

# International SOS Communication on Progress September 2016



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# 1

## Statement of continued support from Our Co-Founders

WORLDWIDE REACH.  
HUMAN TOUCH.



23<sup>rd</sup> September 2016

### 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, including a link in our next CSR report and on our website.

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

Yours sincerely,

Arnaud Vaissié  
Chairman & CEO  
International SOS

Dr. Pascal Rey-Herme  
Group Medical Director  
International SOS

International SOS (Australasia) Pty Ltd  
Level 3, 45 Clarence Street SYDNEY NSW 2000  
Alarm Centre Tel: +61 2 9372 2468 Alarm Centre Fax: +61 2 9372 2455  
Admin Tel: +61 2 9372 2400 Admin Fax: +61 2 9372 2408  
[www.internationalsos.com](http://www.internationalsos.com)



Arnaud Vaissié, our Chairman and CEO signed the CEO statement of support for the UNGC's Sustainable Development Goals.

WORLDWIDE REACH.  
HUMAN TOUCH.

INTERNATIONAL  
SOS

1<sup>st</sup> September 2016

### CEO STATEMENT OF SUPPORT FOR THE SUSTAINABLE DEVELOPMENT GOALS

On 1 January 2016, the United Nations' Sustainable Development Goals (SDGs) came into effect. These 17 global goals lay out an ambitious path to end extreme poverty, fight inequality and injustice, and protect our planet over the next 15 years.

In agreeing the SDGs, world leaders recognised the important role business will play in achieving this ambitious agenda and have called on business to support the goals.

We are a diverse group of companies with footprints across Australia and the globe. We agree that business has a critical contribution to make towards achievement of the SDGs – both domestically and internationally – through responsible business operations, new business models, investment, innovation, technology and collaboration.

Our businesses are already contributing to the SDG agenda in many ways.

The products, services and resources we provide drive economic growth through investment, employment and innovation. We are striving to reduce our environmental footprints, strengthen relationships with communities and create positive impact through our activities and supply chains. We recognise the power of gender equality, diversity and inclusiveness and are supporting reconciliation with Indigenous peoples. We are forging partnerships to strengthen our contributions and outcomes for both business and the community.

We can do more. The SDGs provide points of focus around which we can innovate and collaborate in the search for solutions to critical global and local sustainability challenges, while at the same time positioning competitively for the future. Through our participation in the UN Global Compact and the incorporation of the SDGs into our strategies, we will continue to invest in these priority areas and work together with Governments, civil society, academia, and other businesses to realise the opportunities the SDGs offer to all, and we call on other business leaders to join us.

Yours sincerely,



Arnaud Vaissié  
Chairman & CEO International SOS

International SOS (Australasia) Pty Ltd  
Level 3, 45 Clarence Street SYDNEY NSW 2000  
Alarm Centre Tel: +61 2 9372 2468 Alarm Centre Fax: +61 2 9372 2455  
Admin Tel: +61 2 9372 2400 Admin Fax: +61 2 9372 2408  
[www.internationalsos.com](http://www.internationalsos.com)

# 2

## 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 for 2016. 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

Our COP is shared with all our stakeholders by detailing our practical actions and outcomes within the area of corporate responsibility. Our COP will be shared via our company website as well as in our CSR report.

We are an improvement driven company, therefore, we welcome all feedback.



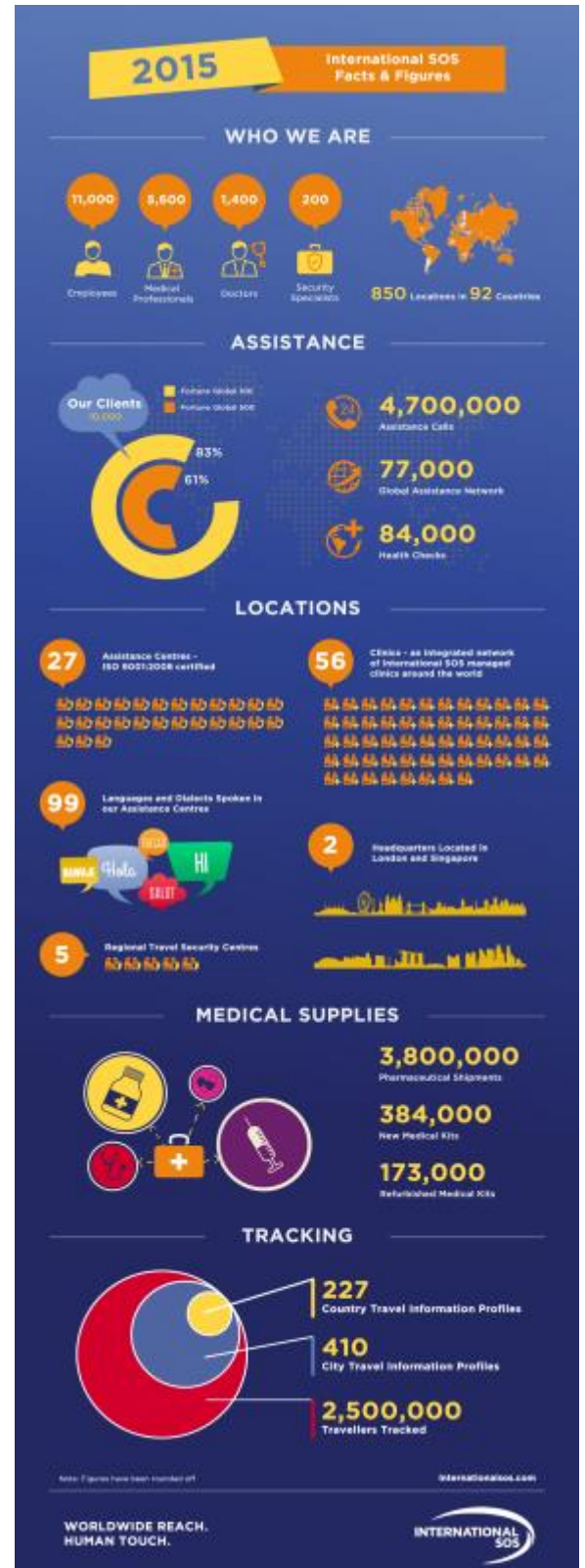
# About International SOS

International SOS is the world's leading medical and travel security risk services company. We care for clients across the globe, from more than 1,000 locations in 90 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>✓ <a href="#">The company's Code of Conduct and Ethics Policy</a></li> <li>✓ <a href="#">The company's Policy on Individual Rights</a></li> <li>✓ <a href="#">The company's Occupational Health and Safety Policy</a></li> <li>✓ The annual submission to the Equal Opportunities for Women in the Workplace Agency (EOWA)</li> <li>✓ Our commitment to <a href="#">Corporate Social Responsibility</a> via activities such as: <ul style="list-style-type: none"> <li>○ <a href="#">Kokoda Track Foundation</a></li> <li>○ <a href="#">Nossal Scholarship</a></li> <li>○ <a href="#">Yaws Study</a></li> <li>○ <a href="#">Supporting a Child's Dream</a></li> <li>○ <a href="#">London Air Ambulance</a></li> <li>○ <a href="#">Reducing Malaria</a></li> <li>○ <a href="#">Fighting Ebola</a></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>✓ <a href="#">The company's Code of Conduct and Ethics Policy</a></li> <li>✓ <a href="#">The company's Policy on Individual Rights</a></li> <li>✓ <a href="#">Our commitment and research into the company's "Duty of Care"</a></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>○ <a href="#">On-the-ground assistance in Vanuatu after the recent Hurricane</a></li> <li>○ The company's Employee Assistance Programme- Optum</li> <li>○ <a href="#">LearnX impact award</a></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>✓ Our supplier's Code of Conduct Policy</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.





A young child with curly hair, wearing a striped shirt and black shorts, holding a wooden stick and smiling. The child is standing outdoors on a dirt path with a blurred background of greenery and a building.

"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.



# COP 2016

## International SOS is committed to continuous improvement

**We remain committed to the protection of Human Rights within our sphere of influence, ensure healthy lives and promote well-being for all through a number of partnerships and initiatives.**

### **Ongoing support to KTF (The Kokoda Track Foundation) in Papua New Guinea**

International SOS keeps on building strong relationship with KTF in Australasia, and raised AU\$ 20,000 through diverse initiatives including company contribution and staff engagement to support continued medical education of primary health care workers and scholarships.



We are supporting the KTF leadership scholarship program that fosters the next generation of PNG leaders and provided mentoring and work experience in our Sydney office.



#### **Projects:**

KTF is working closely with National and Provincial authorities in PNG to develop an advanced school of health that will train committed Community Health Workers (CHW's).

The school will provide a two-year diploma in community health care, and International SOS will support the CHW's training program:

- Assist with printing of nursing curriculum booklets
- International SOS medical staff to help deliver the content of some courses either on sites or at our clinic in Port Moresby.



## Fight against Malaria

This year was the fourth year running where we ran our bracelet campaign in partnership with United Against Malaria.



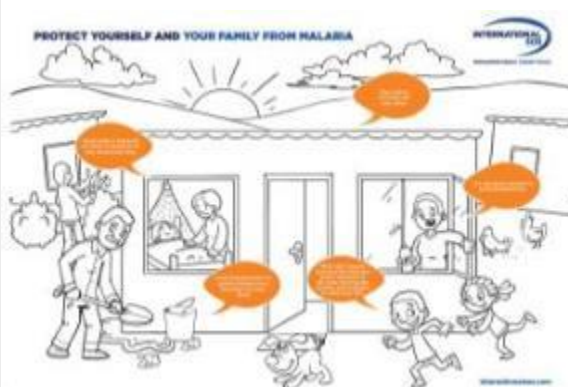
Our global offices banded together to purchase 5800 bracelets buying 1450 impregnated mosquito nets. These bed nets protect 5800 children against mosquito bites which can lead to malaria.



### Specific initiatives in Africa

From our South Africa office, we created malaria themed playing cards. These are very effective in Africa as a low-tech way to educate people on the ground about the disease.

We developed an educational malaria pocket guide and a colouring book for children.



In N'Djamena, Chad, a delegation of the International SOS staff went to the NGO "SOS Children's Villages" where a presentation on Malaria risks and prevention was given to the children by Dr Ali Djibrine, International SOS doctor



### Some highlights of our efforts include:

- Mozambique, Andarko: Our employees performed a malaria drama to 90 contractors on showing the pros and cons of wearing short versus long sleeved shirts.
- Mozambique Pemba: Staff performed a malaria-themed drama and dance at SOS Children's Village. The children received colouring books, prizes and toys.
- Nigeria Amadi Clinic: Our staff visited a local orphanage and educated children about the disease and how its spread. The children were given colouring books and playing cards.
- Nigeria Onne Clinic: We gave a malaria presentation to community women involved in the Women Empowerment Project Scheme. The women were also provided with pocket guides and packs of playing cards.
- DRC: Across the province, we ran educational malaria workshops and gave a malaria educational presentation to 740 TFM employees and government officials.
- Dubai: The office raised over 3,000 Euros to support SOS Children's Village in N, Djamena, Chad.

- Chad: An International SOS delegation provided an educational session on site in N'Djamena. We also donated 375 bed nets, 600 kilograms of rice and oil and soap to the SOS Children's Village with 792 children living onsite.
- Ghana, Accra: We hosted a breakfast session with local health workers to share information and discuss strategies against Ebola, malaria and Zika virus in West Africa.
- Ghana, Newmont: Newmont H&S and International SOS provided a malaria demonstration. We also handed out nets, bracelets and playing cards.

This year's malaria week was a great demonstration of International SOS' CSR and how we promote a health and safety culture in the many places we operate. Thanks to all involved in this important programme which helps save lives.

### Progress on Yaws study

The study was funded by International SOS and Newcrest Mining Ltd as part of a sustainability and development program on Lihir Island to make Yaws eradication possible.

August Kapa (Public Health Supervisor) attended the most prestigious conference in Infectious Diseases as a speaker at the – AAS (American Society for Microbiology 2016 Conference).

His presentation was based on the results from the study carried out in Lihir Medical Centre that proved that a single dose Azithromycin (Oral Tablet) could cure Yaws.

First Pilot study demonstrated the efficacy of mass treatment with Azithromycin in Lihir showed:

- Reduced clinical manifestations by 90%
- Reduced onward transmission
- Reduced the prevalence of latent infection
- No evidence of resistance to azithromycin
- No serious adverse events reported.

A milestone of all the work on yaws carried out in Lihir is that the results from our studies have contributed towards a new strategy to Eliminate Yaws (Morges Strategy) by the World Health Organization using Azithromycin as a standard treatment for Yaws to be used worldwide.

### Progress on Nossal Scholarship

Dr Rarau is a PNG doctor currently completing a PhD, focusing on non-communicable disease (NCD) epidemiology, with the Nossal Institute for Global Health at the School of Population and Global Health, University of Melbourne with a scholarship of International SOS.





## International SOS Public and Community Health Activities (2007-2016)



No.	Location	Year	Public Health Activity	Industry	No.	Location	Year	Public Health Activity	Client
	Global	2008	Good Practice Guidance on HIV/AIDS, Tuberculosis and Malaria	ICMM	17	Ivory Coast	2009	HIA as part of ESHIA	Mining
	Global	2009	Peer Review – Good Practice Guidelines on Health Impact Assessment	ICMM	18	Japan	2010	Development of global medical standards, including infectious disease/malaria mgmt	Oil and Gas
	Global	2012	Development of global medical standards, including HIA and malaria control	Mining	19	Laos	2012	HIA as part ESHIA (advisory role)	Mining
	Global	2014	Health inclusion in Environmental Impact Assessment	WHO	20	Libya	2008	Rapid HIA	Oil and Gas
	Global	2014	Extractive Industry and Infectious Diseases Risk Management (IDRAM)	Development & Mining			2012	Baseline Health Report	Oil and Gas
	Global	2015	Updating Oil and Gas International HIA Guidelines	Oil and Gas	21	Madagascar	Ongoing	Integrated Malaria Control Program	Mining
	Global	2015	Extractive Industry and Infectious Diseases Risk Management (IDRAM) – Phase 2	Development & Mining			2007	Comprehensive HIA	Mining
1	Angola	Ongoing	Integrated Malaria Control Program	Oil and Gas			2008	Malaria and Vector Control Survey	Mining
2	Australia	2009	Public Health Assessment	Government	22	Malawi	Ongoing	Integrated Malaria Control Program	Mining
3	Brazil	2010	Development of global medical standards, including HIA and malaria control	Mining			2014	Health Situational Analysis	Manufacturing
4	Brunei	2013	Baseline Health Survey	Oil and Gas	23	Mali	2008	Rapid HIA	Oil and Gas
5	Burkina Faso	2013	HIA Screening	Mining			2012	HIA scoping	Mining
6	China	2013	HIA	Forestry/Pulp & Paper	24	Mauritania	2011	HIA	Mining
7	Democratic Republic of Congo	Ongoing	Integrated Malaria Control Program	Mining			2014	Baseline Health Survey	Mining
		2007	HIA Scoping	Mining	25	Mozambique	Ongoing	Integrated Malaria Control Program	Oil and Gas
		2008	Comprehensive HIA	Mining			2008	HIA Scoping	Mining
		2008	Community Health Action Plan development	Mining			2012	Baseline Health Report	Oil and Gas
		2008	Malaria and Vector Control Survey	Mining			2014	Community Health Initiatives	Oil and Gas
		2008	Community Vaccination Program	Mining	26	Myanmar	2007	Public Health Review of the Socio Economic Plan	Oil and Gas
		2009	Baseline Health Survey	Mining	27	Nigeria	2013	MRA	Oil and Gas
		2010	HIA Scoping Mission	Mining	28	Pakistan	2008	Rapid HIA	Mining
		2011	Comprehensive HIA	Mining			2008	Rapid HIA	Oil and Gas
		2011	Baseline Health Survey	Mining	29	Papua New Guinea	Ongoing	Public Health Management Program	Mining
8	Equatorial Guinea	2009	Health Needs Assessment	Oil and Gas			2011	Baseline Health Survey scoping mission	Mining
9	Eritrea	2011	Health research to support ESHIA	Mining			2011	Comprehensive HIA	Oil and Gas
10	Ethiopia	2011	Malaria Risk Assessment	Mining			2011	Baseline Health Survey	Oil and Gas
11	Gabon	2012	HIA	Oil and Gas			2012	HIA screening	Oil and Gas
		2012	Health Needs Assessment	Oil and Gas			2012	Malaria Risk Assessment	Oil and Gas
12	Ghana	Ongoing	Integrated Malaria Control Program	Mining	30	Russia	2008	Comprehensive HIA	Oil and Gas
		2007	Baseline Health Survey	Mining	31	Saudi Arabia	2008	Rapid HIA	Oil and Gas
		2009	Health Needs Assessment	Mining	32	Solomon Island	2012	HIA Gap Analysis	Mining
		2013	Strategic HIA Training	Oil and Gas			2012	HIA	Mining
13	Greenland	2011	Baseline Health Report	Mining			2012	MRA	Mining
14	Guinea	2007	Malaria and Vector Survey	Mining	33	Spain	2009	HIA Training Program	Oil and Gas
		2011	Malaria Vector Survey	Mining	34	Suriname	2007	Rapid HIA	Oil and Gas
15	Indonesia	Ongoing	Public Health Management Program	Mining			2011	MRA	Mining
		Ongoing	Integrated Malaria Control Program	Mining	35	Togo	2012	Community Health Initiatives	Oil and Gas
		Ongoing	Public Health and Malaria Control	Mining			2012	HIA as part of ESHIA	Oil and Gas
		2007	Baseline Health Survey	Mining	36	Turkey	2014	HIA scoping and Workers Health Plan	Oil and Gas
		2009	Comprehensive HIA	Mining	37	Turkmenistan	2011	HIA Scoping Mission (part of ESHIA project)	Oil and Gas
		2009	Evaluation Community Health Action Plan	Mining	38	Uganda	2012	MRA	Oil and Gas
		2011	Heavy metal survey as part of integrated community baseline	Mining			2015	Baseline Health Survey	Oil and Gas
16	Iraq	2011	Desktop HIA (part of ESHIA)	Oil and Gas	39	Vietnam	2016	Scoping, Baseline and HIA	Oil and Gas

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# 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

**Principle 6:** The elimination of discrimination in respect of employment and occupation



## 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.

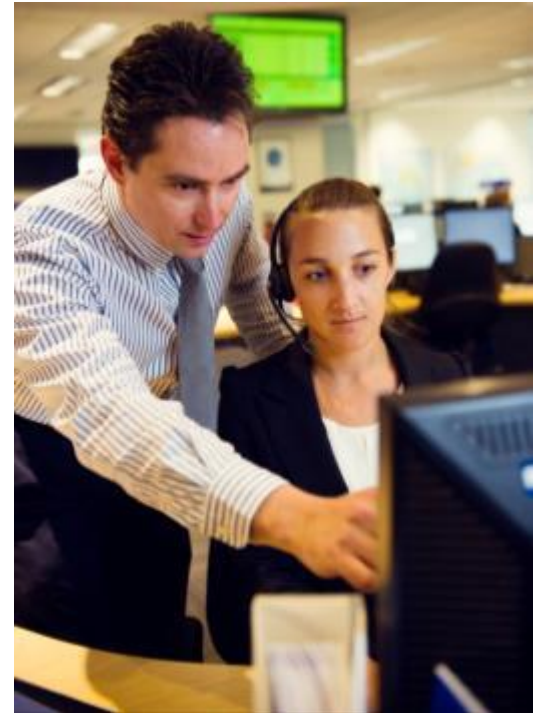
Within 30 days of joining the company, every employee must complete a series of e-learning modules. We also expect our service providers to comply with our policies in similar ways as we do internally.

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.

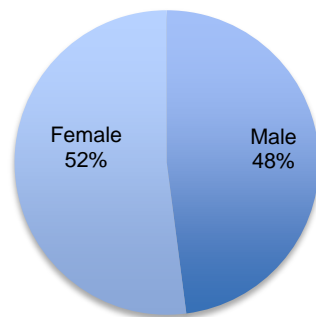
Employees get access to different wellbeing services that help them manage personal and work-based issues that might have an impact on their Health, Wellbeing, behaviour, performance and development. These services can be accessed via telephone, face-to-face or online.



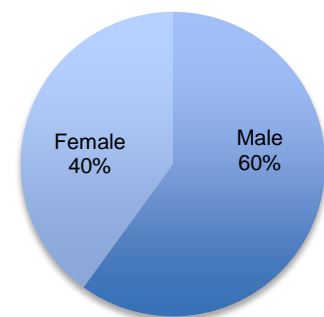
## 2015 at a glance

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

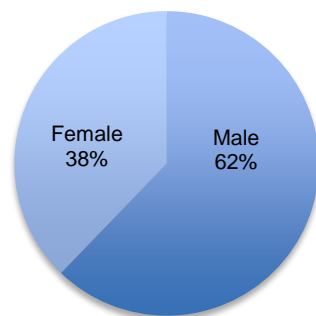
**Regional  
Australasia-All Employees**



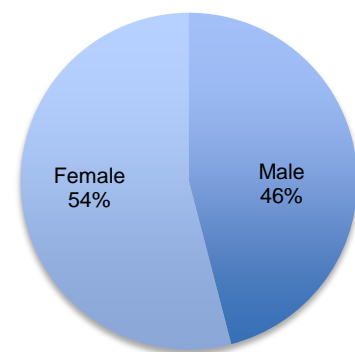
**Director Level  
Australasia**



**Manager Level  
Australasia**



**Employee Level Australia**



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# Employer Awards

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## 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.



# COP 2016

## International SOS is committed to continuous improvement

**We remain committed to the protection and promotion of Labour Principles.**

### **Global and regional internal communications initiatives:**

- We ran a second employee survey 'Your Say' to hear staff views, opinions, and suggestions on the progress the company has made since our first survey and how we can continue to improve as an organisation.  
74% of the staff completed the survey globally.
- Monthly lunch with CEO, for informal interaction between staff and senior management with positive staff engagement.

### **Awareness of Mental health: Promotion of "R U OK ?" day ?**

At International SOS we recognise the importance of mental health wellbeing, especially in our workplace, and whilst we encourage the above questions.

We provide completely free and confidential counselling services to our employees through our EAP (Employee Assistance Programme) via Optum Health Services.

### **Promoting and protecting our employees' well-being.**

Employee benefits include fresh fruit delivery, flu vaccination, health insurance advice, preferential tariffs for gym membership and quarterly free financial advice.



# 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.



## COP 2016

# International SOS is committed to continuous improvement

### **We remain committed to the protection and promotion of Environmental Principles:**

- As a result of working smarter, we modified our workspace to encompass hot desking with the overall result being we reduced our office 'footprint' in Sydney from 3 to 2 floors (1,000 m2 less).
- We continued to sponsor remote working technology such as OCS and VSee to enable audio and video conference and reduce travel.
- Our printing is force set-up to ensure double-sided non color printing including a reminder material asking employees for the necessity of printing.
- We introduced force set management control management control procedures that requires staff to separate waste into appropriate recycling bins.

# 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.



# COP 2016

## International SOS is committed to continuous improvement

**We remain committed to the protection and promotion of Anti-Corruption Principles.**

- All regional management teams received training on our new incident reporting software system, Hydra. The system is live and we are now rolling out anonymous reporting system for fraud and corruption. An e-learning package has also been developed and implemented for completion by all International SOS employees.
- A review of our data management has been conducted globally in July 2016 to ensure the security of any confidential information. A report of compliance is in preparation for submission to our Board.
- Project: launch a biennial fraud risk assessment



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