

# 2014/2015 CORPORATE SOCIAL RESPONSIBILITY REPORT.





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<b>Table of Contents</b>	<b>1</b>
<b>Statement from Arnaud Vaissié, Co-founder, Chairman and Chief Executive Officer</b>	<b>2</b>
<b>About International SOS</b>	<b>4</b>
Our mission and values	4
Corporate overview	5
<b>What Corporate Social Responsibility means to us</b>	<b>6</b>
International SOS Foundation and Corporate Social Responsibility	6
Corporate Social Responsibility board	7
Corporate Social Responsibility committee	7
<b>Corporate Social Responsibility by the numbers</b>	<b>8</b>
<b>In the community: Local initiatives in 27 countries</b>	<b>10</b>
World malaria day: Prevention and education to stop malaria	10
Kokoda Track Foundation: Giving back in Papua New Guinea	11
London Air Ambulance: Emergency assistance in Greater London	11
<b>Community health in partnership with clients</b>	<b>12</b>
A study to eradicate the tropical disease yaws	12
<b>In the marketplace: Focus on sustainable operations</b>	<b>13</b>
Risk management practices worldwide	15
ISO 9001:2008 certification at our facilities	15
<b>In the workplace: Creating an equitable and healthy environment for our employees</b>	<b>16</b>
A comprehensive response to the 2014 Ebola outbreak	18
Duty of Care: Protecting our employees across borders	19
<b>In the environment: Planning for the future</b>	<b>20</b>
Environmental practices at our Chiswick Park headquarters	21
<b>Appendix: 114 volunteering initiatives worldwide</b>	<b>22</b>

Left: Coordinating an on-the-ground medical response in Lagos, Nigeria.



## Statement from Arnaud Vaissié, CO-FOUNDER, CHAIRMAN AND CHIEF EXECUTIVE OFFICER

We marked this year's landmark 30th anniversary with the completion of several achievements. This included the launch of our new brand and the reiteration of our core values: Passion, Expertise, Respect and Care. Our values not only shape the character of our company, but define how we behave and operate as an organisation. They also function as the backbone for our CSR strategy which we formalised this year with the establishment of our CSR committee and board.

We recognise that sustainable, ethical operations are crucial to our future success. We take a long view of CSR and holistically examine our actions in the workplace, marketplace, in the communities where we operate and our human rights record and environmental initiatives.

On a community level, local management continues to drive employee volunteering and charitable endeavours. This report covers 114 of such activities where employees gave over 5,700 hours of their time. Key efforts include:

**Ebola outbreak support:** We opened our dedicated Ebola website and App to the general public. It became a trusted source of accurate educational information on the epidemic with news on the outbreak, travel advice and educational materials translated into more than 24 languages.

**World Malaria Day campaign:** We have helped protect over 3,000 children from malaria by purchasing bed nets through United Against Malaria's bracelet campaign. In African countries where we operate and malaria is endemic, we ran educational seminars and provided posters, videos and leaflets on how to prevent and treat the disease.

**Eradicating yaws:** Together with Newcrest Mining in Papua New Guinea and the Centre for International Health Research of Barcelona, our ground-breaking research published in the New England Journal of Medicine, examined strategies to eradicate the tropical disease yaws.

**Kokoda Track Foundation (KTF):** Providing \$USD 105,000 to fund a First Aid Post in Papua New Guinea and an educational scholarship at the University of Melbourne.

**Disease outbreak management:** Our research project with USAID, Chatham House and extractive industries help bring public and private partners together to tackle these great health challenges facing both government and industry alike.

Arnaud Vaissié at International SOS' 30th anniversary event in Sydney.

Our philosophy continues to prioritise 'Healthcare and Education' to promote wellness in the workplace and support the communities where we operate. As we help our clients mitigate their medical and travel security risks, we try our best to lead by example by fulfilling our own Duty of Care responsibilities towards our employees. We use appropriate cross-border travel procedures, encourage vaccinations and preventative health measures, employ our TravelTracker software and Assistance App, and require employee online learning to keep our workforce safe and healthy.

We are committed to reducing illness, accidents and injuries at every one of our locations. All employees, regardless if they are medical professionals, are required to receive CPR and AED training. As heart disease causes one in four deaths in many parts of the world, this essential training can save many lives. With 30 years of history, we aim to be in business for many years to come. To this point, our Global Quality Charter was established to ensure continued excellence in the delivery of assistance services. In 2013, all 27 of our Assistance Centres and operations platforms achieved full ISO 9001:2008 certification.

With 11,000 employees in over 90 countries, encouraging sound ethical conduct, cultural diversity, human rights, fair hiring and equitability is more important than ever before. Our Code of Conduct and Individual Rights policies continue to map out how we behave and act as a company.

Lastly, environmental stewardship is important. We follow the standards set out by our environmental policy to reduce use of electricity consumption and use of paper. Where it is feasible, we recycle paper, plastics and electronics equipment.

We have made so much progress to integrate CSR into our operations. However, we are just at the beginning. Continuous improvement and refinement is always in order so we can continue to comply with and exceed high ethical and sustainable standards.

Arnaud Vaissié  
Co-founder, Chairman  
and Chief Executive Officer

# About INTERNATIONAL SOS

International SOS is the world's leading medical and travel security risk services company. We care for clients across the globe, from more than 850 locations in 92 countries.

Our expertise is unique: More than 11,000 employees are led by 1,400 doctors and 200 security specialists. Teams work night and day to protect our members.

We pioneer a range of preventive programmes strengthened by our in-country expertise. We deliver unrivalled emergency assistance during critical illness, accident or civil unrest.

We are passionate about helping clients put 'Duty of Care' into practice. With us, multinational corporate clients, governments and NGOs can mitigate risks for their people working remotely or overseas.

Corporate social responsibility is our core business. It is key to helping our clients achieve their Duty of Care responsibilities.

Every day our employees strive to:

- Promote responsible and ethical behaviour
- Drive our business goals in a socially responsible manner.

## Our Mission and VALUES

Our mission is to pioneer the international medical & travel security risk services sector.

### 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 the highest quality of service 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 compassionately care about the interest of our clients, members and employees to make a real difference in people's lives, globally.

# Corporate OVERVIEW

This report comprises the corporate social responsibility activities of International SOS, its subsidiaries and brands including: MedSupply International, RMSI, MedAire, IHC and Aspire Lifestyles for July 2013 to January 2015.

CLIENTS	SECTORS
<ul style="list-style-type: none"> <li>• 10,000 corporate clients</li> <li>• 61% of Fortune Global 500 companies</li> </ul>	<ul style="list-style-type: none"> <li>• Corporate (Finance, Technology, Healthcare, Manufacturing, etc.)</li> <li>• Oil &amp; gas</li> <li>• Offshore</li> <li>• Mining</li> <li>• Infrastructure</li> <li>• Luxury yachts</li> <li>• Aviation</li> <li>• Maritime</li> <li>• Non-profit</li> <li>• Government</li> <li>• Scholastic</li> </ul>

Below L-R: Employees in our Chiswick office; Doctor and toddler at our clinic in Almaty, Kazakhstan; Emergency medical training exercise on-site in Sumbawa, Indonesia; Nurse prepares blood sample for our Beijing clinic.

### International SOS worldwide footprint:

- 92 offices organised into six regions
- 56 clinics
- 27 Assistance Centres
- 850 remote site projects in 92 countries (including 350 offshore locations)

## KEY SERVICES

We provide integrated medical and security risk prevention and management services.



Other services include:

Concierge and customer-care solutions.





## What Corporate Social Responsibility MEANS TO US

Our corporate social responsibility activities demonstrate a commitment to maintaining globally sustainable operations. Our corporate citizenship focus is on 'Healthcare and Education' to look after the wellbeing of our employees and the communities around which we operate. These areas reflect our core expertise and are where we can make the largest impact. Ethical conduct in our dealings with suppliers, clients and other stakeholders is also a fundamental principle.

### INTERNATIONAL SOS FOUNDATION AND CSR

The International SOS Foundation, founded in 2011, improves the health, safety, security and wellbeing of people working away from home, internationally and on international assignments. It was started with a grant from International SOS, but works independently as a non-profit to conduct research and education on Duty of Care, Travel Risk Management and work health. The Foundation helps employers better meet their responsibility objectives by raising awareness of the need to reduce illness, accidents and personal incidents in the workplace and while abroad.



Left: Doctor and medic conduct medical evacuation in Tianjin.

Below Right: Our Medical Supply Services provide a critical pipeline of pharmaceuticals, medical kits and medical consumables worldwide.

## Corporate Social Responsibility BOARD

The committee reports to our CSR board, who meets twice a year and updates our executive committee. The CSR board includes:

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

**Pascal Rey-Herme**  
Co-founder and Group Medical Director

**Laurent Sabourin**  
Group Managing Director

**Dr Myles Neri**  
Group Medical Director, Medical Services

**Greg Tanner**  
Group General Counsel

**Philippe Arnaud**  
President and CEO of Eastern Europe, Middle East and Africa



**Jennifer Westen**  
Committee Chair



**Kai Boschmann**  
Committee Vice-Chair

## Corporate Social Responsibility COMMITTEE

Our CSR committee meets regularly to advise on and set our CSR priorities. Its work includes a broad range of activities affecting our workplace, marketplace, communities, human rights and environmental initiatives. Members include:

**Jennifer Westen**  
Committee Chair & Group Director, Human Resources

**Kai Boschmann**  
Committee Vice-Chair & Chief Marketing and Communications Officer

**Rebecca Hackworth**  
Committee Secretary & Group Communications Manager

**Thierry Dardare**  
Committee Treasurer & Chief Finance Officer, Australasia

**Martin Bustarret**  
Committee Member & Regional General Manager, Middle East

**Cindy Cheng**  
Committee Member & General Manager, Hong Kong

**Michael Whitlow**  
Committee Member & Director, Human Resources, Australasia

**Dr Philippe Guibert**  
Committee Member & Regional Medical Director, Asia

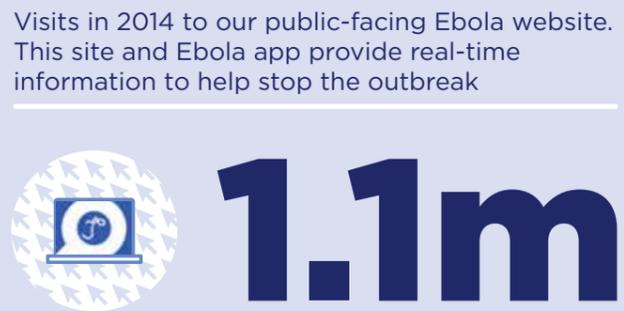
**Karel Van De Pijpekamp**  
Committee Member & Managing Director, Northern Europe

**Joan Stack**  
Committee Member & Vice-President, Human Resources, Americas

**Samuel Chauffaille**  
Committee Member & General Manager, Assistance, South & Southeast Asia



# Corporate Social Responsibility BY THE NUMBERS



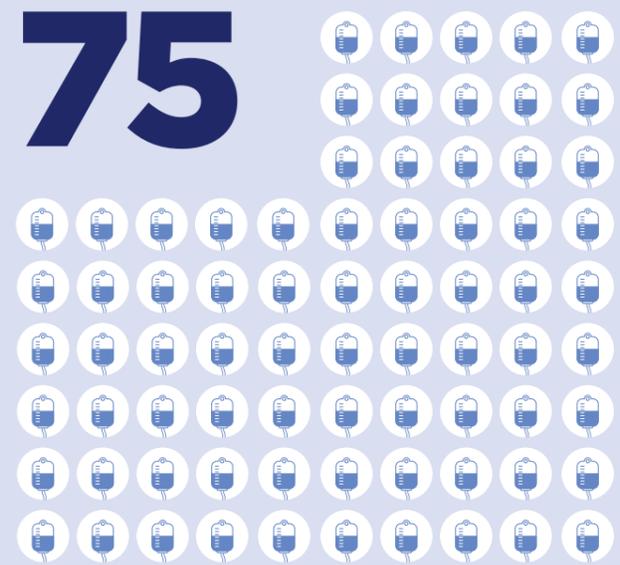
Children protected against malaria in Africa through the provision of bed nets



Kilograms of medicines and supplies donated to help Grandir Dignement, an NGO helping imprisoned children in Madagascar



Pints of blood donated by Philadelphia employees to the American Red Cross



Funds raised for London Air Ambulance in a London to Paris cycle ride



Offices with paper recycling programmes in place



Waste recycled at UK Chiswick Park headquarters



# In the community: LOCAL INITIATIVES IN 27 COUNTRIES

International SOS operates in 92 countries. Different cultures and local needs drive our support for 'Healthcare and Education' causes.



## WORLD MALARIA DAY: PREVENTION AND EDUCATION TO STOP MALARIA

Malaria remains one of the world's major infectious diseases. Although progress has been seen in the last decade, according to the World Health Organization, there are an estimated 216 million malaria cases annually and 655,000 malaria-related deaths. While the threat is very real, malaria is both preventable and curable.

In 2014, our Eastern Europe, Middle East and Africa region supported the 'United Against Malaria' campaign. With this initiative, we purchased 3,000 bracelets providing 750 mosquito nets to protect an estimated 3,000 children from the disease. During World Malaria day, we held widely-attended malaria education sessions at our offices, clinics and client sites throughout Africa. Highlights include:

- Visiting a local orphanage and donating mosquito nets in Port Harcourt, Nigeria.
- Providing 600 educational posters, pocket guides and 800 bed nets to a client site in Angola.
- Putting on malaria-themed dramas at Anadarko project site and in Pemba, Mozambique.

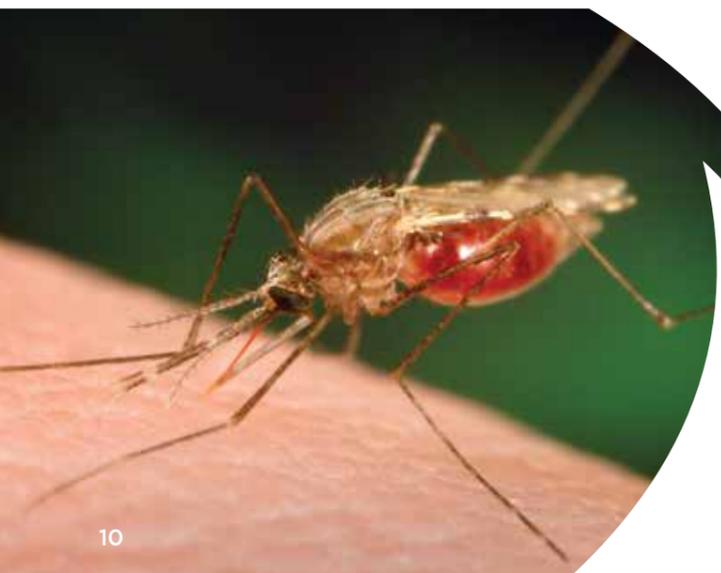


Above: Malaria leaflets distributed throughout Africa.

Below: Staff in Pemba, Mozambique hold up a bed net, a critical tool to prevent malaria.



Below: Malaria is transmitted by female Anopheles mosquitos infected with the disease.



## KTF (KOKODA TRACK FOUNDATION) AND NOSSAL SCHOLARSHIP: GIVING BACK IN PAPUA NEW GUINEA

80% of Papua New Guineans live in rural areas with little access to basic health and education services. Diseases such as HIV/AIDS and malaria are endemic; outbreaks of cholera are common. We work closely with KTF and help underwrite the Nossal Scholarship to improve life for people there.

KTF supports the indigenous people of Papua New Guinea through education, health and community service programmes. This charity, founded in 2003, gives back to the local community in support of the selfless help they gave Australian soldiers in World War II. The Kokoda track is a 96km trail that served as a battleground between Japanese and Australian forces in 1942. International SOS has operated in Papua New Guinea since 1994 and nearly 90% of our 400 staff there are Papua New Guinean nationals.

- In August 2014, 12 of our employees walked the length of the track to raise \$AUD 16,000 for the charity. Along the way, they offered medical care to villagers, donated books and provided critical medical supplies.
- In 2014, we delivered two-weeks of medical training to KTF health workers in our Port Moresby office.

We provide \$AUD 45,000 to the Nossal Scholarship programme. The scholarship, managed by the Nossal Institute for Global Health and the University of Melbourne, is presented to a Papua New Guinean national studying medicine or public health. This year's scholar, Dr Patricia Rarau, will study at the University and complete a Phd in non-communicable (chronic) diseases.

Above L-R: 12 employees walked the 96 km Kokoda Track in Papua New Guinea and provided medical care and hygiene advice along the way; Dr Patricia Rarau, 2014 Nossal Scholar.

Right: London Air Ambulance provides critical care to millions.



## LONDON AIR AMBULANCE: EMERGENCY ASSISTANCE IN GREATER LONDON

For 11 million people in England's capital, London Air Ambulance provides specialist care by helicopter where it is urgently needed. This service transports and provides treatment to those who are critically ill or injured. Speed is critical in determining not only survival but the quality of life following recovery.

In 2013, London Air Ambulance flew on 1,818 missions to help save lives. Currently, London Air Ambulance's helicopter flight hours are restricted due to limits in funding. Building upon synergies, International SOS' UK headquarters formed a strategic partnership with this charity to share resources,

medical expertise and to fund raise. Our employees have donated more than £GBP 11,000 via charity bike rides, raffles, bake offs and other initiatives. To this, International SOS has donated a further £GBP 25,000, to keep the London Air Ambulance flying.

# Community Health Activities IN PARTNERSHIP WITH CLIENTS

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

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

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

Our client programmes include:

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

## A STUDY TO ERADICATE THE TROPICAL DISEASE YAWS

Newcrest Mining funded a study at Lihir Medical Centre in Papua New Guinea led by International SOS. This research, in collaboration with the Centre for International Health Research of Barcelona, indicated how a new type of treatment for yaws could lead to eradicating the disease from an entire community. The study by Dr Oriol Mitjà was published in the New England Journal of Medicine.

Yaws is a tropical infectious disease that affects the skin and bones of people under 15 years old. It is transmitted through direct skin contact with an infected person. Left untreated, it can lead to severe deforming bone lesions. The study shows that by treating all eligible members of a community where yaws is endemic with antibiotics, infection rates for the community can fall dramatically.

The study concluded that if a community gets 100% treatment coverage, then the disease may be eradicated.

Yaws is classed by the WHO as one of 17 neglected tropical diseases disproportionately affecting economically disadvantaged populations. In 2013, it was added to the list of diseases endorsed for global eradication by 2020.

In addition, International SOS ran a highly effective filariasis eradication programme across the Lihir Island group.



Right: Dr Oriol Mitjà in Papua New Guinea.

# In the Marketplace: FOCUS ON SUSTAINABLE OPERATIONS

International SOS has been in business over 30 years. During this time, we have taken a long-term view to creating sustainable operations so we are competitive and provide a livelihood for our employees. Below are a number of our business practices which contribute to our sustainability in the global marketplace.

INITIATIVE	SIGNIFICANCE	DETAILS
<b>Global Quality Charter</b>	Continual evaluation to ensure high customer satisfaction	<p>The Global Quality Charter ensures that we deliver excellent healthcare, concierge and security assistance services to our clients.</p> <p>To gain the highest level of commitment from International SOS, the charter is led by our Group Chairman and CEO, and Group Medical Director.</p> <p>Our quality plan integrates our quality management system into the routine work of each Assistance Centre. It focuses on eight principles: Governance leadership, client focus, partnerships, continuous improvement, staff engagement, professional knowledge, information management and standardised work practices.</p> <p>Quality control measurements include: internal and external audits, clinical governance, business process review, customer and staff feedback and incident management.</p> <p>All eligible physicians receive continuous medical education to deliver the best care.</p>
<b>ISO 9001:2008 certification of key facilities and operations</b>	Demonstrated commitment to operate consistently and efficiently	<p>In addition to our longstanding internal quality management program, all 27 Assistance Centres have full ISO 9001:2008 certification.</p> <p>Our certification is through the Swiss Association for Quality and Management Systems (SQS), selected due to the medical expertise of their auditors.</p> <p><b>Our external audit programme assesses:</b></p> <ul style="list-style-type: none"> <li>• Medical assistance and transportation</li> <li>• Government service delivery operations</li> <li>• Travel Security Services</li> <li>• Flight desk</li> <li>• MedFit and Healthcare Management Services</li> <li>• Global assistance network</li> <li>• Aspire Lifestyles</li> <li>• Human Resources</li> <li>• Information Technology</li> <li>• Finances</li> <li>• Sales and Marketing</li> </ul>
<b>Audit and accredit third-party providers in our Global Assistance Network (GAN)</b>	Continual evaluation and surveys to ensure the integrity of our service providers	<p>We rely on 77,000 third party providers: Hospitals, physicians, air ambulances, dentists and security practitioners in our Global Assistance Network (GAN).</p> <p><b>Formal review in GAN database includes:</b></p> <ul style="list-style-type: none"> <li>• Once a year audit of preferred providers</li> <li>• All other providers audited through an onsite visit, every three to five years</li> <li>• On an ad-hoc basis and per client contract, we conduct more frequent audits</li> </ul> <p>Database continually records and rates the experience of patients and members. Annual reporting to KPIs ensures our provider network meets data quality requirements.</p>
<b>Data Protection policy</b>	Establishes how we collect, handle, store and process personal data (including medical data) in accordance with regional and international regulations	<p>Our customers entrust us with sensitive personal data such as medical data. We recognise our reputation and ability to serve our customers is dependent on our ability to protect their personal data.</p> <p>We have established a data protection steering committee responsible for the policy, procedures and operating standards to ensure compliance with changes in law. It ensures we meet best practices among multinational companies, recommendations published by governments aligned with developments in technology. In addition, we expect our service providers to handle data in similar way.</p> <p><b>Our data protection policy goes beyond the requirements of the law. It complies with:</b></p> <ul style="list-style-type: none"> <li>• Laws in the countries where we do business</li> <li>• United States' Safe Harbour Framework and relevant provisions of HIPAA</li> <li>• Binding corporate rules sanctioned by the European community's data protection authorities</li> </ul> <p>Within 30 days of joining, all employees are required to receive eLearning on our data protection policies.</p>

INITIATIVE	SIGNIFICANCE	DETAILS
		<p><b>Contractual commitments to our customers include:</b></p> <ul style="list-style-type: none"> <li>• Authority and accountability for data protection</li> <li>• Identification of data collection purposes</li> <li>• Consent of data subject</li> <li>• Collection limitations and accuracy</li> <li>• Limiting use, disclosure, retention and destruction</li> <li>• Security</li> <li>• Openness</li> <li>• Individual access and correction</li> <li>• Challenging compliance and individual rights</li> <li>• Transfers to a third-party and cross-border data flows</li> </ul> <p>PCIS (Payment Card Information Systems) Level 1 Compliance is part of Aspire Lifestyles' business unit.</p>
<b>Information Security policy</b>	Best practices and industry standards to keep information safe and secure	<p>We recognise that information both in electronic and non-electronic forms needs to be protected from a range of threats to ensure business continuity.</p> <p>Our information security policy covers communications, technology, electronic information, software and hardware. Our policy and procedures are developed via our Data Protection Steering Committee.</p> <p><b>All employees of International SOS must comply with policy specifying:</b></p> <ul style="list-style-type: none"> <li>• Alliance to ISO/IEC 27002 standards</li> <li>• Background checks and security clearances for key and specific positions</li> <li>• Organisational security, systems development and maintenance, access control and compliance</li> </ul>
<b>Business Continuity Planning (BCP)</b>	As a medical and security assistance provider, our clients and members require us to be fully operational in emergencies	<p>All 27 Assistance Centres:</p> <ul style="list-style-type: none"> <li>• Seamlessly divert calls and cases from one assistance centre to another in an incident</li> <li>• Perform IT backups daily</li> <li>• Have uninterrupted power systems in place at all locations</li> <li>• Conduct disaster recovery testing at least twice a year</li> <li>• Updated BCP plans annually and perform mock scenarios to test readiness during: <ul style="list-style-type: none"> <li>- Infrastructure failure</li> <li>- Single facility disaster</li> <li>- City-wide disaster</li> <li>- Surge in demand</li> <li>- Threat to reputation</li> <li>- Individual employees in danger</li> <li>- Influenza pandemic</li> </ul> </li> </ul>
<b>Evaluation and Accreditation of our Medical Suppliers</b>	Ensures the integrity of our medical supply chain	<p><b>Our global policies and procedures require that our medical suppliers:</b></p> <ul style="list-style-type: none"> <li>• Are reviewed every 12 months</li> <li>• Are compliant with all applicable licensing regulations</li> <li>• Are audited to ensure licensing compliance, good distribution practices and traceability including the quality of products and recall management</li> </ul>
<b>Data Retention and Archiving policy</b>	Best practices and industry standards followed	<p><b>All employees of International SOS must comply with policy specifying:</b></p> <ul style="list-style-type: none"> <li>• Retention of data</li> <li>• Archival of digital and paper-based media</li> <li>• Destruction methodology for CR-ROMs, DVDs, tapes, mobile devices, portable drives, database records, backup files, hard drives and paper</li> </ul>
<b>Security plan</b>	Comprehensive procedures to ensure the security of our facilities, personnel, information and equipment	<p>Our policy outlines reporting responsibilities and actions to be taken in the event of an incident.</p> <p>It defines physical security: Access, responsibilities, access cards and keys, employee identity, visitor badges and display of badges.</p> <p>Additionally it sets out document security, clean desk policy, printer security, secure destruction, IT access, transmission of sensitive information, encryption and password protection and security of mobile devices.</p> <p>Our policy outlines personal security, after-hours security, workplace violence and threats, pre-employment screening and separation procedures.</p> <p>Travel and event security includes travel risk management, land travel procedures, training and event procedures.</p> <p>The policy also describes enforcement and reporting requirements.</p>

INITIATIVE	SIGNIFICANCE	DETAILS
<b>Adverse Incident Reporting</b>	Processes and procedures for the identification, assessment, reporting and management of <i>Adverse Incidents</i> and <i>Near Misses</i>	<p>We report on <i>Adverse Incidents</i> and <i>Near Misses</i> to monitor and better understand and address the risks that may affect our business.</p> <p>An <i>Adverse Incident</i> is an unplanned event that causes or has the potential to harm any company personnel, asset (including information, finance, or reputation) or the environment. A <i>Near Miss</i> does not cause damage but had the potential to do so.</p> <p>We conduct risk assessment to decide on which risks need immediate remediation and which can be managed less urgently.</p> <p>Risks comprise: Clinical risks, security risks, information security risks, health and safety risks, business continuity risks and compliance risks.</p> <p>Risks are reviewed at least annually or as work practices or situations change by appropriate business units.</p>

## RISK MANAGEMENT PRACTICES WORLDWIDE

Our risk management system tracks incidents, accidents as well as internal and external feedback. As a single platform used at all assistance centres, clinics and Aspire Lifestyles operations centres, this system is integral to our overall quality management programme. Risk management examines major events – employee-related, client-related and data security issues that can compromise operations and minor incidents that present opportunities for improvement. It enables us to identify which issues are persistent or affect more than one site. From this we can develop remediation plans with key performance indicators to track progress. A good risk management system is a cornerstone to being a customer-centric organisation.

## ISO 9001:2008 CERTIFICATION AT OUR ASSISTANCE CENTRES

We work within a three-year recertification cycle. During this period a number of different service delivery platforms are audited by an external auditor to show that we maintain high standards. Our ISO 9001:2008 certificate covers the following functions and business areas:

- **Operations:** Assistance services delivery; medical services delivery; pharmaceutical and medical consumable management; medical equipment maintenance, hygiene standards, medical licenses; transportation and flight desks; and MedFit health checks.
- **Human Resources:** Recruitment, hiring and training; licensing and background checks.
- Finance and billing
- Sales and marketing
- Information technology and data protection
- Government service delivery operations
- Aspire Lifestyles operations



Below: Providing advice and information in our Beijing Assistance Centre.

Below: Comprehensive travel security services for risk mitigation and response.



# In the workplace: CREATING A HEALTHY AND EQUITABLE ATMOSPHERE FOR OUR EMPLOYEES

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

INITIATIVE	SIGNIFICANCE	DETAILS
<b>Code of Conduct and Ethics policy</b>	Sets ethical conduct for all of our employees	<p><b>Our policy includes:</b></p> <ul style="list-style-type: none"> <li>• Compliance with local and national law and regulations</li> <li>• Discrimination and harassment</li> <li>• Fair dealing and integrity</li> <li>• Information security</li> <li>• Workplace health and safety</li> <li>• Open door policy</li> <li>• Whistle-blowing and reporting of unethical behaviour</li> </ul> <p>Within 30 days of joining all employees are required to receive eLearning on our Code of Conduct and comply with policy.</p>
<b>Individual Rights policy</b>	Outlines the rights of employees in compliance with local laws	<p><b>Our Individual Rights policy includes:</b></p> <ul style="list-style-type: none"> <li>• Approach and respect for communities and peoples living near our operations</li> <li>• Declaration not to employ child, forced or bonded labour</li> <li>• Compliance with labour laws in the countries we operate in</li> <li>• Statement of International SOS' political neutrality</li> <li>• Promotion of cross-cultural awareness and respect by our employees</li> <li>• Compliance with our health and safety policies</li> <li>• Respect for the privacy of information provided to us by employees, customers and service providers</li> <li>• Compliance with laws on data protection and with our data protection policy</li> <li>• A commitment to provide fair and equitable remuneration to attract and retain the best talent in the industry</li> <li>• Our employee development training and coaching programme</li> </ul> <p>Within 30 days of joining all employees are required to read and comply with our Individual Rights policy.</p>
<b>Cross-border travel policies and procedures</b>	Policies and procedures to meet our Duty of Care responsibilities to our employees when they travel and work abroad	<p>All employees traveling abroad are required to get appropriate approvals. We develop health and security risk ratings and maps to monitor the level of travel risk globally.</p> <p><b>For travel to medium to extreme risk locations employees are required to:</b></p> <ul style="list-style-type: none"> <li>• Use our Travel Risk Assessment tool with specific advice on the standards that must be applied for the trip</li> <li>• Acknowledge they have received and read pre-travel briefing on health and security. Employees are required to comply with any and all required security and safety measures</li> </ul> <p>Our TravelReady system enables oversight and compliance with cross-border travel policies and procedures.</p> <p>For high risk and extreme locations, we use Active Monitoring via the Assistance App and TravelTracker. This tool shows when employees arrive and leave locations to give our travel and security managers better visibility on employee locations.</p>
<b>Occupational Health and Safety policy (OH&amp;S)</b>	Governance on OH&S at all facilities	<p><b>All employees are required to comply with our OH&amp;S management standards. These include:</b></p> <ul style="list-style-type: none"> <li>• Complying and conforming with local OH&amp;S standards. Where local law fails to provide an adequate standard, we apply our higher-level standards</li> <li>• Adherence to International SOS' contractual obligations in regards to OH&amp;S matters</li> <li>• Implementation and communication of OH&amp;S standards procedures and processes so we can maintain the occupational health and safety of employees</li> <li>• Creating and implementing an emergency preparedness and response programme to ensure the adequate control of emergency situations</li> </ul>

INITIATIVE	SIGNIFICANCE	DETAILS
		<ul style="list-style-type: none"> <li>• Appointing qualified and competent people to train and set standards</li> <li>• Reporting and auditing all occupational health, safety accidents and incidents with the intent to create and implement corrective and preventative actions to prevent reoccurrence</li> <li>• Continual improvement and best practices for OH&amp;S</li> <li>• Formal management review and evaluation of OH&amp;S activities</li> </ul>
<b>Accreditations and awards</b>	Regional endorsements indicating we are an employer of choice	Investors in People certification, United Kingdom in 2004, 2012 and 2015. Exemplary Employer of the Year from TAFEP (Tripartite Alliance for Fair and Progressive Employment Practices), Singapore 2014.
<b>Global Engagement survey</b>	Global programme to track and improve employee engagement	<p>In 2014, we issued our first global employee engagement survey to measure and improve on engagement.</p> <p>We examined employee attitudes on job satisfaction, company loyalty and advocacy, having the right tools and equipment to do their jobs, work/life balance, internal communications, career and learning opportunities and relationships with peers and management. From this, each region identified areas and plans of action for improvement. Over 80% of employees took part. Annual global engagement surveys are planned for continued improvement.</p>
<b>Employee assistance programmes</b>	Many sites have employee assistance programmes as part of benefits	Employee assistance programmes support staff with personal issues including major life events, financial and legal concerns, substance abuse, emotional distress, health care, work, family and other concerns.
<b>Wellness programmes</b>	Many sites encourage wellness and health promotion	<p><b>Programmes may include:</b></p> <ul style="list-style-type: none"> <li>• Sports clubs, walking and exercise promotion</li> <li>• Healthy eating</li> <li>• Vaccination</li> <li>• Smoking cessation</li> <li>• Bicycle riding/ commute to work</li> <li>• Provision of healthcare</li> </ul>
<b>Diversity and inclusion</b>	Active encouragement of employee diversity	We actively look to increase and promote diversity within our internal talent pools. We also review opportunities to embed cultural awareness. Signed the "Charte de la diversité" (Diversity Charter) in Paris, France in 2014 to promote diversity and non-discrimination at work. Our French office employs more than 26 nationalities and is committed to open recruitment and training
<b>eLearning</b>	Continual employee development and training initiatives	<p><b>Employee eLearning includes:</b></p> <ul style="list-style-type: none"> <li>• Business Continuity Planning</li> <li>• Code of Conduct and Ethics</li> <li>• Pandemic influenza</li> <li>• Data protection and information security</li> <li>• Email etiquette</li> <li>• Security procedures</li> <li>• Road Safety - In conjunction with our Global Road Safety Partnership</li> </ul> <p>Specific departments and functions also have additional annual eLearning requirements. We have developed 127 eLearning courses in total.</p>
<b>Other training and development</b>	Mandatory CPR and AED training and on-the-job education	<p>We strive to improve our employees' skills and competencies through regular performance reviews, recognising potential, offering training, coaching and other professional development opportunities.</p> <p>All employees are trained in Basic Cardiopulmonary Resuscitation (CPR) and the use of Automated Electrical Defibrillators (AEDs).</p> <p>Medical staff are required to maintain training requirements as part of licensing requirements. Assistance Centre induction training is a minimum of six weeks and employees are required to receive two additional sessions per year.</p>

Below: Philadelphia employees helped clean up a local homeless shelter as part of our 30th anniversary celebrations.



Below: Employees in our Beijing office.



# A comprehensive response to the 2014 EBOLA OUTBREAK

The largest Ebola epidemic in history began in early 2014 in Guinea, West Africa and was to have a devastating impact on the region. With no proven Ebola-virus treatment available, the disease is fatal in 25-75% of cases. Spread by bodily fluids and blood, it went on to cause more than 10,000 deaths. We had approximately 100 clients operating in Guinea, Liberia and Sierra Leone, countries that became extreme risk destinations. Our clients requested emergency and evacuation support.

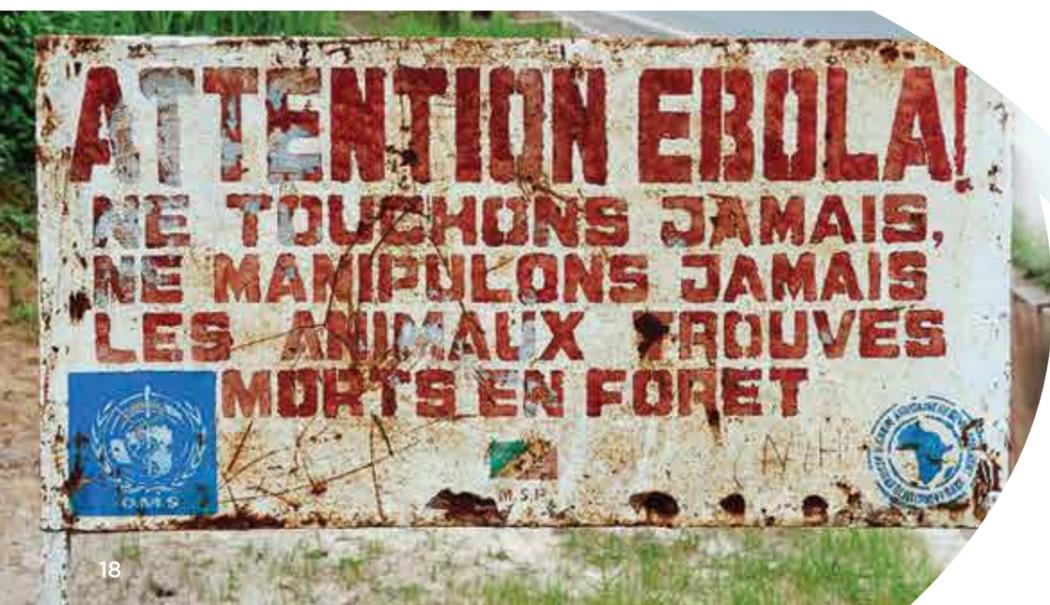
The health and safety of our employees along with clients was priority; we also wanted to use our public health expertise to help others.

Through our dedicated website and Ebola App, we made educational and preventive materials widely available: Posters, videos, recorded talks, colouring books for children and leaflets. Additionally, we locally distributed 14,000 educational playing cards with Ebola-prevention messages. Working with Translators Without Borders, we translated our Ebola posters into 24 languages including Krio, Mende and Themine, languages spoken in the affected countries. Also we made our maps of the outbreak, facts, charts and travel advice publically available.

For clients in affected West Africa, we developed barrier protocols, thermo-screening, built isolation wards and emergency response plans. Arcellor Mittal used our services to prevent infection in their employees. The company kept their Tokeda iron-ore mine in Liberia open, providing crucial jobs in the country stricken by the disease.

For our employees, we implemented our emergency response plans. Our protocols included: Crisis management, rolling communications on the outbreak and strict authorisation processes for staff going to the affected destinations. These employees were thoroughly educated, vaccinated, provided with proper equipment and quarantined upon return to home offices. Employees in neighbouring-countries to the epidemic were given training and protective equipment, in case the outbreak spread.

Below: Sign warning of Ebola in the Democratic Republic of Congo, which has suffered several outbreaks in years' past.



# Duty of Care: PROTECTING OUR EMPLOYEES ACROSS BORDERS

We believe that an employer's Duty of Care responsibilities does not stop at the home office. Our business practices address the mitigation of medical and travel security risks when employees travel and work abroad. Our proprietary systems rank country risk level by low, medium, high and extreme. Employees needing to travel to medium and higher risk destinations are required to get appropriate permissions, read up on the specific risks like crime, infectious disease and food and water safety. Employees are informed on vaccination requirements and malaria precautions and are encouraged to get inoculations and necessary prophylaxis. During the trip, our TravelTracker system helps security managers to communicate and provide emergency support to travelling employees and overseas staff should there be an incident. For high and extreme risk destinations, we track our employees in real-time via GPS to see when they check in and out of locations for enhanced travel security.



Above: Health Risk Map shows levels of medical risk by country.

Below: Providing advice, information and response to travellers and expatriates from our Assistance Centres.



# Environment: PLANNING FOR THE FUTURE

We are committed to meeting international environmental best practices for employees, customers and providers that are consistent with, and appropriate to, our business activities and operations worldwide.

INITIATIVE	SIGNIFICANCE	DETAILS
<b>Environmental policy</b>	Governance on our environmental standards at all facilities	<p><b>All employees are required to comply with our environmental standards. This includes:</b></p> <ul style="list-style-type: none"> <li>• Conforming with local environmental standards; where local law fails to provide an adequate standard, we apply our higher-level standards</li> <li>• Reporting and auditing all environmental accidents and incidents with the intent to create and implement corrective and preventative actions to prevent reoccurrence</li> <li>• Striving to reduce consumption of energy and other resources</li> <li>• Initiating a formal management review process based on assessing the environmental impacts our activities and those of our operations may have, to improve our performance and to ensure continual improvement</li> <li>• Workplace health and safety</li> <li>• Fostering awareness and respect for the environment to ensure optimal environmental protection in everything we they do</li> <li>• Requiring suppliers and contractors to adopt similar standards and demonstrate visible and sustainable environmental management practices in the execution of their activities</li> </ul>
<b>Environmental practices</b>	Practices to reduce paper usage, encourage recycling and minimise electricity	<p>Our environmental practices vary by facility. We strive to reduce waste, paper and electricity consumption and recycle where possible.</p> <p><b>Most of our facilities:</b></p> <ul style="list-style-type: none"> <li>• Print in black ink by default</li> <li>• Donate and recycle electronics</li> <li>• Recycle plastics</li> <li>• Properly dispose of hazardous materials like paints and solvents</li> <li>• Use washable cups and plates instead of disposables</li> </ul> <p><b>We aim to reduce paper consumption by:</b></p> <ul style="list-style-type: none"> <li>• Deploying electronic management systems for operations management, human resources management and financial management to replace paper-based work flow processes. We continue to make efforts to move away from paper-based workflows and processes and to meet or exceed all relevant regulatory requirements</li> <li>• Reusing envelopes and boxes for storage, providing collection of paper for recycling, reconsidering the necessity of printing or copying documents, using double-sided printing and copying, ensuring compliance with information security guidelines and reusing paper printed only on one side for drafts</li> <li>• Encouraging the use of electronic communications such as websites, e-newsletters and social media rather than for paper-based media</li> <li>• 34 offices have paper recycling schemes in place. Other facilities recycle glass, aluminum and compost</li> <li>• 27 offices recycle cardboard</li> </ul> <p><b>We aim to reduce electricity consumption by:</b></p> <ul style="list-style-type: none"> <li>• Maintaining air conditioning systems so they are more energy efficient. Our general recommended indoor temperature is between 23 and 26°C</li> <li>• Reminding employees to switch off the lights when they leave their workplace or meeting room, and only use lights when necessary. We also encourage the use of energy saving lighting systems</li> <li>• 90% of our offices fix leaky faucets, toilets and flickering light bulbs within a day</li> </ul>
<b>Medical waste management</b>	Measures to reduce medical waste	We have procedures in place at facilities to ensure waste disposal does not pose any risk to public health.

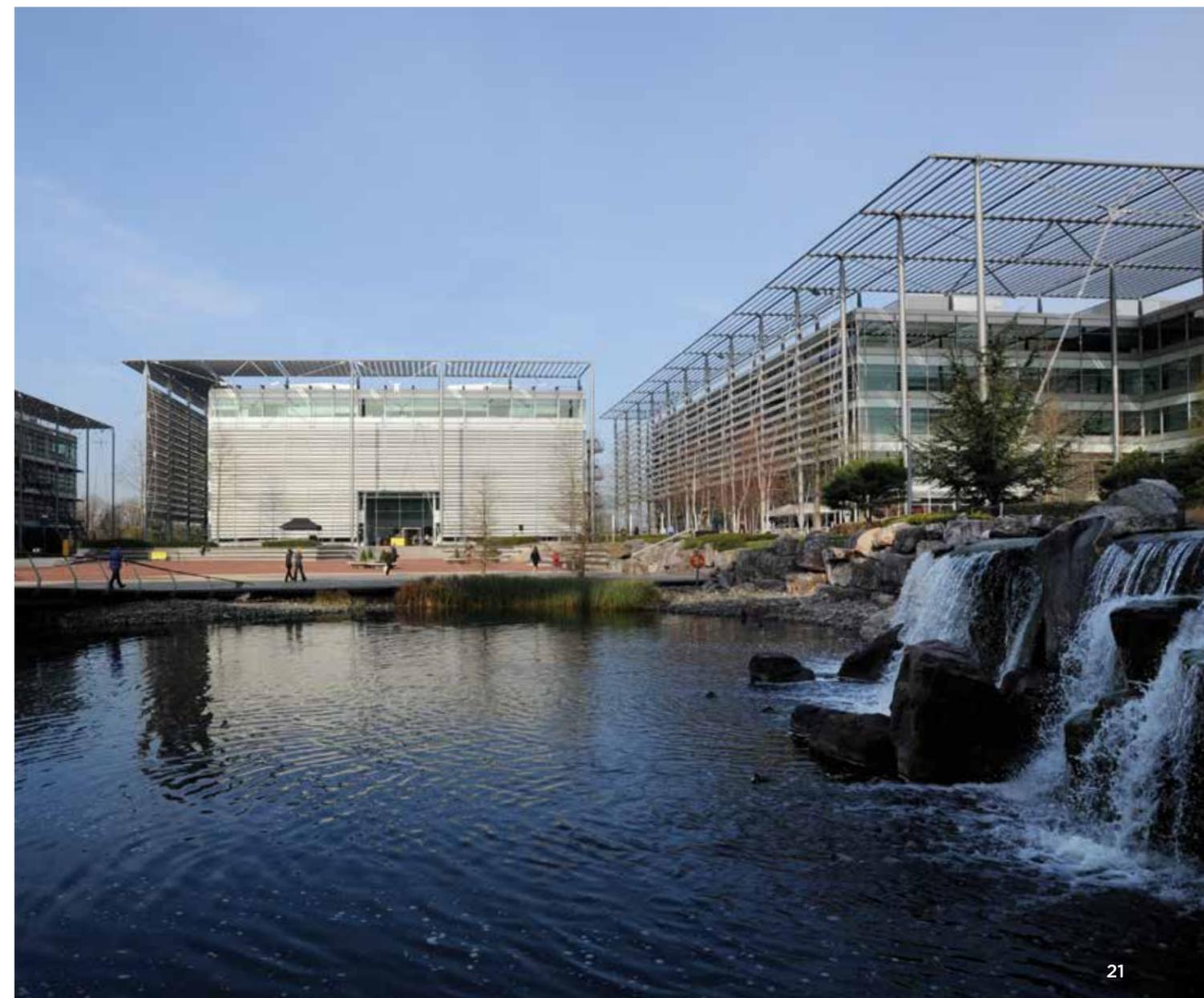
# Environmental practices AT OUR CHISWICK PARK HEADQUARTERS

We selected Chiswick Park, our London headquarters, in part because of the facility's strong green credentials.

## THE BUILDING FEATURES:

- Recycling of 90% of waste
- Capture of grey water, washroom taps to reduce water consumption and waterless urinals
- Automatic light shutoff and monitoring light/heat usage to identify waste
- Roof-mounted solar panels to heat water
- Bike to work schemes
- Chemical reduction in cleaning, gardening and engineering activities

Below: International SOS office in Chiswick Park, London.



# Appendix: 114 VOLUNTEERING INITIATIVES WORLDWIDE

## RESOURCE KEY:



COUNTRY	ACTIVITY	RESOURCE	HOURS*	DETAIL
Australia	Community Support	\$ L	4	Employee contributions to Kokoda Track Foundation (KTF).
Australia	Community Support	\$ L	1	Matching funds provided by International SOS to KTF.
Australia	Community Support	\$ L	8	Fundraising for KTF through morning teas.
Australia	Community Support	\$ L	144	Gala dinner for KTF.
Australia	Community Support	\$ L	4	Company donation to KTF in lieu of Christmas cards.
Australia	Education	L	8	Work placement for a KTF-sponsored student.
Australia	Education	L	48	Hosting a student work experience at our Port Moresby office with KTF.
Australia	Healthcare	L	160	Facilitating and delivering medical skills training for 20 primary health care workers from the Kokoda region.
Australia	Community Support	M L	8	Office accommodation for six students from the Archer Leadership Programme.
Australia	Community Support	M L	560	International SOS staff walked the Kokoda Track in August 2014 providing medical care and donated toothbrushes, toothpaste, medical consumables and primary school supplies.
Australia	Community Support	\$ L	144	Gala dinner to support KTF.
Australia	Education	\$ L	18	Nossal Scholarship for Papua New Guinean public health/medical student.
Cambodia	Healthcare	M L	4	Donated 45 boxes of syringes for use by Batthambang's Public Health Department serving a community with a high incidence of AIDS.
Cameroon	Education	\$ L	32	International SOS provided a road safety session with Global Road Safety Partnership.
Canada	Community support	M L	3	Employees donated gifts to children and families in need through Neighbour to Neighbour charity.
Canada	Healthcare	\$ L	36	Employees hosted bake sale for the Canadian Cancer Society.
Canada	Healthcare	L	49	Employees served lunch at Ronald McDonald house.
China	Education	\$ L	8	Donated clothing and funds to help Stars and Rain Autism school.
China	Education	\$ L	8	Halloween event to fund Stars and Rain Autism school.
China	Education	\$ L	8	Christmas event to fund Stars and Rain Autism school.
China	Education	\$ L	66	Employees ran 5K to raise funds for Right to Play, a charity that transforms children's lives through sports and play.
China	Healthcare	\$ L	8	Employees bought bracelets to support United Against Malaria.
China	Education	\$ L	192	Employee-run auction to support Stars and Rain Autism school.
China	Education	\$ L	10	Employees ran 5k to raise funds for Right to Play.
Czech Republic	Healthcare	\$ L	8	Employees bought bouquets to raise funds for League Against Cancer.
France	Healthcare	M L	40	In conjunction with Aviation Sans Frontières, we donated 12 kilograms of medicines and medical consumables to Grandir Dignement, an NGO helping imprisoned children in Madagascar.

COUNTRY	ACTIVITY	RESOURCE	HOURS*	DETAIL
France	Education	L	48	Four employees provided one hour of career coaching to students per month.
France	Healthcare	\$ L	320	Employees participated in 6.7 km La Parisienne race against breast cancer.
Germany	Community Support	\$ L	40	Employees ran 6k B2RUN to raise funds for child projects in Germany.
Germany	Education	\$ L	4	Employees privately supported a children's education charity project in Indonesia.
India	Education	L	24	12 employees visited the Vanpool school for disadvantaged children and distributed blankets and food to over 170 children.
Japan	Healthcare	M L	4	Provided stamps to Christian Medical Cooperation Services, a charity that supports medical volunteering in Asia and Africa.
Japan	Healthcare	M L	4	Supporting Japan Committee for Vaccines for the World's Children (JCV). Donated bottle caps that were exchanged for inoculations. We donated 8,140 caps for 10 vaccinations.
Japan	Healthcare	L	64	Four employees volunteered to help clean up the Fukushima disaster area.
Japan	Community Support	L	160	Employees volunteered at Halloween and Christmas events at a local orphanage and foster home.
Japan	Community Support	L	48	Took orphanage and foster children to cup noodle factory for a noodle-making experience.
Kazakhstan	Healthcare	L	24	International SOS doctors ran four training sessions of eight hours each to train SOS Children's Village employees in first aid skills.
Kazakhstan	Healthcare	L	8	International SOS doctors provided free health check-ups for WWII veterans.
Kazakhstan	Healthcare	L	8	International SOS paediatrician provided a health lecture at a girls' secondary school.
Kazakhstan	Healthcare	L	4	International SOS doctor provided a lecture to SOS Children's Village on the prevention of paediatric hepatitis.
Kazakhstan	Healthcare	L	4	International SOS doctors provided a sexual health lecture to families for SOS Children's Village homes.
Liberia	Healthcare	M L	8	International SOS and ArcelorMittal donated 200 mattresses and 30 beds to Ebola treatment facility. Also we donated 20-ft container of medical supplies so Médecins Sans Frontières could fast track the opening of an Ebola Treatment Centre in Monrovia, Liberia.
Malaysia	Healthcare	L	120	International SOS doctors provided medical health checks to locals.
Papua New Guinea	Community Support	\$ L	4	KTF funds raised to finance the construction of a First Aid post and the employment of a community health worker for one year.
Philippines	Healthcare	M L	10	Donated hygiene kits and multivitamins to 170 students of San Fernando Elementary School in Basesy.
Philippines	Community Support	\$ L	4	Fundraising to support rebuilding efforts after Typhoon Haiyan through Operation Blessing.
Russia	Community Support	L	8	Employees volunteered time to support Soul Bazaar, a collective of 70 local charities.
Singapore	Community Support	\$ L	20	Held massage event to help fund Singapore Association of the Visually Handicapped.
Singapore	Community Support	\$ L	20	Held massage event to help fund Singapore Association of the Visually Handicapped.
South Africa	Community Support	\$ L	24	Employees bought and knitted woollen goods to raise funds for SOS Children's Village.
South Africa	Healthcare	L	47	International SOS doctors provided health screens for 93 employees.
South Korea	Healthcare	L	55	Employees held bake sale to raise funds for the Korean Red Cross.
South Korea	Healthcare	L	75	Employees held bake sale to raise funds for the Korean Red Cross.
Spain	Community Support	L	720	Eight International SOS employees organised an initiative to help and support disabled people to walk 80 km of the Santiago de Compostela pilgrimage.
Spain	Community Support	L	40	Children of employees of International SOS played a football match with the children of Aldeas Infantiles SOS.

COUNTRY	ACTIVITY	RESOURCE	HOURS*	DETAIL
Spain	Community Support		16	Employees of International SOS participated in a Paddle Tournament with Aldeas Infantiles SOS.
Spain	Community Support		4	Employees held a football match to support people with disabilities.
Spain	Community Support		2	Collecting food for Jesus Caminante Association, which helps homeless people by providing healthcare and shelter.
Switzerland	Community Support		35	Four employees ran marathon to support UNICEF.
Switzerland	Community Support		16	Employees donated clothing to Vestiaire Social, a charity for people in need.
Switzerland	Community Support		65	Benelux team took a group of 10 children with mental, physical and sensory disabilities on a bike ride in Amsterdam.
Thailand	Community Support		11	Donated 80 desk calendars to help blind people print in Braille.
Thailand	Education		10	Charity sale of cakes and cookies to raise funds to build a new school via A Child's Dream.
Thailand	Education		160	Four employees helped build a playground for local children via A Child's Dream.
Thailand	Education		144	Charity auction to raise funds for A Child's Dream.
United Kingdom	Healthcare		15	Easter cake bake for CLAN Cancer charity.
United Kingdom	Healthcare		120	Pub quiz for CLAN Cancer charity.
United Kingdom	Healthcare		6	Cake bake for MacMillan Cancer charity.
United Kingdom	Healthcare		25	Employees ran 10k run for Chest, Heart and Stroke Scotland.
United Kingdom	Healthcare		6	Nippy Dipper: Employees participated in Boxing Day plunge in the North Sea for CLAN Cancer charity.
United Kingdom	Healthcare		6	Bake sale for London Air Ambulance.
United Kingdom	Healthcare		208	Employees completed Three Peaks challenge for London Air Ambulance.
United Kingdom	Healthcare		69	Employees held pub quiz for London Air Ambulance.
United Kingdom	Healthcare		5	Employees held bake sale for London Air Ambulance.
United Kingdom	Healthcare		4	Employees held game for London Air Ambulance.
United Kingdom	Healthcare		72	Employees held pub quiz for London Air Ambulance.
United Kingdom	Healthcare		5	Employees held bake sale for London Air Ambulance.
United Kingdom	Healthcare		160	Employees participated in London to Paris bike ride to fund London Air Ambulance.
United Kingdom	Healthcare		111	Employees held pub quiz for London Air Ambulance.
United Kingdom	Healthcare		8	Wellness walk to raise awareness and promote health for World Diabetes Day.
United Kingdom	Healthcare		33	Employees held pub quiz for London Air Ambulance.
United Kingdom	Healthcare		8	Employees participated in Santa Run for London Air Ambulance.
United Kingdom	Healthcare		9	Employees wore Christmas jumpers for London Air Ambulance.
United Kingdom	Healthcare		69	Employees held pub quiz for London Air Ambulance.
United Kingdom	Healthcare		3	In lieu of bake sale, employees ran Detox Day for London Air Ambulance.

COUNTRY	ACTIVITY	RESOURCE	HOURS*	DETAIL
United Kingdom	Healthcare		20	Employees ran in Race for Life to support Breast Cancer charity.
United Kingdom	Healthcare		4	BA business points raffle for London Air Ambulance.
United Kingdom	Healthcare		7	Employees rode bikes from London to Surrey for London Air Ambulance.
United Kingdom	Healthcare		45	Held pub quiz for London Air Ambulance.
United Kingdom	Healthcare		96	Held pub quiz for London Air Ambulance.
United Kingdom	Healthcare		4	Round office collection pot for London Air Ambulance.
United Kingdom	Healthcare		4	Held bake sale for Challenges worldwide charity.
United Kingdom	Healthcare		4	Employees wore Christmas jumpers in support of Save the Children.
United Kingdom	Healthcare		5	Employees ran Christmas Party Raffle for CLAN Cancer Charity.
United Arab Emirates	Healthcare		6	Held bake sale to raise funds for Breast Cancer Arabia.
USA	Healthcare		31	Employees donated 25 pints of blood for Red Cross drive.
USA	Healthcare		56	Employees donated food and served it to families with hospitalised children at the Ronald McDonald house.
USA	Community Support		10	Employees donated toys for annual Toys for Tots, a US Marine Corp programme to provide disadvantaged children with Christmas presents.
USA	Healthcare		31	Employees donated 25 pints of blood for Red Cross drive.
USA	Community Support		60	Employees cleaned up Women's Humane Society (Pet Rescue and Hospital). 10 employees donated six hours each.
USA	Community Support		36	Employees planted and harvested food for Hope for Harvest Sustainable Garden.
USA	Community Support		60	Employees coordinated crafts for children at Christ's Home and donated art supplies.
USA	Healthcare		31	Employees donated 25 pints of blood for red cross blood drive.
USA	Healthcare		4	Contributed funds for NBAA (National Business Aviation Association) Dispatchers Training Scholarship.
USA	Healthcare		46	Run/walk to raise funds for cancer awareness.
USA	Healthcare		4	Contributed funds for NBAA Flight Attendant training scholarship.
USA	Community Support		4	Water drive for Tempe community action. Provided 23 cases of water to homeless shelter.
USA	Education		4	Contributed funds for Training Scholarship for Women in Corporate Aviation.
USA	Education		4	Contributed funds for National Business Aviation Association (NBAA), Corporate Angel Network (CAN), Silent Auction Donation, MedAire Management of Inflight Illness & Injury training courses.
USA	Community Support		4	Volunteered at Sky kids aviation event providing special needs children an opportunity to fly in a general aircraft.
USA	Community Support		4	Food drive: Three barrels of food collected for Tempe Community Action homeless shelter.
USA	Community Support		8	Funds raised for Adopt a Family charity.
Vietnam	Healthcare		210	Provided medical treatment for 600 impoverished children and elderly at Bong Trang commune, Ba Ria Vung Tau province. Also donated 10 bicycles.



## A GLOBAL INFRASTRUCTURE YOU CAN DEPEND ON:



### PASSION

#### 27 ASSISTANCE CENTRES

With our local experts available globally, you can speak to us in any language anytime 24/7.



### CARE

#### 900 MEDICAL SERVICES SITES

An accredited, integrated network of 56 clinics and 850 medical sites around the world. Practising a supervised international standard of medicine – in developed and emerging countries, offshore and remote locations.



### EXPERTISE

#### 5,200 MEDICAL PROFESSIONALS

Immediate access to experts with extensive experience in all fields of medicine coupled with a thorough knowledge of the local environment and healthcare system.



### RESPECT

#### 77,000 ACCREDITED PROVIDERS

A network of accredited healthcare, aviation and security providers ensuring we provide you with the best logistics in the air, on the ground and at sea.

Protecting your people is our priority and this is what makes us the world's leading medical and travel security services company today.