



# ESG Report

(Published in 2023)

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Reporting period: FY21/22.



# Statement from our founders

Arnaud Vaissié & Dr Pascal Rey-Herme

The immediate crisis of the COVID-19 pandemic may have passed, but businesses and governments have yet to reach calmer waters. The legacy of the early waves of the virus is still being felt in economic turbulence and supply chain disruption. This disruption has been further deepened by geopolitical uncertainty and the Russia-Ukraine conflict. Labour market shifts and talent shortages added to the mix.

At International SOS, we continue to support our clients through uncertain times, helping them keep their global workforce safe in a world of altered risk profiles. As market leaders, we want to be exemplary in all aspects of our business, driving positive change and being a force for good. Just as we transitioned four years ago from a CSR agenda to a broader sustainability approach, this year we have evolved again to embrace an environment, social and governance (ESG) framework. We are committed to balancing our impact on people and the planet and creating shared value for everyone affected by our activities. **Our global vision statement: From Risk to Resilience**, sets our overarching goal to uphold the highest ESG standards. We have set new metrics, aligned to the vision, to quantify progress and will commit all the necessary resources to embedding ESG in all our activities.

The heart of our business is protecting and enhancing the safety and health of our clients' workforce. We can only do that by looking after the health and wellbeing of our own employees. In October 2021, we launched our BeWell survey to gather more detailed data on our people's needs and to allow us to fine-tune our wellbeing provision throughout the company. We are using the results to target initiatives to help our employees reduce excessive work hours and improve their work-life balance. Just as we work with clients to develop comprehensive mental health and wellbeing programmes, we are also focusing those skills inward to enhance the lives of our talent.

As with most organisations, we find women are less well represented at senior levels. Redressing the balance is important to us. We have prioritised empowering women through educating our entire workforce with Unconscious Bias training, and initiatives such as our Female Leadership course

and a Women Mentoring programme. Most recently, we signed up to the UN Global Compact for the Target Gender Equality programme. As a result of the gap analysis using the UNGC tool, we introduced a new talent management programme and set concrete targets for female representation in senior management. These include raising the proportion of directors, and regional and general managers to 50% by 2030.

In 2021, we were proud to be recognised by the ESG assessment agency, EcoVadis, with a silver rating which locates us among the top 25% of businesses for ESG standards. We are not resting on our laurels and recognise there is more to do, particularly in curbing our environmental impact. We are refining our environmental management system and improving the accuracy of our greenhouse gas emissions data. Additionally, we plan to focus on our travel-related carbon emission data management. Better data will allow us to holistically reduce our environmental footprint and have a more positive and measurable impact on the planet.

An important facet of our ESG priorities is continuing the work of the International SOS Foundation, now in its second decade of operation. The not-for-profit body continues to help businesses refine its Duty of Care via research, publications, events and training. To aid organisations' learning to adjust to the post-pandemic landscape, the Foundation launched a global research to examine wellbeing management in the new hybrid working world. Through its Duty of Care Summit & Awards, the Foundation continues to celebrate other organisations' effort and innovation in safeguarding their workforces.

In a changing world, we remain committed to showing purpose in our activities, respecting the environment, and acting to secure benefit for all our stakeholders.

Yours sincerely,

**Arnaud Vaissié**  
Co-founder, Chairman &  
Chief Executive Officer

**Dr Pascal Rey-Herme**  
Co-founder &  
Group Medical Director



# The World of International SOS

## About International SOS

The International SOS Group of Companies is in the business of saving lives, protecting our clients' global workforce from health and security threats.

Wherever our clients are, we deliver customised health, security risk management and wellbeing solutions to fuel their growth and productivity. In the event of extreme weather, an epidemic or a security incident, we provide an immediate response providing peace of mind.

Our innovative technology and medical and security expertise focus on prevention, offering real-time, actionable insights and on-the- ground quality delivery. We help protect our clients' people and their organisation reputation, as well as support their compliance reporting needs.

By partnering with us, organisations can fulfil their Duty of Care responsibilities, while empowering business resilience, continuity and sustainability.

Founded in 1985, the International SOS Group, headquartered in London & Singapore, is trusted by **9,500 organisations**, including the majority of the Fortune Global 500 as well as mid-size enterprises, governments, educational institutions, and NGOs. **14,000 multi-cultural security, medical, logistics and digital experts** provide support & assistance from over **1,000 locations** in **90 countries, 24/7, 365 days**.



## Our Mission

To pioneer the international health & security risk services sector.

## Our Vision

To be the world's leading medical & security services company.

## Our Values

### PASSION

We work with passion, entrepreneurial spirit and teamwork to serve our clients and people.

### EXPERTISE

We are committed to apply our professional expertise to deliver great quality services to our clients.

### RESPECT

We treat all our global, diverse stakeholders with respect and deliver on our commitments with the highest integrity to earn trust.

### CARE

We care about the interest of our clients, subscribers and workforce and aim to make a real difference to their lives.

## International SOS at a glance

We care for clients across the globe, from more than **1,000 locations** in **90 countries**.





# The forces shaping our post-pandemic world

The past year brought no signs of a return to calmer waters for businesses. The Russia-Ukraine conflict, economic disruption and extreme weather events added new challenges for those still managing the long tail of the COVID-19 pandemic.

Through turbulent times, International SOS has maintained its support for clients as business travel ramped up after two years of movement restrictions. We continue to support businesses in fulfilling their Duty of Care responsibilities for their human capital and maintaining resilience in these uncertain times.



## 1

### Health and wellbeing at centre stage

The scale of economic and political shocks during 2022 has pushed the COVID-19 pandemic out of the media spotlight in many countries. But the coronavirus has not gone away and daily cases worldwide continued to peak at one million or more periodically during 2022\*. Though widespread vaccination has contributed to a reduction in severity of the threat from the virus, the emergence of variants and ongoing transmission continue its disruptive impact on business.

The widespread change in working patterns triggered by the pandemic-induced movement restrictions has led to a structural change in working patterns. Many employees now work hybrid patterns, mixing time in home and office locations. Some employees report benefiting from reduced commuting. But a reduction in peer support from colleagues and managers at home and a tendency to work longer hours away from office routines has led to evidence of increased stress. In the latest research by the International SOS Foundation and Affinity Health at Work, regardless of working patterns, 60% of workers reported low levels of wellbeing and 40% of workers experienced burnout. The World Health Organisation estimates that the prevalence of conditions such as anxiety and depression increased by as much as 25% during the COVID crisis. The focus of employers' duties to protect health has shifted from simply covering non-communicable diseases to embracing mental health and wellbeing. We continue to see a large number of clients work with us to define, design and implement robust mental health and wellbeing programmes to address the specific challenges faced by their people. Long COVID, the development of long-lasting

debilitating symptoms after the acute infection, continues to disrupt the lives of many people and those who employ them. A UK court held that an employee with long COVID was subject to the employment protections under disability legislation, suggesting employers need to consider seriously their duties to workers with sustained symptoms.

Even as we progress towards a post-pandemic world, it is with keen understanding that we need to be prepared in our response to other emerging and re-emerging infections, such as monkeypox, Ebola, Malaria and polio.

The extent of an employers' duty to protect workers' health and safety has been underpinned by a recent decision by the International Labour Organisation (ILO). In June the ILO declared the right to "a safe and healthy working environment" to be a fundamental principle and right at work. This will only increase the emphasis on employers' Duty of Care in the years ahead.

\*Source: WHO, November 2022



In the latest research by the International SOS Foundation and Affinity Health at Work, regardless of working patterns, **60% of workers reported low levels of wellbeing and 40% of workers experienced burnout.** The World Health Organisation estimates that the prevalence of conditions such as anxiety and depression **increased by as much as 25% during the COVID crisis.**





# 2

## A world in geopolitical flux

Business never operates independently of its political, economic and social context. But at times of increased volatility and uncertainty, increased alertness is key to resilience and adaptation. The Ukraine-Russia conflict has dominated the news and its impact on energy supply and materials has been felt throughout Europe and beyond. Social unrest and protests in countries including Myanmar, Nigeria, Iran and Sri Lanka, among others, have also contributed to a sense of global insecurity. Famine-like conditions persist in Ethiopia, Madagascar, South Sudan and Yemen. Terrorist attacks by groups including Islamic State also continued in 2022.

Political uncertainties abound. From increased tensions between the US and China, elections resulting in a minority government in France and an increased representation for the right in the Italian parliament.

These destabilising factors need to be considered as strands in a complex web of risk to be understood and controlled for. They must be built into forecasting and business continuity plans, crisis management scenarios and training.

More than 37 years of experience gives us an unparalleled understanding of security threats and risk challenges that enable us to protect our people and our clients' workforce wherever they are, even in the most remote and fragile environments of the world, on land, at sea or in the air. We focus on prevention, helped by innovative technology and our unique health, security and logistics expertise.



# 3

## Thriving in a time of scarcity

Many businesses were severely impacted by the government-imposed hiatuses in economic activity designed to slow the viral spread of COVID-19. Workplaces were closed and revenue flows restricted.

As trading conditions began to recover, the Ukraine-Russia crisis developed. The impacts ranged from disrupted supply chains and material shortages in some sectors to energy price hikes for all of them. These shocks have compounded existing inflationary pressures to raise costs for business. This challenging environment is made harder by shortages of skilled staff. The pandemic led many people to re-evaluate their priorities, leading to a "great resignation", with employee turnover hitting its highest levels in decades in many countries.

Working for organisations that demonstrate purpose and a commitment to sustainability alongside pay is increasingly important. Most of all, surveys show people want an employer that prioritises their mental health and wellbeing, nurtures and develops them as a valued resource. This human capital approach, safeguarding and supporting staff wherever they are, is going to be key to retaining the talent businesses need to survive and thrive in uncertain times.



The pandemic led many people to re-evaluate their priorities, leading to a **"great resignation"**, with employee turnover hitting its highest levels in decades in many countries."







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### Business becomes the trusted source

In an uncertain age, people need to feel they have sources of information they can rely on. But the public increasingly place less confidence in official information sources or the media. Claims of “fake news” and repeated debunking of politicians’ statements by fact-checking bodies have sown distrust in official sources.

The Edelman Trust Barometer, surveying 36,000 people, has found increasing evidence of “information bankruptcy” year on year, with extremely low levels of confidence in the government or the media. The COVID-19 pandemic, with more than 6 million lives lost\*, has accelerated this erosion of trust. A large proportion of those surveyed said they are most likely to trust their own employer, followed by non-governmental organisations over their government and media. Employees have higher expectations of their employers and rely on them to guard information quality, even more so in uncertain times.

As international business travel has recovered in the past year to 83%\*\* of pre-COVID levels, we have found travellers require more assistance than ever before. Cases per 100 trips are more than three times higher\*\* than in 2019. As the complexity and risk layers involved in international travel increase, International SOS has stepped up to help clients meet the challenges. We have increased resources at our Assistance Centres and enhanced our digital solutions such as ManagerView and Assistance App. As well as comprehensive COVID-19 services, we have handled more than 2,000 assistance cases\*\* related to the Ukraine crisis and issued over 100 alerts\*\* linked to Monkeypox. As people rely more on their employers for information and support, those employers can rely on us to help them meet their Duty of Care responsibilities.

\*Source: World Health Organisation, November 2022

\*\*Source: International SOS internal data – SAFE 3.0deck.

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### Climate change comes home

The objective evidence of man-made global warming has been accumulating for decades. Global average surface air temperatures have risen by almost 1 degree Celsius compared with a baseline between 1952 and 1980. Nineteen of the hottest years on record have occurred since 2000.

There is a general acceptance now that global warming is a global priority, for nations, for business and for individuals.

Part of the newfound urgency stems from COVID-19 pandemic’s reminder of human fragility. But it is also partly a result of the direct effects of climate change moving from theory to reality for people in many parts of the world previously unaffected. The more frequent extreme weather events forecast as a result of global temperature rise have started earlier than many climate models predicted. In 2022, multiple hurricanes and flooding in the US were followed by extreme heatwaves and droughts, also experienced in

China, the UK and Europe.

Even if all countries keep to the pledges they made in the 2015 Paris Accord, **U.N. warns global temperatures are forecast to rise by an average 2.7C.\***

Businesses have to examine the implications for their workforce health of extreme temperatures. Those implications range from heat stress to changing profiles of communicable diseases. International organisations have to arm themselves with the best forecasts to anticipate extreme weather events and put in place preventive measures to protect their response plans to evacuate employees in the affected zones. With our unrivalled actionable global and local insights and end-to-end assistance in security, logistical and medical crises, we continue to be an essential partner to businesses.

\*Source: UN



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# Our ESG strategy & commitments

## Our ESG strategy

Businesses and people are increasingly feeling a sense of responsibility that goes beyond their own interests, as they experience to a greater extent the consequences of climate change and social inequality, existential threats to humanity.

Therefore, businesses like ours must now review the impact of their operations, assess their place in society and become a force for good for: employees, clients, partners, suppliers, the communities it works in and society at large.

For almost four decades International SOS has been managing risks on behalf of clients and has made their workforce resilient to health and security threats, empowered business continuity and sustainability, anywhere in the world.

Our proven company slogan **WORLDWIDE REACH. HUMAN TOUCH.** rooted in our company values of Passion, Expertise, Respect & Care have stood the test of time.

We were born with the purpose of saving lives. As market leaders we want to continue leading by example. Driving positive change by putting the Environmental, Social and Governance (ESG) agenda at the heart of our core values feels distinctively right to be our natural next step.

For this reason, we have set our global vision for a sustainable world: **From Risk to Resilience.** This vision is our pledge to uphold the highest standards of Environmental, Social and Governance possible. To realise this vision, International SOS is committed to investing time, effort, and resources at every level of the organisation to embed and focus on ESG in all our activities and operations.

This fiscal year marked a major shift regarding our Sustainability approach. After a previous transition from CSR to Sustainability four years ago, we evolved to a broader and more inclusive scope of Environment, Social and Governance (ESG). For us, ESG is ensuring that we manage the environmental, social and governance risks in conducting our business, while creating shared value for our people, our planet, and our organisation. For this reason, we have re-defined our ESG strategy with new metrics to quantify and monitor our progress and impacts. Sustainability continues to be part of our DNA to drive positive change and ESG becomes our language.

International SOS reporting focuses on three dimensions, that we have had in place now for four years:

### PROTECTION

Protecting & Saving Lives

### PRODUCTIVITY

Keeping Clients Productive Through our People & Partners

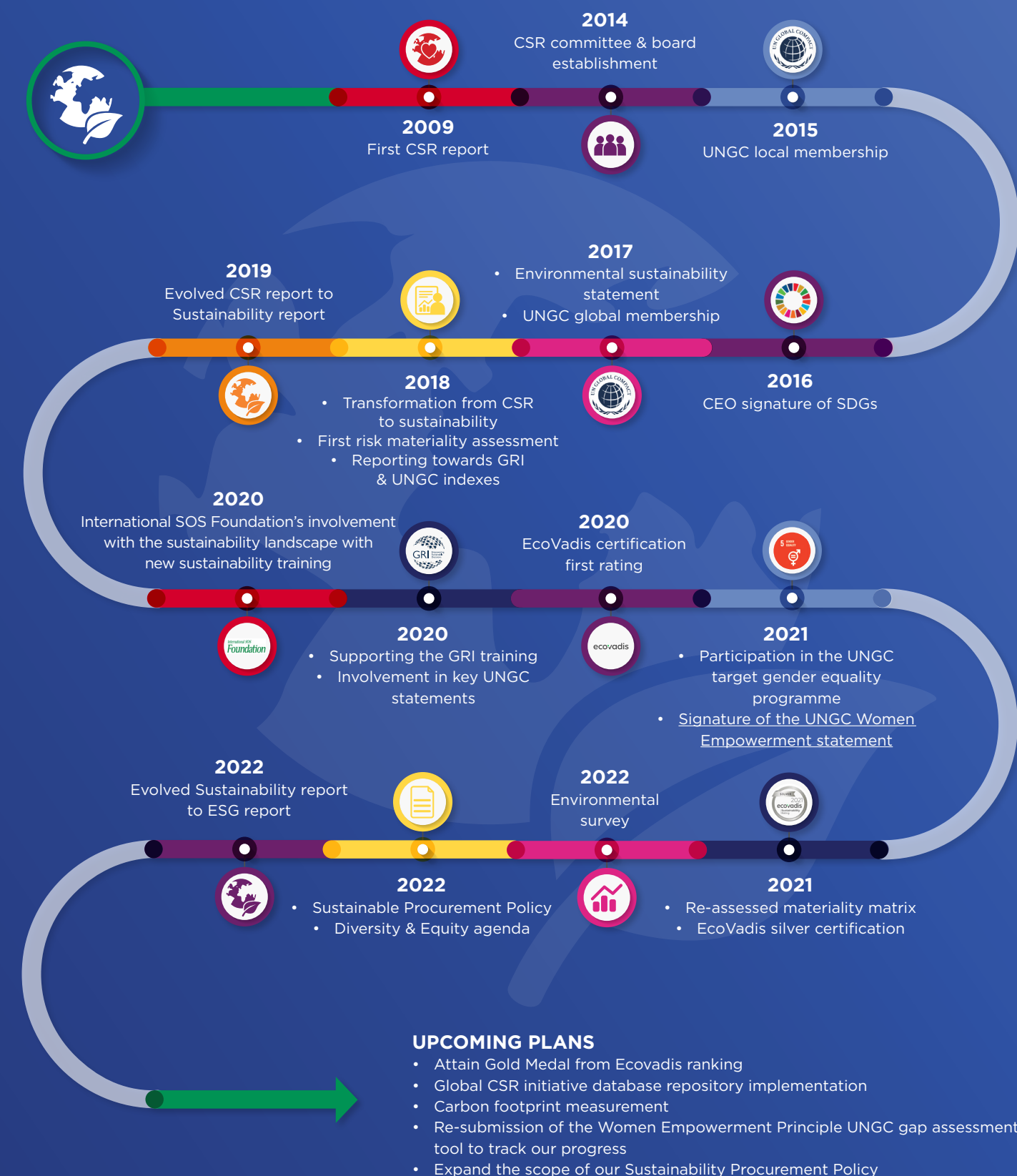
### PRINCIPLES

Living by our Principles & Practices



For four decades International SOS has been managing risks on behalf of clients and has made their workforce resilient to health and security threats, empowered business continuity and sustainability, anywhere in the world.”

## Our ESG journey & milestones





Based on our refreshed materiality matrix, aligned with our vision of a sustainable world “**From Risk to Resilience**”, we introduced our renewed ESG strategy and redefined pillars of our ESG agenda. As a result of a collaborative work between our ESG Board and Committee, the strategy was built by understanding our gaps and targets around ESG topics.



Our ESG Advisory Board oversaw the development of the renewed ESG Strategy in coordination with the ESG Committee. The strategy was created in alignment with our policies, business objectives, risks, and material topics.

We have recently redefined our ESG Committee. Our Committee is composed of 13 members from different backgrounds, business lines, expertise, and regions, which have been divided into three workstreams for each ESG pillar. Following our commitment to promote a diverse workplace culture led by our people, the comprehensive group consists of 69% female representation.

To ensure focus and efficient progress towards our targets, we have reviewed and approved our ESG Advisory Board and ESG Committee's Terms of Reference to ensure alignment of our new targets and commitments to our governance. Our ESG Committee meets regularly to set our priorities, targets, and actions. With time, the Committee will continue to refine our ESG strategy. Each committee workstream will also meet on a regular basis to ensure progress on the agreed targets. The work of the Committee includes the wide range of priorities related to our environmental, social and governance issues. The Committee reports biannually to our Advisory Board, who in turn updates our Group Executive Committee.



\*Group leads



Our ESG pillars and efforts are aligned with international initiatives and frameworks, including the Sustainable Development Goals (SDGs), the Global Reporting Initiative (GRI) and the United Nations Global Compact's (UNGC) framework.

Our strategy will ensure that ESG is a thread that runs across our global organisation to have a more positive and measurable impact on the planet and people. Our approach towards our ESG strategy is both internal and external, ensuring the adopted best practices apply to all including our people, clients, partners, and stakeholders.



## Environment

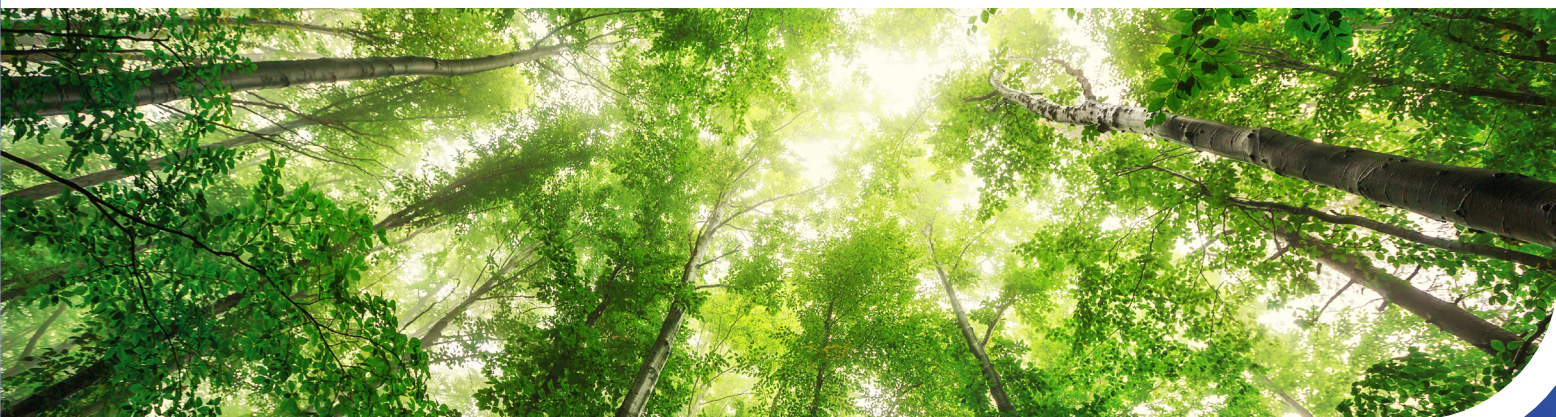
### Reduce our environmental impact

We are dedicated to meet international environmental best practices for employees, clients, and providers that are consistent with, and appropriate to, our business activities and operations worldwide. Our purpose of saving lives motivates us to continue working for the protection of the environment. Hence, our long-lasting commitment is to reduce our environmental impact.

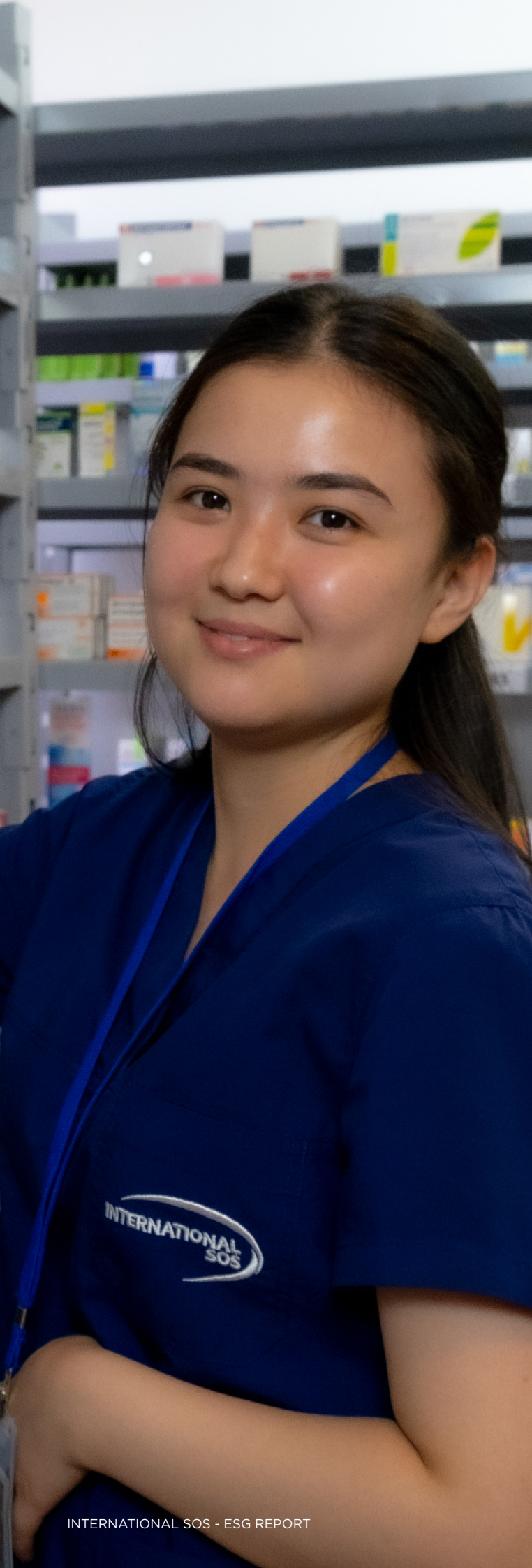
Environmental issues related to businesses include greenhouse gas emissions, most importantly carbon emissions, which directly affects the earth's climate. Climate change is a main driver of heat waves, raising sea levels, land degradation, droughts and other extreme weather conditions which cause harmful consequences on the quality of life, health and wellbeing of our employees and society, in general.

**For this reason, we have set ourselves targets to help tackle the effects of climate change by setting environmental goals in four areas:**

| ENVIRONMENTAL GOALS:  |  |
|-----------------------|--|
| 1. Waste & Materials  | All our business lines aim to provide and promote safe options for medical waste and other related medical disposals. Our long-term goal is to reduce our waste footprint and work with our suppliers to meet our standards via our sustainable procurement policies.  |
| 2. Water Management   | We are drawing attention to the everyday opportunities to reduce water in our offices, sites, and clinics under our management. We aim to reduce the consumption of water by working with our stakeholders and without compromising the quality of our service provision.  |
| 3. Energy & Emissions | Experts advise that the release of greenhouse gases (GHG) to the atmosphere generated by human and business activities is the greatest factor that contributes to climate change. As International SOS plays a key role on the access and provision of medical and security care globally, we can play an important part in pushing remote and travel related healthcare to become more environmentally friendly where possible without compromising the quality of care.  |
| 4. Travel             | Technological changes, shifting demographics and the increasing influence of emerging economies are just some of the factors that have revolutionised global business travel in recent years. We are dedicated to continuously develop and offer our acclaimed local expertise; nevertheless, business travel, international medical service provision and evacuations are essential to provide immediate response and on-the-ground quality delivery. We recognise travel represents a significant percentage of global carbon dioxide (CO2) emissions. Our purpose moving forward is to reduce and compensate our emissions and to encourage the use of less carbon intensive alternatives, whenever possible. |







## Social

### Resilient people, organisations & communities

We deliver customised health, security risk management and wellbeing solutions to our clients and their diverse workforce with differing personal risk profiles and operating in locations with varying health and security threat levels.

We help our clients prepare their teams around the world for any eventuality, prevent the frequent occurrence of incidents and support them through every crisis. And this is only made possible because of our own **14,000 multi-cultural security, medical, logistics and digital experts** who stand with our clients to provide support and assistance from over **1,000 locations in 90 countries, 24/7, 365 days.**

Our people are our most important asset. Without our people, we would not be able to help organisations develop, grow and protect their human capital at work and in life, for now and in the future.

That is why our ESG strategy prioritises and places the greatest attention on people. We aim to have resilient people, organisations, and communities to build a resilient world.

We pride ourselves in creating a healthy, positive, and secure environment where our employees can feel empowered to put in practice and develop their talents to their full potential.



We plan to continue working for our people, organisations, and communities in four key areas:

#### KEY AREAS:

##### 1. Working Conditions & Engagement

Our talent-led organisation facilitates our growth and allows us to be a force for good. Our focus is to continue revamping our actions and programmes to maintain a healthy working environment. Whether at home, at any office or site anywhere in the world, our focus is to ensure our employees feel safe and care for one another. As a global organisation, employing people from over 90 countries, we respect and incorporate individual rights into every aspect of our people agenda.

For us, being a responsible business means to respect individual and collective rights of all those who partake in our actions to protect and save lives. From our doctors, nurses and medical staff to our partners and suppliers, we are committed to maintain partnerships based on respect, care, and integrity for all. We also recognise the right of our employees to group in accordance with local laws and are supportive of the freedom of association and the right to collective bargaining.

##### 2. Career & Learning Development

In an increasingly challenging world, where new technologies and risks are transforming the future of work, a highly skilled workforce is crucial. We continuously investing in upskilling and reskilling our people to ensure that they are able to meet both the current and anticipated future needs of our clients. Our approach to development is pragmatic. From highly specialised programmes to tailor-made learning offers, we equip our people with the necessary skills to fulfil the expectations for their current roles and enable career progression. Collaboration with external learning partners, whenever possible, will be a key component to our approach.

We strongly believe that education is the first step towards a developed sustainable society. We aim to continue empowering children and underserved communities with equal access to education through our services and our philanthropic activities.

##### 3. Diversity & Equity

We protect and save lives regardless of age, gender, ethnicity, religion, sexual orientation, and ability. We are determined to offer equal opportunities and benefits, to remove barriers and biases, and to provide an inclusive workplace environment where everyone feels valued and accepted. Our Diversity & Inclusion Council and our Human Resources teams set out the path, globally. From inclusive recruitment practices to acceleration programmes for a diverse leadership, our comprehensive outlook to promote an inclusive workplace culture is led by our people, for our people.

##### 4. Health, Safety & Wellbeing

Health, safety, and wellbeing for all, always and anywhere is our guiding principle. Now more than ever, it is crucial to understand that health is not just the absence of illness or injury. Health, as stated by the World Health Organisation is “a state of complete physical, mental, and social wellbeing”. Beyond our Duty of Care responsibilities, we aim to preserve, promote, and enhance this holistic approach for employees, clients, communities, and other stakeholders. We want to lead in our response to global and public health challenges which include non-communicable diseases (NCDs), risk of accident and injury, epidemics of infectious diseases, mental health related conditions, and more.

Health, safety, and wellbeing is what we do so well for our clients and what we commit to do even better for our workforce. Our strategy on health, safety and wellbeing starts at home and expands to anywhere we operate. We will continue to foster an inclusive access to health and wellbeing care, for our clients' workforce, the communities where we operate, and partners the same way we do for our employees.



Governance

Respect ethical governance

As the world’s leading international health and security risk management company, we maintain the highest ethical standards throughout our operations. Improved governance standards and reporting are becoming more stringent as concerns over environmental and social challenges grow in recent years. Thus, business resilience and ESG performance has become a requirement for our business as usual and for our stakeholders.

Our governance approach focuses on our building a strong ethical relationship with our employees, suppliers and partners based on mutual communication; continuous improvement to collect, monitor and report data, metrics, and targets to ensure impact management; and accountability. Our in-country expertise and capability to provide healthcare and security support is only possible through that continuous engagement.

**The comprehensive governance approach will be implemented in four main topics:**

| TOPICS:   |  |
|---|--|
| 1. <b>ESG Group Reporting</b>                   | ESG is increasingly becoming part of legal and regulatory requirements. Voluntary reporting and disclosure frameworks are becoming more stringent. For that reason, reporting has become our most important tool to communicate our ESG performance and risk management to internal and external stakeholders. As we continue to embed sustainability standards into our operations, we plan to constantly refine data accuracy and reporting methodologies across the organisation and regions to reflect any progress, development, changes in our strategy and reporting requirements in time.  |
| 2. <b>Ethics and Compliance</b>                 | As a global organisation, we employ hundreds of people working in our global offices and sites. We seek to comply with local legislation and international standards to offer a fair, safe, and productive work environment for all our employees. We continuously work with business partners, suppliers, vendors, and contractors to ensure they adhere to our policies and procedures. For this reason, business integrity, transparency and ethics is a material topic for us. Our ethics and values give us pride in our work and in our organisation. Our internal policies and codes reflect our stance against exploitative practices, promote a culture of integrity, honesty, and ethical behaviour, and recognise individual and collective rights. We acknowledge that, as social and environmental challenges evolve, organisations must evolve as well. Hence, our commitment is to regularly reassess our governing policies, management, and practices to uphold to the highest standards. Our employees follow the International SOS Code of Conduct and Ethics (the “Code”), a set of principles by which we seek to operate a safe, honest, and responsible business. International SOS has a zero-tolerance stance on corruption. As part of the International SOS Group, all employees, officers, and directors are expected to comply with the Code which included the anti-bribery and anti-corruption policies under our employee regulations. In FY21/22, there were zero confirmed incidents of corruption involving our employees or business partners. There were also no legal cases of corruption brought against the Company. Employees undergo an annual mandatory web-based Global Compliance Course which includes anti-corruption training, and are assessed on their knowledge and understanding at the end of the course. |
| 3. <b>Sustainable Procurement</b>               | Our objective is to continue engaging with suppliers and partners to provide more transparency of their ESG performance and, in turn, of our value chain. Ultimately, working collaboratively with our partners will allow us to close gaps and improve our overall performance in relation to our environmental and social impacts. Our recently implemented Sustainable Procurement Policy will be our guiding tool to reach our long-term objective of embedding high sustainability standards into each step of our supply chain.  |
| 4. <b>Corporate Social Responsibility (CSR)</b> | International SOS is a socially responsible organisation that continuously engages with local communities in the regions where we operate. Seeing as our work takes us everywhere, our expertise has the potential to extend our positive impact beyond our services. In other words, our Duty of Care transcends our commitment to employees and clients. For that reason, our philosophy for corporate citizenship focuses on healthcare and education initiatives.  |

Environment



At International SOS, we acknowledge the urgency to mitigate the effect of climate change.

Experts advise that climate change will increase the impact and frequency of climate-sensitive hazards, such as infectious diseases, extreme weather conditions and other negative socio-economic repercussions. This unprecedented threat to our planet and people represents an opportunity for business, governments, and individuals to work together for a common goal.

As we continually seek strategies to reduce our environmental impact, we acknowledge the need to report on accurate ESG data and we took the responsible decision to report a more precise set of data. Our environmental target is to progressively refine our management system and quality of GHG emissions data during the next few years, starting with five of our key sites on this financial year. This will provide more precise GHG measurements for setting our targets to reduce the environmental impact of our operations.

Our journey to manage our environmental impact started some years ago with an Environment Policy statement which outlined our purpose and objective to comply with international and local standards and regulations, constantly assess our management process of our operations, manage our environmental impact responsibly, and ensure accurate reporting. In 2021 we obtained the ISO 14001 certification for our MedSupply business line, and we aim to progress by doing the same for our Dubai operations by the end of Q1 2023. We continuously encourage our employees to further develop their skills and knowledge on audits and standards. We are proud to announce that two of our MedSupply members have become certified auditors for the ISO 14001.

Additionally, in our new assessment for suppliers, in accordance with our Sustainable Procurement Policy, determines environmental criteria which will guide our suppliers to progressively work towards international and local standards.

We initiated a more ambitious project of our greenhouse gas footprint assessment with the final objective of defining reduction goals. Our data collection process for the GHG assessment during FY21/22 yielded some opportunities to improve our environmental management system, specifically in our data collection process. As we continually seek strategies to reduce our environmental impact, we acknowledge the need to report on accurate ESG data and we took the responsible decision to report a more precise set of data. Our environmental target is to progressively refine our management system and quality of GHG emissions data during the next few years, starting with five of our key sites on this financial year. This will provide more precise GHG measurements for setting our targets to reduce the environmental impact of our operations.

Nevertheless, we believe that the latest results of our GHG assessment provided accurate insights of our practices related to travel. All business flights\* at International SOS during FY19/20 generated 24,231.9 t CO2-e/yr. As we engage with partners and suppliers on this matter, we will continue to seek to introduce carbon compensation programmes and initiatives in all our focus themes to holistically reduce our direct and indirect environmental footprint.

\* We consider business flights as any travel undertaken by International SOS staff or consultants by air, rail, or any other means of transportation paid by the company.





# Social

## Resilient people, organisations & communities



### Health & safety

#### Enabling safe travel in a COVID-19 world

The pandemic, combined with geopolitical uncertainty and the impact of climate change has made travel undoubtedly more complicated and more support is required than ever.

In collaboration with the International SOS Foundation, we launched a new training course on the ISO 31030:2021 travel risk management standard. The standard provides a vital guidance to protect an organisation’s workforce through the development, implementation, evaluation and review of their travel risk management policy and programme, as well as an assessment and treatment of travel risks. These range from events such as a road accident, or a health incident, through to disease outbreaks, epidemics, natural disasters, as well as conflict, crime, security, health (including mental health) of travellers, and adversely affect the outcome of their travel objectives.

The first pilot course was launched in November 2021. The Foundation ran two more sessions in May and October 2022. We also created a new ISO 31030 self-assessment tool, which is free and available online, to help organisations assess the potential gaps in their travel risk management programmes. We plan to translate this tool into Italian and French. As ISO 31030 is not yet a certifiable standard, there is global interest in collaborating with country-specific industry bodies to lead the development of its certification. The process has already begun with the teams in China, Japan and the UK alongside British Standards Institution (BSI), and the process in the United States is being explored with the American National Standards Institute.

### Digital Health

Providing healthcare and assistance to clients has been at the heart of our business since its inception. Following the COVID-19 pandemic, it became even more critical for businesses to ensure their people could access quality care, wherever they are, and hence ensure business continuity through a healthy workforce. During the pandemic, we accelerated the expansion of our TeleHealth services in many new locations, and we will continue our efforts towards this goal.

As of this year, we offer TeleHealth and TeleConsultation services in 35 countries (see locations on the map below). Over the FY21/22 we continued to identify new business opportunities including the delivery of TeleConsultation to our client’s domestic population in addition to international travellers and assignees.

Beyond expanding our global reach, we also continually look at improving the quality and functionalities of our digital health services (TeleHealth, TeleConsultation and TeleMedicine) - to meet our clients’ project specific requirements - through a reliable and accredited network of

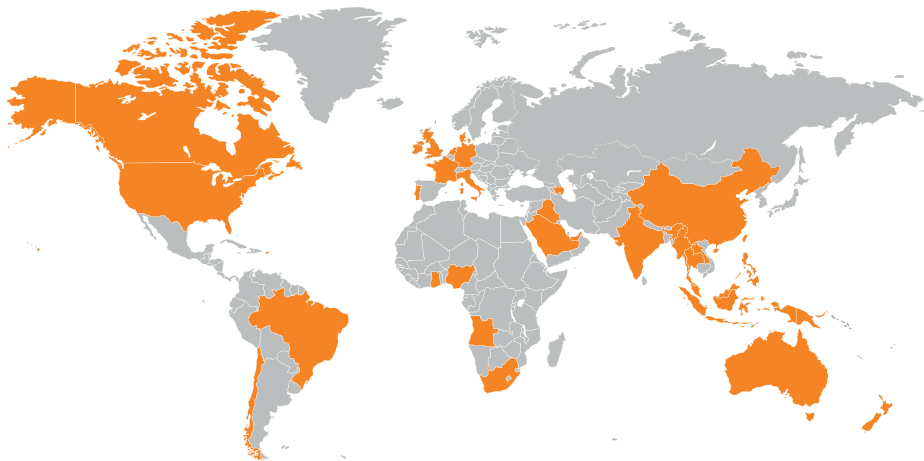
over 300 providers worldwide. While these technologies will improve service delivery and remove certain barriers, these will also introduce new risks. International SOS is, therefore, constantly monitoring this fast changing area and its regulatory requirement through its multidisciplinary expertise.

Last year, we announced the launch of our “Self-Service” TeleConsultation solutions which is currently being rolled out to our clients globally.

Our efforts on expanding our digital health services also align with an environmental mindset. We are committed to protecting the environment and our TeleHealth services are a prime example of how we integrate UNGC Principle 9, ‘Encourage the development and diffusion of environmentally friendly technologies’ into our business plan and day-to-day operations. The advice and assistance we offer remotely results in reduced unnecessary travel, travel disruption, and a reduction in the environmental impacts associated with this while at the same time ensuring timely and quality medical care. These vast reductions in travel bring real environmental benefits.

#### TeleConsultation availability in:

- Angola
- Australia
- Azerbaijan
- Brazil
- Canada
- Chile
- China
- Denmark
- France
- Germany
- Ghana
- Hong Kong
- India
- Indonesia
- Iraq
- Ireland
- Italy
- Laos
- Malaysia
- Myanmar
- Netherlands
- New Zealand
- Nigeria
- Papua New Guinea
- Philippines
- Portugal
- Puerto Rico
- Saudi Arabia
- Singapore
- South Africa
- Taiwan
- Thailand
- UAE
- United Kingdom
- United States





## CASE STUDY: Strengthening Global Health in Papua New Guinea – COVID-19 Vaccination Programme

International SOS has been supporting COVID-19 vaccination programmes throughout the pandemic for our clients and their workforce as well as national vaccination programmes for the Ministry of Health in various countries.

Given our 25 years of medical services operations in Papua New Guinea, we became the preferred partner to the Australian Department of Foreign Affairs and Trade to roll out the national COVID-19 vaccination programme in Papua New Guinea. We were selected to manage the Australian Government's COVID-19 testing facility at Jackson Airport as well as train all the health workers involved.

To ensure a successful roll-out of their national vaccination programme, we also supported in the following areas:

- Engaged, at an early stage, with all stakeholders, e.g. governments, healthcare sector and communities.
- Defined a clear communications process with stakeholders for ongoing coordination and problem solving.
- Identified, assessed and addressed vaccine hesitancy of involved communities and stakeholders as a vaccination programme fully

depends on demand-side and supply-side factors.

- Stayed abreast of the circulating misinformation and ensured that Information, Education and Communication (IEC) materials are appropriate, relevant and designed for each target audience.
- Implemented innovative solutions to improve access for at-risk populations.
- Ensured sustainability by integrating new roll-out stages into existing routine immunisation programme(s).
- Established an appropriate health information system.
- Trained health workers involved.

By July 2022, through the provision of both static and mobile clinics, we administered **47,000 doses of vaccines** to health workers and to citizens at large. These doses accounted for **20% of the total doses administered in Papua New Guinea** at the time.

We were also the trusted source of COVID-19 intelligence and advice to the Papua New Guinea Department of Health.







## Business continuity challenges

In today's turbulent world, businesses often face challenges in ensuring their business continuity while fulfilling their Duty of Care towards their workforce.

From the COVID-19 pandemic to the recent geopolitical incidents (most specifically the Ukraine conflict), preparedness and risk mitigation processes and protocols are even more crucial than they used to be. Getting prepared for the next crisis or compound crises is essential to mitigate and minimise the impact of health and security threats.

The currently volatile global environment has forced organisations to widen their crisis management response, embedding workforce assistance and protection more than ever before. Stakeholders often need to rethink their crisis management and response approach in a more holistic way.

We support our clients, offering them a wide range of preventive solutions including access to real-time and accurate intelligence, consulting, crisis management process as well as pandemic preparedness to ensure their workforce remains resilient and adaptable to the enduring complexity of the risk landscape. We are also uniquely structured in our ability to provide uninterrupted service, assistance and support to our clients and their workforce, ensuring business resilience and sustainability.

Many of our clients cite our solutions as helping their organisation achieve their sustainability priorities in their annual sustainability reports. Our clients include 50% of the *Global 100*, a ranking of the world's most sustainable corporations.

## Mental health and wellbeing – supporting our clients

COVID-19 has reinforced the importance of mental health and wellbeing worldwide, especially where there is still a stigma against mental health support. At International SOS, we are working to further our Mental Health and Wellbeing offerings for our employees and our clients, to ensure they have the tools, support, and services necessary to thrive.

The COVID-19 pandemic emphasised the need to have holistic human capital management. In the past, businesses have measured their human capital on traditional metrics around employee turnover and headcount. Today, it is important to think beyond and understand how to proactively set forth a healthy work environment to prompt upskilling, wellness, and engagement. The ultimate purpose should be to avoid a reactive relationship between employees and employers, and instead be proactive and strategic.

The pandemic specifically brought attention to mental health challenges among employees which has become one of the biggest disruptors in 2022, escalating absenteeism, presenteeism and continuity issues. Hence, the norm among businesses is to provide holistic programmes to ensure a healthy and productive global workforce.

Designing a Mental Health and Wellbeing programme is a difficult task as it must address the needs of a specific organisation and of its employees, understanding the corporate culture and local context. For that reason, International SOS created bespoke services that help companies achieve organisational resilience through a robust Mental Health and Wellbeing strategy that can be sustained over time. From strategic planning, education, and training to 24/7 assistance, our mitigation strategies and support programmes have become crucial in managing our client's risks.

Over the past year, we have continued to offer our clients a range of mental health solutions in an ever-changing world. With the return to travel, mental health support has become even

more critical in the midst of geopolitical tensions, ongoing COVID waves, new infectious diseases, and social and political unrest.

Our Enhanced Emotional Support has experienced sustained growth, **supporting over 2,800 clients**, and providing over **3 million individual members** with on-demand counselling support services at no additional cost. Even before the global spread of COVID-19, **20% of cases** sought remote counselling via phone or video-chat.

Now, with a **38% increase** in Emotional Support cases from the same time last year, **80% of those cases** are being delivered remotely.

Last year, we also successfully launched the “Single Session Therapy” option, making the counselling model even more flexible in the face of evolving needs from our subscribers. As we move forward, we seek to improve our management of highly sensitive cases such as Repatriation of Mortal Remains, in collaboration with Workplace Options (WPO).

## Case Study – Mental Health and Wellbeing Resilience

In 2019, we began to work with Mott MacDonald, a leading engineering, management, and development consultancy firm to deliver a new one-stop solution for wellbeing for 10,000 employees. Their ultimate objective was to create “happy, healthy, and safe environment; enabling everyone to achieve their full potential, thrive and feel empowered to take responsibility for and focus on their own health and wellbeing”, as Laura Hague, Mott MacDonald's Group Safety Manager, stated.

For International SOS, it was critical from the outset to determine both the needs of Mott MacDonald and the needs of the employee. Such a wellbeing programme would, in turn, increase engagement, decrease sick days, decrease medical claims, improve employee morale, and address employee challenges. Mott MacDonald's goal was to mirror the Duty of Care approach they already had in place for employees with access to travel risk management services, offering a new one-stop solution for wellness.

The pilot programme, launched in United Kingdom, Singapore, and United Arab Emirates, consisted of a “Digital Wellness Portal” where employees complete lifestyle and health assessments, take part in fitness challenges, socialise with other colleagues, access learning content, and schedule travel vaccines.

After four years, the successful programme is being offered to almost **14,000 staff** in over **60 countries**.

The programme yields aggregated data for our doctors – following privacy and data regulations – to analyse key health and wellness metrics including cholesterol levels, tobacco use, physical activity, work-life balance, mental health state (anxiety, stress, depression and burn-out). The aggregated data is used to continuously provide appropriate bespoke wellbeing solutions which are aligned to their global wellbeing profile.





## Mental health and wellbeing – supporting our people

A key pillar of our Duty of Care is caring for the health and wellbeing of our people. It is what we do so well for our clients and what we commit to do even better for our workforce. In October 2021, we launched the first edition of our BeWell survey, to enhance existing initiatives and introduce better and more effective wellbeing interventions across all levels of the company.

**44.6% of our employees globally completed the BeWell survey.** Their responses allowed us to identify the gaps and the state of our employees' wellbeing. We are now at the stage of defining a plan of action which will include specific actions and initiatives to achieve our targets. Our priorities for the first five years will be related to closing the gaps to build a healthier and safer work environment for our people.

As part of our action plan, we aim to provide the necessary tools to reduce by 10% the number of employees working over 55 hours per week. The action plan will identify the tools to ensure a healthy work-life balance and improve productivity and to reduce the percentage of employees with this perception by 10% in the next five years. All whilst setting and respecting

work boundaries through training and education for employees and managers.

As we work with all levels of the company through various initiatives, we will continue to communicate our commitments and our progress. We acknowledge this will only be possible if we continue to collect related information from our employees. For that reason, we plan to conduct the BeWell voluntary survey every two years and achieve a 60% employee response rate.

### Mental health and wellbeing programmes

As of today, we offer the Employee Assistance Programme (EAP), the Mental Health Resilience Programme and monthly wellness programmes to our employees worldwide. We aim to continue improving our offerings and better cater the needs of our colleagues.

### Awareness and education

Central to our approach to building a resilient and healthy workforce is our continued emphasis on raising awareness on key mental and physical health issues, and leveraging the capabilities of medical specialists to educate our people on key wellness practices that they can deploy in their daily lives.

During FY20/21, we delivered 34 themed editions of our Life@International SOS newsletters on

topics aligned with health and wellbeing, as well as productivity, diversity and inclusion, sustainability, and leadership engagement.

Health and wellbeing topics covered include:

- Workspace decluttering
- Caring for your liver
- Mindfulness and mental resilience
- Managing virtual fatigue
- COVID-19 immunisation
- Mental health and wellbeing
- Mental health tips
- Men's health
- Prostate cancer
- Work-life balance
- Post-holiday mental health
- Mental health self-care tips
- Healthy lifestyle and health resolutions
- A culture of care
- Understanding cancer
- Women wellness
- Happiness and positivity
- Stress and eating
- Gratitude and self-care

We also delivered multiple wellness webinars and workshops across a wide range of topics. These webinars and workshops were delivered jointly by our Medical Services and Group HR teams and were very well received, resulting in an average Net Promoter Score of 60.

Wellness webinars and workshops topics:

- Financial planning basics
- Women's wellness
- Investing basics
- Managing stress and avoiding burnout
- Dealing with loneliness
- Dealing with feelings of depression
- Taking back control of my time
- Creating the right habits and routines
- Ergonomics in the workplace and exercises to build physical resilience

## Tools and resources

Alongside our educational activities, we also developed relevant tools and services to ensure our people have access to the resources they need.

### 1. Employee Assistance Programme

We continue to enable 24/7 access to our Employee Assistance Programme for our people and their immediate family, which includes free access to counselling, stress-reduction, and life-coaching sessions on personal and work issues.

As of June 2022, the programme offers support to our people in 51 countries, including 7,180 employees who have accessed the programme.

### 2. Mental Health Training for Managers

We also launched a pilot for our Mental Health Training Programme for our managers in April 2022, which saw 10 participants take part in the initiative. Over two sessions, participants learned about identifying at-risk signs and behaviours in the workplace and appropriate responses to support impacted colleagues in an empathetic manner, as well as referrals to dedicated specialists for more in-depth support.

### 3. Mental Health First-Aiders

Since its inception in March 2021, we have trained 24 of our employees to be certified Mental Health First-Aiders within our workplace. This programme ensures there are certified support peers who can guide employees in crisis towards the right professional support and help to prevent mental health issues from becoming more acute.





## Diversity & Equity

International SOS strives to create a working environment free from discrimination and bias, where people can fulfil their potential. We are proud of our cultural, ethnic, racial and gender diversity.

It is one of our main strengths as a company that reflects the wide and diverse population we serve. That is why we remain committed to creating an environment which is free from discrimination and bias wherein people can fulfil their potential.



### Target Gender Equality

Females make up 50% of our global workforce. Like many organisations, International SOS found that these percentages began to decrease at more senior levels. Hence female empowerment and representation continues to be one of our key priorities, with several initiatives including our Female Leadership course and Women Mentoring programme. More recently, we took an extra step in committing ourselves on the female representation subject, by taking part in the UNGC “Target Gender Equality” programme and assessing our gaps through their Women Empowerment Principles assessment tool. As an outcome of this exercise, we established concrete targets and associated actions around training, talent management, communities’ empowerment, and reporting.

- **Training** – Further improve our gender-related training to increase awareness and education on the subject.
- **Talent management** – We aim to establish gender diversity in the middle management layers through structured leadership and mentoring programmes, which would then by definition reflect in our promotional talent pool.
- **Empower communities** where we operate to address gender biased gaps in health and wellbeing (SDG3).
- **Reporting & transparency** – Empower our business leaders to make informed decisions to improve gender equality through effective and transparent reporting process, aligned with Women Empowerment Principles (WEP) gap assessment framework.

We plan to increase our women in leadership/governance levels (director and above) **from 29% to 40% by 2030.**

We aim to complete the gap assessment again during the FY22/23 and on a yearly basis moving forward to ensure we progress

on our commitments and report accordingly.

To reinforce our commitment to empowering women, we became signatory of the CEO statement of support for the Women’s Empowerment Principles (WEPs), joining over 5,000 companies, including some of the world’s largest brands as well as other large, small, and medium-sized enterprises. By signing the WEPs, we are committed to take bold steps to advance gender equality in our workplace, marketplace and communities where we operate.

The WEP statement is based on the seven below principles:

- High level corporate leadership
- Treat all women and men fairly at work without discrimination
- Employee health, wellbeing and safety
- Education and training for gender equality
- Enterprise development, supply chain and marketing practices
- Community initiatives and advocacy
- Measurement and reporting

### Unconscious bias training for employees

In 2016, we first established our Global Diversity & Inclusion Committee (D&I Committee) which includes representatives who specialise in workplace issues pertaining to gender, age, race, ethnicity, sexual orientation, and physical ability. The Diversity & Inclusion Committee plays an active role in defining our policies and programmes around the diversity and inclusion agenda. As a major action, the D&I committee put in place our Unconscious Bias training, which has recently been made mandatory for all people managers globally. Over the FY21/22, we delivered our unconscious bias training to over 400 employees, which represents 800 hours of training. The training is a recognised successful way for creating awareness and changing how people think about diversity and inclusion in the workplace and at International SOS.

In addition to our mandatory Unconscious Bias training, we are currently reviewing our existing recruitment policy embedding key guidance to ensure unbiased recruitment across our organisation. The revised policy reiterates the benefits of hiring a diverse and inclusive workforce

and will provide with guidance on key recruitment procedures that must be followed to ensure recruitment free of discrimination. The revised recruitment policy aims to stand as the reference document following the mandatory unconscious bias training. The policy will be launched internally to our global teams early 2023.

### Female Mentoring Programme

50% of our workforce is female. A key strategy at International SOS around gender diversity is mentoring and training high-potential female talents around the world to put them on the leadership track. In January 2021 we launched our third intake of the Global Female Executive Mentoring programme with 21 mentees joining from across various regions, business lines and functions and successfully graduating in August 2021. A satisfaction survey was conducted post-programme among both the mentees and mentors. This resulted in a Net Promoter Score of 73 among the mentees and 71 among the mentors (external average NPS benchmark describes “above 50 as excellent, and above 80 as world class”).

**Over the last three years, we had 63 graduates with a promotion score of 27%.** We are committed to increase by 25% the number participants who have been promoted within the first 12 months after the end of every edition of the programme.

Another metric to measure the success of the programme for the mentees and mentors, is the Net Promoter Score (NPS). This metric allows us to measure loyalty and satisfaction of both mentees and mentors, and track potential ‘promoters’ and ‘detractors’ of the programme. We aim to maintain an NPS of 60% or above for every edition of the programme.

Our Female Mentoring Programme, which was created to develop hard and soft skills, continues to yield great results for our employees. We have had 80 graduates from various functions around the world since the pilot programme was launched in FY18/19. 30% of graduates have since been promoted to senior roles.



# Governance

## Living our ESG purpose at International SOS

Our intention with the renewed ESG strategy has been to continue embedding sustainability in our company philosophy and DNA. We acknowledge that achieving our ESG strategy and targets will not be possible unless we motivate our workforce to innovate and lead the change. To increase innovation among our global workforce, we developed a new eLearning course: "Introduction to ESG". The aim of this eLearning course is to provide a basic understanding of the concepts of sustainability and ESG, to learn about the related frameworks, to introduce our ESG strategy, pillars and the initiatives we are employing within our own organisation and with our clients and stakeholders.

By the end of FY21/22, more than 1,400 (~11%) employees had completed the voluntary eLearning course. As our ESG agenda evolves and becomes a greater priority for our business objectives and operations, we want to continue engaging our employees in our strategy and related initiatives. For that reason, we have made the "Introduction to ESG" course compulsory for all new hires and current employees from January 2023. Our goal is to reach 85% of our global workforce to gain awareness on our ESG strategy by completing the eLearning course.

## Ethics & Compliance

### Data Protection

In the delivery of our service, our clients may entrust us with sensitive information such as personal, health and travel data. International SOS invests significant resources into transparency, accountability and security of such data.

Our data protection governance is established to ensure our accountability to maintain security and privacy of your employees' data.

International SOS is committed to safeguard the personal, health and travel data in accordance with applicable laws and regulations, codes of conduct and the international standards in information security and privacy.

International SOS' group executive members play an active role and oversee the management of information security and privacy risk treatment strategies. Our executive leadership supervises and participates in the Data Protection Committee and undertakes risk-based decisions to ensure that we manage the information risks via our strategic information security and privacy roadmap aligned with our business priorities and our clients' feedback.

International SOS has dedicated teams for information security and privacy worldwide.

We operate a complex privacy and security team with representatives in key jurisdictions around the world to address information security and privacy concerns locally as well as globally.

All International SOS employees and third-party personnel working for International SOS undergo mandatory web-based Global Compliance Course which includes training to strengthen their knowledge on information security and data protection.

Of the **12,083 International SOS employees** required to complete the Global Compliance Course in FY21/22, **11,343 (94%) employees completed the course.**

All employees are required to take the Global Compliance course annually as a refresher. In addition, employees receive periodic information security awareness email updates from our Group Information Security team.

### Security Policy

Our Information Security Management System (ISMS) and Personal Information Management System (PIMS) provide a systematic and structured approach to ensure that we manage the information security consistently across all locations where we operate.

Our PIMS is an extension of our ISMS which ensures that we are transparent, accountable and secure in our handling of personal information. These systems consist of administrative, physical and technical controls such as policies, processes, procedures, organisational structures, and technological solutions.

International SOS has engaged independent audit firms to assess our information security management system. Our Information Security Management System (ISMS) and Privacy Information Management System (PIMS) across all our business lines and registered companies internationally are certified as ISO/IEC 27001 compliant and ISO/IEC 27701 respectively.

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**Our internal controls are designed to meet the AICPA Assurance Services Executive Committee (ASEC) TSP section 100 criteria for Availability, Processing Integrity, Confidentiality and Privacy.**

We carefully select the third-party service providers who support us with the processing of personal data and implement contractual clauses that hold them accountable to the same data protection and privacy standards we meet ourselves.

**Cyber Security**

We have implemented a resilient technology infrastructure that allows us to provide secure, yet highly available services to our customers.

We engage internationally known independent firms to conduct information security and privacy audits, penetration tests, and independent researchers to continually assess our systems. We ensure swift remediation of any risks associated with data confidentiality, integrity, availability and privacy identified by these firms.

We perform an annual SOC 2 Type II attestation to prove that our system is designed to keep our clients' sensitive data safe and secure based on the Trust Service Principles of Security, Processing Integrity, Availability, Privacy, and Confidentiality. We conduct regular penetration testing, a form of "ethical hacking" performed by independent security experts, attempting to identify and exploit the vulnerabilities. We have also registered our organisation on the bug bounty programme. This allows us to engage with worldwide ethical hacking community researchers and find vulnerabilities in our systems regularly and confidentially.

This year, we also conducted ransomware exercises for the Corporate Crisis Management team, and for Africa, Indonesia and LATAM Regional Crisis Management Teams.

Each exercise was run as a single level live desktop scenario with inputs provided by role players acting as employees, customers, media and regulators. A period of refresher training in the CMP and Data Breach Contingency plan was conducted a week prior to the scenario.

The scenario consisted of four stages and was followed by a debrief:

- Identification of ransomware and immediate response
- Preliminary investigation and initial demands
- Confirmation of impact on critical systems and potential export of personal data, communication to key stakeholders
- Investigation findings and client feedback
- Debrief and lessons learned

The activity required the respective CMTs to develop a plan of action to contain the incident and mitigate its impact, communicate with clients and regulators, investigate the incident and commence actions to recover. The Country Crisis Management

Team (CCMT) scenario involved 30 participants and was run across two sessions to exercise a follow-the-sun model and to allow the respective CCMTs to engage in 2 - 3 team meetings with break-out session to develop plans, communications and support materials.

The plan in the next fiscal year is to stage similar exercises for the other regions and develop a new activity that will leverage the Business Continuity Management System we are introducing.

“We perform an annual SOC 2 Type II attestation to prove that our system is designed to keep our clients' sensitive data safe and secure based on the Trust Service Principles of Security, Processing Integrity, Availability, Privacy, and Confidentiality.”





## Sustainable procurement

To provide our clients with truly global health and security risk management solutions, we must ensure our entire value chain upholds the highest ESG standards. By requiring our suppliers to follow specific sustainability standards and principles, we aim to minimise risks and measure the impact of our services and products.

During the previous financial year, we defined a plan to incrementally embed our Sustainable Procurement Principles into our Quality Management System through a phased approach. The Principles were created on the basis of the World Health Organisation (WHO) guidelines and related ISO standards to ensure safety, identity, strength, purity, quality and performance of our products and services.

The following Principles have been defined in our Sustainable Procurement Policy ("SPP"):

**1. Ethical Compliance Principle**, with the aim to operate in an ethical, integral, and transparent manner. This Principle refers to issues related to anti-corruption, fair trade and competition, conflict of interests, data privacy, and confidentiality.

### 2. Human Rights and Labour Law

**Compliance Principle**, to respect individual rights and to restrain from any discriminatory practices. This Principle refers to issues related to child labour, anti-slavery, anti-trafficking, non-discrimination, D&I, and fair wages and working conditions.

### 3. Health and Safety Principle

, to provide workers with a safe and healthy work environment, free from physical, chemical, biological, and radiological hazards. This Principle refers to issues related to workplace safety, emergency response preparedness, and employee health and wellbeing.

### 4. Environmental Protection Principle

, aimed at maintaining and recovering (when possible) a health natural environment. This Principle refers to issues related to environmental compliance, waste management, energy and emissions, and water management.

### 5. Good Governance Principle

, to ensure suppliers function within a regulatory system, following high standards, proven capabilities, complying with legal requirements, and operating under an efficient quality management system. This Principle refers to issues related to legal compliance, and quality management systems.

In the first phase of implementation of the new SPP, our goal was to include the Sustainability and ESG criteria in MedSupply's Quality Management System, comprising over 40 policies and procedures. MedSupply is a leading provider of medical supplies delivering capabilities worldwide for over 30 years. We decided to begin the implementation with MedSupply as it is our business line with the highest number of suppliers.

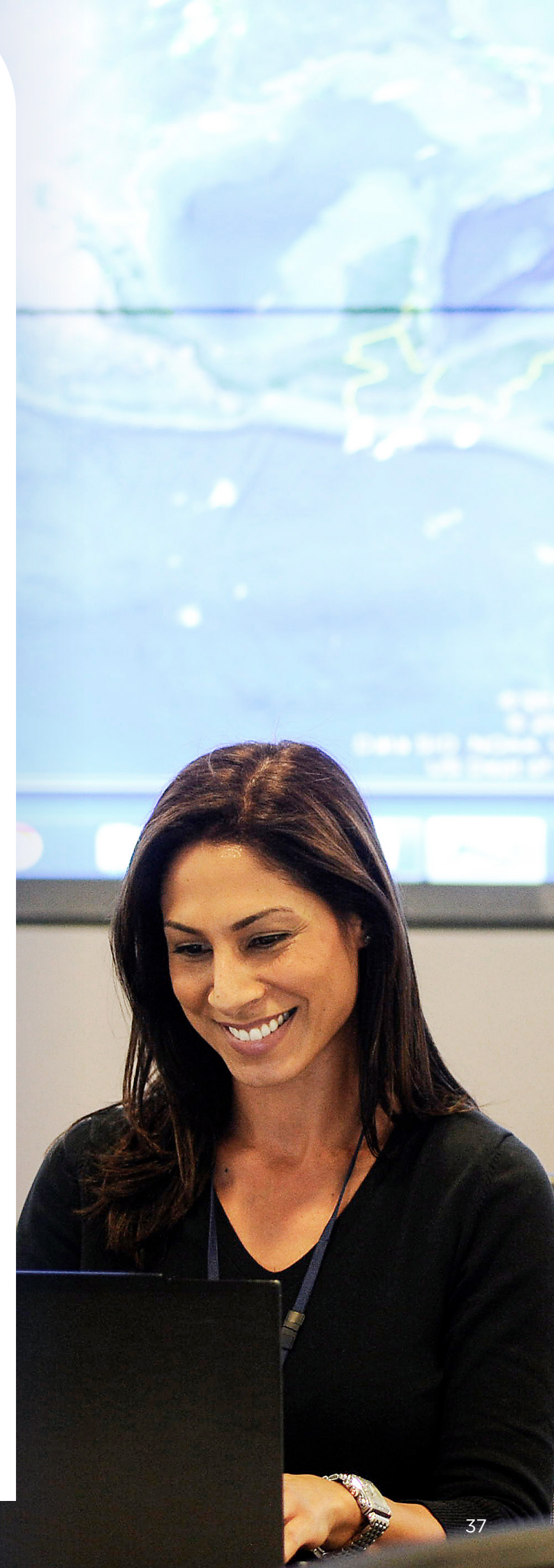
Within this first phase, we acknowledge the need to raise internal awareness on ESG and sustainable supply chains. We conducted training sessions for all our employees in relevant positions. We partnered with BSI to learn more about sustainable procurement and ISO 20400 standards. We also created a bespoke internal training on our SPP, procedure and internal implementation plan.

Our aim is to ensure that **100% of our employees**, including new hires, in relevant positions, are properly trained.

The new SPP outlines our expectations of third-party suppliers with regard to the Principles via a screening assessment on our suppliers' ESG performance. During FY21/22 we started to engage with 115 of our manufacturing, wholesale and logistics suppliers in UAE, Singapore and France. We guided them through the screening assessment process to receive their results.

As we continue to work with our suppliers, we aim to reach **10% response rate** of the SPP assessment by FY21/22 in UAE, Singapore and France. With time, we will expand our reach to include other regions where MedSupply operates.

Our long-term goal regarding our Sustainable Procurement Policy is to continue embedding our Sustainability Procurement Principles into our Quality Management System (QMS) worldwide.





## Corporate Social Responsibility

We work and pledge Corporate Social Responsibility (CSR) values for many years. We follow the European Commission's 2011 definition of CSR: The "process to integrate social, environmental, ethical and human rights concerns into business operations and core strategy in close collaboration with their stakeholders" as it is naturally aligned to our ESG vision and strategy.

Our competencies and expertise have taken us to focus on healthcare and education for our CSR efforts. We believe in building a world where access to health and education is fair and equitable to all.

For International SOS, health must be understood in a comprehensive manner, given that it includes physical and mental health and wellbeing. As studies prove, increasing the spending on healthcare will have a positive impact on macro-economic productivity. We believe companies, like us, can be part of this positive transformation through their operations. Every business possesses expertise that can help communities in developing their soft and hard skills through training and education. Our global footprint allows us to reach everyone, and we seek to harness the opportunity whenever possible.

Today, we have numerous CSR initiatives worldwide that have been implemented in our **37 years** of doing business. Moving forward, our aim is to review and compile all the initiatives to build an improved framework based on metrics that will help us measure our impact thoroughly.

This year we want to showcase two of these initiatives:

1. **Developing a holistic health service for the Canadian partnership with First Nations.**
2. **Malaysia community outreach to the Indigenous community.**



## Developing a holistic health service for the Canadian partnership with First Nations

International SOS has been a proud Joint Venture partner of the Mikisew Group of Companies (MGOC) and supporter of the Mikisew Cree First Nation in Fort Chipewyan, Alberta since 2014. During this time, we have worked cooperatively with Community leaders and MGOC to enrich the lives and improve the health and wellness of all Community members.

Access to culturally appropriate health services that adequately addresses Indigenous community health priorities is a challenge. For that reason, the goal is to outline a collaborative approach that can address this challenge for Canadian First Nations.

We believe our expertise and experience are crucial to support the Canadian First Nations. Having engaged in many public health activities globally, we are proficient in understanding the interaction and interdependency between healthcare provision and the socio-economic and cultural environment. Additionally, given our expertise on delivering public health programmes, we can translate best practice and standards into local context.

We are honoured to have 35 Indigenous Joint Ventures across Canada, where we work in three major areas:

1. **Health and Wellness:**  
Assessing the health concerns for each First Nation and proposing sustainable mitigation strategies.
2. **Disaster Preparedness:**  
Assessing the level of preparedness for potential disasters and/or pandemics and offering adequate strategies.

### 3. Moving from Dependence to Independence:

Proposing programmes and initiatives (i.e., training, revenue sharing schemes, business administration and human development models).

Our work with each Indigenous partner begins with a Community Engagement Plan (CEP). The plan involves becoming acquainted with the community. We review the demographics of each population, including the assessment of pre-existing, relevant and recent health data; the identification of health determinants; and the identification of the current health provision infrastructure. Most importantly, we are familiarised with their traditions, customs and language as our purpose is to support and respect everyone. After the assessment, we define and implement appropriate strategies, actions and solutions.





To date, we have been able to reach and generate impact on 1,000 to 4,000 community members:\*

| PROGRESS   |   |
|--|---|
| Health and Wellness and Disaster Preparedness Plans  |   |
| <b>Indigenous Healthcare model</b><br>Designed collaboratively with Indigenous Communities and customisable for each context   | <b>Two Indigenous Nations</b><br>Total population: 4,000 community members          |
| <b>Assessment of five Health Clinics</b><br>Assessment included staff and resource plan proposal for each clinic   | <b>Five Health Clinics</b><br>Average population reached: 1,000                     |
| <b>Strategies on Safe Community Efforts against COVID-19</b><br>Provision of COVID-19 PPE, COVID-19 planning and preparation plans   | <b>Two Indigenous Nations</b><br>Total population: 4,000 community members          |
| <b>Disaster Emergency Response Plans (ERP)</b><br>Provision of preparedness templates and support on ERP leadership and assistance   | <b>Two Indigenous Nations</b><br>Total population: 4,000 community members          |
| <b>Community Disaster Preparedness kits</b><br>Support each community to build appropriate preparedness kits   | <b>All Indigenous Nations</b>   |
| <b>Emergency Response Plans</b><br>Training for local emergency providers (i.e., firefighters and first responders) on ERP   | <b>Two Indigenous Nations</b><br>Total population impacted: 2,000 community members |
| <b>Licensed Practical Nurses (LPN)</b><br>Equip Elder Care facilities with nursing expertise by outsourcing and training LPNs  | <b>Two Elder Care facilities</b>  |
| Moving from Dependence to Independence   |   |
| <b>Hiring Local Talent</b><br>Hiring local talent (e.g., nurses and practitioners) that have inclusive knowledge of needs and customs of communities.  | <b>Four health professionals from the local community have been hired</b>           |
| <b>Training Medical Community Members</b><br>Providing skill development and training to local talent for professional development   | <b>Trained 30 community members</b>   |
| <b>Fire and Rescue Personnel in EMS to Provide 1st Response</b>  | <b>To be implemented during 2023</b>  |
| <b>First Aid and CPR Training</b><br>Continuous 'train the trainers' programme for communities on first aid and CPR  | <b>Annually we provide training to four communities</b>                             |
| <b>Health and Wellness related Educational Bursaries</b><br>Awarding educational grants to Indigenous students annually across Canada. Award is given to high profile candidates selected by a Board from International SOS. | <b>Grants awarded to three students from Indigenous Nations</b>                     |

The overall assessment of the First Nations has yielded important challenges on the topics of mental health, addiction, suicide prevention and primary care. Canadian First Nations people are five times more prevalent to experience mental health issues and eight times more likely to have addiction and suicidal related issues, than the average Canadian. For this reason, our ambitious next stage is to offer, by 2023, a 24/7 Response Centre and on-site assistance to provide better support for these communities.

The project is a depiction of our purpose to protect and save lives. For over 37 years, we have developed and designed holistic health, wellness, and emergency services solutions to improve health outcomes and help communities become more sustainable.

\*The population of each First Nation ranges between 500 and 2,000 community members.

## Malaysia community outreach to the Indigenous community

As part of Malaysia's CSR programme in 2022, the International SOS Malaysia team visited the Indigenous community in Ulu Kuang, Selangor to provide health screenings, educational health talks and distribute self-care kits and provisions to all 164 families residing there.

### Community outreach

33 volunteers from International SOS Malaysia travelled 45 minutes by bus and a further 10 minutes on foot into the remote village of Ulu Kuang, setting up our booths at the community hall. For adults above 18, our doctors conducted glucose, BP, BMI and eye checks. Hygiene kits comprising of bath towels, toothpaste and toothbrushes, sulfur soaps, shampoo, lotion and vitamin supplements were handed out, including lunch packs and beverages. As part of our digital innovation focus, we utilised our Telemedicine

technology to perform health checks for the villagers. For the children, we organised several wellness activities such as a Hygiene Awareness talk and demonstration, games and sports, with snacks and stationary sets distributed to them.

### Impact

All our volunteers across all departments demonstrated our core values in Passion, Expertise, Respect and Care by making a difference in the wellness and quality of life of the 164 families there.

This latest community outreach initiative, reinvigorated after a two-year hiatus during the pandemic, marks International SOS Malaysia's 7th Annual CSR Programme, having assisted 376 families to date.





# Our goals & progress



## OUR ENVIRONMENTAL COMMITMENTS

| Sub-topic          | Target  | Target Date | Status    | Progress Details   | SDGs    |
|--------------------|---|-------------|-----------|--|---------|
| Energy & Emissions | Improve the management system and quality of data on GHG emissions in five sites.   | FY23/24     | NEW       | To improve our carbon footprint measurement, our objective is to improve the data collection system for GHG emissions. For more information, see our Environment chapter on p.21.                          | 12      |
|                    |   |             |           |  | 13      |
| Energy & Emissions | Train the Real Estate team on ESG and the role of Real Estate Managers to improve the management system.  | Q2 FY23/24  | NEW       | As part of our management system improvement, we plan to engage further with our Real Estate managers to refine data quality for more accuracy. For more information, see our Environment chapter on p.21. | 3<br>13 |
| Travel             | Following our commitment to the new ISO 31030 standard, we aim to educate organisations on it through a dedicated training course through our Foundation. | Continuous  | Completed | A new ISO 31030 training for organisations was launched in partnership with the International SOS Foundation.  | 3<br>13 |

## OUR SOCIAL COMMITMENTS

| Sub-topic | Target   | Target Date        | Status      | Progress Details   | SDGs         |
|-----------|--|--------------------|-------------|--|--------------|
| Employees | Maintain a 60% employee response rate to our BeWell voluntary survey during the first five years following its first launch in 2021.   | FY28/29            | NEW         | 4,130 employees completed the first BeWell voluntary survey. For more information, see our Social chapter on p.22.                                       | 3<br>8       |
| Employees | Reduce by 10% the number of employees working over 55 hours per week in the next five years.   | FY28/29            | NEW         | An action plan has been developed to address this finding from the BeWell survey. For more information, see our Social chapter on p.22.                  | 3<br>8       |
| Employees | Retain 55% of interns through our partnership with AIESEC who have completed the Global Talent Programme (GTP) cycle.  | Continuous         | In progress | During FY21/22 we were able to retain 46% of AIESEC interns who have completed the GTP cycle. More than 140 AIESEC interns have completed our programme. | 4<br>8       |
| Employees | Obtain ISO 45001:2018 in 100% of our LATAM Medical Services locations.   | FY24/25            | In progress | Our Medical Services locations in Europe, Africa and Australasia have obtained ISO 45001:2018.   | 3<br>8       |
| Employees | Maintain a balanced ratio (50-50) of female employees in all layers of the company.  | FY30/31            | In progress | As of end of FY21/22, 50% of our workforce is composed of employees who identify as female.  | 5<br>8<br>10 |
| Employees | Increase to 40% and 50% female representation at governance level by 2030 and 2050, respectively.  | FY30/31<br>FY50/51 | NEW         | As of end of FY21/22, between 29% and 56% of our workforce, at different governance levels, are composed of employees who identify as female.            | 5<br>8<br>10 |
| Employees | Complete our OH&S data management system for our Medical Services business aligned to the GRI 403 Standard.  | FY19/20            | Completed   | We have finalised our OH&S data management system and are progressing well on upgrading our digital platform.  | 3<br>8       |
| Employees | Ensure an efficient OH&S management system through audits.   | FY24/25            | NEW         | The Medical Services business line performance audit will reach 85% in 2023 and 90% in 2024. In FY21/22 our 80% score target was met.                    | 3<br>8       |
| Employees | Reduce the Total Recordable Injury and Illness Frequency Rate (TRIIFR) in our Medical Services business line by 30% over two years to achieve a rate of 2.00 or less incidents per million-man hours worked in our Medical Services business line. | FY22/23            | NEW         | In FY21/22 we had a TRIIFR of 2.62 in our Medical Services business line. We will continue our work to achieve our goal in the upcoming financial year.  | 3<br>8       |
| Employees | Reduce by 15% the Lost Time Injury Rate (LTIR) over two years to 0.15 incidents per million-man hour worked in our Medical Services business line.   | FY22/23            | NEW         | We reached a 0.27 incidents per million-man hours worked (LTIR) in FY21/22.  | 3<br>8       |



| OUR SOCIAL COMMITMENTS |  |             |             |   |                         |
|------------------------|--|-------------|-------------|---|-------------------------|
| Sub-topic              | Target   | Target Date | Status      | Progress Details  | SDGs                    |
| Employees              | Contaminated sharps injury rates will be maintained at 0.8% rate or below.   | FY22/23     | NEW         | In FY21/22 the rate was 0.52% in our Medical Services business line. We aim to maintain this rate.  | 3<br>8                  |
| Employees              | Increase the compliance rate for Malaria eLearning to 100%.  | FY24/25     | NEW         | As of end of FY21/22, 80% employees required to comply with the Malaria eLearning course completed it. Our Learning & Development team works with our OHS team to reach the target by next year, as expected.   | 3<br>4                  |
| Employees              | Offer our Employee Assistance Programme (EAP) for internal wellness support to 100% of our employees globally.   | FY24/25     | Completed   | The EAP programme is now available to all our employees globally. We achieved our target before the committed deadline.   | 3<br>8                  |
| Employees              | We aim to establish a concrete action plan to support our employees with their Mental Health at work by the end of FY21/22.                            | FY21/22     | Completed   | We successfully launched our first BeWell survey which led us to new strategic initiatives.   | 3<br>8                  |
| Employees              | Define the key focus areas and targets for our Diversity & Inclusion (D&I) Council.  | FY22/23     | In progress | The target has been extended to reevaluate given recent changes in the D&I Council.   | 5<br>8<br>10            |
| Employees              | Launch an internal sustainability eLearning module globally.   | FY21/22     | Completed   | We launched the "Introduction to ESG" eLearning module. By FY21/22, 17% of our global workforce have completed the course. For more information, see our Social chapter on p.22.  | 3<br>4                  |
| Clients                | Expand our mental health service offering to include highly sensitive cases (e.g., repatriation of mortal remains) with WPO.                           | FY21/22     | Completed   | We are now offering various services related to mental health and wellbeing. For more information, see our Social chapter on p.22.  | 3<br>8                  |
| Clients                | Increase by 10% the locations where we offer our TeleConsultation services for continuous improvement to access to health for clients and communities. | FY25/26     | In progress | As of this year, we offer TeleHealth and TeleConsultation services in 35 countries. For more information, see our Social chapter on p.22.   | 3<br>5<br>9<br>10<br>11 |
| Clients                | Increase our TeleConsultation utilisation by 100%.   | FY30/31     | NEW         | After achieving presence in a significant number of countries, we will focus on the quality of our service to measure our positive impact.  | 3<br>5<br>9<br>10       |
| Community              | Propose recommendations to address critical health priorities complementing current services available at Mikişew Cree First Nation, Canada.           | FY22/23     | In progress | We have completed a comprehensive situation analysis and assessment of the challenges for our Indigenous Nations Health Pilot Project and are developing short, medium and long-term recommendations to better support these communities. For more information, see our case study in our Governance chapter on p.39. | 1<br>3<br>17            |



| OUR GOVERNANCE COMMITMENTS      |   |             |             |   |                     |
|---------------------------------|---|-------------|-------------|---|---------------------|
| Sub-topic                       | Target  | Target Date | Status      | Progress Details  | SDGs                |
| Policies, Targets and Standards | Draft and approve our ESG Advisory Board and ESG Committee Terms of Reference.  | FY22/23     | NEW         | The ESG Committee has started to draft the Terms of Reference. For more information, see our Governance chapter on p.32.  | 12                  |
| Sustainable Procurement         | 10% of new and onboarded MedSupply suppliers in Singapore, UAE and France, have signed the new Supplier Code of Conduct.                                      | FY22/23     | NEW         | For more information, see our Governance chapter on p.32.   | 8<br>12             |
| Sustainable Procurement         | 10% of existing MedSupply suppliers in Singapore, UAE and France, have sign the new Supplier Code of Conduct.   | FY22/23     | NEW         | 12.7% of our existing suppliers have signed the new Supplier Code of Conduct during FY21/22. For more information, see our Governance chapter on p.32.  | 8<br>12             |
| Sustainable Procurement Policy  | Reach 10% response rate for the Sustainable Procurement Policy assessment from MedSupply current suppliers in Singapore, UAE and France.                      | FY22/23     | NEW         | More than 115 suppliers have been requested to complete our SPP assessment. For more information, see our Governance chapter on p.32.   | 8<br>12             |
| Sustainable Procurement Policy  | Reach 10% response rate for the Sustainable Procurement Policy assessment from MedSupply newly selected and onboarded suppliers in Singapore, UAE and France. | FY22/23     | NEW         | For more information, see our Governance chapter on p.32.   | 8<br>12             |
| Sustainable Procurement Policy  | Plan six audits at pharmaceutical manufacturers of MedSupply suppliers.   | FY22/23     | NEW         | We have included a sustainability criteria in the regular audits conducted by independent auditors.   | 8<br>12             |
| Sustainable Procurement Policy  | Train 100% of our employees in relevant positions on our new Sustainable Procurement Policy and procedure.  | FY22/23     | NEW         | Our first training covered topics related to the new Sustainable Procurement policy and its concepts. For more information, see our Governance chapter on p.32.   | 4<br>8<br>12        |
| Sustainable Procurement Policy  | Incrementally embed the Sustainability Procurement Principles within our Quality Management System and include a supplier sustainability assessment.          | FY22/23     | In Progress | We have embedded the Sustainability Procurement Principles and created our pilot Sustainable Procurement Policy for MedSupply. We plan to implement the Sustainable Procurement Policy in our other business lines in the next stage. | 8<br>12<br>13       |
| ESG Group Reporting             | Achieve the Bronze medal from EcoVadis ratings.   | FY21/22     | Completed   | In FY21/22 we were awarded with a Silver Medal from EcoVadis. We will work to continue on improving our ESG performance. For more information see Governance chapter on p.32.   | 8<br>12<br>13<br>17 |
| Policies, Targets and Standards | Incrementally embed the Sustainability Procurement Principles within our Quality Management System and include a supplier sustainability assessment.          | FY21/22     | Completed   | Ransomware exercises were successfully conducted for the Corporate Crisis Management team, and for Africa, Indonesia and LATAM Regional Crisis Management Teams.  | 4<br>8<br>9         |



# International SOS Foundation



## Duty of Care

The International SOS Foundation is a registered charity and was started with a grant from International SOS. It is a fully independent, not-for-profit organisation. 2021 marked the 10-year anniversary of the International SOS Foundation with a goal to drive and promote best practice in protecting employee safety, security, health, and wellbeing. Through a range of ground-breaking thought leadership,

CPD and IOSH accredited training and expert led events, the Foundation helps to share vital insight, understanding and practical risk mitigation measures. As the COVID-19 pandemic created an evolving and complex Duty of Care landscape for organisations to navigate, the International SOS Foundation continues its efforts, now more than ever, to drive awareness and raise the standards in Duty of Care.

## Key industry contributions

Since its inception in 2011, the Foundation has partnered with several associations and organisations to bring to the public a wealth of health and safety information. Below are some of our latest key contribution.

### International SOS Foundation as a Duty of Care reference - On-going research & global best practices sharing

The International SOS Foundation develops international guidance on the prevention and mitigation of risks associated with both domestic and mobile workforce.

In 2022, the Foundation launched a global research to understand how wellbeing is managed in the workplace, particularly in the light of hybrid working. A survey was completed by **1,000+ employees** from **62 countries** and **33 different industries**.

The survey findings were used to develop a white paper, launched in October 2022, which aims to:

- Enable employers to make evidence-based adjustments and recommendations to protect

employees' mental wellbeing and maintain their Duty of Care wherever they may work.

- Compare wellbeing by demographics and types of working arrangements.
- Uncover what employees value and how this differs by demographics.
- Understand the expectations and lines of responsibility of employers to employees in a modern working environment.
- Provide employers with the most useful wellbeing interventions for employees in different working arrangements.

The Foundation also launched the case studies of the 2021 Duty of Care award winners across all seven award categories. From manufacturing plants to technology giants from the United States to Papua New Guinea, the case studies explored the each winner's best practice and exceptional programmes which helped protect the health, safety, security and wellbeing of their people.

A third publication by the Foundation focused on "COVID-19 - What has changed in the context of the employer's Duty of Care?". The paper was authored by KPMG Law and Heinrich Heine University Düsseldorf.



International SOS  
Foundation  
**DUTY OF CARE**





## Continuous education and training

### Duty of Care Training

The International SOS Foundation has designed the world's only IOSH-certified Duty of Care Training programme entitled Safety, Health and Security for the Mobile Worker. The training courses provide occupational safety and health practitioners with the knowledge and skills necessary to actively participate in the management of safe, healthy and secure travel for their mobile workforce. The course is targeted at occupational safety and health practitioners, travel managers, occupational doctors, and travel risk managers. Upon successful completion of a course, participants will be awarded a prestigious certificate from the Institution of Occupational Safety and Health.

### Crisis Management Response and Leadership

The Foundation has designed a new virtual training course entitled Crisis Management Response and Leadership, certified by CPD.

This virtual training course is designed to provide individuals who are responsible for, or are a part of their organisation's crisis management team, with competencies necessary to actively participate in the protection and resilience of their organisation, people and assets.

Throughout the programme, participants will learn the methodology behind an effective crisis management response, define the roles and responsibilities of a crisis management team, provide an effective approach for situation monitoring and decision-making, and at the end of the course trainer/s will have simulations that will help you to learn, consolidate and apply crisis management response best practice techniques.

### Building a Travel Risk Management Programme fit for the COVID-19 World

Entitled Building a Travel Risk Management Programme fit for the COVID-19 world, this virtual training course was designed to provide individuals who are responsible for, or are a part of their organisation's travel risk management team, with

the competencies necessary to enhance their travel risk management (TRM) programme to encompass ISO 31030:2021. The two-day course will equip stakeholders with the practical tools necessary to develop or update their travel risk management policies to address the most pertinent health and security risks impacting their workforce.

The course will lead with a comprehensive review of ISO 31030:2021 specifically focused on the core areas most impacting organisations – managing risk, assessment and treatment.

The Foundation also continued running its existing training courses focused on Workforce Wellbeing and Sustainability.

### Recognising organisations' efforts in Duty of Care worldwide

On 21 & 22 September, 254 delegates, from 26 different countries gathered virtually for the 2021 Duty of Care Summit & Awards to discuss trends, challenges and best practices in protecting their employees.

The two-day Summit featured **38 global speakers**, presenting over eight hours of live content. Covering topics such as the legal challenges of COVID-19, the role of Chief Health Officer, compound crises, and the future of travel. The event was, for the first time, CPD-certified.

Concluding each day of the Summit was the virtual Duty of Care Awards ceremony, where we awarded 33 organisations across seven categories. The next Duty of Care Awards will take place in Austin, May 2023.

For more information visit: [dutyofcareawards.com](https://dutyofcareawards.com)



# Appendix

## Additional Information on our employees and related initiatives

| OUR WORKFORCE PROFILE                                       |                             |               |                     |               |                       |                     |                    |              |
|---|-----------------------------|---------------|---------------------|---------------|-----------------------|---------------------|--------------------|--------------|
| Total number of employees by employment contract and gender | Female                      | Male          | Other               | Non-disclosed | Total                 |                     |                    |              |
| Agency/3rd Party Contractor                                 | 46                          | 54            |                     | 1             | 101                   |                     |                    |              |
| AIESEC Intern   | 5                           |               |                     |               | 5                     |                     |                    |              |
| Fixed Term Employee   | 494                         | 532           |                     |               | 1026                  |                     |                    |              |
| Intern  | 21                          | 10            |                     | 1             | 32                    |                     |                    |              |
| Joint Venture Partner                                       | 44                          | 156           |                     |               | 200                   |                     |                    |              |
| Locum/Casual  | 269                         | 203           |                     | 3             | 475                   |                     |                    |              |
| Permanent Employee  | 4584                        | 4193          | 2                   | 306           | 9084                  |                     |                    |              |
| <b>Total</b>  | <b>5463</b>                 | <b>5148</b>   | <b>2</b>            | <b>311</b>    | <b>10924</b>          |                     |                    |              |
| Total number of employees by region and gender              | Female                      | Male          | Others              | Non-disclosed | Total                 |                     |                    |              |
| Africa  | 522                         | 605           |                     | 6             | 1133                  |                     |                    |              |
| Americas  | 1106                        | 857           | 1                   | 287           | 2251                  |                     |                    |              |
| ANZ   | 73                          | 40            |                     |               | 113                   |                     |                    |              |
| Asia  | 647                         | 416           |                     |               | 1063                  |                     |                    |              |
| Europe  | 417                         | 387           | 1                   | 3             | 808                   |                     |                    |              |
| CIS   | 922                         | 584           |                     | 1             | 1507                  |                     |                    |              |
| IAS   | 133                         | 558           |                     |               | 691                   |                     |                    |              |
| Europe Middle East  | 234                         | 452           |                     |               | 686                   |                     |                    |              |
| Pacific   | 525                         | 328           |                     | 3             | 856                   |                     |                    |              |
| SEA   | 884                         | 921           |                     | 11            | 1816                  |                     |                    |              |
| <b>Total</b>  | <b>5463</b>                 | <b>5148</b>   | <b>2</b>            | <b>311</b>    | <b>10924</b>          |                     |                    |              |
| Total number of employees by gender and employment type     | Casual                      | Full-Time     | Full-Time Temporary | Locum         | Part-Time             | Part-Time Temporary | Per Diem           | Total        |
| Female  | 6                           | 4859          | 34                  | 1             | 552                   | 10                  | 1                  | 5463         |
| Male  |                             | 4748          | 16                  |               | 376                   | 5                   | 3                  | 5148         |
| Others  |                             | 2             |                     |               |                       |                     |                    | 2            |
| Non-disclosed   | 1                           | 306           | 1                   |               | 3                     |                     |                    | 311          |
| <b>Total</b>  | <b>7</b>                    | <b>9915</b>   | <b>51</b>           | <b>1</b>      | <b>931</b>            | <b>15</b>           | <b>4</b>           | <b>10924</b> |
| Total number of employees by region and employment contract | Agency/3rd Party Contractor | AIESEC Intern | Fixed term employee | Intern        | Joint Venture Partner | Locum/Casual        | Permanent Employee | Total        |
| Africa  | 1                           |               | 23                  | 6             |                       | 50                  | 1053               | 1133         |
| Americas  | 1                           |               | 51                  | 3             |                       | 20                  | 2176               | 2251         |
| ANZ   | 1                           |               | 5                   | 2             |                       | 10                  | 95                 | 113          |
| Asia  | 30                          | 1             | 44                  | 4             |                       | 2                   | 982                | 1063         |
| Europe  |                             |               |                     |               |                       |                     | 808                | 808          |
| CIS   | 2                           | 4             | 34                  | 14            |                       | 58                  | 1395               | 1507         |
| IAS   |                             |               | 121                 |               |                       | 26                  | 544                | 691          |
| Europe Middle East  | 2                           |               | 29                  |               | 200                   |                     | 455                | 686          |
| Pacific   | 7                           |               | 203                 | 1             |                       | 279                 | 366                | 856          |
| SEA   | 57                          |               | 516                 | 2             |                       | 30                  | 1211               | 1816         |
| <b>Total</b>  | <b>101</b>                  | <b>5</b>      | <b>1026</b>         | <b>32</b>     | <b>200</b>            | <b>475</b>          | <b>9084</b>        | <b>10924</b> |

Source: MyHR - Above reporting excludes recent acquisitions and specific locations which are not fully integrated yet in the system, including Beacon, Iqarus, Indonesia and LATAM.



UNGC principles index

| Principles of the UN Global Compact |              |   | 2021 Update Report Location   | Page Reference               |
|-------------------------------------|--------------|---|---|------------------------------|
| Human Rights                        | Principle 1  | Businesses should support and respect the protection of internationally proclaimed human rights                         | Our ESG Strategy & commitments<br>Social - Resilient people, organisation & communities<br>Governance (sustainable procurement) | p.18-19; 26-29; 36-37; 42-45 |
|                                     | Principle 2  | Businesses should make sure that they are not complicit in human rights abuses  | Our ESG Strategy & commitments<br>Social - Resilient people, organisation & communities<br>Governance (sustainable procurement) | p.18-19; 36-37; 42-45        |
| Labour                              | Principle 3  | Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining | Our ESG Strategy & commitments  | p.19                         |
|                                     | Principle 4  | Businesses should uphold the elimination of all forms of forced and compulsory labour                                   | Governance (sustainable procurement)  | p.36                         |
|                                     | Principle 5  | Businesses should uphold the effective abolition of child labour  | Governance (sustainable procurement)  | p.36                         |
|                                     | Principle 6  | Businesses should uphold the elimination of discrimination in respect of employment and occupation                      | Our ESG Strategy & commitments<br>Social - Resilient people, organisation & communities<br>Our goals & progress                 | p.18-19; 30-31; 42-45        |
| Environment                         | Principle 7  | Businesses should support a precautionary approach to environmental challenges  | Our ESG Strategy & commitments<br>Environment<br>Governance (sustainable procurement)<br>Our goals & progress                   | p.17; 21; 36-37; 42-45       |
|                                     | Principle 8  | Businesses should undertake initiatives to promote greater environmental responsibility                                 | Our ESG Strategy & commitments<br>Environment<br>Governance<br>Our goals & progress   | p.17; 20; 21; 36-37; 42-45   |
|                                     | Principle 9  | Businesses should encourage the development and diffusion of environmentally friendly technologies                      | Our ESG Strategy & commitments<br>Social - Resilient people, organisation & communities<br>Our goals & progress                 | p.17; 23; 43-45              |
| Anti-Corruption                     | Principle 10 | Businesses should work against corruption in all its forms, including extortion and bribery                             | Governance (sustainable procurement)  | p.20, 36                     |

GRI standards index

| GRI Standard/Other Source       | Disclosure   | Location  |
|---------------------------------|--|---|
| GRI 2: General Disclosures 2021 | 2-1 Organisational details   | The World of International SOS  |
|                                 | 2-2 Entities included in the organisation's sustainability reporting             | <a href="#">The World of International SOS</a>  |
|                                 | 2-3 Reporting period, frequency and contact point                                | <a href="#">Statement from our founders</a>   |
|                                 | 2-4 Restatements of information  | N/A   |
|                                 | 2-5 External assurance   | N/A   |
|                                 | 2-6 Activities, value chain and other business relationships                     | The World of International SOS  |
|                                 | 2-7 Employees  | Appendix - Our Workforce Profile  |
|                                 | 2-8 Workers who are not employees  | Appendix - Our Workforce Profile  |
|                                 | 2-9 Governance structure and composition   | Our ESG strategy and commitments  |
|                                 | 2-10 Nomination and selection of the highest governance body                     | Our ESG strategy and commitments  |
|                                 | 2-11 Chair of the highest governance body  | Our ESG strategy and commitments  |
|                                 | 2-12 Role of the highest governance body in overseeing the management of impacts | Our ESG strategy and commitments  |
|                                 | 2-13 Delegation of responsibility for managing impacts                           | Our ESG strategy and commitments  |
|                                 | 2-14 Role of the highest governance body in sustainability reporting             | Our ESG strategy and commitments  |
|                                 | 2-15 Conflicts of interest   | Code of conduct and ethics  |
|                                 | 2-16 Communication of critical concerns  | Code of conduct and ethics  |
|                                 | 2-17 Collective knowledge of the highest governance body                         | Our ESG strategy and commitments  |
|                                 | 2-18 Evaluation of the performance of the highest governance body                | Our ESG strategy and commitments  |
|                                 | 2-22 Statement on sustainable development strategy                               | <a href="#">Statement from our founders</a>   |
|                                 | 2-23 Policy commitments  | Code of conduct and ethics; Labour and individual rights policy                                   |
|                                 | 2-24 Embedding policy commitments  | Our ESG strategy and commitments; Code of conduct and ethics; Labour and individual rights policy |
|                                 | 2-25 Processes to remediate negative impacts                                     | Code of conduct and ethics; Labour and individual rights policy                                   |
|                                 | 2-26 Mechanisms for seeking advice and raising concerns                          | Code of conduct and ethics; Labour and individual rights policy                                   |
|                                 | 2-27 Compliance with laws and regulations  | Our ESG strategy and commitments; Governance  |
|                                 | 2-28 Membership associations   | <a href="#">Associations</a> ; International SOS Foundations                                      |
|                                 | 2-29 Approach to stakeholder engagement  | <a href="#">The World of International SOS: Partners</a>  |



| GRI STANDARD/OTHER SOURCE                      | DISCLOSURE   | LOCATION  |
|--|--|---|
| <b>MATERIAL TOPICS</b>                         |  |   |
| <b>GRI 3: Material Topics 2021</b>             | 3-1 Process to determine material topics                                       | Our ESG strategy & commitments  |
|  | 3-2 List of material topics  | Our ESG strategy & commitments  |
| <b>Indirect economic impacts</b>               |  |   |
| <b>GRI 3: Material Topics 2021</b>             | 3-3 Management of material topics  | Our ESG strategy and commitments  |
| <b>GRI 203: Indirect Economic Impacts 2016</b> | 203-1 Infrastructure investments and services supported                        | N/A   |
|  | 203-2 Significant indirect economic impacts                                    | Statement from our founders; The forces shaping our post-pandemic world |
| <b>Procurement practices</b>                   |  |   |
| <b>GRI 3: Material Topics 2021</b>             | 3-3 Management of material topics  | Our ESG strategy and commitments; Governance                            |
| <b>Anti-corruption</b>                         |  |   |
| <b>GRI 3: Material Topics 2021</b>             | 3-3 Management of material topics  | Our ESG strategy and commitments; Governance                            |
| <b>GRI 205: Anti-corruption 2016</b>           | 205-1 Operations assessed for risks related to corruption                      | Our ESG strategy and commitments  |
|  | 205-2 Communication and training about anti-corruption policies and procedures | Our ESG strategy and commitments  |
|  | 205-3 Confirmed incidents of corruption and actions taken                      | Our ESG strategy and commitments  |
| <b>Anti-competitive behaviour</b>              |  |   |
| <b>GRI 3: Material Topics 2021</b>             | 3-3 Management of material topics  | Our ESG strategy and commitments; Governance                            |
| <b>Energy</b>                                  |  |   |
| <b>GRI 3: Material Topics 2021</b>             | 3-3 Management of material topics  | Our ESG strategy and commitments; Governance                            |
| <b>Water and effluents</b>                     |  |   |
| <b>GRI 3: Material Topics 2021</b>             | 3-3 Management of material topics  | Our ESG strategy and commitments; Governance                            |
| <b>Emissions</b>                               |  |   |
| <b>GRI 3: Material Topics 2021</b>             | 3-3 Management of material topics  | Our ESG strategy and governance; Environment                            |
| <b>Waste</b>                                   |  |   |
| <b>GRI 3: Material Topics 2021</b>             | 3-3 Management of material topics  | Our ESG strategy and commitments; Governance                            |
| <b>Supplier environmental assessment</b>       |  |   |
| <b>GRI 3: Material Topics 2021</b>             | 3-3 Management of material topics  | Our ESG strategy and commitments; Governance; Our goals & progress      |
| <b>Employment</b>                              |  |   |
| <b>GRI 3: Material Topics 2021</b>             | 3-3 Management of material topics  | Our ESG strategy and commitments; Social                                |

| GRI STANDARD/OTHER SOURCE                            | DISCLOSURE  | LOCATION   |
|--|---|--|
| <b>MATERIAL TOPICS</b>                               |   |  |
| <b>Occupational health and safety</b>                |   |  |
| <b>GRI 403: Occupational Health and Safety 2018</b>  | 3-3 Management of material topics   | Our ESG strategy and commitments; Social                           |
|  | 403-1 Occupational health and safety management system  | Social; Our goals and progress                                     |
|  | 403-2 Hazard identification, risk assessment, and incident investigation  | Our ESG strategy and commitments; Social                           |
|  | 403-3 Occupational health services  | Our ESG strategy and commitments; Social                           |
|  | 403-4 Worker participation, consultation, and communication on occupational health and safety                       | Our ESG strategy and commitments; Social                           |
|  | 403-6 Promotion of worker health  | Social   |
|  | 403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships | Social   |
|  | 403-8 Workers covered by an occupational health and safety management system  | Social; Our goals and progress                                     |
|  | 403-9 Work-related injuries   | Social; Our goals and progress                                     |
|  | 403-10 Work-related ill health  | Social; Our goals and progress                                     |
| <b>Training and education</b>                        |   |  |
| <b>GRI 3: Material Topics 2021</b>                   | 3-3 Management of material topics   | Our ESG strategy and commitments; Social                           |
| <b>Diversity and equal opportunity</b>               |   |  |
| <b>GRI 3: Material Topics 2021</b>                   | 3-3 Management of material topics   | Our ESG strategy and commitments; Social                           |
| <b>GRI 405: Diversity and Equal Opportunity 2016</b> | 405-2 Ratio of basic salary and remuneration of women to men  | <a href="#">Click here</a>   |
| <b>Non-discrimination</b>                            |   |  |
| <b>GRI 3: Material Topics 2021</b>                   | 3-3 Management of material topics   | Our ESG strategy and commitments; Social                           |
| <b>Security practices</b>                            |   |  |
| <b>GRI 3: Material Topics 2021</b>                   | 3-3 Management of material topics   | Our ESG strategy and governance; Environment                       |
| <b>GRI 410: Security Practices 2016</b>              | 410-1 Security personnel trained in human rights policies or procedures   | Governance   |
| <b>Supplier social assessment</b>                    |   |  |
| <b>GRI 3: Material Topics 2021</b>                   | 3-3 Management of material topics   | Our ESG strategy and commitments; Governance; Our goals & progress |
| <b>Customer health and safety</b>                    |   |  |
| <b>GRI 3: Material Topics 2021</b>                   | 3-3 Management of material topics   | Our ESG strategy and commitments; Social                           |
| <b>Customer privacy</b>                              |   |  |
| <b>GRI 3: Material Topics 2021</b>                   | 3-3 Management of material topics   | Our ESG strategy and commitments; Governance                       |
| <b>GRI 418: Customer Privacy 2016</b>                | 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data                  | Governance   |



