PROTECTING AND SAVING LIVES.
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. 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

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International SOS Sustainability Progress Update 2021

WORLDWIDE REACH. HUMAN TOUCH.

EcoVadis is a worldwide business sustainability rating agency.
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 multilingual 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.

THE WORLD OF INTERNATIONAL SOS

WORLDWIDE REACH. HUMAN TOUCH.

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
99 languages & dialects spoken
Access to over 3,200 security specialists

OUR CLIENTS
12,000 global clients
89% of Fortune Global 500
64% of Fortune Global 500 companies

QUALITY DISTINCTION
Bureau Veritas Certification for Personal Data Protection (GDPR)
First organisation certified globally
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

2,700
medical evacuation response planes
4,500
offshore medical cases
850
medical & security reports per month
12 million
leaks of our location monitor
364 million
Passenger Name Records (PNR)
1 million
medical services
44,000
security services
12
million
leaks of our location monitor
24,500
health trucks
300,000
medical kits in a year

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

1,000 LOCATIONS IN 85 COUNTRIES

We care for clients across the globe,
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 360 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 the disruption of essential health services and others will, no doubt, experience this in the upcoming months.

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 broader 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. 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.

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 transcending 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 ordinariy 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.

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OUR COMMITMENT IN THE GLOBAL COVID-19 PANDEMIC

International SOS initially set up a global crisis management team and established crisis management teams in China and parts of 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 built 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, there was a quick escalation to a wider Asia structure and rolled out globally to all our operating units, clinics and remote sites. As seen in Nigeria, where 317 Nigerian doctors diagnosed the first case of COVID-19 in the country, our clinics were the first to alert about the emergence of COVID-19. As early as January 2020, we then progressively developed our planning and readiness responses based on the initial outbreak in China and North Asia. A specific COVID-19 resource hub was created to make such information available to both clients and International SOS employees.

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.

Separately, another team of Pandemic Managers from our global offices HR team was formed under the guidance of Dr Hendrik Schultz, who oversees the pandemic management at a local 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 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.

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 Schultz, 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-minute 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 initiatives 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.

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1 COVID-19 resources hub - 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.

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.

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.

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 client 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 the UNGC to consider a new focuses on health and human rights, while acknowledging that the UNGC needs to be more inclusive of human rights. We also support and contribute to the UNGC’s Global Compact (UNGC).

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 tool (October 2020). Additionally, since 1 January 2020, our expert Francesca Viliani, Co-head of Sustainability, is also a member of the GRI stakeholder council.

Our Sustainability Committee

Our Sustainability Committee Members

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<thead>
<tr>
<th>Name</th>
<th>Position</th>
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<tbody>
<tr>
<td>Kai Boschemann</td>
<td>Chief Marketing &amp; Communication Officer</td>
<td>London</td>
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<tr>
<td>Francesca Viliani</td>
<td>Director Public Health Europe Consulting, Co-chair of the Sustainability Committee</td>
<td>Copenhagen</td>
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<tr>
<td>Elena Choudet</td>
<td>Group Marketing Manager, General Secretary of the Sustainability Committee</td>
<td>Barcelona</td>
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<td>Jean-Thomas Dong</td>
<td>Culture &amp; Engagement Manager</td>
<td>Singapore</td>
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<td>Thierry Dardare</td>
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<td>Dr Philippe Gabriel</td>
<td>Medical Director Europe Consulting</td>
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<td>President &amp; Chief Executive Officer, Aviation &amp; Maritime Services</td>
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<td>Michael Whitby</td>
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<td>Mark Crawford</td>
<td>Group Deputy Director Quality &amp; Compliance</td>
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<tr>
<td>Sally Wong</td>
<td>VP Global Partnerships &amp; Alliances</td>
<td>Singapore</td>
</tr>
<tr>
<td>Yoko Tomimoto</td>
<td>Group Marketing Manager</td>
<td>London</td>
</tr>
<tr>
<td>Ian Bonerowski</td>
<td>Group General Manager, Azure Lifestyles</td>
<td>Singapore</td>
</tr>
</tbody>
</table>

Our Sustainability Advisory Board

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dr Mylah Hain</td>
<td>Group Medical Director, Medical Services</td>
<td>Sydney</td>
</tr>
<tr>
<td>Laurent Fourtier</td>
<td>Chief Executive Officer, Assistance Services</td>
<td>Geneva</td>
</tr>
<tr>
<td>Jennifer Gibbs</td>
<td>Group Director, HR</td>
<td>Singapore</td>
</tr>
</tbody>
</table>

Our Sustainability Governance

Our strategy is to integrate sustainability, step by step, into all parts of our business and is based on International SOS’s 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 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 the 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 views of our management and our 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

- **Epidemics and public health**
- **Access to a skilled workforce**
- **Business continuity**
- **Data privacy & protection and cyber security**
- **Patient care, client satisfaction and quality of assistance**
- **Business integrity, transparency and ethics**
- **Employee health, safety and wellbeing**
- **Security and safety**
- **Digitalisation of healthcare and assistance**
- **Relationship with assistance partners and suppliers**
- **Epidemics and public health**
- **Modern leadership and engaging work**
- **Relationship with assistance partners and suppliers**
- **Epidemics and public health**
- **Modern leadership and engaging work**
- **Relationship with assistance partners and suppliers**

- **Internal Impact**
- **External Impact**

- **Critical**
- **Highest**
- **Higher**

- **High**

- **Environment**
- **People**
- **Governance**
- **Medical & Security Services**
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

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 opportunities to include more locations.

In FY20/21, we will support the introduction of a new ISO certification standard on travel risk management.

We aim to attain our MedSupply Corporate Quality Management System (CQMS) by FY20/21 – a set of standard management system procedures based on the World Health Organization’s (WHO) Model Quality Assurance Systems (MQAS) for procurement agencies, and other applicable WHO guidelines.

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.

We maintain our commitment to improve Global Health Security throughout FY20/21.

In Progress

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 have been actively working with the International Organization for Standardization (ISO), British Standards Institution (BSI) and the standard will be available in 2021.

We maintain our commitment to Global Health Security throughout FY20/21.

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

<table>
<thead>
<tr>
<th>Goal</th>
<th>Progress</th>
<th>Activities</th>
</tr>
</thead>
<tbody>
<tr>
<td>We will maintain our community-based malaria awareness throughout this year.</td>
<td>Completed</td>
<td>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 16,100 lives.</td>
</tr>
</tbody>
</table>

The International SOS Foundation received support for its research efforts on Duty of Care & Sustainability, Health, Safety and Wellbeing.

We commit 50 volunteers to support the International SOS Foundation and its research efforts in Duty of Care, Health, Safety and Wellbeing annually.

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. 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 Viiani, 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:

- The role of sustainability and transparency in design the “new normal”.
- Using sustainability impacts to manage risks and build sound business continuity plans.

The annual roster of volunteers can be found at https://www.internationalsosfoundation.org/about-us. This year it included 54 volunteers.

The Foundation is now self-sustaining thanks to previous year’s donations from International SOS.

### SDGs*

- **Goal 3**: We aim to contribute to improved health and wellbeing of people through projects including: Health, Safety and Wellbeing. & Sustainability, Health, Safety and Wellbeing.
- **Goal 4**: We are committed to developing young talent, through our Global Talent Programme in long-standing partnership with AIESEC.
- **Goal 5**: We commit to raising awareness on Malaria through our Global Talent 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.
- **Goal 6**: We commit to raising awareness on Malaria through our Global Talent 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.
- **Goal 8**: We will maintain our community-based malaria awareness throughout this year. | Completed | 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 16,100 lives. |

- **Goal 9**: We are committed to improving living standards and quality of life for our clients.
- **Goal 12**: We aim to maintain our commitment to safe and efficient operations.

- **Goal 13**: We will maintain our community-based malaria awareness throughout this year. | Completed | 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 16,100 lives. |

- **Goal 16**: We will maintain our community-based malaria awareness throughout this year. | Completed | 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 16,100 lives. |

- **Goal 17**: We will maintain our community-based malaria awareness throughout this year. | Completed | 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 16,100 lives. |

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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 Latham region which is under implementation process and meant to be launched after the program by the end of FY21. 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. We remain on track regarding our goal to provide all our employees with wellbeing support by FY23/24.

As part of the embedding initiatives on those by FY20/21.

By the end of FY1920, we aim to launch an internal wellness programme covering all functions and business lines across different locations.

In FY19, we will cascade the group level cyber-attack breach simulation training from our top general management population to the regional crisis management teams.

In FY19/20, we will embark on a process of assessing our environmental footprint.

We aim to enhance our data gathering systems and conduct regular training for our Executive Committee on the following matters, aligned with relevant GRI standards:
- Discrimination (GRI 406-1)
- Freedom of Association and Collective Bargaining (GRI 407-1)
- Customer Health and Safety (GRI 416-2)
- Anti-Competitive behaviour (GRI 206-1)
- Customer Privacy (GRI 418-1)

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 took 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 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.

We launched the sustainability session in July 2020. We started the training for hiring sustainability teams globally to get them familiarised with the use of the toolkit and have given a six-month period for all 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 Q1 of FY20/21.

As part of the embedding sustainability and company philosophy and DNA, we will include a sustainability dimension to the induction of all new International SOS’ employees globally.

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 when there is a huge surge in cases.

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.

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 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.

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 FY20/21. 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 or 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 Hydro 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

<table>
<thead>
<tr>
<th>Total number of employees by employment contract, by gender</th>
<th>Female</th>
<th>Male</th>
<th>Non-disclosed</th>
<th>Group total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Permanent</td>
<td>4352</td>
<td>4128</td>
<td>103</td>
<td>8583</td>
</tr>
<tr>
<td>Temporary</td>
<td>620</td>
<td>624</td>
<td>211</td>
<td>1455</td>
</tr>
<tr>
<td>Per diem</td>
<td>6</td>
<td>8</td>
<td>2</td>
<td>16</td>
</tr>
</tbody>
</table>

| Locum                                                      | 14     | 40   | 2             | 56          |

<table>
<thead>
<tr>
<th>Total number of employees by employment type, by gender.</th>
<th>Full time</th>
<th>Part time</th>
<th>Locum</th>
<th>Per Diem</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>4546</td>
<td>426</td>
<td>14</td>
<td>6</td>
</tr>
<tr>
<td>Male</td>
<td>4502</td>
<td>250</td>
<td>40</td>
<td>8</td>
</tr>
<tr>
<td>Non-disclosed</td>
<td>156</td>
<td>158</td>
<td>2</td>
<td>2</td>
</tr>
</tbody>
</table>

| Sum                                                       | 9204      | 834       | 56    | 16       |

<table>
<thead>
<tr>
<th>Total number of employees by employment contract, by region</th>
<th>Permanent</th>
<th>Part time</th>
<th>Per Diem</th>
<th>Locum</th>
</tr>
</thead>
<tbody>
<tr>
<td>Africa</td>
<td>1001</td>
<td>8</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Americas</td>
<td>1700</td>
<td>81</td>
<td>10</td>
<td>0</td>
</tr>
<tr>
<td>ANZ</td>
<td>148</td>
<td>31</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Asia</td>
<td>1696</td>
<td>33</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Europe</td>
<td>1290</td>
<td>230</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>IAS (Globally mobile employees)</td>
<td>947</td>
<td>7</td>
<td>0</td>
<td>30</td>
</tr>
<tr>
<td>MENA</td>
<td>472</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Pacific</td>
<td>389</td>
<td>420</td>
<td>6</td>
<td>1</td>
</tr>
<tr>
<td>Russia &amp; Kazakhstan</td>
<td>830</td>
<td>9</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>SEA</td>
<td>731</td>
<td>13</td>
<td>0</td>
<td>4</td>
</tr>
</tbody>
</table>

| Sum                                                        | 9204      | 834       | 16      | 56     |

Data correct as of 4 November 2020.

### Mental health themes for our internal wellbeing support

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

### Physical health themes for our internal wellbeing support

<table>
<thead>
<tr>
<th>Month</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>September</td>
<td>Healthy Immune System Immune System</td>
</tr>
<tr>
<td>October</td>
<td>Heart Health Risks of Heart diseases &amp; prevention Signs of Heart Attack</td>
</tr>
<tr>
<td>November</td>
<td>Diabetes Diabetes risks &amp; prevention Living with diabetes</td>
</tr>
<tr>
<td>December</td>
<td>Loneliness &amp; isolation Loneliness, burn-out Mental Health and depression</td>
</tr>
<tr>
<td>January</td>
<td>A year of health &amp; resilience COVID 19 - reminder for the festive season Annual health check: Why, how and what</td>
</tr>
<tr>
<td>February</td>
<td>Cancer awareness Most common types of cancer and prevention Living with cancer</td>
</tr>
<tr>
<td>March</td>
<td>Women's health Breast cancer Maternal health</td>
</tr>
<tr>
<td>April</td>
<td>Be Well &amp; Sustainable Sustainable Alternatives for healthcare Vegetable-based diets</td>
</tr>
<tr>
<td>May</td>
<td>Tobacco The impact of tobacco on health Tips to stop smoking</td>
</tr>
<tr>
<td>June</td>
<td>Men's health Prostate cancer Pre-ejaculation</td>
</tr>
<tr>
<td>July</td>
<td>Liver Health Common liver-related diseases &amp; prevention Signs that your liver is suffering</td>
</tr>
</tbody>
</table>
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 Düsseldorf, International Social Security Association (ISSA) and Vision Zero to produce a new whitepaper “Staying safe and healthy while working abroad: how acute measures can be taken to ensure the health, safety and security of the global workforce”. 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. It also sets out what preventive and assistive measures can be taken to ensure the health, safety and security of mobile workers and to fulfil the Duty of Care.

Latest International SOS Foundation publications also include:

Austria

Launch of the Risk Assessment whitepaper “Leitfaden zur Risikominderung 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 Care no direito do trabalho” was officially launched during two exclusive conferences on 2 October in Porto and 3 October in Lisbon together with AON.

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.

For more information visit: dutyofcareawards.com

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 regards to sustainability reporting. This year, the International SOS Foundation launched a new virtual training course entitled “Sustainability management & reporting for the Occupational Health & Safety practitioners”.

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.

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.

For more information visit: dutyofcareawards.com
## UNGC PRINCIPLES INDEX

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

For more information, please visit internationalsos.com/sustainability