



## SUSTAINABILITY AND US

### Our philosophy

At International SOS we do everything we can to provide invaluable local knowledge and expertise on a global scale while offering our clients a truly personal service, with the overarching principle of

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

Our job is to look after our clients and workers, to protect people and save lives. We achieve this through our highly trained network of staff, including medical professionals, security and logistics specialists, and key partnerships in 90 countries around the world. We pioneer a range of preventive programmes strengthened by our in-country expertise, delivering emergency assistance during critical illness, accident or unrest. Our work is ultimately driven by our passion to help clients mitigate risks to their people working remotely or overseas. We also support and contribute to the International SOS Foundation, an independent, not-for-profit organisation that drives research, surveys and the development of best practice guidelines in health, safety and wellbeing for a global workforce.

Everything we do is ultimately driven by our values.

We believe our unrivalled expertise, professionalism and commitment to excellence enables us to contribute to sustainable development, while assisting our clients in upholding their promises to their employees. Our newly-launched sustainability commitments (see page 14, under 'Our goals and progress') set out our ambition and demonstrate how we are holding ourselves accountable for our impact and performance.

Our sustainability priorities are set by our Corporate Social Responsibility (CSR) Committee and Board, aligned with international initiatives and frameworks, including the Sustainable Development Goals (SDGs) and the United Nations Global Compact (UNGC).

The 17 SDGs were adopted by all UN Member States in 2015 as a plan of action for people, the planet and prosperity. For the first time, International SOS has mapped our activities against the SDGs, helping us focus our contribution to sustainable development through protecting and saving lives.



International SOS has been a signatory of the UNGC since 2013 and we continue to firmly support the Ten Principles with respect to human rights, labour, environment and anti-corruption. Our own policies, operations and culture are closely aligned with the UNGC and form a core part of our company strategy.

We are proud to support the **Global Reporting Initiative (GRI)** and this is our first year reporting fully to their standards - widely recognised as global best practice for sustainability reporting. International SOS is a strong supporter of advancing a central role for health and wellbeing as part of the corporate responsibility and sustainability agenda. We believe sustainability reporting can make a real difference.

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## Sustainability governance

### Corporate Social Responsibility Board and Committee

Our Corporate Social Responsibility (CSR) 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 where we operate. It also extends to ethical conduct in our dealings with suppliers, clients and other stakeholders. Our CSR Committee meets regularly to advise on and set our CSR and sustainability priorities. Its work includes a broad range of activities affecting our workplace, marketplace, communities, human rights and environmental initiatives. The Committee reports to our CSR Board, who updates our Group Executive Committee.

### Policies

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

#### Our CSR Board

##### 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

##### Jennifer Gibb

Group Director, Human Resources

#### Our Committee Members

##### Kai Boschmann

Committee Chair & Chief Marketing and Communications Officer, London

##### Mi Ki Chan

Committee Secretary & Group Communications Manager, London

##### Hien Thanh Dang

Committee Member & Group Employer Branding Specialist, Singapore

##### Thierry Dardare

Committee Member & Chief Finance Officer, Europe, London

##### Martin Bustarret

Committee Member & Regional General Manager, Southern Europe, Paris

##### Rebecca Malzacher

Committee Member & Director, Marketing, Australasia, Melbourne

##### Dr Philippe Guibert

Committee Member & Regional Medical Director, Asia, Singapore

##### Karel Van De Pijpekamp

Committee Member & Chief Executive Officer, Assistance Services, Americas

##### Samuel Chauffaille

Committee Member & General Manager, India, Mumbai

##### Michael Whitlow

Committee Member & Director, Human Resources, Europe, London