

International SOS Communication on Progress September 2017



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Statement of Continued Support from Our Co-Founders

WORLDWIDE REACH.
HUMAN TOUCH.



September 2017

STATEMENT OF CONTINUED SUPPORT FROM OUR CO-FOUNDERS

International SOS is proud to continue our commitment to the Global Compact and align our business activities with the Ten Principles in the areas of Human Rights, Labour, Environment and Anti-Corruption.

From our policies to our culture, we encourage the protection of human rights at International SOS. While it starts in our policies, it is implemented through an emphasis on ethical conduct, fair hiring, diversity and equality.

We also recognise the responsibility to create an environment that protects the worker and the communities we impact. That is why we also signed the United Nations' Sustainable Development Goals (SDGs) and issued a sustainability statement. International SOS aims to embed sustainability practices in our business in order to reduce our impact on the environment and to make sustainability an integral part of our way of operating.

We encourage the debate around sustainability and its reporting and have developed a white paper on this issue via our International SOS Foundation.

International SOS takes its responsibility to its people, customers and the communities we operate in seriously.

In this Communication on Progress, we report on the progress made to improve our integration of the Global Compact and its principles into our business strategy, culture and daily operations. We commit to sharing this information with our stakeholders using various channels of communication, including a link in our next CSR report and on our website.

Achieving the goals from the United Nations' Global Compact and SDGs is a high priority for this company as we strongly support these initiatives.

Yours sincerely,

Arnaud Vaissié
Chairman & CEO
International SOS

Dr. Pascal Rey-Herme
Group Medical Director
International SOS

International SOS (Australasia) Pty Ltd
Level 4, Building B, 4 Drake Avenue Macquarie Park NSW 2113
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

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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 160 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 2017. 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.

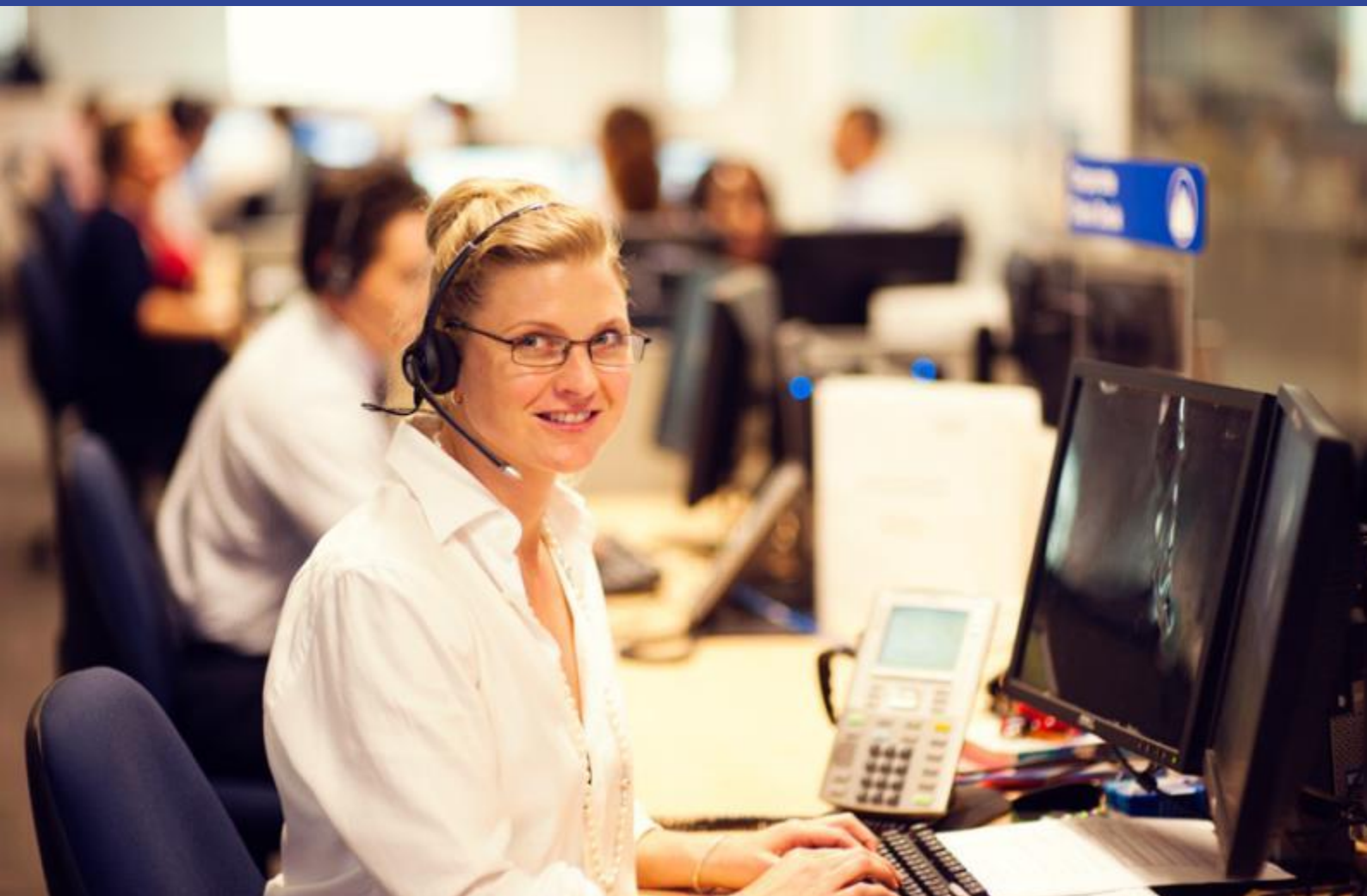


A quick overview

	Principle	Highlights
Human Rights	<ol style="list-style-type: none"> 1. Businesses should support and respect the protection of internationally proclaimed Human Rights; and 2. Make sure that they are not complicit in Human Rights abuses. 	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.
Labour	<ol style="list-style-type: none"> 3. Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining. 4. The elimination of all forms of forced and compulsory labour; 5. The effective abolition of child labour; 6. And the elimination of discrimination in respect of employment and occupation. 	<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 providing 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.</p>

	Principle	Highlights
Environment	<ul style="list-style-type: none"> 7. Businesses should support a precautionary approach to environmental challenges; 8. Undertake initiatives to promote greater environmental responsibility; and 9. Encourage the development and diffusion of environmentally friendly technologies. 	<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 employees, customers, and other stakeholders. We encourage the development of environmentally friendly technologies.</p>
Anti-Corruption	<ul style="list-style-type: none"> 10. Businesses should work against corruption in all its forms, including extortion and bribery. 	<p>We have zero tolerance for corruption, and this is communicated to employees on a regular basis. We are committed to applying our professional expertise and highest ethical behaviour to deliver outstanding quality of service to our clients.</p>

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.

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Providing equal opportunities to our employees

International SOS is proud of our cultural, racial and gender diversity. It is one of our main strengths as a company that reflects the wide and diverse population we serve. We therefore remain committed to creating an environment which is free from discrimination and bias, wherein people can fulfil their potential.



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.

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 working 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 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.

Continuing Support for 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 to support education and health for communities.

In PNG, the majority of the population still live in isolated, rural areas with little or no access to basic services. The Kokoda Track Foundation (KTF), our preferred regional partner, is working to provide those indigenous communities with access to education and health services. It also encourages the development of sustainable businesses and runs a leadership programme.



We support KTF in a number of ways:

- As well as the annual company contribution we give, many of our employees offer a monthly donation to KTF. We also raise funds through morning teas and at an annual dinner in aid of KTF, held in Sydney. We give hands-on help to the KTF leadership programme which aims to identify the next generation of leaders. We host students in our Sydney office, providing them with work experience and mentoring.
- KTF, in conjunction with the national and provincial authorities in PNG, has a School of Health to train health workers. A number of our medical staff volunteer there to provide training.

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



Not only do we focus on our own corporate citizenship, we also help our clients meet their corporate social responsibility objectives. We do this by providing public health expertise at mining sites to reduce the health impacts projects have on the local communities.

Mining projects are often in remote areas with endemic infectious illnesses, lack of clean water and limited health and transportation infrastructure. Diseases such as malaria, tuberculosis, cholera, STIs and HIV, filariasis and YAWs can be rife.

International SOS carries out baseline studies to benchmark rates of infection, develops control methods, sponsors education and monitors effectiveness. These initiatives significantly reduce the incidence of infectious diseases and benefit many people working on and around the sites.

Our client programmes include:

COUNTRY	TYPE OF PROGRAMME	DETAILS
Democratic Republic of Congo	Integrated malaria control programme	Started in 2007, workforce and community vector control programmes
Ghana	Integrated malaria control programme	Started in 2007, workforce and community vector control programmes
Indonesia	Public health management programme	Technical advisory services
Indonesia	Public health and malaria control	Malaria, tuberculosis, STI/HIV and health promotion
Papua New Guinea	Public health management programme	Established in 1998 includes: Mother and child healthcare, malaria, filariasis, HIV, tuberculosis and yaws control

Providing education to fight diseases

Successful YAWS study

Yaws is a chronic infection mostly affecting people under the age of 15 and is prevalent in PNG. The World Health Organisation has classed Yaws as a neglected tropical disease disproportionately affecting economically disadvantaged populations and has endorsed it for global eradication by 2020.

To support this goal, International SOS is helping to fund a study to determine the success of a new strategy to eradicate yaws on Lihir Island, PNG. The study is being conducted at Lihir Medical Centre in collaboration with the Centre for International Health Research of Barcelona (CRESIB) and Newcrest Mining Ltd as part of a sustainability and development program on Lihir Island. The latest findings have been published in the New England Journal of Medicine and show a significant decrease in the prevalence of yaws following a mass treatment program.

The funding model of this research is a great example of what a genuine partnership among corporate, industry and science can achieve and demonstrates how foreign companies can contribute to improving the health and well-being of people affected by neglected tropical diseases.

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.



Combatting Malaria in Africa

Progress is being made in the fight against malaria, a preventable disease. But it is still a major challenge. The WHO states that at the start of 2016, nearly half the world's population was at risk of malaria. In 2015, there were 212 million new cases of malaria with 429,000 malaria deaths. The majority of cases occur in Africa.

Our Eastern Europe, Middle East and Africa region continued to play its part in the building awareness and promoting healthy practices. Year by year, we have increased our support for United Against Malaria, by buying bracelets from the Relate Organisation. These proceeds go toward the purchase of mosquito nets. In the past four years, we have bought nearly 14,000 bracelets which helped fund 3,475 nets, protecting over 13,000 children. An extra benefit is that the bracelets are handmade in Cape Town, which offers job opportunities to the local community.

Malaria Week in Africa continues to be a major focus of our many activities, involving our staff, clinics, clients and the local communities.

We produced a range of educational materials including posters, pocket guides and playing cards.

We held presentations and quizzes and presented education to help prevent infection. As part of our outreach to local communities, we visited the NGO 'SOS Children's Village' in Chad. We gave a presentation on malaria to the children, plus a donation of 3,000 Euros collected from our staff in Chad and Dubai.

We worked closely with our clients on malaria prevention. Numerous workshops were held across Ghana, the DRC and elsewhere, often at remote client locations. In the DRC, over 750 employees attended a presentation on preventing malaria, presented by International SOS doctors.

Worldwide activities

During 2015-2016, we have continued with a variety of CSR activities in 'Health and Education' throughout the regions where we operate. Many build on activities begun in the previous year; others are new. Here are highlights from each region:

Australasia

The company and staff in International SOS Australasia are very committed to supporting the people of Papua New Guinea (PNG), one of the world's poorest and least developed countries. We have had a significant partnership with the Kokoda Track Foundation (KTF) for a few years.

Other support for the people of PNG includes the sponsorship of two awards: The Westpac Outstanding Women Award and The Men of Honour Award.

In the field of public health in PNG, we promote blood drives and the distribution of birthing kits to help women give birth safely.

For the past four years, we have helped sponsor the Zonta Birthing Kit Project which assembles birthing kits that are sent to PNG and some African countries to help decrease infection and mortality rates for mother and baby. This year, staff also volunteered their time to help assemble 13,000 birthing kits.

Our support for the Nossal Scholarship for Global Health continues. The Nossal Institute and the University of Melbourne award the Scholarship to a PNG student of medicine or public health. We have been funding this scholarship since its inception. The first recipient, Patricia Rau, is on course to receive her PhD in Public Health in 2018.

Our medical experts in PNG conduct groundbreaking research to eradicate the tropical disease yaws.

Asia

SINGAPORE

The Pertapid Education and Welfare Centre provides housing and social support to marginalised people and children in Singapore. Our Group Exco and other staff have given enthusiastic support to this charitable cause raising over SGD 43,000 for the Centre.

We also work with RSVP – The Organisation of Senior Volunteers dedicated to promoting volunteerism among senior citizens. They run nine community service programmes, ranging from befriending lonely seniors to providing a guiding service at hospitals and teaching IT skills to seniors. We raise money for RSVP through office collection boxes.

SOUTH KOREA

Since November 2014, we have held five events in partnership with the Korean Red Cross Volunteer Centre. Staff members get together to bake bread and other items which are sent to the socially disadvantaged groups in our community (low-income seniors, children, multi-cultural families and North Korean defectors).

We work with groups of children to make 'Quiet Books' from kits we buy from the NGO, Promise, and send these to children in underdeveloped countries.

In June 2016, our employees spent a day helping out at the Sarangmaru Elderly Care Center. They provided hands-on care with

daily events including eating, washing and taking part in communal activities.

MYANMAR

Our efforts here centre around helping orphans, taking them on day trips and donating colouring books, stationery, pens and toys.

Our doctors also presented at local schools on hygiene awareness, dental care and hand-washing.

PHILIPPINES

International SOS Philippines supports and raises funds for the Tahanan ng Pagmamahal children's home. This organisation provides care, shelter, and education to orphaned, abandoned and neglected infants and children from ages one to 18. We helped provide Back-to-School kits for the children and nappies for the infants. Employees also conducted reading programmes for the children.

CHINA

Our Beijing office focuses its charitable efforts on helping Stars and Rain, China's first NGO dedicated to autism awareness and support. We conduct fundraising and support the charity throughout the year. Since it began in 1993, Stars and Rain has helped over 6,000 autistic children and their families. Stars and Rain provides parents with a unique training course to give them the skills they need to educate their children. It has opened a home for six teenagers with autism and related disabilities.

United States and Canada

HELPING THE HUNGRY AND OTHERS

In the USA, our main CSR focus is on hunger, especially for families and children. We help address the growing problem of food insecurity by supporting food banks.

In 2015 and 2016, each of the US and Canada office locations ran a food drive to

celebrate the Group's 30th anniversary; donating more than 3,500 lbs. of food to pantries in Houston, Edmonton, Alexandria, Boston, Philadelphia and Jersey City.

In Canada, a key CSR activity is the Christmas Stollery Gift Exchange. Each year our Edmonton office employees donate a wide selection of toys to the local Stollery Children's Hospital.

Staff across the region regularly get involved in raising money through sponsored runs and walks. Two favourite causes are MS and Cancer Research. On International Women's Day, we also held collections in our offices in support of Breast Cancer Awareness.

MEDAIRE CASES

International SOS group member, MedAire, concentrates its CSR initiatives on 'Healthcare and Education', through partnerships with not-for-profit organisations. These include:

- The 'Welcome to America Project' helping foreign refugees resettle in Arizona. We supported a Somalian family of 11 members who lived in a refugee camp for 20 years before coming to Phoenix. We have given them kitchen supplies, books, toiletries, toys and other support.
- The Arizona branch of 'Junior Achievement' which aims to inspire young people. We spent a day teaching financial literacy to students (4th to 7th graders) at Granada East School. At this school, 93% of the students are at, or below, poverty level and considered high risk.
- 'Team 5' provides medical care in remote areas of the world. We have donated supplies for several years and provided medical assistance services during some of their trips. This year we also helped the Team prepare for a mission to Peru.

Middle East and Africa

Much of our community support in the Middle East and African centres on World Malaria day, see page 13.

TEDDY BEARS CAN TEACH

Staff at our Almaty clinic in Kazakhstan have found an engaging way to involve families in learning about good health. They set up a Teddy Bear Hospital at school and pre-school events. Children bring along their teddy bears to have 'injuries' treated by our doctors. As well as experiencing the operating theatre, the children visit an ambulance and learn useful health tips. Meanwhile, their parents attend a session on the health aspects of smartphones and other devices popular with children and practice some vital life-saving skills.

The Teddy Bear Hospital has attracted great interest. As well as being fun, it has brought together parents and children to drive health awareness.

Europe

The European Region continues to develop its commitment to CSR.

As part of our International SOS 30th Anniversary celebrations, in September 2015, 30 female employees from all over Europe took part in 'La Parisienne', a 6.7 km run through Paris in aid of breast cancer. A total of 40,000 women joined the race. This is the eighth year we have participated in the event.

Numerous activities have taken place at a local level too. These include:

- In London, we organised monthly drives to raise funds for London Air Ambulance (LAA). These include: basket-offs, coffee mornings, 30K walk and a half marathon. Thanks to its many supporters, LAA now has two air ambulances that have extended their summer flying hours and can now attend up to 400 more patients per year.

- In France, we donated and shipped medicines to Africa in partnership with the not-for-profit organisation ASF (Aviation Sans Frontières) and provided books to Ecoles Sans Frontières, also destined for Africa.
- In Switzerland, staff ran a marathon in support of UNICEF. Many employees

volunteered for a day at a children's hospital to engage the children in fun activities and donated books to rural school libraries in Tunisia.

- In the UK, our colleagues in Aberdeen ran in various races to provide funds for health-related causes.



Top left: Supporting refugees in Frankfurt
Top right: Colour Me Rad to fundraiser for local schools
Bottom left: Zonta Birthing Kit assembly
Bottom right: Teddy Bear Hospital

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

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.

Simply put, we want to ensure that International SOS is a healthy and positive environment where employees can put their talents to best possible use. For this, high employee engagement is important as is enabling ethical conduct, diversity and inclusiveness in the 90 countries where we operate. Similarly, we also aim to exceed our Duty of Care obligations to our workforce both in the home office and when they work on an assignment. We have industry-leading systems and practices to prevent illness, injury and security incidents from affecting our employees.

Creating a healthy and equitable atmosphere for our employees:

INITIATIVE	SIGNIFICANCE	DETAILS
Code of Conduct and Ethics policy	Sets ethical conduct for all of our employees	<p>Our policy includes:</p> <ul style="list-style-type: none"> Standards for honest and ethical conduct Compliance with local and national law and regulations Conflicts of interest Legal compliance Discrimination and harassment Fair dealing and integrity Information security and data protection Workplace health and safety Open door policy Whistle-blowing and reporting unethical behaviour <p>Within 30 days of joining, all employees are required to undergo eLearning on our Code of Conduct and comply with the policy.</p>

<p>Individual Rights policy</p>	<p>Outlines the rights of employees in compliance with local laws</p>	<p>By providing employment, training health care and other benefits, we directly contribute to the well-being of individuals in the places where we operate and contribute to supporting individual rights.</p> <p>Our Rights policy includes our:</p> <ul style="list-style-type: none"> • Approach and respect for communities and people living near our operations • 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 • Aims to employ people without discrimination on the grounds of age, ethnic or social origin, gender, sexual orientation, politics or religion • Prohibition of sexual harassment. We strive to create awareness on acceptable and unacceptable behaviour • The expectation of service providers to respect the rights of their employees • Respect for the privacy of information provided to us by employees, customers and service providers • Commitment to providing fair and equitable remuneration to attract and retain the best talent in the industry. <p>Within 30 days of joining, all employees are required to undergo eLearning on our Code of Conduct and comply with the policy.</p>
<p>Cross-border travel policies and procedures</p>	<p>Policies and procedures to meet our Duty of Care obligations to our employees when they travel and work abroad</p>	<p>We have robust cross-border travel policies and procedures to protect our workforce abroad. We dynamically assess travel security and medical risk for hundreds of countries and cities worldwide and assign risk ratings.</p> <p>All employees travelling abroad are required to obtain approvals. We track employee travel in our TravelTracker system. Employees are encouraged to use our Assistance App and check in on arrival. Employees are covered by our assistance services when they travel on business.</p> <p>For travel to medium to extreme risk locations, employees are required to:</p> <ul style="list-style-type: none"> • Use our Travel Risk Assessment tool with

Cross-border travel policies and procedures cont'd		<p>specific advice on the standards that must be applied for the trip</p> <ul style="list-style-type: none"> • Acknowledge they have received and read a pre-travel briefing on health and security. Employees are required to comply with any and all required security and safety measures. • Personnel travelling in vehicles (including all drivers and passengers) must wear seatbelts at all times when the vehicle is in motion
Occupational Health and Safety policy (OH&S)	Governance on OH&S at all facilities	<p>All employees are required to comply with our OH&S management standards. This includes:</p> <ul style="list-style-type: none"> • Complying and conforming with local OH&S standards. Where local law fails to provide an adequate standard, we apply our higher-level standards • Adherence to International SOS' contractual obligations in regards to OH&S matters • Implementation and communication of OH&S standards procedures and processes so we can maintain the occupation health and safety of employees • Creating and implementing an emergency preparedness and response programme to ensure the adequate control of an emergency situation • Appointing qualified and competent people to train and set standards • Reporting and auditing all occupational health, safety accidents and incidents with the intent to create and implement corrective and preventative actions to prevent reoccurrence • Continual improvement and best practices for OH&S • Formal management review and evaluation of OH&S activities
Global engagement survey	A global programme to track and improve employee engagement	<p>We seek to have motivated employees who enjoy their work and contribute to the success of our company. To learn how to improve this, we run engagement surveys to examine employee attitudes on job satisfaction, company loyalty and advocacy, having the right tools and equipment to do their jobs, work/life balance, internal</p>

Global engagement survey cont'd		<p>communications, career and learning opportunities and relationships with peers and management.</p> <p>In 2016, areas to be enhanced included improving the tools and systems so employees can work more efficiently and career development. Employees and senior management have formed work groups and are committed to improving engagement levels.</p>
Employee assistance programmes	Many sites have employee assistance programmes as part of benefits	<p>Employee assistance programmes support staff with personal issues including major life events, financial and legal concerns, substance abuse, emotional distress, healthcare concerns, work, family and other concerns.</p> <p>In 2016, we formed a partnership with Workplace Options, a leading Employee Assistance Provider, to provide these services to our staff on a global basis.</p>
Wellness programmes	Many sites encourage wellness and health promotion	<p>We take an active role to reduce the impact of Non-Communicable Diseases (NCDs) in our workforce. Healthy lifestyle and behaviours to promote stress reduction, exercise and a balanced diet can help prevent NCDs.</p> <p>At many offices we encourage or offer:</p> <ul style="list-style-type: none"> • Sports clubs, walking and exercise promotion • Healthy eating • Vaccination • Smoking cessation • Bicycle riding/commute to work • Provision of healthcare
Diversity and inclusion	Active encouragement of diversity and inclusion in our employees	<p>We actively look to increase and promote diversity within our internal talent pools.</p> <p>Our diversity committee benchmarks our attitudes on diversity and how we can improve. One area of focus is gender diversity. In 2016, we ran an internal campaign for International Women's Day featuring a Q&A of over 30 female leaders around the business.</p> <p>We also offer unconscious bias and cultural awareness training to cultivate diversity and increase sensitivity.</p>

eLearning	Continual employee development and training initiatives	<p>International SOS required employee eLearning including:</p> <ul style="list-style-type: none"> • Code of Conduct and Ethics • Data Protection • Security Procedures • Pandemic Influenza <p>Specific departments and functions also have additional annual eLearning requirements. We have developed 173 eLearning courses in total.</p>
Other training and development	Mandatory CPR and defibrillation training and on-the-job education required	<p>We strive to improve our employees' skills and competencies through regular performance reviews, recognising potential, offering training, coaching and other professional development opportunities.</p> <p>All employees are trained in Basic Cardiopulmonary Resuscitation (CPR) and the use of Automated Electrical Defibrillators (AEDs).</p> <p>Medical staff are required to maintain training requirements as part of licensing requirements. Assistance Centre induction training is a minimum of six weeks and employees are required to undergo two additional sessions per year.</p>
Open communication guidelines	Structure work environment to encourage open, non-hierarchical communications	Our guidelines for managers and employees encourage continual, open communication across all levels of the organisation, feedback, and discussion about any matter of importance to an employee.

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 such as crime, infectious diseases, food and water safety and partake in education sessions. Employees are informed of 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.

Raising public awareness of risks to a mobile workforce

We produce extensive information and advice on the risks faced by mobile workforces. This is used by organisations to help them meet their Duty of Care obligations to their staff, and by individual workers. As part of our commitment to CSR, we are making more of this information publicly available including:

- In 2015, we published our Travel Risk Map. It rates variable levels of medical and travel security risks across the world. It is the world's first map to cover both types of risk.
- A map showing territories affected by the Zika virus is available on our pandemic preparedness website, plus other news about the virus.

- We often hold advisory webinars in response to major events including Middle East respiratory syndrome coronavirus (June 2015) and the Brussels terrorist attacks (March 2016).
- We frequently share advice via social media.

We helped the British Standards Institute (BSI) create its Publicly Available Specification on 'Travelling for Work'. It provides detailed guidance on preparing for and dealing with, incidents that might occur when workers travel.

Likewise, we assisted in the preparation of communications by the independent, not-for-profit organisations, the International SOS Foundation. The Foundation, together with the Institution of Occupational Safety and Health (IOSH), has developed a detailed guidance on 'Managing the Safety, Health and Security of Mobile Workers'. It includes innovative advice on how to protect those who may face particular risks when travelling including women, LGBT workers, students, older people and those with disabilities.

Protecting our mobile workforce

Our business focuses on how we can help clients fulfil their Duty of Care responsibilities and manage travel, health and security risks. The tools, information and advice to protect clients are also used to mitigate risk to our staff.

We have a robust approach to managing threats with well-established escalation procedures to ensure serious incidents are dealt with swiftly and at the right level.

Our international, in-depth assessments of Travel Risk provide a detailed picture of medical and security risks, country by country, together with rankings of risk levels. Before leaving for any destination, employees can access information on any matters that could affect them. This includes current political or religious issues, high-crime areas, potential disruptions, recommended modes of transport and any local customs they need to be aware of. From a medical standpoint, they are informed about all vaccinations required, the level of malaria risks and what precautions to take, and other relevant health risks or diseases.

Those going to higher risk destinations receive increased levels of support, both before departure and throughout their time away. Preparation includes verbal briefings and detailed reviews of travel plans, hotel vetting and other advice specific to the destination. During their time away, mobile workers benefit from the same assistance we have developed for our clients: TravelTracker, the Assistance App and access to our global support systems. They can seek information and advice at any time and, as appropriate, we can monitor their progress

TRAVEL RISK MAP 2017

Global health and travel security risks review



Training for our employees

International SOS is committed to providing 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 non-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 173 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 three 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.

Attracting young talent – a mutual benefit

We are keen to offer young graduates the opportunity to gain international experience and develop their leadership potential.

For more than three years, we have been working in partnership with AIESEC, an independent, not-for-profit organisation run by students and recent university graduates. It acts as a global platform for young people to explore and develop their potential. We work together to identify and select those members who want to spend time at International SOS as paid interns.

We currently have 13 AIESEC interns in the business. In total, 47 have spent time with us, and 19 have stayed on in permanent positions. AIESEC interns have taken on roles across the business: in HR, Operations, IT and Finance. Each year we employ a member of AIESEC as a Global Coordinator to manage the partnership between the two organisations and help in the selection process.

The partnership with AIESEC is mutually beneficial. The interns gain deep experience working at an international company. Their roles are designed to ensure they encounter different challenges and provide them with clear responsibilities and learning opportunities.

We gain the benefit of building our long-term talent pipelines and increasing diversity within the company.



More about AIESEC

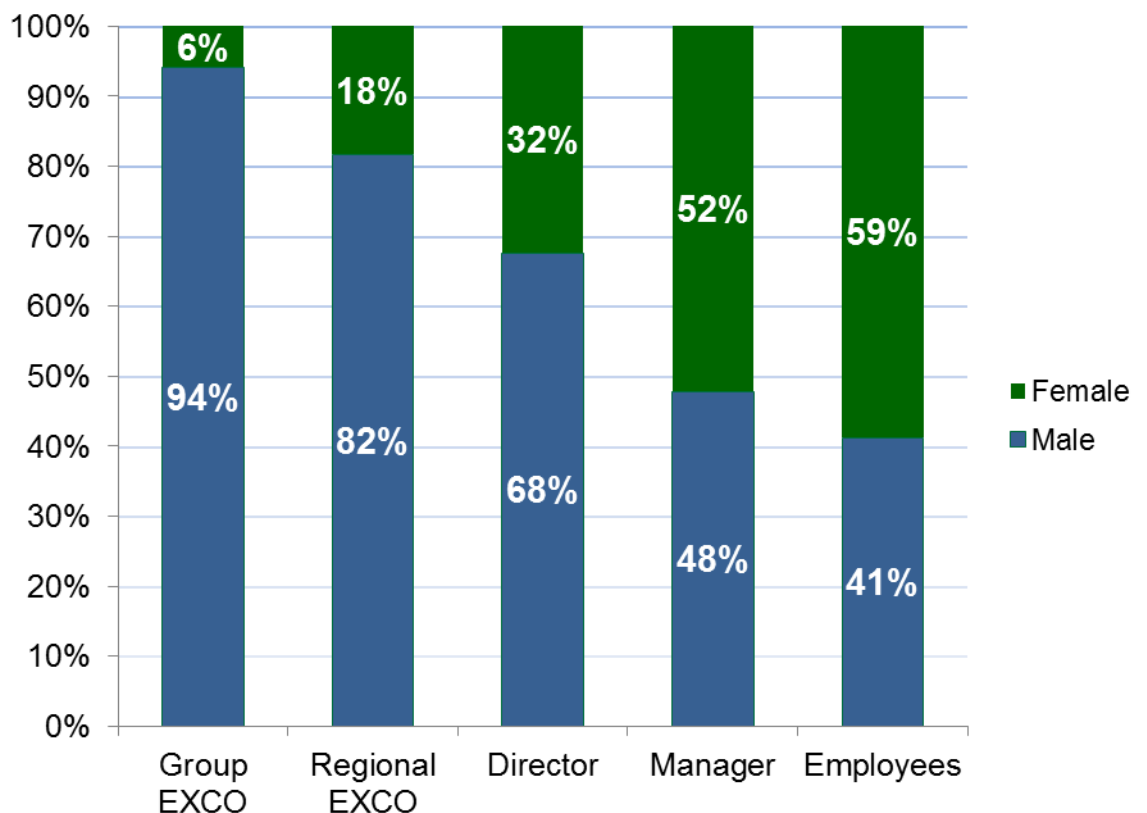
AIESEC (pronounced eye-sek) describes itself as 'a global network of young leaders under the age of 30 who strive to better themselves and the communities around them. Its members are interested in world issues, leadership development, cultural understanding and experiential learning'.

AIESEC was founded in 1948. It is now present in 126 countries and territories. Since its inception, AIESEC's operations have been solely managed by students and recent graduates. Its 'by students, for students' mantra even extends to its global leadership team which is elected annually by the members. Members of AIESEC are known as 'AIESECers'.

2017 at a glance

International SOS strives to ensure that our workforce is truly representative of all different sectors of society. We strive to ensure that each employee is respected. By leveraging the unique backgrounds, perspectives and experience of our people, we believe we can improve the provision of excellent customer service to our diverse customers.

Gender Diversity at International SOS



Employer Awards

Singapore National Business Awards, Winner for “Health Products and Services” 2016

Honoured for our Assistance App, TravelTracker and TravelReady programmes that form an end-to-end technological solution for preventing and managing travel risk.

Wth Aachen and Fraunhofer Institute for Production Technology, Innovation Award 2016

Received as part of consortial benchmarking “Managing Breakthrough Innovations” from the Invention Centre of the Technical University at Aachen for Telemedicine and Digital Travel Management capabilities.

Forum for Expatriate Management, Honourable Mention, EMMA Award for “Best Thought Leadership – Survey or Research study of the year” in America Region 2016

Honoured for our in-depth analysis for Travel Risk Map and our risk perception global traveller survey conducted in 13 countries of 11,000 people.

Forum for Expatriate Management, Winner, EMMA Awards for “Risk Management Provider of the Year”, “Best Thought Leadership – Survey or Research Study of the Year”, “Best Use of Data Analytics for Global Mobility”, “Most Innovative Technology for Global Mobility – Assignee Management” in America Region 2017

Honoured for our in-depth analysis for Travel Risk Map and survey International Travel: Risks and Reality and recognised for Enterprise Health Center solution.

American Business Awards, Winner of the “Silver Stevie Award” 2017

Recognised for TravelTracker, our industry leading software and assistance platform helping mitigate health and security risks to assignee’s and business travellers.

Handelsblatt, Top Service Deutschland 2017

Recognised for superior customer service provided by our Assistance Centres and staff.

Exxon Neftegas Limited “Outstanding Mentor Recognition” Award on Odoptu Stage 2 Sealift 2017

Exxon Neftegas Limited Excellence in Safety Award in “celebration of successful completion of Odoptu Stage 2 Sealift and recognition of your commitment to outstanding safety, health, environment and operational excellence”.



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.

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Our commitment

International SOS has been in business for over thirty years. During this time, we have taken a long-term view to creating sustainable operations so we are competitive and provide a livelihood for our employees. Below are a number of our business practices which contribute for our sustainability in the global marketplace.

INITIATIVE	SIGNIFICANCE	DETAILS
Global Quality Charter	Continual evaluation to ensure high customer satisfaction	<p>The Global Quality Charter ensures that we deliver excellent healthcare, concierge and security assistance services to our clients.</p> <p>To ensure the highest level of commitment from International SOS, the charter is led by our Group Chairman and CEO and Group Medical Director.</p> <p>This quality plan integrated our quality management system into the routine work of each Assistance Centre. It focuses on eight principles: governance leadership, client focus, partnerships, continuous improvement, staff engagement, professional knowledge, information management and standardised work practices.</p>
Audit and accredit third-party providers in our Global Assistance Network	Continual evaluation and surveys to ensure the integrity of our service providers	<p>We maintain details on 72,000 independent third party providers: hospitals, physicians, air ambulances, dentists and security practitioners in our Global Assistance Network to service the needs of our clients.</p> <p>Routine data and credentialing maintenance are completed pursuant to stringent guidelines and in compliance to KPIs per provider type and rank. Central reports facilitate the monitoring of compliance.</p>

Audit and accredit cont'd		Our objective is to ensure that third-party provider data shared with members and clients are up to date, accurate and reliable, and that these providers operate within the legal requirements of the given country.
Environmental policy	Governance on our environmental standards at all facilities	<p>All employees are required to comply with our environmental standards. These include:</p> <ul style="list-style-type: none"> • Conforming with local environmental standards; where local law fails to provide an adequate standard, we apply our higher-level standards • Reporting and auditing all environmental accidents and incidents with the intent to create and implement corrective and preventative actions to prevent reoccurrence • Striving to reduce consumption of energy and other resources • Initiating a formal management review process based on assessments of the environmental impacts our activities and those of our operations may have, to improve our performance and to ensure continual improvement • Fostering awareness and respect for the environment to ensure optimal environmental protection in everything we do • Requiring suppliers and contractors to adopt similar standards and demonstrate visible and sustainable environmental management practices in the execution of their activities

<p>Environmental practices</p>	<p>Practices to reduce paper usage, encourage recycling and minimise electricity consumption</p>	<p>Our environmental practices vary by facility. We strive to reduce waste, paper and electricity consumption and recycle where possible. Most of our facilities:</p> <ul style="list-style-type: none"> • Print in black ink by default • Donate and recycle electronics • Recycle plastics • Properly dispose of hazardous materials like paints and solvents • Use washable cups and plates instead of disposable <p>We aim to reduce paper consumption by:</p> <ul style="list-style-type: none"> • Deploying electronic management systems for operations management, human resources management and financial management replace paper-based workflow processes. We continue to make efforts to move away from paper-based workflows and processes and to meet or exceed all relevant regulatory requirements. • Reusing envelopes and boxes for storage, providing for the 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. • Encouraging the use of electronic communications such as websites, e-newsletters and social media rather than paper-based media. <p>We aim to reduce electricity consumption by:</p> <ul style="list-style-type: none"> • Maintaining air conditioning systems so they are more
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Environmental practices cont'd		<p>energy efficient. Our general recommended indoor temperature is between 23 and 26°C.</p> <ul style="list-style-type: none"> • Reminding employees to switch off the lights when they leave their workplace or meeting room, and only use lights when necessary. We also encourage the use of energy-saving lighting systems.
Medical waste management	Measures to reduce medical waste	We have procedures in place at facilities to ensure waste disposal does not pose any risk to public health.

Protecting the Environment

International SOS Environmental Sustainability Statement

International SOS aims to embed sustainability practices in our business in order to reduce its impact on the environment and to make sustainability an integral part of its way of operating. International SOS recognises that we have a responsibility to our people, our customers and the communities we operate in. The way we operate has an impact on the environment, and we want to integrate sustainability best practice into our decision-making and business activities worldwide.

We will seek to minimise adverse environmental impacts through continual improvement in our environmental processes by committing to the five following key areas (in alphabetical order):

1. Communication: We will communicate our sustainability statement internally and externally
 - a. Employee engagement: We will encourage and promote environmental awareness amongst our staff through information, instruction and training.
 - b. Client engagement: We will share our sustainability statement, plans and strategies with our clients and, where appropriate, encourage our clients to support our environmental and sustainability strategies.
2. Energy efficiency: We will include environmental considerations such as energy efficiency into the acquisition, design and operation of all our buildings & appliances where practicable.
3. Law and regulation: We will comply with all laws and regulations relating to the environment.
4. Procurement: We will take into account the environmental credentials of suppliers when awarding contracts and consider environmentally responsible alternatives to products and services which we procure.
5. Waste management: We will manage our waste efficiently and will seek to reduce, reuse and recycle wherever possible.

We will periodically revise our sustainability statement to ensure that it continues to meet standards.

Our CSR Committee is responsible for devising and updating the company's sustainability statement and for ensuring that the necessary resources and processes exist to facilitate its achievement. It is also the responsibility of each and every employee to practice the commitments of our sustainability statement.

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Global ISO 9001:2008 Accreditation

Our global ISO 9001:2008 certification includes all our business lines and International SOS registered companies. This distinction includes Assistance Centres, Remote Medical Sites, Clinics, MedSupply, Health Care Services and Travel Security Services at International SOS worldwide.

It also covers our concierge and lifestyle platforms at Aspire Lifestyles.

Our certification is through the Swiss Association for Quality and Management Systems, selected due to the medical expertise of their auditors.

We also have ISO/IEC 27001:2013 certification demonstrating our commitment to security best practices for customer data.

We are also the world's first organisation to be certified by the newly published ISO 13131 Guidelines on TeleHealth services. This certification was awarded by British Standards Institution. It addresses several practices: the consistent delivery of remote medical assistance, clinical governance and quality management protocols, the ability to meet legal requirements and the protection of patient data and information.



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 zero tolerance to corruption, and employees are reminded 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 on 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 organisations and to make the Code available to their employees.

Our policies include:

INITIATIVE	SIGNIFICANCE	DETAILS
Data protection policy	Establishes how we collect, handle, store and process personal data (including medical data) in accordance with regional and international regulations	<p>Our customers entrust us with sensitive personal data such as medical data. We recognise our reputation and ability to serve our customers is dependent on how we protect their personal data.</p> <p>We have established a data protection steering committee responsible for the policy, procedures and operating standards to ensure compliance with changes in law, best practices among multinational companies, recommendations published by governments and aligned to technological developments. We expect our service providers to handle data in a similar way.</p> <p>Our data protection policy goes beyond the requirements of the law. It complies with:</p> <ul style="list-style-type: none">• Laws in the countries where we do business• United States' Safe Harbour Framework and relevant provisions of HIPAA• Binding corporate rules sanctioned by the European community's data protection authorities <p>Within 30 days of joining, all employees are required to receive eLearning on our data protection policies.</p>

Data protection policy cont'd		<p>Contractual commitments to our customers include:</p> <ul style="list-style-type: none"> • Authority and accountability for data protection • Identify purposes for collecting personal data • Consent of data subject • Collection limitations and accuracy • Limited use, disclosure, retention and destruction • Security • Openness • Individual access and correction • Challenging compliance • Transfers to a third-party and cross-border personal data flow <p>PCIS (Payment Card Information Systems) Level 1 Compliance is part of Aspire Lifestyles platform.</p>
Information security policy	Best practices and industry standards to keep information safe and secure	<p>We recognise that information both in electronic and non-electronic forms need to be protected from a range of threats to ensure business continuity.</p> <p>Our information security policy covers communications, technology, electronic information, software and hardware. Our policy and procedures are developed via our Data Protection Steering Committee.</p> <p>All employees and contractors of International SOS must comply with policy specifying:</p> <ul style="list-style-type: none"> • Alliance to ISO/IEC 27002 standards • Background checks and security clearances for key and specific positions • Organisational security, systems development and maintenance, access control and compliance
Business Continuity Planning (BCP)	As a medial and security assistance provider, our clients and members require us to be fully operational in emergencies	<p>All 26 Assistance Centres:</p> <ul style="list-style-type: none"> • Seamlessly divert calls and cases from one assistance centre to another in an incident • Perform IT backups daily • Have uninterrupted power systems in place at all locations • Conduct disaster recovery testing at least twice a year • Updated BCP plans annually and perform mock scenarios to test readiness during: <ul style="list-style-type: none"> ○ Infrastructure failure ○ Single facility disaster ○ City-wide disaster

BCP cont'd		<ul style="list-style-type: none"> ○ Surge in demand ○ Threat to reputation ○ Individual employees in danger ○ Influenza pandemic
Evaluation and accreditation of our medical suppliers	Ensures the integrity of our medical supply chain	<p>Our global policies and procedures require that our medical suppliers:</p> <ul style="list-style-type: none"> • Are reviewed every 12 months • Are compliant with all applicable licensing regulations • Are audited to ensure licensing compliance, good distribution practices and traceability including the quality of products and recall management
Data retention and archiving policy	Best practices and industry standards followed	<p>All employees of International SOS must comply with policy specifying:</p> <ul style="list-style-type: none"> • Retention of data • Exceptions to the retention period • Archival of digital and paper-based media • Destruction methodology for CR-ROMs, DVDs, tapes, mobile devices, portable drives, database records, backup files, hard drives and paper • Enforcement and reporting breaches
Security policy	Comprehensive procedures to ensure the security of our facilities, personnel, information and equipment	<p>Our policy addresses:</p> <ul style="list-style-type: none"> • HR security • Asset management • Cryptography • Physical and environmental security • Communications security • Information systems acquisition • Maintenance and review • Supplier relationships • Incident management • Business continuity • Compliance • Security of personnel <p>Our procedures define physical security: access, responsibilities, access cards and keys, employee identity, visitor badges and display of badges. Additionally, it sets out Information Security: document, security, clean desk and</p> <p>screens, printer security, secure destruction, IT access controls, transmission of sensitive information, encryption and password protection and security of mobile devices and laptops.</p>

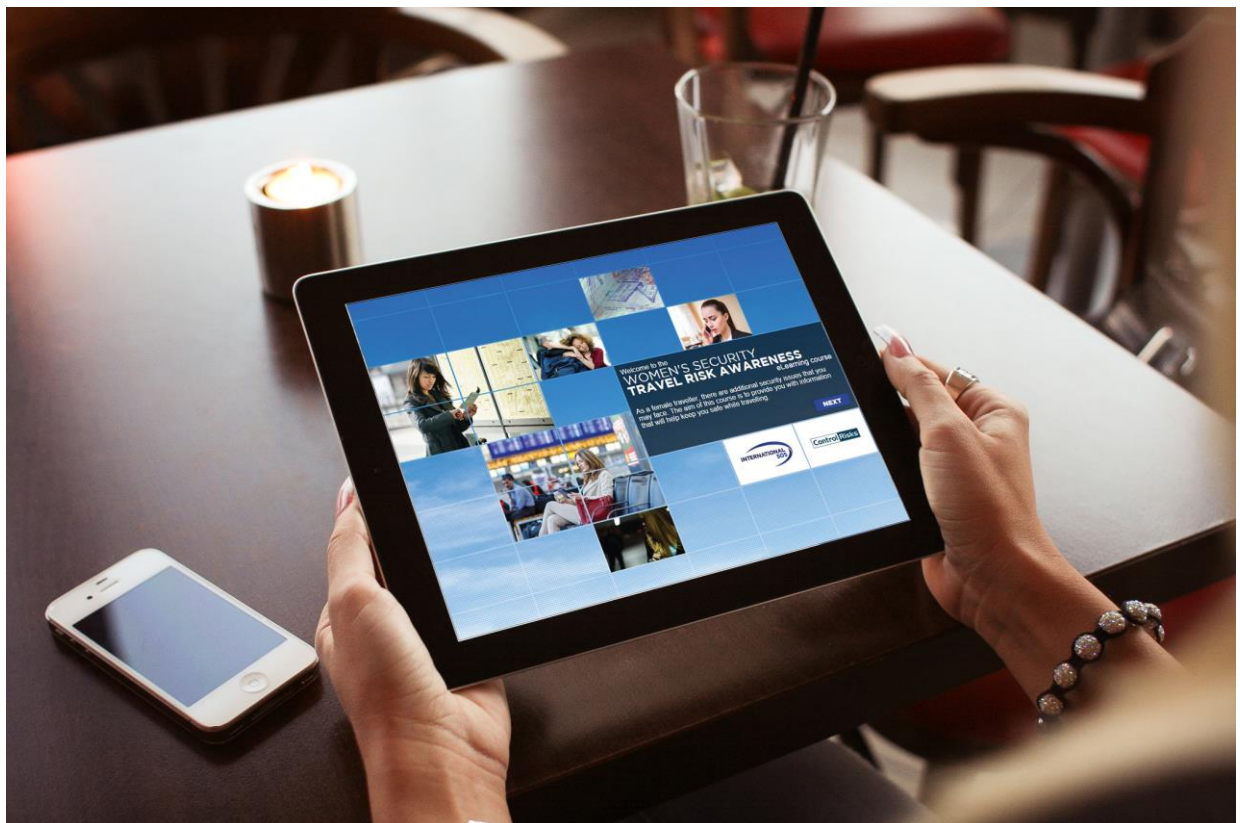
Security policy cont'd		<p>Our policy outlines personal security, after-hours security, workplace violence and threats, pre-employment screening and separation procedures. The policy also describes the enforcement and reporting requirements.</p> <p>All office-based employees are required to complete the International SOS Security e-learning training course.</p>
Incident reporting and management	Processes and procedures for reporting and management of Incidents and Near Misses	<p>We report on Incidents and Near Misses to monitor and better understand and address the risks that may affect our business.</p> <p>An Incident is an unplanned event that causes or has the potential to harm any company personnel, asset (including information, finance, or reputation) or our environment. A Near Miss does not cause damage but has the potential to do so.</p> <p>Staff are required to report all Incidents and Near Misses. Non-clinical and clinical incidents are reported in separate systems.</p> <p>We conduct a risk assessment to decide which risks need immediate remediation and which can be managed less urgently. Risks to the business are rated and entered into our risk register.</p> <p>Risks comprise: clinical risks, security risks, information security risks, health and safety risks, business continuity risks and compliance risks. Risks are reviewed quarterly at a regional level or as work practices or situations change by appropriate business units.</p>
Safeguarding of children and vulnerable adults	Policy to protect human rights	<p>Safeguarding is a priority reflecting our focus on human rights. Many countries have compliance requirements to protect and promote the rights of people who use health services.</p> <p>We recognise that we have a key role in safeguarding children and vulnerable adults within the context of delivering our services. Our safeguarding policy applies to all staff working for the International SOS group of companies. Our policies and related procedures cover recruitment, incident escalation, disciplinary procedures, consent and compliance with local laws.</p>

Risks management practices worldwide:

The International SOS business is complex, with three distinct business lines and a global spread of operations. This complexity heightens the importance of our risk management processes, which have continued to mature over the past 12 months with our focus on risk assessment, incident reporting and management, external certification, business continuity planning, and physical and data security controls. As well as facilitating business resiliency, this helps protect our employees, clients and the environments in which we operate.

We take all incidents and events that could have an impact on our business very seriously and have a robust process to manage these. An incident is an event that can have an impact on our people or our business. It could be a trip, fall or any other injury, the loss of a laptop, loss of data, an equipment malfunction or any other events. Each one is assessed to determine its cause and its actual and potential severity. We identify any lessons learned, adjust our policies and procedures to minimise the risk of future repetition, and improve our preparedness to respond. We also carry out twice-yearly regional reviews to identify any particular incident trends.

As well as continuing to build and improve our systems, we educate and train our employees to raise their awareness of, and ability to respond to, all incidents.





For further information about our company, please visit: www.internationalsos.com