



PROTECTING AND SAVING LIVES

We are in the business of saving lives, protecting our clients' global workforces from health and security threats. Wherever our clients might be, 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 and, with it, peace of mind. Our innovative technology, medical and security expertise focus on prevention, offering real-time, actionable insights and on-the-ground quality delivery.

PATIENT CARE, CLIENT SATISFACTION AND QUALITY OF ASSISTANCE

We help organisations to develop, grow and protect human capital at work and in life, for now and in the future. Ensuring our members receive quality care and assistance is our utmost priority.



Our Global Quality Charter ensures that we deliver excellent healthcare, concierge and security assistance services to our clients. The Charter is led by our Group Chairman and CEO and our Group Medical Director - demonstrating the highest level of commitment from International SOS.

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. Quality control measurements include: internal and external audits, clinical governance, business process reviews, customer and staff feedback and incident management.

International SOS standards are developed internally by subject matter experts who combine their knowledge of the business with relevant industry and international best practice. The standards are approved by the Operational and Quality Leadership teams and set the expected level of performance for our organisation. Compliance with the standards is routinely measured by internal and external audits. The results are reviewed and analysed, then reported to Group Executive Committee.

In addition to our internal quality standard, we are recognised with external accreditations:

ISO 9001:2015 certification across all our business lines and for all International SOS registered companies



ISO/IEC 27001:2013 certification for Information Security Management



ISO/TS 13131 certification for TeleHealth services



In FY1819, we will embark on the certification of ISO 45001:2018 Occupational health and safety management systems in Europe, Africa and Australasia. The certification ensures we are providing safe and healthy workplaces for our employees through preventing work-related injury and ill health, as well as by proactively improving our Occupational Health & Safety (OH&S) performance. We aim to achieve certification by FY1920.

Creating a positive change: Voice of our Members (VooM)

Attaining customer feedback is an integral part of our operations and we encourage transparency with our clients in this area. We commissioned an independent, third-party customer experience company (NICE Satmetrix) to conduct an on-going client satisfaction survey. The results are collated annually. The survey analyses the satisfaction level of both the end-users and the procuring manager. The results enable us to continuously improve the service we provide to our clients.

Any person calling an Assistance Centre for general, medical or security assistance will automatically receive a satisfaction survey when their case is closed. This process has been in place since 2014 and to date we have received in excess of 15,000 responses. The overall rating of our services has been consistently high. 88% or above say they are satisfied or very satisfied with the service they have received.

We also run an escalation process in the very unlikely event that the end-user is dissatisfied. Independent quality assurance managers are alerted to any end-user dissatisfied with the service received. Those individuals are contacted as a matter of urgency so we can understand the issue. We will then conduct a full root cause analysis and remediation. All complaints and compliments are added to our Customer Feedback System and enable our continuous quality improvement.

VooM improved response times and changed our global operations

We have achieved the following improvements to our service provision: a 4% increase in satisfaction with our medical service efficiency (87%), a 6% increase in confidence with our medical expertise (91%), and a 5% increase in confidence in our security expertise (96%).

In FY1718, we piloted an internal recognition programme that rewarded our employees who consistently receive high scores from customers via our surveys. This pilot resulted in a significant and sustained improvement in customer satisfaction in one of our regions. We will be rolling this out globally.

Quality information and intelligence

Our clients rely on vetted and quality information to make insight-led decisions for the management of their employees' health, safety and security risks. We have a stringent and proven process to ensure the quality of our medical and security intelligence and advice.



Medical

The true risk of so many differing environments around the world can only be assessed by our local knowledge and experience gained from our in-country presence. A dedicated and specialised team of doctors, nurses, public health specialists and multimedia communications co-ordinators make it possible to provide real-time advice and support.

Our insights are gathered and supported by machine aggregation tools. Thousands of inputs, including media aggregation websites, news reports, blogs, official government information, internet discussion sites and social media channels are continuously filtered. Other inputs include our network of global health professionals (both in-house experts and specialist consultants), clients and members, and informal relationships with other international non-traditional health threat surveillance groups.

Relevant inputs are validated by actively researching publicly available, official national information sources, and/or direct communication with relevant authorities, and/or internal sources. This is then assessed against recent epidemiological information.

Security

Our Security Services team consists of professionals from a wide variety of backgrounds, including government and the armed forces, law enforcement, policy and think-tank staff, corporate security and risk management professionals, journalists and NGO workers.

We work with multiple sources including but not limited to:

- Our exclusive networks of people on the ground, including our security provider network and extensive professional relationships in relevant countries
- Thousands of public sources, including local language news, social media, semi-official and government information sources
- Subscriber-only news, information and analytical sources

Our people speak 99 different languages. This gives us unequalled access to local open source material – without having to rely on automated translations. Around 60% of our alerts come from non-English language sources. We have numerous checks and balances to evaluate the credibility of these sources, corroborate the intelligence and ensure our output is consistent and reliable. When compiling reports, our analysts assess the sources based on a range of factors, including the historical reliability of the sources in question, the potential for bias or just inaccuracy, the timeliness of the information, as well as its relevance and practical use to our clients. We are particularly careful to avoid circular reporting when working with public sources. We do not issue reports based on a single source, except in those very rare instances where a human source is of proven reliability. For example, information coming directly from one of our own security teams, or specialist staff at International SOS or our joint venture partner, Control Risks. Even then, we typically caveat this in the text of the report.

All information is double-checked by our 24/7 editorial team prior to publication in order to ensure maximum factual accuracy.

Our joint venture with Control Risks: <https://www.internationalsos.com/medical-and-security-services/security>



Medical and security transport: quality and diligence

A key component of Duty of Care is preparing for the rare instance when prevention is not possible; a safe and rapid evacuation is essential to save life or limb.

We provide our clients with access to an unsurpassed quality of aviation service. Protecting their people is our priority – no matter where they are. We apply utmost diligence both before and during evacuation missions to ensure the safety of our clients.

Our specialist expertise, combined with a global operations infrastructure, ensures the most cost effective evacuation solutions can be achieved (frequently on scheduled airlines rather than charter or air ambulance aircraft) without compromising quality. Our team manages the safety and quality of the mission using external and internal assessment standards and processes. International SOS has established ISO certified medical transportation evaluation standards for both scheduled airline and air ambulance transports. Our cases are compliant with these and are audited regularly.

Integral to our transport services are the ISO certified regional flight desks. They:

- Manage and coordinate all logistics involved in missions, supported by specialist aviation managers and operations coordinators, security experts and doctors specifically trained in aeromedicine
- Enable a rapid response in evacuating our members with life-threatening conditions, often from austere medical environments where speed can be life-saving

- Maintain close relationships with scheduled airlines, and their medical departments, enabling rapid medical clearance of patients to travel on scheduled flights, together with our medical staff and equipment when appropriate, saving time and cost



International SOS supports the continuous improvement of industry standards by developing the aeromedical assessments for Basic Aviation Risk Standard (BARS) accreditation.

Benchmark to international standards

Currently the quality systems of each MedSupply International (part of the International SOS Group) Fulfilment Centre are standalone with no central oversight and evaluation of adequacy. Each fulfilment centre operates its own Standard Operating Procedures (SOPs) even though the business model and IT systems are similar. It is therefore important that all fulfilment centres comply with a minimum set of global quality standards.

We aim to achieve this by establishing a MedSupply Corporate Quality Management System. This is a set of standard quality management systems procedures based on WHO's Model Quality Assurance Systems for procurement agencies, and other applicable WHO guidelines, which each fulfilment centre needs to adhere to and stay compliant with. We aim to achieve this in FY2021.



SECURITY AND SAFETY

Security threats can affect anyone, and geopolitical changes increase instability, affecting employees' willingness to travel. In FY1718 we focused our work on three areas:

Geopolitics

We continue to see the rise of movements, which attract relatively large-scale and well-attended rallies in numerous cities. These movements tend to cause road closures, congestion, and, in some places, occasional outbreaks of serious violence. We provide our clients and their employees with pre-travel alerts and advisories to minimise these business travel disruptions. In 2017, we sent five million medical and security Pre-Trip Advisories to travellers to prepare them for their trips. This provided our clients with vetted, actionable intelligence, enabling them to make insight-led decisions.

Another continuing trend is the targeting of hotels associated with international travellers, tourists and expatriates by militant groups. The selection of an appropriate hotel has become an integral part of travel risk control, and should be taken into consideration when forming any mature travel risk management programme. We have introduced a Hotel Risk Review service to help our clients find the right hotel at the right place, at the right time for their trips.

Technology

As reports of corporate information theft continue to rise, one area of particular concern is information security while travelling on business. To support our clients facing this challenge, Control Risks and International SOS have introduced an eLearning course, 'Cyber and Information Security for Travellers'. The eLearning course aims to create greater awareness and understanding of cyber

and information security threats. It provides advice and guidance on how business travellers can reduce their exposure to the risk of data theft.

We have also produced a cyber security pocket guide. The pocket guide provides tips on data security before and while travelling, as well as advice on what to do in a high threat location.

Behaviour

According to the Ipsos MORI 'Business Resilience Trends Watch 2019', many organisations are not keeping up with modern workforce needs. While employees' demands and expectations are constantly evolving, the survey finds that travel policies are not taking account of these:

- Only a third (33%) of organisations cover cyber security in their travel policy
- Just over a quarter (26%) cover considerations for female travellers
- 18% cover 'bleisure' travel and 14% cover shared economy services²

We help our clients identify these gaps and manage their employees' overall health, safety and security policies through a series of consultation, assistance, eLearning courses (e.g. Women Security and Cyber & Security Information), bite-size advice via pocket guides and new services such as the Hotel Risk Review.

1. Bleisure travel is the act of adding a leisure portion of travel to a business trip.
 2. Shared economy services is a peer-to-peer (P2P) based activity of acquiring, providing or sharing access to goods and services that are facilitated by a community based on-line platform.

EPIDEMICS AND PUBLIC HEALTH

Despite advances in modern medicine, epidemics of infectious diseases continue to be a problem in the 21st century. With international travel, pathogens can spread across the world very quickly. There are numerous examples of major outbreaks in recent years – Serious Acute Respiratory Syndrome (SARS), H1N1 influenza pandemic, Middle East Respiratory Syndrome Coronavirus (MERS-CoV), Ebola and Zika. There is also the real possibility that a previously unrecognised disease could emerge. It is not a matter of ‘if’ there will be a new disease outbreak that threatens millions of lives – but ‘when’ it will occur. Acts of bioterrorism are a further threat to health, safety and security.

Even without pandemics, outbreaks of infectious diseases and public health challenges can pose serious problems for our members and their communities, and our own employees. As well as affecting health, such events can threaten business continuity, which is increasingly a priority for both private and public actors.

Helping members monitor and plan for these events is a major part of our activity. Our initiatives span from identifying and mapping potential risks to offering on the ground support. We also play an important role by facilitating partnerships among different actors such as national health authorities, private companies and civil society organisations (See page 46, under ‘Supporting our clients: making a positive impact on the community’).

Learning from experience

In 2013, an outbreak of Ebola was identified in Guinea, which then spread to Liberia, Sierra Leone and Nigeria. The speed and extent of its spread showed how unprepared the world was to deal with such events. Many of our mining company clients have operations in these countries and we were rapidly involved in developing a response. We worked closely with several organisations, including national ministries of health and international organisations such as the UN, WHO, Red Cross and Médecins Sans Frontières.

We launched our Ebola website and developed educational tools to help reduce the spread of Ebola among local communities. At client locations we implemented rapid disease awareness training for staff, and adapted clinic layouts specifically to handle Ebola cases. The experience of Ebola, and many other events, has enabled us to further strengthen our system of preparedness, for ourselves and our clients.

Our dedicated website for our members explains the background to pandemics and focuses on emerging respiratory viruses like bird flu and MERS-CoV, as well as Ebola.

We work with clients to develop detailed response plans for their individual locations. This includes conducting drills, checking that all required personal protective equipment is available and medical protocols are in place.

The experience of Ebola, and many other events, has enabled us to further strengthen our system of preparedness, for ourselves and our clients.

We have a number of specialists dedicated to alerting clients to such risks and helping them prepare. Our dedicated team monitors emerging events 24/7 and maintains close links with many external experts.

We are considered to be an authority and thought leader in pandemic preparedness. During the SARS epidemic in 2003, we developed a new generation of Portable Medical Isolation Units to transport patients with highly infectious diseases. In 2014, we supported the fight against Ebola in West Africa. This included the launch of a publicly available website, providing the latest information on developments, travel advice and how individuals and organisations could respond. We have produced a white paper on ‘Infectious Disease Incidents and the Workplace’ and contributed our thinking to academic journals. The latter includes sharing the lessons learned from the Ebola outbreak and the role of the private sector in responding.

In all these activities, we continue to collaborate closely with national and local governments to develop best practice and ensure client programmes meet all relevant regulations. This leads to improved outcomes and helps clients deliver their SDGs.

https://www.internationalsos.com/about-us/30th_landing



Emerging infectious diseases in the DRC

We are part of a multi-stakeholder initiative to help manage the risk of emerging infectious diseases (EIDs) in the Democratic Republic of Congo (DRC). The Infectious Disease Risk Assessment Management (IDRAM) initiative is an EID project led by the Centre for Global Health Security at Chatham House in London, with funding from the United States Agency for International Development (USAID).

Our work supports the extractive industry in the Katanga Province of DRC with the aim to combat EIDs of animal origin, such as rabies, cholera and haemorrhagic fevers. As mining companies push deeper into wildlife habitats in the developing world, they are increasingly encountering such diseases.

We are coordinating the pilot fieldwork and providing the interface between key stakeholders. These include the mining companies, the provincial health and veterinary authorities, the University of Lubumbashi and various research teams.

We are also looking at what mining companies can do to monitor and prevent transmission and enforce behaviour change among their workforce. One example is avoiding bush meat, which is often a source of disease transmission.

In January 2018, we signed a partnership agreement with Chatham House the Royal Institute of International Affairs to take this work forward. This is to further advance the Global Health Security Agenda (GHSa) as part of the IDRAM initiative which these organisations have previously

been collaborating on. The partnership aims to develop a community-based surveillance system to speed up the response time and reduce the human and economic costs of disease outbreaks.

The partnership's first activity took place in February 2018. This was a workshop, held in Dar es Salaam, funded and hosted by Ending Pandemics (formerly the Skoll Global Threats Fund). International SOS was co-convenor of the workshop and our DRC health team supported the DRC delegation. At the workshop, local health authorities, state health agencies, universities, and international organisations gathered from around the world. They aimed to identify how community-based disease detection and mitigation initiatives, already trialled in Thailand and Tanzania by Ending Pandemics, might be successfully applied in the DRC.

As part of this commitment, we have been actively involved in four international events on facilitating the collaboration between private and public actors in case of disease outbreaks, thereby advancing the GHSa. Our leading experts are providing inputs to these global discussions and sharing the lessons learned in publicly available articles and publications. In this way we constantly revise and improve GHSa services for our clients.

<https://www.ghsagenda.org/>
<https://www.chathamhouse.org/about/structure/global-health-security/extraction-industry-infectious-disease-risk-assessment-and-management-idram-project>

MOBILITY AND EVOLVING TRAVELLER BEHAVIOUR

Changes in technology, shifting demographics and the increasing influence of emerging economies are just some of the factors that have revolutionised global businesses in recent years. Mobile workers can visit high risk locations and often face unfamiliar environments. The number of people travelling continues to increase too. We are committed to helping clients keep pace with these evolving medical, safety and security demands.

We provide mobile workers with world-class medical and security services via our Assistance Centres and network on the ground. Our tracking solution identifies and locates mobile workers who are at particular risk while travelling, following any significant incidents or threats. We keep them and their organisation fully informed on what is happening and what action to take.

As well as responding to mobile workers' immediate needs for assistance, we provide a wide range of information and advice, both before and during travel. This is available from our Assistance Centres, our Membership Portal, Assistance App, and many other resources. For example, our eLearning courses provide an overview of key medical and security risks, plus specific courses on malaria, the Zika virus, road safety, and other current topics.

Mobile workers can also access advice specific to them. We recognise the particular challenges faced today by female travellers, LGBT travellers, older workers and people with disabilities. We further tailor our advice to meet the contemporary needs of students on placement and millennials in the workplace.

In response to increasing requests for advice, we have produced a pocket guide on Hotel Security and introduced a new service, Hotel Risk Review. These services help mobile workers choose a safe hotel and give suggestions on hotel room selection and safety tips for the duration of the stay.

It is increasingly important for organisations to consider the mental health of their mobile workforce. Exposure to new environments, minor medical conditions, or simply being far from loved ones can trigger stress and anxiety. The number of days lost to work-related stress, depression or anxiety has significantly increased in recent years. With our partner providers, we have developed a rapid response psychological support programme. This counselling method is specifically tailored for mobile workforces and is available in 60 languages.

We also support the International SOS Foundation, an independent, not-for-profit organisation with the development of research, surveys and best practice guidelines. This work includes an academic overview of mental illness in mobile workforces and a co-publication with the Institution of Occupational Safety and Health on '*Managing the Safety, Health and Security of Mobile Workers*'.

We help people prepare for travel, advise them of emerging risks and provide professional medical and security expertise when and where it is needed. Together this provides protection and peace of mind, for the benefit of our clients, our own employees and the global workforce.

NON-COMMUNICABLE DISEASES AND MENTAL HEALTH

Non-Communicable Diseases (NCDs)

According to WHO, NCDs, including heart disease, stroke, cancer, diabetes and chronic lung disease, are together the number one cause of death and responsible for close to 70% of all deaths worldwide.

The four major risk factors

Tobacco use, physical inactivity, the harmful use of alcohol and unhealthy diets are the key drivers of increasing NCDs. It is found that to a large extent, NCDs are preventable and this can be achieved by reducing key risk factors.

https://www.who.int/gho/ncd/mortality_morbidity/en/

International SOS supports its clients in several NCDs initiatives across the globe, including:

- Auditing and refining global wellness programmes
- Conducting 'Know your numbers' biometric testing
- Developing nutrition programmes
- Developing seafarer-targeted wellness programmes
- Designing company-wide health policies
- Running tobacco cessation programmes
- Running physical activity programmes, including Step challenges



Case study: Freeport, Indonesia

In the most eastern region of Papua, International SOS Indonesia supports one of the world's largest scale NCDs programmes. It is on a mining site that looks after circa 28,000 employees.

With NCDs overtaking infectious diseases as the country's number one killer, the mining site had decided to allocate resources to help prevent NCDs before they occur, by focussing on the risk factors that lead to them happening in the first place. The success of the NCDs programme was founded on the cooperation among our client (Freeport), academia, government and International SOS. The client financed the programme and provided access to its employees, while International SOS designed and operationally delivered the NCDs prevention and care programme through its seven clinical access sites; this includes one primary level facility, one secondary level facility and four satellite clinics. Academia, which included a number of universities, assisted in planning and evaluating interventions.

The Indonesian Ministry of Health designed its national NCD policy with inputs and evidence from this programme. Additionally, Freeport has begun the country's first massive scale 'Sodium study'. With cardiovascular diseases accounting for the majority of

the mortality rate nationwide, population-wide sodium reduction has been named a WHO 'Best Buy' for NCDs prevention. In 2015, Freeport and International SOS embarked on the country's first comprehensive healthy heart/sodium reduction strategy. Results of the study were published in the World Heart Federation's peer review journal *Global Heart* in 2016.

The five-year impacts of the NCDs programme on employees' health and NCDs burden is visible. Tobacco control efforts have seen a positive impact, with smoking rates decreased from 48.4% of the workforce to 44.9% and raised blood pressure levels moving from 24.9% to 13.4%. There were also visible reductions in overweight, obesity and raised glucose levels.

From a business and financial perspective, lower NCDs risk factors have translated into lower spending on NCDs medication (27% per year), despite a historical 20% year-on-year increase in spending before the programme started.

MedFit programme

Many employees go on an international assignment unaware of their personal health, occupational health and destination risks. We help manage the health risks of our clients and their global workforce through MedFit, a health screening programme. The MedFit programme can also be applied to the employees' dependants. In 2017, we conducted 20,000 health checks and questionnaires resulting in targeted medical feedback to our clients' employees. Through the programme, we provide our clients with the reassurance that medical issues have been addressed before work assignments and business travel begin.

Organisations need to have greater awareness of the actions and mental wellbeing of employees.

Mental health

A research paper titled, *'Keeping International Business Travellers Happy, Healthy & Engaged at Home and Away'* (produced by the International SOS Foundation, together with Kingston Business School and Affinity Health at Work) found that nearly one-third (31%) of international business travellers experienced emotional exhaustion - a core feature of burnout - on a weekly basis. Organisations need to have greater awareness of the actions and mental wellbeing of employees, and implement measures to protect and support them. Supporting materials from the research include, an action planning tool, checklists and guidance documents. These are to help organisations, employers, managers, international business travellers, and their support networks, identify and manage potential behavioural and psychological issues.

International SOS has partnered with Workplace Options (WPO) to offer clients and their people emotional support along with integrated medical and security risk management solutions.

http://learn.internationalsosfoundation.org/Psychology_Study

Case study: mental health support to a client

International SOS worked with one of our United Kingdom-based clients to offer emotional and mental support and guidance following a traumatic accident. A group of individuals from the United Kingdom travelled to Geneva for a work conference. Prior to the conference, they decided to take a road trip to explore the countryside. Their vehicle collided with an oncoming truck 100km outside of Geneva. Tragically, three individuals within the group were killed, two of the travellers were uninjured and one woman was left in critical condition. The critically injured woman was airlifted from the scene by emergency services to a local hospital. She needed immediate surgery to resolve her life-threatening injuries. Her children and family travelled to Geneva and remained by her side throughout her hospital stay.

The challenge

This tragic accident left all survivors and their families in a very vulnerable state. Their employer faced a challenge which needed to be delicately handled. The immediate concern, besides the physical trauma, was safeguarding the emotional wellbeing of the individuals involved; helping them cope with the shock and trauma associated with the incident. The employer was unsure how to offer psychological support to the survivors. Their assumption, like most, was that the survivors would request support if they felt it was necessary. A second challenge was that the incident occurred outside their home country. Although Switzerland has high quality emergency services and medical care, the differences from UK local medical treatments, language and procedures were evident.

The solution

None of the survivors requested emotional support. However, our medical team knew that the employer needed to proactively provide support for their psychological wellbeing. Once we were notified of the incident, we made contact with our partner, WPO, who sent a local counsellor to help. A session was arranged with the counsellor, the survivors and their families. They ruled out any critical immediate psychological issues that would prevent the survivors from travelling home. They were, however, going through a phase of denial and were susceptible to Post-Traumatic Stress Disorder (PTSD). WPO was able to advise the employer and their colleagues on the physical and psychological signs to look out for, and what to do in the case of any future incidents. Meanwhile, we

deployed an English-speaking local nurse to provide the hospitalised patient with medical and non-medical translation services. This gave the patient and her family the reassurance that she was receiving the best care for her needs. We also deployed a local coordinator to assist with on-the-ground support including liaising with the funeral home, local authorities, and the UK embassy. Both local representatives were in constant communication with the employer so they remained up-to-date.

These solutions reassured the employer they had taken the right approach to protect the emotional wellbeing of their employees. The survivors continued to receive treatment and support to ensure a smooth recovery and were able to return to work.

Case study: bringing quality health and wellness on-site

In the last few years we have seen an increasing need for on-site health and wellness provision at large corporate campuses.

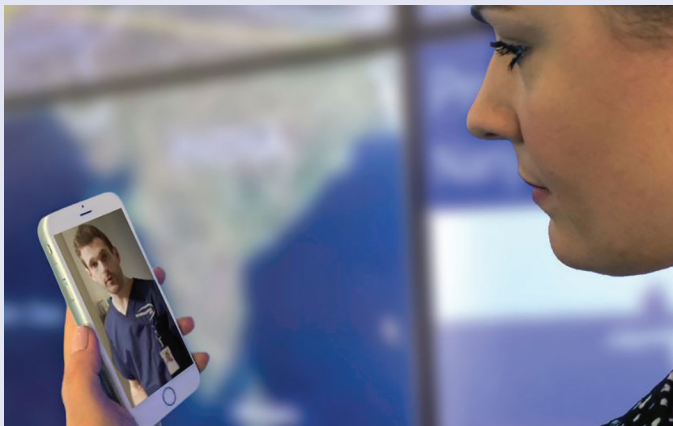
One of our clients, a large IT company from the United States, wanted to review their on-site health and wellness provision for their corporate office and identify how they could better care for its staff. Our medical consultant visited the site and assessed the local on-site clinic. The assessment found that a substantial amount of primary care cases were referred for initial assessment to the local hospital. This was due to the inexperience of the on-site staff and a lack of second opinion support. This led to high costs and unnecessary tests, which in turn led to high absenteeism and a reduction in workforce productivity.

We helped the client implement an on-site Health & Wellness Centre solution that improved the ability to manage primary care cases and addressed the risk factors for NCDs. This approach is expected to lead in the short-term to a reduction of hospital costs and to an improvement in workforce productivity. In the long-term, through the proactive provision of preventative care, it should lead to decreased disease burden and potentially decreased insurance premiums. Although there was a difference in the initial cost as compared to a local provider, the rate of hospital referral and productivity time loss were cut down significantly, leading to a great reduction in overall running costs.



DIGITALISATION OF HEALTHCARE AND ASSISTANCE

Providing healthcare and assistance to clients has been at the heart of our business since its inception. Much of this service is provided remotely, utilising developments in technology and digitalisation, including enhanced connectivity, data sharing and storage. This has enabled us to significantly extend the range of TeleHealth services we offer.



We can now provide:

- TeleAssistance: offering basic medical advice and information, by phone, to our members via our Assistance Centres
- TeleConsultation: members can have a direct video or phone consultation with a locally licensed doctor to receive a prompt clinical consultation and prescribed medication, if needed
- TeleMedicine: paramedics at remote sites such as an oil rig can seek expert advice on a video call with one of our doctors
- Specialist TeleMedical Consultation: a remote paramedic and patient can together consult a specialist
- TeleDiagnostics: increasingly, on-site clinicians have facilities to conduct tests and transmit the results for analysis. For example, if a worker on an oil rig has had an accident, an X-ray can be taken on-site and sent for analysis by a radiologist. The report can be back at the remote site in less than an hour

TeleHealth brings major benefits to clients and their workers. For mobile workers and those on assignment in remote locations, being able to quickly access expert medical support is vital. It can lead to a better outcome for the patient. In turn, this helps our clients fulfil their Duty of Care to their workers. Accessing care remotely saves travel costs, time off work and reduces business interruption. In remote areas this can lead to substantial savings, especially where regular follow-up care is required.

Other digitalised services, namely our Membership Portal and Assistance App, offer further benefits. Users can rapidly receive up-to-date medical and security risk analyses, personal to them and their proposed destination.

This is a cost effective, invaluable tool that is widely used by our clients and our own employees, both before and during travel.

On-going developments

We will continue to invest in this area and broaden the services we offer. Currently TeleConsultation is available in 11 countries: Australia, Canada, China, Italy, Malaysia, Netherlands, New Zealand, Singapore, Thailand, United Kingdom and United States of America. This is progressively expanding to include more locations in FY1819. Likewise, we will make specialist tele-diagnostic equipment available in more remote locations.

We will continue to develop the integration of our services, enabling more proactive and personalised assistance, data analysis and reporting. These developments will, of course, comply with our stringent security and data privacy and protection requirements (See page 51, under 'Data privacy & protection and cyber security').

Greater personalisation of services will also be delivered by our Assistance App, allowing individual members to access assistance directly. Live Chat has been launched and tested in the USA and China; other locations will follow.

Improved automation will offer further opportunities, including the provision of information leveraging Artificial Intelligence tools – where appropriate – and more user-friendly authentication processes.

Environmental benefits

We are committed to protecting the environment and our TeleHealth services are a prime example of how we integrate UNGC Principle 9, 'Encourage the development and diffusion of environmentally friendly technologies' into our business plan and day-to-day operations.

The advice and assistance we offer remotely results in reduced unnecessary travel, travel disruption, and a reduction in the environmental impacts associated with this. For example, it can take three days to divert a vessel to a remote oil rig to pick up a patient; delivering care remotely can mitigate this. Then there are the thousands of shorter journeys saved every day due to mitigation of medical events across the world through TeleHealth delivery. These vast reductions in travel bring real environmental benefits.

Furthermore, as we increasingly move from paper to electronic systems, we save resources, and time in manual collation.

EXTREME WEATHER CONDITIONS

We see an increased impact of extreme weather on international travel, particularly hurricanes and tropical storms.

There was a very significant level of damage in the hurricane season of 2017 in the Caribbean, which fortunately was not repeated in 2018. However, what was significant about the 2018 season was that hurricanes appeared to affect locations not usually associated with such events: Hawaii, the west coast of Mexico and the north-eastern coastal states of the USA, with evacuation orders in place for a number of these. The 2018 Pacific typhoon season also reinforced the impact of tropical storms, with a number of disruptive severe tropical storms, such as Malikisi, and typhoons including Mangkhut, which caused at least 134 fatalities across the Philippines, China and Taiwan.

This highlights the need for individuals to build flexibility into travel plans, and for institutions to be adaptable, with clear, well-rehearsed decision-making and response plans. Our 26 Assistance Centres, staffed by full-time professional medical, security and logistics specialists, work 24/7, 365 days a year to continuously monitor conditions and situations around the world, ready to mobilise resources wherever our clients need them. Besides our Pre-trip Advisories, our digital platform and solutions such as our Membership Portal, Assistance App and TravelTracker also help our clients and their employees to manage the associated travel risks.

Case study: destruction in the Americas — an intense hurricane season

When Hurricanes Harvey, Irma and Maria struck in the fall of 2017, they brought widespread damage, disruption and fatalities to parts of Texas, Florida, Puerto Rico and numerous islands in the Caribbean. With the storms severely impacting our clients' people and their operations throughout the region, International SOS and Control Risks stepped in to help.

The situation

Many of our clients found themselves stranded in locations with limited shelter, food and water. Many required evacuation, but were faced with narrow windows of opportunity to move, given the back-to-back timing of the storms and their unpredictable trajectories. Both in the lead up to, and the aftermath of each of these storms, the situation was stressful for our clients. They were concerned about the deteriorating security environment, widespread flooding and heavily damaged infrastructure. Power, potable water and telecommunication network outages, along with the shortage of medication and other essential supplies, made the situation even more difficult to manage. Our clients needed our help.

How we supported our clients

Actionable insight and advice: from the early onset, our Regional Security Centre in Philadelphia closely tracked the weather systems, sending out an alert as soon as the first storm, Hurricane Harvey, started to form. Over the next four weeks, we published approximately 100 alerts, including Special Advisories, on Hurricanes Harvey, Irma and Maria.

Crisis management and 24/7 assistance: as soon as Hurricane Harvey made landfall, International SOS activated a Crisis Management Team, which managed the communications and casework that supported clients impacted by all three hurricanes. Our Assistance Centres supported more than 10,000 related calls globally.

On the ground response and support: we deployed multiple Incident Management Teams, comprised of medical and security specialists, to Florida, the Dominican Republic and Puerto Rico to support our clients on the ground. Our teams delivered vital supplies including food, water and medicine.

Evacuation support: we facilitated the evacuation of 365 individuals, as well as ten pets, from hurricane impacted zones, assisting them with onward transport, hotels and other immediate logistics.