



COMMUNICATION ON
PROGRESS

UN Global Compact

Communication on Progress
SOS International 2018

www.sos.eu



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Statement from the CEO



SOS International is committed to support the United Nations Global Compact initiative.

This is our Communication on Progress (COP) report, which describes our way of continuously implementing the 10 principles from the United Nations Global Compact in our strategy and operations. In this COP, we account for our actions on continuous improvement of our social environment and employee engagement, our carbon footprint and impact on the environment as well as our work on information security and anti-corruption.

During 2018, SOS International has continued to demonstrate good results in our main Corporate Social Responsibility (CSR) focus areas; 1) People & Health, 2) Climate & Environment, 3) Ethics & Security. This report includes SOS International's mandatory CSR report in accordance with article 99a and 99b of the Danish Financial Statements Act.

At SOS International, we are committed to sharing our knowledge on responsible business practices with our stakeholders and additional

network. We see CSR as a vital part of running a sustainable business, and we are keen on continuing our positive development.

In 2019, I expect an increased focus on how our supplier management and digital business transformation will have an impact on our CSR focus areas.

I hope you will enjoy the report.

Best regards,

Niels Krag Printz
CEO, SOS International



2 SOS International Company Overview

SOS International was established in 1961 and is now owned by 13 of the largest insurance companies in the Nordic.

SOS International is one of the leading assistance organisations in the Nordic region. From alarm centres in Denmark, Sweden, Norway and Finland, SOS International provides acute assistance all over the world, night and day, all year round.

SOS International offers a wide range of solutions in the form of worldwide medical and travel assistance as well as roadside assistance and healthcare solutions. SOS International secures the value chain on behalf of the customers as a trusted partner and aims to provide the optimal end-user experience while taking the total cost for the customers into account. As a trusted partner, quality and compliance are also key parameters.

SOS International has a comprehensive network of qualified suppliers and partners all over the world, and six strategic partner offices in high volume areas. Counting more than 1,200 employees, SOS International represents 30 nationalities and combined the employees speak more than 37 different languages.

SOS International was established in 1961 and is now owned by 13 of the largest insurance companies in the Nordic countries.

This COP report covers the entire SOS International Group and presents our sustainability initiatives from our three business areas: Travel, Roadside and Healthcare.

3 How we work with Corporate Social Responsibility (CSR)



Our CSR committee has representatives from each of our Nordic locations.

At SOS International, our vision is to be perceived as the most trusted assistance partner. Being a trusted assistance partner entails commitment to the highest ethical standards of business conduct, and that is why we take CSR seriously. We want to be recognised as a socially and environmentally sound company.

We are participating in the UN Global Compact, and the 10 universal principles from the UN Global Compact are an integrated part of our three CSR signature areas;

- People & Health
- Climate & Environment
- Ethics & Security

These three CSR signature areas are incorporated in our three business areas and activities related to our employees, customers, end-users, suppliers and society in general. This is illustrated in SOS International's value chain on page four and five and some of these activities will be explained further in this report.

We have a corporate CSR committee with representatives from each of our Nordic locations, who work to implement and continuously improve our CSR strategy. A central element for the committee is to communicate and ensure employee engagement regarding our CSR initiatives. Stakeholder analysis and stakeholder engagement provide the basis for our CSR strategy.

Value Chain



PREVENTING INCIDENT



RESPONDING TO INCIDENT



NETWORK ASSISTANCE



FINANCIAL SETTLEMENT



CROSS-FUNCTIONAL SUPPORT

PEOPLE & HEALTH

SOCIAL ENVIRONMENT, EMPLOYEE CONDITIONS AND GENDER EQUALITY

N/A

- A good social environment and fair employee conditions make our employees able to give the best possible service.
- A diverse SOS employee composition makes us able to meet the end-users with empathy, tolerance and understanding.

CLIMATE & ENVIRONMENT

CLIMATE AND ENVIRONMENT

- Roadside: CarConnect
- Travel: Cooperating with organisations on preventing injuries.

- Roadside: Increase in number of phone fixes which reduces greenhouse gas emissions.
- Travel: Multiple channels of communication, e.g. Video Doctor, reduces travelling to see a doctor or repatriation.

ETHICS AND SECURITY

HUMAN RIGHTS AND ANTI-CORRUPTION

Ensuring personal data security in our services.

- Ensuring end-users' data right.
- Collecting end-user consents.
- ISO 27001-certified.
- Digitally integrated systems to ensure correct end-user coverage.
- Controlling the incident process as soon as possible to ensure correct payments.
- Not accepting facilitating payments.

PEOPLE & HEALTH

Supplier Code of Conduct on labour rights and gender equality to suppliers such as hospitals or towing companies.

Segregation of duty creates a safe work-environment.

- Annual employee engagement survey.
- Monitoring annual sick leave
- Implementing offers and social initiatives to improve work environment.
- Gender distribution target on 40% of the underrepresented gender at board level and management level 1, and 50% on management level 2-4. The target has been met on level 2-4.

CLIMATE & ENVIRONMENT

- Travel: Supplier Code of Conduct on climatic and environmental impact to suppliers e.g. airline companies, towing network and hospitals.
- Roadside:
 - Increase in repairs on spot and phone fixes which reduces greenhouse gas emissions.
 - Supplier Code of Conduct to towing companies on climatic and environmental impact.

- Paperless office through electronic invoicing has minimized the use of paper.
- Electronic invoicing has minimized the number of local printers, which has increased office air quality and reduced noise pollution.

- Focus on increasing the number of video meetings to decrease the number of business travels which reduces greenhouse gas emissions.
- Focus on reducing energy consumption.
- Waste sorting to reduce environmental impact.
- Climate Days to reduce environmental impact and increase the employees' awareness.
- ISO 14001-certified.

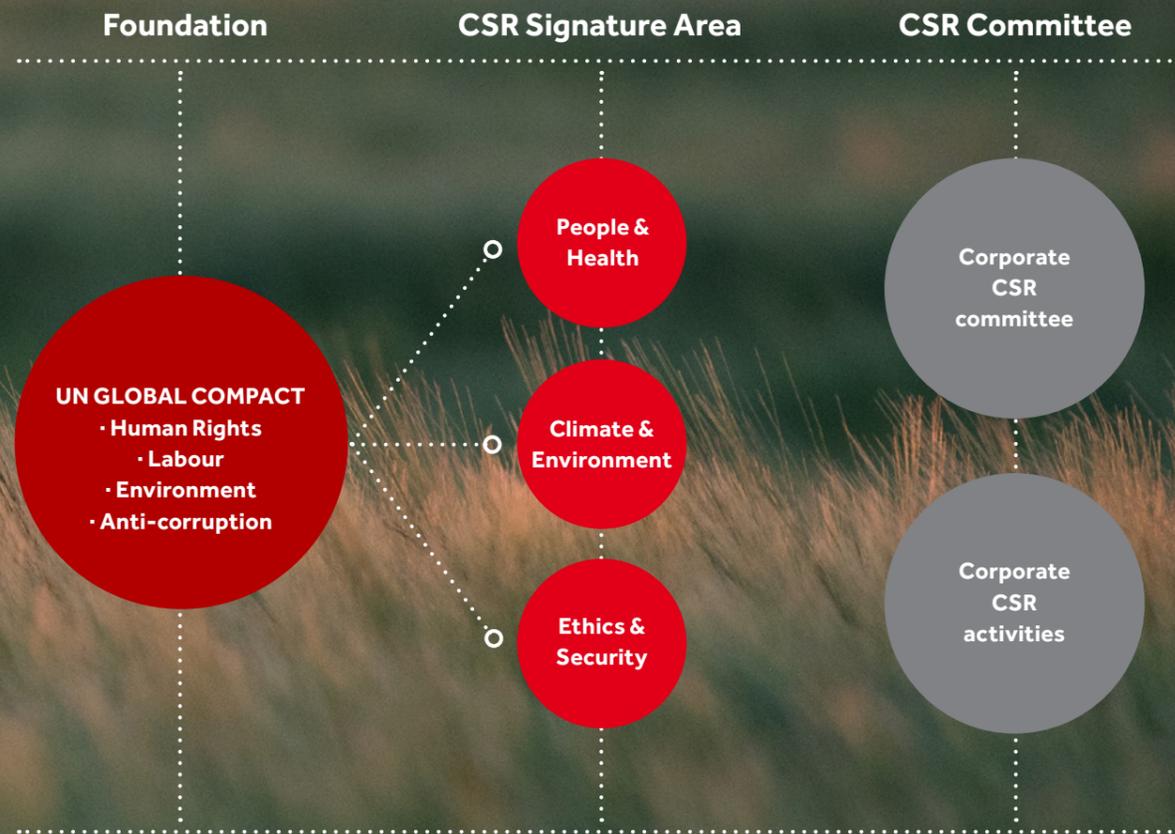
PEOPLE & HEALTH

Supplier Code of Conduct on human rights and anti-corruption to suppliers e.g. hospitals, airline companies and towing companies.

- Only sharing necessary personal data on our end-users with the insurance companies.
- Strengthening cost-control procedures at our service offices.

- Ensuring a safe workplace.
- Focus on information security and the protection of personal data e.g. through ISO 27001.
- Mandatory e-learning for SOS employees on information security and anti-corruption.

4 CSR Governance Overview



5 People & Health



5.1 UN GLOBAL COMPACT PRINCIPLES 1-6

The well-being of the employees is essential to the success of our business. At SOS International, we see a safe workplace as a human right, and we focus on creating a healthy and safe work environment where discrimination is not tolerated.

SOS International is for everyone. Respect, diversity and understanding is a great part of our everyday lives at work and of the services we deliver. We are proud of our more than 1,200 employees who represent 30 different nationalities and speak more than 37 different languages when assisting end-users all over the world every day 24/7.

As part of the well-being of our employees, SOS International is fully committed to respecting human rights and labour rights. Our efforts, which comply with UN Global Compact principles 1 to 6, include:

- Codes of Conduct and policies applicable to employees and suppliers.
- Equal opportunities for everyone.
- Proactive approach to creating a healthy and safe work environment.
- Proactive approach to preventing incidents in our services.

Human Rights and Labour Rights

- **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
- **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

...diversity is a strength because it gives us a long line of different competences and makes SOS International an agile company with an adequate foundation and scope for future growth and innovation.

5.2 CODE OF CONDUCT AND POLICIES

At SOS International, we have a governance structure of corporate values, CSR principles, policies and processes. Our Compliance Board is responsible for overseeing the governance structure at SOS International including ensuring policy compliance, maintaining current policies and approving new policies.

Some of the most important policies related to the rights and well-being of our employees are:

- Company Code of Conduct
- Personal Data Policy
- Duty of Care Policy
- Information Security Code of Conduct

These policies outline measures designed to prepare, plan and care for staff to work and operate in a safe and secure manner both at the home office and abroad. The policy hierarchy is combined with a structure of processes, roles and responsibilities, guidelines and instructions.

Furthermore, we make an effort to ensure that our suppliers treat their employees in line with the principles of the UN Global Compact. This is done through our Supplier Code of Conduct in which it is stated that we are committed to the protection of human rights and labour rights.

5.3 EQUAL OPPORTUNITIES FOR EVERYONE

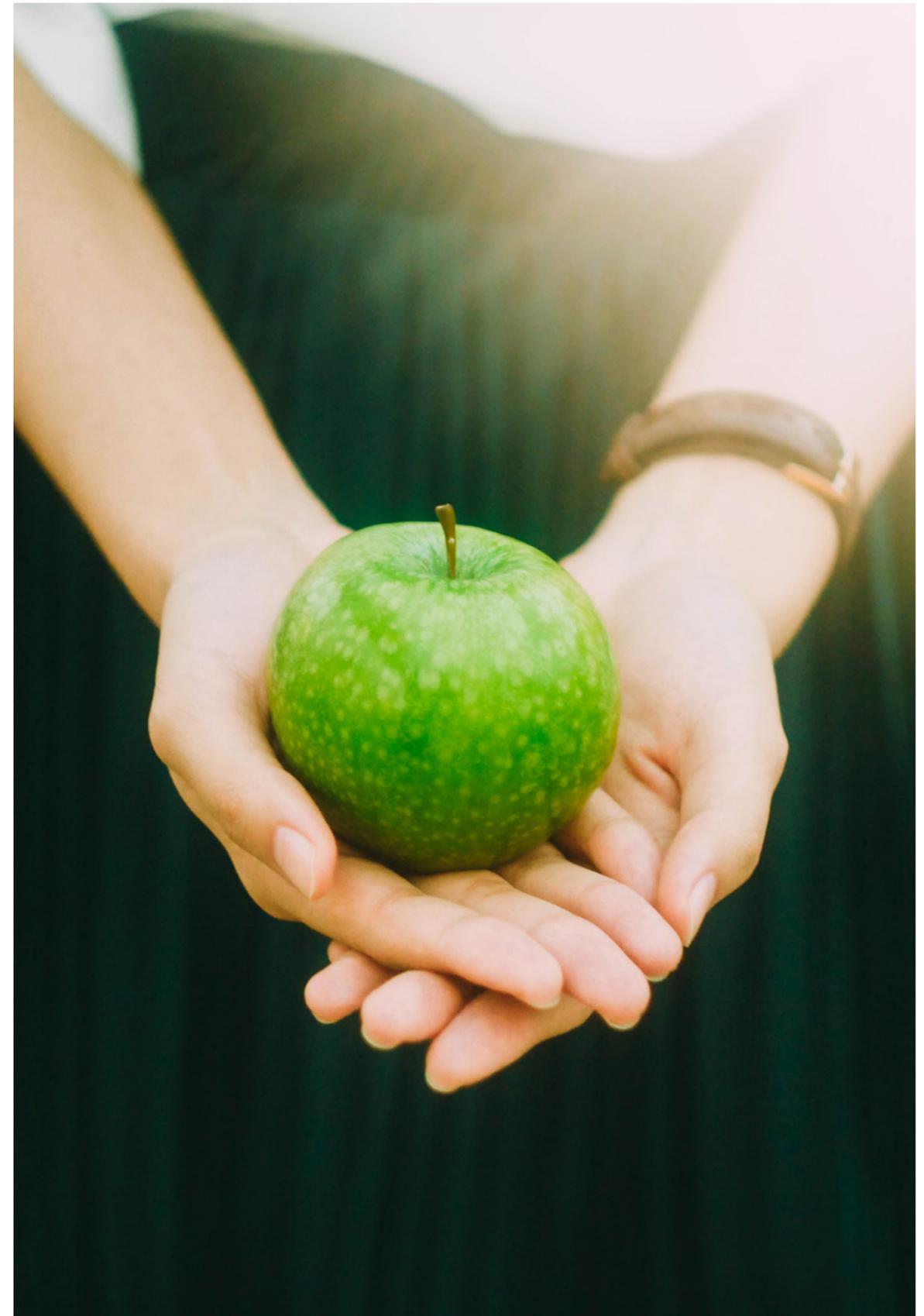
5.3.1 Risk of limited diversity

At SOS International, we strive for equal opportunities for everyone. A lack of diversity among our employees will make it more difficult for SOS International to provide the best service possible. Our risk assessment indicates that having a balanced and diverse composition of employees, such as different genders or ethnicities, creates the best foundation and opportunity for us to live up to our values; responsive, advanced, caring and inside. This diversity is a strength because it gives us a long line of different competences and makes SOS International an agile company with an adequate foundation and scope for future growth and innovation.

How we make sure to minimise the risk of a limited diversity is formulated in our Gender Equality Policy:

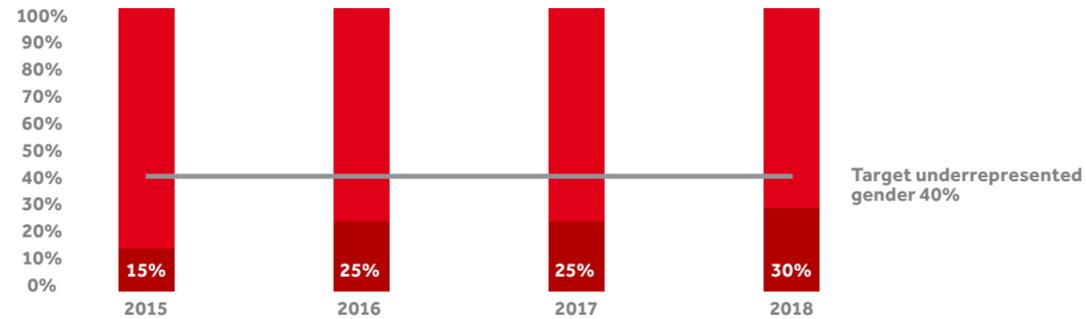
In order to be an attractive career choice for both genders and to develop and attract the best candidates for the company, SOS International:

- *Has defined objectives for the equal distribution of both genders at management level*
- *Ensures that the objectives are considered in the SOS Corporate Recruitment Policy*
- *Makes career opportunities visible for the underrepresented gender*

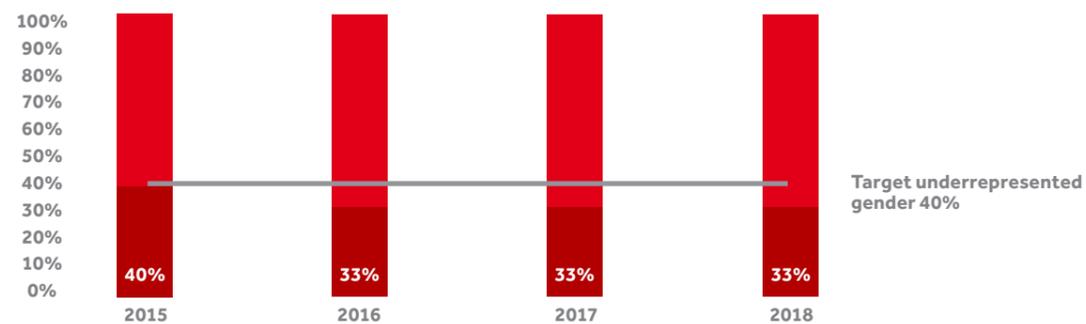


Our targets and latest results related to our Gender Equality Policy

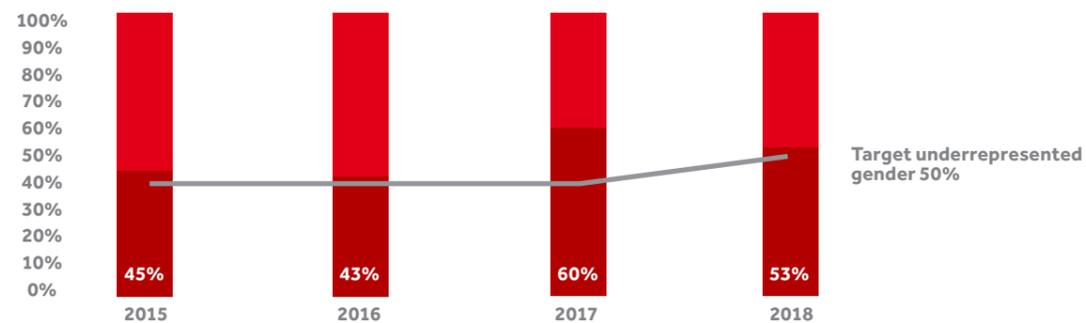
Level 0: Board level *



Level 1: Group Management



Level 2-4: Other managers



— Target
 ■ Men
 ■ Women

Status Dec 2015 Status Dec 2016 Status Dec 2017 Status Dec 2018

* The owners choose their own representative at the General Meeting election, while four of the members are chosen by the SOS employees. The gender composition is hence relying on the Board of Directors and the employees, and SOS International is therefore not fully able to influence the gender composition of the members.

We have once again met our target for Level 2-4: Other managers

Our target in 2018 was that there should be minimum 40 percent of the underrepresented gender on our management levels 0 and 1, and 50 percent on level 2-4.

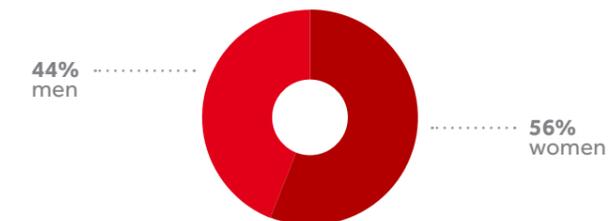
At our Board level, we did not quite meet our target in 2018, but we came closer with the Board consisting of 30 percent of the underrepresented gender compared to 25 percent in 2018.

Regarding Management level 1 (Group Management), it is important for SOS International to ensure that both men and women are represented in the final field of candidates. The target for management level 1 was not quite met. A reason why is that we have not had any changes in the management composition in 2018. However, the final decision when hiring a new member in Group Management is based on the right mix of competences regardless of gender.

We have once again met our target for Level 2-4: Other managers.

The gender composition for all new hires in 2018, regardless of employee/management level in the organisation:

Gender composition for new hires in 2018



In order to achieve our policy goals and ensure the employment of the best-qualified people, a number of actions are carried out:

- Set internal targets for the share of the underrepresented gender.
- Make an effort to make SOS International attractive to managers of all genders, e.g. by encouraging equal opportunities for career development.
- Establish requirements for gender representation in recruitment procedures; we go for the best candidate regardless of gender.
- Ensure equal pay for all genders who undertake the same job/have the same responsibilities.
- Ensure that recruitment agencies present candidates of all genders.

To minimise the risk of sickness and injuries in 2018, we have a catalogue of various initiatives and offers available to the employees

5.4 HEALTHY AND SAFE WORK ENVIRONMENT

5.4.1 Risk of sickness and injuries

Prevention of sickness and injuries for the people working at SOS International is pivotal for the sustainable development of our business. To minimise the risk of sickness and injuries in 2018, we have a catalogue of various initiatives and offers available to the employees, for example:

- “Duty of Care” initiatives with a broad range of security measures for employees and relevant consultants.
- Employee councils with local representatives.
- Workplace risk assessments.
- SOSialise – employee organisation for all our Nordic SOS employees arranging social events and sport events.
- First aid training offered to employees.
- Safety measures such as available defibrillators both inside and outside our office buildings.
- Numerous employee offers including flu vaccines and smoking cessation training
- Health checks for employees working night shifts.

Furthermore, we also have a line of local initiatives such as:

- A health ambassador sharing tips and tricks to a healthier work day.
- In-house massage partially financed by SOS.
- Serving healthy and varied food in the SOS International canteen.

In 2018, the sick leave percentage was on the same level as in 2017. We will keep focusing on a healthy work environment through the initiatives listed above, as well as by ensuring that employees are given the opportunity to influence health and safety issues in our local work environment committees.

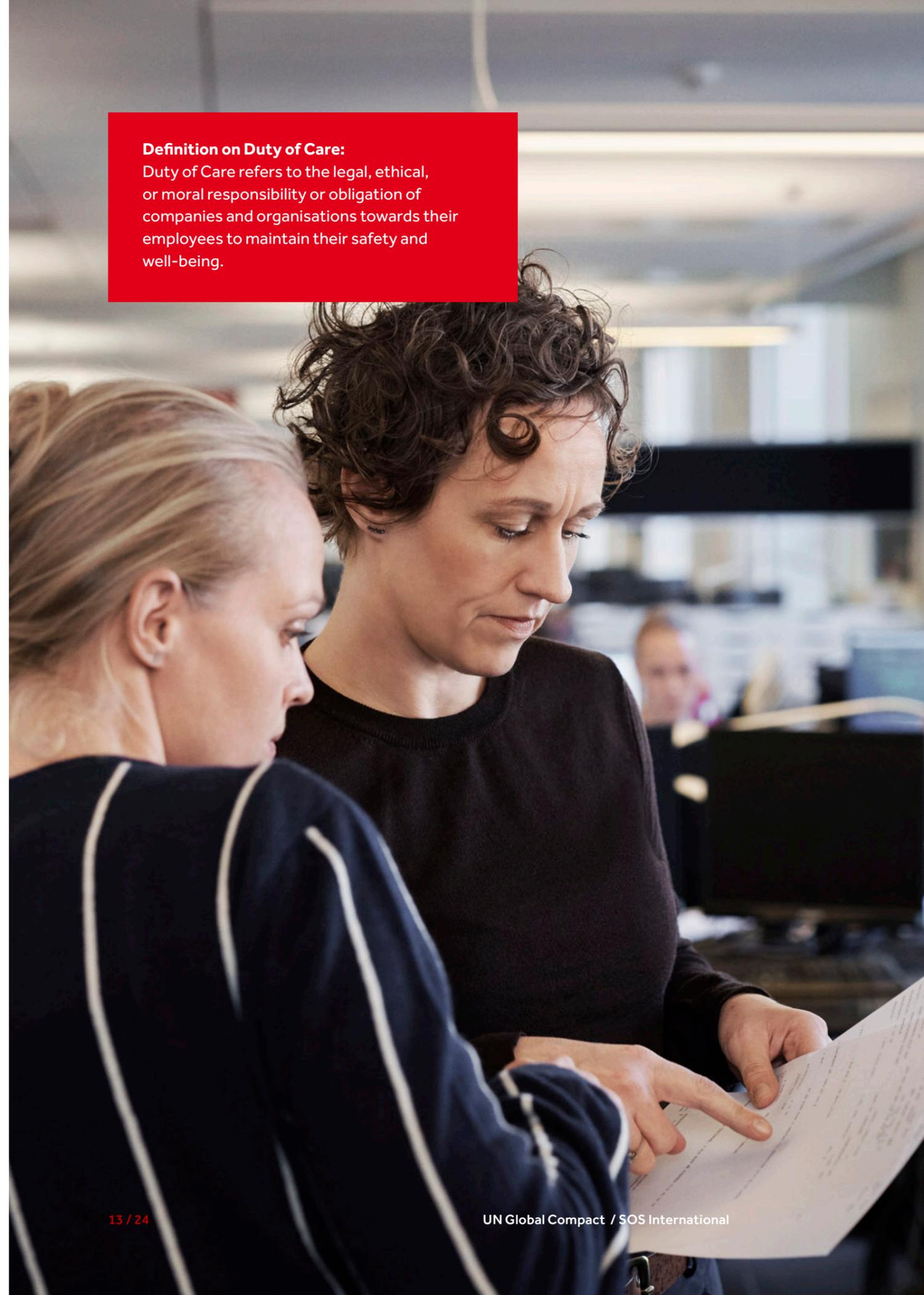
The result of our preventive activities at the workplace is partly reflected in the annual Employee Engagement Survey (EES). The survey shows a satisfaction score of 68 for the second year in a row which means that we have managed to sustain the increase from 2017. Based on our EES, each department creates a list of actions in order to ensure continual focus on employee satisfaction, and we can see that these actions in specific departments have helped in 2018. In 2019, we will continue to pay great attention to this matter and work on ways to increase the overall satisfaction across our departments in order for us to move closer to our 2020 ambition.

Employee Engagement Survey (EES)

Year			
2016	2017	2018	2020 (target)
65	68	68	71
Satisfaction score			

Definition on Duty of Care:

Duty of Care refers to the legal, ethical, or moral responsibility or obligation of companies and organisations towards their employees to maintain their safety and well-being.





5.5 PREVENTION OF INJURIES AND DAMAGES IN OUR SERVICES

To prevent and minimise both unfortunate situations and crisis situations from occurring, SOS International provides end-users with check lists and useful advice when travelling abroad.

When assisting end-users all over the world, it sometimes includes sending employees to high-risk areas. We have an obligation to risk minimise these situations by making sure

that our employees are educated correctly and know how to act when travelling abroad. One way we ensure this is through SOS Competence, aimed at our doctors, which makes sure that they have the right prerequisites for travelling to a given country. Furthermore, our ways of ensuring the well-being and safety of our employees when travelling abroad are stated in our Duty of Care Policy.

6 Climate & Environment



6.1 UN GLOBAL COMPACT PRINCIPLES 7-9

Natural disasters and extreme weather conditions due to climate changes increasingly affect our business, for example when assisting end-users travelling to areas where flooding, hurricanes and forest fires have become an increasing problem.

Environment

- **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

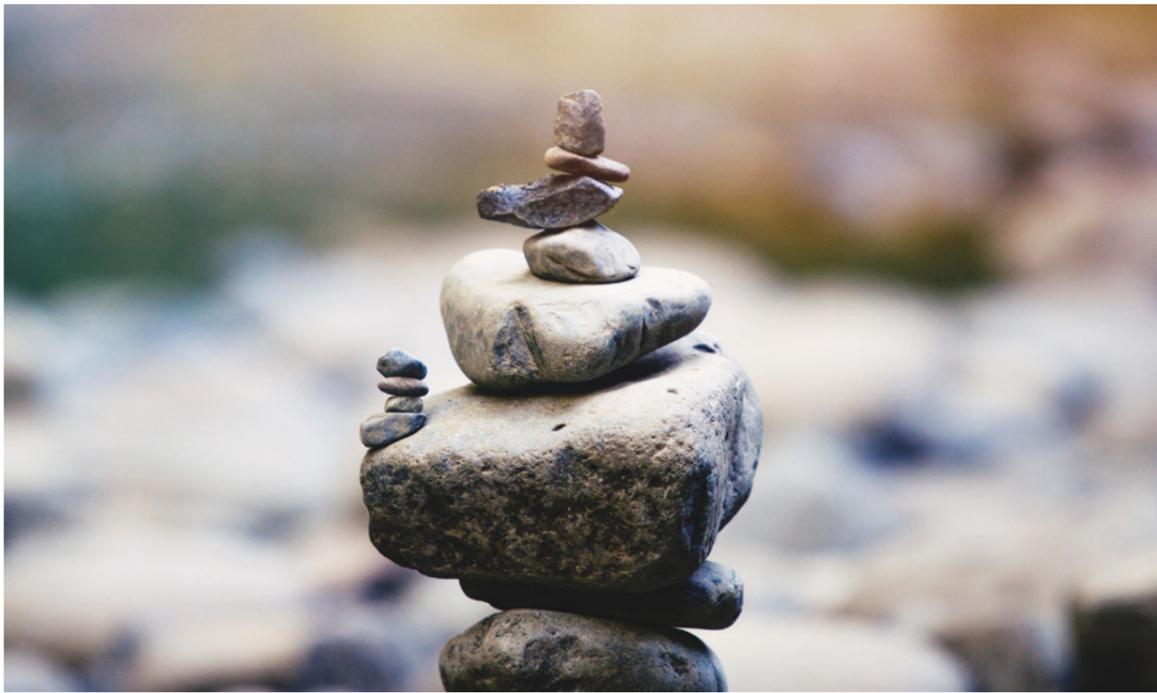
At SOS International, we pay close attention to the impact we have on the climate and the environment, and we are committed to managing this impact where it is significant and relevant.

6.1.1 Risk of impacting the climate and environment

At SOS International, we are aware of the risk of our business model's impact on the climate and the environment e.g. through CO₂ emissions or pollution. Among others, this is due to our Roadside business which entails numerous kilometres driven on the road in CO₂ emitting roadside assistance vehicles. Our ways of handling this risk and continually improving our environmental performance are stated in our Environmental Strategy. In this strategy, it is formulated that we strive to do so by:

- Developing services and products according to our environmental impact assessment.
- Measuring and monitoring our carbon footprint and continuously working to make data measurable in order to improve our green accounts further.
- Improving our waste disposal arrangements and ensuring the safe handling of chemicals.

Our policies regarding our influence on the climate and the environment are stated in our Travel Policy, Environmental Policy in our Roadside business and our abovementioned Environmental Strategy.

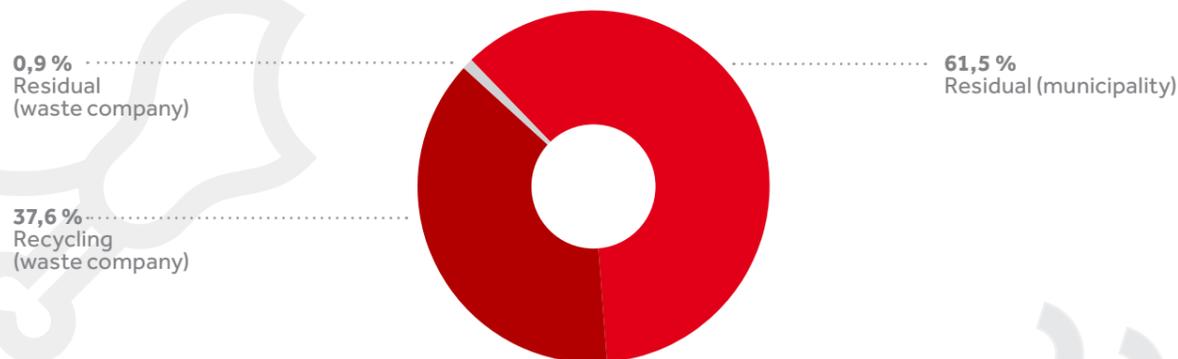


6.2 WASTE MANAGEMENT

At SOS International, we want to decrease our pollution and CO₂ emissions from the waste we produce. A way we do this is by sorting our waste. The waste disposal arrangements at for instance the Copenhagen office include several types of waste categories, including bio waste. This focus on waste continues to result in procurement choices of biodegradable products.

In 2018, the proportional amount of recycled waste was more than 37 percent. In 2019, we will work on increasing the proportional amounts of recycled waste as well as expanding the waste management system at SOS International.

Waste Management*



* To be able to compare the waste proportions, the amount of residual waste handled by the municipality is converted from litre to kilograms using a waste coefficient and must therefore be read with some reservations.

6.3 GREEN ACCOUNTS

The corporate Green Accounts at SOS International is divided into:

- Energy consumption from heat and electricity
- Carbon footprint from business air travel
- Corporate use of video meetings

The CO₂ emissions from our consumption of heat and electricity at the Copenhagen office have increased by 6 percent from 2017 to 2018, but when taking into account the increased number of employees, the CO₂ emissions have only increased by 2 percent.

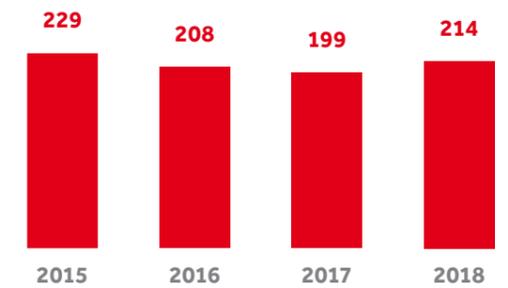
So far, it is not possible to monitor the energy consumption from our remaining offices because we are on rented premises, but in 2019, we will work on our ability to monitor and report this.

The number of video meetings carried out at SOS International has decreased by 25 percent compared to 2017. The magnitude of CO₂ emissions from our internal business air

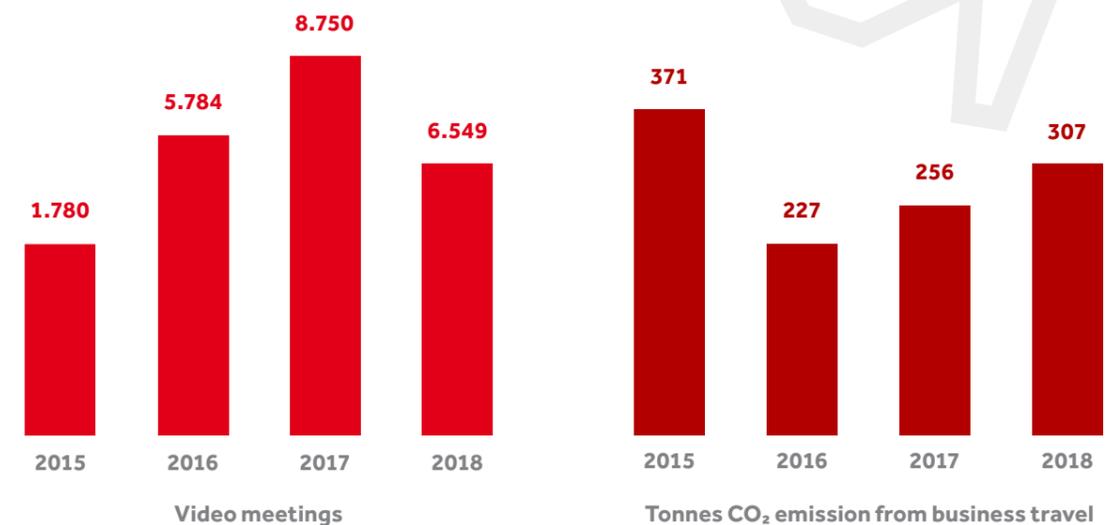
travel has increased by 20 percent compared to 2017, but per employee it has only increased by 13 percent. This increased amount of air travelling reflects the high number of cross-Nordic projects. We are aware of this increase and will focus on our carbon footprint from internal travels in 2019.

At SOS International, we will continue to work in compliance with our Travel Policy, which emphasizes the importance of reducing the number of trips and using video conferencing when possible.

Total tonnes CO₂ from energy consumption



The development of video meetings and business travel



6.4 ISO 14001 CERTIFICATION

In our Roadside business, we hold an ISO 14001 certificate on Environmental Management.



The ISO 14001 certificate underlines the efforts that are carried out every day to improve the environmental performance in our services. SOS International e.g. monitors and develops services according to environmental and climatic impact and strives to reduce the company's carbon footprint. This is for instance reflected in the amount of CO₂ emitted per driven kilometre in Norway, which has decreased in 2018 compared to 2017.

Another way of reducing our CO₂ emissions is by focusing on using Phone Fix and Repair on Spot. Phone Fix entails advising and guiding the end-user to fix the problem over the phone instead of sending out a roadside assistance vehicle, and in 2018, we have continued to educate our employees on how to assist the end-users over the phone.

Repair on Spot means that we repair the vehicle on site instead of towing it to a workshop. In 2018, we have, among other things, equipped the Norwegian roadside assistance network with chargers for electrical cars and educated the Swedish roadside assistance network on how to handle the increasing number of electrical vehicles. These initiatives help make it possible for SOS International to repair an increased number of electrical vehicles on the spot.

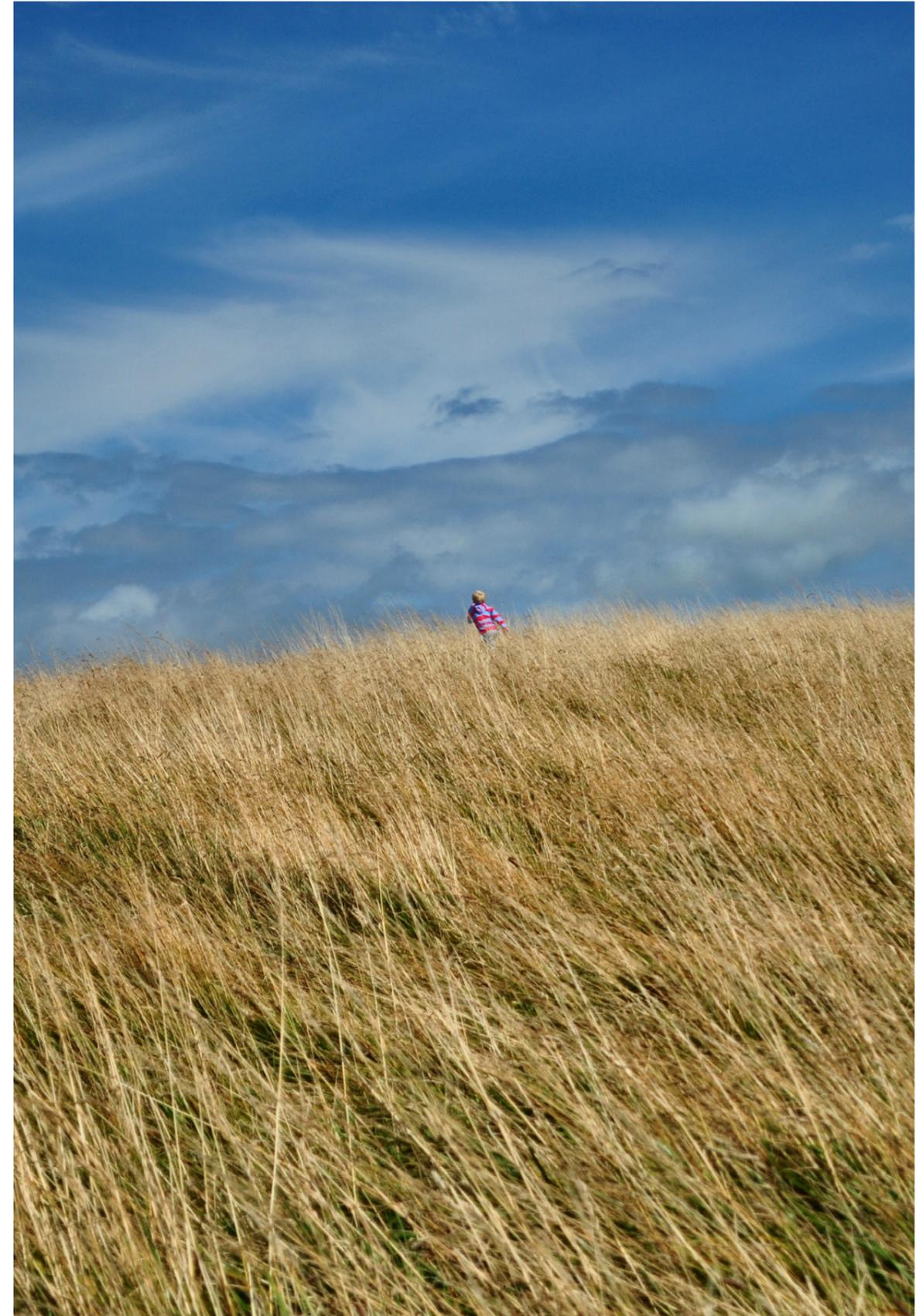
The effect of these initiatives is reflected in the positive development in the use of phone fix and Repair on Spot, contributing to a decrease in the CO₂ emissions from our Roadside business area in 2018.

In our Roadside business area, we also offer CarConnect, which means that a car owner is notified when his or her car needs to be fixed at a workshop in order to keep the car from breaking down. With this service, we mitigate potential CO₂ emissions by not potentially having to send out a roadside assistance vehicle, and the end-user does not end up on the side of the road with a broken-down car.

6.5 CLIMATE DAYS IN SOS INTERNATIONAL

Our organisation and employees care for the environment. May 7-9, 2018 were marked as Climate Days at SOS International. The purpose of the Climate Days was to create awareness about SOS International's environmental profile and to engage the employees in our environmental work.

Examples of how our employees contribute to our environmental activities:



7 Ethics & Security



7.1 UN GLOBAL COMPACT PRINCIPLE 10

Business ethics, security and principles on anti-corruption are basic components of our management system, governance structure and policies.

Anti-corruption

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

7.1.1 Risk of fraud

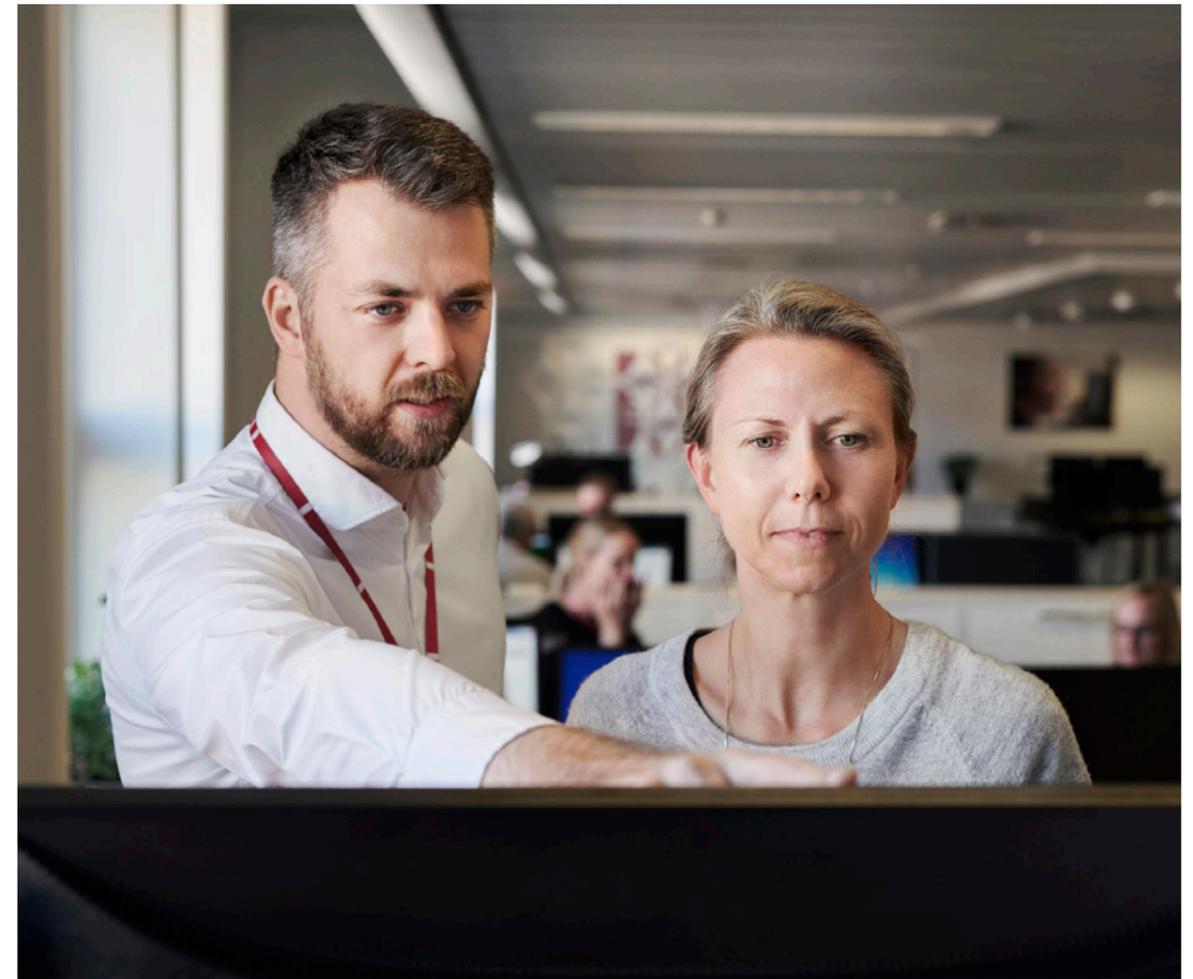
SOS International will not tolerate any form of corruption or bribery. To mitigate the risk of for example financial fraud in our supply chain, and to ensure that we continue to comply with the policy of no corruption or bribery, our anti-corruption and bribery principle is implemented in our:

- Sponsorship & Donations Policy
- Conflicts of Interest Policy
- Gift & Representation Policy
- Supplier Code of Conduct

The Sponsorship & Donations Policy underlines the importance of evaluating sponsorships and donations according to the contents of the sponsorship. Our Gift & Representation Policy describes how to avoid receiving or giving gifts or representation arrangements that are or could be perceived as being a reward in exchange for a certain service.

From our Conflicts of Interest Policy:

"A conflict of interest occurs when an employee's obligation to promote the interests of SOS International conflicts with their own personal interests such as financial interests, or when the interests of SOS International as a company conflict or could potentially conflict with the interests of a customer, partner or supplier. Conflicts of interest must never adversely affect the performance of the services provided by SOS International."



Business ethics, security and principles on anti-corruption are basic components of our management system, governance structure and policies.

At SOS International, we continually improve our procedures to ensure no corruption, bribery, or fraud. One of the ways we do this is through our cost control processes at our strategic partner offices. New ways of automating and digitising these processes are being developed continually, and in 2018 we were able to strengthen them further. This has for example been carried out in connection with the establishment of new agreements with our strategic partners in Turkey and Thailand,

where we, among other things, have focused on fraud. This improvement of our cost control processes has ensured at high level of supplier compliance with our policies.

Another way SOS International has ensured compliance with our policy on anti-corruption is by conducting mandatory compliance e-learning for our employees to ensure that we continue to stay compliant.



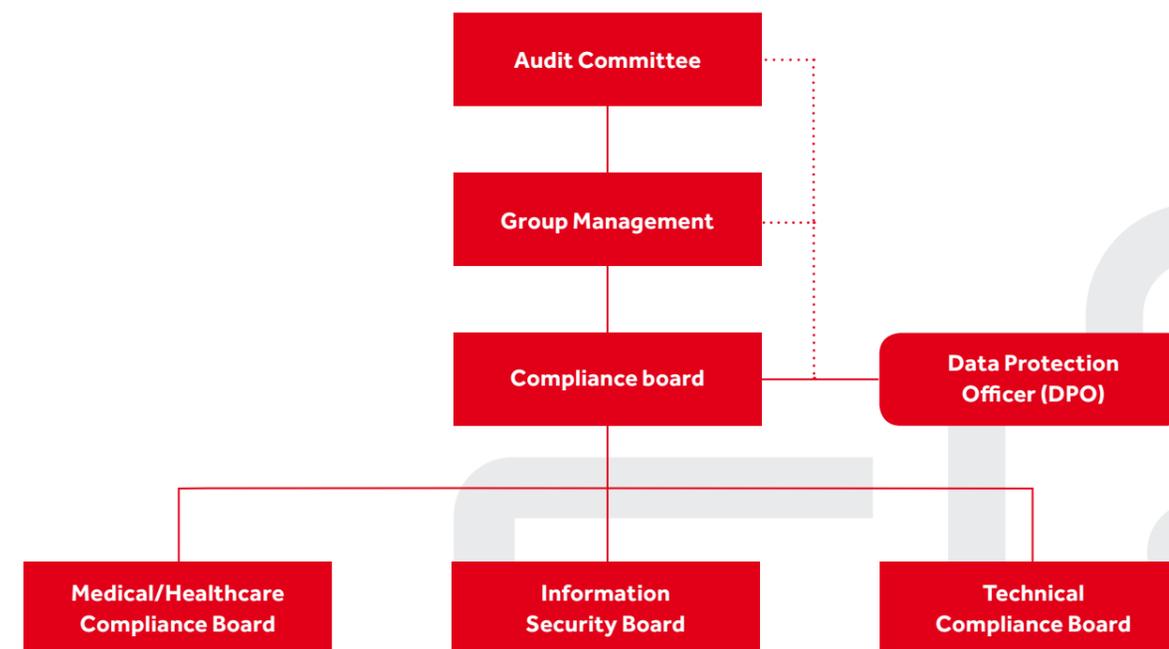
7.2 PRIVACY RIGHTS AT SOS INTERNATIONAL

At SOS International, we are respecting our end-users' data security as well as their ownership of their own personal data. Supplying our end-users with information security is their human right. This has always been a part of our company DNA, and the General Data Protection Regulation (GDPR) has given us an opportunity to further increase our focus on this matter.

The new regulation from the European Union increased the existing requirements on the protection of personal data. SOS International has used this opportunity to conduct a review of implemented initiatives, which include assessments of for example processes and routines, as the new regulation has set increased requirements in relation to:

- IT design and IT systems
- Contracts
- Consents and privacy notices
- IT security
- Accountability, including documentation and risk assessments

At SOS International, we strive to ensure that our end-users understand and are fully informed on how we treat their personal data. A way to inform our end-users on this matter is by obtaining consents from them. Our policies on how to work with information security are stated in our Information Security Code of Conduct and our Personal Data Policy along with general principles and specific requirements according to the categories of information and personal data in question. Furthermore, we have appointed a Data Protection Officer (DPO) who is responsible for advisement on GDPR and supervision on how SOS International complies with the data protection regulations.



7.2.1 How SOS International manages the risk of data breach

Being an assistance organisation requires working with a substantial amount of personal data. This entails a risk of data breaches which we wish to mitigate in order to be the most trusted assistance partner. In order to mitigate this risk, we are certified in ISO 27001 on Information Security Management and have an internal Information Security Board to govern our information security activities.

SOS International's certified information security management system is an assurance to our end-users, customers, and other stakeholders that we are committed to:

- Ensure data protection by continually improving security
- Ensure 24/7 operation setup through resilient business continuity management
- Mitigate information security risks

As a participant of UN Global Compact, we strive to impact our network with our

policies on information security. A way to have an impact is for example through our mandatory Supplier Code of Conduct, which contains an appendix on our instructions for the suppliers' processing of personal data.

In 2018, we have continually worked to mitigate the risk of data breaches which include an increased focus on decreasing the disclosure of personal data to third party. Furthermore, SOS International's mandatory compliance e-learning courses have been updated and all SOS employees have completed the course on information security in order to ensure that all employees know and follow SOS International's information security rules at all times.

The result of our focus on information security is that the amount of personal data we store and use in our assistance work has decreased in 2018 which contributes to minimising the risk of breaches and thereby secures our end-users' right to data security.



7.3 COMPLIANCE TRAINING

Other mandatory compliance e-learning courses include main contents such as:

- Confidentiality
- Communication and contact with external authorities
- Management system
- Code of Conduct and policies
- CSR

The purpose of the compliance training at SOS International is first and foremost strengthened awareness, commitment and

security. The result of the training in 2018 is that the employees have obtained even more knowledge on our compliance rules.

Our efforts in 2018 show that we are committed to ensure benign social conditions and a healthy work environment, to take care of our climate and environment and to ensure transparent business processes in which no corruption and the individual's right to own data are pivotal. This makes SOS International a sustainable company and a trusted assistance partner.



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