



We developed a list of relevant sustainability issues through a review of internal documentation.

Our material topics

International SOS has carried out a materiality risks assessment to prioritise the economic, environmental and social topics that have a material impact on our business and that matter most to our key industry 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.

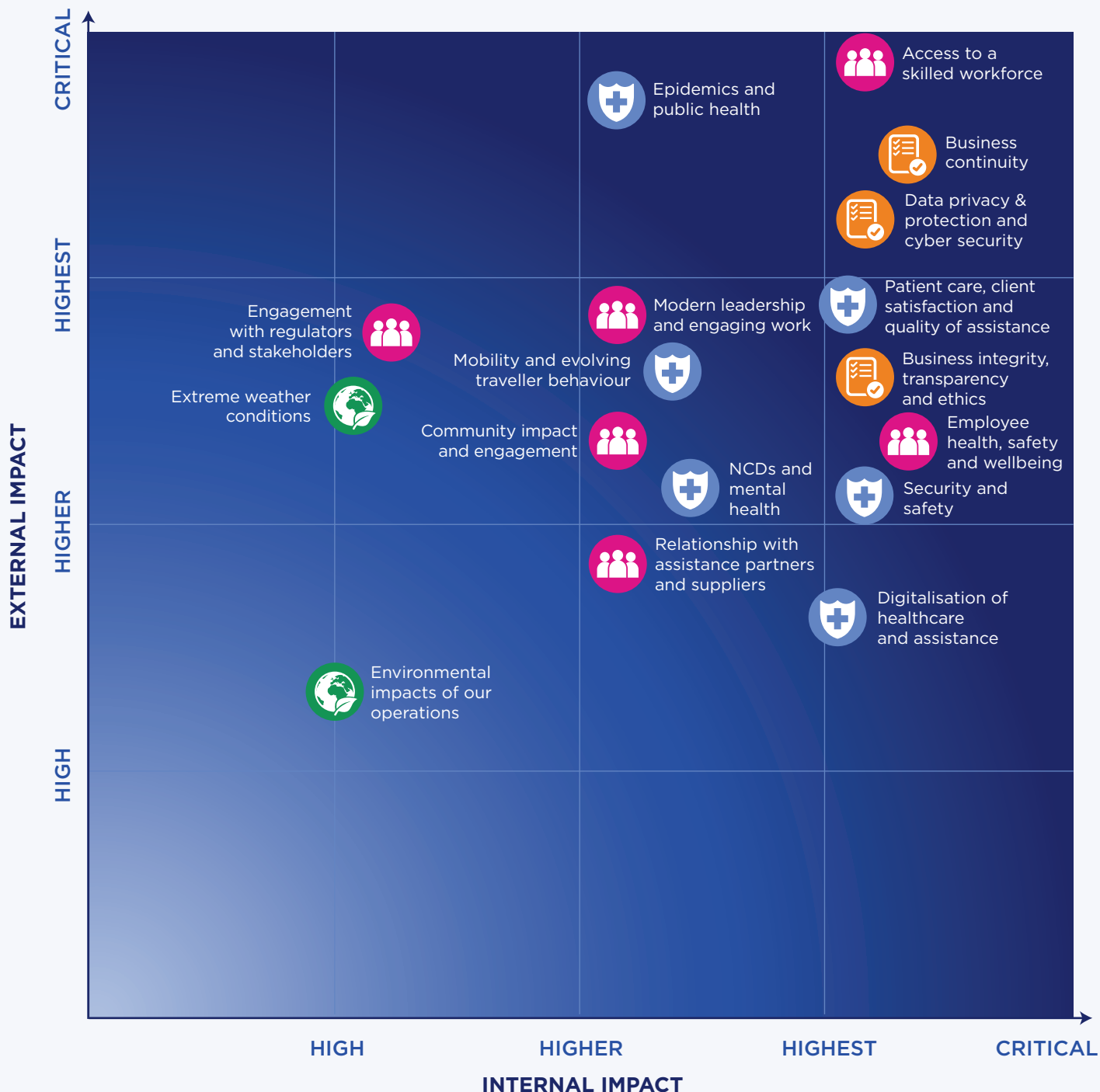
The impact on our business was determined by the views of our Group Executive Committee, top management and employees. The external impact was assessed with reference to the expectations and concerns of our clients, and refined by the view of our management, and influencers in our field.

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 the CSR Committee and Board to understand how they align with our organisation's strategy.

Our materiality matrix



-  Medical and Security Services
-  People
-  Governance
-  Environment