- Medical & Security Services
- People
- Governance
- Environment





## OUR GOALS AND PROGRESS

We have laid out our plans for the future based on the three reporting themes. These were described in our previous report and are updated below to reflect progress over the last twelve months.

### PROTECTION: PROTECTING & SAVING LIVES

Goal	Progress	Activities	SDGs*
In the FY20/21 we aim to continue driving utilisation of our TeleConsultation services in the locations already set up and further expand our TeleConsultation capabilities to include more locations.		Our TeleConsultation services as of June 2020 are available in 24 countries, up from 16 in the last Financial Year. The new locations offering our TeleConsultation services were announced in July 2020. By end of FY20/21 Q2 <sup>1</sup> , we plan to include seven additional locations where we will deliver TeleConsultation services including Iraq, Azerbaijan, Kazakhstan, Ghana, Nigeria, Chile and Laos. FY20/21 Q3 will be dedicated to identifying opportunities to define additional countries to target for implementation of the TeleConsultation services. As part of our continuous efforts in driving utilisation of our TeleConsultation capabilities, we plan to introduce a new “self-service” option through our TeleConsultation App by Q2 of FY20/21, with three main objectives: <ul style="list-style-type: none"> <li>Promote the use of TeleConsultation during the current COVID-19 pandemic.</li> <li>Empowers our subscribers.</li> <li>Widen the scope of cases we can offer TeleConsultation for.</li> </ul>	
We aim to maintain our global percentage of Promoters (NPS) as well as our current member overall satisfaction in the coming FY.		In FY1920, we maintained the overall satisfaction at 89% (this includes members responding 7 or above). Additionally, we increased our global percentage of Promoters (Net Promoter Score rated) by one percentage point which is now at 70%.	
By FY20/21, we will support the introduction of a new ISO certification standard on travel risk management.		We have been actively working with the International Organization for Standardization (ISO), British Standards Institution (BSI) and the standard will be available in 2021.	
We aim to attain our MedSupply Corporate Quality Management System (CQMS) by FY20/21 – a set of standard quality management system procedures based on the World Health Organization’s (WHO) Model Quality Assurance Systems (MQAS) for procurement agencies, and other applicable WHO guidelines.		MedSupply Corporate Quality has developed over 30 Policies and Procedures based on applicable World Health Organization’s (WHO) guidelines and ISO standards to ensure that the Quality, Safety, Efficacy and Performance of the products we procure, and supply meets acceptable standards. MedSupply met over 85% of the goal and will complete the full implementation of MedSupply Corporate QMS by FY20/21. MedSupply also made good progress to move towards an objective of ONE QMS across MedSupply organisation by integrating the quality systems of the Fulfilment Centres through Corporate QMS. Considering the high regulatory complexity and business continuity implications, this integration is continued in a phased and sequential manner.	
We will maintain our commitment to improve Global Health Security throughout FY20/21.		The COVID-19 pandemic has been our biggest commitment to Global Health Security ever. More details can be found in our dedicated “Our commitment in the global COVID-19 pandemic” chapter. Our medical and security experts have produced weekly and ad-hoc high-quality documents and analysis on COVID-19.	

<sup>1</sup> Our Financial Years are from July to June



Goal	Progress	Activities	SDGs*
By FY1920, we will expand our mental health service offerings to our clients through our collaboration with Workplace Options (WPO).		Enhanced Emotional Support is now in place for over 1,200 clients, providing over 1.2M individual members with on-demand consoling support services at no additional cost. In the coming year we will be launching a “Single Session Therapy” option, to accompany the current five-session model. This will provide members with immediate access to counselling over the phone. MedAire has already started offering the service to flight crew who have limited time between flights. Since the first implementation of our emotional support programmes in FY1718, the numbers of cases have tripled. Year on year since FY1718 we have seen an average growth rate in utilisation of 76%.  In response to the global spread of COVID-19, we developed a new Counselling Support Hotline offering, enabling clients to offer much needed support to their entire global workforce, including domestic employees and dependents. 28 hotlines were set up, and over 300 individuals assisted.  Finally, in recognition of the success of our work with WPO, International SOS was a finalist for the Association of Strategic Alliance Professionals (ASAP) 2019 Alliance Excellence Awards in the CSR category.	
We will maintain our commitment to improve community health, in partnership with other stakeholders throughout this year.  Our Sustainability Committee is planning to carry out a global mapping of all our commitments and engagement globally in order to harmonise data collection and reporting. The global mapping has been put on hold for the time being as many of our operations have undergone major restructuring due to COVID-19, but we aim to start the process in the FY20/21.		We have been actively promoting the management of community health as a key dimension of global health for private operators in collaboration with other players. We participated to the Society of Petroleum Engineers Virtual International Conference and Exhibition on Health, Safety, Environment, and Sustainability which acknowledged this more comprehensive approach to health that include, workers, dependents, consumers and customers. Our experts have also contributed to the chapter “SDG3 Ensure Healthy Lives and Promote Well-Being for All at All Ages” for the book “Mining, Materials, and the Sustainable Development Goals 2030 and Beyond”. International SOS in Papua New Guinea (PNG) donated 1,000 plain blood tubes, and 200 filter papers to the Port Moresby General Hospital (PMGH) and Central Public Health Laboratory (CPHL) to support a COVID-19 seroprevalence study nationwide, and our Airways Clinic took part of the study. International SOS PNG won the “Health and Safety Initiative Award” for our Tuberculosis Community Outreach Programme, run by our Disease Control Team at the Lihir Medical Centre. The team has also supported the Australian Federal Police in their mission by providing with COVID-19 training. International SOS Canada continues to work collaboratively with the Indigenous community partners locally. These strategic Indigenous Joint Ventures remain critical to our growth and sustainability across Canada and our commitment to, and involvement in, these communities has grown significantly. Our community efforts now include “emergency & disaster planning and preparedness”, “Community Fire and EMS training for their volunteer services”, “Community health assessments”, and “healthy eating and lifestyle programmes” for community elementary students. International SOS had eight Indigenous community partners in early 2019 and now has 35 Indigenous partners with a total population of 40,000 people. International SOS annual man hours spent on these efforts in FY1920 were approximately 3,500 hours. Finally, through negotiations and agreements with Indigenous partners and clients, International SOS shared \$1.8 million with indigenous communities in 2020 and \$4.2 million since 2016.	





## PRODUCTIVITY: KEEPING OUR CLIENTS PRODUCTIVE THROUGH OUR PEOPLE & PARTNERS

Goal	Progress	Activities	SDGs*
We will maintain our commitment to raising awareness on Malaria throughout this year.		This year the group broke the record by ordering 5,200 Malaria bracelets and raising 2,827 USD (ZAR 46,800). The proceeds were used to buy 2,600 mosquito nets - protecting the lives of 5,700 people. In the past seven years the group has bought 36,900 bracelets allowing us to buy 11,950 mosquito nets and give them to communities in Africa, protecting nearly 36,100 lives.	   
The International SOS Foundation received support for its research efforts on Duty of Care & Sustainability, Health, Safety and Wellbeing.		The Foundation is now self-sustaining thanks to previous year's donations from International SOS.	  
We will commit 50 volunteers to support the International SOS Foundation and its research efforts in Duty of Care: Health, Safety and Wellbeing annually.		The annual roster of volunteers can be found at <a href="https://www.internationalsosfoundation.org/about-us">https://www.internationalsosfoundation.org/about-us</a> . This year it included 54 volunteers.	  
We aim to contribute to sustainability education by sharing our knowledge and best practices to different audiences.		The International SOS Foundation piloted its new Sustainability training in October 2019 in Shanghai during the Duty of Care awards event. The new course called "Sustainability Management & Reporting for the Occupational Health & Safety Practitioner" provides Occupational Health & Safety practitioners and Sustainability specialists with the competence necessary to integrate workforce health & safety management and monitoring into their organisations' sustainability strategies. <sup>1</sup> We are planning to conduct formal sessions of the Sustainability training virtually throughout FY20/21. Additionally, the International SOS Foundation collaborated with Global Reporting Initiative (GRI) in developing their Occupational Health and Safety online course, aimed to be launched in October 2020. This new course helps companies to effectively incorporate Occupational Health and Safety (OHS) impacts within their sustainability report, including insights on the OHS implications of the COVID-19 pandemic. Dr Olivier Lo and Francesca Viliani, experts from International SOS, together with Louis Wustemann, the consultant and trainer of International SOS Foundation's Sustainability Training course, have provided their expert input regarding current trends and challenges related to Occupational Health & Safety. International SOS also participated as panellist to two GRI webinars in June and July 2020 respectively on the following topics: <ul style="list-style-type: none"> <li>The role of sustainability and transparency in design the "new normal".</li> <li>Using sustainability impacts to manage risks and build sound business continuity plans.</li> </ul>	 

<sup>1</sup> Sustainability Training (<https://www.internationalsosfoundation.org/sustainability-training>)



Goal	Progress	Activities	SDGs*
We will expand our global mentoring programme, exclusively for female managers.		In FY1920 we successfully expanded our global mentoring programme for female managers. 19 female executives across eight different departments (including Sales & Marketing, Finance, Medical Services, HR, Assistance, IT, Legal and Security Services) have completed this six-month journey. A satisfaction survey has been run after the programme completion among both the mentees and mentors. This resulted in a Net Promoter Scores of 99% among the mentees and 90% among the mentors. The global female mentoring programme and other initiatives supporting our Diversity and Inclusion agenda contributed to a 14% increase in female representation at our Director level. In January 2021, we will launch the next edition of the programme.	  
In FY20/21 we will launch quarterly graduate catch up calls for all 42 graduates of the past editions of the global mentoring programme.		The first quarterly graduate catch up call is scheduled in November 2020 and will be run after that every quarter.	  
We are committed to developing young talent, through our Global Talent Programme in long-standing partnership with AIESEC.		During FY1920 we hired 22 AIESEC interns from 11 different nationalities across the group. The retention rate of the interns, taking on full-time positions for this Financial Year is averaging nearly 50%.	 
From FY1920, all our employees globally will be required to complete an Occupational Health & Safety (OH&S) eLearning course as an annual mandatory requirement. This is part of our continuing efforts in developing a culture of the highest level of safety and compliance across all our offices worldwide.		The OH&S online module that we developed as part of the annual Global Compliance Course (GCC) has been made compulsory for all employees globally. In FY1920, the completion rate for Global Compliance Course was 97%.  The module aims to help employees identify potential hazards, know what to do in the event of an OH&S incident and encourage positive workplace behaviours and hygiene practices.	 
We aim to attain a certification of ISO 45001:2018 Occupational Health and Safety management systems in Europe, Africa and Australasia by FY1920.		The external accreditation ISO 45001 (OH&S Management System) has been re-scheduled for FY2021 due to the COVID-19 pandemic as the auditing company required an on-site assessment and this was not possible in the locations planned due to lockdowns. As a result, we have rescheduled as follows: <ul style="list-style-type: none"> <li>China: we are currently sourcing a provider (local provider under Chinese law required) to assess and certify the China and Hong Kong Medical Services. We aim to achieve the certification in this location by June 2021.</li> <li>UAE: We plan to run a provider gap analysis and assessment as part of a three-year audit programme by February 2021. BSI has been engaged as a local provider is required under UAE regulations.</li> <li>Certification audits are planned for Canada, Russia, Azerbaijan and South East Asia (SEA) in March and April 2021.</li> <li>Regarding the rest of the locations, it will follow progressively over the next two years until global certification is obtained.</li> </ul>	  





We will make our Employee Assistance Programme (EAP) and mental health support available to our employees globally. By FY23/24, all International SOS employees are provided with wellbeing support from the company.		In FY1920 we continued to develop both our global Employee Assistance Programme (EAP) and our internal wellness initiatives. We launched EAP programmes in 21 countries this year. EAP has been launched across all our Medical Services regions (including Africa, SEA, Middle East, Russia & Kazakhstan and Canada) apart from LATAM region which is under implementation process and meant to benefit from the programme by the end of FY2021. Additionally to the EAP, we introduced a global wellness programme called "Be Well" that aims to enable our employees to take charge of their physical & mental health during and beyond the pandemic. The programme is provided through monthly thematic webinars on various topics, facilitated by our own doctors and medical experts. A full planning has been established to reflect topics meant to be covered in each month of the Financial Year. <sup>1</sup> We remain on track regarding our goal to provide all our employees with wellbeing support by FY23/24.	 
By the end of FY1920, we aim to launch a job band structure globally, covering all functions and business lines across different locations.		As we start to understand and adapt to the new reality brought by COVID-19, we have decided to re-evaluate the career band framework to ensure it can fulfil the development needs and progress aspirations beyond this pandemic. With this, the global launch of the career framework will take place after January 2021.	
In FY1920, we aim to finalise our OH&S data management system for our Medical Services business in line with the GRI 403 Standard.		International SOS Occupational Health Safety (OH&S) Management System implementation has been completed in June 2019. As a next steps, we aim to upgrade the digital platform allowing GRI 403 reporting format by Q3 of FY20/21.	 
As we have recently refreshed our Diversity & Inclusion Council, we aim to define the key focus area and get kick off initiatives on those by FY20/21.		Our global Diversity & Inclusion council was refreshed in February 2020. We have organised various workshops to determine insights and needs with members of the council and HR representatives. We look forward to kickstarting our global D&I activities by October 2020. The scope of work for the Diversity and Inclusion workstream include gender identity, age, ethnic identity and people with disability (visible and invisible). Our global Diversity & Inclusion Council currently counts 19 members across five continents and seven different business functions.	  
As part of the embedding sustainability in our company philosophy and DNA, we will include a sustainability dimension to the induction of all new International SOS' employees globally.		We launched the sustainability session in July 2020. We started the training for hiring managers and HR teams globally to get them familiarised with the use of the toolkit and have given a six-month period for all local HR to integrate it as part of their regional induction programmes. We will aim to collect the first set of data including people reached by the sustainability session by Q3 of FY20/21.	 
We aim to launch an internal sustainability elearning module globally by April 2021.		The structure and content of the module is currently being developed by the Sustainability, HR and Marketing teams to ensure best of content and relevancy to our different internal audiences.	 

<sup>1</sup> Refer to topic details p.21



## PRINCIPLES: LIVING BY OUR PRINCIPLES &amp; PRACTICES

Goal	Progress	Activities	SDGs*
We will maintain and expand, where practical, on our versatile trainings globally. The versatile training enables our non-Assistance Centre employees to be effective in supporting our operations in a crisis or/ and when there is a huge surge in cases.		We continue to review our business continuity agenda. In the past nine months we have fully developed a cloud based and remote working capability across all our operations centres allowing greater flexibility across our operational network. In this, all our centres are able to work from home. This is supported by on-going versatile staff training in our major Regional Centres. The versatile training enables our ex-Assistance Centre employees to be effective in supporting our operations and client communication agenda in a crisis and/or when there is a surge in cases. In the past eight months we have run continual live crisis team oversight of the continuity of business in all regions and at the corporate level overseeing our response to the COVID-19 pandemic and parallel crises.	
In FY1920, we will cascade the group level cyber-attack breach simulation training from our top general management population to the regional crisis management teams.		By the end of the FY1920, we completed the expansion of our cyber-attack breach simulation training from our top general management population to the regional crisis management teams across all our regions globally. Due to the current COVID-19 crisis, we have not conducted any training sessions since December 2019 however we did run a 45-minutes briefing on the Data Breach Contingency plan which has been circulated to all our teams globally to ensure alignment on the subject. The current COVID-19 crisis has meant that all our Crisis Management Teams have been activated in the past year.	
In FY1920, we will embark on a process of assessing our environmental footprint.		In June 2020, we successfully submitted our answers for the EcoVadis certification. In FY20/21 we will work on our action plan to improve our scoring. Current scoring is 40/100 which is the industry average.	 
We aim to enhance our data gathering systems and conduct regular reporting to our Executive Committee on the following matters, aligned with relevant GRI standards:		Our Group Legal team confirmed that we did not have any reported legal actions regarding anti-competitive behaviour or violations of anti-trust and monopoly legislation. Our Group HR team also confirmed that no discrimination cases have been reported during the FY1920. The legal team established that there are no barriers for International SOS' employees to participate in unions. Where local legislation provides for collaborative partnerships with unions, International SOS is fully compliant and there are no reported issues in working with these representatives to serve our employees. Medical Services Quality, Health & Safety Compliance team confirmed that there were no incidents of non-compliance concerning the health & safety impacts of products and services with regulations resulting in (a) a fine or penalty or (b) a warning. The team will collect and report on the number of incidents of non-compliance with regulations and/or voluntary codes concerning the health and safety impacts of products and services in the coming years. No substantiated complaints from outside parties concerning breaches of customer privacy nor regulatory complaints were received. Our Information Security Management Committee (ISMC) did not identify any intentional leaks, thefts or losses of customer data. Occasional erroneous reporting of personal data has occurred, but has been determined not to pose risks to the rights or freedoms of natural persons. The ISMC will continue to monitor incident reports from the Hydra Incident Reporting System and other sources. There were no complaints or investigations by regulatory bodies during the last Financial Year. Seven complaints were made by clients due to errors in handling of data. However, there were no adverse impacts to the rights and freedoms of data subjects as a result of containment measures taken in response to these incidents, and the complaints were resolved to the satisfaction of the clients.	



ADDITIONAL INFORMATION ON OUR EMPLOYEES AND RELATED INITIATIVES

Our workforce profile

Total number of employees by employment contract, by gender	Female	Male	Non-disclosed	Group total
Permanent	4352	4128	103	8583
Temporary	620	624	211	1455
Per diem	6	8	2	16
Locum	14	40	2	56

Total number of employees by employment type, by gender.	Full time	Part time	Locum	Per Diem
Female	4546	426	14	6
Male	4502	250	40	8
Non-disclosed	156	158	2	2
Sum	9204	834	56	16

Total number of employees by employment contract, by region	Permanent	Part time	Per Diem	Locum
Africa	1001	8	0	0
Americas	1700	81	10	0
ANZ	148	31	0	0
Asia	1696	33	0	1
Europe	1290	230	0	0
IAS (Globally mobile employees)	947	7	0	50
MENA	472	0	0	0
Pacific	389	420	6	1
Russia & Kazakhstan	830	9	0	0
SEA	731	15	0	4
Sum	9204	834	16	56

Data correct as of 4 November 2020.

“Be Well” programme - Monthly thematic webinars

Mental health themes for our internal wellbeing support

Month	Topic
October	Check-in with yourself: Are you stressed? How to talk about Mental Health at work
November	How to improve your focus? Procrastination: do's & don'ts Know the signs: Stress that can lead to anxiety & depression
December	Burn-out & how not to feel burnt out - The art of relaxation Know how to help - Suicide prevention
January	How to build healthy habits A work environment free of stress
February	The art of sleeping & combat against insomnia
March	Mental Health for women
April	Build resilience for your family
May	Dealing with mistake/ Imposter Syndrome
June	Keep the flame alive: your passion & motivation - Embrace the changes & uncertainties

Physical health themes for our internal wellbeing support

Month	Topic	Webinar
September	Healthy Immune System	Immune System
October	Heart Health	Risks of Heart diseases & prevention Signs of Heart Attack
November	Diabetes	Diabetes risks & prevention Living with diabetes
December	Loneliness & isolation	Loneliness, burn-out Mental Health and depression
January	A year of health & resilience	COVID 19 - reminder for the festive season Annual health check: Why, how and what
February	Cancer awareness	Most common types of cancer and prevention Living with cancer
March	Women's health	Breast cancer Maternal health
April	Be Well & Sustainable	Sustainable Alternatives for healthcare Vegetable-based diets
May	Tobacco	The impact of tobacco on health Tips to stop smoking
June	Men's health	Prostate cancer Pre-ejaculation
July	Liver Health	Common liver-related diseases & prevention Signs that your liver is suffering



DUTY OF CARE: INTERNATIONAL SOS FOUNDATION

The International SOS Foundation is a registered charity and was started with a grant from International SOS. It is a fully independent, not-for-profit organisation. Launched in March 2012, the 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.

Key industry contributions

Since its inception in 2012, the Foundation has partnered with several associations and organisations to bring to the public a wealth of health and safety information. Below are some of our key contributions.

Sharing global best practices on Duty of Care

The International SOS Foundation develops international guidance on the prevention and mitigation of risks associated with working and travelling abroad. In 2019, the International SOS Foundation partnered with Heinrich-Heine-Universität Dusseldorf, International Social Security Association (ISSA) and Vision Zero to produce a new whitepaper “Staying safe and healthy while working abroad: how to conduct a systematic risk assessment for Occupation Health and Safety”. The paper is based on the original German version “Leitfaden zur Erstellung der Gefährdungsbeurteilung”. Due to a huge demand, the International SOS Foundation along with its co-publishers have decided to develop an international English version of the guidance, making it available to a wider audience. The paper details the steps including the risk assessment process as well as which hazards should be identified within Occupational Health and Safety, health protection and security abroad. It also details what preventive and acute measures can be taken to ensure the health, safety and security of mobile workers and to fulfil the Duty of Care.

[Read the paper here.](#)



Ongoing research

As an expert in the field, the International SOS Foundation launched in 2020 a global survey ‘What will organisational health look like in 2030?’. The survey aims to get global audience’s input on Health forecast to include in our forthcoming report on this topic.

Providing regional insight on Duty of Care legal framework

Developed in conjunction with law firm Herbert Smith Freehills, the International SOS Foundation produced a guide giving complementary legal and security perspectives; it provides regulatory and judicial context as well as practical mitigation steps from a security perspective. The aim is to raise awareness on welfare-related issues, relevant work-related legislation, common law, as well as the legal complications and obligations of employers. In development of the briefing paper over 100 Australian organisations shared their understanding of the harmonised laws and their compliance to the new law.

[Read the paper here.](#)

Latest International SOS Foundation publications also include:

Austria
Launch of the Risk Assessment whitepaper “Leitfaden zur Risikominimierung bei beruflichen Auslandsaufenthalten”. The paper, supported by a press release and interviews, was promoted at the Risk Outlook event in Vienna, presented at a webinar (December) and remains a central vehicle in lead nurture campaigns.
Denmark
Launch of Danske Industri whitepaper “Looking after your mobile workforce in a globalising economy”. The whitepaper, supported by a press release and interviews, was promoted at two local events, one in Copenhagen and one in Jutland. We also produced a special video with our client Arla Foods.
Italy
“Lavoratori con contratto italiano all'estero e responsabilità del datore di lavoro”. Published by the International SOS Foundation in collaboration with the law firm Gianni, Origoni, Grippo, Cappelli & Partners. A paper on the regulatory sources about employer and company’s responsibility and safety obligations for Italian employees working internationally.
Portugal
As part of our continuous efforts to reinforce our message in the market about how we can support organisations keeping their global workforce healthy, safe and secure, the International SOS Foundation has produced a new Duty of Care White Paper partnering with the leading law firm in Spain and Portugal, Cuatrecasas. The whitepaper titled “O Duty of Car no direito do trabalho” was officially launched during two exclusive conferences on 2 October in Porto and 3 October in Lisbon together with AON.

Duty of Care & Sustainability education and training

The International SOS Foundation has designed the world’s only certified Duty of Care Training programme entitled “Safety, Health and Security for the Mobile Worker.” The training course provides Occupational Safety and Health practitioners with the knowledge and skills necessary to actively participate in the management of safe, healthy and secure travel for their mobile workforce. The course is targeted at Occupational Safety and Health practitioners, travel managers, occupational doctors, and travel risk managers. Upon successful completion of the course, participants will be awarded a prestigious certificate from the Institution of Occupational Safety and Health. New to this year, we have transformed the course to be delivered virtually, in adaptation to the current global pandemic context.

The Duty of Care training course has been running successfully since 2017, with 16 courses delivered across the US, Canada, Europe, and Asia. We welcomed participants from a variety of global organisations. We have also customised the course content to accommodate the needs of different sectors such as educational institutions and NGOs.

As organisations focus on the response to the COVID-19 pandemic, Occupational Health & Safety will be a key area of importance for the near future, especially in regard to sustainability reporting. This year, the International SOS Foundation launched a new virtual training course entitled “Sustainability management & reporting for the Occupational Health & Safety practitioner”.

The International SOS Foundation’s brand-new course provides the understanding necessary to integrate workforce health & safety management and monitoring into an organisation’s sustainability strategies. Participants receive a CPD accredited certificate upon successful completion.

Recognising organisations’ efforts in Duty of Care worldwide

International SOS Foundation’s Duty of Care Summit & Awards is an internationally recognised platform designed to share best practice and celebrate organisations’ efforts in Duty of Care. The Summit, a world-class forum on protecting mobile workers and mitigating risks, brings together industry leading experts for discussion and debate, practical case studies and invaluable networking. The Awards recognise outstanding achievements in meeting high standards of health, safety and security at work. It provides entrants with a chance to attain external recognition for their success in protecting their people. On 17 October, 2019 in Shanghai, the Foundation hosted its 4th Duty of Care Awards. The awards entries were submitted into seven categories including Communications, Innovation, Sustainability, Education, Remote Resilience, Ambassador of Duty of Care and a new category entitled, Belt & Road Initiative. The next Duty of Care Awards will take place in September 2021.

For more information visit:  
[dutyofcareawards.com](#)





UNGC PRINCIPLES INDEX

Principles of the United Nations Global Compact			Location
Human rights	Principle 1	Businesses should support and respect the protection of internationally proclaimed human rights	Business integrity, transparency and ethics*
	Principle 2	Businesses should make sure that they are not complicit in human rights abuses	Business integrity, transparency and ethics*
Labour	Principle 3	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	Business integrity, transparency and ethics*
	Principle 4	Businesses should uphold the elimination of all forms of forced and compulsory labour	Business integrity, transparency and ethics*
	Principle 5	Businesses should uphold the effective abolition of child labour	Business integrity, transparency and ethics*
	Principle 6	Businesses should uphold the elimination of discrimination in respect of employment and occupation	Modern leadership and engaging work*
Environment	Principle 7	Businesses should support a precautionary approach to environmental challenges	About this report*
	Principle 8	Businesses should undertake initiatives to promote greater environmental responsibility	Environmental impacts of our operations* Supporting our clients during the pandemic
	Principle 9	Businesses should encourage the development and diffusion of environmentally friendly technologies	Digitalisation of healthcare and assistance*
Anti-corruption	Principle 10	Businesses should work against corruption in all its forms, including extortion and bribery	Business integrity, transparency and ethics*

For more information, please visit [internationalsos.com/sustainability](https://internationalsos.com/sustainability)

\* Those chapters can be found in our original 2019 Sustainability Report [HERE](#).

“Despite the hardship of 2020, we cannot stand still in matters of sustainability and I am confident that we will emerge stronger throughout 2021 and beyond.”

— Arnaud Vaissié  
Co-founder, Chairman & Chief Executive Officer, International SOS

For comments and feedback, please write to:

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