

FACTS & FIGURES 2021

PROTECTING & SAVING LIVES



OUR PEOPLE

12,000
employees

5,200
medical professionals

100
languages
spoken

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



OUR CLIENTS

12,000
global clients

87%
of the Fortune
Global 100

63%
of the Fortune
Global 500



KEY ACTIVITIES STATISTICS

4 million
assistance calls

811,000
medical
services

43,000
security
services



QUALITY DISTINCTION

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

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

ISO/IEC
27001:2013
certified for protecting
customer data

ISO 9001:2015
for superior quality
management
process



INTELLIGENCE & TRACKING

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

55,000
health &
security alerts
sent in a year

6.6 million
users of our
location monitor

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



HEALTH & SECURITY SERVICES

1,100
health & security
consulting
engagements

2,200
medical evacuation
response plans

18,000
health checks

MedSupply
delivered
300,000
medical kits
in a year



27

ASSISTANCE
CENTRES



7,900

MEDICAL & SECURITY EVACUATION
& REPATRIATION ACTIVITIES



250

OFFSHORE
INSTALLATIONS



64

CLINICS



650

REMOTE &
WORKPLACE SITES



91,800

AUDITED PROVIDERS
IN OUR GLOBAL
ASSISTANCE
NETWORK ACROSS
239 COUNTRIES &
TERRITORIES

Hospitals, physicians,
security specialists,
ambulances, travel
assistance and more.

1,000 LOCATIONS IN **90** COUNTRIES

WORLDWIDE REACH.
HUMAN TOUCH.

INTERNATIONALSOS.COM

Based on data from 1 January to 31 December 2020. Numbers presented maybe rounded.