



**INTERNATIONAL
SOS**

PROTECTING AND SAVING LIVES.

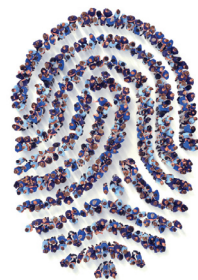
ESG PROGRESS UPDATE 2022

ADDENDUM TO OUR SUSTAINABILITY REPORT

CONTENTS

THIS REPORT COVERS THE FISCAL YEAR 20/21
(JULY 2020 - JUNE 2021)

1	Statement from Arnaud Vaissié (Co-founder, Chairman & Chief Executive Officer) & Dr Pascal Rey-Herme (Co-Founder & Group Medical Director)
2	The world of International SOS
2	Our Mission
2	Our Vision
2	Our Values
4	The forces shaping our future
4	Global public health crisis
5	Health at work
6	Infodemic vs trusted sources
7	A growing divide
7	Innovation via collaboration and speed to market
8	Embedding a safe working environment for our people and helping clients see and prepare for a world with the COVID-19 pandemic
12	Sustainability and us
12	Our philosophy
13	Sustainability governance
15	Our material topics
16	Our goals and progress
26	International SOS Foundation



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 FOUNDERS,
ARNAUD VAISSIÉ & DR PASCAL REY-HERME

Even before COVID-19 spread around the globe in the early months of 2020, the business world was already in flux. The pandemic has heightened the complexities. Organisations need all the ingenuity and flexibility they can muster to weather the storm and to thrive in the new landscape.

We are a trusted partner for these organisations and we have been central to their resilience. We provide them with essential medical and security support and advice, enabling them to protect their employees. This ensures business continuity through successive waves of the pandemic.

While working under extreme pressure to provide those vital services to 12,000 organisations around the world, we have never lost sight of the need to safeguard and nurture our own employees.

We are also building on our established Be Well programme, to promote a positive mental health culture throughout our workforce. Webinars to this effect were attended by more than 6,000 employees in the 2020/21 financial year. We have extended our employee assistance programme (EAP) coverage from 21 to 43 countries. These efforts gained us global recognition in the form of the 2021 Franco British Business Wellbeing in Crisis award.

We are proud to have succeeded in keeping our own staff safe. While working to do the same for our clients in the most challenging circumstances we have extended to wider horizons our Sustainability goals.

We have recently broadened our Sustainability vision to align our business model and activities with wider Environmental, Social and Corporate Governance (ESG) principles. To maximise the positive impact we can have on all our stakeholders: employees, customers, suppliers and the communities in which we operate, we now embed sustainable thinking in everything we do.

We have carried out a new materiality assessment, overseen by our ESG Board. We have re-ranked our 17 existing Sustainability priorities to reflect the major changes in the environment we operate in. We added two new material topics, diversity & inclusion and innovation, to acknowledge the increased attention we have been paying to these issues.

As a longstanding signatory to the UN Global Compact for Business, International SOS continues to actively work to align with its principles to underpin the Sustainable Development Goals. We were pleased to recently sign the CEO Statement of Support for the Women's Empowerment Principles (WEP). This commits us to further advance gender equality throughout our organisation.

In 2021 we celebrated the 10th anniversary of the founding of the International SOS Foundation, our not-for-profit arm. The Foundation has worked tirelessly through publications, training, events and awards to educate and inform organisations in ways to discharge their Duty of Care. We wish the Foundation as much success in its second decade.

In the coming year, we will continue to be a mission-critical partner for our clients in turbulent times. We will also keep challenging ourselves to build on our ESG achievements to date as we prepare for the post-pandemic world.

Yours sincerely,

Arnaud Vaissié
Co-founder, Chairman &
Chief Executive Officer

Dr Pascal Rey-Herme
Co-founder &
Group Medical Director

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 protect your people and your organisation's reputation, as well as support your compliance reporting needs. 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. 12,000 multi-cultural medical, security and logistics experts stand with you to provide support & assistance from over 1,000 locations in 90 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 90 countries.



OUR PEOPLE

12,000
employees

5,200
medical professionals

100
languages
spoken

Access to over **3,200**
security specialists led by
200 dedicated experts



OUR CLIENTS

12,000
global clients

87%
of the Fortune
Global 100

63%
of the Fortune
Global 500



KEY ACTIVITIES STATISTICS

4 million
assistance calls

811,000
medical
services

43,000
security
services



QUALITY DISTINCTION

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

First organisation to receive **ISO/TS 13131**
certification for delivery of TeleHealth services

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

ISO 9001:2015
for superior quality
management
process



INTELLIGENCE & TRACKING

Intelligence &
analysis on
229 countries
& **853** cities

55,000
health &
security alerts
sent in a year

6.6 million
users of our
location monitor

We have the
industry's
largest
database of security
assessed hotels



HEALTH & SECURITY SERVICES

1,100
health & security
consulting
engagements

2,200
medical evacuation
response plans

18,000
health checks

MedSupply
delivered
300,000
medical kits
in a year



THE FORCES SHAPING OUR FUTURE

The COVID-19 pandemic - the defining event of the first quarter of the 21st century - has put Sustainability centre stage by refocusing the world's attention on its vulnerabilities, whether it is to disease or the effects of climate change.

At International SOS we have continued to support businesses through a second year of upheaval. We worked to protect our own staff so that we could protect those of clients and help them maintain business continuity.

After over two years of pandemic, we are developing strategies to accelerate recovery and to help organisations navigate a changed business landscape shaped by tectonic shifts now underway.

1. Global public health crisis

COVID-19 response shows us what is possible

In the past 12 months, nations have moved beyond their first response to the COVID-19 crisis but not beyond the crisis itself. The World Health Organization (WHO) estimates there have been 248 million cases of COVID-19 since the start of the pandemic and more than 5 million deaths, almost five times the total when we compiled our last report. Governments have had some success in damping transmission with movement restrictions, testing and vaccination programmes but some countries are experiencing fourth and even fifth waves of the virus.

The strain on public health systems has been felt in delays in treatment and care for patients with urgent or chronic conditions unrelated to the Coronavirus. The resulting backlog will persist even when the pandemic recedes.

The process of developing, testing, approving and rolling out effective vaccines to the populations of developed countries at a previously unthinkable speed has been a game-changing demonstration of what is possible in public healthcare. The challenge for nations will be to carry

forward those gains in speed and efficiency when the crisis passes.

At International SOS we have also drawn on deep reserves of energy and ingenuity to keep up a level of service excellence to our clients. At the same time we ensured our own staff were protected and empowered, whether working at our offices or from home.

We have worked throughout to help businesses continue trading through the toughest of times and to ensure that they emerge from the pandemic period intact and thriving. We have underpinned efficient roll-out of vaccine and testing programmes across their workforces. We have also enabled safe business travel despite changing restrictions. We launched the world's first digital health certification, the AOKpass, a secure mobile app that carries a verified copy of an employee's medical record, providing instant proof of their COVID-19 compliance status.

We give our clients the insights and analysis to take a pragmatic view beyond the current crisis. We enable them enhancing their medium and long-term planning and preparedness for future pandemics and other health emergencies, ensuring their businesses can roll with the punches now and in the future.



2. Health at work

There is no growth without health

Organisations' reliance on their workforces to overcome adversity and adapt quickly to new conditions in a time of stress has reminded them how much they depend on human capital to survive and succeed.

As a key component of human capital, managing employee health and wellbeing must become a strategic issue for organisations who want to endure the continuing volatility and prosper in years to come. This truth is summed up by the headline of a July 2021 article in Forbes magazine: There's No Growth Without Health.¹

Polls and employment churn data show that employees' sense of job mobility has increased since the pandemic began. However a survey by insurers MetLife found 40% of workers were less likely to look for new jobs "if my employer demonstrated more care for my physical wellbeing".²

Our services are a key factor in businesses keeping their staff healthy and resilient, whether it is health screening, testing, emergency evacuation or any of our other multiple offerings. We have extended our coverage to ensure that workforces, wherever they work, can be offered the same level of preventative care and rapid crisis response as we have always provided to business travellers.

Mental Health support will be critical too. In a January 2021 survey by Willis Towers Watson, 82% of US employers said they expected COVID-19 to continue to have negative impacts on employee wellbeing over the following six months.³ We have seen that trend reflected in an eight-fold increase in take-up by clients of our mental health and wellbeing services since the pandemic started. In response we have enhanced these services both at strategic and tactical level, to make sure organisations can boost and maintain the emotional health resilience of their workforce. This includes awareness raising and training programmes, support for employees and managers, Mental Health information, or advice from mental health professionals, remotely, in-clinic or at clients' premises.

¹ Forbes article - "There's no growth without health"

² MetLife survey - <https://www.metlife.co.uk/ReMe/>

³ Willis Towers Watson survey - <https://www.willistowerswatson.com/en-US/insights/2021/02/2021-emerging-from-the-pandemic-survey>

3. Infodemic vs trusted sources

Cutting through the data miasma

Board-level focus on employee health and safety has not diminished as the pandemic has stretched on. Executives know that ensuring continuity and resilience depends on having reliable data on rising or falling case rates and shifts in government policy in different countries. Since the start of the pandemic, we have seen 6.5 times increase in calls to our Assistance Centres from top-level managers.

Without timely, accurate, unbiased information on the changing risk levels, business leaders face an uphill task trying to sift rumours and unreliable predictions from solid fact. The right information at the right time allows them to plan and mitigate adverse business impacts associated with supply chain interruptions or movement restrictions. We provide that information and advice based on intelligence gathered from dedicated health and security experts across the globe. We monitor conditions day-to-day and analyse their implications for clients.

Managing the Duty of Care to business travellers is also more complex now than ever and needs meticulous planning. Our newly appointed Travel Specialists navigate the shifting requirements for arrival and departure testing and certification in different jurisdictions. We are also working on apps to inform business travellers directly about the rules applicable to their journeys.

Our research and insights go well beyond issues such as infection control and emergency assistance. Our preventative programmes and wellbeing services help clients maintain their workforces at optimum levels of health and fitness. This gives business leaders confidence their staff have the maximum flexibility and resilience to adapt to rapid changes in circumstances, and to adapt to a new business environment in the years to come.

1 Source - Figures based on International SOS' Assistance Centre data



4. A growing divide

Time to rise above national differences

Making vaccines rapidly available to whole populations of higher-wage economies was an undeniable success. However many developing countries still suffer from low levels of immunisation. Tensions between countries are sharpened by accusations that some are co-opting the vaccine manufacturers' output for boosters for their citizens who have already received two rounds, at the expense of states which have yet to provide everyone with a first dose. In February 2021, the World Health Organization warned that this so-called "vaccine nationalism" increased the risk of further mutations in the Coronavirus. Nevertheless, efforts to persuade counties to export large volumes of surplus vaccines have met with limited success.

In uncertain times, people gravitate towards those who offer simple answers to complex questions. But the COP26 conference has shown that it is possible for countries to reach collective agreements to help mitigate global problems.

Business depends on stability and International SOS helps organisations transcend national variations to offer the same level of protection to staff wherever they are. We help them implement a holistic approach to keeping their employees safe, healthy and productive in an increasingly unpredictable environment. We have also supported community health projects around the world and participated in international initiatives such as the symposium "Our Interconnected World: Impact Assessment, Health, and the Environment", supporting efforts to build health into global Sustainability.



5. Innovation via collaboration and speed to market

Harnessing the multiplier effect of partnerships

Spurred on by pandemic-related changes in trading conditions and regulation and by governments' decarbonisation targets, businesses are adjusting fast with developments such as hybrid working and environmental pledges. In some cases, such as achieving net-zero emissions, these goals are only achievable in collaboration with other organisations, such as suppliers and customers.

At International SOS we have recognised the importance of Innovation to our business and our clients by adding it to our materiality matrix as a business-critical factor. Our rapid reaction to COVID-19 restrictions has included ramping up our TeleConsultations service, offered in 33 countries in June 2021, up from 24 the year before.

We also recognise the creative multiplier effect of partnership working with other specialist organisations. Recent fruits of our collaborations include a new ISO certification standard on travel risk management developed in conjunction with the International Organization for Standardization (ISO) and the British Standards Institution (BSI). In 2021/22 we are also continuing to work with Workplace Options to expand our Mental Health service to clients.

We will continue to innovate and collaborate to offer our customers the best service in uncertain times and to drive Sustainability improvements.



EMBEDDING A SAFE WORKING ENVIRONMENT FOR OUR PEOPLE AND HELPING CLIENTS SEE AND PREPARE FOR A WORLD WITH THE COVID-19 PANDEMIC

OUR GOVERNANCE AND RESILIENCE IN THE POST-PANDEMIC WORLD

We have run a comprehensive structure of pandemic crisis management across the organisation for most of the past 24 months. International SOS has honed and developed new tools and reporting systems across our Pandemic Response Plan. A global structure of responsible Pandemic Managers in each location allow on-going monitoring to the situation and the ability to adjust the measures and protection across the workforce and client interaction. Each location is guided by Group Policies regards travel, work safety and new practices to protect the workplace and allow a more flexible environment. Key resources focussed on the delivery of services to clients largely remain the priority in relation to office-based work with many of the supporting functional teams able to take a more flexible approach to work from home. In many offices a new variable structure of work has been applied and is working well. We continue to follow local legislation as the core guide to each local plan and have taken

a conservative approach to health and safety. Generally, we exceed all guidelines as would be expected from a healthcare company, which takes its Duty of Care responsibilities extremely seriously.

Our group wide vaccination and office hygiene safety programme, support with both COVID-19 and seasonal flu vaccinations, combined with continued attention to the safe-distancing and flexible work neighbourhoods has created confidence in our work community. Each location has its own Business Continuity Plan coordinated by local management, human resource and health teams and supported by a local Pandemic Manager. This team works alongside our global pandemic network and implement bespoke local responses based on local legislation, employee needs and country specifics.

In locations where continued exposure to waves of COVID-19 cases exposes the local health services; we have established teams of versatile workers from within the business, able to transition roles at short notice to provide additional support to our medical and operational demands. We have seen these teams deployed across the US, Europe and a number of locations in Asia in recent months. In the past 12

months we have enabled all our offices with full work from home capability to be applied where local government direction and conditions apply. Our remote Medical Services, Clinics and Storage Facilities continue to be integrated within this framework and in developing local plans relative to service delivery expectations. We have established Travel Specialist roles to support the growing demand to understand the implications of complex departure and arrival processes and testing as people starts to return to business and leisure travel. Additionally, we have established a project team dedicated to developing easy to use App tools for internal and external users to map their own travel information needs. Our Group travel policy guiding and managing travel is continually adapted to model the demands of the business and the COVID-19 exposure map giving a high degree of flexibility to our community while minimising the risk.

Our layered approach of pre-work health assessment, self-serve questionnaires, mask wearing, and vaccination programmes have proved to be highly successful in developing confidence in the workplace and return to office where practical and applicable.

PREPARING OUR PEOPLE FOR THE FUTURE OF WORK

As this pandemic becomes an endemic, we focus on preparing our people for a future of co-existing with COVID-19. Our support focuses on awareness, vaccination and testing as well as workplace readiness.

Living safely with COVID-19

Through a series of monthly podcasts, led by our Medical Director Hendrik Scholtz, we provide our global workforce with accurate information and timely updates about COVID-19 while debunking any unfounded speculations. In FY20/21, 30 podcasts drew an average monthly attendance of 343. To make medical information about COVID-19 - which can be overwhelming and difficult to understand - accessible to more people, we created easy-to-read infographics on topics including:

- Safe greetings
- Year-end gatherings & COVID-19
- COVID-19 vaccine: Myths & Facts
- COVID-19 vaccine: Benefits
- Hygiene & Health advice



We support our employees to obtain COVID-19 vaccination and testing. Our global vaccine policy remains that vaccination is a personal choice and we seek to follow the local regulations around this topic wherever operations are.

As many countries start to relax restrictions and communities re-open, we look forward to welcoming our employees back to the office in a safe manner. To minimise the risks of workplace outbreak, our teams of Pandemic Managers, HR, Facilities Managers and Medical Directors have put in place safety protocol including:

- Entrance procedures
- Temperature screening (per local regulation)
- Mask wearing
- Office zoning
- Heightened office cleaning & ventilation protocols
- Modified visitor & delivery requirements
- Transparent dividers for closed spaces such as meeting rooms, canteens
- Alternate work schedules

To give our people confidence to return to any of our offices, we also provided clear and simple briefing materials that outline the workplace readiness. They include:

- Employee handbook
- FAQ script for people managers
- Guideline on external visits
- Facility and workforce checklist



Creating an agile work environment

To meet the ever-changing demands of the market, we always seek to be more agile, not only in the products and solutions we provide, but also in the ways we work and operate. The pandemic has made us rethink about our extensive global real estate footprint and its impacts on our financial and environment Sustainability. We also recognise that our employees can adapt well to flexible work arrangements and while we want to keep space for teamwork and collaboration, we have put in place guidelines and policies to facilitate a transition to alternative work location where appropriate. This is to ensure that our people are able to work productively and deliver a high level of service

to our customers, regardless of their workplace. Our guidelines also provide clear direction for any employees that wish to adopt a more flexible work routine beyond COVID-19.

With a large part of our workforce working virtually, it was key for us to have in place a strong employee engagement strategy. Our weekly "Work From Home" newsletter has transitioned to "Life at International SOS". The newsletter provides tips and advisory infographics on productivity, health and wellbeing issues.¹

Prioritising the health and wellbeing of our people

Caring for the health and wellbeing of our people is a key pillar in our Duty of Care. It is central to who we are, our value and culture. We do it extraordinarily well for our clients and we must do it for our own people. The pandemic provided a lever for us to further promote a health-conscious culture across our organisation.

In FY20/21, we continued to raise awareness about important health topics through series of interactive webinars with Medical Directors.²

Our Employee Assistance Programme was extended to cover more locations. As of June 2021, the programme offers support to our people in 43 countries.

In October 2021, we launched the BeWell Survey - our first global health and wellbeing survey. The survey is voluntary and all data is anonymised but the findings will give us valuable insights into our people's health and wellbeing needs. They will guide enhancements to our current wellbeing support and help us build a solid long-term health strategy for our own people.

Our health and wellbeing initiatives and actions recently led us to win global recognition from the Franco-British Business Wellbeing in Crisis Awards.

The future rests on healthy minds

During the pandemic, we reinforced our focus on our people's Mental Health and wellbeing. Besides the Employee Support Programme and BeWell survey, we launched two new Mental Health support initiatives in 2021.

Mental Health Resilience Programme

The programme is designed help our people unlock productivity with better Mental Health. Six thematic webinars, carefully matched with the company's performance cycle, focus on common mental struggles and provides practical tools on how to cope with them. There are currently 224 participants in the programme.

Mental Health First Aiders

We trained over 20 of our employees to be International SOS' Mental Health first aiders. Rolled out in August 2021, this programme ensures there are certified support peers who can guide employees in crisis towards the right professional support and help to prevent Mental Health issues becoming more acute.

Reinforcing our Mental Health commitments

International SOS became a signatory of the Leadership Pledge implemented by the Global Business Collaboration for Better Workplace Mental Health organisation. The pledge commits us to prioritising better workplace Mental Health by raising awareness and enabling support for our people.

¹ To see the full list of covered topics, refer to page 24
² To learn more on the covered topics, refer to page 25



CONTRIBUTING TO OUR CLIENTS' RESILIENCE

Through the evolution of the pandemic we supported our clients by helping them manage risk, sustain their operations and build business resilience for a post-pandemic world. This relied on three critical pillars: establishing key partnerships, addressing the needs of diverse populations, and providing objective and specialist advice and guidance.

Establishing key partnerships to thrive innovation and adaptation

The pandemic has truly made a shift in the mobility environment, establishing new restrictions and regulations and bringing new concerns related to travellers' health and their ability to travel. To proactively adapt to this "new normality", International SOS in partnership with the International Chamber of Commerce (ICC) and General Society of Surveillance (SGS) Group, launched the world's first digital health certification. AOKpass is a digitally authenticated, secure and portable copy of user's medical records, approved by a medical professional and accessible only by the individual. AOKpass is paving the way for digital certification within the travel industry and has actively deployed pilots with many major airlines and in multiple airport locations globally. This allows for the solution to be perfected in order to meet the specific needs of transport bodies and their associated authorities helping to ensure that a return to mass international travel and freedom of movement can occur, within the content of COVID-19 protocols. As it relates to individuals' data and medical records, our commitment to data privacy was fundamental when rolling out the tool, which is hence fully GDPR compliant. Today the AOKpass solution has been fully adopted by several airlines and 140 airports across 18 countries, helping with digital health status issuance and verification of over 3,000 passengers in more than 500 flights.

Another key collaboration for resilience, has been with our clients on vaccine programmes rollout and most specifically combining forces with local public health systems in their COVID-19 vaccine strategy.

Embedding workforce risks in crisis management strategy

Due to the pandemic, organisations have been forced to widen their crisis management response, embedding workforce assistance and protection more than ever before. With this in mind, stakeholders often need to rethink their crisis management and response approach in a more holistic way. Prior to the pandemic, employers considered assistance solutions specifically for their mobile and international workers. However, the current environment has underscored that risk is everywhere, even for those within their home country. This makes a preventative approach essential. The COVID-19 crisis has shifted the way organisations operate, and new work environment like remote working from home had raised new challenges for business leaders to address. We enhanced our services to offer a comprehensive workforce resilience approach that covers diverse workforce and all job types, ensuring to mitigate associated risk to their unique profile.

Supporting our clients' growing Mental Health and wellbeing agenda

After a year of managing the COVID-19, obvious operational disruptions have emerged impacting organisations. However, the most anticipated organisational challenge will be supporting the long-term impact of their workforce's emotional health resilience.

In the past months, we have seen a jump in the need of Mental Health and wellbeing solutions among our clients. Since the beginning of the pandemic, the number of clients we support with Mental Health and wellbeing solutions has been multiplied by eight.

To answer the growing need of Mental Health and wellbeing support, we enhanced our Mental Health and wellbeing solutions both from a corporate strategy and employee direct support perspectives. We offer organisations dedicated and comprehensive Mental Health and wellbeing programmes with a holistic and sustainable approach. We help our clients build robust Mental Health strategy capturing all the essential dimensions. This includes strategic advisory services which help companies either refine their existing programmes or build them from scratch, awareness sessions and training, emotional support for employees and managers, Mental Health information access, psychological support through access to on-site or in-clinic psychiatrist.



Helping our clients adapt and maintain sustainable operations during turbulent times

During the pandemic our clients sought accurate, objective information, and specialist advice. They truly needed guidance on responding to their immediate health and security threats, as well as stabilising and maintaining operations. Through our monitoring of the pandemic, we proactively communicated on the ways to protect employees, often reducing COVID-19 transmission in our clients' operating environments.

We assisted our clients with reviewing and activating their pandemic response plans and helped organisations source PPE and testing kits. When managers and their employees were in need, we provided immediate assistance, facilitated the highly complex aeromedical evacuation of COVID-19 patients and safely repatriated organisations' staff. As the pandemic advanced, our global health experts developed enhanced health and safety policies and procedures and conducted multiple impact assessments to support return to operations.

Our wider, organisational response has been to mobilise our teams around designing robust and sustainable programmes to help our clients prepare for, respond to and manage future health and security risks. Now, with vaccines having been developed at an unprecedented rate, our advisors are adding capacity and expertise to testing and vaccination planning to help organisations manage the current pandemic and safeguard workforce health. Our approach focuses on prevention, education, actionable insights and on-the-ground support. We are further enhancing our approach through digital innovation.

Prior to the pandemic, health and security advice was given to our clients on an ad-hoc basis in direct response to specific issues and topics such as Malaria, crisis preparedness or chronic disease management. The COVID-19 pandemic has shaken organisations to the core - even those accustomed to operating in high risk environments - and they are now proactively seeking strategic advice and guidance to keep operations running or to support the return to office, travel or events. Taking a longer-term view of the pandemic, the management of chronic diseases and the Mental Health of employees is going to require considerable focus and attention, an area where we bring significant expertise and insight.

According to a new research¹, led by the International SOS Foundation, 88% of respondents see the health requirements of their organisation continuing to increase in complexity over the next 10 years. Whether that complexity is due to an extreme weather event, political instability in a business-critical location or a major infrastructure failure, organisations are recognising the need to take a holistic and strategic approach to risk management.

Our global health and security advisors are now helping organisations consider the new risk environment by providing independent and objective health and security advice as well as mitigation strategies to address the associated challenges.

¹ International SOS Foundation "CHO 2030: Addressing the employee health needs of the future" paper [HERE](#)

New Risk Environment

New Market Needs



Case study – Wellbeing programme solution for a leading Oil & Gas company during COVID-19

International SOS provided a comprehensive wellbeing programme solution for a large oil and gas conglomerate during the COVID-19 pandemic.

Problem: Our client's mission was to make a positive contribution to their people's health and wellbeing. They wanted to promote a healthy lifestyle so that their people could reach the highest attainable standards of wellbeing and health. However, amidst a global pandemic, a creative way to engage their workforce and promote a healthy lifestyle was proving difficult.

Solution: Our Medical Director was on hand to develop a plan with our client's Senior Occupational Health and Safety communication team. This plan involved building a strategic wellbeing programme that could work virtually during a global pandemic. Part of the programme consisted of a 'Digital Wellness Portal' where employees could complete lifestyle assessments, take part in fitness challenges, link their fitness devices, socialise with colleagues, and access a learning library.

Impact: The impact was very positive as it helped engage employees and boosted their mental and physical wellbeing. This experience resulted in a 92% satisfaction rate with the efforts during the activities, while 68% of participants perceived an improvement in health post challenge.





SUSTAINABILITY AND US

Our philosophy

Driven by our core principles, we deliver invaluable local knowledge and expertise on a global scale through actionable insights and unparalleled services to best meet global workforce's needs.

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 people. Our Sustainability commitments set out our ambition and demonstrate how we are holding ourselves accountable for our impact and performance.

Our purpose is to look after our client and workforce, to protect people and save lives. We achieve this through our highly trained network and staff, including medical professionals, security and logistic specialists, and key partnerships in more than 90 countries around the world. We pioneer a range of preventive programmes strengthened by our in-country expertise, delivering emergency assistance during critical illness, accident of unrest. Our work is ultimately driven by our passion to help organisations we support mitigate risks to their global and mobile workforce. We also support and contribute to the International SOS Foundation, an independent, not-for-profit organisation that drives research, survey and the development of best practice guidelines in health, safety and wellbeing for global workforce.

We are committed to providing quality assured services by meeting globally recognised, independent certification standards. We regularly review all aspects of our service provision to ensure it reaches the high standards that our clients expect and that we set ourselves.

Recently, our Sustainability vision evolved to the broader scope of Environmental, Social and corporate governance (ESG), positioned as a catalyst of value creation for all our employees, clients and stakeholders that we aim to embed in all our actions.

Our ESG priorities are set by our ESG Committee and Board focusing on the 19 material topics. 17 of them has initially been determined in 2019 and re-assessed in 2021, with the addition of two new ones, namely Diversity & Inclusion and Innovation. All our ESG priorities and efforts

are aligned with international initiatives and frameworks, including the Sustainable Development Goals (SDGs) and the United Nations Global Compact (UNGC).

International SOS has been signatory of the UNGC since 2013 and we continue to firmly support the Ten Principles with respect to human rights, labour, environment and anticorruption. Our own policies, operations and culture are closely aligned with the UNGC principles. As part of our active and ongoing commitment to the UNGC initiatives, we recently:

- Became signatory of the CEO Statement of support for the Women's Empowerment Principles (WEP). By signing the [WEPS statement](#), we are committed to take bold steps to advance gender equality in our workplace, marketplace and communities where we operate.
- Initiated our participation to the [Target Gender Equality pledge programme](#). Designed to enable companies to set and reach ambitious corporate targets for women's representation and leadership. As part of the programme, we completed the Women's Empowerment Principles gender gap analysis to identify our current positioning on the subject. We now aim to define and action on the corresponding gaps to progress on this area.

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 centre role for health and wellbeing as part of the corporate responsibility and Sustainability agenda.



Sustainability governance

Our ESG activities reflect International SOS' mission, vision and values. We aim to integrate ESG, step-by-step, into every part of our business.

Our ESG Advisory Board oversees the development and implementation of the ESG Strategy in coordination with all our policies and commitments. Our philosophy for corporate citizenship initially focused 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 dealing with suppliers, clients and other stakeholders. With our transition from Sustainability to ESG, our scope of action has been broadened and we aim for even bigger achievements. Our ESG Committee meets regularly to advise and set our priorities; these are then articulated in our ESG 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 ESG 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

Baptiste Vaissie
Group Chief Financial Officer
Singapore

Our ESG 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
Holly Krop
Regional HR Director L&D
Philadelphia
Dr Philippe Guibert
Medical Director, Europe Consulting
Paris
Karel Van De Pijpekamp
President & Chief Executive Officer,
Aviation & Maritime Services
Jersey City
Preeamvada Dookhun
Regional Talent Development Manager
Mauritius

Michael Whitlow
HR Director Assistance Services
London
Mark Crawford
Group Deputy Director Quality
& Compliance
Sydney
Sajjad Ahmed
Chief Information Officer, Assistance Business Line
London
Michael Hancock
Group Deputy Director Operations
London
James Wood
Head of Security Solutions
London
Zelda Bezuidenhout
Assistance GM Corporate GAN
Johannesburg
Jan Bronkhorst
Group General Manager, Aspire Lifestyles
Singapore
Sam George
BDM
London
Atul Verma
Quality Director MedSupply
Mumbai

Ludovic Froget
Regional Head of Marketing Africa
Mauritius
Mia Pagh
Senior BDM, MedSupply & Government services
Washington DC
Ronnie Purcell
Director of Business Relations &
Development Scandinavian
Stockholm
Lim Thau Khuan
Group Compliance Manager
Singapore
Franck Baron
Group Deputy Director, Risk Management Insurance
Singapore
Kelvin Wu
Group Assistant General Manager Risk Management &
Insurance
Singapore
Natalie Piccari
Group Vice President, Real Estate
Houston
Fransien Hermans
Europe L&D Manager
London
Brenda Davis
Executive Assistant to CEO Americas Region
Jersey City



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

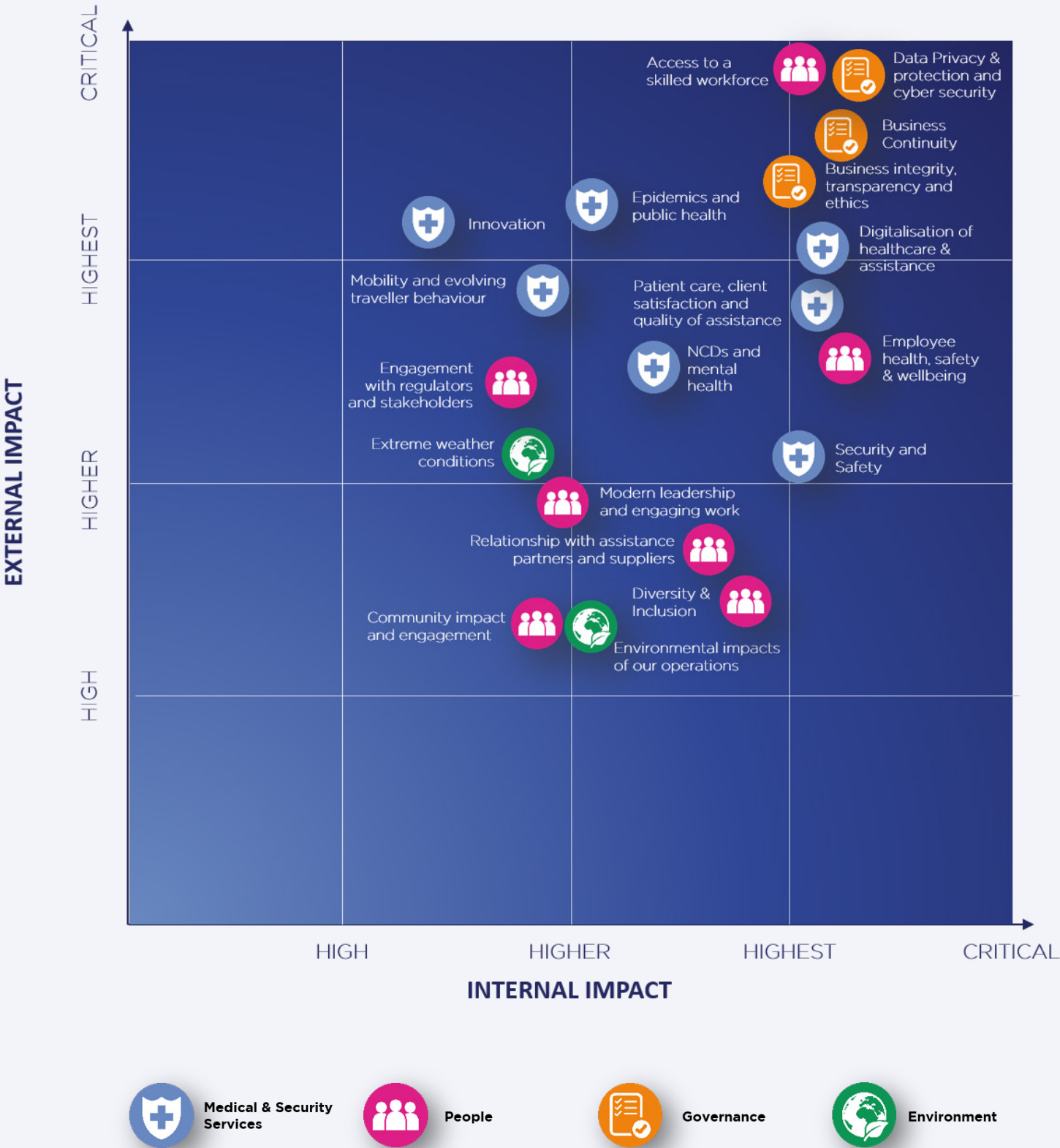
The outcomes were reviewed and approved by our ESG Committee and Board to understand how they align with our organisation's strategy.

4. Matrix re-assessment

In line with our recent transition from Sustainability to a broader ESG scope, we re-assessed our original Risk Materiality Matrix to ensure it still reflects the evolving risk we face in today's world. In order to have a holistic view on our materiality topics importance and priorities, the recent assessment exercise has been done through an internal survey to our key stakeholders, ESG Committee and ESG Board, with the final results being refined by our Founders.

The re-assessed matrix resulted in the addition of two new topics, namely Innovation and Diversity & Inclusion.

Our materiality matrix





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.		<p>Our TeleConsultations service as of June 2021 is available in 33 countries (up from 24 from last year), exceeding our goal of adding 7 additional countries during FY2021. Countries now live includes United States, United Kingdom, Singapore, Australia, Netherlands, China, Thailand, Malaysia, Canada, New Zealand, Italy, Sweden, France, Hong Kong, India, Denmark, Indonesia, Philippines, South Africa, UAE, Myanmar, Saudi Arabia, Brazil, PNG, Germany, Angola, Chile, Laos, Ireland, Azerbaijan, Nigeria, Ghana and Iraq.</p> <p>We were not successful in finding a suitable provider in Kazakhstan and due to low business need did not pursue this further.</p> <p>The “Self-service” solution has been advertised to clients but not fully rolled out yet but we are aiming to fully implement it by end of FY21/22. During the COVID-19 pandemic, we continued to support our members offering TeleConsultation through our International SOS Teleconsultation platform. In addition to this, there has been temporary relaxations in TeleConsultation regulations in several countries resulting in many providers offering TeleConsultations using their own platforms as an alternative to an in-person visit. For the coming year, we will be closely monitoring the changes in TeleConsultation regulation worldwide and identifying provider offering TeleConsultation using their own platforms to validate these provider’s suitability to supplement the services we are currently offering through our International SOS Teleconsultation platforms.</p> <p>FY21/22 we continue to identify new business opportunities including the delivery of TeleConsultation to our client’s domestic populations in addition to international travellers and assignees. We will continue to expand our locations on a need basis and as the opportunities arise</p>	
We aim to maintain our global percentage of Promoters (NPS) as well as our current member overall satisfaction in the coming FY.		In FY20/21, we increased the overall satisfaction at 90.8% (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 71.7%.	
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 has been launched as planned in October 2021	
Following our commitment to the new ISO 31030 standards, we aim to educate organisations on it through a dedicated training.		In collaboration with the International SOS Foundation. We aim to launch the first pilot course by Q2 of FY21/22.	

1 Our Financial Years are from July to June



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.		<p>MedSupply Corporate Quality has developed and deployed a Quality Management Systems (QMS) composed of over 40 policies, procedures and associated recording templates based on the World Health Organization’s (WHO) guidelines and ISO standards to ensure that the Safety, Identity, Strength, Purity, Quality and Performance of the Products we procure and supply meets acceptable standards.</p> <p>MedSupply has completed the deployment of the Quality Management System across all modules of WHO Technical Report Series 986, Annex 3, Model Quality Assurance System for Procurement Agencies viz. General Requirements, Prequalification, Purchasing, Receipt and Storage, Distribution and Reassessment of Products after training and evaluation of each applicable stakeholders. MedSupply has also made significant 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 planned in a phased and sequential manner where in first phase, MedSupply has successfully achieved the full deployment of Corporate QMS at MedSupply International FZCO, Dubai.</p>	
By FY22/23, we aim to incrementally embed the Sustainability Procurement Principles within our QMS and progress on the execution of supplier sustainability assessments in a phased manner to generate maximum value out of our procurement activities.		Following International Group’s commitment towards Sustainability, MedSupply has started working towards embedding the Sustainable Procurement Principles within our Quality Management Systems to ensure that we select sustainable suppliers which meets the demand of our customers for products and services to achieve value for money, while complying with fundamental environmental, social, health and governance standards.	
<p>In FY21/22, we will continue to explore the expansion of our mental health service offering.</p> <p>In collaboration with Workplace Options (WPO), we are looking to improve our management of highly sensitive cases (such as Repatriation of Mortal Remains).</p> <p>The COVID-19 Mental Health burden has impacted us all globally, especially in those locations where there may exist a stigma against mental health support, and thus a lack of employer involvement. We are looking to offer managers better training and tools, and increase insight to and awareness of employee’s mental health needs.</p>		Enhanced Emotional Support is now in place for over 2,000 clients, providing over 2M individual members with on-demand counselling support services at no additional cost. The past year saw a sustained growth in Emotional Support cases supported by the Assistance Centres, despite the ongoing pandemic. Before the global spread of COVID, ~20% of cases saw counselling services delivered remotely via phone or video-chat. Now we see the exact inverse, with ~80% of cases now delivered remotely. Last year also saw the successful launch of a “Single Session Therapy” option, making the counselling model even more flexible in the face of evolving needs from our members.	
We will maintain our commitment to improve Global Health Security throughout FY21/22.		The COVID-19 pandemic has been our biggest commitment to Global Health Security ever. More details can be found in our dedicated “Embedding a safe working environment for our people and helping clients see and prepare for a world with the COVID-19 pandemic” chapter.	



Goal	Progress	Activities	SDGs*
We will maintain our commitment to improve community health, in partnership with other stakeholders throughout this year.		<p>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. Our experts contributed to several online events during the past year on how to minimise the impacts of the COVID19 Pandemic on society and shared their expertise with multiple organisations and diverse audience. For example coordinated a dedicated session on Emerging Infectious Diseases at the Global Symposium “Our Interconnected World: Impact Assessment, Health, and the Environment” bringing together social, environmental and health experts. Our team has also contributed the chapter “The Role of Private Sector in Urban Health Security” for the book “Inoculating Cities” and participated in the subsequent discussion https://globalhealth.georgetown.edu/events/inoculating-cities-case-studies-of-urban-pandemic-preparedness. Additionally, our team has been involved in the drafting of the IPIECA document “Accelerating action - An SDG Roadmap for the oil and gas sector” with a focus on SDG3 for both communities and workers. Finally, we have supported our clients with the design and implementations of several community health activities globally.</p> <p>In Papua New Guinea (PNG) our primary focus this year has been on vaccination project run out of the National Football Stadium at Port Moresby, initiated in March 2021. So far the team have completed 33,252 dosis. As part of the Vaccination roll out, we work closely with WHO and local government agencies to enable the NFS continues to assist local authorities in providing guidance and training where required for vaccination set up and delivery. Throughout PNG the International SOS team in collaboration with the Provincial Health Authorities have vaccinated workers on all Exxon sites and also on Lihir Island for Newcrest. Additionally, International SOS has donated 10K (PGK) to the PNG Minerals Council’s COVID fund to support buying PPE for Remote and Regional Aid Posts.</p> <p>Medical Services Canada proudly supports 35 Indigenous partnerships today. These partnerships are fundamental to over 90% of our annual revenue. Four of our Indigenous Partners hold majority shareholder status within International SOS incorporated Joint Ventures. These “majority JV owners” are named as the co-contract holders of some of our largest major projects. These types of JV Partners are particularly significant to project stakeholders as the relationship is truly an “active partnership” that strengthens our engagement with the client, elevates our value proposition, enhances our National Indigenous Profile, and contributes to substantive Indigenous Community endeavours that affirms the Community’s objective of autonomy. International SOS supports the Indigenous Communities through a variety of capacity building efforts. Revenues from our Indigenous supported projects, along with tangible International SOS Community efforts, assist our mental health, addiction, elderly and youth healthcare, pandemic and disaster planning, as well as medical / fire / rescue training for the Community with the ultimate goal of employing some of these Indigenous Trainees with International SOS. We recently provided funding towards advanced medical education for an Indigenous Community member through our annual Indigenous Bursary Award. These types of efforts, along with our continued support of cultural and Community events, help to change the lives of our Indigenous Community Partners and hopefully leaves a positive legacy for International SOS.</p>	



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.		Due to the difficult freight situation in the region at the beginning of the year we didn't order Malaria bracelet for 2021. In compensation, this year, we supported the International SOS Foundation with a donation to our charitable partner, Gavi. Gavi, the Vaccine Alliance is a public-private partnership that helps vaccinate half the world's children against some of the world's deadliest diseases, including the procurement and delivery at scale for COVAX. €20.00 EUR from each Duty of Care Awards and Summit ticket purchased for the event have been donated. The total amount raised was 930.00 EUR.	
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 https://www.internationalsosfoundation.org/about-us . This year it included 54 volunteers.	
We aim to contribute to Sustainability education by sharing our knowledge and best practices to different audiences.		<p>Following its launch in October 2019, four sessions of the International SOS Foundation have been held virtually throughout FY20/21. International SOS contributed to these sessions.</p> <p>Additionally, in October 2020, we participated in two GRI virtual roundtables on reporting on Occupational Health & Safety. Entitled, Understanding your sustainability impacts during COVID-19, Francesca Viliani, Director of Public Health and co-head of Sustainability at International SOS, presented to an audience of over 80 participants.</p>	
We will expand our global mentoring programme, exclusively for female managers.		<p>In January 2021 we launched our third intake of the Global Female Executive Mentoring program with 21 mentees joining across various regions, business lines and functions and successfully graduating this program in August 2021. A satisfaction survey has been run after the programme completion among both the mentees and mentors. This resulted in a Net Promoter Scores of 73 among the mentees and 71 among the mentors (external average NPS benchmark describes “above 50 as excellent, and above 80 as world class).</p> <p>Overall for the past 3 years, we had 63 graduates with a promotion score of 27%.</p>	



Goal	Progress	Activities	SDGs*
In FY21/22 we aim to maintain quarterly frequency for the alumni catch up calls for all graduates of the past editions of the global mentoring programme.		In FY20/21, we launched quarterly alumni catch up calls for all graduates of the past editions of the global mentoring programme. The first Quarterly Alumni catch up call took place in November 2020 and are since run on a quarterly basis. The next alumni reunion call will be scheduled in October-November 2021 where all graduates will have an opportunity to network and learn from each other.	
We are committed to developing young talent, through our Global Talent Programme in long-standing partnership with AIESEC.		During FY20/21 we placed on hold our collaboration with AIESEC due to mobility restriction related to the pandemic. We aim to re-initiate our collaboration during FY21/22.	
We aim to attain a certification of ISO 45001:2018 Occupational Health and Safety management systems in Europe, Africa and Australasia by FY19/20 for our Medical Services business locations.		The external accreditation ISO 45001 (OH&S Management System) has been achieved for our Medical Services business in the following locations: Singapore, UAE, Saudi Arabia, Russia, Kazakhstan, Canada, China, Malaysia, India, Vietnam, Philippines, Thailand, Mongolia, Indonesia, Cambodia, Myanmar, Australia, Papua New Guinea, Iraq, South Africa, Angola, Ghana, Chad, Qatar, Azerbaijan, Nigeria, Norway and Mozambique.	
Following the certification of ISO 45001:2018 Occupational Health and Safety management systems for our Medical Services business in Europe, Africa and Australasia, we aim to achieve the certification for our LATAM Medical Services locations by FY24/25		The team will work on defining the required scope and actions in due course closer to the date.	
We will make our Employee Assistance Programme (EAP) and internal wellness support available to our employees globally. By FY23/24, all International SOS employees are provided with wellbeing supports from the company		In FY20/21 we continued to develop both our global Employee Assistance Programme (EAP) and our internal wellness initiatives. We have extended our EAP programmes from 21 countries last year to 43 countries. Our next stage is to bring the programme to our Africa region. We remain on track regarding our goal to provide all our employees with wellbeing support by FY23/24.	
We aim to further promote and maintain a health and wellbeing culture through internal awareness sessions and timely interventions as a constant part of our employee experience.		Additionally to the EAP, in FY19/20, we continued to deliver webinars and infographics about health & wellbeing for our employees as part of our "Be Well" programme. The programme aims to enable our employees to take charge of their physical & mental health during and beyond the pandemic. "Be Well" programme deliveries during FY20/21 includes: <ul style="list-style-type: none"> Delivered 32 webinars Attracted 6,625 attendance counts Accumulated +13hrs of video content Scored an NPS of 91 Produced over 60 infographics Accumulated 298,560 view counts Widely used by our doctors, sales teams and clients Recently we embarked on a BeWell survey, the first global health survey that aims to assess the state of health & wellbeing of our employees and thus adjust and update our wellbeing offers. The survey will close in Q2 of FY21/22 and we aim to achieve at least 50% response rate globally.	



We aim to establish a concrete action plan to support our employees with their Mental Health at work by the end of FY21/22.		In support for the pledge with the global business collaboration for better workplace mental health. Our action plan will: <ul style="list-style-type: none"> Promote an open culture around mental health, working towards eliminating stigma. Take proactive steps to develop our culture and ways of working towards creating positive mental health and reducing mental ill-health. Empower all our people to manage and prioritise their own mental health, and to support one another. Signpost our people to mental health tools and support they need. Regularly measure the impact of our efforts, being open about our progress, to influence and inspire change in our organisation and beyond. 	
By the end of FY19/20, we aim to launch a job band structure globally, covering all functions and business lines across different locations.		In 2021, we continued to experience significant organisational changes in response to the market shifts and the pandemic situations. With many of our employees still working from home, it was decided that the job banding framework will be on hold until mid 2022. This timeline will allow us to adjust the framework per the organisation's new direction.	
In FY19/20, we aim to finalise our OH&S data management system for our Medical Services business in line with the GRI 403 Standard. As a second stage we aim to upgrade the digital platform allowing GRI 403 reporting format by Q3 of FY20/21.		International SOS Occupational Health Safety (OH&S) Management System implementation has been completed in June 2019. As of next steps, the upgrade of the digital platform allowing GRI 403 reporting format has been rescheduled due to other priorities and is now meant to be achieved by end 2022.	
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 have started regional D&I committees in Americas and Europe to drive local D&I actions that are closely related to the communities we are operate in. Our goal in FY21/22 is to strengthen the regional D&I committee structure Our key focus areas and scope of work have been defined as follow: <ul style="list-style-type: none"> Gender Identity (previously just "Gender", which is usually perceived as binary – Man and Woman) - To recognise, value and respect employees equally, regardless of their gender identities, both binary and non-binary. This also means equal supports for all employees to contribute to the business success and fulfil their career potential. Age - To facilitate conversations and collaborations between employees of different age groups. Support employees at various stages of their lives, from newly graduates to those preparing for retirements, to fully participate in our business environment. Ethnic Identity (previous just "Ethnicity" – this is to give an equal recognition to the "mixed race") To celebrate and leverage the unique strengths of employees from all ethnic identities, giving them equal opportunities to contribute to the business success and fulfil their career potential. People with Disabilities (Visible & Invisible) - To support employees with disabilities, both visible and invisible, to fully participate in our business environment and have equal opportunities to grow their careers. 	



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.		Following the launch of the Sustainability session as part of our induction in July 2020, so far 698 new International SOS' employee haven benefited from it.	
We aim to launch an internal sustainability elearning module globally by April 2021.		The launch of our internal Sustainability elearning module has been postponed due to organisational changes in people and eLearning technologies.	
By FY21/22 we aim to start reporting on the value achieved as a result of the individual development plans developed post completion of the 360 review		We have now integrated an online 360 leadership development tool, which is aimed to be launched for all graduates 3 months post the program completion and elevate their leadership skills further through collecting the feedback from the colleagues across all levels. Post the completion of the 360 review, it will be followed up with a one on one coaching conversation over the report and development of the individual development plan.	

PRINCIPLES: LIVING BY OUR PRINCIPLES & PRACTICES

Goal	Progress	Activities	SDGs*
In FY19/20, 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.	
In FY21/22 we aim to achieve the Bronze certification for our ECOVADIS progress		<p>In June 2020, we successfully submitted our answers for the ECOVADIS certification which resulted in a 40/100 scoring. In FY20/21 we have worked on our action plan to improve our scoring. We implemented a dedicated team (Bronze club) to ensure progress was made on addressing the required remediations. As of June 2021, we already demonstrated the following compliance remediations:</p> <ul style="list-style-type: none"> - Sustainable Procurement Policy (Appendix A - Due Diligence Questionnaire for Suppliers; and Appendix B - Sustainable Procurement Self Assessment Checklist for Suppliers) - Report on Corruption, Ethics & Sustainable Procurement - Global Compliance Course Report - OH&S (45001), Info Sec (27001) and Data Privacy (GDPR) Standards <p>Out of the 32 remediations initially identified by ECOVADIS, we have currently corrected 16.</p> <p>We completed our latest submission in October 2021.</p>	
As part of our continuing efforts in protecting our people from Cyber threats, we will conduct series of exercises focused on Ransomware to raise awareness and ensure optimal preparedness of our teams globally.		The Ransomware exercise serie has been planned and will take place by the end of FY21/22	

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	4796	4641	331	9768
Temporary	1071	1096	123	2290
Locum	128	157	0	285
Per Diem	2	5	1	8
Casual	52	18	6	76

Total number of employees by employment type, by gender.	Full time	Part time	Locum	Per Diem	Casual
Female	5603	264	128	2	52
Male	5632	105	157	5	18
Non-disclosed	445	9	0	1	6
Sum	11680	378	285	8	76

Total number of employees by employment contract, by region	Permanent	Temporary	Locum	Per Diem	Casual
Africa	972	45	3	0	0
Americas	2077	590	0	6	0
ANZ	103	8	0	0	1
Asia	2654	219	0	0	0
Europe	1405	90	0	0	1
IAS (Globally mobile employees)	539	97	33	0	0
ME	421	21	0	0	0
Pacific	230	473	8	2	74
CIS	784	31	0	0	0
Iqarus	97	389	233	0	0
SEA	486	327	8	0	0
Sum	9768	2290	285	8	76

Data correct as of 31 October 2021.

*Source: MyHR

Manually added: Iqarus, LATAM, Indonesia (not yet in MyHR)

ADDITIONAL INFORMATION ON OUR EMPLOYEES AND RELATED INITIATIVES

“Life at International SOS” Newsletter topics

- Tips to start thriving again
- How to be kind to your liver
- Managing virtual fatigue
- Anger management
- Avoiding post-holiday stress
- Better sleep
- Breathing exercises
- Connecting with nature
- Controlling drinking habits
- Conversation tips about Mental Health
- Ergonomic quick fixes
- Homeschooling tips
- Decluttering tips
- Understanding languishing and how to get out of it
- Overcoming procrastination
- How to make virtual communications less frustrating
- New year self-care
- Managing performance while working remotely
- Smart goal setting
- How to support those who are struggling

Internal awareness webinars topics covered

- Basics of exercise
- Basics of a healthy diet
- Basics of ergonomics
- Understanding your immune system
- Heart health
- Let’s chat about Flu
- Decoding stress, anxiety & worry
- Diabetes awareness
- Avoiding burnout & loneliness
- Annual health check
- 5 Pillars of health
- Cancer awareness
- The art of sleeping
- Guided meditation
- Cancer awareness for women
- Detecting the signs of harmful stress
- Plant based diet
- Tobacco awareness
- Imposter syndrome
- Grieving & bereavement
- Supporting employees through long-COVID recovery
- Mental Health awareness | Recognise & Respond
- Change & anxiety

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. 2021 marks the 10-year anniversary of the International SOS Foundation with a goal to drive and promote best practice in protecting employee safety, security, health, and wellbeing. Through a range of ground-breaking thought leadership CPD and IOSH accredited training and expert led events, the Foundation helps to share vital insight, understanding and practical risk mitigation measures. As the COVID-19 pandemic created an evolving and complex Duty of Care landscape for organisations to navigate, the International SOS Foundation continues its efforts, now more than ever, to drive awareness and raise the standards in Duty of Care.

Key industry contributions

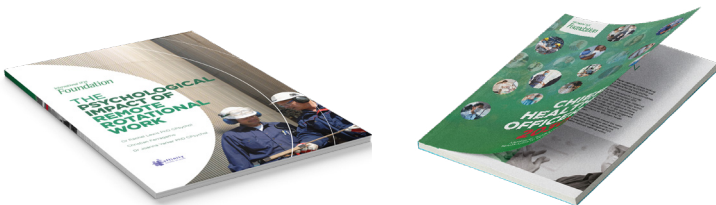
Since its inception in 2012, the Foundation has partnered with several associations and organisations to bring to the public a wealth of health and safety information. Below are some of our key contributions.

International SOS Foundation as a Duty of Care reference - On-going research & global best practices sharing

The International SOS Foundation develops international guidance on the prevention and mitigation of risks associated with both domestic and mobile workforce.

In 2020, the International SOS Foundation focused on a research area, exploring the psychological implications of remote rotational work. A global survey had been initiated in August 2020, in order to gather valuable insight for a ground-breaking study of how remote rotational work impacts upon employee Mental Health and wellbeing. The study was carried out by an independent team of Occupational and Organisational Psychologists at Affinity Health at Work, commissioned by International SOS Foundation. In 2021, the study brought together global findings from stakeholder interviews, a survey of remote rotational workers and an extensive literature review. As a result of the research, an associated whitepaper has been launched and the International SOS Foundation released a new 3-hours virtual symposium. Focusing on study findings, the session was designed to enable stakeholders with a Duty of Care to their rotational workforce make evidence-based adjustments and recommendations to their employees to protect and promote Mental Health in this type of working arrangement.

In parallel, as the COVID-19 pandemic has been a wake-up call from a workforce health and wellness perspective for many organisations, the International SOS Foundation recognised organisations' challenges in addressing the role of the Chief Health Officer. Featuring brand new research from employer health professionals and experts around the world, the International SOS Foundation launched a new paper entitled "Chief Health Officer 2030: Addressing the Employee Health Needs of the Future". The paper captures current thinking surrounding the response to COVID-19 and how best to prepare for the long journey towards healthier employees and communities.



Continuous education and training

In response of key challenges induced by the COVID-19 pandemic, the International SOS Foundation has designed two new courses this year, both being CPD certified trainings:

- Workforce Wellbeing Training
- Crisis Management Training

Workforce Wellbeing Training

The new virtual training course entitled "Workforce Wellbeing" has been piloted in June 2021. This course provides individuals and leaders responsible for Wellbeing within their respective organisation, with the competencies necessary to plan, design and deliver best in class programmes. Addressing questions such as: how to develop a framework for Wellness/Wellbeing, how to uncover the right gaps, how to ensure that a programme evidence based, how to measure success and best report on Wellbeing within your organisation.

Crisis Management Training

Designed to provide individuals responsible for, or part of their organisations crisis management team with the competencies necessary to actively participate in protection and resilience of their organisation, people and assets, the new virtual training course entitled "Crisis Management Response and Leadership" is aimed to be piloted in October 2021.

Throughout the programme, participants will learn the methodology behind an effective crisis management response, define the roles and responsibilities of a crisis management team, provide an effective approach for situation monitoring and decision-making. At the end of the course, trainers will have simulations that will help participants to learn, consolidate and apply crisis management response best practice techniques.

Sustainability training

The Foundation has taken a long-term view to its work, one with sustainability in mind. Next to its now well recognised Duty of Care agenda, it is now pushing forward the debate around sustainable business. It wants to share and advocate best practices, which contribute to our Sustainability in the global marketplace. It helps organisations to think about the impact of their operations on, not only current, but also future generations of employees and the communities they serve in. Recently the Sustainability training has been widely recognised as the International SOS Foundation has been shortlisted at the ESG Awards 2021.

Recognising organisations' efforts in Duty of Care worldwide

On 21 & 22 September 2021, the International SOS Foundation hosted its fifth Duty of Care Summit & Awards. Held in a virtual capacity, the Summit gathered global leaders and key decision makers responsible for protecting the health, safety, security and wellbeing of their employees to discuss trends, challenges and share best practices.

Due to the drastic shift COVID-19 has created for global organisations, this year's event theme encompassed the focus on resilience in light of challenging circumstances - Empowering the Future of Workforce Resilience: Redefining Duty of Care in a COVID-19 World.

This year's, both the awards and summit embedded Sustainability as a key topic including an award category as well as a dedicated session at the Summit. The awards entries were submitted into seven categories including Communications, Innovation, Sustainability, Remote Resilience and two new categories entitled, COVID-19 Agility & response and COVID-19 Ambassador. The next Duty of Care Awards will take place in September 2022.

For more information visit:
dutyofcareawards.com



UNGC PRINCIPLES INDEX

Principles of the United Nations Global Compact			Location	Pages
Human rights	Principle 1	Businesses should support and respect the protection of internationally proclaimed human rights	Preparing our people for the future of work; Contributing to our clients’ resilience; Protection: Protecting & Saving lives	9, 10, 17-18
	Principle 2	Businesses should make sure that they are not complicit in human rights abuses	Protection: Protecting & saving lives; Principles: Living by our principles & Practices	17-22
Labour	Principle 3	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining	(Original 2019 report) Business integrity, transparency and ethics*	53
	Principle 4	Businesses should uphold the elimination of all forms of forced and compulsory labour	Principles: Living by our principles & Practices (Sustainable Procurement Policy)	22
	Principle 5	Businesses should uphold the effective abolition of child labour	Principles: Living by our principles & Practices (Sustainable Procurement Policy)	22
	Principle 6	Businesses should uphold the elimination of discrimination in respect of employment and occupation	Sustainability and us: Our Philosophy; Productivity: keeping our clients’ productive through our people & partners	12, 19, 21
Environment	Principle 7	Businesses should support a precautionary approach to environmental challenges	(Original 2019 report) About this report*	60
	Principle 8	Businesses should undertake initiatives to promote greater environmental responsibility	Principles: Living by our principles & Practices	22
	Principle 9	Businesses should encourage the development and diffusion of environmentally friendly technologies	Helping our clients adapt and maintain sustainable operations during turbulent times	11
Anti-corruption	Principle 10	Businesses should work against corruption in all its forms, including extortion and bribery	Principles: Living by our principles & Practices	22

For more information, please visit internationalsos.com/about-us/sustainability

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

“In the coming year, we will continue to be a mission-critical partner for our clients in turbulent times and will keep challenging ourselves to build on our ESG achievements to date as we prepare for the post-pandemic world.”

— Arnaud Vaissié & Pascal Rey-Herme
Co-founders, International SOS

For comments and feedback,
please write to:

International SOS
ESG Committee
c/o Group Marketing
Building 4 Chiswick Park,
566 Chiswick High Road
W4 5YE, London

e: group.marketing@internationalsos.com
w: internationalsos.com

