

**SUSTAINABILITY PROGRESS UPDATE 2020**  
ADDENDUM TO THE SUSTAINABILITY REPORT

# **PROTECTING AND SAVING LIVES.**



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THIS REPORT COVERS THE FISCAL YEAR 2018/19  
(JULY 2018 - JUNE 2019)

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## About our front cover image

This image was developed with real International SOS people. It symbolises that we are at our clients, employees and partners' fingertips.

It also represents how we have touched the lives of many people.



## STATEMENT FROM THE CEO, ARNAUD VAISSIÉ

We are delighted by the great reception of our first sustainability report published at the beginning of 2019. We are now keen to give an update on the progress we have made in the last 12 months.

As you would expect from an entrepreneurial and growing company like ours, we have not stood still and have further developed our engagement in the sustainability arena. As an organisation we have strengthened our governance by establishing a Sustainability Advisory Board, supported by a Sustainability Committee. The Committee drives our sustainability activities throughout the business and with all our key stakeholder groups. Our whole Corporate Social Responsibility agenda has been absorbed into this Committee and will be managed under the umbrella of sustainability.

Our sustainability activities are based on the outcomes of our first materiality assessment and use the United Nations Sustainable Development Goals (SDGs) as guidance. We have identified 17 material topics, relating to our people, services, environment and governance, which we organised into three reporting themes:

- **Protection:** protecting & saving lives
- **Productivity:** keeping our clients productive through our people & partners
- **Principles:** living by our principles & practices

I am pleased that we have delivered on many of the goals we set out for 2019 and are committed to continue the progress with a set of new stretching goals for 2020 and beyond.

We remain committed to following the Global Reporting Initiative (GRI) standards and to upholding the ten principles of the UN Global Compact in the areas of human rights, labour, environment and anti-corruption. In recognition of our understanding, expertise and long-term commitment to sustainable business practices, we now have two members of our senior management team on GRI Board. Dr Olivier Lo committed his time to the review process of GRI 403 standards and Francesca Viliani has been voted onto the GRI Stakeholder Council.

To help our clients with their own understanding, 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 and wellbeing sustainably; which metrics and initiatives to prioritise for sustainability reporting. Following the overwhelming success of the pilot course with clients, we will formally launch and roll out the training in 2020.

At International SOS, we care about our planet and the impact of our business on the environment. We have made noticeable progress on recycling efforts, responsible energy consumptions and lower carbon emission. As a further step we embarked on an effort to reduce single-use plastic at all our offices and will report on its progress next year.

We are proud to have won two awards this year: Most Ethical Business Practices from Most Valued Business and Best Business in Travel Management from the Forum for Expatriate Management (FEM). We were furthermore shortlisted for an SDG award for our work in the prevention of NCDs (non-communicable diseases) and our sustainability report has been shortlisted for an award by the French Chamber of Great Britain.

We are looking forward to making further sustainability strides throughout our organisation in 2020 and beyond.

Yours sincerely,

**Arnaud Vaissié**  
Co-founder, Chairman & Chief Executive Officer



# THE WORLD OF INTERNATIONAL SOS

## About International SOS

The International SOS Group of Companies is in the business of saving lives, protecting our clients' global workforces from health and security threats. Wherever our clients are, we deliver customised health, security risk management and wellbeing solutions to fuel their growth and productivity. In the event of extreme weather, an epidemic or a security incident, we provide an immediate response that brings peace of mind. Our innovative technology, medical and security expertise focus on prevention, offering real-time, actionable insights and on-the-ground quality delivery. We help our clients meet compliance reporting needs for good 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 privately owned and trusted by 11,000 client organisations, including nearly two-thirds of the Fortune Global 500, multinational corporate clients and mid-size enterprises, governments, educational institutions and NGOs. 10,000 employees stand with our clients to provide support and 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 medical & security risk services sector.

## Our Vision

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

## Our Values

### Passion

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

### Expertise

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

### Respect

We treat all our global, diverse stakeholders with respect and deliver on our commitments with the highest integrity to earn trust.

### Care

We care about the interest of our clients, members and employees 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



**10,000**  
employees

**5,200**  
medical  
professionals

Access to over  
**2,600**  
security  
specialists

**99**  
languages and  
dialects spoken

## OUR CLIENTS



**11,000**  
global clients

**87%**  
of the Fortune  
Global 100

**66%**  
of Fortune Global  
500 companies

## QUALITY DISTINCTION



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

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

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

## WE CARE FOR CLIENTS ACROSS THE GLOBE, FROM MORE THAN 1,000 LOCATIONS IN 90 COUNTRIES

**26**  
ASSISTANCE  
CENTRES



**900**  
REMOTE SITE  
PROJECTS WITH



**300**  
OFFSHORE  
INSTALLATIONS



**77**  
CLINICS



**12,000**  
MEDICAL EVACUATION &  
REPATRIATION ACTIVITIES



**81,000**  
ACCREDITED PROVIDERS  
IN OUR GLOBAL  
ASSISTANCE NETWORK  
Hospitals, physicians, security  
specialists, ambulances, travel  
assistance and more.

## KEY ACTIVITIES STATISTICS



**4.1 million**  
assistance calls

**1 million**  
medical services

**35,000**  
security services

## INTELLIGENCE & TRACKING



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

**11 million**  
people  
protected by  
TravelTracker

**800**  
medical and  
security reports  
produced per  
month

## MEDICAL SERVICES



**5,000**  
offshore medical  
cases

**24,000**  
health checks

**2,500**  
medical  
evacuation  
response plans

**300,000**  
medical kits  
delivered through  
MedSupply

# THE FORCES SHAPING OUR FUTURE

In the complex and ever-changing world we evolve in, economic, social and environmental challenges are everywhere for organisations and communities.

We operate and expand our business ensuring that our activities reflect our corporate values and strengthen our core capabilities. We make a real difference in today's and tomorrow's worlds. We are committed to meet these challenges in our daily operations and in the services we provide to our clients. To do so, it is crucial for us to be vigilant about and focus on the key trends affecting our business. This enables us to help our clients ensuring their employees' wellbeing, and shape our own future as a successful business in a more sustainable world.

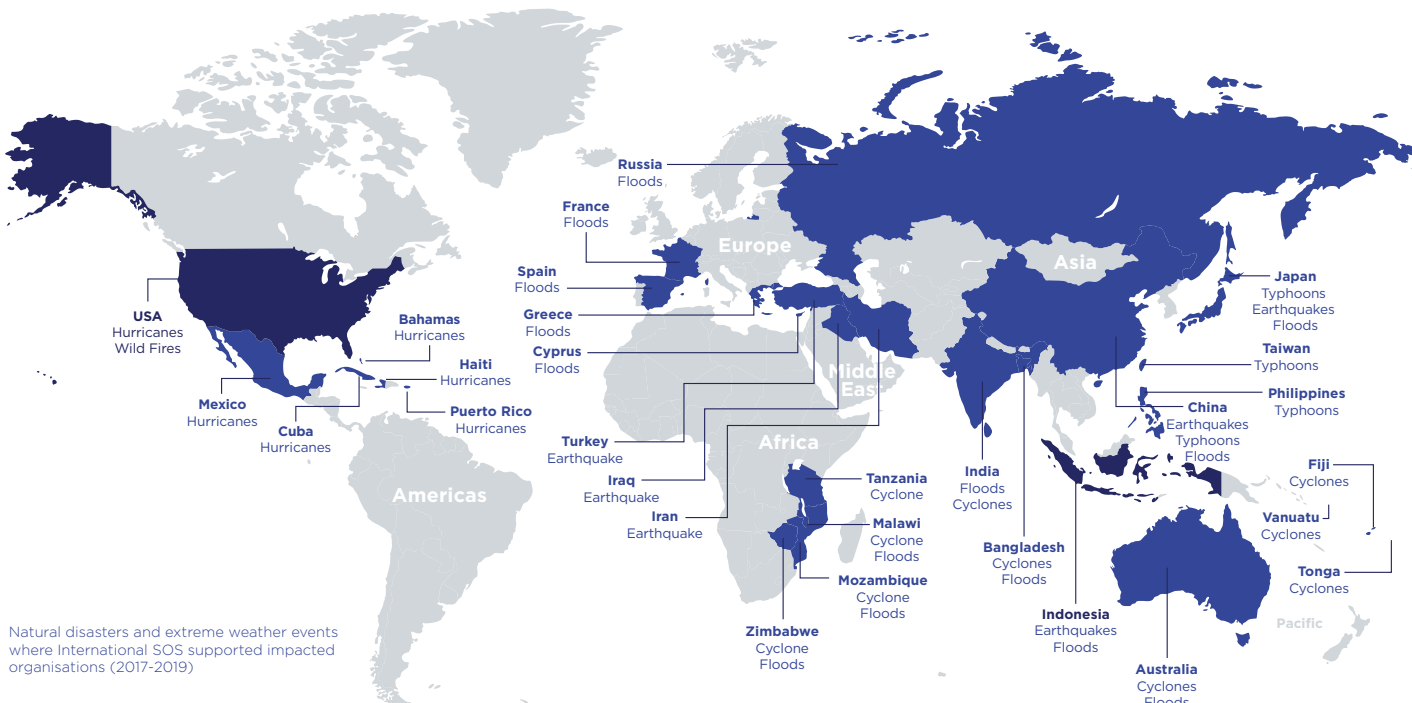
## 1. The health and wellness agenda is transforming rapidly

Nowadays there are big expectations on businesses to preserve and improve employee's wellness. Benefits range from increased productivity, less injuries, enhanced safety and a reduction of healthcare costs. Non-communicable diseases (NCDs) such as diabetes, heart disease and mental illness kill almost 40 million people globally every year. The recent increase in mental health awareness is a key opportunity to transform organisations' capability to support employees throughout their lives. Within the workplace, employee wellness programmes are clearly becoming an essential part of company culture.<sup>1</sup>

At International SOS, our entire business is aimed at motivating and inspiring our clients' workers around the world to take charge of their health. We look after people not only while they are on business premises, but in their travels and as members of the local community to make a real difference in their lives. We work with our clients to understand the realities of the modern workplace, providing solutions to manage work-related stress; injury and illness reporting; health policies, standards and procedures; health screening; drug testing; return-to work programmes and more.

<sup>1</sup> [https://www.who.int/whr/2001/media\\_centre/press\\_release/en/](https://www.who.int/whr/2001/media_centre/press_release/en/)  
[https://www.who.int/gho/ncd/mortality\\_morbidity/en/](https://www.who.int/gho/ncd/mortality_morbidity/en/)  
<https://www.internationalsos.com/services/mental-health-resilience-support>

## 2. The impact of natural disasters on business and employees is increasing



Natural disasters and extreme weather events where International SOS supported impacted organisations (2017-2019)

Natural disasters are increasing in frequency and severity globally, affecting lives and businesses. They account for 43% of changed travel plans. We receive a high demand for services such as disaster planning, evacuation and emergency medical services due to unpredictable weather.<sup>2</sup> Businesses are now clearly considering the consequences of natural hazards and looking for resilient ways of prevention.

Our boots on the ground including our global network of Assistance Centres enable us to continuously monitor situations around the world, ready to assist our clients wherever needed. We offer assistance in emergency situations and disasters and support people in remote and unfamiliar locations. With a strong focus on prevention, we help our clients assess risks and prepare for them by educating their travellers and providing 24/7 access to local advice so that they avoid lost time while increasing productivity.

<sup>2</sup> <https://www.internationalsos.com/topics/natural-disasters>  
<https://www.nhc.noaa.gov/news/UpdatedCostliest.pdf>  
<https://www.ipsos.com/ipsos-mori/en-uk/perceptions-travel-risk>





### 3. Globalisation is increasing international mobility

Global organisations are encouraging more and more workers to travel, be it for business trips or international assignments. This requires flexibility and adaptability, especially in high-risk locations and remote environments. At the same time, mobile workers' habits and preferences are changing and new travelling trends are growing (e.g. peer-to-peer lodging, transport sharing) which might expose them to new and higher risks. Many companies are insufficiently prepared to help their workers face these challenges.

We offer tailor-made solutions to mobile workers that meet their growing needs and expectations while keeping them safe in a changing world. We help our clients identify the issues associated with mobility, and manage them in the context of their overall health and wellness policies, risk management tools and communications strategies. Emphasis is put on educating and empowering their mobile workers about travel risks, and making access to assistance easy and clear.

### 4. Security threats can affect anyone

Incidents of terrorism in western countries doubled in 2017 compared to the previous year, and governments' formal assessment of terrorism-related threat levels has remained elevated. Security threats are the most commonly reported reason for modified travel itineraries, presenting direct impacts in terms of time, complexity and cost.

These risks affect our own employees, as well as our clients who travel the world. We work with our clients to ensure they can prepare for these challenges, even those unforeseen. Our Travel Risk Map<sup>4</sup>, Pre-trip Advisories, expert-led medical and security intelligence in 227 countries and 440 cities are invaluable resources for travel planning. Our TravelTracker tool lets clients monitor where their employees are and their safety. We can provide our clients with the right response protocols for when threats occur, including evacuation plans.

<sup>4</sup> Our Travel Risk Map is publically available, [learn more about it here](#).

### 5. Geopolitical changes increase instability

The recent tensions in the Middle East and protests in Hong Kong and the Catalonia region of Spain are recent examples showing the increase of challenging geopolitical situations, with significant impacts on organisations in terms of business continuity. These impacts can also reduce employees' willingness to travel and expose them to risk more if unprepared. In order to mitigate risks and reduce impact on their mobile workforce, organisations need to understand the different challenges due to geopolitical instability.

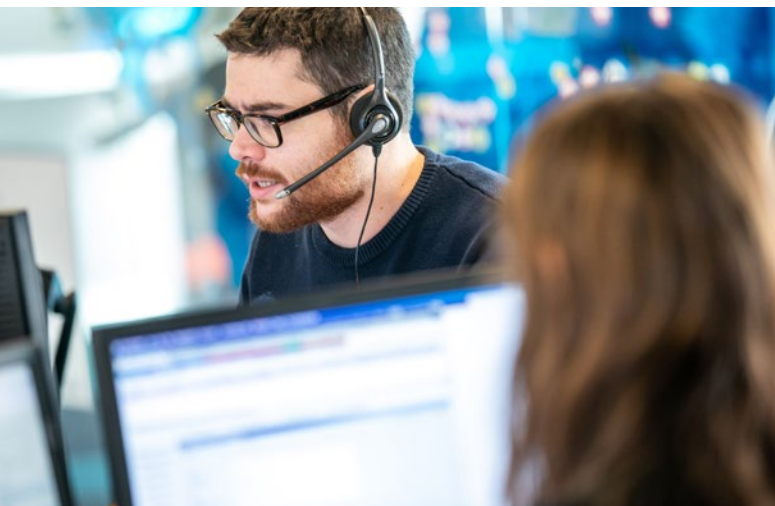
Our security team constantly monitors national and geopolitical situations to enable our clients to make informed decisions about travel. As situations change, we update our tools and provide advice to ensure mobile workers are confident and that they comply with local laws and regulations.

### 6. Digitalisation is revolutionising services

The rapid growth and application of digital technology, including artificial intelligence, is driving businesses, transforming customer expectations and product development. It is estimated that digital transformation could deliver around US\$100 trillion in value to business and society over the next decade.<sup>5</sup> It is already influencing the way we and our clients work, and offers exciting and innovative ways for us to collaborate.

Digitalisation creates opportunities to develop new services and systems that are increasingly flexible and sophisticated. We are investing in new tools and technologies to ensure we remain world leaders, as our clients and their employees come to expect more real-time, online and personalised user experiences. The growth of TeleMedicine brings new opportunities to deliver advice and services to support and promote employee wellbeing anytime, anywhere. We aim to create positive experiences for the people while ensuring maximum compliance with data privacy rules.

<sup>5</sup> <http://reports.weforum.org/digital-transformation/wp-content/blogs.dir/94/mp/files/pages/files/dti-executive-summary-20180510.pdf>



## SUSTAINABILITY AND US

### Our Philosophy

#### **WORLDWIDE REACH. HUMAN TOUCH.**

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

Our purpose is to look after our clients and workers, to protect people and save lives. We achieve this through our highly trained network of staff, including medical professionals, security and logistics specialists, and key partnerships in 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 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.

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**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.**

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 anticorruption. Our own policies, operations and culture are closely aligned with the UNGC Principles.

## SUSTAINABLE DEVELOPMENT GOALS

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.





## Sustainability governance

### Sustainability Advisory Board and Sustainability Committee

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

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

### Policies

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

#### Our Sustainability Advisory Board

**Dr Myles Neri**

Group Medical Director, Medical Services  
Sydney

**Laurent Fourier**

Group Director, Sales & Marketing  
Geneva

**Greg Tanner**

Group General Counsel  
Singapore

**Jennifer Gibb**

Group Director, HR  
Singapore

#### Our Sustainability Committee Members

**Kai Boschmann**

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

**Francesca Viliani**

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

**Amélie Chatelet**

Senior Group Marketing Executive, General  
Secretary of the Sustainability Committee  
Barcelona

**Hien Thanh Dang**

Group Employer Branding Specialist  
Singapore

**Thierry Dardare**

Group Finance Director, Financial Management  
Singapore

**Rebecca Malzacher**

Marketing Director Australasia  
Melbourne

**Dr Philippe Guibert**

Medical Director, Europe Consulting  
Paris

**Karel Van De Pijpekamp**

Chief Executive Officer,  
Assistance Services Americas  
Jersey City

**Samuel Chauffaille**

GM, MedAire Asia Pacific  
Singapore

**Michael Whitlow**

Director, HR Europe  
London

**Mark Crawford**

Group Deputy Director Quality  
& Compliance  
Sydney

**Sune Svenningsen**

CEO MedSupply International  
Singapore

**Michael Hancock**

Group Deputy Director Operations  
London

**James Wood**

Head of Security Solutions  
London

**Zelda Bezuidenhout**

Assistance GM Corporate GAN  
Johannesburg

**Sally Wang**

VP Global Partnerships & Alliances  
Philadelphia

**Kevina Takoordyal**

Regional Head of Billing, Finance  
Mauritius

**Lizette Klingenberg**

Marketing Manager  
Johannesburg

**Ronnie Purcell**

Director of Business Relations &  
Development Nordic Region  
Stockholm

**Lim Thu Khuan**

Group Compliance Manager  
Singapore

**Franck Baron**

Group GM, Risk Management Insurance  
Singapore

**Kelvin Wu**

Risk & Insurance Senior Manager  
Singapore

**Mark Troy**

Regional GM, MENA  
Dubai

**Natalie Piccari**

Director of Real Estate, HR  
Philadelphia

## OUR MATERIAL TOPICS

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



### 1. Identification

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

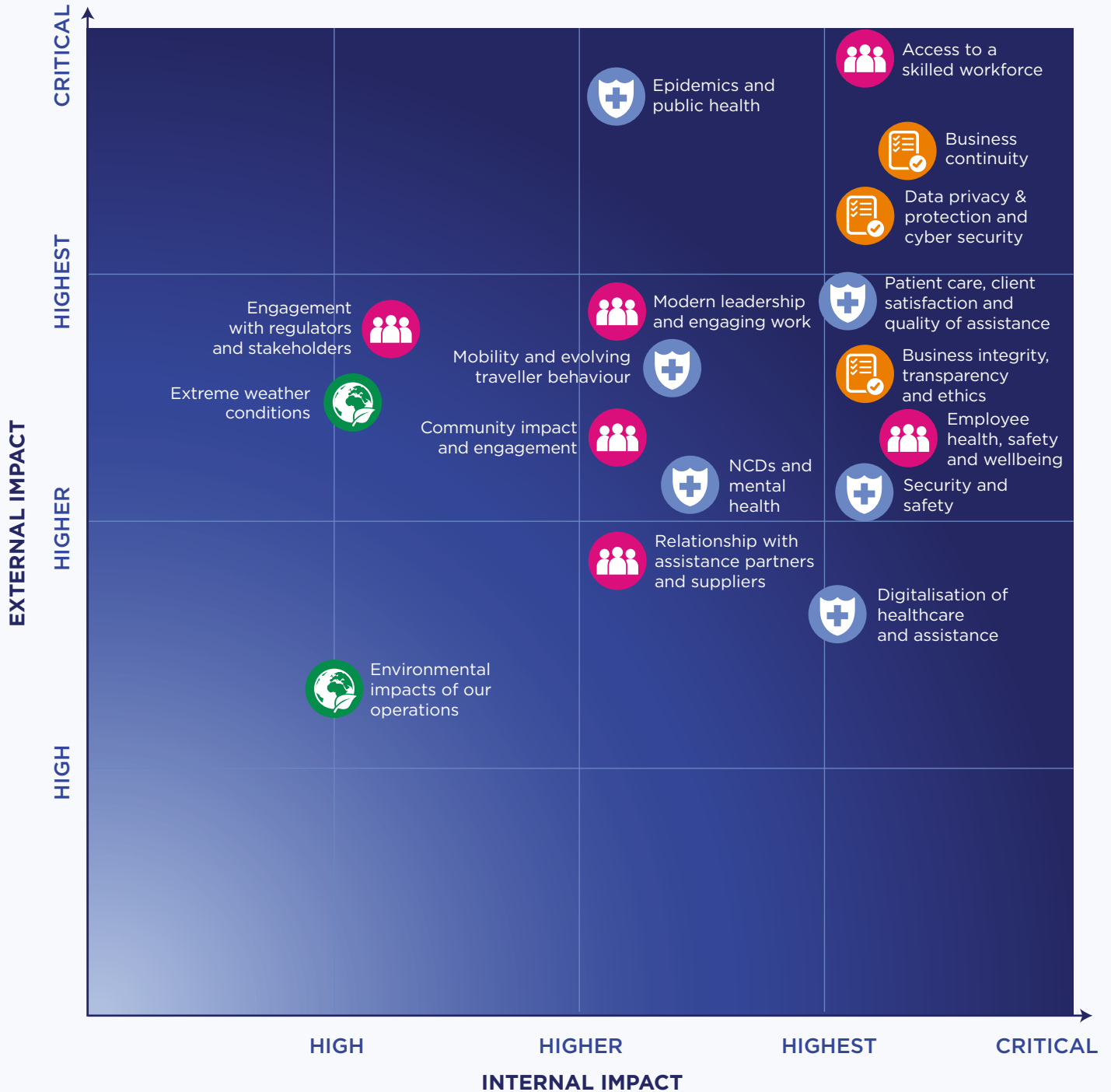
### 2. Prioritisation





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

### 3. Validation of results

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

## Our materiality matrix



 Medical & Security Services
  People
  Governance
  Environment





## OUR GOALS AND PROGRESS



Following the work we have done in identifying our 17 sustainability material topics, 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 next FY1819 we aim to drive utilisation of our TeleConsultation service in the locations already set up.		Our TeleConsultation service is currently available in 16 countries, up from 11 from last FY.	  
We aim to increase the global percentage of Promoters (Net Promoter Score rated) by three percentage points in the next three years. This applies to all case types: medical, security, and general assistance. Our current member satisfaction level is 88%. We will maintain this level for the coming year.		In FY1920, we increased the member satisfaction of 1% to 89%.	 
By FY2021, we will support the introduction of a new ISO certification standard on travel risk management.		We have been actively working with the International Organization for Standardization (ISO), British Standards Institution (BSI) and the standard will be available in autumn 2020.	 
We aim to attain our MedSupply Corporate Quality Management System (CQMS) by FY2021 - a set of standard quality management system procedures based on the World Health Organization's (WHO) Model Quality Assurance System for Procurement Agencies (MQAS), and other applicable WHO guidelines.		A significant progress has been made in this area. The team has prioritised key areas such as product quality and patient safety to ensure that the suppliers and products sourced meet the established quality standards. The final step will be to integrate the QMS of the MedSupply Fulfilment Centres with the Corporate CQMS, which is also in-progress. Considering the high regulatory complexity and business continuity implications, the requirements are included at the MedSupply Fulfilment Centres in a phased manner.	

\*Our efforts support several SDGs



Goal	Progress	Activities	SDGs*
<p>By FY1920<sup>6</sup>, we will expand our mental health service offerings to our clients through our collaboration with Workplace Options (WPO).</p>		<p>Our Assistance Centre teams collaborate with Workplace Options on a daily basis, with 406 clients subscribed to Enhanced Emotional Support, and FY1819's case count growing by over 85% from the previous year. Together we have developed Emotional Support programmes to address the needs of different industry sectors, including specialised MedSea support for those aboard seafaring vessels. International SOS and WPO continue to partner on training programmes and traveller awareness of both stress triggers and solutions available to them.</p>	
<p>We will maintain our commitment to improve Global Health Security throughout FY1920.</p>		<p>Our medical team has supported international meetings such as: the Chatham House Influenza Preparedness Stakeholder Conference in London January 2019, the International Conference on Global Health Security held in Sydney in June and signed the Sydney Statement.</p> <p>Additionally, we have convened our global crisis team and held regular update conference calls over the Ebola outbreak and have further developed the Enterprise Health Security Centre (used by us as well as clients).</p> <p>Finally, we continue to monitor health security threats around the clock - publishing hundreds of articles and alerts.</p>	
<p>We will maintain our commitment to improve Community Health, in partnership with other stakeholders throughout this year.</p>		<p>We have been actively involved in an international survey regarding the use of HIA (Health Impact Assessment) and in the drafting of a guidance document for project developers, governmental authorities and consultants.</p> <p>In partnership with Newcrest Mining Limited, we have deployed a large scale health initiative aimed at controlling Yaws, a tropical disease in Papua New Guinea. In FY1819, all the inhabitants of a district (60,000 people) received treatment for the disease.</p> <p>Our indigenous partners are essential to International SOS' growth and sustainability in all regions of Canada. For the FY1819 International SOS concentrated on four key efforts to mitigate daily struggles for our remote community indigenous partners. The key issues included poverty, unemployment, and dependence on government social programmes. In FY1819 International SOS had eight indigenous community partners with a total population of 3,500 people. International SOS annual man hours spent on these efforts were approximately 900 hours.</p>	

<sup>6</sup> (FY1920) started on the 1st July 2019 and will end on the 30th June 2020.



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

Goal	Progress	Activities	SDGs*
We will maintain our commitment to raising awareness on Malaria throughout this year.		This year the group broke the record by ordering 7,000 malaria bracelets and raising almost \$6,500. The proceeds were used to buy 3,500 mosquito nets - protecting the lives of 7,000 people. In the past six years the group has bought 31,700 bracelets allowing us to buy 9,350 mosquito nets and give them to communities in Africa, protecting nearly 30,400 lives.	   
The International SOS Foundation received support for its research efforts on Duty of Care & Sustainability, Health, Safety and Wellbeing.		We will maintain our support for the International SOS Foundation's research efforts on Duty of Care, Sustainability, & Health, safety and wellbeing.	  
We will commit 50 volunteers to support the International SOS Foundation and its research efforts in Duty of Care: Health, Safety and Wellbeing annually.		The annual roster of volunteers can be found at: <a href="https://internationalsosfoundation.org/about-us">internationalsosfoundation.org/about-us</a>	  
By the end of FY1819, we will provide annual funding/scholarships for five to ten talented females to attend a leadership programme.		Globally, we sponsored 55 talented female employees to participate in various external leadership programmes. Employees chose programmes, based on their personal and professional development needs.	   
By the end of FY1819, we will have a global mentoring programme for female managers.		<p>In January 2019, we launched the first global mentoring programme for female employees. The six-month programme aimed to equip our female, high-potential colleagues with the necessary skills, resources and internal network to leverage their career aspirations within the company.</p> <p>The first programme launch received 85% NPS score and positive recognition across the business. Out of 23 participants, five were promoted after completing the programme. We are also delighted to learn that two other participants were selected as winners of our FY1819 Elite Sales Club.</p>	 
We will expand our global mentoring programme, exclusively for female managers.		Based on the success of the first programme carried out in FY1819, we look forward to bringing the programme to more female employees.	  

\*Our efforts support several SDGs





Goal	Progress	Activities	SDGs*
We are committed to developing young talent, through our Global Talent Programme in long-standing partnership with AIESEC.		During FY1819 we hired 32 AIESEC interns from 20 different nationalities across the group. The retention rate of the interns, taking on full-time positions increases every year and is currently averaging nearly 65%.	
From FY1920, all our employees globally will be required to complete an Occupational Health & Safety (OH&S) eLearning course as an annual mandatory requirement. This is part of our continuing efforts in developing a culture of the highest level of safety and compliance across all our offices worldwide.		We have developed an OH&S online module; it is included in our Global Compliance eLearning course, compulsory for all employees worldwide starting in FY1920. The module aims to help employees identify potential hazards, know what to do in the event of an OH&S incident and encourage positive workplace behaviours and hygiene practices.	
We aim to attain a certification of ISO 45001:2018 Occupational Health and Safety management systems in Europe, Africa and Australasia by FY1920.		The Medical Service team is actively working on the certification.	
We will make our Employee Assistance Programme (EAP) and mental health support available to our employees globally. By FY2324, all International SOS employees are provided with wellbeing support from the company.		We believe being well and healthy at work is one of the key ingredients of productivity. Leveraging on medical capabilities provided to clients, we launched 53 wellness and EAP programs in 41 countries in FY1819. They range from healthy daily habits (e.g. gym access, onsite flu shots & nutrition), common non-communicable diseases (e.g. cancer & heart diseases) to mental health (e.g. stress management & autism awareness). Specific health needs for females are also addressed through tailored initiatives such as breast cancer awareness & check-up, facilities for nursing mothers and talks on gynaecological health.	
By the end of FY1920, we aim to launch a job band structure globally, covering all functions and business lines across different locations.		The band structure will provide clear guidance on requirements for upward and lateral movements within the business, opening up opportunities for our workforce and supporting them to develop their careers at International SOS.	
In FY1920, we aim to finalise our OH&S data management system for our Medical Services business in line with the GRI 403 Standard.		International SOS Occupational Health Safety (OH&S) Management System has been revised and updated to meet the ISO: 45001 as well as GRI 403 Standard. Data collection system has been put in place and we have started testing reliability and working on quality assurance of OH&S data.	

\*Our efforts support several SDGs



## PRINCIPLES: LIVING BY OUR PRINCIPLES & PRACTICES

Goal	Progress	Activities	SDGs*
We will maintain and expand, where practical, on our versatile trainings globally. The versatile training enables our non-Assistance Centre employees to be effective in supporting our operations in a crisis or/ and when there is a huge surge in cases.		We continue to review our Business Continuity agenda. As part of this exercise we are in the process of developing cloud-based and supported technologies allowing greater flexibility across our operational network. This is supported by ongoing versatile 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 or/ and when there is a surge in cases. In the past year we have run crisis team training exercises at eight locations and mobilised live internal and external crisis management for 13 regional events.	
We will embark on independent certification of our compliance with GDPR through Bureau Veritas. We aim to attain certification by end of FY1819.		Our Assistance Centre, MedAire and Medical Services have been certified globally. Read the press release <a href="#">here</a> .	
In FY1819, we will run a cyber-attack breach simulation at our next Annual General Meeting for our top general management population.  We will also run Crisis Management and Data Breach training in each of our Regional Crisis Management Control Centres, as well as basic crisis training in each Assistance Centre location.		The activities planned for the FY1819 were executed and this led to the decision to cascade them across the Regions.	
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.		We will also continue to run regular Crisis Management training in each of our Regional Crisis Management Control Centres and for our operations communities, as well as basic crisis training at country and location level.	
In FY1920, we will embark on a process of assessing our environmental footprint		Our Sustainability Committee will create a working group to map our current environmental initiatives and certifications across the group to identify a corporate process to assess our footprint.	

We remain committed to align our sustainability disclosures with the GRI Standards in the future, and we've made progress over the year in harmonising our data management systems across the various businesses within the Group.

\*Our efforts support several SDGs

## Our workforce profile<sup>7</sup>

Total number of employees by employment contract, by gender	Female	Male	Non-disclosed	Sum
Permanent	4448	3974	276	8698
Temporary	441	471	27	939
Per diem	12	7	1	20
Locum	0	7	17	24

Total number of employees by employment type, by gender.	Full time	Part time	Locum	Per Diem
Female	4598	291	0	12
Male	4271	174	7	7
Non-disclosed	296	7	17	1
<b>Sum</b>	9165	472	24	20

Total number of employees by employment contract, by region	Permanent	Temporary	Per Diem	Locum
Africa	1007	27	0	0
Americas	2193	81	13	0
ANZ	171	17	3	0
Asia	1695	132	0	0
Europe	1092	42	0	0
IAS (Globally mobile employees)	660	57	0	23
MENA	507	4	0	1
Pacific	96	357	4	0
Russia & Kazakhstan	736	17	0	0
SEA	541	205	0	0
<b>Sum</b>	8698	939	20	24

Data correct as of 20 October 2019.

<sup>7</sup> Information is collected on 20 October 2019 from our global HR system, which is updated on a daily basis.





## 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

Development of international guidance on the prevention and mitigation of risks associated with working and travelling abroad. In collaboration with the Kingston University of London and Affinity Health at Work organisation, the International SOS Foundation recently published one of its key research whitepapers 'Keeping Business Travellers Happy, Healthy & Engaged, at Home and Away'. The paper includes a groundbreaking study of how business travel impacts travelling executives.

Read the paper [here](#).

#### A spotlight on managing risks in higher education

To protect students, staff and faculty from medical and security risks before and during outdoor learning activities, the Foundation launched a robust new whitepaper entitled 'Health and Travel Security Risks in the Education Sector: Field Trip Management'. It provides practical guidance for education institutions in order to better manage the risks involved with overseas trips.

'Managing new Risks in Higher Education' is a new whitepaper launched in 2019 which highlights the importance of mitigating safety, security, health and wellness risks for those students, staff and faculty visiting or going abroad. It explores the key mobility risks and challenges faced by universities and higher education institutions as well as some of the solutions and best practices.

Read the paper [here](#).

#### Helping organisations advance their sustainability agenda

In 2018, the Foundation launched a white paper titled, 'What will Occupational Health and Safety look like in 2030?'. The paper uncovers the most significant Occupational Health and Safety changes that the HSE (Health, Safety & Environment) community need to prepare for, and what their legacy impact will be by 2030.

Read the paper [here](#).

#### Sharing best practices on Road Safety

In 2012, The International SOS Foundation joined forces with GRSP. The Global Road Safety Partnership (GRSP) is a not-for-profit organisation hosted by the International Federation of the Red Cross and Red Crescent Societies (IFRC) in Geneva, Switzerland. Its role is to create and support multi-sector road safety partnerships that are engaged with front-line good practice road safety interventions in countries and communities throughout the world. It plays a powerful role in capacity building and training of road safety practitioners, engaging actively in advocacy at all levels, providing road safety programme coordination at the global level. It is also a recognised expert source of road safety knowledge and good practice. In 2019 the two organisations also launched a new white paper titled 'Risks of the Road for the International Traveller: The Leading Global Killer Often Overlooked in Duty of Care'. The paper provides insight on the many forms of risks on the road, including those when taking public and private transport, self-driving and as a pedestrian. It also provides risk mitigation practices for organisations and business travellers.

Read the paper [here](#).

### Continuous education and training

Other courses include the Duty of Care training launched in 2017, 'Safety, Health and Security for the Mobile Worker'. It aims to provide 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 training programme is certified by Institution of Occupational Safety and Health (IOSH).

Learn more about the training at: [internationalsosfoundation.org/duty-of-care-training](http://internationalsosfoundation.org/duty-of-care-training)

### Becoming Duty of Care Ambassador

With an increase of global mobility in an ever more challenging world, the prevention of work-related travel, health and security incidents has become crucial. On 3 September 2017, the International SOS Foundation, supported by the Ministry of Manpower Singapore, launched a declaration during a Summit Meeting on the opening of the XXI World Congress on Safety and Health at Work in order to drive commitment to Duty of Care. To date, more than 400 individuals from organisations

and institutions worldwide have signed the declaration to support principles of risk prevention with regard to work-related travel safety, health and security and hence became Duty of Care ambassadors.

### 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. The 2019 Duty of Care Summit & Awards took place in Shanghai, China on 17 October 2019.

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



## UNGC PRINCIPLES INDEX

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

For more information, please visit [internationalsos.com/about-us/esg](https://internationalsos.com/about-us/esg)

“ I am pleased that we have delivered on many of the goals we set out for 2019 and are committed to continue the progress with a set of new stretching goals for 2020 and beyond.”

— Arnaud Vaissié

Co-founder, Chairman & Chief Executive Officer

For comments and feedback,  
please write to:

**International SOS**

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

e: [group.marketing@internationalsos.com](mailto:group.marketing@internationalsos.com)

w: [internationalsos.com](http://internationalsos.com)



