

*International SOS*  
**Foundation**



**ANNUAL REPORT FOR THE BOARD OF  
THE INTERNATIONAL SOS FOUNDATION**

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## **ABOUT THE FOUNDATION**

The International SOS Foundation (“ISF”), legally called “Stichting International SOS”, was established on 25 October, 2011 in accordance with the Dutch Civil Code. The registered office is in Amsterdam, John M. Keynesplein 3.

The objective of the Foundation is to improve health, safety, security and the wellbeing of individuals working away from home, internationally, remotely or on international assignments in remote areas.

The foundation has six main activities:

1. The study of potential health, safety and security risks linked to international, remote, and international assignments in remote areas;
2. Providing information to governments, employers, workers and contractors concerning the risks as aforementioned in 1.
3. Encouraging employers to develop and strengthen corporate social responsibility in areas in proximity to their worksites;
4. Encouraging the development of an international instrument (such as a code of practice) to address the prevention and mitigation of risks as aforementioned in 1., as well as guidance on what should be done should an accident, illness or security situation occur;
5. Disseminating information about the risks as aforementioned in 1., through communication tools such as leaflets, web-based publications, scientific articles, books, films, meetings and seminars;
6. Other activities in furtherance of the goals as determined by the board.

Examples of the activities, which the foundation undertakes are:

- Sponsoring academic research into the health, safety and security risks linked to international, remote and international assignments.
- Paying for associated costs in attending or hosting conferences and events including travel, accommodation, food services, hall rental and audiovisual tool costs.
- Extending financial support to ISF’s goals worldwide in the form of grants, consultancy fees, gifts, subsidies, donations and scholarships;

The Foundation does not aim to make any profit. Its income is generated through gifts, inheritances and legacies, grants and donations. The Foundation is registered as a public charitable institution (a so called “ANBI”) with the Tax Authorities.

The reporting year of the Foundation is from 1 July to 30 June 2014-2015.

## Activities during the Financial Year 2014/2015

The International SOS Foundation global activities are thriving. Its work strategically positions International SOS services to client showing:

- End-to-end travel risk management solutions are often required by legislation.
- Prevention is better than reaction. Risk assessment, health checks, education and training are not only ethical but cost-effective.
- Insurance is good but preventive measures, an assistance platform and compliance tools are ideal to meet regulatory requirements.

## **AWARD WINNING RESULTS:**

On October 14, the International SOS Foundation made a big splash at the Forum for Expatriate Management's annual **EMMA awards in the Asia-Pacific** region for our **Global Framework**. We took away the top prize in the highly-contested "Best Thought Leadership" category. This win marks the second time that we have won for thought leadership at the EMMA's. In 2011, we won for our ground-breaking Duty of Care Benchmarking report.

The EMMA award recognises how the Framework represents a leap forward in guiding organisations to devise better health and travel risk management policies to keep their mobile workforce safer.

The Foundation also received the **Runner-up EMMA Award** for "Best Thought Leadership – Survey or Research Study of the Year" **in Americas and in the EMEA region**. The Foundation and Prevent were recognised for the "**Return on Prevention: Cost-benefit analysis of prevention measures for business travellers and international assignees**" study. This research shows the return on investment for travel health checks and malaria programmes.

## 1. Campaign on The PREVENT STUDY

The Foundation commissioned Prevent, a company that invests in the research, development and tools to facilitate and improve occupational safety and health practices, to author a *Return on Prevention* study, i.e. a study that shows a return on investment of preventative measures in the medical assistance to business travellers, remote workers and global assignees.

Prevent came onto our radar screen when in 2010 it conducted the benOSH (Benefits of Occupational Safety and Health) project, a study aimed to evaluate the costs of accidents at work and work-related ill health and to demonstrate the incremental benefit to enterprises if they develop an effective prevention policy in occupational safety and health (OSH). The project was funded by the European Commission under the heading 'Socio-economic costs of accidents at work and work-related ill health'. [www.prevent.be](http://www.prevent.be)

Prevent is a company that supports companies, on a day-to-day basis, to prevent workplace accidents and occupational diseases. It has a practical knowledge of hazards, risks and injury prevention within a large range of sectors of activities. Prevent invests in research and development of information and tools to facilitate and improve occupational safety and health practices. One of its fields of research is the cost-benefit of well-being at work policies.

The research report commissioned by the Foundation, but fully independently managed by Prevent, had been circulated and approved by International SOS medical experts.

The resulting research white paper published in late 2014, revealed the cost-benefit analysis of preventive measures for business travellers and expatriates based on desktop research and a case study with one of International SOS largest clients in the EMI space.

Specifically, it showed that the benefits of implementing a health prevention strategy significantly outweigh the operating costs. Two specific programmes were analysed:

- (1) Medical-checks for travellers and international assignees aimed at identifying pre-existing medical issues before assignment.

The cost-benefit analysis showed that US\$ 1 invested in the medical check programme returns a benefit ranging from US\$ 1,6 (minimum scenario) to US\$ 2,53 (maximum scenario).

- (2) Malaria prevention programme for employees travelling and working in malaria-risk regions.

The malaria prevention programme reduced the occurrence of fatal cases by 70%. The benefits also outweigh the costs in the case of this programme: For each US\$ 1 invested, the return was estimated at US\$ 1.32.

A large global campaign both towards clients and the press was run through-out the year and is on-going.

This study, alongside the Foundation's 2011 Benchmarking Study and the 2013 Global Framework, complete our **powerful trinity in Duty of Care research**. Furthermore, it brings evidence of tangible commercial incentives that can be used to help organisations to embrace their Duty of Care responsibilities.

We then activated:

- a **corporate press release** and global & local media engagements
- **internal training webinars**
- **external webinars** for clients and prospects

## **2. Global Road Safety Campaign (GRSP)**

In 2012, The Foundation joined forces with GRSP, a non-profit organisation of leading multi- and bi-lateral development agencies, governments, businesses and civil society organisations, to help mitigate road accidents faced by business travellers and expatriates whilst away from home.

### **Laurent Fourier is now Vice-Chairman of the GRSP Board.**

We hosted several events to promote the partnership including an event in Cameroon, *Sharing the Roads* event to be held on 14-15 October, 2014.:

Our webinars discussed the latest trends in road safety as well as medical and safety advice for travellers. In addition, the ISF joined forces with Shell in Europe, Total in the Middle East/Africa, Toyota in North Asia, ARRB in Australia and Johnson & Johnson in the Americas to help promote road safety best practices.

GRSP and the Foundation joint to create a **Road Safety Pocket Guide**.

The **Road Safety e-learning module was launched and PR'd jointly with the GRSP**.

### 3. Duty of Care Events

The Foundation shared its Duty of Care expertise in conjunction with several organisations in the US and Canada. These sessions focused on helping employers develop travel risk management policies and procedures in regards to employment laws, benefits, tax, health and safety, emergencies and other issues.

- **The USA** ran four webinar campaigns in Q2-Q4 targeting the high-tech, energy and mining construction, financial services and NGO sectors on Duty of Care using the applicable sector reports. In October 2014, Dr Lisbeth Claus contributed on behalf on the Foundation on a Global Business Travel Association webinar on how different sectors approach their employer responsibility.
- **China**, September 2014: The team in China launched our Global Framework with a media event to mark the special occasion. Over 15 journalists from the local and national media attended last week's event, including: *China Daily*, *Global Times*, *China Business News* and *International Business Daily*. Reporters from *China Daily Mail* and *Caixin*, one of China's leading business titles, took the opportunity to interview John Williams, Managing Director for Partnership and Government Affairs. The other media attended presentations by John Williams, Dr. Vincent Yue, Senior National Consultant and Manager of Occupational Health, Dr. Jiang Junlun, Senior Partner at legal partner King and Wood Maellsons and Liu Yang, Vice President for Human Resources at client company Antonoil. The team also handed out a copy of the [Global Framework in Chinese](#), which was well received by the 30 attendees.
- **India**: India ran a Duty of Care event in Mumbai on 13<sup>th</sup> May. Dr Philippe Guibert and Kelvin Wu from PARIMA were key speakers. India also issued an email campaign to 700 clients and prospects.
- **Australia**: New Zealand's whitepaper referred to along with the [Return on Prevention study at their 18<sup>th</sup> June webinar](#).
- **Singapore**: Held a [conference in Singapore](#) on 15<sup>th</sup> May with PARIMA and the Workplace Safety and Health Institute.
- **South Korea**: Event with the International Conference of Occupational Health on 1<sup>st</sup> of June in Seoul with Dr Olivier Lo.
- **Spain**: Duty of Care event was held in Madrid on 8<sup>th</sup> May with the Spanish Federation of Employers. 140 attendees heard speakers including: Javier Contin Guillén, Dr Pedro Ortiz García and Erin Coldsmith.
- **Thailand**: [Duty of Care event in Bangkok](#) held on 28<sup>th</sup> May with 79 attendees. Speakers included: Dr Philippe Guibert, Dr Sarawut Niamloi and Grant Strudwick.
- **Hong Kong**: On 23<sup>th</sup> April, 77 companies attended [Hong Kong's first-ever Duty of Care conference](#).
- **Johannesburg**: During November 2015 International SOS recently hosted its first workshop in Johannesburg to address the moral and legal obligations implicit in an organisation's Duty of Care. Dr. Philip Nganwa, Regional Medical Director – Assistance and Anastasia Vatalidis, a director and head of employment law at leading South African law firm, Werksmans led the workshop.

### 4. Leveraging key global congresses:

#### a) Sponsoring XX World Congress on Safety and Health at Work

The Foundation raised awareness of the importance of prevention at the XX World Congress on Safety and Health at Work 2014 in Frankfurt, Germany. The Congress took place 24 – 27 August 2014 and was attended by 4,000 OH and HSE experts from 143 countries.

The ISF sponsored this event which takes place every three years. This year's theme was 'sharing a vision for sustainable prevention.' The Foundation's speakers were: Dr David Gold, Dr Stefan Esser and Laurent Fourier presented on:

- Global Framework, 'Can state-of-the-art occupational safety and health standards protect workers travelling abroad?' All three speakers presented.
- OSH and CSR symposium 'Community health - a necessity for business success in challenging locations', presented by Dr Esser.
- Two presentations exhibited as posters during the congress:
  - Medical Risk for Business Travellers: An Analysis of 13,000 Assistance Center Cases (*Esser, Steglich, Kuepper*)
  - Duty of Care Provided for Business Travellers in Remote Areas: Best Practice in a German Mid-Size Company (*Esser, Mink, Maxeiner*)

Being a part of the congress also allowed for strengthening our relationship with the German host DGUV (German Social Accident Insurance), an umbrella organisation of the German Statutory Accident Insurances and one of the five pillars of the "German Social System." The DGUV has a guiding impact on the legislative process in Germany.

## **b) Sponsoring and leveraging the Seoul Korea ICOH Congress**

We participated in this conference with two items:

- 1) We held a Special Session on 1<sup>st</sup> of June: experts' presentations and discussion on Duty of Care moderated by Dr. Olivier Lo under the affiliation of The Foundation.
- 2) We run an Exhibition Booth during the conference week: demonstration of Medical and Security Assistance solutions for business travelers e.g., Assistance App, Travel Tracker, e-learning programs on TRA and Road Safety, DOC white papers and Return on Prevention.

It was extremely well received, emphasised our leadership in the space and region and was a superb opportunity for networking with key stakeholders.

## **5. Duty of Care Reports**

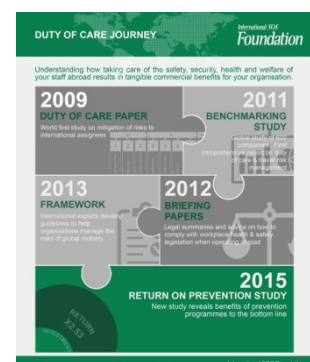
### **a) Duty of Care Report for Scholastic**

In March 2014, The Foundation released a Duty of Care report on the Scholastic Sector. This sector includes students, faculty, administration and staff who travel, live, and work worldwide in pursuit of educational activities. Some of these locations are remote and present significant health, safety and security risks. The report, authored by Dr Lisbeth Claus on behalf of the ISF, used master data from the 2011 Duty of Care and Travel Risk Management Benchmarking study. Key findings were that the educational sector lagged behind other industries in meeting its Duty of Care obligations and fell below the worldwide Duty of Care baseline.

This tool was mainly leveraged in USA and Australia.

### **b) Regional Duty of Care papers** **Duty of Care Legal Summaries**

Building on our earlier research, the Foundation has analysed the legal context of Duty of Care obligations for employers. Legal requirements often drive the need for end-to-end travel risk management solutions. The



Foundation has worked with leading law firms to draft new, locally-relevant summaries: **China/Malaysia/Myanmar/New Zealand/Sweden/Norway/Denmark**

**Occupational Health & Safety Guidelines**

In the Foundation’s 2013 Global Framework, we developed practical guidelines for organisations to put in place policies, procedures and systems to meet Duty of Care and Occupational Health requirements. Since then, we have developed new guidelines additional local markets in **India/Singapore/Spain/Philippines/Switzerland**.

**We have put in place a dashboard to manage the comprehensive global roll-out of these (illustration below):**

Country	Global DoC Global Summary 2009	Global DoC Benchmark Study 2011	DoC sector reports	Global Framework	Travel Risk Mitigation Tool box	Return on Prevention	Country Legal Summary	Rights & Obligations with OH Associations	Papers with leading Risk Institute	IOE Fact sheets	BSI PAS To be developed
America (US)							DLA Piper				
Australia							Freehills				
Austria							Schwarz Schoenherr	IV, Health@work			
Belgium							Liedkerke	TBC	FERMA		
Brazil								Motta Fernandes Rocha and Aecom			
China							King & Wood Mallesons				
Europe							Details below		FERMA & DLA Piper & EU-OSHA		
Denmark							Norbomvinding				
Finland							Castren				
France							Gide	Medef/Eurogip			
Germany							Dentons	Dentens & DGUV			
Holland							Hauthoff Buruma				
Hong Kong				PARIMA		PARIMA					
India				Employers Fed Nishit Desai law	Employers Fed Nishit Desai law	EmployersFed Nishit Desai law		EmployersFed Nishit Desai law			
Italy							B&P				
Indonesia											
Ireland							Matheson				
Japan											
Korea				@ ICOH							
New Zealand							Minter Ellison				
Norway							ADEB				
Spain							Internal lawyer				
Singapore							Rajann Tann	WSH			
Switzerland							SMI, Chavanne	SUVA			
Taiwan											
Thailand											
Other SSEA				Dubai		Dubai.PWC on ROP					
EEMEA											
UK							Cameron McKenna	IOSH, AIRMIC			

**6. IOE Partnership**

International SOS becomes member of the IOE (not the foundation). Activities will hence no longer be covered in this report.

## **7. International SOS Foundation website**

The Foundation has kept content on its website refreshed and current. We have updated our repository of white papers, legislative documents, guidance notes, scientific papers, so that we can continue to be seen as thought leader in the area of employer responsibility. We have posted press releases and advertised events related to the ISF's activity.

We have created a well structured **new Foundation page** on the parent brand website [www.internationalsos.com/foundation](http://www.internationalsos.com/foundation)

We have transitioned the International SOS' **Duty of Care blog** onto a LinkedIn community: **Direct link:** <https://www.linkedin.com/groups/8433640>

**Medical Publications** are another good way of showing our thought-leadership and medical expertise in our field. We have created a detailed landing page with attachments for this: [www.internationalsos.com/medical-publications](http://www.internationalsos.com/medical-publications)

In the year reported, the website has received over 9,000 visits (a further 20-percent increase compared to the year before). Traffic has been distributed as follows: US (17%), UK (13%), Singapore (13%), Denmark (6%), Russia (5%), France (4%), Australia (4%), India (3%), South Africa (3%), Germany (3%) and other countries (28%).

**We will transition the entire Foundation website to SiteCore in advance of the large requirement for the Duty of Care Awards entry mechanisms. This will also represent a small annual saving.**

## **8. Asia Remote Conference**

**Asia Remote Health Committee (ARHC) is now a fully independent, non-profit committee of the Foundation.** It is dedicated to improving the safety, security, health and welfare of people who live and work in remote locations in Asia. The Committee aims to drive and develop workplace safety and health guidelines and standards for remote sites in Asia. This is done through the sharing of methods, solutions and experience of the industry-experts.

Its annual conference is supported by volunteers of the Foundation.

**15 –17 September 2015** Sheraton Saigon Hotel, Ho Chi Minh City, Vietnam



## **Board**

The board of the foundation consists of two members unrelated to one another and who receive no remuneration except the partial covering of expenses and their meeting attendance costs.

During the financial year 2012/2013 the board consisted of the following members:

Chairman: Mr. Arnaud Vaissié  
Secretary and Treasurer: Mr. Laurent Sabourin

## **Representatives**

The board has appointed Mr. Laurent Fourier and Mr. Philippe Arnaud as representatives of the Foundation. The representatives do not receive remuneration.

## **Accounting**

The Foundation's finances are administered by the Finance Department of the International SOS Groups entity located in Amsterdam, the Netherlands. The time spent on the foundations finances are not charged but should be seen as donation to the foundation.

The annual accounts will be reviewed by an independent chartered accountant.

## **Staff**

The Foundation does not have its own staff. Several employees within the International SOS Group assist with carrying out of the activities of the Foundation, at no charge.