

# International SOS Communication on Progress August 2015



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# Statement of continued support from Our Co-Founders



International SOS is pleased to confirm its commitment to the Global Compact and the implementation of the Ten Principles as part of our core business activities in the areas of Human Rights, Labour, Environment and Anti-Corruption.

At International SOS we encourage ethical conduct, cultural diversity, fair hiring and equality. We promote the efficient use of resources and ensure that our environmental policies are in place for all sites. We also provide a safe working environment for our employees and we ensure that our clients' and employees' information is secure. This is only the tip of the iceberg on the work that is being undertaken towards aligning our business model to the four pillars.

In this Communication on Progress, we describe our actions to continually improve the integration of the Global Compact and its principles into our business strategy, culture and daily operations. We also commit to share this information with our stakeholders using our varied channels of communication.

Our company's commitment with the UNGC initiative is very strong and achieving the goals stated in this document is a priority for us.

Sincerely yours,

Handwritten signatures of Arnaud Vaissié and Pascal Rey-Herme.

**Arnaud Vaissié & Pascal Rey-Herme**

# 1

## About this Report

### Our commitment to the United Nations Global Compact

The United Nations Global Compact (UNGC) is the world's largest voluntary corporate citizenship initiative to promote sustainable development, with over 12,000 corporate participants and other stakeholders from over 145 countries. It is a strategic policy initiative for companies to embrace ten universal principles in the areas of Human Rights, Labour, Environment and Anti-Corruption, by partnering with the United Nations.

The Global Compact incorporates an accountability and transparency policy, which is known as the Communication on Progress (COP). This report is the International SOS Communication on Progress for the UNGC. It demonstrates our commitment to the UNGC and its principles. This is a public disclosure to our stakeholders on the progress made by our company as a result of the implementation of these principles

We are proud to be part of this initiative and to submit our first COP report while sharing our progress to all our stakeholders by detailing our practical actions and outcomes within the area of corporate responsibility. We are an improvement driven company, therefore, we welcome all feedback.



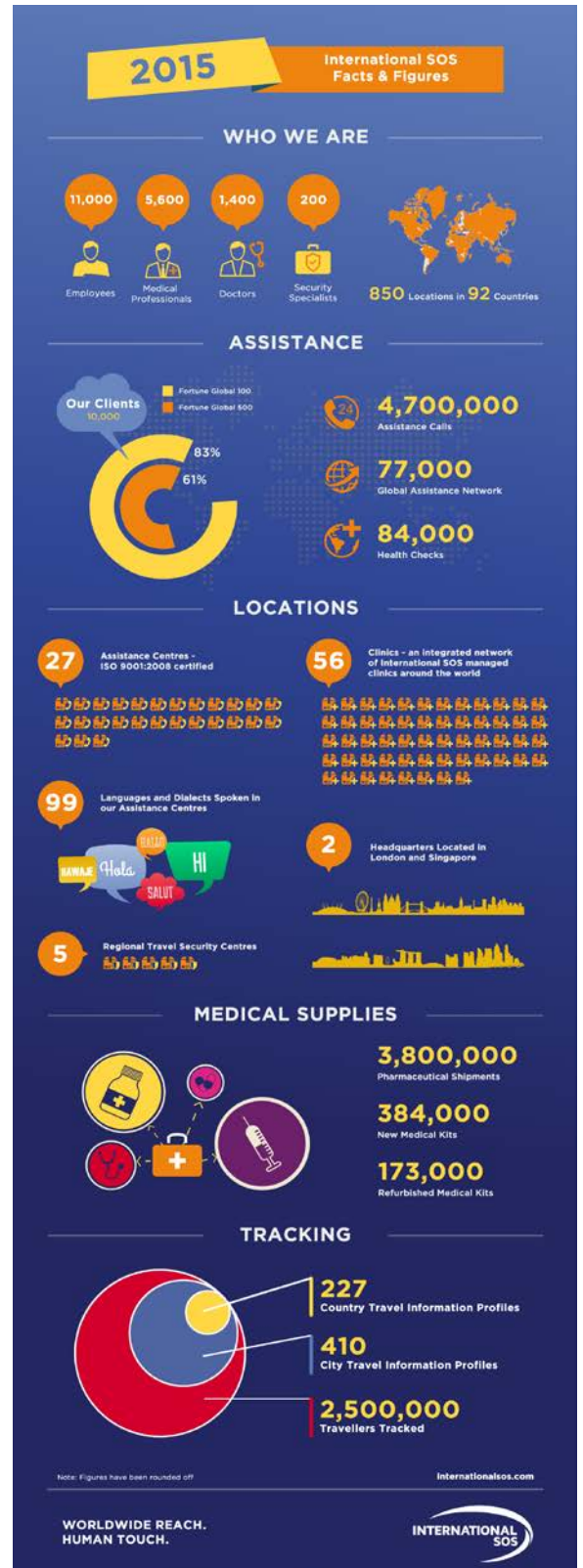
# About International SOS

International SOS is the world's leading medical and travel security risk services company. We care for clients across the globe, from more than 850 locations in 92 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 our clients put 'Duty of Care' into practice. With our expertise, care and global capability, multinational corporate clients, Governments and NGOs can mitigate risks for their people working remotely or overseas.





# A quick overview

	Principle	Highlights
Human Rights	<ol style="list-style-type: none"> <li>1. Businesses should support and respect the protection of internationally proclaimed Human Rights; and</li> <li>2. Make sure that they are not complicit in Human Rights abuses.</li> </ol>	<p>Key Human Rights are contained in the Declaration and are included in our Code of Conduct. We respect these principles and enforce them in our workplace. We ensure that the protection of Human Rights is carried throughout our company. Some examples are:</p> <ul style="list-style-type: none"> <li>✓ <u>The company's Code of Conduct and Ethics Policy</u></li> <li>✓ <u>The company's Policy on Individual Rights</u></li> <li>✓ <u>The company's Occupational Health and Safety Policy</u></li> <li>✓ The annual submission to the Equal Opportunities for Women in the Workplace Agency (EOWA)</li> <li>✓ Our commitment to Corporate Social Responsibility via activities such as: <ul style="list-style-type: none"> <li>○ <u>Kokoda Track Foundation</u></li> <li>○ <u>Nossal Scholarship</u></li> <li>○ <u>Yaws Study</u></li> <li>○ <u>Supporting a Child's Dream</u></li> <li>○ <u>London Air Ambulance</u></li> <li>○ <u>Reducing Malaria</u></li> <li>○ <u>Fighting Ebola</u></li> </ul> </li> </ul>

	Principle	Highlights
Labour	<p>3. Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining</p> <p>4. the elimination of all forms of forced and compulsory labour;</p> <p>5. the effective abolition of child labour</p> <p>6. and the elimination of discrimination in respect of employment and occupation</p>	<p>At International SOS, we do not use forced or compulsory labour and under no circumstances does the company approve the use of child labour.</p> <p>International SOS is committed to provide equal opportunities to all employees. We recruit based on merit and provide a work environment free of discrimination and harassment where diversity is respected via a range of policies and practices including:</p> <ul style="list-style-type: none"> <li>✓ <u>The company's Code of Conduct and Ethics Policy</u></li> <li>✓ <u>The company's Policy on Individual Rights</u></li> <li>✓ Our commitment and research into the company's "Duty of Care"</li> <li>✓ The company's Cross Border Travel Policies</li> <li>✓ Discrimination, Harassment and Bullying Policy</li> <li>✓ E-learning modules</li> <li>✓ Working From Home Policy</li> <li>✓ Some recent examples include: <ul style="list-style-type: none"> <li>○ <u>On-the-ground assistance in Vanuatu after the recent Hurricane</u></li> <li>○ The company's Employee Assistance Programme- Optum</li> <li>○ <u>LearnX impact award</u></li> <li>○ Employer of the year TAFEP in Asia</li> </ul> </li> </ul>

	Principle	Highlights
Environment	<p>7. Businesses should support a precautionary approach to environmental challenges;</p> <p>8. Undertake initiatives to promote greater environmental responsibility; and</p> <p>9. Encourage the development and diffusion of environmentally friendly technologies.</p>	<p>We have made significant efforts to create sustainable operations worldwide. All our practices are aligned with our Environmental Policy, in which we are committed to meet international environmental best practices that are consistent with our business activities and operations worldwide for our own employees, customers, and other stakeholders. We encourage the development of environmentally friendly technologies. Some examples of our commitment to the environment include:</p> <ul style="list-style-type: none"> <li>✓ <a href="#">The company's Environmental Policy</a></li> <li>✓ <a href="#">Our Global ISO 9001 Accreditation</a></li> <li>✓ Environmental Best Practices</li> <li>✓ Real Estate Environmental Best Practice at our Chiswick Park Office</li> </ul>
Anti-Corruption	<p>10. Businesses should work against corruption in all its forms, including extortion and bribery</p>	<p>We have a zero tolerance to corruption and this is communicated to employees on a regular basis. We are committed to apply our professional expertise and highest ethical behaviour to deliver outstanding quality of service to our clients.</p> <p>Some examples of our commitment to anti-corruption include:</p> <ul style="list-style-type: none"> <li>✓ <a href="#">The company's Code of Conduct and Ethics Policy</a></li> <li>✓ <a href="#">Policy on Individual Rights</a></li> <li>✓ <a href="#">Our supplier's Code of Conduct Policy</a></li> <li>✓ <a href="#">The company's Data Protection Policy</a></li> </ul>



# Human Rights Principles



**Principle 1:** Businesses should support and respect the protection of internationally proclaimed Human Rights; and

**Principle 2:** Make sure that they are not complicit in Human Rights abuses

# 3

## Providing equal opportunities to our employees



International SOS actively supports and respects the Universal Human Rights, including the right to work, to just and favourable conditions of work, to equal pay for equal work, and to a just and favourable remuneration, among others.

Key Human Rights are contained in the Declaration and are included in our Code of Conduct, which sets out principles on the elimination of forced labour, child labour, and discrimination. We respect these principles and enforce them in our workplace.

International SOS is committed to contributing to the well-being of people in over 90 countries. We provide employment, training and healthcare to pursue the protection of Human Rights. We believe that a good record in this area will be reflected on our business performance

We have explicitly stated this commitment in our Individual Rights Policy and our Code of Conduct and Ethics and Respect.

Our employees are expected to treat their colleagues, clients and patients with respect. We do not tolerate bullying or harassment in our workplace.

### Equal Employment Opportunity

International SOS is committed to providing equal opportunities for all individuals. All employees are treated fairly and have equal access to resources.

We are committed to work proactively to provide a discrimination and harassment free environment to ensure that all our employees are treated with dignity, courtesy and respect to enable everyone to reach their full potential.

### Equal employment opportunity for women in the workplace:

We recognise the importance of fully utilising the potential of all our employees. International SOS Australasia has developed this policy aiming to ensure equal opportunities for women in the workplace and by doing so, fulfil the obligations under the equal opportunity for Women in the Workplace Act 1999.



# Leaving a legacy in our communities

International SOS has been present in Papua New Guinea for close to 20 years providing Health care for expatriates and local communities. During that time we have contributed to the development of public health by offering training and employment for more than 500 health professionals and care for thousands of people.

## The Kokoda Track Foundation

At International SOS we respect Human Rights and ensure compliance with international laws and standards. We are aware of the importance to access basic Human Rights such as health and education. This is why we have developed various programs in order to support education and health for communities.

The Kokoda Track Foundation provides the indigenous people of Papua New Guinea with education, health and community service programs.

Together with our employees, we have raised over \$60,000 for KTF. This money has been used to build a first aid post for a local village in PNG. In addition, the money raised will pay for the employment of two community health workers.

We have also utilised our medical expertise and professionals in PNG to train local health care workers. We are proud of our partnership with KTF and the difference we are making to the people of KTF.





"Thank you  
International SOS for  
your commitment to  
my family and  
community. You are  
making a difference".





## Supporting a Child's Dream in Thailand

This Charity is focused on helping children who have suffered in the wake of humanitarian crises in the Mekong Valley in Thailand and Cambodia. Established in 2003, a Child's Dream is dedicated to providing children with healthcare and education. In South-East Asia, our employees have been able to build schools, nurseries, vocational training centres and colleges. In addition, \$30,000 USD was raised in 2011-2012, which enabled us to support further healthcare programs and the Children's Medical Fund, while also allowing us to provide first-aid training to the teachers and children.



## The Nossal Scholarship

The Nossal Institute for Global Health has partnered with International SOS and its subsidiary International Health and Medical Services (IHMS) to promote public health in Papua New Guinea. International SOS will provide \$100,000 to the programme over the course of a 3 year programme.

This partnership is intended to promote education in graduate research degrees in global health related fields. The scholarship was awarded to Dr Patricia Rarau who has been attending the Melbourne School of Population and Global Health.

Launched in 2012, this scholarship aims to support the next generation of leaders in

## London Air Ambulance

For more than 11 million people within greater London, the London Air Ambulance provides specialist care delivered by helicopter to where it is urgently needed. The service transports and provides treatment to critically ill or injured people.

International SOS' Chiswick headquarters formed a strategic partnership with this charity to share not only financial resources but also medical expertise, whilst creating fundraising activities. Our employees have donated more than £35,000 to support this great charity.



the global health area, in a country where life expectancy is 20 years less than in Australia and children are 12 times more likely to die before age five, in a country impacted by malaria, tuberculosis and HIV.



# Providing education to fight diseases

## Successful YAWS study

The study conducted at International SOS' Lihir Medical Centre, Papua New Guinea in collaboration with the Centre for International Health Research of Barcelona (CRESIB), has provided promising results published by the New England Journal of Medicine, showing a significant decrease in the prevalence of yaws following mass treatment of residents in the rural villages of PNG.

This illness affects mostly children under the age of 15, in populations living in overcrowded conditions. Quality of water is an important factor, as well as personal hygiene and lack of sanitation. The disease is currently documented to be present in 13 countries spread around Africa, Southeast Asia, and the Western Pacific Region.

In 2013 yaws was added to the list of diseases endorsed for global eradication by 2020 and International SOS plays an important role by funding this initiative. With this type of funding, we strive to improve the health and well-being of not only our employees, but also the communities where we operate.



## Education and mosquito nets to reduce malaria in Africa

Being a company that operates in many locations where malaria is endemic, we believe that prevention can make the difference for future generations in Africa. The 7<sup>th</sup> of April is the World's Health Day for Malaria and we use this day as an opportunity to educate and reduce cases of malaria.

In 2014 International SOS purchased and distributed the "World Malaria Beads Bracelets". A portion of the cost for each bracelet went towards buying mosquito nets and distributing them throughout the continent. These bracelets provided funds to support the 'Unite against Malaria Organisation'.

With this program, we were able to provide 750 mosquito nets that helped in the protection against malaria for an estimated 3000 children. On this same day, our offices located in Angola, Ghana, Nigeria, Democratic Republic of Congo and Mozambique joined efforts to educate surrounding communities on malaria.

In addition to these initiatives employees donated hundreds of bed nets, gave educational talks, circulated informational posters and passed on a lot of useful information on how to prevent malaria.





# Our goals

International SOS is committed to continuous improvement

## By 2016

In the future we will remain committed to the protection of Human Rights within our sphere of influence. Particularly, we will strive to reach the following goals:

1. We will continue to build our relationship with KTF in Australasia by supporting the new 'Yangpela' mentoring program and continued medical education of primary health care workers.
2. We will pilot a global relationship with 'Water Aid.'
3. We will undertake an external audit of our WHS system and processes in Australia.
4. We will continue to support the fight against Malaria and in 2016 are committed to purchasing 1,270 anti-malarial nets which will protect over 5,000 children.



# Labour Principles



**Principle 3:** Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

**Principle 4:** The elimination of all forms of forced and compulsory labour;

**Principle 5:** The effective abolition of child labour; and

## 4

## Providing a Safe and Healthy Work Environment

International SOS has an approach to good corporate citizenship through a focus on “Healthcare and Education”. This is where our expertise lies and the reason why we can make a difference in our workplace, with our clients and members and in the communities surrounding us. We encourage ethical conduct, cultural diversity, fair hiring and equality in our workplace. These standards are reflected in our Code of Conduct and Individual Rights Policy.

### Protecting our employees

Protecting our employees is essential to our long-term business success, therefore we comply with the health and safety laws and regulations within the countries in which we operate and adhere to our Health and Safety Policy. All employees are expected to understand and comply with the OH&S Policy and the Standards, Procedures and the Processes that are relevant to their work. We believe this commitment adds value to our customers and employees.

A healthy and safe work environment benefits both our company and our employees. Our occupational health services provide employers with preventive health service and management advice on hazardous situations or prolonged and repeated sickness that results in absenteeism and declining productivity in the workplace.

At International SOS, we do not use forced or compulsory labour and under no circumstances do we approve of child labour.

### Employee's rights

At International SOS we clearly state and communicate employee's rights, responsibilities, their compensation and benefits. We also guarantee fair and equitable remuneration. Wages are reviewed on an annual basis and benefits are regularly reviewed to ensure equal treatment of all employees regarding their working conditions. We also strive to improve our employees' competencies and skills by regular performance reviews, undertaking education, recognising potential, coaching and training as appropriate, and we also offer professional development opportunities within the company.

### Individual Rights policy

Within 30 days of joining the company, all employees are required to read and comply with our individual rights policy. This includes a clear approach and respect for communities and people living near our operations, a 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, promotion of cross-cultural awareness and respect by our employees, compliance with neutrality, promotion of cross-cultural awareness and respect by our employees, compliance with the health and safety laws in the countries we operate in, providing fair and equitable remuneration to attract and retain the best talent in the industry

### Duty of care

We believe that an employer's Duty of Care responsibilities do not stop at the office door. Our business practices help companies mitigate medical and travel security risks when their employees travel and work abroad.

Our proprietary systems rank country risk level by low, medium, high and extreme. For employees needing to travel to medium and higher risk destinations, as part of their booking trip, they are required to get appropriate approval, review the specific risks like crime, infectious diseases, food and water safety and partake in education sessions. Employees are informed on vaccination requirements, malaria precautions and are encouraged to get inoculation and necessary prophylaxis.

During the trip, our TravelTracker system

enables security and line managers to communicate and provide emergency support to travelling employees and overseas staff should there be an incident.

### Cross-border travel policies

We have developed policies and procedures for the Duty of Care and health and security of employees travelling and working abroad. All employees going abroad need to have prior approval and those who are going to a medium or high risk location are required to:

- Use our Travel Risk Assessment tool with specific advice on the standards that must be applied for the trip.
- Travellers must acknowledge that they have received and read standards and had a pre-travel briefing on health and security. Employees are required to comply with the required security and safety measures.
- Our TravelReady system enables oversight and compliance with cross border travel policies and procedures.

In addition, our Health Risks Map is a tool to help our clients understand the medical risks in the countries where they operate and identify how to anticipate health threats to their employees.



### On-the-ground assistance team in Vanuatu

Aiming to assist clients on the ground in the wake of Cyclone Pam an Incident Response Team was deployed to Vanuatu. The team formed by specialists in medicine, security and logistics, was deployed on the 16<sup>th</sup> of March 2015 to evaluate the medical and security risks as well as evacuation options for expatriates and travellers in Vanuatu and to support our clients and their employees with any medical, security or evacuation services.





# Training for our employees

International SOS is committed to provide all employees with training as part of their orientation, development and on-going responsibilities.

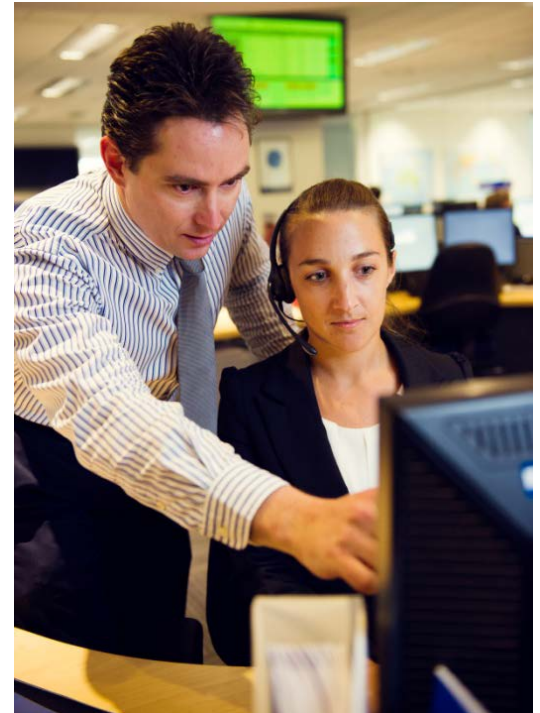
Within 30 days of joining the company, every employee must complete a series of e-learning modules. We also expect our service providers to comply with our policies in similar ways as we do internally.

These modules refer to the business structure, mission, vision, business overview, policies in: discrimination, bullying, harassment and data management. All employees are expected to complete them and act according to the guidelines provided by the e-learning courses as well as the Code of Conduct and the Individual Rights Policy. The modules refer to labour standards, rights and responsibilities of employees, as well as benefits of working within our organisation. We have developed 106 e-learning modules in total.

We provide a full range of training services for our clients that leverage our medical and travel security expertise. This includes training in first aid and emergency medicine, general health and wellness, and a range of travel risk courses. All our training is delivered by experts either through a traditional classroom, via the web in a 'virtual classroom' format or through our e-learning catalogue.

## Recruitment and selection

International SOS understands that recruiting, retaining and developing the right talent is critical to support our organisation's culture which is based on the values of Passion, Expertise, Respect and Care. We are a dynamic and growth-oriented business that offers exciting opportunities globally for people who wish to have a challenging and unique career experience.



International SOS is a rewarding place to work. The nature of our work means we respond to world events as they happen, so we are continuously looking for individuals with a can-do attitude, who are creative and thrive on challenges

To ensure consistency in our recruitment methodology, recruitment workshops have been developed for managers and team leaders where the objective is to attract a diverse range of candidates and high quality employees selected by a merit based recruitment and selection process.

All internal and external advertisements are reviewed by Human Resources to ensure our standards are met and there is no gender bias. All permanent vacancies and temporary assignments of greater than 3 months are advertised internally. This allows all employees equal opportunity to apply for promotions and transfers, including

overseas relocations. We have also implemented an employee referral program across our Australasian region to encourage a wider candidate pool and to reward employees financially for successful referrals.

### Performance appraisal

We provide a yearly performance management review between our employees and managers to establish objectives, review performance and identify development needs.

To ensure that this process is undertaken in a professional and mature way and that the results obtained by it are beneficial to both the company and the employees, briefing sessions are provided to explain to managers and employees how the process works.

The end of year performance review is an important opportunity for us to evaluate the outcomes of the past financial year in regards to the achievement of our corporate objectives. This is a key element of the performance management process (PMP) within International SOS.

### Work-life balance

Implementing more flexibility in the workplace is a priority in International SOS. We offer various types of leave such as career breaks, additional annual leave and volunteer leave, to help employees achieve a better work-life balance.

The parental leave policy is designed to support our employees prior to, during and immediately following the birth of a child. This provides the opportunity for employees to devote time to their child or children during the first year of their parenting relationship, without career disadvantage.

We also aim to provide a work environment that respects diversity, in order to promote employee development and positive workplace relationships where differences among individuals are valued. This is included in our Discrimination, Harassment and Bullying Policy.



### Looking after the well-being of our employees

In partnership with Optum, International SOS Australasia provides our employees with Employee Assistance Program (EAP) services.

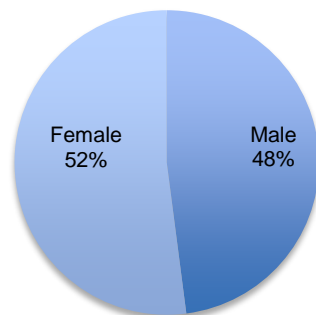
Employees get access to different wellbeing services that help them manage personal and work-based issues that might have an impact on their Health, Wellbeing, behaviour, performance and development. These services can be accessed via telephone, face-to-face or online.



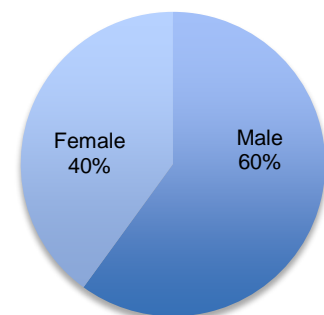
## 2015 at a glance

International SOS is committed to maximize the potential of all of our people. Our Australasian Region is a clear example of how our company provides equal opportunities to employees, as shown on the below graphics

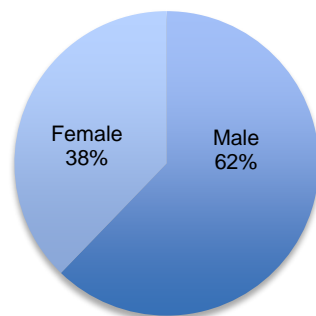
**Regional  
Australasia-All Employees**



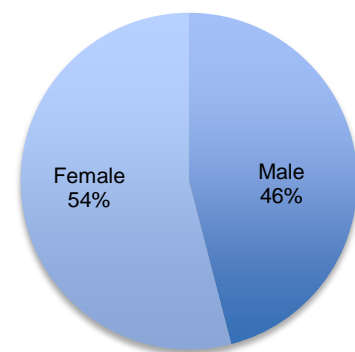
**Director Level  
Australasia**



**Manager Level  
Australasia**



**Employee Level Australia**



# Employer Awards

## LearnX Impact Award 2015

International SOS won the best learning project for online candidate assessment and on boarding for our global concierge agents (Aspire) in this year's LearnX Impact Awards 2015 within the subcategory of e-learning on a Budget. The project demonstrates our excellence in developing Best in Class eLearning solutions for new hires. These accolades have started to gain recognition and have been considered to be one of the leading awards in eLearning and corporate training field in the Asia-Pacific region. This is proof of the hard work of our employees to guarantee high levels of training and continuous improvement towards a better workplace environment

## Exemplary Employer of the Year from TAFEP in ASIA 2014

This award is presented by the Tripartite Alliance for Fair and Progressive Employment Practices (TAFEP) and it aims to recognize organisations that have implemented fair, responsible, and inclusive employment practices. Some of these practices include the adoption of a diverse workforce management, merit-based HR policies, and a strong commitment from senior management. This award reflects our high standards and commitment to implementing best practices in the workplace.



# Our goals

International SOS is committed to continuous improvement

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## By 2016

- We will ensure that for all executive appointments in Australasia, we will identify a diverse range of candidates;
- We will introduce 'soft skills' training for our people in the areas of communication skills, coaching, stakeholder management etc.
- We will train our recruiting managers in recruitment skills training.



# Environmental Principles



**Principle 7:** Businesses should support a precautionary approach to environmental challenges;

**Principle 8:** Undertake initiatives to promote greater environmental responsibility; and

**Principle 9:** Encourage the development and diffusion of environmentally friendly technologies



# 5

## Our commitment

International SOS has been in business for over thirty years, and during this time we have put significant efforts to create sustainable operations worldwide. Our efforts towards achieving environmentally friendly strategies are reflected through examples of programs, policies and practices we have implemented across the globe.

### Our Environmental Policy

All our practices are aligned with our Environmental Policy, in which International SOS is committed to meet international environmental best practices that are consistent with our business activities and operations worldwide for our own employees, customers, and providers. In this way, we are able to identify, assess and effectively control the environmental risks to all stakeholders and the environment. Our environmental policies are in place for all sites.

In order to be aligned with our environmental objectives, International SOS is committed to apply international environmental standards whenever local environmental regulations and laws do not exist, or when they provide a lower standard. This is performed to ensure the best standards are always met to satisfy both employees and the community as a whole.

In addition, as part of our focus on continual improvement, we are committed to initiate a management review process to analyse the possible environmental impacts our activities and operations may have.

As explicitly mentioned in our environmental policy, we are also committed to:

- ✓ Adhere to International SOS' contractual obligations in regard to environmental matters; managers are responsible for ensuring that appropriate resources are provided to enable compliance with these obligations.
- ✓ Ensure reporting, investigation, and analysis of all environmental accidents and incidents, with the intention of creating and implementing corrective and preventive action to eliminate recurrence.
- ✓ Strive to reduce the consumption of energy, utilities, and other resources in our day-to-day operations.
- ✓ Implement controls to mitigate the potential for environmental pollution due to our activities, including waste reduction and recycling programs where reasonable and practicable.
- ✓ Foster employees' awareness and respect for the environment at all levels of our organization to ensure optimal environmental protection in everything that they do.
- ✓ Require our suppliers and contractors to adopt similar standards and demonstrate visible and sustainable environmental management practices in the execution of their activities.

# Protecting the Environment

In most of our offices, we have implemented a scheme that encourages employees to recycle waste including paper, plastic, newsprint, cardboard and aluminium cans. Some of our most modern buildings have been developed with a high technology that enables them to maximise energy savings, by having an automatic light shutoff. These buildings are also designed to monitor waste of light/heat, which helps to identify where the major wastes take place in and implement practical solutions to reduce waste. We motivate our employees to follow our clean desk policy, in which all our laptops are shut down after close of business and locked in cupboards. We also ensure our clients' and colleagues' privacy by destroying all our confidential documents before recycling them.

## Environmental practices

Paper consumption minimisation through:

- Development of electronic management systems for operations management to replace paper-based workflow processes. We continue to make efforts to move away from paper-based workflows to meet or exceed all relevant regulatory requirements.
- Encouraging the usage of electronic communication.
- Reduction in the use of paper and paper products. Reuse of envelopes and reuse of boxes for storage, providing 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.

Electricity consumption minimisation through:

- Reminding employees to switch off electronic equipment and appliances such as photocopiers, shredding machines, computers and monitors, and printers when they are not in use.
- 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 lights when they leave their workplace, and only use lights when necessary. We also encourage the use of energy saving lighting systems.

## Top environmental practices at Chiswick Park headquarters

Our London headquarters was moved to Chiswick Park in 2012, an award winning building. At Chiswick Park, we utilise a green building for environmental sustainability:

- Over 90% of waste is recycled.
- We capture used water, use washroom taps to reduce water consumption and have waterless urinals.
- Automatic light shutoff and monitoring light/heat usage to identify waste.
- Roof-mounted solar panels to heat water.
- A bike to work schemes.
- Chemical reduction in cleaning, gardening and engineering activities.



## Global ISO 9001 Accreditation

All of our 27 assistance centres are fully certified by a leading global auditor of quality management systems. Global ISO 9001: 2008 certification recognises the commitment that International SOS has towards continuous improvement in order to demonstrate the highest standards among its operations. This accreditation is recognized and respected worldwide while ensuring high levels of customer satisfaction.

In addition to this, International SOS is certified by the Swiss Association for Quality and Management Systems (SQS), as a mechanism to develop an external certification programme to validate the company's internal quality management system. SQS was selected due to its specialist auditors with medical expertise.



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# Our goals

International SOS is committed to continuous improvement

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## By 2016

- We will look to reduce our office 'footprint' in Sydney from 3 to 2 floors.
- We will continue to sponsor remote working technology such as OCS and VSee.
- We will introduce a 'Working From Home Policy' for staff in Australia and New Zealand.

# Anti-Corruption Principles



**Principle 10:** Businesses should work against corruption in all its forms, including extortion and bribery.



# Implementation

International SOS attaches great importance to the honest and ethical conduct of staff, customers and third parties, including fair dealing and ethical handling of conflicts of interest. There is a zero tolerance to corruption and it is reminded to all employees on a regular basis. These statements are expressed in our Code of Conduct and Ethics Policy which is distributed to our staff and is available to our stakeholders in the company's website. Training on the Code of Conduct and Ethics Policy is undertaken by all employees, as they are expected to act with the highest levels of honesty, integrity, ethics and fair dealing and to hold our core values: passion, expertise, respect and care.

International SOS' commitment to dealing legally and ethically with governments applies worldwide. The company policy, the U.S. Foreign Corrupt Practices Act, and similar anti-bribery laws around the world prohibit our employees or their agents from giving or offering to give money or anything of value – whether cash or not, or whether directly or indirectly through others – to any government official to induce that official to affect any governmental act or decision, or to assist the company in obtaining or retaining business or securing any improper advantage.



# Contributing to our sustainability in the global marketplace

As stated in our Providers Code of Conduct, providers may not act in any way, in their business relationship with International SOS or otherwise, that violates the U.S. Foreign Corrupt Practices Act or any other anti-corruption law around the world. International SOS entities use providers that do not violate our ethical standards through bribes, kickbacks, or other similar improper or unlawful payments.

The Code has been developed to ensure that all employees and providers adhere to the highest ethical standards when conducting business and it is available for employees' review upon request. Providers are required to take reasonable steps to ensure that the Code is communicated throughout their organizations and to make the Code available to their employees.

## Data Protection Policy

International SOS is committed to protecting the personal information of its employees, contractors, vendors and members in accordance with applicable privacy and data protection laws. This is communicated through our Data Protection Policy that has been adopted to guarantee the correct storage and destruction of personal data.

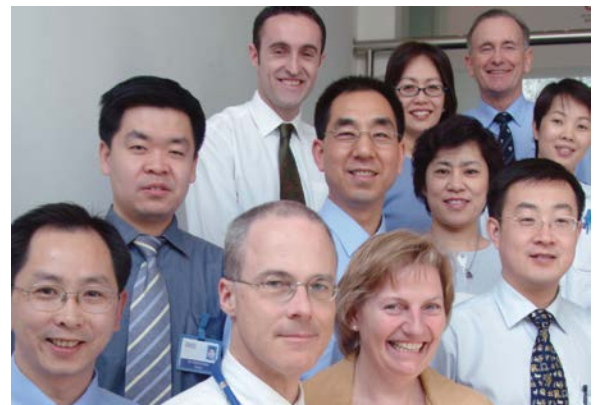
Within 30 days of joining, all employees are required to undergo e-learning on data protection policies. Our data protection policy complies with:

- The United States' Safe Harbour Framework;
- Binding corporate rules sanctioned by the European Union's data protection authorities;

- Relevant global data protection laws and regulations;
- Contractual commitments to our customers.

This is of paramount importance for us, as we are the world's leading provider of medical assistance, international healthcare and security services, and we need our customers to entrust us with sensitive personal data such as medical data. This is why this policy goes beyond the requirements of the law and adheres to the data protection laws of each of the countries in which we operate.

Provider's personnel and operations are also requested to operate in full compliance with the laws of their respective countries and with all other applicable laws, all statutory, regulatory and other legal requirements.



## Our goals

International SOS is committed to continuous improvement

### By 2016

- We will train all of our employees in our new incident reporting software system, Hydra; with a target of 80% of employees trained by the end of 2015.
- We will undertake a review of our data management to ensure the security of any confidential information.





For further information about our company, please visit: [www.internationalsos.com](http://www.internationalsos.com)