

**INTERNATIONAL
SOS**

2015/2016 CORPORATE SOCIAL RESPONSIBILITY REPORT.



**WORLDWIDE REACH.
HUMAN TOUCH.**

internationalsos.com



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Cover: Hot-air balloon event fundraiser for Stars and Rain Autism charity; World Malaria Day in Luanda, Angola.

Left: Our efforts during Malaria Day helped purchase 3,400 bednets for children in Africa.



Statement from Arnaud Vaissié CO-FOUNDER, CHAIRMAN AND CHIEF EXECUTIVE OFFICER

Our CSR priorities are set by the CSR Committee with oversight from our CSR Board. Our regions and employees are instrumental at a local level, driving each community agenda with an emphasis on 'Healthcare & Education.' There are a few initiatives to highlight:

United Nations Global Compact: In 2015, our submission to the Communication of Progress for the United Nations Global Compact was first approved and later renewed in 2016. In September of this same year, we took our commitment further by signing a statement to support the UNGC's Sustainable Development Goals (SDGs).

These SDGs - agreed by all 193 United Nations member states and applicable to all countries - lay out a roadmap over the next 15 years to end extreme poverty, fight inequality and injustice and protect the planet.

Malaria: With the majority of deaths from malaria occurring in Africa, our Eastern Europe, Middle East and Africa region has led a sustained prevention campaign focused on the African continent. Over the past four years, we have bought bracelets through United Against Malaria funding 3,475 bednets that protect over 13,000 children. Additionally, we have run education sessions, workshops and training in Nigeria, South Africa, Chad, Ghana, Angola and Mozambique with more than 1,000 people.

Kokoda Track Foundation (KTF): As we have operations in Papua New Guinea, we support the work of the Kokoda Track Foundation. This organisation helps provide sustainable aid and development in Papua New Guinea, one of the world's poorest countries. We provide funds, support a leadership programme and volunteer in PNG to provide public health services there.

Duty of Care and Thought Leadership: We work to fulfil our Duty of Care responsibilities towards our staff who travel and work in remote places. With a focus on prevention, we have programmes in place to educate employees before travel, track and communicate with them in incidents and provide emergency support. We develop Thought Leadership on Duty of Care and Travel Risk Management. In 2016, we helped the British Standards Institution create its Publicly Available Specification (PAS) Code on 'Travelling for Work'. We are also the world's first organisation to be certified in accordance with the newly published ISO 13131 Guidelines on TeleHealth services.

AIESEC: We aim to help young graduates obtain the work experience they need to start their careers. We work with AIESEC, the world's largest youth-run organisation, providing young people with leadership development and cross-cultural internships. In total, 47 AIESEC interns have taken roles with us and 19 have gone onto permanent positions at the company.

We have made continuous improvements to ensure our CSR standards are embedded in our behaviours and work standards. We remain focused on employing sustainable and ethical practices in the marketplace, in the workplace and in the environment across the group.



Arnaud Vaissié
Co-founder, Chairman
and Chief Executive Officer

Left: Arnaud Vaissié,
Co-Founder, Chairman
and Chief Executive Officer.

Below L-R: Public health services
in Papua New Guinea;

World Malaria Day,
International SOS Clinic Pemba,
Mozambique.



About INTERNATIONAL SOS

International SOS (internationalsos.com) is the world's leading medical and travel security risk services company. We care for clients across the globe, from more than 1,000 locations in 90 countries.

Our expertise is unique: more than 11,000 employees are led by 1,400 doctors and 200 security specialists. Teams work night and day to protect our members.

We pioneer a range of preventive programmes strengthened by our in-country expertise. We deliver unrivalled emergency assistance during critical illness, accident or civil unrest.

We are passionate about helping clients put Duty of Care into practice. With us, multinational corporate clients, governments and NGOs can mitigate risks for to mitigate risks to their people working remotely or overseas.

Our mission and VALUES

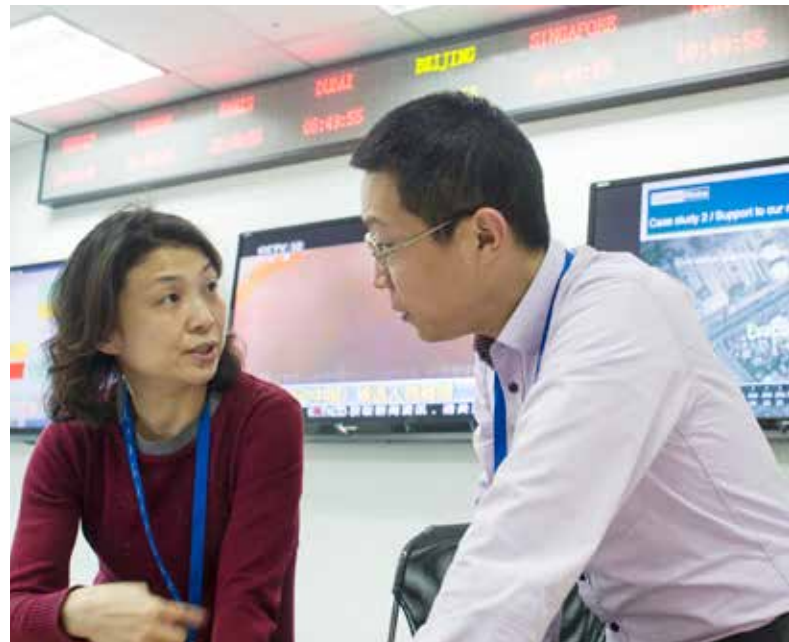
Our Mission is to pioneer the international medical & travel security risk services sector.

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 the highest quality of service 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 compassionately care about the interest of our clients, members and employees to make a real difference in people's lives, globally.



Above: Flight doctor and patient, Johannesburg.
Right: Beijing Assistance Centre.



What Corporate Social Responsibility MEANS TO US

Our corporate social responsibility activities demonstrate a commitment to maintaining globally sustainable operations. Our philosophy for corporate citizenship focuses on 'Healthcare and Education' to look after the wellbeing of our employees and the communities around where we operate. It also extends to ethical conduct in our dealings with suppliers, clients and other stakeholders.



Above: Glucose Check, Malaysia.

Below: Dr Pedro Kamong teaches Australian Year Five students about public health in Papua New Guinea.



Corporate Social Responsibility COMMITTEE

Our CSR Committee meets regularly to advise on and set our CSR priorities. Its work includes a broad range of activities affecting our workplace, marketplace, communities, human rights and environmental initiatives. Members include:

Jennifer Westen

Committee Chair & Group Director, HR, Singapore

Kai Boschmann

Committee Vice-Chair & Chief Marketing and Communications Officer, London

Rebecca Hackworth

Committee Secretary & Sr. Group Communications Manager, London

Thierry Dardare

Committee Member & Chief Finance Officer, Europe

Martin Bustarret

Committee Member & Regional General Manager, Southern Europe

Cindy Cheng

Committee Member, CEO, International SOS China and HK(SAR)

Rebecca Malzacher

Committee Member & Director, Marketing, Australasia

Dr Philippe Guibert

Committee Member & Regional Medical Director, Asia

Karel Van De Pijpekamp

Committee Member & Managing Director, Northern Europe

Samuel Chauffaille

Committee Member & General Manager, Assistance, Asia



Jennifer Westen
Committee Chair



Kai Boschmann
Committee Vice-Chair

Corporate Social Responsibility BOARD

The Committee reports to our CSR Board, who meets twice a year and updates our Executive Committee. The CSR board includes:

Arnaud Vaissié

Co-founder, Chairman and Chief Executive Officer

Dr Pascal Rey-Herme

Co-founder and Group Medical Director

Laurent Sabourin

Group Managing Director

Dr Myles Neri

Group Medical Director, Medical Services

Greg Tanner

Group General Counsel

Below clockwise from top left: Picture from 'Paint with Love', Pertapis Children's Home, Singapore; Building a 'Tippy Tap' for handwashing in Papua New Guinea; Donating medical supplies in Papua New Guinea; Volunteering at Pertapis Children's Home.



Corporate OVERVIEW

This report comprises the corporate social responsibility activities of International SOS, its subsidiaries and brands, including: MedSupply International, RMSI, MedAire, IHC and Aspire Lifestyles for January 2015 through September 2016.

International SOS worldwide footprint:

- 96 offices organised into six regions
- 67 clinics
- 26 Assistance Centres
- 900 remote site projects in 90 countries (including 300 offshore locations)

CLIENTS

- 10,000 corporate clients
- 68% of Fortune Global 500 companies

SECTORS

- Corporate (Finance, Technology, Healthcare, Manufacturing, etc.)
- Oil & gas
- Offshore
- Mining
- Infrastructure
- Luxury yachts
- Aviation
- Maritime
- Non-profit
- Government
- Scholastic

KEY SERVICES

- **Assistance:** Pre-travel advice, assistance abroad and emergency help.
- **Medical:** Information, advice and analysis; occupational health services; remote site and topside support; staffing; training; supplies and facilities; consulting; and managed healthcare services.
- **Travel Security:** Information, advice, training and consulting.
- **Clinics:** Urban and remote site facilities.
- **Technology:** Traveller-tracking; eLearning and telemedicine.
- **Other services include:** Concierge and customer-care solutions.



Below L-R: International SOS TeleHealth services; International SOS Clinic Talatona, Angola.



Championing healthcare AND EDUCATION

Efforts to educate and prevent cases of malaria, work with the Kokoda Track Foundation and support of London Air Ambulance.

COMBATting MALARIA IN AFRICA

Progress is being made in the fight against malaria, a preventable disease. But it is still a major challenge. The WHO states that 3.2 billion people remain at risk. In 2015, there were 214 million new cases of malaria with 438,000 malaria deaths. The majority of cases occur in Africa.

Our Eastern Europe, Middle East and Africa region continued to play its part in building awareness and promoting healthy practices. Year by year, we have increased our support for United Against Malaria, by buying bracelets from the Relate Organisation. These proceeds go towards the purchase of mosquito nets. In the past four years, we have bought nearly 14,000 bracelets which helped fund 3,475 nets, protecting over 13,000 children. An extra benefit is that the bracelets are handmade in Cape Town, which offers job opportunities to the local community.

Malaria Week in Africa continues to be a major focus of our many activities, involving our staff, clinics, clients and local communities. We produced a range of educational materials including posters, pocket guides and playing cards. We held

presentations and quizzes and presented education to help prevent infection.

As part of our outreach to local communities, in Chad, we visited the NGO 'SOS Children's Village'. We gave a presentation on malaria to the children, plus a donation of 3,000 Euros collected from our staff in Chad and Dubai.

We also work closely with our clients on malaria prevention. Numerous workshops were held across Ghana, the DRC and elsewhere, often at remote client locations. In the DRC, over 750 employees attended a presentation on preventing malaria, presented by International SOS doctors.

Below L-R: Promoting malaria education in Angola;
World Malaria Day, Lagos, Nigeria.





CONTINUING SUPPORT FOR KOKODA TRACK FOUNDATION

In PNG, the majority of the population still live in isolated, rural areas with little or no access to basic services. The Kokoda Track Foundation (KTF), our preferred regional partner, is working to provide those indigenous communities with access to education and health services. It also encourages the development of sustainable businesses and runs a leadership programme.

We support KTF in a number of ways:

- As well as the annual company contribution we give, many of our employees offer a monthly donation to KTF. We also raise funds through morning teas and at an annual dinner in aid of KTF, held in Sydney.
- We give hands-on help to the KTF leadership programme which aims to identify the next generation of leaders. We host students in our Sydney office, providing them with work experience and mentoring.
- KTF, in conjunction with the national and provincial authorities in PNG, has a School of Health to train health workers. A number of our medical staff volunteer there to provide training.

Above L-R: Child in Papua New Guinea; Dr Patricia Rarau, Nossal Scholar.

Below: Dr Oriol Mitja working to eradicate YAWs.



RAISING PUBLIC AWARENESS OF RISKS TO A MOBILE WORKFORCE

We produce extensive information and advice on the risks faced by mobile workforces. This is used by organisations to help them meet their Duty of Care obligations to their staff, and by individual workers. As part of our commitment to CSR we are making more of this information publicly available including:

- In 2015, we published our Travel Risk Map. It rates variable levels of medical and travel security risks across the world. It is the world's first map to cover both types of risk.
- A map showing territories affected by the Zika virus is available on our pandemic preparedness website, plus other news about the virus.
- We often hold advisory webinars in response to major events including Middle East respiratory syndrome coronavirus (June 2015) and the Brussels terrorist attacks (March 2016).
- We frequently share advice via social media.

We helped the British Standards Institute (BSI) create its Publicly Available Specification on 'Travelling for Work'. It provides detailed guidance on preparing for and dealing with, incidents that might occur when workers travel.

Likewise, we assisted in the preparation of communications by the independent, not-for-profit organisation, the International SOS Foundation. The Foundation, together with the Institution of Occupational Safety and Health (IOSH), has developed a detailed guidance on 'Managing the Safety, Health and Security of Mobile Workers'. It includes innovative advice on how to protect those who may face particular risks when travelling including: women, LGBT workers, students, older people and those with disabilities.



Left: Travel Risk Map 2017.

In the community: IN PARTNERSHIP WITH CLIENTS

Not only do we focus on our own corporate citizenship, but we also help our clients meet their corporate social responsibility objectives. We do this by providing public health expertise at mining sites to reduce the health impacts projects have on the local communities.

Mining projects are often in remote areas with endemic infectious illnesses, lack of clean water and limited health and transportation infrastructure. Diseases such as malaria, tuberculosis, cholera, STIs and HIV, filariasis and YAWs can be rife.

International SOS carries out baseline studies to benchmark rates of infection, develops control methods, sponsors education and monitors effectiveness. These initiatives significantly reduce the incidence of infectious diseases and benefit many people working on and around the sites.

Our client programmes include:

COUNTRY	TYPE OF PROGRAMME	DETAILS
Democratic Republic of Congo	Integrated malaria control programme	Started in 2007, workforce and community vector control programmes
Ghana	Integrated malaria control programme	Started in 2007, workforce and community vector control programmes
Indonesia	Public health management programme	Technical advisory services
Indonesia	Public health and malaria control	Malaria, tuberculosis, STI/HIV and health promotion
Papua New Guinea	Public health management programme	Established in 1998 includes: Mother and child healthcare, malaria, filariasis, HIV, tuberculosis and yaws control

Below L-R: Community health event in Angola for World Heart Day; Dr Pascal Rey Herme at Pertapis Children's Home in Singapore.



In the marketplace: FOCUS ON SUSTAINABLE OPERATIONS

International SOS has been in business over 30 years. During this time, we have taken a long-term view to creating sustainable operations so we are competitive and provide a livelihood for our employees. Below are a number of our business practices which contribute to our sustainability in the global marketplace.

INITIATIVE	SIGNIFICANCE	DETAILS
Global Quality Charter	Continual evaluation to ensure high customer satisfaction	<p>The Global Quality Charter ensures that we deliver excellent healthcare, concierge and security assistance services to our clients.</p> <p>To ensure the highest level of commitment from International SOS, the charter is led by our Group Chairman and CEO and Group Medical Director.</p> <p>This quality plan integrates our quality management system into the routine work of each Assistance Centre. It focuses on eight principles: Governance leadership, client focus, partnerships, continuous improvement, staff engagement, professional knowledge, information management and standardised work practices.</p> <p>Quality control measurements include: Internal and external audits, clinical governance, business process review, customer and staff feedback and incident management.</p>
ISO 9001:2008 certification of key facilities and operations	Demonstrated commitment to operate consistently and efficiently	<p>Our global ISO 9001:2008 certification includes all our business lines and International SOS registered companies. This distinction includes: Assistance Centres, Remote Medical Sites, Clinics, MedSupply, Health Care Services and Travel Security Services at International SOS worldwide.</p> <p>It also covers our concierge and lifestyle platforms at Aspire Lifestyles.</p> <p>Our certification is through the Swiss Association for Quality and Management Systems, selected due to the medical expertise of their auditors.</p> <p>We also have ISO/IEC 27001:2013 certification demonstrating our commitment to security best practices for customer data.</p> <p>We are also the world's first organisation to be certified by the newly published ISO 13131 Guidelines on TeleHealth services. This certification was awarded by British Standards Institution. It addresses several practices: The consistent delivery of remote medical assistance, clinical governance and quality management protocols, the ability to meet legal requirements and the protection of patient data and information.</p>
Audit and accredit third-party providers in our Global Assistance Network	Continual evaluation and surveys to ensure the integrity of our service providers	<p>We maintain details on 72,000 independent third party providers: Hospitals, physicians, air ambulances, dentists and security practitioners in our Global Assistance Network to service the needs of our clients.</p> <p>Routine data and credentialing maintenance are completed pursuant to stringent guidelines and in compliance to KPIs per provider type and rank. Central reports facilitate the monitoring of compliance.</p> <p>Our objective is to ensure that third-party provider data shared with members and clients is up to date, accurate and reliable, and that these providers operate within the legal requirements of the given country.</p>
Data Protection policy	Establishes how we collect, handle, store and process personal data (including medical data) in accordance with regional and international regulations	<p>Our customers entrust us with sensitive personal data such as medical data. We recognise our reputation and ability to serve our customers is dependent on how we protect their personal data.</p> <p>We have established a data protection steering committee responsible for the policy, procedures and operating standards to ensure compliance with changes in law, best practices among multinational companies, recommendations published by governments and aligned to technological developments.</p> <p>We expect our service providers to handle data in a similar way.</p> <p>Our data protection policy goes beyond the requirements of the law. It complies with:</p> <ul style="list-style-type: none"> • Laws in the countries where we do business • United States' Safe Harbour Framework and relevant provisions of HIPAA • Binding corporate rules sanctioned by the European community's data protection authorities <p>Within 30 days of joining, all employees are required to receive eLearning on our data protection policies.</p> <p>Contractual commitments to our customers include:</p> <ul style="list-style-type: none"> • Authority and accountability for data protection • Identify purposes for collecting personal data. • Consent of data subject • Collection limitations and accuracy

INITIATIVE	SIGNIFICANCE	DETAILS
Data Protection policy (cont.)		<ul style="list-style-type: none"> • Limiting use, disclosure, retention and destruction • Security • Openness • Individual access and correction • Challenging compliance • Transfers to a third-party and cross-border personal data flow. <p>PCIS (Payment Card Information Systems) Level 1 Compliance is part of Aspire Lifestyles platform.</p>
Information Security policy	Best practices and industry standards to keep information safe and secure	<p>We recognise that information both in electronic and non-electronic forms need to be protected from a range of threats to ensure business continuity.</p> <p>Our information security policy covers communications, technology, electronic information, software and hardware. Our policy and procedures are developed via our Data Protection Steering Committee.</p> <p>All employees and contractors of International SOS must comply with policy specifying:</p> <ul style="list-style-type: none"> • Alliance to ISO/IEC 27002 standards. • Background checks and security clearances for key and specific positions. • Organisational security, systems development and maintenance, access control and compliance.
Business Continuity Planning (BCP)	As a medical and security assistance provider, our clients and members require us to be fully operational in emergencies	<p>All 26 Assistance Centres:</p> <ul style="list-style-type: none"> • Seamlessly divert calls and cases from one assistance centre to another in an incident • Perform IT backups daily • Have uninterrupted power systems in place at all locations • Conduct disaster recovery testing at least twice a year • Updated BCP plans annually and perform mock scenarios to test readiness during: <ul style="list-style-type: none"> - Infrastructure failure - Single facility disaster - City-wide disaster - Surge in demand - Threat to reputation - Individual employees in danger - Influenza pandemic
Evaluation and Accreditation of our Medical Suppliers	Ensures the integrity of our medical supply chain	<p>Our global policies and procedures require that our medical suppliers:</p> <ul style="list-style-type: none"> • Are reviewed every 12 months. • Are compliant with all applicable licensing regulations. • Are audited to ensure licensing compliance, good distribution practices and traceability including the quality of products and recall management.
Data Retention and Archiving policy	Best practices and industry standards followed	<p>All employees of International SOS must comply with policy specifying:</p> <ul style="list-style-type: none"> • Retention of data • Exceptions to the retention period • Archival of digital and paper-based media. • Destruction methodology for CR-ROMs, DVDs, Tapes, mobile devices, portable drives, database records, backup files, hard drives and paper. • Enforcement and reporting breaches.
Security policy	Comprehensive procedures to ensure the security of our facilities, personnel, information and equipment	<p>Our policy addresses:</p> <ul style="list-style-type: none"> • HR security • Asset management • Cryptography • Physical and environmental security • Communications security • Information systems acquisition • Maintenance and review • Supplier relationships • Incident management • Business continuity • Compliance • Security of personnel. <p>Our procedures define physical security: Access, responsibilities, access cards and keys, employee identity, visitor badges and display of badges.</p>

INITIATIVE	SIGNIFICANCE	DETAILS
Security policy (cont.)		<p>Additionally, it sets out Information Security: Document security, clean desk and screens, printer security, secure destruction, IT access controls, transmission of sensitive information, encryption and password protection and security of mobile devices and laptops.</p> <p>Our policy outlines personal security, after-hours security, workplace violence and threats, pre-employment screening and separation procedures.</p> <p>The policy also describes the enforcement and reporting requirements.</p> <p>All office-based employees are required to complete the International SOS Security e-learning training course.</p>
Incident Reporting and Management	Processes and procedures for reporting and management of Incidents and Near Misses.	<p>We report on Incidents and Near Misses to monitor and better understand and address the risks that may affect our business.</p> <p>An Incident is an unplanned event that causes or has the potential to harm any company personnel, asset (including information, finance, or reputation) or our environment. A Near Miss does not cause damage but had the potential to do so.</p> <p>Staff are required to report all Incidents and Near Misses.</p> <p>Non-clinical and clinical incidents are reported in separate systems.</p> <p>We conduct a risk assessment to decide on which risks need immediate remediation and which can be managed less urgently. Risks to the business are rated and entered into our risk register.</p> <p>Risks comprise: Clinical risks, security risks, information security risks, health and safety risks, business continuity risks and compliance risks.</p> <p>Risks are reviewed quarterly at a regional level or as work practices or situations change by appropriate business units.</p>
Safeguarding of Children and Vulnerable Adults	Policy to protect human rights.	<p>Safeguarding is a priority reflecting our focus on human rights. Many countries have compliance requirements to protect and promote the rights of people who use health services.</p> <p>We recognise that we have a key role in safeguarding children and vulnerable adults within the context of delivering our services.</p> <p>Our safeguarding policy applies all staff working for the International SOS group of companies.</p> <p>Our policies and related procedures cover: Recruitment, Incident Escalation, Disciplinary Procedures, Consent and Compliance with Local Laws.</p>

RISK MANAGEMENT PRACTICES WORLDWIDE

The International SOS business is complex, with three distinct business lines and a global spread of operations. This complexity heightens the importance of our risk management processes, which have continued to mature over the past 12 months with our focus on risk assessment, incident reporting and management, external certification, business continuity planning, and physical and data security controls. As well as facilitating business resiliency, this helps protect our employees, clients and the environments in which we operate.

Over the past year, we have managed over 600 incidents. An incident is any event that can have an impact on our

people or our business. It could be a trip, fall or any other injury, the loss of a laptop, loss of data, an equipment malfunction or any other event. Each one is assessed to determine its cause and its actual and potential severity. We identify any lessons learned, adjust our policies and procedures to minimise the risk of future repetition, and improve our preparedness to respond. We also carry out twice-yearly regional reviews to identify any particular incident trends.

As well as continuing to build and improve our systems, we educate and train our employees to raise their awareness of, and ability to respond to, all incidents.

Below L-R: Travel Risk Mitigation employee eLearning; Launching the BSI PAS 'Traveling for Work,' a new international guidance to mitigate risk for mobile employees.



In the workplace: CREATING A HEALTHY AND EQUITABLE ATMOSPHERE FOR OUR EMPLOYEES

Simply put, we want to ensure that International SOS is a healthy and positive environment where employees can put their talents to best possible use. For this high employee engagement is important as is enabling ethical conduct, diversity and inclusiveness in the 90 countries where we operate. Similarly, we also aim to exceed our Duty of Care obligations to our workforce both in the home office and when they work on an assignment. We have industry-leading systems and practices to prevent illness, injury and security incidents from affecting our employees.

INITIATIVE	SIGNIFICANCE	DETAILS
Code of Conduct and Ethics Policy	Sets ethical conduct for all of our employees.	<p>Our policy includes:</p> <ul style="list-style-type: none"> Standards for honest and ethical conduct Compliance with local and national law and regulations Conflicts of interest Legal compliance Discrimination and harassment Fair dealing and integrity Information security and data protection Workplace health and safety Open door policy Whistle-blowing and reporting unethical behaviour. <p>Within 30 days of joining all employees are required to undergo eLearning on our Code of Conduct and comply with the policy.</p>
Individual Rights policy	Outlines the rights of employees in compliance with local laws.	<p>By providing employment, training healthcare and other benefits, we directly contribute to the wellbeing of individuals in the places where we operate and contribute to supporting individual rights.</p> <p>Our Individual Rights policy includes our:</p> <ul style="list-style-type: none"> Approach and respect for communities and peoples living near our operations Declaration not to employ child, forced or bonded labour Compliance with labour laws in the countries we operate in Statement of International SOS' political neutrality Aims to employ people without discrimination on the grounds of age, ethnic or social origin, gender, sexual orientation, politics or religion Prohibition of sexual harassment. We strive to create awareness on acceptable and unacceptable behaviour The expectation of service providers to respect the rights of their employees Respect for the privacy of information provided to us by employees, customers and service providers Commitment to provide fair and equitable remuneration to attract and retain the best talent in the industry. <p>Within 30 days of joining all employees are required to read and comply with our Individual Rights policy.</p>
Cross-border travel policies and procedures	Policies and procedures to meet our Duty of Care obligations to our employees when they travel and work abroad.	<p>We have robust cross-border travel policies and procedures to protect our workforce aboard.</p> <p>We dynamically assess travel security and medical risk for hundreds of countries and cities worldwide and assign risk ratings.</p> <p>All employees travelling abroad are required to obtain approvals.</p> <p>We track employee travel in our TravelTracker system. Employees are encouraged to use our Assistance App and check in on arrival.</p> <p>Employees are covered by our assistance services when they travel on business.</p> <p>For travel to medium to extreme risk locations employees are required to:</p> <ul style="list-style-type: none"> Use our Travel Risk Assessment tool with specific advice on the standards that must be applied for the trip. Acknowledge they have received and read a pre-travel briefing on health and security. Employees are required to comply with any and all required security and safety measures.

INITIATIVE	SIGNIFICANCE	DETAILS
Cross-border travel policies and procedures (cont.)		Personnel travelling in vehicles (including all drivers and passengers) must wear seatbelts at all times when the vehicle is in motion.
Occupational Health and Safety policy (OH&S)	Governance on OH&S at all facilities	<p>All employees are required to comply with our OH&S management standards. This includes:</p> <ul style="list-style-type: none"> • Complying and conforming with local OH&S standards. Where local law fails to provide an adequate standard, we apply our higher-level standards. • Adherence to International SOS' contractual obligations in regards to OH&S matters. • Implementation and communication of OH&S standards procedures and processes so we can maintain the occupation health and safety of employees. • Creating and implementing an emergency preparedness and response programme to ensure the adequate control of an emergency situation. • Appointing qualified and competent people to train and set standards. • Reporting and auditing all occupational health, safety accidents and incidents with the intent to create and implement corrective and preventative actions to prevent reoccurrence. • Continual improvement and best practices for OH&S. • Formal management review and evaluation of OH&S activities.
Global Engagement Survey	A global programme to track and improve employee engagement.	<p>We seek to have motivated employees who enjoy their work and contribute to the success of our company.</p> <p>To learn how to improve this, we run engagement surveys to examine employee attitudes on job satisfaction, company loyalty and advocacy, having the right tools and equipment to do their jobs, work/life balance, internal communications, career and learning opportunities and relationships with peers and management.</p> <p>In 2016, areas to be enhanced included improving the tools and systems so employees can work more efficiently and career development. Employees and senior management have formed work groups and are committed to improving engagement levels.</p>
Employee assistance programmes	Many sites have employee assistance programmes as part of benefits.	<p>Employee assistance programmes support staff with personal issues including major life events, financial and legal concerns, substance abuse, emotional distress, healthcare concerns, work, family and other concerns.</p> <p>In 2016, we formed a partnership with Workplace Options, a leading Employee Assistance Provider, to provide these services to our staff on a global basis.</p>
Wellness programmes	Many sites encourage wellness and health promotion	<p>We take an active role to reduce the impact of Non-Communicable Diseases (NCDs) in our workforce. Healthy lifestyle and behaviours to promote stress reduction, exercise and a balanced diet can help prevent NCDs.</p> <p>At many offices we encourage or offer:</p> <ul style="list-style-type: none"> • Sports clubs, walking and exercise promotion • Healthy eating • Vaccination • Smoking cessation • Bicycle riding/commute to work • Provision of healthcare.
Diversity and inclusion	Active encouragement of diversity and inclusion in our employees	<p>We actively look to increase and promote diversity within our internal talent pools. Our diversity committee benchmarks our attitudes on diversity and on how we can improve. One area of focus is gender diversity. In 2016, we ran an internal campaign for International Women's Day featuring a Q&A of over 30 female leaders around the business.</p> <p>We also offer unconscious bias and cultural awareness training to cultivate diversity and increase sensitivity.</p>
eLearning	Continual employee development and training initiatives.	<p>International SOS requires employee eLearning including:</p> <ul style="list-style-type: none"> • Code of Conduct and Ethics • Data Protection • Security Procedures • Pandemic Influenza <p>Specific departments and functions also have additional annual eLearning requirements. We have developed 173 courses eLearning courses in total.</p>
Other training and development	Mandatory CPR and defibrillation training and on-the-job education required	<p>We strive to improve our employees' skills and competencies through regular performance reviews, recognising potential, offering training, coaching and other professional development opportunities.</p> <p>All employees are trained in Basic Cardiopulmonary Resuscitation (CPR) and the use of Automated Electrical Defibrillators (AEDs).</p> <p>Medical staff are required to maintain training requirements as part of licensing requirements.</p> <p>Assistance Centre induction training is a minimum of six weeks and employees are required to undergo two additional sessions per year.</p>

INITIATIVE	SIGNIFICANCE	DETAILS
Open Communication Guidelines	Structure work environment to encourage open, non-hierarchical communications	Our guidelines for managers and employees encourage continual, open communication across all levels of the organisation, feedback, and discussion about any matter of importance to an employee.

ATTRACTING YOUNG TALENT – A MUTUAL BENEFIT

We are keen to offer young graduates the opportunity to gain international experience and develop their leadership potential. For more than three years, we have been working in partnership with AIESEC, an independent, not-for-profit organisation run by students and recent university graduates. It acts as a global platform for young people to explore and develop their potential. We work together to identify and select those members who want to spend time at International SOS as paid interns.

We currently have 13 AIESEC interns in the business. In total, 47 have spent time with us, and 19 have stayed on in permanent positions. AIESEC interns have taken on roles across the business: in HR, Operations, IT and Finance. Each year we employ a member of AIESEC as a Global Coordinator to manage the partnership between the two organisations and help in the selection process.

The partnership with AIESEC is mutually beneficial. The interns gain deep experience working at an international company. Their roles are designed to ensure they encounter different challenges and provide them with clear responsibilities and learning opportunities.

We gain the benefit of building our long-term talent pipeline and increasing diversity within the company.

MORE ABOUT AIESEC

AIESEC (pronounced eye-sek) describes itself as ‘a global network of young leaders under the age of 30 who strive to better themselves and the communities around them. Its members are interested in world issues, leadership development, cultural understanding and experiential learning.’

AIESEC was founded in 1948. It is now present in 126 countries and territories. Since its inception, AIESEC’s operations have been solely managed by students and recent graduates. Its ‘by students, for students’ mantra even extends to its global leadership team which is elected annually by the members. Members of AIESEC are known as ‘AIESECers.’

Below L-R: Promoting World Malaria Day; AIESEC interns and former AIESEC graduates.



Duty of Care: PROTECTING OUR MOBILE WORKFORCE

Our business focuses on how we can help clients fulfil their Duty of Care responsibilities and manage travel, health and security risks. The tools, information and advice to protect clients are also used to mitigate risk to our staff.

We have a robust approach to manage threats with well-established escalation procedures to ensure serious incidents are dealt with swiftly and at the right level.

Our international, in-depth assessments of Travel Risk provide a detailed picture of medical and security risks, country by country, together with rankings of risk levels. Before leaving for any destination, employees can access information on any matters that could affect them. This includes current political or religious issues, high-crime areas, potential disruptions, recommended modes of transport and any local customs they need to be aware of. From a medical standpoint, they are informed about all vaccinations required, the level of malaria risk and what precautions to take, and other relevant health risks or diseases.

Those going to higher risk destinations receive increased levels of support, both before departure and throughout their time away. Preparation includes verbal briefings and detailed reviews of travel plans, hotel vetting and other advice specific to the destination. During their time away mobile workers benefit from the same assistance we have developed for our clients: TravelTracker, the Assistance App and access to our global support systems. They can seek information and advice at any time and, as appropriate, we can monitor their progress.

Below L-R: Hiking the Kokoda Track Trail to fundraise in Papua New Guinea; Health promotion in Myanmar.

Right: Volunteering at Pertapis Children's Home, Singapore; Art from Children's Home, Singapore.



In the environment: PLANNING FOR THE FUTURE

We are committed to meeting international environmental best practices for employees, customers and providers that are consistent with, and appropriate to, our business activities and operations worldwide.

INITIATIVE	SIGNIFICANCE	DETAILS
Environmental policy	Governance on our environmental standards at all facilities	<p>All employees are required to comply with our environmental standards. These include:</p> <ul style="list-style-type: none"> • Conforming with local environmental standards; where local law fails to provide an adequate standard, we apply our higher-level standards. • Reporting and auditing all environmental accidents and incidents with the intent to create and implement corrective and preventative actions to prevent reoccurrence. • Striving to reduce consumption of energy and other resources. • Initiating a formal management review process based on assessments of the environmental impacts our activities and those of our operations may have, to improve our performance and to ensure continual improvement. • Fostering awareness and respect for the environment to ensure optimal environmental protection in everything we do. • Requiring suppliers and contractors to adopt similar standards and demonstrate visible and sustainable environmental management practices in the execution of their activities.
Environmental practices	Practices to reduce paper usage, encourage recycling and minimise electricity consumption	<p>Our environmental practices vary by facility. We strive to reduce waste, paper and electricity consumption and recycle where possible.</p> <p>Most of our facilities:</p> <ul style="list-style-type: none"> • Print in black ink by default. • Donate and recycle electronics. • Recycle plastics. • Properly dispose of hazardous materials like paints and solvents. • Use washable cups and plates instead of disposables. <p>We aim to reduce paper consumption by:</p> <ul style="list-style-type: none"> • Deploying electronic management systems for operations management, human resources management and financial management replace paper-based workflow processes. We continue to make efforts to move away from paper-based workflows and processes and to meet or exceed all relevant regulatory requirements. • Reusing envelopes and boxes for storage, providing for the collection of paper for recycling, reconsidering the necessity of printing or copying documents, using double-sided printing and copying, ensuring compliance with information security guidelines, and reusing paper printed only on one side for drafts. • Encouraging the use of electronic communications such as websites, e-newsletters and social media rather than paper-based media. <p>We aim to reduce electricity consumption by:</p> <ul style="list-style-type: none"> • Maintaining air conditioning systems so they are more energy efficient. Our general recommended indoor temperature is between 23 and 26°C. • Reminding employees to switch off the lights when they leave their workplace or meeting room, and only use lights when necessary. We also encourage the use of energy-saving lighting systems.
Medical waste management	Measures to reduce medical waste	We have procedures in place at facilities to ensure waste disposal does not pose any risk to public health.

Below: Chiswick Park, London UK.



International SOS aims to embed sustainability practices into our business in order to reduce its impact on the environment and to make sustainability an integral part of its way of operating.

International SOS recognises that we have a responsibility to our people, our customers and the communities we operate in. The way we operate

has an impact on the environment and we want to integrate sustainability best practice into our decision-making and business activities worldwide.

We will seek to minimise adverse environmental impacts through continual improvement in our environmental processes by committing to the five following key areas (in alphabetical order):

1. Communication: We will communicate our sustainability statement internally and externally
 - a. Employee engagement: We will encourage and promote environmental awareness amongst our staff through information, instruction and training.
 - b. Client engagement: We will share our sustainability statement, plans and strategies with our clients and, where appropriate, encourage our clients to support our environmental and sustainability strategies.
2. Energy efficiency: We will include environmental considerations such as energy efficiency into the acquisition, design and operation of all our buildings & appliances where practicable.
3. Law and regulation: We will comply with all laws and regulations relating to the environment.
4. Procurement: We will take into account the environmental credentials of suppliers when awarding contracts and consider environmentally responsible alternatives to products and services which we procure.
5. Waste management: We will manage our waste efficiently and will seek to reduce, reuse and recycle wherever possible.

We will periodically revise our sustainability statement to ensure that it continues to meet standards.

Our CSR Committee is responsible for devising and updating the company's sustainability statement and for ensuring that the necessary

resources and processes exist to facilitate its achievement. It is also the responsibility of each and every employee to practice the commitments of our sustainability statement.

Worldwide ACTIVITIES

During 2015-2016, we have continued with a variety of CSR activities in 'Health and Education' throughout the regions where we operate. Many build on activities begun in the previous year; others are new. Here are highlights from each region:

ASIA

Singapore

The Pertapis Education and Welfare Centre provides housing and social support to marginalised people and children in Singapore. Our Group Exco and other staff have given enthusiastic support to this charitable cause raising over SGD \$43,000 for the Centre.

We also work with RSVP - The Organisation of Senior Volunteers dedicated to promoting volunteerism among senior citizens. They run nine community service programmes, ranging from befriending lonely seniors to providing a guiding service at hospitals and teaching IT skills to elderly people. We raise money for RSVP through office collection boxes.

South Korea

Since November 2014, we have held five events in partnership with the Korean Red Cross Volunteer Centre. Staff members get together to bake bread and other items which are sent to the socially disadvantaged groups in our community (low-income seniors, children, multi-cultural families and North Korean defectors).

We work with groups of children to make 'Quiet Books' from kits we buy from the NGO, Promise and send these to children in underdeveloped countries.

In June 2016, our employees spent a day helping out at the Sarangmaru Elderly Care Center. They provided hands-on care with daily events including eating, washing and taking part in communal activities.

Myanmar

Our efforts here centre around helping orphans, taking them on day trips and donating colouring books, stationary, pens and toys.

Our doctors also presented at local schools on hygiene awareness, dental care and hand-washing.

Philippines

International SOS Philippines supports and raises funds for the Tahanan ng Pagmamahal children's home. This organisation provides care, shelter, and education to orphaned, abandoned and neglected infants and children from ages one to 18. We helped provide Back-to-School kits for the children and nappies for the infants. Employees also conducted reading programmes for the children.

China

Our Beijing office focuses its charitable efforts on helping Stars and Rain, China's first NGO dedicated to autism awareness and support. We conduct fundraising and support the charity throughout the year. Since it began in 1993, Stars and Rain has helped over 6,000 autistic children and their families. Stars and Rain provides parents with a unique training course to give them the skills they need to educate their children. It has also opened a home for six teenagers with autism and related disabilities.

AUSTRALASIA

The company and staff in International SOS Australasia are very committed to supporting the people of Papua New Guinea (PNG), one of the world's poorest and least developed countries. We have had a significant partnership with the Kokoda Track Foundation (KTF) for a few years (see the article on pg 9).

Other support for the people of PNG includes the sponsorship of two awards: The Westpac Outstanding Women Award and The Men of Honour Award.

In the field of public health in PNG, we promote blood drives and the distribution of birthing kits to help women give birth safely.

Our support for the Nossal Scholarship for Global Health continues. The Nossal Institute and the University of Melbourne award the Scholarship to a PNG student of medicine or public health. We have been funding this scholarship since its inception. The first recipient, Patricia Rarau, is on course to receive her PhD in Public Health in 2018.

Our medical experts in PNG conduct ground-breaking research to eradicate the tropical disease yaws.



Above: Helping children in Papua New Guinea.

Below L-R: Community Health Day near Port Moresby, Papua New Guinea; International Women's Day in Philadelphia.



UNITED STATES AND CANADA

Helping the Hungry, and Others

In the USA, our main CSR focus is on hunger, especially for families and children. We help address the growing problem of food insecurity by supporting food banks.

In 2015 and 2016, each of the US and Canada office locations ran a food drive to celebrate the Group's 30th anniversary; donating more than 3,500 lbs of food pantries in Houston, Edmonton, Alexandria, Boston, Philadelphia and Jersey City.

In Canada, a key CSR activity is the Christmas Stollery Gift Exchange. Each year our Edmonton office employees donate a wide selection of toys to the local Stollery Children's Hospital.

Staff across the region regularly get involved in raising money through sponsored runs and walks. Two favourite causes are MS and Cancer Research. On International Women's Day we also held collections in our offices in support of Breast Cancer Awareness.

MedAire Cares

International SOS group member, Medaire, concentrates its CSR initiatives on 'Healthcare and Education', through partnerships with not-for-profit organisations. These include:

- The 'Welcome to America Project' helping foreign refugees resettle in Arizona. We supported a Somali family of 11 members who lived in a refugee camp for 20 years before coming to Phoenix. We have given them kitchen supplies, books, toiletries, toys and other support.
- The Arizona branch of 'Junior Achievement' which aims to inspire young people. We spent a day teaching financial literacy to students (4th to 7th Graders) at Granada East School. At this school, 93% of the students are at, or below, poverty level and considered high risk.
- 'Team 5' provides medical care in remote areas of the world. We have donated supplies for several years and provided medical assistance services during some of their trips. This year we also helped the Team prepare for a mission to Peru.



MIDDLE EAST AND AFRICA

Much of our community support in the Middle East and Africa centres on World Malaria day, see page 8.

Teddy Bears Can Teach

Staff at our Almaty Clinic in Kazakhstan have found an engaging way to involve families in learning about good health. They set up a Teddy Bear Hospital at school and pre-school events. Children bring along their teddy bears to have 'injuries' treated by our doctors. As well as experiencing the operating theatre, the children visit an ambulance and learn useful health tips. Meanwhile, their parents attend a session on the health aspects of smartphones and other devices popular with children and practice some vital life-saving skills.



The Teddy Bear Hospital has attracted great interest. As well as being fun, it has brought together parents and children to drive health awareness.

Above L-R: Teddy bears can teach;
La Parisienne Run for Breast Cancer Research.
Below L-R: Supporting refugees in Frankfurt;
Colour Me Rad to fundraise for local schools.

EUROPE

The European Region continues to develop its commitment to CSR.

As part of our International SOS 30th Anniversary celebrations, in September 2015, 30 female employees from all over Europe took part in 'La Parisienne,' a 6.7 km run through Paris in aid of breast cancer. A total of 40,000 women joined in the race. This is the eighth year we have participated in the event.



Numerous activities have taken place at a local level too. These include:

- In London, we organise monthly drives to raise funds for London Air Ambulance (LAA). These include: bake-offs, coffee mornings, 30K walk and a half marathon. Thanks to its many supporters LAA now has two air ambulances and has extended its summer flying hours and can now attend up to 400 more patients per year.
- In France, we donated and shipped medicines to Africa in partnership with the not-for-profit organisation ASF (Aviation Sans Frontières) and provided books to Ecoles Sans Frontières, also destined for Africa.
- In Switzerland, staff ran a marathon in support of UNICEF. Many employees volunteered for a day at a children's hospital to engage the children in fun activities and donated books to rural school libraries in Tunisia.
- In the UK, our colleagues in Aberdeen ran in various races to provide funds for health-related causes.



A GLOBAL INFRASTRUCTURE YOU CAN DEPEND ON:



PASSION

26 ASSISTANCE CENTRES

With our local experts available globally, you can speak to us in any language anytime 24/7.



CARE

1,000 MEDICAL SERVICES SITES

An accredited, integrated network of 67 clinics and 900 medical sites around the world. Practising a supervised international standard of medicine – in developed and emerging countries, offshore and remote locations.



EXPERTISE

5,200 MEDICAL PROFESSIONALS

Immediate access to experts with extensive experience in all fields of medicine coupled with a thorough knowledge of the local environment and healthcare system.



RESPECT

70,000 ACCREDITED PROVIDERS

A network of accredited healthcare, aviation and security providers ensuring we provide you with the best logistics in the air, on the ground and at sea.

Protecting your people is our priority and this is what makes us the world's leading medical and travel security services company today.